

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



FORM OF TRAINING	MATERIALS	PRICE	DURATION
Traditional	Digital materials	900 EUR	4 days
Traditional	CTAB Tablet	1000 EUR	4 days

## LOCATIONS

Krakow - 5 Tatarska Street, II floor, hours: 9:00 am - 4:00 pm

Warsaw - 17 Bielska Street, hours: 9:00 am - 4:00 pm

## TRAINING GOALS:

This course equips students with the skills they require to deploy and configure **System Center 2012 R2 Operations Manager**. Using hands-on labs, students learn the following:

- How to architect and implement a System Center 2012 R2 Operations Manager Management Group.
- How to upgrade and migrate from an existing Operations Manager 2007 R2 Management Group to System Center 2012 Operations Manager, System Center 2012 SP1 Operations Manager and System Center 2012 R2 Operations Manager.
- Understand the key elements of Management Packs including Object Discoveries, Rules, Monitors, Targeting and Run As Accounts and Run As Profiles. This includes authoring Management Packs.
- How to configure fabric and application monitoring in System Center 2012 R2 Operations Manager including both datacenter and cloud resources such as networking, storage and compute.
- How to configure monitoring of .NET and Java based applications using Application Performance Monitoring.
- How to configure end-to-end service monitoring including synthetic transactions and Distributed Application Diagrams.
- How to configure Dashboards, Service Level Tracking Reporting and the SharePoint Web Part to enable visualization of key performance and availability metrics.
- How to customize the Operations Manager Console to meet the needs of different application support teams.
- How to integrate Operations Manager with other System Center 2012 R2 components and extend monitoring to include key business processes and procedures.
- How to troubleshoot an Operations Manager Management Group and perform disaster recovery procedures such as database and management server recovery.

- How to use new features in System Center 2012 R2

## CONSPECT:

- Module 1: Service Management Overview
  - Introduction to Microsoft System Center 2012
  - System Center 2012 SP1 Service Manager Overview and key features
  - ITIL & MOF Service Management
  - Adopting ITIL/MOF Best Practices with Service Manager
- Module 2: Installing System Center 2012 SP1 Service Manager
  - System Center 2012 SP1 Service Manager Architecture and Core Components
  - Hardware and Software Requirements
  - Security Requirements
  - Installing System Center 2012 SP1 Service Manager
  - Upgrading to System Center 2012 Service Manager
- Module 3: Configuring base settings in Service Manager
  - System Center 2012 SP1 Service Manager Base Configuration
  - Configuring Notifications
  - Integrating System Center 2012 SP1 Service Manager using Connectors
  - Configuring the Exchange Connector
  - Configuring Business Services
- Module 4: Configuring Incident and Problem Management
  - The Definition of an Incident and a Problem
  - Managing Incidents
  - Managing Problems
  - Using Queues and Views with Incidents and Problems
- Module 5: Configuring Activity, Change and Release Management
  - Managing Activities in Service Manager
  - Configuring Change Management
  - Configuring Release Management
- Module 6: Configuring and Managing Service Requests
  - The Service Catalog, Request Offerings and Service Offerings
  - Managing Service Requests and Catalog Groups
  - The Self-Service Portal
  - Datacenter Resource Provisioning with the Cloud Services Process Pack
- Module 7: Configuring Service Level Management

- Configuring Service Level Management
- Viewing SLA information in Service Manager
- Module 8: Customizing the Self-Service Portal
  - Components of the Self-Service Portal
  - Customizing the Self-Service Portal
- Module 9: Using Reports and Analyzing Data in Service Manager
  - Running Reports in System Center 2012 SP1 Service Manager
  - Configuring and Running Data Warehouse Jobs
  - Troubleshooting failed Data Warehouse Jobs
  - Data Warehouse Cubes
- Module 10: Configuring Compliance with the Process Pack for IT GRC
  - Overview of the Process Pack for IT GRC
  - Installing the Process Pack for IT GRC
  - Creating a Control Management Program
  - Managing a Control Management Program

## REQUIREMENTS:

Before attending this course, students must have:

- Working knowledge of **Windows Server 2008 R2** and [Windows Server 2012](#).
- Working knowledge of **SQL Server 2008 R2** and [SQL Server 2012](#).

## Difficulty level



## CERTIFICATE:

The participants will obtain Microsoft certificates.

## TRAINER:

Microsoft Certified Trainer.