COMPENDIUM CENTRUM EDUKACYJNE

Cel szkolenia:

Training goals

This introductory course provides students with the technical skills needed to effectively use and configure the Service Manager 9.6 software product. This course focuses on configuring Service Manager to match the processes, policies, and procedures in the out-of-the-box environment. This five day course is a mixture of lectures and hands-on exercises. This course covers software versions 9.60 Codeless and the hands-on labs use software version 9.6.

Upon successful completion of this course, you should be able to:

- Describe the Service Manager processes, workflows, and best practices
- Use the Service Manager Web, Windows, Service Request Catalog, Service Portal and Mobility clients
- Navigate online help
- Configure operators, security roles, user roles, environment records, and security folders
- Define approvals and approval groups
- Delegate approvals
- Describe SM reporting capabilities
- Define CIs and CI Relationships
- Open a new interaction with Service Manager Service Desk, and then follow its escalation through incident Management, Problem Management, and Change Management, utilizing the built-in ITIL standards and best practices
- Configure the Service Manager components
- At a higher level:
- Describe the workflows used in each module
- Describe the workflow components
- Describe how to add approvals and alerts to workflows
- Create a new change workflow
- Describe the various integration technologies and how to integrate Service Manager to other products using the Integration Manager Utility

Audience/Job Roles

This course is intended for technical users who are new to Service Manager.

Plan szkolenia:

- Course Overview
  - Describe the Service Manager processes, workflows, and best practices
  - Use the Service Manager Web client and Windows client, as well as the Employee Self Service (ESS) portal, CDF and SMA-SM Service portal
  - Navigate online help
  - Add permissions to applications for users
  - Define approvals and approval groups
  - Describe Service Manager reporting capabilities
  - Describe Configuration Items (CIs) and CI relationships
  - Manage Service Manager operators using administrative security tools
  - Configure operator, security role, role, environment, folder, and contact objects
  - Open a new interaction with Service Manager Service Desk, and then follow its escalation through Incident Management, Problem Management, and Change Management, using the built-in IT Infrastructure Library (ITIL) standards and best practices
  - Configure the Service Manager components
  - Create new incident management workflows and categorization in the form of categories, subcategories, and areas
  - Add new workflows
  - Describe the various integration technologies and how to integrate Service Manager with other products using the Integration Manager utility

- Introduction to Service Manager
  - Describe the intent of Service Manager
  - Define the IT Service Management (ITSM) and IT Infrastructure Library (ITIL)
  - Describe Service Manager processes and best practices
  - Describe the ITSM features within Service Manager
  - List the products that integrate with Service Manager

- Navigating Service Manager
  - Log in to Service Manager
  - List the differences between the Windows and Web clients
  - Use queues and views
  - Save a view to Favorites
  - Use the options menu and toolbar functions
  - Change the Service Manager interface settings
  - Search records, including using advanced capabilities

- Explain Find and Fill
- Navigate the online help

○ Service Manager Processes
- Summarize the Service Manager processes and workflow
- Describe the goals, features, and benefits for each of the Service Manager modules
- Describe embedded best practices for handling issues using Service Manager
- Describe the interoperability among the Service Manager modules

○ User Administration
- Identify the relationships among environment, operator, profiles, capability words, and user roles
- Describe environment records
- Connect to Service Manager as different users
- Add permissions to applications to users
- Describe how menus are mapped to user roles
- Create and edit Security Areas and Security Roles
- Create and edit a user role
- Define security folders

○ Approvals
- Define approvals and approval groups
- Approve changes and requests
- Add approvers
- Delegate approval authority

○ Reporting
- Describe the reporting options available with Service Manager
- Work with the Service Manager built-in reporting feature
- Integrate Service Manager with Crystal Reports

○ Configuring Configuration Management
- Summarize how to switch a CI to a different type
- Describe CI Groups and CI relationships
- Use baselines
- Define Authorized and Actual CI states
- Configure the Environment record settings
- Add a new CI type

○ Configuring Employee Self Service and Service Desk
- View operator record settings for self-service users
- View operator record settings for service desk agents

- Discuss environment record settings
- Discuss the incident table

- Configuring Incident Management
  - Configure Operator and Security Model settings
  - Create a new assignment group
  - Describe multi-level categorization
  - Create new subcategory and area records
  - Describe interoperability with other SM applications
  - Configure environment record settings
  - Define the Incident Management tables and forms

- Configuring Problem Management
  - Configure the Operator and Security Model settings
  - Configure the environment record settings
  - Use the Problem workflow
  - Describe interoperability with other SM applications

- Configuring Change Management
  - Configure the operator and profile settings
  - Add a phase
  - Create a new workflow
  - Create a change category
  - Configure the environment record settings
  - Describe interoperability with other Service Manager applications
  - Work with Change Management Dashboards

- Configuring Request Management
  - Identify the elements of the Request Fulfillment
  - Create a model
  - Create a Product Catalog record
  - Create a Re-order rule

- Configuring Service Catalog and Service Request Catalog
  - Add catalog items to the Service Catalog
  - Add bundles of items to the Service Catalog
  - Modify the Service Request Catalog (SRC) Web Client ordering wizard

- Configuring Knowledge Management
  - Identify knowledge management tasks
  - Contribute a knowledge document
  - Organize the knowledge management to the following:

- Add a category
- Add a subcategory
- Add knowledge groups

- Configuring Service Level Management
  - Configure the Service Level Target (SLT) catalog
  - Describe the tasks needed to configure SLAs
  - Describe how SLAs are linked to other applications
  - Discuss the Service catalog delivery objectives

- Configuring CDF and SMA-SM Service Portal
  - Use CDF (Container Deployment Foundation) Management Portal, Kubernetes Dashboard and run Kubernetes commands
  - Update the theme of SMA-SM Service Portal for a demonstration
  - Update background image, company logo and color theme
  - Search for information in SMA-SM Service Portal
  - Chat with a Service Desk agent
  - Submit a Service Request from SMA-SM Service Portal
  - Request on behalf

- Configuring Integrations
  - Describe the methods used to integrate with Service Manager
  - Describe the Integration Manager utility
  - Describe the steps required to integrate Service Manager with Release Control (RC)

- Additional Information
  - Sign up for training courses for Service Manager
  - Search on the Support Portal
  - Navigate to the Support Portal
  - Get the Compatibility Matrix
  - Visit the Forums for Service Manager
  - Walk the Software Training Path to Certification
  - Take the First Step – Obtain your Learner ID
  - Export data to Excel or text files

Wymagania:

To be successful in this course, you should have the following prerequisites or knowledge:

- Basic knowledge of and comfort working with software - including simple keyboard and mouse skills, as well as knowledge of MS Office and other Windows-based programs

○ While there will be some technical discussion throughout the course, a strong technical aptitude or background is not required.

Poziom trudności

Certyfikaty:

The participants will obtain certificates signed by Micro Focus (course completion).

This course prepares you also for such related Micro Focus certification exam Service Manager Software Exam ID: MF0-M43

Prowadzący:

Authorized Micro Focus Trainer