

# VMware Service Manager: Service Desk Operator

## Delivery Methods

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

## Course Duration

- One (1) day

## Maximum Students

- Eight (8)

## Target Audience

- System Administrators
- Service Desk Managers
- Service Desk Operatives

## Prerequisites

An understanding of service desk responsibilities and basic knowledge of ITIL fundamentals would be beneficial.

## 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

VMware Service Manager is a service management tool for managing and controlling customer calls received through a service desk.

This one-day course is suitable for anyone who needs to learn how to log, manage and control customer calls using VMware Service Manager (VSM).

## What You Will Learn

- Fundamentals of VMware Service Manager
- How to log a call and component parts of the call window
- How to action a call
- An understanding of IPK workflow rules
- How to link and clone calls
- How service level management is deployed in calls
- How to use the functions accessed through the call explorer
- How to manage calls
- How to setup and use call delegation
- Use of the call search window
- The functionality available to support internal communication
- How to configure personal monitors and setup dashboards
- Fundamentals of the VMWare Service Manager Portal with respect to incident management

## How You Will Benefit

On completion of this course, students will be able to log, manage and control calls using VSM Service Desk. Students will receive a full course manual for future reference.

## Course Modules

<p><b>1 Introducing VMware Service Manager</b></p> <ul style="list-style-type: none"> <li>• Log in to VMware Service Manager</li> <li>• VSM Interface</li> <li>• The Banner and Menu Bar</li> <li>• The Main Toolbar</li> <li>• Screen Toolbars</li> <li>• Managing Multiple Screens</li> </ul>	<p><b>9 Managing Calls</b></p> <ul style="list-style-type: none"> <li>• Calls Outstanding Screen</li> <li>• Using the View Filters</li> <li>• Personalizing Views</li> <li>• Functions in Calls Outstanding</li> <li>• Add Note</li> <li>• Exporting Results</li> <li>• Resetting Suspended Calls</li> <li>• Workload Screen</li> </ul>
<p><b>2 Call Logging</b></p> <ul style="list-style-type: none"> <li>• Log a Call</li> </ul>	<p><b>10 Delegating Calls</b></p> <ul style="list-style-type: none"> <li>• Delegation Overview</li> <li>• Permissions (Officer)</li> <li>• Setup Own Delegates (Officer)</li> <li>• Managing Delegated Items</li> </ul>
<p><b>3 The Call Window</b></p> <ul style="list-style-type: none"> <li>• The Call Window</li> <li>• Information Panel</li> <li>• The Call Explorer (links)</li> <li>• The Service Window</li> <li>• Related Calls</li> <li>• Related Knowledge</li> <li>• Call Details Screen</li> <li>• Call Details Screen Features</li> <li>• Call History</li> </ul>	<p><b>11 Call Search Screen</b></p> <ul style="list-style-type: none"> <li>• Searching Calls</li> <li>• Functions in Call Search</li> <li>• Daily Statistics</li> </ul>
<p><b>4 Action a Call</b></p> <ul style="list-style-type: none"> <li>• Call Ownership</li> <li>• Internal Forwarding</li> <li>• External Forwarding</li> <li>• Defer, Save, Close and Re-open a Call</li> <li>• Security Profiles</li> <li>• Call Physical Status</li> </ul>	<p><b>12 Internal Communication</b></p> <ul style="list-style-type: none"> <li>• Bulletin Board</li> <li>• Internal Messaging</li> <li>• Emails from VMware Service Manager</li> <li>• Mail Message Access (MMA)</li> </ul>
<p><b>5 IPK Workflow Rules</b></p> <ul style="list-style-type: none"> <li>• Workflow Rule Activities and Alerts</li> </ul>	<p><b>13 Monitors and Dashboards</b></p> <ul style="list-style-type: none"> <li>• The Monitor Wizard</li> <li>• Creating Dashboards</li> </ul>
<p><b>6 Call Linking and Cloning</b></p> <ul style="list-style-type: none"> <li>• Introduction to ITIL</li> <li>• The ITIL Lifecycle</li> <li>• Linking Calls</li> <li>• Cloning a Call</li> <li>• Closing Linked Calls</li> </ul>	<p><b>14 Forums</b></p> <ul style="list-style-type: none"> <li>• Configuring Forums</li> <li>• Participating in a Forum</li> </ul>
<p><b>7 SLM in Calls</b></p> <ul style="list-style-type: none"> <li>• Introduction to Service Level Management (SLM)</li> <li>• The Service Window</li> <li>• SLM Link in the Call Explorer</li> <li>• Escalation and Breach Notifications</li> <li>• Call Actions related to SLM</li> </ul>	<p><b>15 VMware Service Manager Portal</b></p> <ul style="list-style-type: none"> <li>• Portal Overview</li> <li>• Portal Login</li> <li>• Call Management</li> <li>• The Service Catalog</li> <li>• Submit a Service Order</li> </ul>

8

**Explorer Links**

- Details section
- Data section
- Resolution section
- Communications section
- Workflow section
- Quick Launch section

## 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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