

Symantec ServiceDesk 7.1: Administration

COURSE DESCRIPTION

The *Symantec ServiceDesk 7.1 Administration* course is designed for the IT service management professional tasked with administering and using Symantec ServiceDesk 7.1 in an ITIL-focused environment. This class covers the installation, configuration, and operation of Symantec ServiceDesk 7.1. It also discusses how ServiceDesk implements the ITIL processes of incident management, problem management, and change management. In addition, the course covers automation rules, password resets, and Request Access to Network Share service requests. The class also provides an introduction to Symantec Workflow, the process management technology upon which ServiceDesk is built.

Delivery Method

Web-based

Duration

Seven hours

Course Objectives

By the end of this course, you will be able to:

- Install, configure, and customize the ServiceDesk portal to meet the needs of your business environment.
- Effectively use the incident management, problem management, and change management ITIL-compliant service management processes built into ServiceDesk.
- View, create, and customize ServiceDesk reports.

Who Should Attend

This course is for ServiceDesk administrators and any other service management personnel who are involved in installing, configuring, managing, and administering Symantec ServiceDesk 7.1.

Prerequisites

A general knowledge of the ITIL framework, groups-based security, databases, and Web-based applications is helpful.

COURSE OUTLINE

Overview of ServiceDesk 7.1

- ServiceDesk: Capabilities
- ServiceDesk: A process-driven paradigm
- ServiceDesk: ITIL Processes
- ServiceDesk and other Symantec products
- Introduction to ServiceDesk Customization

Installing ServiceDesk 7.1

- Preparing the ServiceDesk environment
- Installing the ServiceDesk 7.1 application
- Completing the post-installation configuration wizard

Migrating from HelpDesk 6.5

- Migrating HelpDesk incidents
- Migrating HelpDesk categories
- Migrating HelpDesk Knowledge Base articles

Introduction to Workflow

- Conceptual overview of Workflow Solution
- ServiceDesk Solution and Workflow Solution
- Introduction to Workflow Designer
- Getting to know ServiceDesk's basic Workflow components
- The basics of customizing Workflow
- Publishing Workflow changes to ServiceDesk

Working in the ServiceDesk Portal

- The ServiceDesk portal
- Configuring users, groups, and permissions
- Customizing ServiceDesk portal pages
- ServiceDesk: Master portal settings
- Exploring the Process View

Using Incident Management

- Incident management overview
- Submitting incidents (user method)
- Submitting incidents (technician method)
- Using e-mail to automatically submit an incident
- Resolving incidents

Incident Management Settings and Rules

- The Incident Management process
- Modifying Incident Management settings in the ServiceDesk portal
- Customizing routing rules
- Automation rules

Customizing Incident Management

- Customizing impact and urgency values
- Adding data to the user Submit Incident form

Using Problem Management

- Problem Management overview
- Creating a problem ticket
- Reviewing a problem ticket

Customizing Problem Management

- The Problem Management process
- Customizing problem categories
- Verifying classifications used in Problem Management
- Adding users to problem analysis
- Adding data to the problem ticket

Using Change Management

- Change Management overview
- Working with change templates
- Requesting a change
- Change review and planning
- Implementing a change

Customizing Change Management

- The Change Management process
- Establishing Change Advisory Boards
- Setting the default change type
- Hiding change types
- Modifying CAB voting

Service Requests and Quick Services Links

- Reset Password service catalog item
- Requesting access to a network share service catalog item
- Quick Service links

Working with E-Mail Notifications

- Overview of notifications
- Adding and disabling notifications
- Configuring e-mail content
- E-mail monitoring
- E-mail settings

Working with Reports

- Reporting overview
- Scheduling reports
- Viewing reports
- Creating and customizing reports
- Active licenses reports
- Setting report permissions

Using the Knowledge Base and Document Management

- Overview of the ServiceDesk 7.1 Knowledge Base
- Submitting a request for a Knowledge Base entry
- Accepting or rejecting a Knowledge Base request
- Reviewing a Knowledge Base entry for final resolution
- Setting permissions for Knowledge Base entries
- Overview of Document Management

Creating Custom Web Parts

Creating a Web part for use in ServiceDesk

Advanced Customization Using Workflow

- Publishing a process in Workflow to the ServiceDesk Service Catalog
- Maintaining customizations (versioning)
- Architecture/scalability
- Best practices