

# 10965 IT Service Management with System Center Service Manager

## Course Overview

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This is a 5-day class

This five-day course will provide students with the key knowledge required to deploy and configure System Center 2016 Service Manager.



## Who Should Attend

This course is intended for cloud and datacenter administrators who are new to System Center 2016 Service Manager and are responsible for deploying, configuring and operating it in their cloud or datacenter. This course is also intended for Cloud and datacenter administrators who are already familiar with Service Manager and want to upgrade their skills to include the new features found in System Center 2016 Service Manager.

## Course Objectives

After completing this course, students will be able to: (A) Describe Service Manager 2016; (B) Upgrade to Service Manager 2016; (C) Install Service Manager 2016; (D) Describe Service Manager usage cases; (E) Configure base settings in Service Manager 2016; (F) Configure Incident and Problem Management; (G) Configure Activity, Change, and Release Management; (H) Configure and Manage Service Requests; (I) Automate business processes with Service Manager and Orchestrator; (J) Configure Service Level Management; (K) Customize the Self-Service Portal; (L) Use Reports and Analyze Data in Service Manager; (M) Perform advanced troubleshooting and disaster recovery in Service Manager; (N) Customize Service Manager Forms

## Course Outline

### 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.

### 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.  
Lab: Installing System Center 2016 Service Manager  
Lab: Upgrading Service Manager 2012 R2 to System Center 2016 Service Manager



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## 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.  
Lab: Configuring Service Manager for StockTrader and DinnerNow

## 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.  
Lab: Configuring Service Manager For Your Environment

## 5 Populating the Service Manager CMDB using Connectors

Integrating Service Manager with Active Directory and other Components.  
Integrating Service Manager with Exchange.  
Lab: Configuring Connectors in Service Manager

## 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.  
Lab: Configuring Incident and Problem Management

## 7 Managing Changes and Releases

Managing Change Requests.  
Managing Release Records.  
Lab: Configuring Change and Release Management

## 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.  
Lab: Configuring Service Requests

## 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 SM to Initiate a Runbook in Orchestrator.  
Lab: Automating IT Processes in Service Manager

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## 10 Configuring Service Level Management

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

Lab: Configuring Service Level Management

## 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.

Lab: Configuring Reports and Analyzing Service Manager Data

## 12 Advanced Troubleshooting and Disaster Recovery

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

Lab: Performing Disaster Recovery in Service Manager

## 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.

Lab: Creating Customized Forms by Using the Authoring Tool