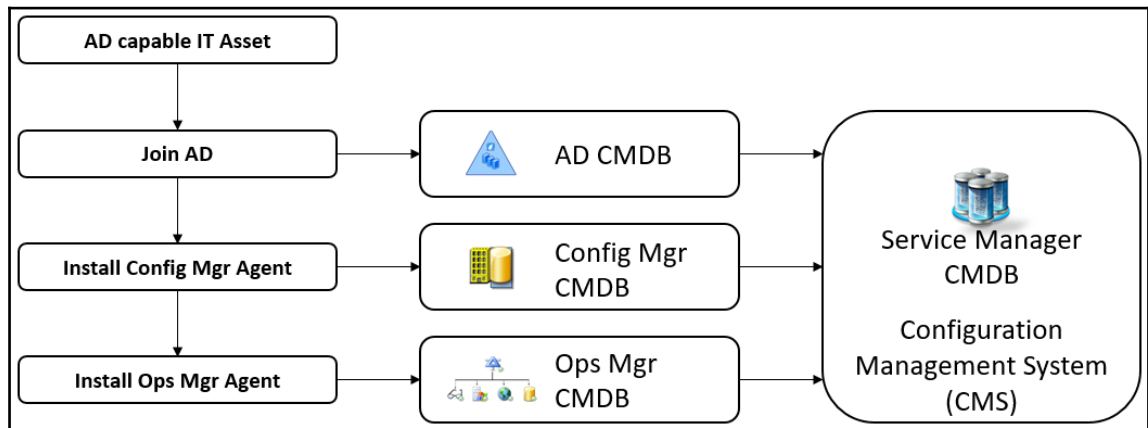
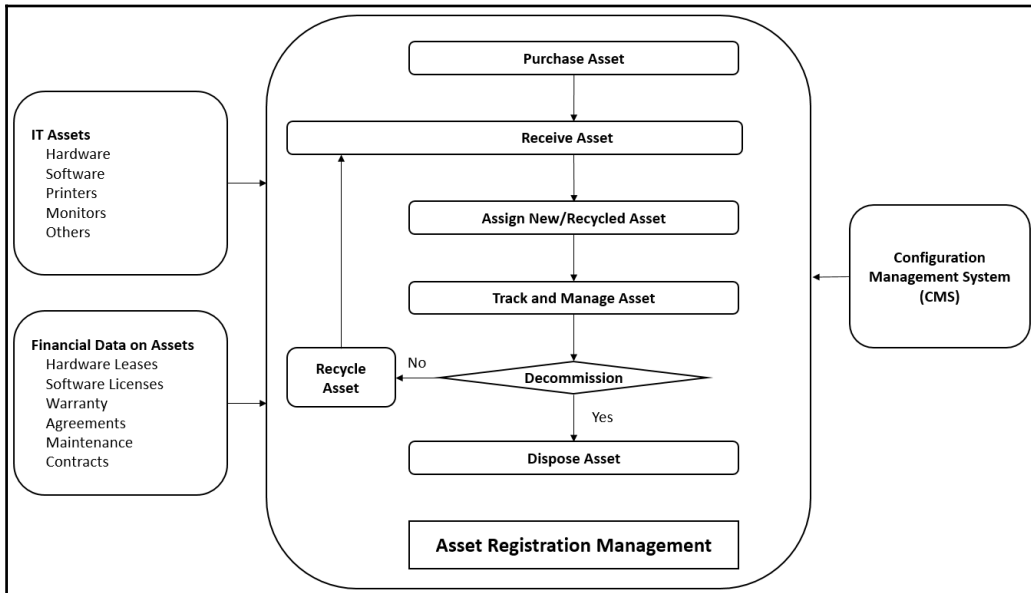
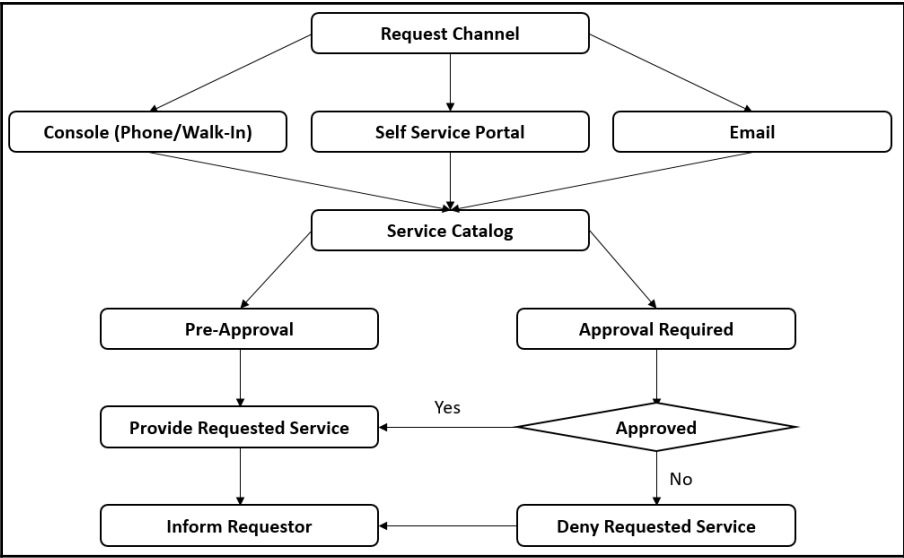
