



Course 10965D

## IT Service Management with System Center Service Manager

Course Length : 40 Hours  
Professional Series : 5 Days  
Academic Series : 6 Weeks

### Module 1:

#### Service Management Overview

- Business Drivers behind IT Service Management.
- Introduction to Microsoft System Center 2016.
- System Center 2016 Service Manager Overview and Key Features.
- Adopting ITIL/ MOF Best Practices with Service Manager.
- Aligning IT Service Management Requirements to Service Manager.

### Module 2:

#### Installing System Center 2016 Service Manager

- System Center 2016 Service Manager Architecture and Core Components.
- Hardware, Software and Security Requirements.
- Planning and Sizing a System Center 2016 Service Manager Deployment.
- Installing System Center 2016 Service Manager.
- Installing and Configuring the Service Manager Self-Service Portal.
- Overview of the Service Manager Console.
- Upgrading to System Center 2016 Service Manager.

### Module 3:

#### Key Concepts and Features

- Overview of Management Packs.
- Overview of the Service Manager CMDB.
- Managing Activities.
- Managing Workflows.
- Managing Templates.
- Security and User Roles.

### Module 4:

#### Configuring Service Manager for Your Environment

- System Center 2016 Service Manager Initial Configuration.
- Configuring Business Services.
- Configuring Access for your Support Teams.
- Configuring Notifications.

### Module 5:

#### Populating the Service Manager CMDB using Connectors

- Integrating Service Manager with Active Directory and other System Center Components.
- Integrating Service Manager with Exchange.

### Module 6:

#### Managing Incidents and Problems

- The Definition of an Incident and a Problem.
- Managing Incidents.
- Managing Problems.
- Using Queues and Views with Incidents and Problems.

### Module 7:

#### Managing Changes and Releases

- Managing Change Requests.
- Managing Release Records.

### Module 8:

#### Configuring and Managing the Service Catalog

- The Service Catalog, Request Offerings and Service Offerings.
- Managing Service Requests and Catalog Groups.
- The Self-Service Portal.

### Module 9:

#### Automating Business Processes with Orchestrator

- Overview of Orchestrator.
- Configuring Runbooks in Orchestrator.
- Configuring Integration between Orchestrator and Service Manager.
- Creating a Request Offering in Service Manager to Initiate a Runbook in Orchestrator.

### Module 10:

#### Configuring Service Level Management

- Configuring Service Level Management.
- Viewing Service Level Agreement (SLA) Information in Service Manager.

### Module 11:

#### Using Reports and Analyzing Data in Service Manager

- Running Reports in System Center 2016 Service Manager.
- Configuring and Running Data Warehouse Jobs.
- Troubleshooting Failed Data Warehouse Jobs.
- Data Warehouse Cubes.

### Module 12:

#### Advanced Troubleshooting and Disaster Recovery

- Performing Advanced Troubleshooting in Service Manager.
- Performing Disaster Recovery in Service Manager.

### Module 13:

#### Creating Forms and Items in Service Manager Using the Service Manager Authoring Tool

- Key Concepts in Creating and Customizing Forms in the Service Manager Authoring Tool.
- Creating New and Customized Forms by Using the Service Manager Authoring Tool.