



Hewlett Packard Enterprise

Course Data Sheet

SM150 – Service Manager 9.x Technical Configuration

Course No.: SM150-94	Category/Sub Category: Service Manager
For software version(s): 9.4 Software version used in the labs: 9.4	Course length: Five days
Delivery formats: Instructor Led (ILT) and Virtual Instructor Led (VILT)	Training is available as a private session onsite.
To order visit: http://h20546.www2.hp.com/main/index.cfm	

Course Description

This introductory course provides students with the technical skills needed to effectively use and configure the HPE Service Manager 9.x software product. This course focuses on configuring Service Manager to match the processes, policies, and procedures in the out-of-the-box (OOTB) environment. This five-day course is a mixture of lectures and hands-on exercises. This course covers software versions 9.40 Codeless and the hands-on labs use software version 9.4.

Audience/Job Roles

Technical users who are new to HPE Service Manager

Course Objectives

Upon successful completion of this course, you should be able to:

- Describe the Service Manager processes, workflows, and best practices
- Use the Service Manager Web, Windows, Service Request Catalog, and Mobility clients
- Navigate online help and use the Interactive Installation Guide
- Identify the relationships among environment, operator, security roles, capability words, user roles and security folder.
- Add permissions to applications for users
- Describe Service Manager reporting capabilities
- Describe the various integration technologies and how to integrate Service Manager to other products using the Integration Manager utility

Prerequisites/Recommended Skills

N/A

Learning Path



Certification

HP Service Manager Software Exam ID: HPO-M43

Course Topics

Modules	Objectives
Course Overview	<ul style="list-style-type: none"> • Contents of the course • Goals of the course • Recognizing fellow participants • Class schedule
Module 1: Introduction to Service Manager	<ul style="list-style-type: none"> • Describe the intent of Service Manager • Define the IT Service Management (ITSM) and IT Infrastructure Library (ITIL) • Describe Service Manager processes and best practices • Describe the ITSM features within Service Manager • List the HP products that integrate with Service Manager
Module 2: Navigating Service Manager	<ul style="list-style-type: none"> • Log in to Service Manager • List the differences between the Windows and Web clients • Use queues and views • Save a view to Favorites • Use the options menu and toolbar functions • Change the Service Manager interface settings • Search records, including using advanced capabilities • Explain Find and Fill • Navigate the online help
Module 3: Understanding the Service Manager Processes	<ul style="list-style-type: none"> • Describe the goals, features, and benefits for each of the Service Manager modules • Summarize the Service Manager processes and workflow • Describe embedded best practices for handling issues using Service Manager • Describe the interoperability among the Service Manager modules
Module 4: User Administration	<ul style="list-style-type: none"> • Identify the relationships among environment, operator, profiles, capability words, and user roles • Describe environment records • Connect to Service Manager as different users • Add permissions to applications to users • Describe how menus are mapped to user roles • Create and edit Security Areas and Security Roles • Create and edit a user role • Define security folders

Module 5: Understanding Approvals	<ul style="list-style-type: none"> • Define approvals and approval groups • Approve changes and requests • Add approvers • Delegate approval authority
Module 6: Reporting	<ul style="list-style-type: none"> • Describe the reporting options available with Service Manager • Work with the Service Manager built-in reporting feature • Integrate Service Manager with Crystal Reports
Module 7: Configuring Configuration Management	<ul style="list-style-type: none"> • Summarize how to switch a CI to a different type • Describe CI Groups and CI relationships • Use baselines • Define Authorized and Actual CI states • Configure the Environment record settings • Add a new CI type
Module 8: Configuring Employee Self Service and Service Desk	<ul style="list-style-type: none"> • View operator record settings for self-service users • View operator record settings for service desk analysts • Create operator records from operator templates • Discuss environment record settings • Discuss interaction tables and forms
Module 9: Configuring Incident Management	<ul style="list-style-type: none"> • Configure Operator and Security Model settings • Create a new assignment group • Describe multi-level categorization • Create new subcategory and area records • Describe interoperability with other SM applications • Configure environment record settings • Define the Incident Management tables and forms
Module 10: Configuring Problem Management	<ul style="list-style-type: none"> • Configure the Operator and Security Model settings • Configure the environment record settings • Find and use the Problem workflow • Create a new Rule Set and add it as a button in a phase • Describe interoperability with other SM applications
Module 11: Configuring Change Management	<ul style="list-style-type: none"> • Configure the operator and profile settings • Configure the environment record settings • List the basic process designer settings • Describe interoperability with other Service Manager applications • Create a change category: <ul style="list-style-type: none"> ○ Identify items defined by a category's phase definition ○ Define key characteristics for a category's phases
Module 12: Configuring Request Management	<ul style="list-style-type: none"> • Identify the elements of the Request Fulfillment • Create a model • Create a Product Catalog record • Create a Re-order rule • Name the involved tables
Module 13: Configuring Service Catalog and Service Request Catalog	<ul style="list-style-type: none"> • Add catalog items to the Service Catalog • Add bundles of items to the Service Catalog • Modify the Service Request Catalog (SRC) Web Client ordering wizard

<p>Module 14: Configuring Knowledge Management</p>	<ul style="list-style-type: none"> • Identify knowledge management tasks • Summarize the Knowledge Management Structure • Contribute a knowledge document • Organize the knowledge management to: <ul style="list-style-type: none"> ○ Add a category ○ Add a subcategory ○ Add knowledge groups
<p>Module 15: Configuring Service Level Management</p>	<ul style="list-style-type: none"> • Configure the Service Level Agreement (SLA) catalog • Describe the tasks needed to configure SLAs • Describe how SLAs are linked to other applications
<p>Module 16: Configuring Integrations</p>	<ul style="list-style-type: none"> • Describe the methods used to integrate with Service Manager • Describe the Integration Manager utility • Describe the steps required to integrate Service Manager with Release Control
<p>Module 17: Additional Information</p>	<ul style="list-style-type: none"> • Sign up for training courses for Service Manager • Search on the HP Support Portal • Navigate to the HP Support Portal • Get the HP Compatibility Matrix • Visit the Forums for Service Manager • Walk the Software Training Path to Certification • Take the First Step – Obtain your HP Learner ID