

Kerrie Meyler  
Kurt Van Hoecke  
Sam Erskine  
Steve Buchanan

# System Center 2012 Service Manager

**UNLEASHED**



SAMS

# System Center 2012 Service Manager Unleashed

**Kerrie Meyler,Alexandre  
Verkinderen,Anders Bengtsson,Patrik  
Sundqvist,David Pultorak**

## **System Center 2012 Service Manager Unleashed:**

**System Center 2012 Service Manager Unleashed** Kerrie Meyler, Kurt Van Hoecke, Samuel Erskine, Steve Buchanan, 2014-09-26 This comprehensive resource will help you automate and optimize all facets of service management with System Center 2012 Service Manager Expert consultants offer deep in the trenches insights for improving problem resolution change control release management asset lifecycle management chargeback and more You ll learn how to implement high value best practices from ITIL and the Microsoft Operations Framework The authors begin with an expert overview of Service Manager its evolution and its new capabilities Next they walk through overall planning design implementation and upgrades Then to help you focus your efforts they present stepwise coverage of all topics in each feature area linking technical information about Service Manager with essential knowledge about the technologies it depends on Whatever your role in deploying or running Service Manager this guide will help you deliver more responsive support at lower cost and drive more value from all your IT investments Leverage MOF and ITIL processes built into System Center 2012 Service Manager Plan and design your Service Manager deployment Install Service Manager or upgrade from earlier versions Efficiently administer work and configuration items Use connectors to integrate with Active Directory Exchange and System Center components Create service maps Enable end user access through Service Manager s self service portal Implement incident problem change and release management Utilize workflows to automate key support processes Create service level agreements with calendars metrics and objectives Provide quick access to a standardized catalog of services Use notification to ensure that Service Manager items are promptly addressed Secure Service Manager and its data warehouse reporting platform Perform maintenance backup and recovery Manage Service Manager performance Customize Service Manager

*System Center 2012 Configuration Manager Unleashed* Kerrie Meyler, Byron Holt, Marcus Oh, Jason Sandys, Greg Ramsey, 2013 This is the comprehensive reference and technical guide to Microsoft System Center Configuration Manager 2012 A team of expert authors offers step by step coverage of related topics in every feature area organized to help IT professionals rapidly optimize Configuration Manager 2012 for their requirements and then deploy and use it successfully The authors begin by introducing Configuration Manager 2012 and its goals and explaining how it fits into the broader System Center product suite Next they fully address planning design and implementation Finally they systematically cover each of Configuration Manager 2012 s most important feature sets addressing issues ranging from configuration management to software distribution Readers will learn how to use Configuration Manager 2012 s user centric capabilities to provide anytime anywhere services and software and to strengthen both control and compliance The first book on Configuration Manager 2012 System Center Configuration Manager 2012 Unleashed joins Sams market leading series of books on Microsoft s System Center product suite books that have achieved go to status amongst IT implementers and administrators worldwide

*System Center Service Manager 2010 Unleashed* Kerrie Meyler, Alexandre Verkinderen, Anders

Bengtsson,Patrik Sundqvist,David Pultorak,2011-08-03 System Center Service Manager 2010 offers enterprises a complete integrated platform for adopting and automating service management best practices such as those found in ITIL and Microsoft Operations Framework MOF Now there s a comprehensive independent reference and technical guide to this powerful product A team of expert authors offers step by step coverage of related topics in every feature area organized to help IT professionals quickly plan design implement and use Service Manager 2010 After introducing the product and its relationship with the rest of Microsoft s System Center suite the authors present authoritative coverage of Service Manager s capabilities for incident and problem resolution change control configuration management and compliance Readers will also find expert guidance for integrating Service Manager with related Microsoft technologies This book is an indispensable resource for every IT professional planning installing deploying and or administering Service Manager including ITIL MOF and other IT consultants system administrators and developers creating customized solutions Understand Service Manager s architecture and components Discover how Service Manager supports ITIL and MOF processes Accurately scope and specify your implementation to reflect organizational needs Plan to provide redundancy ensure scalability and support virtualization Design deploy and maintain Service Manager with security in mind Use Service Manager s consoles and portals to provide the right resources to each user Create complete service maps with Service Manager s business services Fully automate incident management and ticketing Implement best processes for identifying and addressing root causes of problems Systematically manage the life cycle of changes Use Service Manager to strengthen governance risk management and compliance Customize Service Manager s data layer workflows and presentation layer Use management packs to simplify service desk customization Make the most of Service Manager s reporting and dashboards      **Microsoft System Center 2016 Service Manager Cookbook** Anders Asp (MVP),Andreas Baumgarten (MVP),Steve Beaumont (MVP),Steve Buchanan (MVP),Dieter Gasser,2017-02-27 Discover over 100 practical recipes to help you master the art of IT service management for your organization About This Book Unleash the capabilities of Microsoft System Center 2016 Service Manager Master the skills of configuring deploying managing and troubleshooting your Service Manager 2016 This book contains practical recipes that leverage the key and newly added features and functionalities of Microsoft System Center 2016 Service Manager Who This Book Is For This book will be useful to IT professionals including SCSM administrators who want to configure and administer System Center Service Manager 2016 and understand how to solve specific problems and scenarios that arise It will also be useful to users of Service Manager 2012 who want to learn about the new features and capabilities of the Service Manager 2016 release It will be ideal if you have Service Manager experience as well as experience with other System Center products What You Will Learn See a practical implementation of the ITSM framework and processes based on ITIL Deploy and configure the new Service Manager HTML5 Self Service Portal along with Service Catalog design and configuration Get to know about Incident Problem and Change Management processes and configuration Get to grips with

