

Szkolenie: Microsoft
MS-10965 IT Service Management with System Center Service Manager



DOSTĘPNE TERMINY

2021-06-21 | 5 dni | Virtual Classroom

2021-06-21 | 5 dni | Wirtualna sala

Cel szkolenia:

This five-day course will provide students with the key knowledge required to deploy and configure System Center 2016 Service Manager. Using hands-on labs, students will learn the following:

- Where Service Manager sits within the System Center 2016 product.
- What business and technical needs Service Manager is designed to meet.
- How Service Manager aligns itself to ITIL and MOF.
- How to architect and implement a System Center 2016 Service Manager deployment.
- How to upgrade an existing Service Manager 2012 R2 environment to System Center 2016.
- How to customize System Center 2016 Service Manager to be in line with corporate standards.
- How to configure Incident and Problem Management.
- How to configure Activity, Change and Release Management.
- How to configure Service Requests.
- How to configure Service Level Management.
- How to customize the Self-Service Portal.
- How to configure Reporting and Analysis.
- How to troubleshoot Service Manager and perform disaster recovery.
- How to create customized Service Manager forms.

Audience profile:

This course is intended for cloud and datacenter administrators who are new to System Center 2016 Service Manager and are responsible for deploying, configuring and operating it in their cloud or datacenter. This course is also intended for Cloud and datacenter administrators who are already familiar with Service Manager and want to upgrade their skills to include the new features found in System Center 2016 Service Manager.

Skills gained:

- 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.
- 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 Analyze Data in Service Manager.
- Perform advanced troubleshooting and disaster recovery in Service Manager.
- Customize Service Manager Forms.

Plan szkolenia:

- Service Management Overview
 - Business Drivers behind IT Service Management.
 - Introduction to Microsoft System Center 2016.
 - System Center 2016 Service Manager Overview and Key Features.
 - Adopting ITIL/ MOF Best Practices with Service Manager.
 - Aligning IT Service Management Requirements to Service Manager.
- Installing System Center 2016 Service Manager
 - System Center 2016 Service Manager Architecture and Core Components.
 - Hardware, Software and Security Requirements.
 - Planning and Sizing a System Center 2016 Service Manager Deployment.
 - Installing System Center 2016 Service Manager.
 - Installing and Configuring the Service Manager Self-Service Portal.
 - Overview of the Service Manager Console.
 - Upgrading to System Center 2016 Service Manager.
- Key Concepts and Features
 - Overview of Management Packs.
 - Overview of the Service Manager CMDB.
 - Managing Activities.
 - Managing Workflows.
 - Managing Templates.

- Security and User Roles.
- Configuring Service Manager for Your Environment
 - System Center 2016 Service Manager Initial Configuration.
 - Configuring Business Services.
 - Configuring Access for your Support Teams.
 - Configuring Notifications.
- Populating the Service Manager CMDB using Connectors
 - Integrating Service Manager with Active Directory and other System Center Components.
 - Integrating Service Manager with Exchange.
- Managing Incidents and Problems
 - The Definition of an Incident and a Problem.
 - Managing Incidents.
 - Managing Problems.
 - Using Queues and Views with Incidents and Problems.
- Managing Changes and Releases
 - Managing Change Requests.
 - Managing Release Records.
- Configuring and Managing the Service Catalog
 - The Service Catalog, Request Offerings and Service Offerings.
 - Managing Service Requests and Catalog Groups.
 - The Self-Service Portal.
- 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.
- Configuring Service Level Management
 - Configuring Service Level Management.
 - Viewing Service Level Agreement (SLA) Information in Service Manager.
- Module 11: Using Reports and Analyzing Data in Service Manager<
 - Running Reports in System Center 2016 Service Manager.
 - Configuring and Running Data Warehouse Jobs.
 - Troubleshooting Failed Data Warehouse Jobs.
 - Data Warehouse Cubes.
- Advanced Troubleshooting and Disaster Recovery
 - Performing Advanced Troubleshooting in Service Manager.

- Performing Disaster Recovery in Service Manager.
- 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.

Wymagania:

- 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.

Poziom trudności



Certyfikaty:

Uczestnicy szkolenia **MS-10965 IT Service Management with System Center Service Manager** otrzymują autoryzowany **certyfikat Microsoft**.

Prowadzący:

Microsoft Certified Trainer.

Informacje dodatkowe:

Zajęcia prowadzone są w języku polskim, materiały źródłowe oraz oprogramowanie są w języku angielskim.