

# SM320

## Service Manager 9.x Administration

This class is targeted at system administrators responsible for the day to day management of the Service Manager application. The course focuses on the daily, weekly, monthly, quarterly, and annual tasks required to keep the system running efficiently.

### Kursinhalt

- I. Introduction to Service Manager
- II. Installing Service Manager
- III. System Language
- IV. Pre-Production Tasks
- V. System Administrator – Daily Tasks
- VI. System Administrator – Weekly Tasks
- VII. System Administrator – Monthly Tasks
- VIII. System Administrator – Quarterly Tasks
- IX. System Administrator – Annual Tasks
- X. Tips and Tricks

**E-Book** Sie erhalten englischsprachige Unterlagen von HPE als E-Book.

### Zielgruppe

Administrators, implementers and managers who are responsible for implementing, configuring and administering Service Manager.

### Voraussetzungen

Any one of the following courses:

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

### Dieser Kurs im Web



Alle tagesaktuellen Informationen und Möglichkeiten zur Bestellung finden Sie unter dem folgenden Link: [www.experteach.de/go/HSMD](http://www.experteach.de/go/HSMD)

### Vormerkung

Sie können auf unserer Website einen Platz kostenlos und unverbindlich für 7 Tage reservieren. Dies geht auch telefonisch unter 06074 4868-0.

### Garantierte Kurstermine

Für Ihre Planungssicherheit bieten wir stets eine große Auswahl garantierter Kurstermine an.

### Ihr Kurs maßgeschneidert

Diesen Kurs können wir für Ihr Projekt exakt an Ihre Anforderungen anpassen.

Stand 17.03.2024

Training		Preise zzgl. MwSt.
Termine in Deutschland	5 Tage	€ 3.750,-
Online Training	5 Tage	€ 3.750,-
Termin/Kursort	Kursssprache Englisch 	
14.10.-18.10.24	<input type="checkbox"/> Online	



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# Inhaltsverzeichnis

## SM320 – Service Manager 9.x Administration

### I. Introduction to Service Manager

- „ Describe the Service Manager components and modules
- „ Describe Service Manager environment/architecture
- „ Describe Service Manager security and access
- „ Describe difference between DBA/SysAdmin/Developer

### II. Installing Service Manager 9.30

- „ Describe the Service Manager database structure
- „ Describe the three-tiered client server architecture
- „ Describe the server implementation options
- „ Access the Interactive Installation Guide
- „ Install the help server
- „ Install and configure the Knowledge Management Search Engine
- „ Install and configure Mobility
- „ Install and configure the Service Request Catalog (SRC) Interface
- „ Install the Service Manager database (optional)
- „ Install the Service Manager server (optional)
- „ Install the Service Manager client (optional)
- „ Install the Service Manager web client (optional)
- „ Install the Service Manager self-service client (optional)
- „ Install Crystal Reports (optional)
- „ Troubleshoot the installation (optional)

### III. System Language

- „ Identify the data types of Service Manager
- „ Identify the major types of Service Manager variables
- „ Identify the role of current file variables in Service Manager applications
- „ Identify the operators that perform selected system operations
- „ Identify the characteristics of functions
- „ Identify the characteristics of expressions

### IV. Pre-Production Tasks

- „ Setting defaults in the System Information record
- „ Create a „failsafej“ operator record
- „ Backup the operators table
- „ Load unload files from the command line
- „ Set up the inactivity timer

- „ Create named users
- „ Understand LDAP Integration
- „ Enable Mandanten File Security
- „ Create Field Help
- „ Create Custom MySM Components
- „ HTML Email solution
- „ Backup/move log files
- „ Set up calendar/holiday records
- „ Parameters
- „ Fine tune keys and queries
- „ Disable background processes
- „ Clean up OOB data
- „ Use the unload script utility
- „ Reset the numbers record
- „ Reset counters
- „ System Performance Testing
- „ Move files from one system to another
- „ Learn about HP Live Network (HPLN)
- „ MarketTools Survey Solution
- „ Westbury SMI Suite for reporting

### V. System Administrator iV Daily Tasks

- „ Monitor log files
- „ Monitor system status
- „ Monitor services
- „ Check backups
- „ Check system locks
- „ Check the schedule file
- „ Check irq table
- „ Monitor email
- „ Monitor java heap space and shared memory usage
- „ Check servlet utilization
- „ System quiesce
- „ Java script debug

### VI. System Administrator iV Weekly Tasks

- „ Check syslog and msglog files
- „ Purge old records
- „ Purge/archive user data
- „ Import/export data
- „ Check RDBMS size limit
- „ Check view and favorite creation
- „ Running/reading reports

### VII. System Administrator iV Monthly Tasks

- „ Clean up audit records

- „ Manage development auditing
- „ Modify QBE displays
- „ Test backups
- „ Monitor server performance statistics
- „ Run monthly reports

### VIII. System Administrator iV Quarterly Tasks

- „ Validate time zone records
- „ Run quarterly reports

### IX. System Administrator iV Annual Tasks

- „ Manage the holiday table
- „ Create new work and holiday schedules
- „ Configure the system for multiple time zones/countries
- „ Renew non-production licenses

### X. Tips and Tricks

- „ Where to find the login connection history
- „ How to clear the command history
- „ Searching and adding commands
- „ Useful RAD utilities and routines

