

VMware Service Manager: Workflow Template Design

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
- Change 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

Within VMware Service Manager Workflow Management, Workflow Template Design focuses on creating templates from which all requests for change are generated.

This full-day course covers the complete workflow pallet, thereby allowing change managers to create workflow templates for any process in an organization.

What You Will Learn

- Overview of VMware Service Manager
- Change responsibilities and workflow basics
- The nature of the workflow interface
- Change managers and templates
- How to create, modify, clone and delete a template
- How to create a workflow process—adding tasks and defining task dependency
- How to set request status, dates and budgets
- How to assign and authorize templates
- How to document templates
- How to use the full workflow pallet
- How to use conditional branching
- How to use shared data fields
- How to create and apply component workflows

How You Will Benefit

After completing this course, you will be able to create and administer workflow templates containing both simple and complex mapped processes. You will receive a full course manual that you can take back to the workplace and use as a future reference source.

Course Modules

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| <p>1</p> <p>Introducing VMware Service Manager</p> <ul style="list-style-type: none"> • Introduction to VMware Service Manager • Workflow Management overview • Understanding process workflow basics • Workflow options • Responsibilities • Launching VMware Service Manager and logging in • Introduction to the workflow interface • Customizing the toolbar • Shortcuts • Managing multiple windows • Exiting VMware Service Manager | <p>4</p> <p>Conditional Branching</p> <ul style="list-style-type: none"> • Introduction to conditional branching • Adding a conditional branching task • Rules • Applying multiple dependency rules • Creating a new condition • Creating a new action • Using the rule builder • Using the None Condition • Using the None Action • Conditional Branching to assign Customer Approval tasks • Customer Managers and the Conditional Branching tasks • Customer Manager field |
| <p>2</p> <p>The Workflow Interface</p> <ul style="list-style-type: none"> • Request details window • Request explorer • The lower window • Request history • SLM alerts • Task and approval details window | <p>5</p> <p>Other Tasks</p> <ul style="list-style-type: none"> • Messaging • Delay • Activation • Scoring rules • Rejection paths • Update CMDB • Customer approval • Define change window • Viewing Forward Schedule of Change • Viewing Forward Schedule of Change from the portal • SLM Start and Stop • Outbound Action |
| <p>3</p> <p>Creating Templates</p> <ul style="list-style-type: none"> • Change Managers and templates • Creating a template • Deleting a template • Modifying a template • Renaming a template • Cloning a template • Creating a workflow • Workflow palette • Adding tasks and approvals • Creating dependencies • Dependency diagram options • Creating tasks in a template • Setting request status on completion • Setting or changing dates in a task • Assigning templates • Pre-authorizing templates • Documenting templates | <p>6</p> <p>Component Workflows</p> <ul style="list-style-type: none"> • Creating component workflows |

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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