

## Service Manager 2010 SP1 Operators Course

**Number of Days:** Two (2)

### Prerequisites:

Before attending this course, students should have:

- MCSA certification, or equivalent knowledge

The course materials, lectures, and lab exercises are in English. To benefit fully from our instruction, students need an understanding of the English language and completion of the prerequisites.

### Instructors:

The instructors that deliver this course are experienced, enterprise consultants who have experience in the deployment and configuration of Service Manager. All of our instructors have real-world expertise and are both accomplished consultants and excellent presenters. This allows them to make the delivery interesting and provide insight into real world issues that they have had to provide solutions to.

### Description:

This two-day course is a mix of in-depth instructor led training and hands-on labs where you will learn about the features and components included in System Center Service Manager 2010 SP1, from a daily operator's perspective.

Attendees learn the details of how Incident, Problem, and Change Management are implemented, including the different configurations and customizations that are available in the tool. They will also learn how to take advantage of the knowledge base, lists, queues, and templates, as well as how the data warehouse and reporting work.

Next, we will cover the Self Service Portal. Attendees will learn what the portal is, how it works, how to install it, and how to configure and customize it.

**Session 1:** Incident Management

**Session 2:** Problem Management

**Session 3:** Change Management

**Session 4:** Service Manager Library

**Session 5:** Data Warehouse and Reporting

**Session 6:** Self Service Portal

### **Session 1: Incident Management**

After completing this session students will be able to:

- Discuss basic ITIL/MOF Incident Concepts
- Create Incidents
- Customize Incident Lists
- Create Incident Templates
- Create Incident Views
- Create Incident Workflows using the Service Console

### **Session 2: Problem Management**

After completing this session students will be able to:

- Discuss basic ITIL/MOF Problem Concepts
- Create Problems
- Customize Problem Lists
- Create Problem Views
- Create Problem workflows using the Service Console

### **Session 3: Change Management**

After completing this session students will be able to:

- Discuss basic ITIL/MOF Change Management Concepts
- Create Change Requests
- Discuss Manual and Review Activities
- Create Change Request Templates
- Create Change Request Views
- Create Change Request workflows using the Service Console

### **Session 4: Service Manager Library**

After completing this session students will be able to:

- Create/Update Knowledge Base Articles
- Create/Update Queues
- Create/Update Lists
- Create/Update Templates

### **Session 5: Data Warehouse and Reporting**

After completing this session students will be able to:

- Describe the Service Manager Data Warehouse
- Describe how reporting works in Service Manager
- Run Reports
- Create Favorite Reports
- Create Linked Reports

**Session 6: Self Service Portal**

After completing this session students will be able to:

- Discuss the Self Service Portal architecture and functionality
- Install the Self Service Portal
- Utilize the Self Service Portal as an end user
- Utilize the Self Service Portal as an analyst
- Customize the Self Service Portal