



REAL WORLD
TECHNOLOGY TRAINING & SOLUTIONS
"Training You Can Really Use"

10965: IT Service Management with System Centre Service Manager

Duration: 5 Days

Method: Instructor-Led Training (ILT) | Live Online Training

Course Description

This course will provide participants with the key knowledge required to deploy and configure System Centre 2016 Service Manager

Target Audience

This course is intended for:

- Cloud and datacentre administrators who are:
 - New to System Centre 2016 Service Manager and are responsible for deploying, configuring, and operating it in their cloud or datacentre.
 - Already familiar with Service Manager and want to upgrade their skills to include the new features found in System Centre 2016 Service Manager.

Prerequisites

To attend this course, candidates should have:

- Working knowledge of Windows Server® 2012 R2 and Windows Server 2016.
- Working knowledge of SQL Server® 2012 and SQL Server 2014.
- An understanding of the IT management processes that are included with ITIL® and MOF.

Course Objectives

Upon successful completion of this course, attendees will be able to:

- Describe Service Manager 2016.
- Upgrade to Service Manager 2016.
- Install Service Manager 2016.
- Describe Service Manager usage cases.
- Configure base settings in Service Manager 2016.
- Configure Incident and Problem Management.



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Course Objectives *Continued*

- Configure Activity, Change, and Release Management.
- Configure and Manage Service Requests.
- Automate business processes with Service Manager and Orchestrator.
- Configure Service Level Management.
- Customize the Self-Service Portal.
- Use Reports and Analyse Data in Service Manager.
- Perform advanced troubleshooting and disaster recovery in Service Manager.
- Customize Service Manager Forms.

Course Topics

Module 1: Service Management Overview

- Business Drivers behind IT Service Management
- Introduction to Microsoft System Centre 2016.
- System Centre 2016 Service Manager Overview and Key Features
- Adopting ITIL/ MOF Best Practices with Service Manager
- Aligning IT Service Management Requirements to Service Manager

Module 2: Installing System Centre 2016 Service Manager

- System Centre 2016 Service Manager Architecture and Core Components.
- Hardware, Software and Security Requirements
- Planning and Sizing a System Centre 2016 Service Manager Deployment
- Installing System Centre 2016 Service Manager
- Installing and Configuring the Service Manager Self-Service Portal
- Overview of the Service Manager Console
- Upgrading to System Centre 2016 Service Manager

Module 3: Key Concepts and Features

- Overview of Management Packs
- Overview of the Service Manager CMDB
- Managing Activities
- Managing Workflows
- Managing Templates
- Security and User Roles

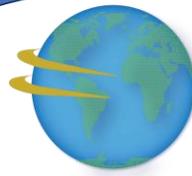
Module 4: Configuring Service Manager for Your Environment

- System Centre 2016 Service Manager Initial Configuration
- Configuring Business Services
- Configuring Access for your Support Teams
- Configuring Notifications

Module 5: Populating the Service Manager CMDB Using Connectors

- Integrating Service Manager with Active Directory and other System Centre Components
- Integrating Service Manager with Exchange





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Course Topics *Continued*

Module 6: Managing Incidents and Problems

- The Definition of an Incident and a Problem
- Managing Incidents
- Managing Problems
- Using Queues and Views with Incidents and Problems.

Module 7: Managing Changes and Releases

- Managing Change Requests
- Managing Release Records

Module 8: Configuring and Managing the Service Catalogue

- The Service Catalogue, Request Offerings and Service Offerings
- Managing Service Requests and Catalogue Groups
- The Self-Service Portal

Module 9: Automating Business Processes with Orchestrator

- Overview of Orchestrator
- Configuring Runbooks in Orchestrator.
- Configuring Integration between Orchestrator and Service Manager
- Creating a Request Offering in Service Manager to Initiate a Runbook in Orchestrator

Module 10: Configuring Service Level Management

- Configuring Service Level Management.
- Viewing Service Level Agreement (SLA) Information in Service Manager

Module 11: Using Reports and Analysing Data in Service Manager

- Running Reports in System Centre 2016 Service Manager
- Configuring and Running Data Warehouse Jobs
- Troubleshooting Failed Data Warehouse Jobs
- Data Warehouse Cubes

Module 12: Advanced Troubleshooting and Disaster Recovery

- Performing Advanced Troubleshooting in Service Manager
- Performing Disaster Recovery in Service Manager

Module 13: Creating Forms and Items in Service Manager Using the Service Manager Authoring Tool

- Key Concepts in Creating and Customizing Forms in the Service Manager Authoring Tool
- Creating New and Customized Forms by Using the Service Manager Authoring Tool

LABS INCLUDED