performing advanced personalization in Service Manager Discover how to set up and use automation with and within Service Manager 2016 Work with Service Manager Data Warehouse Find out what Security Roles are and how to implement them Learn how to upgrade from SCSM 2012 R2 to SCSM 2016 In Detail System Center Service Manager SCSM is an integrated platform that offers a simplified data center management experience by implementing best practices such as Incident Management Service Request and Change Control to achieve efficient service delivery across your organization This book provides you with real world recipes that can be used immediately and will show you how to configure and administer SCSM 2016 You ll also find out how to solve particular problems and scenarios to take this tool further You ll start with recipes on implementing ITSM frameworks and processes and configuring Service Level Agreements SLAs Then you ll work through deploying and configuring the HTML5 Self Service Portal configuring Incident and Problem Management and designing and configuring Change and Release Management You ll also learn about security roles and overall Microsoft SCSM 2016 administration Toward the end of the book we ll look at advanced topics such as presenting the wealth of information stored within the Service Manager Data Warehouse standardizing SCSM deployments and implementing automation Style and approach This book will enlighten you on Microsoft System Center 2016 Service Manager through recipes that can be implemented directly in any enterprise You can read the book from start to end if you re a beginner or just open up any chapter and start following the recipes as a reference for advanced users This book consists of a pool of step by step recipes on how to perform activities in Service Manager

*System Center 2012 R2 Configuration Manager Unleashed* Kerrie Meyler,Jason Sandys,Greg Ramsey,Dan Andersen,Kenneth van Surksum,Panu Saukko,2014-09-01 Since Microsoft introduced System Center 2012 Configuration Manager it has released two sets of important changes and improvements Service Pack 1 and R2 This comprehensive reference and technical guide focuses specifically on those enhancements It offers 300 pages of all new in the trenches guidance for applying Configuration Manager 2012 s newest features to improve user and IT productivity across all corporate consumer and mobile devices An authoring team of world class System Center consultants thoroughly cover System Center integration with Microsoft Intune and its mobile device management capabilities They fully address Microsoft s increased support for cross platform devices enhanced profiles changes to application management operating system deployment as well as improvements to performance security usability and mobile device management The essential follow up to System Center 2012 R2 Configuration Manager Unleashed this new supplement joins Sams market leading series of books on Microsoft System Center Use ConfigMgr 2012 R2 with Windows Intune to deliver people centric management to any user any device anywhere Simplify BYOD registration and enrollment and enable consistent access to corporate resources Integrate new mobile device management capabilities into the Configuration Manager console without service packs hot fixes or major releases Provision authentication certificates for managed devices via certificate profiles Automate repetitive software and device related tasks with PowerShell cmdlets Centrally control roaming profiles certificates

