

Training: Micro Focus SMA320 - SMA administration for Suite Administrators



TRAINING GOALS:

This course covers how a suite administrator will use Service Management Automation X (SMA) to perform administrative tasks related to Service Management automation in the Suite Administration application. 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.

You are a suite administrator who wants to perform administration tasks for the Service Management Automation suite. You want to set up SMA from configuring an email server to creating or importing a customer, account, user, license, license pools, and tenant. You will add the created users to the account, licenses to the license pools, assign a license to the tenant, and deploy the tenant. You also configure suite level settings in Configurations, including security, email, and integration, view the operation history, and configure access control. From configuring, creating, importing, assigning, adding, managing, administering, and analyzing these suite administrative operations, you will learn how SMA helps in this and future situations. You are new to SMA.

This course is applicable for SMA 2018.02, 2018.05, 2018.08, 2018.11, 2019.02 and 2019.05 versions. However, the hands-on lab exercises in this course use SMA 2019.05.

This bundle course involves the following ILT and Digital Learning (DL) courses:

- SMA320 - SMA administration for Suite Administrators
- SMA300SP - Service Management Automation X Suite Administrators (Digital Learning)

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

- Describe suite administration
- Configure a mail server
- Create a customer
- Create and edit an account
- Add a user to the account
- Create a trial license
- Create a license pool and add a license to the pool
- Create a tenant, assign a license, and deploy the tenant
- Export and import the tenants
- Clone a tenant

- Setup a multi-tenant environment
- Configure LW-SSO and view LDAP settings
- Manage Smart Analytics at the suite level
- Set intervals for IDOL based search and define License Expiration Notification

Audience/Job Roles:

This course is intended for Suite Administrators.

CONSPECT:

- Course Overview
 - Introduce the course overview, agenda, and logistics
 - List the available SMAX courses
 - Launch the Digital Learning course
 - Access the lab environment
- Mail Server Configuration
 - Explain the administrative tasks
 - Explore the suite administration application
 - Explain back office
 - Explain the mail server
 - Explain about SMTP and EWS
 - Configure an email service
- : Customer, Account, and User Management
 - Access the customer, account, and user area in the back officer portal
 - Create a new customer
 - Create and manage a new account
 - Add users to the account with the required features and settings
- License Management
 - Access the license and license pool area in the back office portal
 - Creating a trial license
 - Create a license pool and add it to the license
- Tenant Administration
 - Navigate the tenant management area
 - Explain different types of tenants – Production, DEV, Internal, Trial
 - Create a tenant
 - Assign a license to the tenant

- Deploy the tenant
- Export a tenant
- Import a tenant
- Clone a tenant
- Explain about the multi-tenant environment
- Configuration Management
 - Access the Configuration area
 - Explain about Single sign-on
 - View the Lightweight Direct Access Protocol (LDAP) settings for configuration management system
 - Manage smart analytics at the suite level
 - Explain IDOL (Intelligent Data Operating Layer)
 - Set intervals for IDOL bases search
 - Define license expiration notifications duration

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 SMAX
- Familiarity with different versions of the SMAX available.

Difficulty level



CERTIFICATE:

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

TRAINER:

Authorized Micro Focus Trainer.