

# VMware Service Manager Course Outline: Core Configuration Management

## Delivery Methods

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

## Course Duration

- One (1) day

## Maximum Students

- Eight (8)

## Target Audience

- CMDB Administrators
- Software Librarians
- Hardware Controllers
- Service Desk Managers

## 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

Configuration Management is at the center of every VMware Service Manager implementation. The Configuration Management Database (CMDB) is the repository for all your key infrastructure items. It is therefore crucial that the CMDB structure be correctly defined.

This one-day course is suitable for all CMDB Administrators, Software Librarians, Hardware Controllers and Service Desk Managers who want to learn how to implement an ITIL-aligned CMDB using VMware Service Manager.

## What You Will Learn

- An overview of the Service Manager CMDB
- The structure of the CMDB, its key components and their relationships to CMDB records
- How to create CMDB records
- The functions that can be performed on CMDB records via toolbar buttons
- How to create relationships between CMDB items
- How to search the CMDB
- The functions that can be performed on CMDB records via explorer links
- The administrative setup of the CMDB

## How You Will Benefit

On completion of this course, students will be able to create and manage key components of an ITIL aligned CMDB, define relationships between CMDB records and administer settings related to the Service Manager CMDB.

## Course Modules

### Day 1

<p><b>1 CMDB Introduction</b></p> <ul style="list-style-type: none"> <li>• Overview of the ITIL V3 Publications</li> <li>• Overview of the VSM CMDB Contents</li> <li>• VSM Licensing</li> </ul>	<p><b>5 CMDB Linking</b></p> <ul style="list-style-type: none"> <li>• Administration preparation for linking</li> <li>• Create links between CMDB items</li> <li>• The linking diagram</li> <li>• Creating multiple and summarized links</li> <li>• Handling partial dependency</li> <li>• Linking External Suppliers to Contracts to Officers</li> </ul>
<p><b>2 CMDB Structure</b></p> <ul style="list-style-type: none"> <li>• Core CMDB item types</li> <li>• Configuration items</li> <li>• Services</li> <li>• Services actions</li> <li>• Service bundles</li> <li>• CMDB relationships</li> <li>• Relationship mappings</li> </ul>	<p><b>6 Searching the CMDB</b></p> <ul style="list-style-type: none"> <li>• Overview of CMDB search screens</li> <li>• Quick reference search</li> <li>• Quick query search</li> <li>• Full search</li> <li>• Functions in CMDB searches</li> </ul>
<p><b>3 Create Core CMDB Records</b></p> <ul style="list-style-type: none"> <li>• Create Configuration items</li> <li>• Create Services</li> <li>• Create Person Records</li> <li>• Create Organizations</li> <li>• Create Locations</li> <li>• Create Contracts</li> </ul>	<p><b>7 Explorer Options</b></p> <ul style="list-style-type: none"> <li>• Introduction to the CMDB explorer</li> <li>• Explanation of explorer links by section</li> </ul>
<p><b>4 CMDB Toolbar Options</b></p> <ul style="list-style-type: none"> <li>• Toolbar options in all CMDB records</li> <li>• Toolbar options in item, person, organization, location and contract records</li> <li>• Additional options in item records</li> </ul>	<p><b>8 Administration</b></p> <ul style="list-style-type: none"> <li>• Managing administration</li> <li>• Configure partitioning</li> <li>• Security roles</li> <li>• Explanation of CMDB administration menu items</li> <li>• Overview of creating CMDB screens in "Designer"</li> </ul>

For a full and complete understanding of CMDB functionality within VMware Service Manager, students should attend the Advanced Configuration Management two-day training course.

## 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.