

5 Days

## 10965: IT Service Management with System Center Service Manager

The course will get you acquainted with the core knowledge necessary to deploy and configure the system center 2016 service manager.

### Course Objective:

Upon completion of this course you will be able to describe/configure:

- Describe Service Manager and its use cases
- Install and upgrade Service Manager 2016
- Automate the business processes
- Reports and analyze Service Manager
- Troubleshooting and disaster recovery
- Configure base settings, incident and problem management
- Configure service requests and service level management
- Customize self-service portal and service manager forms

## Course Details

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### Course Outline

- Module 1: Service Management Overview
- Module 2: Installing System Center 2016 Service Manager
- Module 3: Key Concepts and Features
- Module 4: Configuring Service Manager for Your Environment
- Module 5: Populating the Service Manager CMDB using Connectors
- Module 6: Managing Incidents and Problems
- Module 7: Managing Changes and Releases
- Module 8: Configuring and Managing the Service Catalog
- Module 9: Automating Business Processes with Orchestrator
- Module 10: Configuring Service Level Management
- Module 11: Using Reports and Analyzing Data in Service Manager
- Module 12: Advanced Troubleshooting and Disaster Recovery
- Module 13: Creating Forms and Items in Service Manager Using the Service Manager Authoring Tool

### Who Should Attend

- Cloud Administrator
- Data center Administrator

### Pre Requisite

The participating individual must have:

- Windows Server 2012 R2 and Windows Server 2016 knowledge
- SQL Server 2012 and SQL Server 2014 knowledge
- Conceptual knowledge of IT management process

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