Szkolenie: Micro Focus
SMAX220SP - Service Management Automation X: Configuration and Asset Managers

Cel szkolenia:

This course covers how a configuration and asset manager will use the Service Management Automation X (SMAX) agent interface to obtain and maintain current information about business services and devices which are used in tracking defects, change requests, and problems. SMAX is a new suite designed to simplify the way businesses manage their IT services and assets. It uses the Information Technology Infrastructure Library (ITIL)-compliant IT processes with embedded machine learning and contextual analytics.

Course Scenario

You are a service asset and configuration manager who wants to describe the services and all its components, collect current information about a new Online Book Store business service to close defects, fulfill change requests and solve problems as well as manage contracts with the vendors. This course will follow you through your creating, handling and tracking these individual assets that support your business services, seeing how SMAX helps in this and future situations. You have not used SMAX before.

Audience/Job Roles

This course is intended for: The course is designed for configuration and asset managers.

Plan szkolenia:

- Organizing and tracking individual assets in the SACM model hierarchy
  - Concepts:
    - Learning SACM activities when introducing and building out a new Business Service: Accessing SACM interface, Build a new service definition, actual service, service component, system element and device required to run an online bookstore, create relationships between the components and view Impact analysis.
  - Demo:
    - Demonstrate the management of a business service through a SACM model from Service design to deployed devices.
- Organizing and Managing the available devices
  - Concepts:
    - Manage the stockroom, Reserve a Device and License from the Stockroom, Create and Manage asset models, Receive the new assets and create a Subscription

manually.

- Demo:
    - Demonstrate the management of devices required and software licenses.

- Managing service vendor relationships and contracts through their lifecycle
    - Concepts:
        - Accessing the vendor and contract management interface, add a Vendor, view contract information for an asset related to a ticket, add a maintenance contract, add a new devices to a maintenance contract, create a license and license model.
    - Demo:
        - Demonstrate how to add/update a vendor and contract information for a new device and manage from creation through signature to expiration.

- Publishing reports
    - Concepts:
        - Creating reports and customizing your dashboard.
    - Demo:
        - How to create report and add that to your dashboard. Time: 10 minutes

Poziom trudności

Certyfikaty:

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

Prowadzący:

Authorized Micro Focus Trainer.