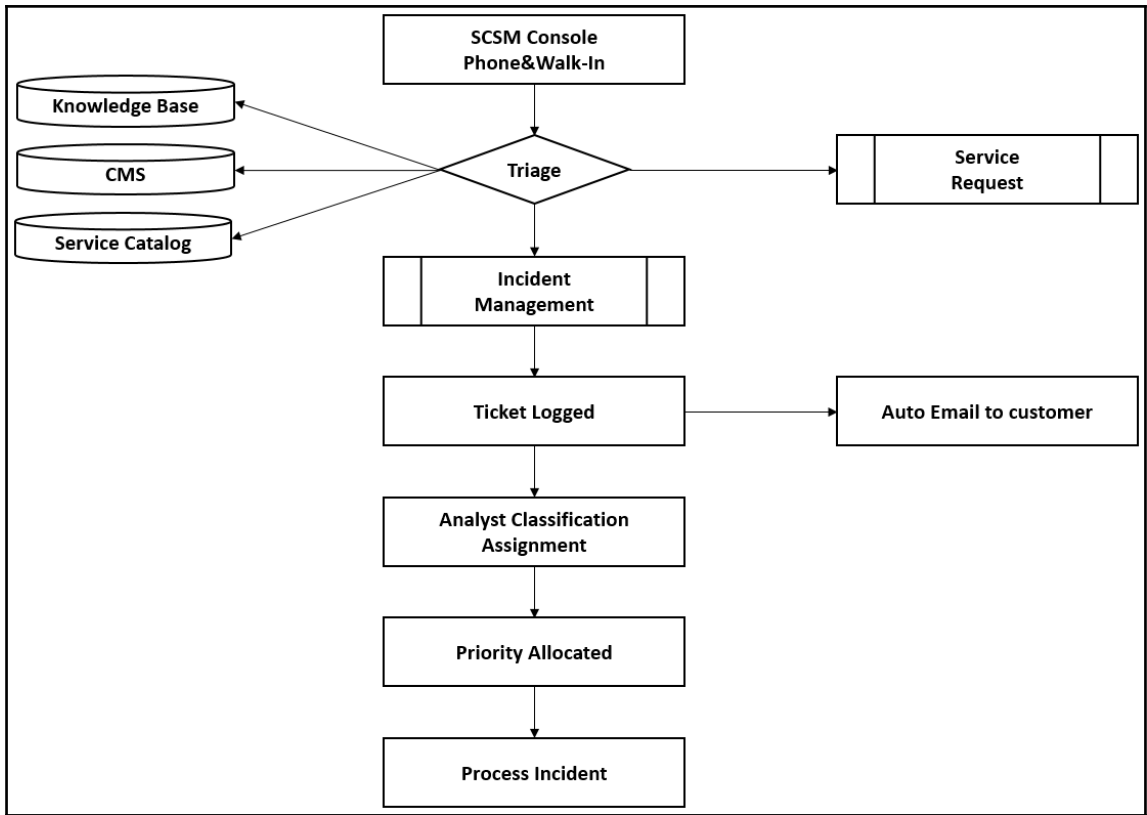
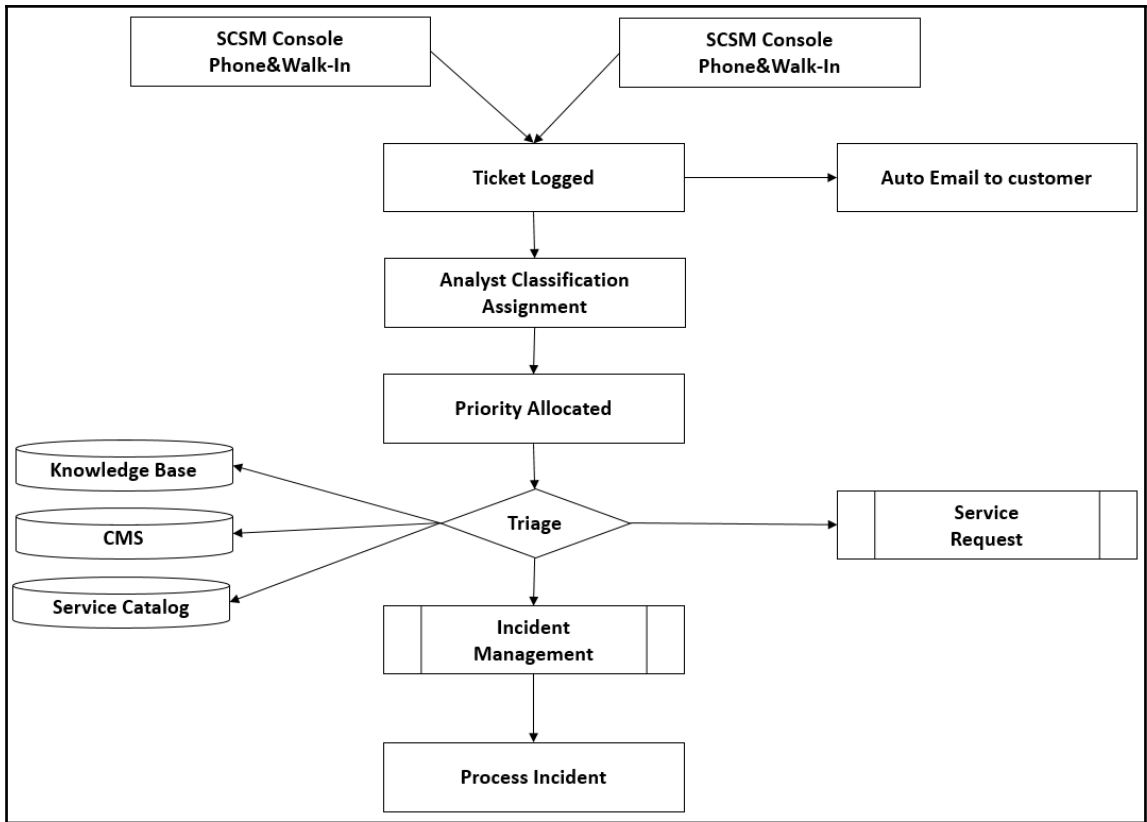


