

# HP Education Services Course Overview

HP Service Manager 7.x Software: Change Management (HF511S)



This 5-day course provides students with the skills needed to effectively use, configure, and customize the Change Management application. This course covers how to use Service Manager 7.00 software to effectively manage the Change Management application, customize and configure the Service Manager 7.00 software using advanced administrative tools, and apply ITIL-based Change Management processes to Service Manager 7.00. This course is 50 percent lecture and 50 percent hands-on lab.

## Audience

- Customers: Administrators, developers, web developers, and managers who are managing the Service Manager 7.x software.
- Implementers: Consultants, system architects, integrators and planners who help customers implement Service Manager 7.x software in a customer environment.
- Engineers: HP personnel who provide pre-sales and post-sales support for HP Service Manager 7.x.

## Prerequisites

HP Service Manager 7.x Software: Essentials (HF509S)

## Course Objective

- Describe how the the Change Management process works in Service Manager 7.x
- Describe the Change Management application architecture.
- Open, modify, approve, and close a change request.
- Control access to change management processes using operator records, profiles, groups, and capability words.
- Add change and task categories.
- Configure approvals and approval groups.
- Create alerts and notifications for changes.
- Create customized actions, forms, rules, views, and templates.

## Benefits to You

- Use Service Manager 7.x to manage the Change Management processes.
- Customize and configure the HP Service Manager software using administrative tools.
- Apply ITIL-based Change Management processes to HP Service Manager 7.x.

## Why education services from HP?

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**Course Title:** HP Service Manager 7.x Software: Change Management

**HP Product Number:** HF511S

**Category/Subcategory:** HP Software/Service Management

**Course Length:** 5 days

**Level:** Intermediate

**Delivery Language:** English

**To Order:** You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

**Next Steps:** HP Service Manager 7.x Software: Request Management (HF512S)

**Next Steps:** HP Service Manager 7.x Software: Tailoring (HF510S)

## Detailed Course Outline

### Change Management Overview

- What is Change Management?
- ITIL Workflows and Best Practices
- Change Management Workflow
- Components Overview
- Change Management Architecture
- Change Management Business Processes

### Tables and Forms

- Tables
- Forms

### Security and Access Control

- Environment Records
- Operator Records and Capability Words
- Profile Records
- Groups

### Approvals

- Approvals Processing
- Approvals Setup and Maintenance

### Categories and Phases

- Managing Existing Change Category and Phase Definition Records
- Building Change Request Categories and phase Definitions
- Building Task Categories and Phase Definitions

### Alerts and Notifications

- Alerts and Alert Processing
- Notifications
- Macros

### Tailoring Utilities

- Data Validation
- Display Options
- Format Control
- Links
- Scripts

### Change Calendar

- Change Calendar Overview
- Installation and Configuration
- Using the Change Calendar

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