

VMware Service Manager: Report Designer

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

Course Overview

The reporting facility within VMware Service Manager allows you to generate both standard and customised reports from the system.

This one-day course provides the foundations for building basic reports using the report builder tool. You will receive additional materials for further reference.

What You Will Learn

- How to manage reports using the reports designer
- How to create a report from an existing report
- How to edit existing reports
- How to create report templates
- How to add data to reports
- How to create and edit report filters
- How to design reports
- How to create database views
- How to format reports
- How to add charts to reports
- How to manipulate data source
- How to create sub-reports

How You Will Benefit

After completing this course, you will be able to use the Report Designer and Editor to create and edit reports. 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 Report Designer Basics</p> <ul style="list-style-type: none"> • Introduction • Overview of Service Manager Reporting • Reporting Roles • Additional Sources of Information 	<p>8 Views for Reporting</p> <ul style="list-style-type: none"> • Introduction • Overview of Database Views • Inside a Database View • Copying and Creating Database Views
<p>2 Report Designer</p> <ul style="list-style-type: none"> • The Report Designer • Accessing the Report Designer • Report Designer - Folders • Report Designer - Reports • Report Templates 	<p>9 Calculations in Reports</p> <ul style="list-style-type: none"> • Calculations in the Data View • Summary Functions in Reports • Adding Totals and Sub-Totals • Calculated Fields in Reports • Calculations Editor • Concatenate Fields and Text • Modifying Text Output • Calc Tab • Report Section Selector • Variables View • Events View • Module View • Changing Colors
<p>3 Report Editor Overview</p> <ul style="list-style-type: none"> • Report Creation Overview • Report Editor Overview 	<p>10 Charts</p> <ul style="list-style-type: none"> • Introduction • Overview of Charts • Chart Example • Step 1 - Adding DBChart Component to Report • Step 2 - Adding Series to a Chart • Step 3 - Specifying Chart Data Sources • Chart Formatting Options • Fonts • Colours • Backgrounds • Chart Type Variations
<p>4 The Data Tab</p> <ul style="list-style-type: none"> • Adding Data • Adding a Data View Using Query Wizard • Editing Data Views • Adding Data Using Add Extension Data View • Deleting Data views 	<p>11 Data Source Manipulation</p> <ul style="list-style-type: none"> • Introduction • Joining Data Sources - Overview • Data Joins in the Data Tab • Joining Data views Step by Step • Data Joins within the Data View • Hints
<p>5 The Params Tab</p> <ul style="list-style-type: none"> • Parameters Overview • Adding and Editing Parameters • Separators • Create New Parameter • Select Boxes • Link to Other Fields • Unbound Parameters/Direct SQL Modification • The Preview Parameters Tab 	<p>12 Sub-Reports</p> <ul style="list-style-type: none"> • Introduction • What is a Sub-Report? • Sub-Report Examples • Adding a Sub-Report to a Report • Adding a Sub-Report to a Report • Data views for Sub-Reports • Creating a Sub-Report Step by Step • Drilling Down into Sub-Reports

6 The Design Tab

- Design Overview
- View Menu
- Report Menu
- Design Tab Toolbars
- Main Report Design Area
- Report Components
- SYSTEM_PARAMS
- Data Tree
- Report Tree

Additional Information

- **Appendix A:** Service Manager Database Views
- **Appendix B:** Service Manager System Parameters
- **Appendix C:** Custom Functions
- **Appendix D:** Scripting Syntax and Code
- Scripting Syntax
- Making Things Happen with Scripts
- Direct Manipulation of Charts
- Code Based Joining
- Code Based Joining Example
- **Appendix E:** Creating Reports using Request Submission Form Data
- Step-by-Step
- Create a Submission Form Report Step By Step
- **Appendix F:** Report Scheduling
- Service Manager Report Scheduling Service
- Scheduling Window
- Scheduled Reports
- Generated Scheduled Reports

7 Report Formatting

- Adding a Line to a Report
- Shapes
- Page Breaks
- Memo Fields - Stretching Vertically
- Regions - Grouping Components Together
- Adding Images
- Report Rebranding
- System Variables
- Report Orientation
- Grouping Data in Reports
 - Add Grouping to a Report

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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