



RealIT[®] Management Inc.

HPSM Fundamentals for System Administrators I

Course Number	E2097F
Course Length	4 days
Registration	Email: train@realit.ca
	Phone: 613.591.9604 ext. 238
	Fax: 613.591.7588

Course Description:

This course offers practical hands-on knowledge to system administrators of HP Service Manager 7.x. The course focuses on guiding the administrators through various common tasks required to configure, customize, and administer HP Service Manager. This course addresses the Service Desk and Foundation modules of HP Service Manager 7.x.

The course is structured with 60% lecture and 40% labs

Course Outline:

Day 1: Infrastructure

- Application Architecture
 - DB, Web-tier, Application server, user interfaces
- Application Licensing
- HPSM Graphical User Interface
 - Essential Concepts
 - Commonly Used Features
- Infrastructure Configuration
 - Application Server
 - Web-tier Server
 - Help Server
 - Out-bound Email Configuration
 - System Information Record
 - Module Environment Records
 - Vertical and Horizontal Scaling
 - SSL Configuration
 - LDAP Integration
- Service Desk Module Introduction
 - Interaction
 - Incident
 - Problem

Day 2: Configuration

- Review of Day 1 Topics
- Basic Application Configuration
 - Company and Departments
 - Contacts
 - Assignment Groups
 - User Roles and Profiles

- Operators
- Configuration Items
- Services and Service Subscription
- Form Designer
- Templates
- Views
- Category, Area, and Sub-area
- Impact, Priority, and Urgency

Day 3: Configuration Cont'd

- Review of Day 2 Topics
- Advanced Application Configuration
 - Format Control
 - Data Policy
 - Working with Link records
 - Notification Engine
 - Working with Macros

Day 4: Service Desk and Administration

- Review of Day 3 Topics
- Working with Interaction
 - Alerts and notification
 - Escalation
 - Linking with other tickets
- Working with Incident Management
 - Alerts and notification
 - Linking with other tickets
- Basic HPSM Administrative Tasks
- Working with Language Pack
- Wrap-up