MOC 50217 Planning, Deploying and Managing Microsoft System Center Service Manager 2010

Course Summary

Description

This course provides students with knowledge and skills to install and configure System Center Service Manager. The course focuses on implementing, configuring and integrating Service Manager with other System Center products. It also focuses on how IT processes such as the Microsoft Operations Framework (MOF) and IT Infrastructure Library (ITIL) can be implemented side-by-side with Service Manager.

Objectives

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

- Implement and configure Service Manager in the enterprise environment.

Topics

- ITIL/MOF Overview
- Change Management
- Configuration Management
- Service Desk
- Incident Management
- Problem Management
- Reviews and Reports
- Organizational Analysis
- Planning and Architecture Design
- Deploying Service Manager
- Configuration Management and Connectors
- Service Manager Management Packs
- User Roles and Functions
- Using System Center Service Manager
- Data Warehouse and Reporting
- Self Service Portal
- Maintaining Service Manager
- Extending Service Manager
- Troubleshooting Service Manager

Audience

This course is intended for IT Professionals who have at least one year of experience with IT processes or one or more System Center products (Operations Manager, Configuration Manager). Additionally, this course is intended for administrators who are responsible for configuring and managing a System Center Service Manager implementation. They have one to three years of experience supporting a service desk. Furthermore, this course is also intended for IT Operations people who implement IT processes and want to understand how Service Manager works from a technical perspective.

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

MOC 50217 Planning, Deploying and Managing Microsoft System Center Service Manager 2010

Course Summary (cont'd)

Prerequisites

Before attending this course, students must have:

- Attended course 6451A: Planning, Deploying and Managing System Center Configuration Manager 2007
- Attended course 50028D: Installing Configuring Operations Manager 2007 R2
- Experience with ITIL and MOF processes
- Experience with Active Directory configuration
- Experience with deployment, configuration, and troubleshooting Windows-based computers
- Working knowledge of IIS Server
- Working knowledge of TCP/IP networking
- Working knowledge of SQL Server
- Working knowledge of basic public key infrastructure (PKI) concepts

Duration

Four days

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

MOC 50217 Planning, Deploying and Managing Microsoft System Center Service Manager 2010

Course Outline

I. ITIL/MOF Overview

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

A. ITIL/MOF Overview: Why People and Processes Matter; IT Service Lifecycle; Manage Layer; Change and Configuration Management

After completing this module, students will be able to:

- Understand how MOF and ITIL processes are supported in System Center Service Manager 2010.

II. Change Management

This module describes the Change Management processes in ITIL and MOF.

A. The Change Management SMF Processes and Workflow
B. Change Management in Service Manager

After completing this module, students will be able to:

- Understand Change Management features in System Center Service Manager 2010.

III. Configuration Management

This module describes the ITIL and MOF Configuration Management processes.

A. ITIL Definition of Configuration Management
B. ITIL Configuration Management Workflow
C. The Purpose of the Configuration Management SMF
D. System Center Service Manager CMDB
E. System Center Configuration Manager Integration
F. System Center Operation Manager Integration
G. How Service MAP Can Give Input to CMDB

After completing this module, students will be able to:

- Understand Configuration Management features in general and how it fits into System Center Service Manager 2010.

IV. Service Desk

This module describes the Service Desk and Customer Service SMF processes.

A. ITIL Definition of Service Desk
B. MOF Operate Phase
C. The Goals of the Customer Service SMF
D. The Purpose of the Customer Service SMF
E. Key Role Types in the Customer Service SMF
F. The Customer Service SMF Processes and Workflow

After completing this module, students will be able to:

- Describe the purpose and the goals of the Customer Service SMF in the MOF IT Service lifecycle.
- Identify the key processes and their associated role types that help achieve the SMF goals.

Incident Management

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

A. Incident Management in System Center Service Manager
B. Service Desk Scenario in Service Manager

Lab: Policy and Process Exercise: Incident Management

- Incident Management in System Center Service Manager

After completing this module, students will be able to:

- Use Incident Management features in System Center Service Manager 2010.

