

# VMware Service Manager: Knowledge Bank Management

## Delivery Methods

- Instructor-led training
- Live-online
- Onsite training

## Course Duration

- One (1) day

## Maximum Students

- Eight (8)

## Target Audience

- System Administrators
- Service Desk Managers

## Starting Skill Level

- Familiarity with VMware Service Manager Service Desk functionality

## Prerequisites

System administration experience on Microsoft Windows or Linux operating systems

## Pricing

Contact your VMware representative or a VMware Authorized Training Center for pricing information.

## More Information

Courses are conveniently scheduled around the world. Please visit <http://www.vmware.com/education> to find the class that is right for you.

Onsite training is also available for customers who prefer to bring a VMware Certified Instructor to their own facilities. For additional information about onsite classes, including facility requirements, contact [education@vmware.com](mailto:education@vmware.com)

## Course Overview

Knowledge Centred Support (KCS) is an integral part of day-to-day operation in support organizations. KCS helps solve problems, and knowledge is created as a by-product of the problem solving. The VMware Service Manager Knowledge Bank provides the structured repository to support KCS.

This one-day Knowledge Bank Management course is suitable for System Administrators and Service Desk Managers who want to implement KCS using VMware Service Manager.

## What You Will Learn

- Overview of Knowledge Centred Support the VMware Service Manager Knowledge Bank.
- How to configure the Knowledge Bank/Knowledge Bank Administration
- How to search the Knowledge Bank
- How to view, edit and rate Knowledge Bank entries.
- How to add to the Knowledge Bank directly and from a call
- How to progress an article through the KCS lifecycle
- How to define and administer Knowledge Bank entry types, ratings, profiles and statuses
- About Knowledge Bank permissions and creation of roles

## How You Will Benefit

After completing this course, you will be able to configure and use the Knowledge Bank to compliment and support Incident, Change, CMDB and Service Level Management processes and systems. You will receive a full course manual that you can use as a reference source in your workplace.

## Course Modules

### 1 Knowledge Bank Overview

- KCS Overview
- Define and consider KCS Roles
- Define and consider KCS knowledge article statuses

### 3 Using the Knowledge Bank

- Searching the Knowledge Bank
- Adding Knowledge Search criteria
- View and edit Knowledge Bank Entries
- Add New Knowledge Entries
- Clone a Call to the Knowledge Bank

### 2 Configuring the Knowledge Bank

- Knowledge Bank Settings
- Configure Knowledge Bank Entry Types
- Configure Knowledge Bank Profiles
- Configure Knowledge Bank Ratings
- Configure Knowledge Bank Statuses
- Requiring Knowledge on Call Closure
- Text Retrieval settings
- Knowledge Management Permissions

### Additional Information

#### KCS Roles

- Subject Matter Experts/Knowledge Champions

## About VMware Education Services

VMware Education Services provides industry-leading technical training and certification programs that build and recognize the virtualization knowledge and expertise needed by technical professionals to transform their IT organizations and realize the full value of IT as a Service.



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