

Corso
MOC50217
Planning,
Deploying and
Managing
Microsoft
System Center
Service
Manager 2010

Module 1: ITIL/MOF Overview

- ✓ ITIL/MOF Overview: Why People and Processes Matter; IT Service Lifecycle; Manage Layer; Change and Configuration Management

Module 2: Change Management

- ✓ The Change Management SMF Processes and Workflow
- ✓ Change Management in Service Manager

Module 3: Configuration Management

- ✓ ITIL Definition of Configuration Management
- ✓ ITIL Configuration Management Workflow
- ✓ The Purpose of the Configuration Management SMF
- ✓ System Center Service Manager CMDB
- ✓ System Center Configuration Manager Integration
- ✓ System Center Operation Manager Integration

Module 4: Service Desk

- ✓ ITIL Definition of Service Desk
- ✓ MOF Operate Phase
- ✓ The Goals of the Customer Service SMF
- ✓ The Purpose of the Customer Service SMF
- ✓ Key Role Types in the Customer Service SMF
- ✓ The Customer Service SMF Processes and Workflow

Module 5: Incident Management

- ✓ Incident Management in System Center Service Manager
- ✓ Service Desk Scenario in Service Manager

Lab : Policy and Process Exercise: Incident Management

- ✓ Incident Management in System Center Service Manager

Module 6: Problem Management

- ✓ ITILs Definition of Problem Management
- ✓ The ITIL Problem Management Process
- ✓ The Goals of the Problem Management SMF
- ✓ The Purpose of the Problem Management SMF
- ✓ Key Role Types in the Problem Management SMF
- ✓ The Problem Management SMF Processes and Workflow

Lab : Policy and Process Exercise: Problem Management

- ✓ Repeating Incidents

Module 7: Reviews and Reports

- ✓ Purpose of SMF Reviews
- ✓ SCSM Data Warehouse and Reports

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Module 8: Organizational Analysis

- ✓ Overview of the Teams Used with Service Manager (MOF)
- ✓ Description of Teams that Should Be in Place to Implement Service Manager

Module 9: Planning and Architecture Design

- ✓ Understanding the Quality of IT Processes
- ✓ Understand the Requirements for the System Center Products that Service Manager will Integrate With
- ✓ Reporting and Data Warehouse Requirements
- ✓ Self Service Portal Requirements
- ✓ Service Manager Components
- ✓ Inside Service Manager
- ✓ Service Manager Scalability
- ✓ Hardware Sizing
- ✓ Implementation Scenarios

Module 10: Deploying Service Manager

- ✓ Sizing the Environment (performance impact)
- ✓ Installation and Setup
- ✓ High Availability
- ✓ SQL Best Practice
- ✓ Troubleshooting

Lab : Installing Service Manager

- ✓ Exercise 1: Install Service Manager Management Server.
- ✓ Exercise 2: Install Service Manager Data Warehouse.
- ✓ Exercise 3: Configuring integration between Service manager management Server and Data Warehouse

Module 11: Configuration Management and Connectors

- ✓ Configuration Management with Service Manager
- ✓ Connectors
- ✓ Active Directory
- ✓ Operations Manager
- ✓ Configuration Manager

Lab : Configuring Connectors

- ✓ Exercise 1: Configuring Active Directory connector for Service Manager
- ✓ Exercise 2: Configuring CI connector for Operations Manager
- ✓ Exercise 3: Configuration Manager CI connector for Service Manager
- ✓ Exercise 4: Import IC's from a CSV file

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Module 12: Service Manager Management Packs

- ✓ Explain the concepts of Management Packs and how they work
- ✓ Explaining the different Management Packs Types
- ✓ Explain the content and modules of a Management Pack
- ✓ Explain the Incident Management Pack
- ✓ Explain the Problem Management Pack
- ✓ Explain the Change Management Pack
- ✓ Explain Knowledge Management pack

Lab : How to Configure Incident Feeders

- ✓ Exercise 1: Configuring Incident Management
- ✓ Exercise 2: Configuring Alert connector for Operations Manager connector
- ✓ Exercise 3: Configuring Mail Connector
- ✓ Exercise 4: Configuring DCM connector for Configuration Manager connector

Module 13: User Roles and Functions

- ✓ Understand Security Scopes/UI Filters
- ✓ User Role Profiles
- ✓ Role Based Security
- ✓ Creating User Roles and Scopes

Lab : Creating User Roles in Service Manager

- ✓ Exercise 1: Creating User Roles and Scopes

Module 14: Using System Center Service Manager

- ✓ How do you build the Incident process into Service Manager?
- ✓ How do you build the Problem process into Service Manager?
- ✓ How do you build the Change process into Service Manager?

Lab : Creating Incidents, Problems and Changes in Service manager

- ✓ Exercise 1: Creating Incidents in Service Manager Using Console, E-mail, Operations Manager, and DCM
- ✓ Exercise 2: Creating a Problem in Service Manager
- ✓ Exercise 3: Creating a Change in Service Manager

Module 15: Data Warehouse and Reporting

- ✓ Data Warehouse and Reports
- ✓ Anatomy of ETL
- ✓ Favorite Reports
- ✓ Linked Reports
- ✓ Scheduled Reports
- ✓ Service Manager Dashboard

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Lab : Reporting and Data Warehouse

- ✓ Exercise 1: Running Service Manager Reports
- ✓ Exercise 2: Creating Favorite Reports
- ✓ Exercise 3: Creating Linked reports
- ✓ Exercise 4: Installing Service Manager Dashboard

Module 16: Self Service Portal

- ✓ Self Service Portal Overview
- ✓ How to configure Self Service Portal
- ✓ End User Portal
- ✓ Analyst Portal

Lab : Installing and using the Self Service Portal

- ✓ Exercise 1: Installing and configuring the Self Service Portal
- ✓ Exercise 2: Using the End User Portal
- ✓ Exercise 3: Using the Analyst Portal

Module 17: Maintaining Service Manager

- ✓ How to Maintain Service Manager on a Daily Basis
- ✓ Configuring Notifications for Service Manager
- ✓ Workflow Status
- ✓ Announcements

Lab : Maintaining Service Manager

- ✓ Exercise 1: Configuring Notifications in Service Manager
- ✓ Exercise 2: Creating Announcements in Service Manager
- ✓ Exercise 3: Creating Workflow in Service Manager
- ✓ Exercise 4: Using the Exchange Connector (Optional)

Module 18: Extending Service Manager

- ✓ How to Extend the CMDB
- ✓ Introducing the Authoring Console
- ✓ Introducing Forms
- ✓ Introducing the MP XML Structure

Lab : Extending Service Manager

- ✓ Exercise 1: Extending the CMDB using the authoring console
- ✓ Exercise 2: Creating view for a new class in Service Manager
- ✓ Exercise 3: Importing data into the CMDB
- ✓ Exercise 4: Modifying a form in Service Manager
- ✓ Exercise 5: Modifying Reports in Service Manager (Optional)

Module 19: Troubleshooting Service Manager

- ✓ Common Service Manager Error Scenarios and Remediation