

## Training: Micro Focus SMA210 - SMA Essentials for Support Engineers



### TRAINING GOALS:

This course covers how a support engineer uses the Service Management Automation X (SMA) Agent interface to support the IT needs of a business. SMA 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.

This course is applicable for SMA 2018.02, 2018.05, 2018.08, 2018.11, and 2019.02 versions. However, the hands-on lab exercises in this course use SMA 2018.05. This bundle course involves below ILT and DL courses:

- SMA210 - SMA Essentials for Support Engineers
- SMA210SP - Service Management Automation X: Support Engineer (Digital Learning)

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

- Describe the basic architecture of SMA
- Create an incident template and model
- Open an incident, classify, and monitor targets
- Apply a template to an incident and resolve using knowledge
- Apply a model to an incident, discuss with another agent and complete tasks
- Escalate an incident
- Create a problem from an Incident
- Create and classify a problem
- Create a problem template
- Investigate, resolve, review, and close a problem
- Create a problem record from the hot topic incidents trend
- Create a change template and model
- Open and evaluate a change
- Plan a Change
- Approve a Change
- Complete a Change task
- Deploy a Change
- Validate and close a Change

- Schedule a change using Change calendar
- Reschedule a change and view the impact
- Use change analytics dashboard to improve performance
- Create a Release Model
- Create a Release
- Create a Maintenance Window
- Schedule and Manage a Change within a Release
- Create a report and manage the dashboard.

### Audience/Job Roles

This course is intended for Support Engineers, application owners, system engineers.

### CONSPECT:

- Course Overview
  - Introduce the course overview, agenda, and logistics
  - List the available SMAX courses
  - Launch the Digital Learning course
- SMAX Architecture Overview and Incident Management
  - Explain the SMAX architecture overview
  - Explore the Agent IT Interface
  - Access the Incident Management module
  - Explain the Incident template and models
  - Create an incident record, classify, and monitor targets
  - Apply template, resolve, and close an incident
  - Apply incident model to an incident, discuss with another support engineer, and work on task fulfillment.
  - Escalate an incident
  - Open a related record (problem) for an incident.
- Problem Management
  - Access the Problem Management module
  - Create and classify a problem
  - Explain the problem templates
  - Investigate and resolve a problem
  - Analyze the incident trend using hot topic analytics.
- Change Management
  - Access the Change Management module

- Explain the change templates and models
- Understand the different types of changes
- Open and evaluate a change
- Explain the change plan
- Approve a change
- Work on task fulfillment
- Explain change deployment
- Validate a change
- Change Calendar
  - Explain the change calendar and how to use it
  - Visualize the impact a change has on involved configuration items.
  - Improve performance of a change using change analytics.
- Release Management
  - Access the Release Management module
  - Explain the release model
  - Understand the release process
  - Create a time period for a maintenance window.
  - Schedule and re-schedule changes using change calendar
- Reports and Dashboards
  - Navigate the Reports User interface
  - Personalize the dashboard
  - Create a report and display it on a dashboard

## REQUIREMENTS:

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

- Familiarity with different roles in an IT service management environment
- Familiarity with different flavors of the user interfaces provided by SMA
- Familiarity with different versions of the SMA available

## Difficulty level



## CERTIFICATE:

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

## TRAINER:

Authorized Micro Focus Trainer.