

VMware Service Manager: Service Level Management

Delivery Methods

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

Course Duration

- One (1) day

Maximum Students

- Eight (8)

Target Audience

- Service Level Managers
- Service Desk Managers
- Application Administrators

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

VMware Service Manager supports a range of service level agreements (SLAs) and can track, measure and report on service level activities.

In this full-day course, service level managers, service desk managers and application administrators will learn about different types of agreements and how to implement and manage them within VMware Service Manager.

What You Will Learn

- The difference between SL, OL and UC agreement types
- What constitutes service commitments
- What is an escalation and a breach
- What events make up Service Level Management
- How to set up matrix templates to control escalations
- How to set up service level agreements in Administration
- How to configure service desk settings
- How to create and administer agreements in the CMDB
- The business rules applied to Service Level Management

How You Will Benefit

After completing this course, you will be able to set up and administer their organization's SLAs using VMware Service Manager. 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 Service Commitments</p> <ul style="list-style-type: none"> • Service Commitments 	<p>6 Creating Agreements</p> <ul style="list-style-type: none"> • Create New SLA for Calls • Create New SLA for Requests • Create New OLA (for Calls/Tasks/Approvals) • Create New UC • Optional Settings for Agreements • Default SLAs • Create Default Call SLA for each IPK Status • Create Default SLA for each Workflow Process • Recipients Based on Current Officer/Group • Recipients Based on Assigned To • Recipients Based on Type • Recipients Based on Agreement
<p>2 SLM Events</p> <ul style="list-style-type: none"> • Events Overview • Target Events • Warning Events 	<p>7 Testing Agreements</p> <ul style="list-style-type: none"> • Test SLA for Calls • Test SLA for Requests • Test OLA for Calls • Test OLA for Tasks • Test UC for Calls • Test UC for Tasks
<p>3 Steps to Create Agreements</p> <ul style="list-style-type: none"> • Steps to create SLA • Steps to create OLA • Steps to create UC 	<p>8 Using On-Screen SLM Options</p> <ul style="list-style-type: none"> • Call Screen • Stop Clock • Service Resumed • SLM Link • Request Screen • Stop Clock • Service Resumed • SLM Link • Task/Approval Screen • Stop Clock • Service Resumed • SLM Link
<p>4 System Administration for SLM</p> <ul style="list-style-type: none"> • Partitioning • Working Hours • Holidays 	<p>9 Security Roles for SLM</p> <ul style="list-style-type: none"> • Create Service Level Management Security Role • Apply Service Level Management Security Role • Create General Access Role with SLM Administration Permissions • Configuration Management Security Role • IPK Management Security Role • Workflow Management Security Role
<p>5 Required SLM Settings</p> <ul style="list-style-type: none"> • Recipients • General Settings • SLA Selection • Agreement Selection Priority • CMDB Selection Criteria • Matrix Definition • Create New Matrix • Matrix Dimensions • Zero Times 	<p>10 Optional SLM Settings</p> <ul style="list-style-type: none"> • Agreement Stakeholder Types • Agreement Statuses • Exclusion Reasons • Agreement Types • Event Activity Types • Measurement Types • Payment Types

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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