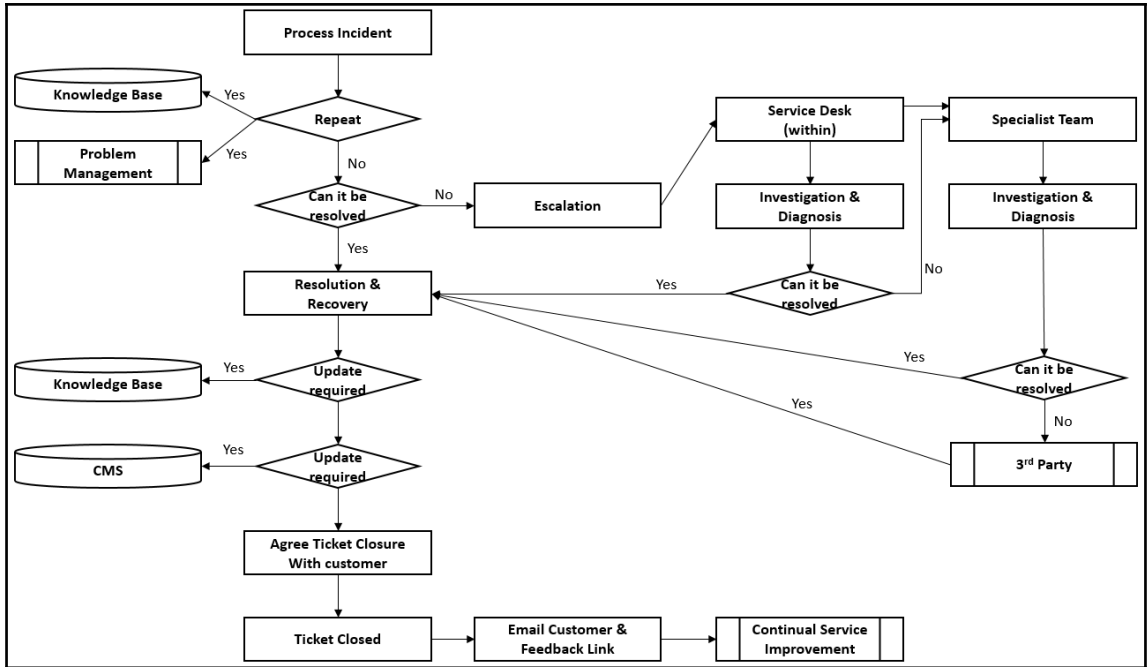
# Chapter 1: ITSM and ITIL Frameworks and Processes

