

VMware Service Manager Course Outline: Designer

Delivery Methods

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

Course Duration

- Five (5) days

Maximum Students

- Six (6)

Target Audience

- System Administrators
- Service Desk Managers
- Change 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

Course Overview

This VMware Service Manager comprehensive certification course covers a range of customization and integration for VMware Service Manager. Completing this course and passing the accompanying exam enables you to customize VMware Service Manager to a high level of proficiency.

What You Will Learn

- The technical architecture in VSM
- How to troubleshoot problems
- VMware Service Manager customization methodology
- How to complete standard and advanced customizations
- How to create and apply stored procedures
- Integration, including LDAP and Federated CMDB connectors
- The API Web Services functions and parameters

How You Will Benefit

After completing this course, you will be able confidently customize your VMware Service Manager system. You'll learn how to install, configure and poll external resources via Integration connectors, call Web services functions from the API, trace the application for issues or performance, and query or extend the relational database. You will receive a full course manual and student CD that you can take back to you workplace and use as a future reference source.

Course Modules

<p>1 Customization Overview</p> <ul style="list-style-type: none"> • Technical Architecture • Understanding Layers • Directory Structure • System Directory Detail • Config Directory Detail • Naming Conventions • Executing SQL Scripts 	<p>5 API Web Services</p> <ul style="list-style-type: none"> • Exposed Functions • Testing Application • Windows Form Visual Basic Example • Transaction Parameters
<p>2 Problem Analysis</p> <ul style="list-style-type: none"> • Troubleshooting Tools • Registry Settings • Activity & Event Log • Debug Trace Capturing 	<p>6 Stored Procedures</p> <ul style="list-style-type: none"> • Stored Procedure Hooks • Stored Procedures and the Browse Object • Stored Procedure as a Data Source
<p>3 Standard Customizations</p> <ul style="list-style-type: none"> • Standard Customization Classifications • Hiding Fields • Adding/Removing Buttons • Adding/Removing New Fields • Style Sheets • Setting Field Properties 	<p>7 Integration</p> <ul style="list-style-type: none"> • Configuring a LDAP Connector • Installing a Federated CMDB Connector • Configuring a Federated CMDB Connector • Mapping Federated CMDB Connector Resources • Viewing Imported Federated CMDB Items • VSM to VSM Connector Configuration
<p>4 Advanced Customizations</p> <ul style="list-style-type: none"> • Advanced Customization Classifications • SQL Customizations • JavaScript Customization • Advanced HTML Modifications • Multiple Custom Screens • Forms • DB Control • Browse Object • Additional Customer Info on Call Screen 	

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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