MOC 50252 System Center Client Management Suite Bootcamp

Course Summary

Description

This course provides students with the knowledge and skills to deliver Proof-of- Concepts and implement solutions based on the System Center Client Management Suite. The course focuses on typical scenarios for planning, deploying and managing clients using the Microsoft System Center family of products:

- System Center Configurations Manager 2007
- System Center Operations Manager 2007
- System Center Data Protection Manager 2007
- System Center Service Manager 2010

The course discusses frameworks and methodologies for planning client management solutions and enables students to deliver Proof-of-Concept engagements using Client Management Suite.

Objectives

At the end of this course, students will be able to:

- Apply Core Infrastructure Optimization models related to Desktop Optimization
- Describe ITIL and Microsoft Operations Framework processes related to client management
- Identify client virtualization scenarios and technologies: App-V, MED-V and VDI
- Use Microsoft Assessment and Planning to evaluate and plan client deployments
- Use Infrastructure Planning and Design guides to plan client solutions
- Use Microsoft Deployment Toolkit and System Center Configuration Manager 2007 to deploy Windows 7 clients
- Use System Center Configuration Manager 2007 to deploy native and virtual applications to desktops
- Use Application Virtualization (App-V) to sequence applications
- Use System Center Configuration Manager 2007 to manage patches and report compliance
- Use System Center Configuration Manager 2007 to maintain and update applications
- Deliver a Client Management Suite Proof-of-Concept
- Describe how System Center Service Manager 2010 implements MOF and ITIL processes
- Configure System Center Service Manager 2010 integration with Active Directory, System Center Configuration Manager 2007 and System Center Operations Manager 2007
- Use Change Management features in System Center Service Manager 2010
- Use Incident Management features in System Center Service Manager 2010
- Describe methods to customize and extend System Center Service Manager 2010

Topics

- Introduction to the System Center Client Management Suite
- Overview of Client Virtualization
- Optimized Client Architecture and Planning
- Operating System Deployment for Windows 7
- Application Deployment
- Maintenance and Operations for Windows 7
- Maintenance and Operations for Applications
- How to Deliver a Client Management Suite Proof of Concept

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically

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Course Summary

- How System Center Service Manager Implements MOF and ITIL processes
- Service Manager Integration with other System Center products
- Incident Management
- Change Management
- Customizing and extending System Center Service Manager

Audience

This course is intended for technical pre-sales, engagement and delivery consultants from Microsoft Certified Partners.

Prerequisites

Before attending this course, students must have:

- Network and system administration knowledge.
- Active Directory knowledge.
- Familiarity with Microsoft System Center products recommended.

Duration

Four days

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Course Outline

I. Introduction to the System Center Client Management Suite

This module describes the frameworks and methodologies that are related to client management and introduces Microsoft System Center products part of the Client Management Suite.

A. Core Infrastructure Optimization Framework
B. Methodologies for IT service management: ITIL and MOF
C. Overview of System Center products
D. Introducing System Center Client Management Suite

After completing this module, students will be able to:

- Apply Core Infrastructure Optimization models related to Desktop Optimization
- Describe ITIL and Microsoft Operations Framework processes related to client management
- Describe the products that are part of the Client Management Suite

II. Overview of Client Virtualization

This module describes client virtualization scenarios and technologies.

A. Microsoft Application Virtualization (App-V)
B. Microsoft Enterprise Desktop Virtualization (MED-V)
C. Virtual Desktop Infrastructure and Virtual Machine Manager
D. Solving application compatibility problems
E. Managing the Virtual Client with System Center

After completing this module, students will be able to:

- Identify client virtualization scenarios and technologies: App-V, MED-V and VDI
- Identify solutions for solving application compatibility problems
- Describe System Center products which can be used to manage virtual clients

III. Optimized Client Architecture and Planning

This module describes methodologies and frameworks for planning and deploying clients.

Lessons

A. Core Infrastructure Optimization Framework: Desktop Optimization
B. Windows Optimized Desktop Solution Accelerator
C. Frameworks for data collection

After completing this module, students will be able to:

- Describe Core Infrastructure Optimization scenarios related to Desktop Optimization
- Use Microsoft Assessment and Planning to evaluate and plan client deployments
- Use Infrastructure Planning and Design guides to plan client solutions

IV. Operating System Deployment for Windows 7

This module describes the operating system deployment process and tools.

A. Operating system deployment process
B. New tools for deploying Windows 7 operating system
C. Microsoft Deployment Toolkit 2010
D. Operating System Deployment in System Center Configuration Manager 2007

Lab: Deploying Windows 7 using Microsoft Deployment Toolkit 2010 and System Center Configuration Manager

- MDT 2010 – prepare the environment
- MDT 2010 – build and capture a Windows 7 reference system
- Configure Operating System Deployment in System Center Configuration Manager 2007
- Use System Center Configuration Manager 2007 to deploy Windows 7using media and PXE

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Course Outline (cont'd)

After completing this module, students will be able to:

- Use Microsoft Deployment Toolkit to build and capture a Windows 7 reference system
- Use System Center Configuration Manager 2007 to deploy Windows 7 clients

V. Application Deployment

This module describes application deployment processes and tools.