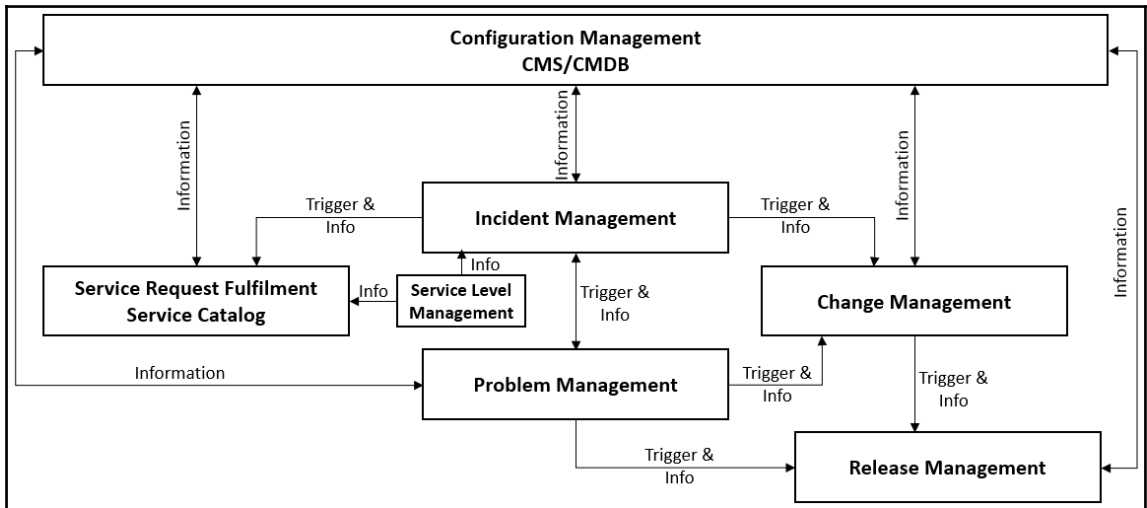
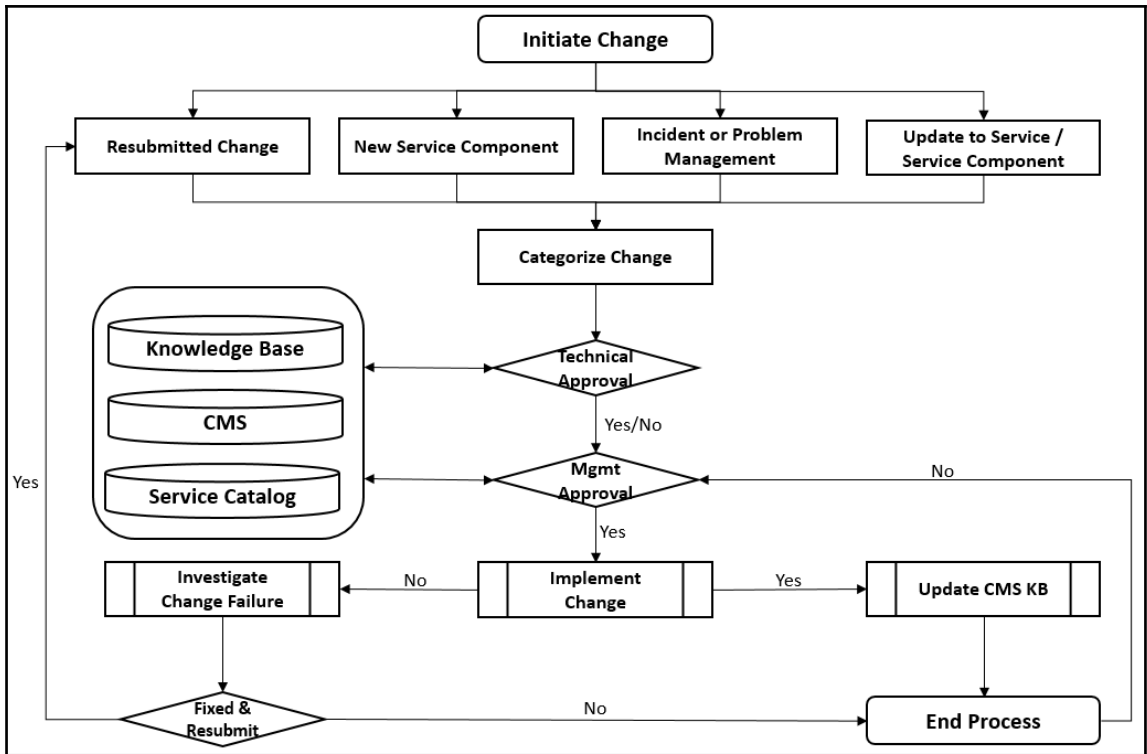




