

VMware Service Manager: Service Desk Operator Upgrade

Delivery Methods

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

Course Duration

- One-half day (1/2)

Maximum Students

- Eight (8)

Target Audience

- Service Desk Managers
- Service Desk Operatives

Prerequisites

Infra v8.0 Service Desk Operator

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

VMware Service Manager has introduced some new service desk features that are the key focus of this upgrade course.

This half-day course is suitable for service desk managers, frontline and second level support staff and technical specialists who have a good understanding of Infra v 8.0 and are migrating to VMware Service Manager v9.0

What You Will Learn

- Summary of new service desk features and licensing in VMware Service Manager
- Changes to the login, main menu items and functions
- Changes to the call window
- How to perform asset management transactions from calls
- How to set up and manage call delegation
- Changes to the call search screen
- Changes to the Knowledge Bank
- Changes to the monitors and dashboards functionality
- The new look to the customer portal and use of new portal functionality

How You Will Benefit

After completing this course, you will be able to use the new features of VMware Service Manager v9.0. Students will receive a full course manual for future reference.

Course Modules

1 Introduction <ul style="list-style-type: none">• Summary of Changes to Service Desk Functionality• Licensing	6 Changes to the Call Search Screen <ul style="list-style-type: none">• New Call Search Screen• Use Call Search Criteria• Graphing from a Call Search Screen
2 Login and VMware Service Manager Interface <ul style="list-style-type: none">• Changes to the Menu Bar• Changes to the New Menu• Changes to the Search Menu• Changes to the Tools Menu• Changes to the Window Menu• Changes to the Help Menu• Change to Quick Search	7 Knowledge Bank <ul style="list-style-type: none">• Knowledge Bank Screens• Creating and Editing KB - Link CMDB Item• Open Knowledge Bank Search• New Knowledge Bank Search Screen• Use Knowledge Bank Search Criteria
3 Changes to the Call Window <ul style="list-style-type: none">• Call Window• New Layout and Features in Call Details• Changes to the Information Panel• Change to the Call Explorer (Links)• Changes to the Service Window	8 Monitors and Dashboards <ul style="list-style-type: none">• Changes to the Monitors and Dashboards Functionality
4 Asset Management Transactions From Calls <ul style="list-style-type: none">• Transaction Overview• Permissions• Performing Transactions from a Call Details Query Field• Performing Transactions from the Transactions Explorer Link	9 Portal New Features <ul style="list-style-type: none">• Overview of Changes to the Portal• Customer Portal Login• Customer Portal New Look• Changes to Call Management• Changes to the Service Catalog• Delegation Setup on the Portal
5 Delegation and Calls Outstanding <ul style="list-style-type: none">• Delegation Overview• Permissions(Officer)• Setup own Delegates(Officer)• Managing Delegated Items	

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.



VMware, Inc. 3401 Hillview Avenue Palo Alto CA 94304 USA Tel 877-486-9273 Fax 650-427-5001 www.vmware.com

© 2010 VMware, Inc. All rights reserved. The product or workshop materials is protected by U.S. and international copyright and intellectual property laws. VMware products are covered by one or more patents listed at <http://www.vmware.com/download/patents.html>. VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies. VMW_10Q3_DS_Edu_SM_ServiceDeskOperatorUpgrade_R2