A. Application Lifecycle Management
B. Deploying native applications using System Center Configuration Manager 2007
C. Application Virtualization support in System Center Configuration Manager 2007 R2

Lab: Deploying native and virtual applications

- MDT 2010 – customize the Office application package
- Deploying a native application using System Center Configuration Manager 2007
- Deploying a virtual application using System Center Configuration Manager 2007
- Sequence an application using Application Virtualization

After completing this module, students will be able to:

- Use Microsoft Deployment Toolkit to customize an Office installation package
- Use System Center Configuration Manager 2007 to deploy native and virtual applications to desktops
- Use Application Virtualization (App-V) to sequence applications

VI. Maintenance and Operations for Windows 7

This module describes maintenance and operations processes and tools for the Windows 7 operating system.

A. Patch Management using System Center Configuration Manager 2007
B. Desired Configuration Management using System Center Configuration Manager 2007
C. Monitoring with System Center Operations Manager 2007
D. Protecting the Operating System with System Center Data Protection Manager 2007

Lab: Maintenance and Operations

- Patch Management with System Center Configuration Manager 2007
- Desired Configuration Management with System Center Configuration Manager 2007
- Monitoring with System Center Operations Manager 2007
- Protecting the Operating System with System Center Data Protection Manager 2007

After completing this module, students will be able to:

- Use System Center Configuration Manager 2007 to manage patches
- Use System Center Configuration Manager 2007 to report compliance
- Use System Center Operations Manager 2007 to monitor the operating system
- Use System Center Data Protection Manager 2007 to protect the clients

VII. Maintenance and Operations for Applications

This module describes maintenance and operations processes and tools for applications.

A. Managing application updates with System Center Configuration Manager 2007
B. Adding application features with System Center Configuration Manager 2007
C. Removing applications with System Center Configuration Manager 2007

Lab: Maintenance and Operations

- Managing application updates
- Adding application features

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Course Outline (cont'd)

After completing this module, students will be able to:

- Use System Center Configuration Manager 2007 to manage application updates
- Use System Center Configuration Manager 2007 to report compliance

VIII. How to Deliver a Client Management Suite Proof of Concept

This module describes the process for delivering a Client Management Suite Proof of Concept.

A. Identifying Customer Needs
B. Types of Activities
C. Delivering a Client Management Suite Proof of Concept
D. Building a demo environment

After completing this module, students will be able to:

- Build their own demo environment for Client Management Suite
- Deliver a Client Management Suite Proof-of-Concept

IX. How System Center Service Manager Implements MOF and ITIL processes

This module describes the correspondence between MOF and ITIL processes and their implementation in System Center Service Manager 2010.

A. Incident Management
B. Problem Management
C. Change Management
D. Configuration Management

After completing this module, students will be able to:

- Describe how System Center Service Manager 2010 implements MOF and ITIL processes

X. Service Manager Integration with other System Center products

This module describes the integration of System Center Service Manager 2010 with Active Directory, System Center Configuration Manager 2007 and System Center Operations Manager 2007.

A. Integrating System Center Service Manager with Active Directory
B. Integrating System Center Service Manager with System Center Configuration Manager
C. Integrating System Center Service Manager with System Center Operations Manager

Lab: System Center Service Manager Integration

- Configuring the Active Directory connector
- Configuring the System Center Configuration Manager connector
- Configuring the System Center Operations Manager connector

After completing this module, students will be able to:

- Configure System Center Service Manager 2010 integration with Active Directory, System Center Configuration Manager 2007 and System Center Operations Manager 2007

XI. Incident Management

This module describes the Incident Management processes in System Center Service Manager 2010.

A. Incident Management in System Center Service Manager
B. Create Incidents in System Center Service Manager

Lab: Incident Management in System Center Service Manager

- Incident Management walkthrough

After completing this module, students will be able to:

- Use Incident Management features in System Center Service Manager 2010

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Course Outline (cont'd)

XII. Change Management
This module describes the Change Management processes in System Center Service Manager 2010.

A. Change Management in System Center Service Manager
B. Create Standard Change Requests in System Center Service Manager

Lab: Change Management in System Center Service Manager

- Change Management walkthrough

After completing this module, students will be able to:

- Use Change Management features in System Center Service Manager 2010

XIII.Customizing and extending System Center Service Manager
This module describes how to customize and extend System Center Service Manager 2010.

A. Customizing and extending System Center Service Manager

Lab: Customizing System Center Service Manager

- Create configuration items and define services
- Customizing configuration items and forms

After completing this module, students will be able to:

- Describe how System Center Service Manager 2010can be customized and extended

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