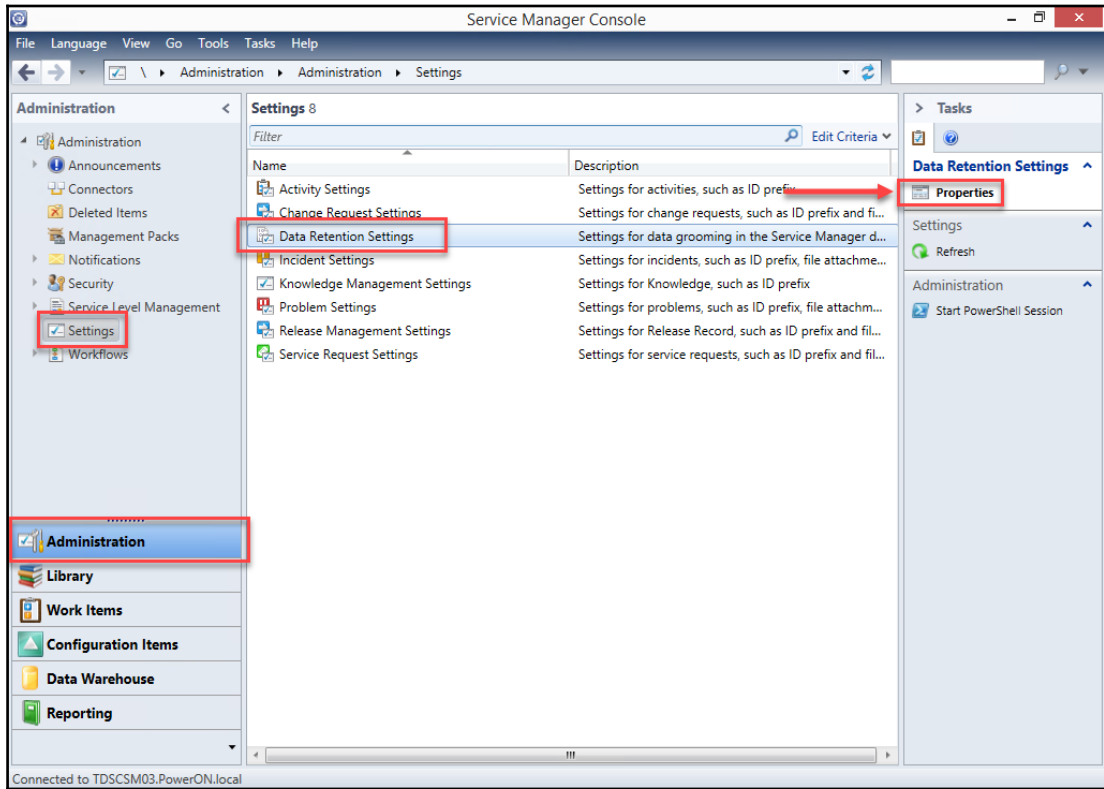


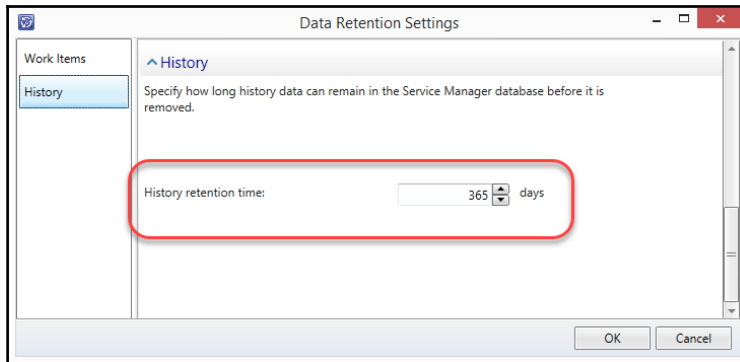
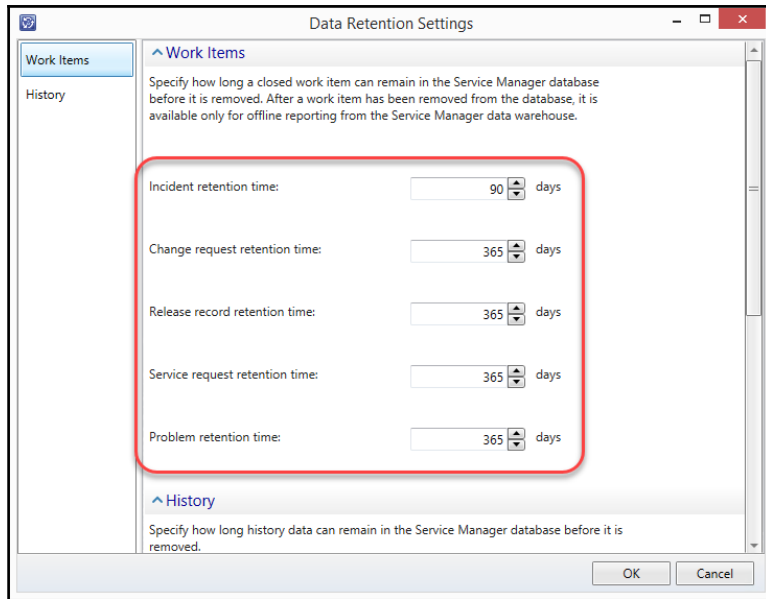






# Chapter 2: Personalizing SCSM 2016 Administration







Service Manager Console

File Language View Go Tools Tasks Help

Configuration Items Configuration Items Users

Configuration Items

- Configuration Items
  - Builds
  - Business Services
  - Computers
  - Environments
  - Printers
  - Software
  - Software Updates
  - Users

Administration

Library

Work Items

Configuration Items

Data Warehouse

Reporting

Users 4 of 322

User Name	Domain	First Name
steve.beaumont	poweron	Steven
stevel	POWERON	Steve
stevem	POWERON	Steve
stevew	POWERON	Steven

Tasks

Steven Beaumont

- Create Related Change Request
- Create Related Incident
- Create Related Service Request
- Delete
- Edit
- Remove Items
- Restore Items
- Search for Knowledge Articles

Users

- Create User
- Refresh

Configuration Items

- Create Folder

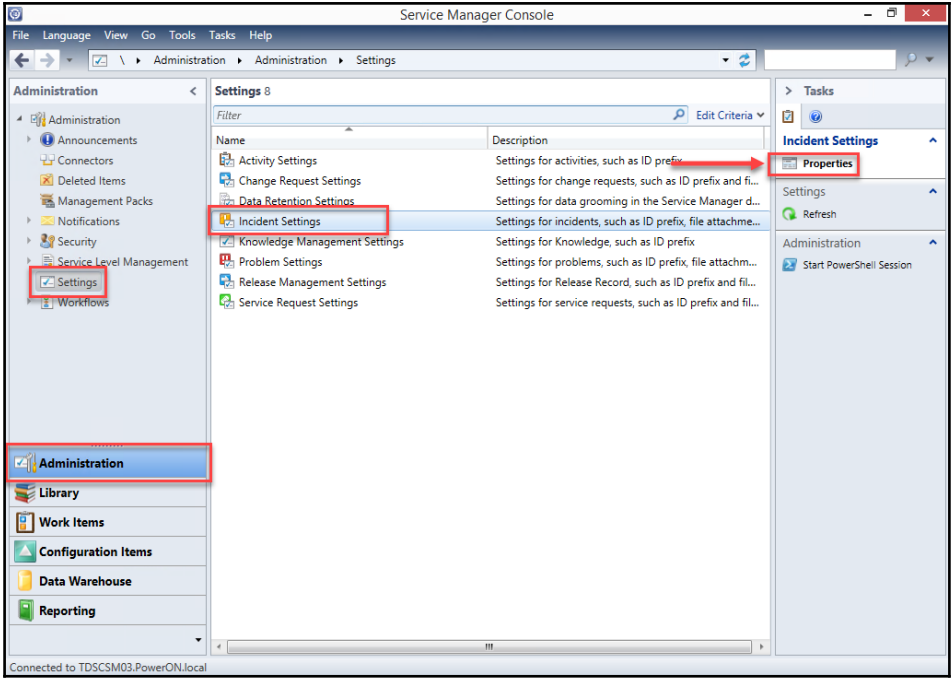
Object

Display Name: Steven Beaumont

Configuration Item

Asset Status: Notes:

Connected to TDSCSM03.PowerON.local



Incident Settings

General

Parent Incident

Priority Calculati...