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Microsoft Operations Management Suite Cookbook Chiyo Odika,2018-04-20 Manage on premises and cloud IT assets from one console Key Features Empower yourself with practical recipes to collect and analyze operational insights on Windows and Linux servers in your on premises datacenters and in any public cloud environments such as Azure and AWS Build capabilities through practical tasks and techniques to collect and analyze machine data Address business challenges and discover means to accommodate workloads and instances in a low cost manner Book Description Microsoft Operations Management Suite Cookbook begins with an overview of how to hit the ground running with OMS insights and analytics Next you will learn to search and analyze data to retrieve actionable insights review alert generation from the analyzed data and use basic and advanced Log search queries in Azure Log Analytics Following this you will explore some other management solutions that provide functionality related to workload assessment application dependency mapping automation and configuration management and security and compliance You will also become well versed with the data protection and recovery functionalities of OMS Protection and Recovery and learn how to use Azure Automation components and features in OMS Finally you will learn how to evaluate key considerations for using the Security and Audit solution and working with Security and Compliance in OMS By the end of the book you will be able to configure and utilize solution offerings in OMS understand OMS workflows how to unlock insights integrate capabilities into new or existing workflows manage configurations and automate tasks and processes What you will learn Understand the important architectural considerations and strategies for OMS Use advanced search query commands and strategies to derive insights from indexed data Make use of alerting in OMS such as alert actions and available options for the entire lifecycle of the alert Discover some practical tips for monitoring Azure container service containers and clusters using OMS Review and use the backup options available through the Azure backup service as well as data recovery options available through Azure Site Recovery ASR Understand how to advance important DevOps concepts within your IT organization Learn how to manage configurations and automate process Who this book is for This book is written for the IT professional and general reader who is interested in technology themes such as DevOps Big Data Analytics and digital transformation concepts Azure and other cloud platform administrators cloud professionals and technology analysts who would like to solve everyday problems quickly and efficiently with hybrid management tools available in the Microsoft product ecosystem will derive much value from this book Prior experience with OMS 2012 would be helpful *Microsoft System Center 2012 Unleashed* Chris Amaris,2012 This is the

definitive real world guide to Microsoft System Center 2012 Microsoft's newest and most powerful version of System Center Authored by consultants who've deployed System Center in hundreds of enterprises and innovative smaller businesses this book brings together up to the minute tips tricks and techniques you just won't find anywhere else You'll learn how to use System Center's powerful capabilities to build highly efficient managed environments that encompass datacenters cloud environments client computers mobile devices and more The authors address planning design implementation integration and administration and cover every component including Configuration Manager Operations Manager Data Protection Manager Virtual Machine Manager Service Manager and Orchestrator Use Configuration Manager 2012 to deliver software and updates in highly distributed environments including datacenters clouds and mobile devices Reliably manage and report on assets with Configuration Manager 2012 Perform monitoring alerting operations and security reporting with Operations Manager 2012 Use Data Protection Manager 2012 to protect file systems SQL Microsoft Exchange and SharePoint Leverage Data Protection Manager 2012's improved central monitoring and remote recovery Run Hyper V virtualized environments with VMM 2012 including new private clouds and mixed private public fabrics Use Service Manager 2012 to provide top down integration and use Orchestrator 2012 for bottom up process automation and integration glue Give users an efficient self service portal for creating service and incident requests and browsing service catalogs Manage service offerings and implement enterprise wide change control with Service Manager 2012 Ensure compliance by creating executing and repeating auditable documented processes with Orchestrator 2012

**System Center 2012 Operations Manager Unleashed** Kerrie Meyler, Cameron Fuller, John Joyner, 2013 System Center Operations Manager 2012 Unleashed joins Sams market leading series of books on Microsoft's System Center product suite books that have achieved go to status amongst IT implementers and administrators worldwide The book provides coverage of planning installation and migration configuration and much more

*Microsoft System Center Enterprise Suite Unleashed* Chris Amaris, Tyson Kopczynski, Alec Minty, Rand Morimoto, 2010-04-09 Microsoft System Center Enterprise Suite Unleashed is the first and only definitive real world guide to the entire Microsoft System Center Enterprise Suite It brings together tips tricks best practices and lessons learned by top consultants who've deployed System Center in some of the world's largest enterprises and most successful small businesses Drawing on years of early adopter and production experience Rand Morimoto Chris Amaris and their team cover the entire System Center lifecycle and its components for system configuration operations management data protection virtual machine management help desk support change management asset control capacity planning and mobile device management You'll learn about individual components and how to integrate them to build automated exceptionally efficient managed environments For smaller businesses the book also presents Microsoft's streamlined lower cost IT management offering System Center Essentials 2010 Use System Center Configuration Manager 2007 to image update manage and support servers and clients Proactively monitor your systems to identify and fix problems before they fail Use System Center Data

Protection Manager 2010 to provide reliable timely backup recovery Implement and manage all aspects of virtualization including virtual guest sessions on both Microsoft Hyper V and VMware Make the most of System Center Service Manager 2010 s integrated tools for managing help desks incidents assets and changes Use System Center Capacity Planner to properly size procure and deploy new systems Remotely track secure patch update and support mobile devices with System Center Mobile Device Manager Simplify small business IT management with System Center Essentials 2010 s wizards and auto configuration components

