IT Service Management with System Center Service Manager, On Demand 10965

Seminar	Zurzeit keine Termine	Teilnahmebescheinigung
E-Learning	40 Unterrichtseinheiten	

Seminarnummer: 29430 | Herstellernummer: OD10965

Stand: 01.03.2026. Alle aktuellen Informationen finden Sie unter https://akademie.tuv.com/s/29430

This On Demand online course provides students with the key knowledge required to deploy and configure System Center 2012 R2 Service Manager.

Details zu MOC On Demand Trainings finden Sie unter den Hinweisen weiter unten.

Nutzen

In dieser MOC on Demand Version ist eine original MOC Unterlage in digitaler Form enthalten.

After completing this course, students will be able to:

- Describe Service Manager 2012 R2.
- Install Service Manager 2012 R2.
- Describe Service Manager usage cases.
- Configure base settings in Service Manager 2012 R2.
- Configure Incident and Problem Management.
- Configure Activity, Change, and Release Management.
- Configure and Manage Service Requests.
- Automate business processes with Service Manager and Orchestrator.
- Configure Service Level Management.
- Customize The Self-Service Portal.
- Use Reports and Analyze Data in Service Manager.
- Perform advanced troubleshooting and disaster recovery in Service Manager.
- Customize Service Manager Forms.

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Zielgruppe

This course is intended for cloud and datacenter administrators who are new to System Center 2012 R2 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 2012 R2 Service Manager.

Voraussetzungen

Before attending this course, students must have:
- Working knowledge of Windows Server 2008 R2 and Windows Server 2012.
- Working knowledge of SQL Server 2008 R2 and SQL Server 2012.
- An understanding of the IT management processes that are included with ITIL and MOF.

Inhalte des Seminars

Module 1: Service Management Overview In this module you will learn many of the ITIL and MOF best practices and procedures in delivering effective IT Service Management and how System Center 2012 R2 Service Manager can be used to implement them in your organization.

Lessons
- Business Drivers Behind IT Service Management
- Introduction to Microsoft System Center 2012 R2
- System Center 2012 R2 Service Manager Overview and Key Features
- Adopting ITIL/MOF Best Practices with Service Manager

Module 2: Installing System Center 2012 R2 Service Manager In this module you will learn the key component and architecture of Service Manager including the hardware and software requirements.

Lessons
- System Center 2012 R2 Service Manager Architecture and Core Components
- Hardware, Software and Security Requirements
- Planning and Sizing a System Center 2012 R2 Service Manager Deployment
- Installing System Center 2012 R2 Service Manager
- Installing and Configuring the Service Manager Self-Service Portal
- Overview of the Service Manager Console
- Upgrading to System Center 2012 Service Manager

Lab : Installing System Center 2012 R2 Service Manager Lab : Upgrading to System Center 2012 Service Manager

Module 3: Key Concepts and Features In this module, you will learn many of the key features and

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concepts that will help you understand how to configure important functions in Service Manager.

Lessons
- 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

Module 4: Configuring Service Manager For Your Environment In this module you will learn some of the key configuration tasks that should be performed in Service Manager in order to customize it for your environment.

Lessons
- System Center 2012 R2 Service Manager Initial Configuration
- Configuring Business Services
- Configuring Access for your Support Teams
- Configuring Notifications

Lab : Configuring Service Manager for Your Environment

Module 5: Integrating Service Manager with the Hybrid Cloud In addition to the Active Directory and System Center Connectors and Exchange Connector can also be installed in Service Manager to provide integration with Microsoft Exchange Server and allow features such as creating an Incident from an email to be performed. It is important that you understand how to configure these Connectors so that important information relating to your IT environment can be represented in Service Manager appropriately.

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

Lab : Configuring Connectors in Service Manager

Module 6: Managing Incidents and Problems In this module you will learn how to differentiate an issue that occurs in the IT environment between an Incident and a Problem. You will also learn how to configure Incidents and Problems which includes creating Templates that can be used to auto-populate Incident forms. Finally you will learn how Service Manager Queues and Views can be created to filter Incidents and Problems. These can then be used when configuring User Roles to restrict what Incidents and Problems analysts can view and work on in the Service Manager Console.

Lessons
- The Definition of an Incident and a Problem
- Managing Incidents

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- Managing Problems
- Using Queues and Views with Incidents and Problems

Lab : Configuring Incident and Problem Management

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Wichtige Hinweise

MOC On Demand Trainings sind original Microsoft Trainings, in denen Sie zeit- und ortsungebunden lernen können. Diese Trainings enthalten:

- Zugang zum offiziellen Microsoft Video on Demand Kurs für 90 Tage ab dem ersten Zugriff.
- Einen Lab-Online-Zugang für praktische Übungen, der ab Kauf 6 Monate gültig ist.
- Eine originale MOC Schulungsunterlage in digitaler Form, wie sie auch in den Live-Trainings eingesetzt wird.

Weitere Details entnehmen Sie unserer MOC On Demand Landingpage unter www.tuv.com/Microsoft

Terminübersicht und Buchung

Buchen Sie Ihren Wunschtermin jetzt direkt online unter https://akademie.tuv.com/s/29430 und profitieren Sie von diesen Vorteilen:

- Schneller Buchungsvorgang
- Persönliches Kundenkonto
- Gleichzeitige Buchung für mehrere Teilnehmer:innen

Alternativ können Sie das Bestellformular verwenden, um via Fax oder E-Mail zu bestellen.

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