Resolution Time

Operations Man...

Incoming E-Mail

Specify the alphanumeric prefix that will be used in the ID of any new incidents. Existing incidents will not be changed.

Prefix: IR

Specify the maximum number and size of files that can be attached to an incident.

Maximum number of attached files: 10

Maximum size (KB): 2048

Default support group:

- Service Desk 1st Line
- Service Desk 1st Line
- Service Desk 2nd Line
- IT Support 3rd Line
- External Supplier

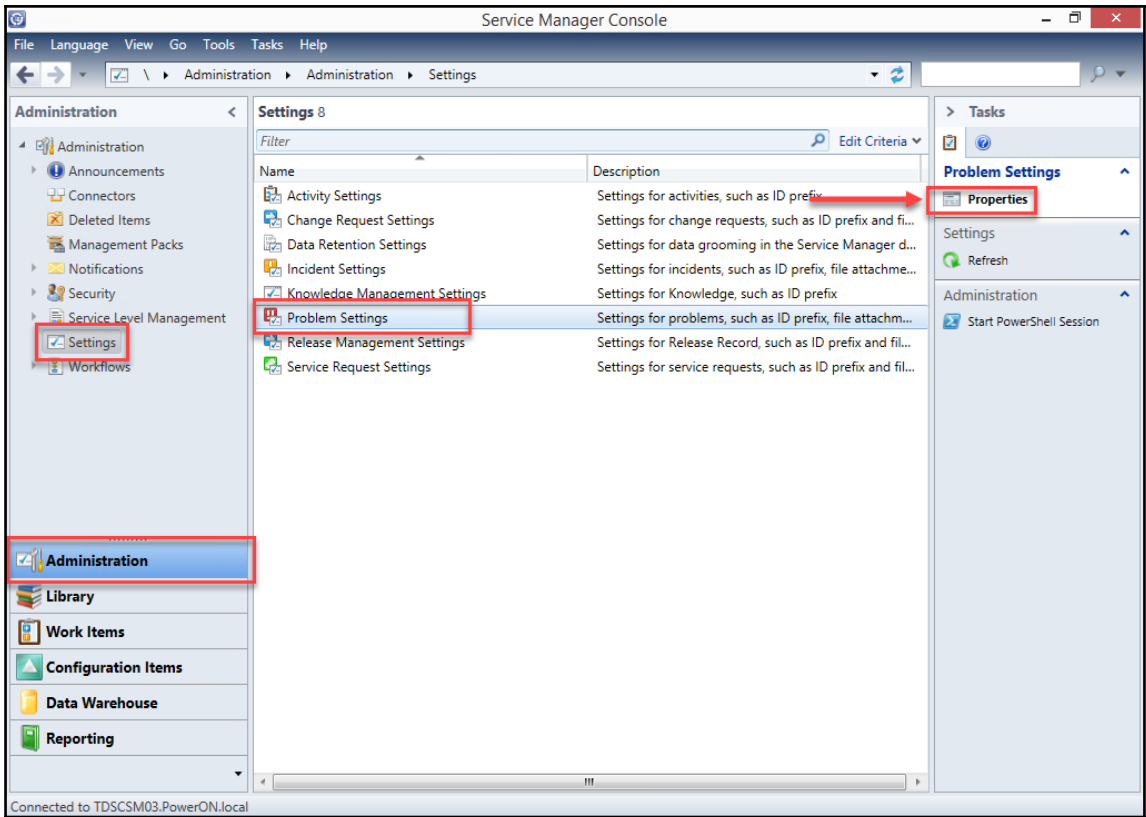
Parent Incident

Auto resolution of child incidents

Do not resolve child incidents when parent incident is resolved

OK Cancel

The image shows a Windows-style dialog box titled "Incident Settings". On the left is a sidebar with a "General" tab selected. The main area is divided into sections. The "General" section has a "Prefix" text box containing "IR", which is circled in red. Below it are two spinners: "Maximum number of attached files" set to 10 and "Maximum size (KB)" set to 2048, both also circled in red. A "Default support group" dropdown menu is open, showing a list of options: "Service Desk 1st Line" (selected), "Service Desk 1st Line", "Service Desk 2nd Line", "IT Support 3rd Line", and "External Supplier". A red arrow points to the first "Service Desk 1st Line" option. The "Parent Incident" section at the bottom has a radio button for "Do not resolve child incidents when parent incident is resolved". At the bottom right are "OK" and "Cancel" buttons.



Problem Settings

General

Priority

^ General

Specify the prefix that will be used in the ID of any new problems. Existing problems will not be changed.

Problem ID prefix: PR

Specify the maximum number of files and maximum file size that can be attached to a problem.

