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Computer Visions

Course Outline

Get What You Want

We offer highly customizable group training courses: desktop applications, web development, networking & operating systems, technical certification, professional development & skills, help desk.

Get It When & Where You Want It

All Computer Visions courses are available for presentation on-site or off-site for your convenience. We can roll out any combination of courses at one or more locations anywhere in the United States, according to your requirements and time table. Just let us know and we'll work with you!

10965: IT Service Management with System Center Service Manager 2016

Course Outline:

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 Feature
- 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 Component
- 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

Corporate Training Solutions

Corporations look to us to train their employees. Why? Because our proven training methods have increased employee proficiency and productivity. We assign one person to each of our corporate clients to ensure quality service, and we also offer extranet Web registration, management, reporting and billing for all clients. Simplicity, quality and outstanding service are our hallmarks.

Consulting Solutions

Consulting is about trust, service and accountability. Our consulting division is one of the fastest-growing around. Why? Clients trust us to provide excellent service and expertise. Visit our consulting

Module 5: Populating the Service Manager CMDB using Connectors

- Integrating Service Manager with Active Directory and 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

section for more information.

Classroom and Computer Rentals

Need space and equipment to conduct specialized presentations or classes? We can help. With our world class classrooms and state of the art projection and presentation equipment, we take care of the details so you can have a successful presentation.

Module 13: Creating Forms and Items in Service Manager Using the Service Manager Authoring Tool

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