



**RealIT<sup>®</sup> Management Inc.**

## **HPSM Fundamentals for System Administrators I**

### **Course Number**

### **Course Length**

4 days

### **Registration**

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### **Course Description:**

This course offers practical hands-on knowledge to system administrators of HP Service Manager 7.x/9.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, Change Management, and Foundation modules of HP Service Manager 9.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
  - Change

#### **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
- Advanced Application Configuration
  - Format Control
  - Data Policy
  - Working with Link records
  - Notification Engine
  - Working with Macros

#### **Day 3: Service Desk and Administration**

- Review of Day 2 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

#### **Day 4: Change Management**

- Review of Day 3 Topics



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- Change Management workflow
- Security and Access Control
  - Environmental record
  - Profiles
  - Change Groups and members assignment
  - Capability Words and Operator records
- Approval process and setup
- Categories and Phases
  - Change categories and Phase definitions
  - Task categories and Phase definitions
- Working Change with Interaction
  - Alerts and notification
  - Escalation
- Change Calendar
  - Configuration and set up
  - Using the Change Calendar
- Wrap-up