Maximum number of attached files: 10

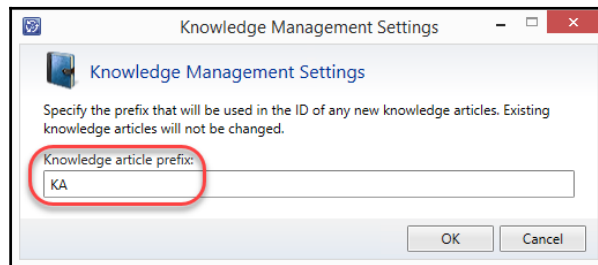
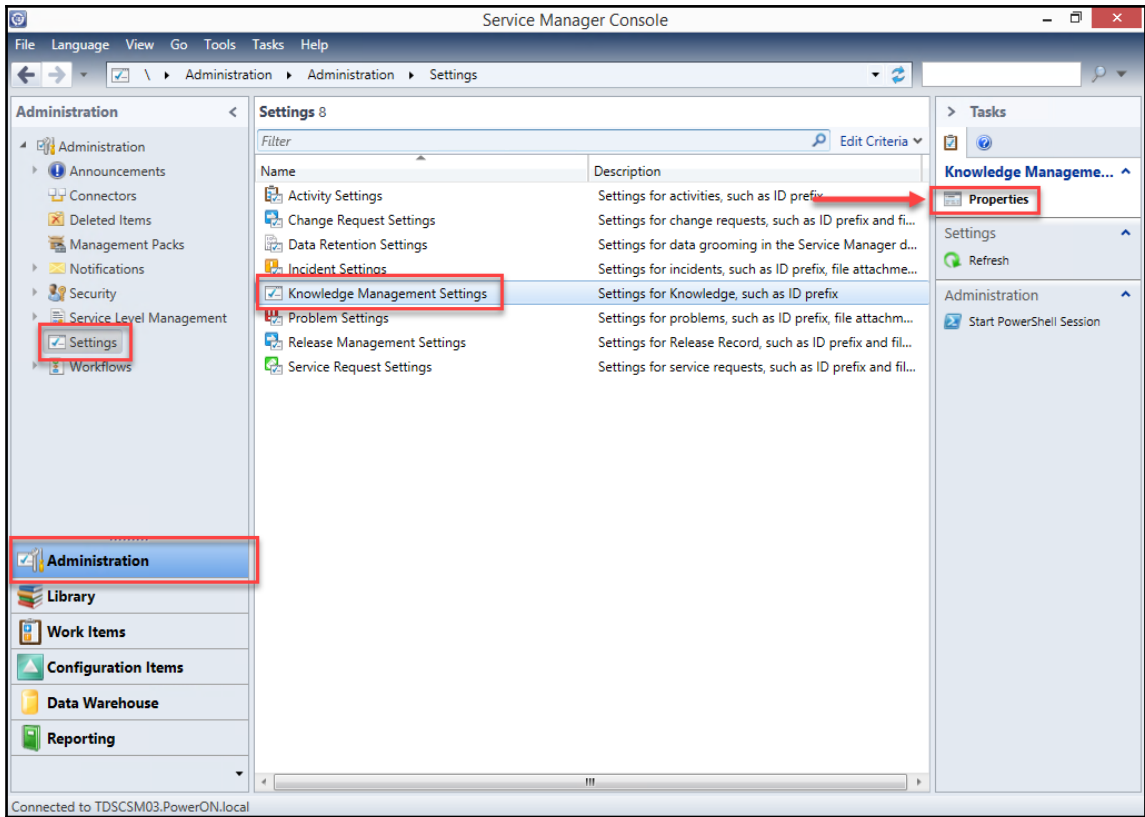
Maximum size (KB): 64

^ Priority

Specify how the priority should be calculated for a problem, based on urgency and impact.

		Impact		
		Low	Medium	High
Urgency	Low	5	4	3
	Medium	4	3	2
	High	3	2	1

OK Cancel



Service Request Settings

Service Request Settings

Specify the prefix that will be used in the ID of any new service requests. Existing service requests will not be changed.

Service Request ID prefix:

Specify the maximum number of files and maximum file size that can be attached to a service request.

Maximum number of attached files:

Maximum size (KB):

OK Cancel

Activity Settings

Activity Settings

Specify the prefix that will be used in the ID of any new activities. Existing activities will not be changed.

Activity prefix:

Manual activity prefix:

Review activity prefix:

Parallel activity prefix:

Sequential activity prefix:

Dependent activity prefix:

Runbook automation activity prefix:

OK Cancel

Release Management Settings

Release Management Settings

Specify the prefix that will be used in the ID of any new release records. Existing release records will not be changed.

Release record ID prefix:

Specify the maximum number of files and the maximum file size that can be attached to a release record.

Maximum number of attached files:

Maximum size (KB):

OK Cancel

Change Request Settings

Change Request Settings

Specify the prefix that will be used in the ID of any new change requests. Existing change requests will not be changed.

Change request ID prefix:

Specify the maximum number of files and the maximum file size that can be attached to a change request.

Maximum number of attached files:

Maximum size (KB):

OK Cancel



Incident Settings

General

Parent Incident

Priority Calculati...

Resolution Time

Operations Man...

