



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

## OVSD Fundamentals for System Administrators

<b>Course Number</b>	E2052F
<b>Course Length</b>	3 days
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### Course Description:

This course offers practical hands-on knowledge to system administrators of HP OpenView Service Desk 5.x. The course focuses on guiding the administrators through various common tasks required to install, configure, customize, and administer HP OpenView Service Desk. This course addresses the Help Desk and Change Manager modules of HP OpenView Service Desk 5.x.

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

### Course Outline:

#### Day 1:

- Introduction to Workflow and Process Automation
- Application Architecture
  - Database Server
  - Application Server
  - Attachment Server
  - Service Pages Server
  - SD Agent
  - Client GUI
  - Web GUI
- Application Licensing
  - Server Module
  - Named Users
  - Concurrent Users
  - Integration Accounts
  - Service Pages Accounts
- OVSD Graphical User Interface
  - Essential Concepts
  - Commonly Used Features
- Help Desk Management Module
  - Service Calls
  - Incidents
  - Problems
- Client, Agent, and Event Integration
- Out-bound Email Configuration
- Attachment Server
- Service Patches
- Configuration Management
- Organization
- Personnel
- Configuration Items
- Basic Application Administration Tasks
  - Roles and Application Accounts
  - Templates and Views
  - Form Designer
  - Custom Fields
- Business Rule Engine
  - Data Base Rules
  - UI Rules
  - Smart Actions
- Applied Process Automation – Help Desk Management
- Reporting with OVSD Views

#### Day 2:

- Review of Day 1 Topics
- Installation and Configuration
  - Application Server
  - Service Pages

#### Day 3:

- Review of Day 2 Topics
- Change Management Module
  - Changes
  - Work Orders
  - Projects
- Applied Process Automation – Change Management
- OVSD Service Pages
- Wrap-up