*System Center 2012 Orchestrator Unleashed* Kerrie Meyler,Pete Zerger,Marcus Oh,Anders Bengtsson,Kurt Van Hoecke,2013-09-13 Using System Center 2012 Orchestrator you can capture and document processes across your entire IT organization establishing the automation you need to deliver advanced cloud services and self adjusting computing resources Authored by five leading System Center experts this comprehensive reference and technical guide brings together all the knowledge you ll need to architect install implement integrate and maximize the value of your own Orchestrator solutions The authors introduce current best practices based on large scale enterprise implementations they ve personally led or participated in This up to date guide shows how to apply Orchestrator s major improvements to implement IT process automation in any environment including private clouds You ll start with context what Orchestrator does how it has evolved how it works and essential architecture and design techniques Next the authors help you make crucial up front decisions about activities runbooks security and administration Finally you ll find expert guidance for integrating Orchestrator with the rest of System Center and with Windows Azure cloud services including advanced automated workflows that encompass both data center and cloud Detailed information on how to Understand System Center 2012 Orchestrator s capabilities evolution architecture and design including SP1 improvements and R2 Successfully install System Center 2012 Orchestrator and migrate smoothly from Opalis Integration Server 6.3 Take full advantage of Orchestrator s advanced new runbook automation capabilities Configure activities associated with runbook control systems scheduling monitoring files email notification and data handling Design runbooks for fault tolerance and optimal performance Enforce strong security using roles permissions and auditing Deliver integration capabilities for Operations Manager Service Manager Configuration Manager Virtual Machine Manager and Data Protection Manager Automate end to end data center cloud workflows with integration packs and PowerShell Create your own integration packs with Orchestrator Integration Toolkit OIT SDK Support Orchestrator 2012 troubleshoot problems and discover the best web and third party resources

*Microsoft System Center Reporting Cookbook* Samuel Erskine,Dieter Gasser,Kurt Van Hoecke,2015-03-27 This book is for IT professionals who are responsible for producing reports using the data from System Center components Basic knowledge of Microsoft System Center technologies is assumed

*System Center 2012 R2 Configuration Manager Unleashed* ,2014

**System Center Configuration Manager Reporting Unleashed** Garth Jones,Dan Toll,Kerrie Meyler,2016-04-21 Microsoft System Center Configuration Manager s SQL Server database contains valuable information



about your users computers hardware operating systems applications compliance status and much more Microsoft has provided excellent tools for extracting this information in meaningful ways including SQL Server Reporting Services SSRS and SQL Server Data Tools Business Intelligence SSDT BI System Center Configuration Manager Reporting Unleashed shows you how to make the most of these tools World renowned System Center reporting guru Garth Jones and his expert coauthors guide you through all facets of custom reporting with System Center You ll walk through installing and configuring SSRS using SQL views to find the data you need writing SQL queries creating basic and advanced reports and using role based administration to securely deliver those reports to the correct individuals Jones brings together reliable comprehensive and up to date System Center reporting techniques you ll find in no other book or website Using this guide you can consistently retrieve the right information to solve immediate problems and quickly respond to management concerns Detailed information on how to Install and configure SQL SSRS for optimal System Center reporting and easier troubleshooting Understand the data stored in the ConfigMgr site database Efficiently retrieve ConfigMgr data by writing SQL queries in SQL Server Management Studio Learn best practices for developing and designing System Center reports Create report templates customize content with report parameters and embed charts Customize logos color palettes and other report elements for your own organization Construct advanced drillthroughs to provide deeper understanding Strengthen report security by integrating ConfigMgr role based administration into SQL queries Leverage reporting to measure KPIs and gain a better understanding of your environment Tailor your reports to the needs of end users or management Foreword by Wally Mead Principal Program Manager Cireson The only book entirely dedicated to Configuration Manager reporting this guide complements Meyler s System Center 2012 Configuration Manager Unleashed offering far more in depth coverage of reporting than the single chapter in that book Most of the content in this new guide will be equally valuable in both System Center 2016 and 2012 environments *Microsoft System Center 2016 Service Manager Cookbook - Second Edition* Steve Buchanan,Dieter Gasser,2017-02-24 Keep your organization up to speed with the Microsoft System Center 2016 Service Manager Cookbook Over 100 practical recipes for SCSM 2016 give you all the tools to master IT service management

