



Hewlett Packard Enterprise

Course Data Sheet

SM350 – Service Manager 9.x Advanced

Course No.: SM350-94	Category/Sub Category: Service Manager
For software version(s): 9.40 Software version used in the labs: 9.40	Course length: 5 days
Delivery formats: Instructor Led (ILT) and Virtual Instructor Led (VILT)	Training is available as a private session onsite.
To order visit: http://h20546.www2.hp.com/main/training/course_details.cfm?ProductID=87&Course=00015480&sitepick=US	

Course Description

This class is targeted at system administrators and consultants responsible for configuring and tailoring Service Manager for a customer's environment. The course focuses on the tools and utilities used to tailor a Service Manager system. The course is 50% lecture and 50% hands-on exercises.

This course is designed for users who are experienced with Service Manager, or have taken one of the level 100 courses (Technical Configuration or Foundations for Process Owners).

Audience / Job Roles

Administrators, developers, and managers who are responsible for configuring and tailoring Service Manager.

Course Objectives

Upon successful completion of this course, you should be able to:

- Use the Database Manager utility to add, modify, and delete records and to load and unload records
- Use the Database Dictionary utility to add fields and keys to tables
- Describe the Service Manager System Language and how it is used
- Use the Unload Script utility to unload data (for example, to migrate to another system)
- Use Data Policy to enforce data integrity at the table level
- Use Forms Designer to add and modify forms
- Describe the functions of the System Definition utility and use the System Definition utility to add fields to an existing form
- Use the RAD Debugger to troubleshoot an application and display the value of variables
- Describe how JavaScript is used by the various Service Manager utilities
- Describe Dynamic View Dependencies

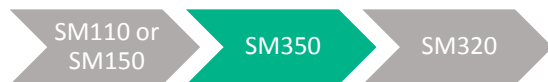
- Use the Global Lists utility to create and maintain dynamic and user-defined lists
- Describe the components of Process Designer
- Use Process Designer to build workflows, configure business rules, create task plans, and implement security
- Use the Format Control utility to implement business rules
- Use the Display Applications utility to modify buttons and drop-down menus
- Use Links to establish relationships between tables
- Create and configure views
- Describe how the To Do queue is populated and how application queues are configured
- Create menus and dashboards
- Describe the components of the Document Engine
- Create and modify wizards
- Describe how the alert and notification engines work
- Describe how to import and export data
- Use activity actions to audit and track changes to specific fields for open, update, and close activities

Prerequisites / Recommended Skills

Any one of the following courses:

- SM150 – Service Manager 9.x Technical Configuration
- SM110 – Service Manager 9.x Foundations for Process Owners

Learning Path



Certification

Full Certification can be found here -

http://h10120.www1.hp.com/ExpertOne/expertone_certification_skill_levels.html

Course Topics

Modules	Objectives
Module 1: Introduction to Service Manager	<ul style="list-style-type: none"> • Course Objectives • Class Schedule • Daily Schedule • Participants' introductions • Class Logistics • VILT Instructions • Virtual Lab Instructions
Module 2: Introducing Service Manager Utilities	<ul style="list-style-type: none"> • List the foundation knowledge components needed to use the Service Manager utilities • Describe the base utilities designed to edit records in tables and forms • Describe the utilities used to configure features of Service Manager, such as configuring notifications
Module 3: Managing Data	<ul style="list-style-type: none"> • Access the Database Manager utility • Use Database Manager to manage records in a table (add, updated, delete) • Use Database Manager to mass update records • Access the Database Dictionary utility • Add field names and keys to an existing table • Add a new table • Use keys to tune performance • Identify Service Manager data types and variables • Identify the role of current file variables in Service Manager applications • Identify operators that perform selected system operations • Identify the characteristics of functions and expressions • Access the Unload Script utility • Describe the features and uses of the Unload Script utility
Module 4: Introducing Data Policy	<ul style="list-style-type: none"> • Access the Data Policy option • Identify data policy rules • Modify a data policy record to filter data • Verify data policy changes
Module 5: Using Forms Designer	<ul style="list-style-type: none"> • Describe the functions of the Forms Designer • Add fields to an existing form • Create a new table using the Form wizard • Collapse sections • Convert existing tabs to collapsible sections • Describe the functions of the System Definition utility • Add fields to an existing form

