

HP Service Manager 7.x: Essentials

Instructor-Led Training



INTENDED AUDIENCE

- For Process Owners, Project Managers, and other managers, this is the only class you will need.
- For Channel partners and HP Consultants who are new to HP Service Manager, this course is the beginning course requirement. Follow this class with the HP Service Manager 7.x Advanced course for implementers.
- For HP personnel who provide pre-sales and post-sales support for Service Manager 7.x, this is the beginning course requirement. You may want to complete the HP Service Manager 7.x Advanced course for implementers too.

DURATION: 5 DAYS

PREREQUISITES

- No prerequisites required

OVERVIEW

This introductory course provides students with the skills needed to effectively use and manage the HP Service Manager 7.10 software product. This course focuses teaching the processes embedded in Service Manager as well as configuring Service Manager to match the processes, policies, and procedures in the student's environment. This 5-day course is a mixture of lectures and hands-on exercises.

This course is designed for users who are new to HP Service Manager 7.x.

COURSE OBJECTIVES

At the end of the course, you will be able to:

- Describe the role and intent for each of the Service Manager components.
- Use the Service Manager Windows and web client as well as the Employee Self-Service portal.
- Open a new interaction with Service Manager Service Desk, and then follow that interaction throughout the proper lifecycle in Service Manager.
- Manage Service Manager operators using administrative tools.
- Use interaction, incident, configuration item, operator, environment, profile, role, and contact objects.
- Delegate approval authority to other groups or operators.
- Configure the Service Manager components.
- Add new categories and phases.
- Create new incident management categorizations: areas and subareas.
- Describe how alerts and alert notifications are created.
- Schedule outages for devices and services.
- Install Service Manager.
- Administer Service Manager.

RECOMMENDED FOLLOW-UP COURSES

- HP Service Manager 7.x: Advanced ILT
- HP Service Manager 7.10: Service Catalog WBT
- HP Service Manager 7.x: Change Management ILT
- HP Service Manager 7.x: Request Management ILT

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| Day 1 | <p>Course Introduction</p> <ul style="list-style-type: none"> • Participant introductions • Administration and Housekeeping • Facilities • Participants' responsibilities • Course objectives • Course outline • Exercises • Survey |
| | <p>I. Introduction to Service Manager</p> <ul style="list-style-type: none"> • Why IT organizations are turning to service management • How Service Manager fits in the HP Software ITSM portfolio • Benefits of using Service Manager • Service Manager workflow – Roles and Responsibilities • Multilanguage support and localization • Additional Information <ul style="list-style-type: none"> ○ Support ○ HP Software Education Services training courses ○ Whitepapers ○ Additional resources |
| | <p>II. Installing Service Manager</p> <ul style="list-style-type: none"> • Understanding the Service Manager architecture • Installing the Service Manager database • Installing the Service Manager server • Installing the Service Manager client • Installing the Service Manager help • Installing the Service Manager web client and self-service client • Troubleshooting the installation |
| | <p>III. Logging On and Navigating Service Manager</p> <ul style="list-style-type: none"> • Logging onto the Service Manager client and web interfaces as system administrator • Comparing Service Manager client interface and web interface • Accessing the To Do list • Accessing favorites and dashboard views • Navigating the Service Manager client interface • Customizing the Service Manager interface • Exporting to Excel or Text files • Using the Service Manager help system |

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| Day 2 | <p>IV. Understanding the Service Manager Processes</p> <ul style="list-style-type: none"> • Describe the goals for each of the Service Manager components • Describe the features for each of the Service Manager components • Describe the benefits for each of the Service Manager components • Understanding the process flows • Applying Embedded Best Practices • Understanding the workflows • Describe the interoperability among the Service Manager modules |
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| Day 3 | <p>V. Operator Records, Roles, and Profiles</p> <ul style="list-style-type: none"> • Connections among operator records, roles, and profiles • Adding connections to Service Manager for different operators • Adding access rights to user roles • Understanding how menus are mapped to user roles • Identifying the different types of profiles • Creating and editing profiles • Creating a user role • Defining and applying Security Folders |
| | <p>VI. Approvals and Approval Delegations</p> <ul style="list-style-type: none"> • Define approvals and approval groups • Delegate approval authority to another group or operator |
| | <p>VII. Configuring the Configuration Management Module</p> <ul style="list-style-type: none"> • Configuring the Configuration Management module • Changing Device Types • Understanding baselines and baseline versioning • Setting Environment Records • Using supporting tables |
| | <p>VIII. Configuring the Service Desk Module</p> <ul style="list-style-type: none"> • Configuring the Service Desk module • Using supporting tables • Setting Environment Records • Using templates to populate interaction records • Using popup forms • Using smart indicators |

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| Day 4 | <p>IX. Configuring the Incident Management Module</p> <ul style="list-style-type: none"> • Configuring the Incident Management module • Using supporting tables • Setting Environment Records • Using Templates • Creating new area and subarea categories |
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| Day 4 | X. Configuring the Problem Management Module <ul style="list-style-type: none"> • Configuring the Problem Management module • Using supporting tables • Setting Environment Records • Describe alerts and alert notifications |
| | XI. Configuring the Scheduled Maintenance Module <ul style="list-style-type: none"> • Configuring the Scheduled Maintenance module • Identify the tasks for implementing Scheduled Maintenance |
| | XII. Configuring the Change Management Module <ul style="list-style-type: none"> • Configuring the Change Management module • Setting Environment Records • Using supporting tables • Create a change category |

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| Day 5 | XIII. Configuring the Service Catalog <ul style="list-style-type: none"> • Configuring the Service Catalog module • Managing the Service Catalog • Creating Delivery Objectives |
| | XIV. Configuring System Wide Configurations <ul style="list-style-type: none"> • Describe the functions of the System Information Record • Describe the functions of the login.DEFAULT format control record |
| | XV. Administering Service Manager <ul style="list-style-type: none"> • Enabling folder entitlement • Administering calendars and work schedules • Purging and archiving records • Moving from development to production environment |