

VMware Service Manager: Workflow Administrator

Delivery Methods

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

Course Duration

- One (1) day

Maximum Students

- Eight (8)

Target Audience

- Change Managers
- System Administrators

Prerequisites

An understanding of workflow management operations and responsibilities 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

Course Overview

VMware Service Manager provides workflow management tools for managing and controlling changes within an organization.

In this one-day course, students will not only learn how to administer the workflow management module but also gain an understanding of system settings that relate to workflow management.

What You Will Learn

- How to navigate the system administration interface
- How to configure partitioning and time zones
- How to utilize the administration audit function
- How to configure global settings for workflow management
- How to define support groups
- How to set up officer roles and manage officer records
- How to define key fields within workflow management
- How to create quick launch applications
- How to complete administration settings for workflow management
- An understanding of global system and security administration settings
- How to setup messaging and edit email templates
- How to configure the portal and portal roles
- How to administer and setup officer delegation
- How to configure proactive problem management
- How to setup and administer the bulletin board
- How to use the Configuration Portability function

How You Will Benefit

After completing this course, students will be able to configure settings to implement and support workflow management within VMware Service Manager. Students will receive a full course manual for future reference.

Course Modules

<p>1 VSM System Administration</p> <ul style="list-style-type: none"> • Administrator Login • Log in to VMware Service Manager • VSM Interface • Administration Interface • System Administration Toolbars • Designing Your Implementation 	<p>11 Configuring Workflow Management</p> <ul style="list-style-type: none"> • Defining Field Values Within Workflow Management • Configuring Field Values for Workflow Management options
<p>2 Partitioning</p> <ul style="list-style-type: none"> • Partitioning Overview • Configure Partitions • Request and Task Forwarding rules • Workflow Partitioning Options 	<p>12 System & Security Settings</p> <ul style="list-style-type: none"> • Defining Field Values for System Options • Configuring System Options • Defining Field Values for Security Options • Configuring Security Options
<p>3 Time Zoning</p> <ul style="list-style-type: none"> • Time Zone Overview • Setting up Time Zones 	<p>13 Messaging</p> <ul style="list-style-type: none"> • Define Messaging Settings • Editing Message Templates • Defining Message Types • Email Settings
<p>4 Auditing</p> <ul style="list-style-type: none"> • Audit Trail Overview • Access the Administration Audit 	<p>14 VMware Service Portal Settings</p> <ul style="list-style-type: none"> • Configure Portal Settings • Service Portal Roles
<p>5 Workflow Management Settings</p> <ul style="list-style-type: none"> • Global Workflow Settings 	<p>15 Delegation Setup</p> <ul style="list-style-type: none"> • Delegation Overview • Administration Setup • Setting up Officer Delegation with Officer and Customer Delegates
<p>6 Workflow Groups</p> <ul style="list-style-type: none"> • Order of Implementation for Groups, Roles and Officers • Workflow Groups • Defining Workflow Groups 	<p>16 Proactive Analysis</p> <ul style="list-style-type: none"> • Proactive Problem Management Overview • Administration Setup • Configuring the Proactive Analysis Tool • Search Proactive Requests
<p>7 Officer Security Roles</p> <ul style="list-style-type: none"> • Security Roles Overview • Defining Security Roles • Link Workflow Groups to Officers and Roles • Configure Officer Security Roles for Workflow Management • General Access Security Role • Workflow Management Security Role • Bulletin Board Security Role 	<p>17 Bulletin Board Configuration</p> <ul style="list-style-type: none"> • Bulletin Board Overview • Administrative Setup • Defining Bulletin Board Settings and Priorities • Bulletin Board Administration • Partitioning the Bulletin Board
<p>8 Officer Management</p> <ul style="list-style-type: none"> • Adding New Officers • Managing Officers • Officer Details • Standard Configurations 	<p>18 Configuration Portability</p> <ul style="list-style-type: none"> • Configuration Portability Overview • Administrative Setup • Creating New Configuration Settings • Exporting and Importing Configuration Settings • Deleting and Restoring Configuration Settings

9 Defining Key Fields

- Defining Key Request
- Defining Key Task Fields

Additional Topics:

- Maintaining the Server Console
- Workflow Message Types
- Quick Launch Parameters
- Using Integrated Security
- Active Directory Integration
- Disable Partitioning

10 Quick Launch

- Quick Launch Overview
- Enabling Quick Launch
- Create a New Quick Launch Application

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.