

VMware Service Manager: Service Desk Administration Upgrade

Delivery Methods

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

Course Duration

- One-half day

Maximum Students

- Eight (8)

Target Audience

- VMware Service Manager Service Desk Administrators

Prerequisites

Service Desk Administrator – V8.0

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

Course Overview

New features and functionality are available in VMware Service Manager Service Desk 9.0.

This half-day course is suitable for VMware Service Manager Service Desk Administrators who have a good understanding of VMware Service Manager 8.0 and are migrating to VMware Service Manager 9.0.

What You Will Learn

- What are the new features of the VMware Service Manager interface?
- How to customize VMware Service Manager and the Administration window
- How to apply the new Roles of Officers
- What are new changes to Officer Management
- How to setup and maintain IPK Workflow Rules
- How to implement Proactive Problem Management
- How to use Call Templates
- How Delegation can assist officers managing calls
- About the Audit feature and what it means for administrators
- How to use Configuration Portability to move setups between systems

How You Will Benefit

After completing this course, you will be able to use the new administration features in VMware Service Manager 9.0. You will receive a full course manual that you can take back to the workplace and use as a future reference source.

Course Modules

<p>1 Version 9 New Features</p> <ul style="list-style-type: none"> ○ Overview of New Features ○ Licensing 	<p>12 VMware Service Portal Settings</p> <ul style="list-style-type: none"> ○ Summary of Changes ○ Customer Portal Settings ○ Customer Portal Roles
<p>2 Log in & the VMware Service Manager Interface</p> <ul style="list-style-type: none"> ○ Log in to VMware Service Manager ○ VSM Interface ○ Admin Menu ○ Help Menu 	<p>13 Delegation Setup</p> <ul style="list-style-type: none"> ○ Delegation Overview ○ Delegation Features ○ Administration Setup ○ Setting up Officer Delegation
<p>3 VSM System Administration</p> <ul style="list-style-type: none"> ○ Summary of Changes 	<p>14 Proactive Analysis</p> <ul style="list-style-type: none"> ○ Proactive Problem Management Overview Administration Setup ○ Configuring the Proactive Analysis Tool ○ Search Proactive Calls
<p>4 Changes to System Settings</p> <ul style="list-style-type: none"> ○ Summary of Changes ○ Your Organization ○ Partition Settings ○ System Settings ○ Browse Limits ○ Message Types ○ Email Settings ○ Activity Log ○ System Titles ○ Auditing 	<p>15 Configuration Portability</p> <ul style="list-style-type: none"> ○ Configuration Portability Overview ○ Administering Configuration Portability ○ Creating New Configuration Settings ○ Exporting Configuration Settings ○ Importing Configuration Settings ○ Restoring Deleted Configuration Settings
<p>5 Changes to Security Settings</p> <ul style="list-style-type: none"> ○ Summary of Changes ○ Security Settings ○ IPK Groups ○ Login Control 	<p>16 Call Templates</p> <ul style="list-style-type: none"> ○ Administering Call Templates
<p>6 Changes to Security Roles Settings</p> <ul style="list-style-type: none"> ○ Summary of Changes ○ Changes to the Security Roles Interface ○ General Access Security Role ○ IPK Management Role 	<p>17 Integration Platform</p> <ul style="list-style-type: none"> ○ Integration Platform Overview

7 IPK Management Settings

- Summary of Changes
- IPK Settings
- IPK Settings (Partitioned)
- Action Type
- Call Screen Set
- Call Stakeholder Roles
- Custom Call Profiles 1-4
- Link Stream/Status to Call Screen Set
- Link Type/Stream/Status to Call Screen Set
- Limit Type by IPK Status
- Link Type to Call Screen Set
- Link Type to Reason
- Quick Solutions
- Type Tiers

18 Scripting Administration

- Summary of Changes
- Scripting Overview
- Creating Scripts

8 Officer Management

- Order of Implementation
- Adding New Officers
- Managing Officers
- Officer Details
- Standard Configurations
- Summary of Changes

19 Auditing

- Audit Trail Overview
- Access the Administration Audit

9 : IPK Workflow Rules Administration

- IPK Workflow Rules Overview
- IPK Workflow Rules Administration
- Creating IPK Workflow Rules
- Forums

20 Maintaining the Server Console

- Summary of Changes
- What is the Server Console?
- Manage the VSM system
- Add a New System
- Viewing System Properties
- Configuring System Properties
- Other Server Console Options
- Server Console Explorer

10 Time Zones

- Time Zones Overview
- Setting up Time Zones

Additional Information

- **Appendix A:** Active Directory Integration
 - AD Schema

11 Configuring Messaging Options

- Summary of Changes
- Define Messaging Settings
- Editing Message Templates
- Email Settings

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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