**Microsoft System Center 2012 Service Manager Cookbook** Samuel Erskine,2012-10-26 This book is written in practical cookbook style and it offers learning through vivid examples and Each chapter contains step by step instructions about everything necessary to execute a particular task The book is designed so that you can read it from start to end for beginners or just open up any chapter and start following the recipes as a reference for advanced users This book will be useful to IT professionals including System Center Service Manager administrators who want to configure and administer System Center Service Manager 2012 and understand how to solve specific problems and scenarios that arise while using System Center Service Manager It will also be useful to users of 2010 in learning new features and capabilities *Microsoft System Center 2012 Service Manager Cookbook* Samuel Erskine (MCT),Steven Beaumont,Anders Asp (MVP),Andreas

Baumgarten,2015-05-27 Configuring and administering Microsoft System Center Service Manager is made much more accessible with this practical cookbook Used as a reference book or complete tutorial either way you ll find it indispensable Practical cookbook with recipes that will help you get the most out of Microsoft System Center 2012 Service Manager Learn the various methods and best practices administrating and using Microsoft System Center 2012 Service Manager Save money and time on your projects by learning how to correctly solve specific problems and scenarios that arise while using System Center Service Manager In Detail Microsoft System Center Service Manager SCSM offers enterprises a complete integrated platform for automating and adapting IT Service Management best practices to your organization s requirements Microsoft System Center Service Manager Cookbook provides you with real world immediately usable recipes which will show you how to configure and administer System Center Service Manager 2012 and understand how to solve particular problems and scenarios to take this tool further In Microsoft System Center Service Manager Cookbook you will get to grips with practical recipes which will show you how to configure and administer System Center Service Manager 2012 This cookbook features distinct recipes on the practical implementation of ITSM Frameworks and Processes Microsoft System Center 2012 Service Manager Administration how to configure Service Level Agreements SLAs It will also cover incident and problem management the design of change and release management as well as implementing and editing security roles What you will learn from this book The practical implementation of the ITSM Framework and Processes How to Personalize SCSM 2012 Administration Configuration of Service Level Agreements How to build the Configuration Management Database Change and Release Management Design Advanced Personalization of SCSM Automation of Service Manager 2012 Implementation of Security Roles Approach This book is written in practical cookbook style with plenty of vivid practical recipes to help you master Microsoft System Center 2012 Service Manager Each chapter contains step by step instructions about everything necessary to execute a particular task The book is designed so that you can read it from start to end for beginners or just open up any chapter and start following the recipes as a reference for advanced users Who this book is written for This book will be useful to IT professionals including System Center Service Manager administrators who want to configure and administer System Center Service Manager 2012 and understand how to solve specific problems and scenarios that arise while using System Center Service Manager It will also be useful to users of 2010 in learning new features and capabilities **Microsoft System Center Optimizing Service Manager** Thomas Ellermann,Kathleen Wilson,Karsten Nielsen,John Clark,2013-12-15 Part of a series of specialized guides on System Center this book provides focused guidance for deploying and customizing Service Manager an integrated platform for automating and adapting an organization s IT service management best practices Led by series editor Mitch Tulloch a team of System Center experts step you through key technical scenarios and tasks *System Center Configuration Manager (SCCM) 2007 Unleashed* Kerrie Meyler,Byron Holt,Greg Ramsey,2009-07-23 This book is your most complete source for in depth information about Microsoft System

Center Configuration Manager 2007 System Center Configuration Manager 2007 Unleashed is a comprehensive guide to System Center Configuration Manager ConfigMgr 2007 ConfigMgr 2007 helps you manage servers and desktops integrates SMS 2003 feature pack functionality and adds new capabilities It enables you to assess deploy and update servers clients and devices across physical virtual distributed and mobile environments including clients that connect only over the Internet This book guides you through designing deploying and configuring ConfigMgr 2007 with detailed information on topics such as capacity planning security site design and hierarchy planning server placement discovery native mode and using Windows Server 2008 You will learn how to tackle challenges such as setting up DCM and OSD customizing inventory creating queries and using query results and configuring asset intelligence Detailed information on how to Understand how ConfigMgr works Plan your ConfigMgr deployment Manage Windows Management Instrumentation WMI Architect for performance Install or migrate to ConfigMgr 2007 with Windows 2003 or Windows 2008 Discover and manage clients Create and distribute packages Understand patch and compliance management Create queries Use reports Deploy operating systems Secure ConfigMgr 2007 Perform site maintenance Back up ConfigMgr components     System Center 2012 R2 Configuration Manager Kerrie Meyler,2015     *System Center Configuration Manager Reporting Unleashed* Garth Jones,Dan Toll,Kerrie Meyler,2016

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