



Hewlett Packard Enterprise

Course Data Sheet

SM110 – Service Manager 9.x Foundations for Process Owners

Course No.: SM110-95	Category/Sub Category: Service Manager
For software version(s): 9.5 Software version used in the labs: 9.51 (Server, clients), 9.50 (applications)	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/training/course_details.cfm?ProductID=87&Course=00021205&sitepick=US	

Course Description

This introductory course provides students with the skills needed to effectively use and manage the Service Manager 9.x software product. This course, which focuses on teaching the processes embedded in Service Manager, lasts five days and is a mixture of lectures and hands-on exercises. This course covers software versions 9.5 and the hands-on labs use the version 9.50 applications and version 9.51 server and clients.

This course is designed for new users of Service Manager who are familiar with IT Service Manager (ITSM) Information Technology Infrastructure Library (ITIL) concepts and want to learn how the Service Manager 9.x workflow engine and application platform automates, facilitates, and enforces these key ITSM ITIL processes.

Users who are tasked with configuring Service Manager for their organization should attend Service Manager 9.x Technical Configuration.

Audience/Job Roles

Process Owners, project managers, and other managers who are new to Service Manager

Course Objectives

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

- Describe the processes, workflows, key features, and components for the following modules: Employee Self Service (ESS) and Service Desk, Incident Management, Problem Management, Change Management, Configuration Management, Knowledge Management, Service Level Management, and Request Fulfillment
- Use the various Service Manager clients: ESS portal, Web client, Windows client, Service Request Catalog (SRC), Mobility client, and the Service Manager Service portal

- Manage Service Manager operators and security access to applications and records
- Describe Smart Analytics and use its various features: Smart Ticket, Smart Search, and Hot Topic Analytics
- Describe the Service Catalog
- Describe Service Manager reporting capabilities

Prerequisites/Recommended Skills

There are no prerequisites for this course.

Learning Path



Certification

HP Service Manager Software Exam ID: HPO-M43

Course Topics

Modules	Objectives
Course Overview	<ul style="list-style-type: none"> • Describe the contents of the course • State the goals of the course • Recognize fellow participants • Describe the class schedule
Module 1: Introduction to Service Manager	<ul style="list-style-type: none"> • Describe the intent of Service Manager • Describe the IT Service Management (ITSM) and IT Infrastructure Library (ITIL) • Describe how ITIL and Service Manager fit into ITSM • Describe key features of Service Manager • Describe the multi-language support for 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, Fill, Show Context, Hover, Suggest Solution, and Chat buttons • Navigate the online help • Use field-level help
Module 3: Employee Self Service and Service Desk	<ul style="list-style-type: none"> • Describe the user interaction and its role in ITSM • Describe the Employee Self Service (ESS) features • Describe the Service Desk features • Describe Service Desk processes and workflows • Register and categorize interactions • Apply a template to an interaction • Assess the priority of an interaction • Use smart indicators to find related interactions • Escalate interactions • Link interactions to other records
Module 4: Incident Management	<ul style="list-style-type: none"> • Describe Incident Management and its associated roles • Describe the Incident Management process and workflows • Describe the key features of Incident Management • Escalate and close incidents • Describe the components of Incident Management • Add assignment groups • Add operators to assignment groups • Categorize incidents

Module 5: Problem Management	<ul style="list-style-type: none"> • Describe the difference between Incident Management and Problem Management • Describe the Problem Management roles • Describe the Problem Management process and workflows • Describe the key features of Problem Management • Describe the components of Problem Management
Module 6: User Administration	<ul style="list-style-type: none"> • Identify the relationships among environment, operator, security roles, 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 7: Change Management	<ul style="list-style-type: none"> • Describe Change Management • Describe the Change Management roles • Describe the Change Management process and workflows: <ul style="list-style-type: none"> ○ Change Proposal ○ Normal Change ○ Standard Change ○ Emergency Change • Describe the key features of Change Management • Describe the components of Change Management • Create change categories and models • Configure change approvals and alerts
Module 8: Configuration Management	<ul style="list-style-type: none"> • Describe Configuration Management and its associated roles • Describe the Configuration Management process • Describe the key features of Configuration Management • Classify Configuration Items (CIs) • View subscriptions • Visualize CI relationships • Describe the components of Configuration Management • View and add CIs • Add configuration types • Change the device type for a CI • Modify CIs in a CI Group • View baselines and recognize baseline state discrepancies
Module 9: Knowledge Management	<ul style="list-style-type: none"> • Describe Knowledge Management and its associated roles • Describe the Knowledge Management process and workflow • Describe the key features of Knowledge Management • Describe the components of Knowledge Management • Search the Knowledgebase • Contribute knowledge • Categorize new knowledge articles • Add knowledge categories and subcategories

Module 10: Smart Analytics	<ul style="list-style-type: none"> • Describe the components of Smart Analytics • Use Smart Search as a general search tool or to find solutions for issues • Open a Smart Ticket • Create tickets based on the hot areas automatically suggested by Hot Topic Analytics
Module 11: Service Level Management	<ul style="list-style-type: none"> • Describe Service Level Management (SLM) and its associated roles • Describe the SLM process and workflow • Describe the key features of SLM • Create and update Service Level Agreements (SLAs) and Service Level Targets (SLTs) • Configure delivery objectives for Service Catalog items
Module 12: Service Catalog	<ul style="list-style-type: none"> • Describe the Service Catalog • Describe the Service Catalog stakeholders • Describe the components of the Service Catalog • Perform the various tasks needed to establish a Service Catalog: <ul style="list-style-type: none"> ○ Create categories ○ Configure operator access to catalog items ○ Add service and support items to the catalog ○ Create information-only items ○ Define user selection fields and additional fields for catalog items ○ Define catalog bundles
Module 13: Service Request Catalog	<ul style="list-style-type: none"> • Describe the key features of the Service Request Catalog • Request items from the Service and Support catalogs • Use the global search utility to perform a search against the Knowledgebase and service/support catalogs • Approve requests • Delegate approvals
Module 14: Service Manager Service Portal	<ul style="list-style-type: none"> • Describe the different portals used to browse and order items from the Service Catalog • Describe the key features of the Service Portal • Browse and order items from the catalog • Submit a support request • Complete surveys
Module 15: Request Fulfillment	<ul style="list-style-type: none"> • Describe how Request Fulfillment differs from Change Management • Describe the Request Fulfillment roles • Describe the Request Fulfillment process and workflows • Describe key features of Request Fulfillment: <ul style="list-style-type: none"> ○ Models ○ Product catalog record ○ Vendors ○ Reorder rules
Module 16: Mobility	<ul style="list-style-type: none"> • Describe and use the Service Manager Mobility client

Module 17: Reporting

- Describe the reporting options available with Service Manager
- Work with the Service Manager built-in reporting feature
- Integrate Service Manager with Crystal Reports