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

MOC 50217 Planning, Deploying and Managing Microsoft System Center Service Manager 2010

Course Outline (cont'd)

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

A. ITILs Definition of Problem Management
B. The ITIL Problem Management Process
C. The Goals of the Problem Management SMF
D. The Purpose of the Problem Management SMF
E. Key Role Types in the Problem Management SMF
F. The Problem Management SMF Processes and Workflow

Lab: Policy and Process Exercise: Problem Management

- Repeating Incidents

After completing this module, students will be able to:

- Understand ITIL and MOF Problem Management goals and purpose and workflow.
- Discuss the Problem Management SMF purpose and goals in the context of the MOF IT Service lifecycle.
- Identify the key processes and their associated role types that help in achieving the SMF goals.

VI. Reviews and Reports
This module describes how System Center Service Manager 2010 supports reporting.

A. Purpose of SMF Reviews
B. SCSM Data Warehouse and Reports

After completing this module, students will be able to:

- Describe how System Center Service Manager 2010 can support the MOF reviews and KPI's.

VII. Organizational Analysis
This module provides an understanding of the organization where Service Manager is implemented and how this will influence the implementation of Service Manager.

A. Overview of the Teams Used with Service Manager (MOF)
B. Description of Teams that Should Be in Place to Implement Service Manager

After completing this module, students will be able to:

- Understand which IT-processes the Organization will use and in which order in connection Service Manager.
- Investigate if the defined IT-processes are in place in the Organization.
- Understand if the Quality of depended products are in the expected readiness quality to deliver input to Service Manager.
- Define Personas for Service Manager.

VIII.Planning and Architecture Design
This module explains how to plan for a Service Manager implementation and explains the different architecture components together with performance and scale scenarios and best practices for hardware sizing.

A. Understanding the Quality of IT Processes
B. Understand the Requirements for the System Center Products that Service Manager will Integrate With
C. Reporting and Data Warehouse Requirements
D. Self Service Portal Requirements
E. Service Manager Components
F. Inside Service Manager
G. Service Manager Scalability
H. Hardware Sizing
I. Implementation Scenarios

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

MOC 50217 Planning, Deploying and Managing Microsoft System Center Service Manager 2010

Course Outline (cont'd)

After completing this module, students will be able to:

- Understand Requirements
- Inside Service Manager
- Service Manager Components
- Architecture Components
- Explore Key Features
- Performance and Scale
- Hardware Sizing

IX. Deploying Service Manager

This module explains how Service Manager should be deployed in an IT-environment.

A. Sizing the Environment (performance impact)
B. Installation and Setup
C. High Availability
D. SQL Best Practice
E. Troubleshooting

Lab: Installing Service Manager - Duration 60 minutes

- Exercise 1: Install Service Manager Management Server.
- Exercise 2: Install Service Manager Data Warehouse.
- Exercise 3: Configuring integration between Service manager management Server and Data Warehouse

After completing this module, students will be able to:

- Understand requirements for installing Service Manager.
- Understand requirements for High Availability.
- Understand how to optimize SQL for Service Manager performance.
- Troubleshooting the Installation of Service Manager.

X. Configuration Management and Connectors

This module explains how to implement configuration management and how to install and configure connectors for Service Manager.

A. Configuration Management with Service Manager
B. Connectors
C. Active Directory
D. Operations Manager
E. Configuration Manager

Lab: Configuring Connectors - Duration 60 minutes

- Exercise 1: Configuring Active Directory connector for Service Manager.
- Exercise 2: Configuring CI connector for Operations Manager
- Exercise 3: Configuration Manager CI connector for Service Manager
- Exercise 4: Import IC's from a CSV file

After completing this module, students will be able to:

- Understand Configuration Management
- Plan what should go into the CMDB
- Identify the CI's (put into CMDB)
- Control the CI's
- Verification and Audit (is the CMDB up to date)
- Understand Connectors
- Active Directory
- Operations Manager
- Configuration Manager
- Import CSV files

Service Manager Management Packs

This module covers Service Manager Management Packs.