Module 6: Implementation Tools	<ul style="list-style-type: none"> • Describe the purpose of the RAD Debugger • Identify how to display variables • Set and display values using the RAD Debugger • List basic JavaScript rules • Identify which Service Manager utilities use JavaScript • Identify the main features of the Script Library table • Describe the JavaScript syntax color codes • List additional resources for more information
Module 7: Understanding Dynamic View Dependencies	<ul style="list-style-type: none"> • Identify the condition properties for setting Dynamic View Dependencies (DVD) conditional statements • Specify the field comparisons, field value matching, and dynamic functions for a property
Module 8: Global Lists	<ul style="list-style-type: none"> • Create and display global lists • Access the Global Lists utility • Configure the Global Lists utility • Explain how global lists work
Module 9: Overview of Process Designer	<ul style="list-style-type: none"> • Describe the Process Designer components • Describe the two different Service Manager 9.4 modes (Classic and Codeless) and which Process Designer modules and components are included with each mode • Create workflows using the Workflow Designer • Use the Business Rules Editor to implement business logic • Use Format Control and Display Application to implement business logic • Describe the Process Designer Security Model • Use the Task Planner to create tasks
Module 10: Establishing Links	<ul style="list-style-type: none"> • Define links • Describe how links are used • Distinguish between simple and complex links • Restrict access to find and fill functions • Describe the relationship between pop-up hover forms and link records • Create virtual joins to display data from supporting tables • Identify the steps to configure a virtual join • Create a virtual join with a table object

<p>Module 11: Modifying Queues and Views</p>	<ul style="list-style-type: none"> • Define views • Create a view using the wizard • Create a view from a query • Identify the key components for views • Describe the features of the application queues • Describe where the object records define the default queues • Describe the relationship between the operator record profiles and query groups with the audience views • Describe how the default To Do queue works • Describe how the TodoMap populates data in the Todo table • Modify the TodoMap table • Modify the default Views for the To Do queue
<p>Module 12: Working with Menus and Dashboards</p>	<ul style="list-style-type: none"> • Describe the function of the Menu Manager utility • Modify the menu navigation within System Navigator • Describe how dashboards works • Summarize dashboard limitations • List the underlying components
<p>Module 13: Navigating the Document Engine</p>	<ul style="list-style-type: none"> • Navigate the Document Engine • Access the Document Engine • Describe Objects • Describe States • Describe Processes
<p>Module 14: Introducing Wizards</p>	<ul style="list-style-type: none"> • Describe the features and functions of wizards • Modify an existing wizard • Describe how wizards interact with Format Control
<p>Module 15: Understanding Alerts and Notifications</p>	<ul style="list-style-type: none"> • List the components of the Notification Engine • Describe how the notifications are invoked • Set up and modify notifications • List what variables are used and where they get defined • Describe how notifications are processed • Identify which Service Manager modules use alerts • List the components of the alert engine • Describe how the alerts are invoked • Describe how to configure and modify alerts • Describe how alerts are processed
<p>Module 16: Integrating with the Import/Export Utilities</p>	<ul style="list-style-type: none"> • Export data from Service Manager • Import data to Service Manager

Module 17: Application Auditing (Activity Actions)	<ul style="list-style-type: none">• Identify the types of auditing used in Service Manager• Identify application and system fields used for auditing• Identify alternative auditing applications• Define an activity action
Module 18: Tips and Tricks	<ul style="list-style-type: none">• Find the login connection history• Clear the command history• Search for and add commands• Access useful RAD routines