A. Explain the concepts of Management Packs and how they work
B. Explaining the different Management Packs Types

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

MOC 50217 Planning, Deploying and Managing Microsoft System Center Service Manager 2010

Course Outline (cont'd)

C. Explain the content and modules of a Management Pack
D. Explain the Incident Management Pack
E. Explain the Problem Management Pack
F. Explain the Change Management Pack
G. Explain Knowledge Management Pack

Lab: How to Configure Incident Feeders – Duration 30 minutes

- Exercise 1: Configuring Incident Management
- Exercise 2: Configuring Alert connector for Operations Manager connector
- Exercise 3: Configuring Mail Connector
- Exercise 4: Configuring DCM connector for Configuration Manager connector

After completing this module, students will be able to:

- Explain the functions and features of Service Manager Management Packs
- Incident Management Pack
- Problem Management Pack
- Change Management Pack
- Knowledge Management Pack

XI. User Roles and Functions

This module covers configuring and supporting User roles and profiles.

A. Understand Security Scopes/UI Filters
B. User Role Profiles
C. Role Based Security
D. Creating User Roles and Scopes

Lab: Creating User Roles in Service Manager – Duration 30 minutes

- Exercise 1: Creating User Roles and Scopes

After completing this module, students will be able to:

- Understand how User and Role based Security can be used in Service Manager.

XII. Using System Center Service Manager

This module covers common user scenarios.

A. How do you build the Incident process into Service Manager?
B. How do you build the Problem process into Service Manager?
C. How do you build the Change process into Service Manager?

Lab: Creating Incidents, Problems and Changes in Service Manager – Duration 45 minutes

- Exercise 1: Creating Incidents in Service Manager using
- Exercise 2: Creating a Problem in Service Manager
- Exercise 3: Creating a Change in Service Manager

After completing this module, students will be able to:

- Understand how your IT processes can be built into Service Manager.

Data Warehouse and Reporting

This module shows the students how Data Warehouse and Reporting works with Service Manager.

A. Data Warehouse and Reports
B. Anatomy of ETL
C. Favorite Reports
D. Linked Reports
E. Scheduled Reports

Lab: Reporting and Data Warehouse- Duration 30 minutes

- Exercise 1: Running Service Manager Reports
- Exercise 2: Creating Favorite Reports
- Exercise 3: Creating Linked reports

After completing this module, students will be able to:

- Understand how to use Service Manager Reporting and Data Warehouse.

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

MOC 50217 Planning, Deploying and Managing Microsoft System Center Service Manager 2010

Course Outline (cont'd)

XIII.Self Service Portal
This module explains how to work with Self Service Portal. It also describes how to configure and install Self Service Portal.

A. Self Service Portal Overview
B. How to configure Self Service Portal
C. End User Portal
D. Analyst Portal

Lab: Installing and using the Self Service Portal - Duration 60 minutes

After completing this module, students will be able to:

- Understand the functions of the Self Service Portal.
- Use the Self Service Portal for End-user and Analyst.

Maintaining Service Manager
This module shows the students how Maintain Service Manager.

A. How to Maintain Service Manager on a Daily Basis
B. Configuring Notifications for Service Manager
C. Workflow Status
D. Announcements

Lab: Maintaining Service Manager –Duration 20 minutes

- Exercise 1: Configuring Notifications in Service Manager
- Exercise 2: Creating Announcements in Service Manager

After completing this module, students will be able to:

- Maintaining Service Manager on a daily basis.

XIV. Extending Service Manager
This module shows the students how extend Service Manager.

A. How to Extend the CMDB
B. Introducing the Authoring Console
C. Introducing Forms
D. Introducing the MP XML Structure

Lab: Extending Service Manager –Duration 40 minutes

- Exercise 1: Extending the CMDB
- Exercise 2: Creating view for a new class in Service Manager
- Exercise 3: Importing data into the CMDB

After completing this module, students will be able to:

- Extend Service Manager.

Troubleshooting Service Manager
This module covers troubleshooting common errors in Service Manager.

A. Common Service Manager Error Scenarios and Remediation

After completing this module, students will be able to:

- Troubleshoot and remediate common Service Manager error scenarios.

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