Incoming E-Mail

^ Parent Incident

Auto resolution of child incidents

- Do not resolve child incidents when parent incident is resolved
- Automatically resolve child incidents when parent incident is resolved
- Let the analyst decide when resolving the parent incident

Child incident resolution category:

- Same as parent incident category
- Choose a child incident category

Resolved by parent incident

Auto reactivation of child incidents

- Do not reactivate child incidents when parent incident is reactivated
- Automatically reactivate child incidents when parent incident is reactivated
- Let the analyst decide when reactivating the parent incident

Child incident reactivation status:

Active

Status of active child incidents when linked to parent

- Do not change the status of child incidents
- Automatically change the status of active child incidents when linking to parent

Child incident status:

OK Cancel

Incident Settings

General

Parent Incident

Priority Calculati...

Resolution Time

Operations Man...

Incoming E-Mail

^ Priority Calculation

Specify how the priority should be calculated for an incident, based on the urgency and impact assigned by the operator.

	Impact		
	Low	Medium	High
Low	5	4	3
Urgency Medium	4	3	2
High	3	2	1

OK Cancel

Incident IR415 - Testing Priorities - New

Incident Form Extensions

IR415 Affected user: Steven Beaumo Created on: 18/09/2016 22:00:00  
New Contact info: Target End Date  
Parent incident First response 00:00

General Activities Related Items Resolution Service Level History

Incident Information

Affected user: (steve.beaumo) Alternate contact method:

Title: Testing Priorities

Description:

Classification category: Data Source: Console

Impact: Low Urgency: Medium Priority: 4

Support group: Service Desk 1st Line Assigned to: Primary owner:

OK Cancel Apply

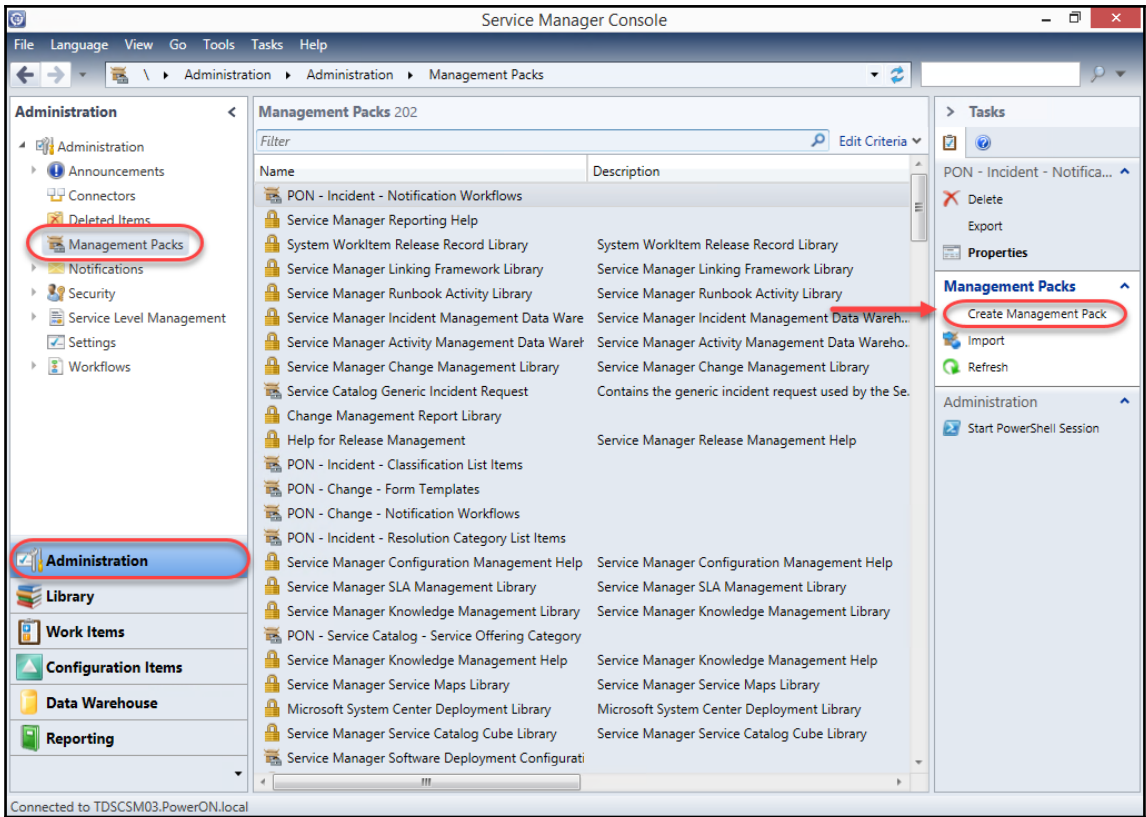
Tasks

Incident

- Apply Template
- Assign
- Change Incident Status
- Convert or Revert to Parent
- Create Change Request
- Create Problem
- Create Release Record
- Create Service Request
- Escalate or Transfer
- Link or Unlink to Parent
- Link Problem
- Link to New Parent Incident
- Ping Related Computer
- Print
- Remote Desktop
- Request User Input
- Search for Knowledge Articles
- Set First Response or Comment

General

- Refresh



**Create Management Pack**

### Management pack general properties

Name:  
PON - Incident - Lists

Description:  
Custom Management Pack for PowerON that contains all lists related to Incidents.

OK Cancel

**Create Configuration items Group**

### Dynamic Members

Before You Begin  
General  
Included Members  
Dynamic Members  
Subgroups  
Excluded Members  
Summary  
Completion

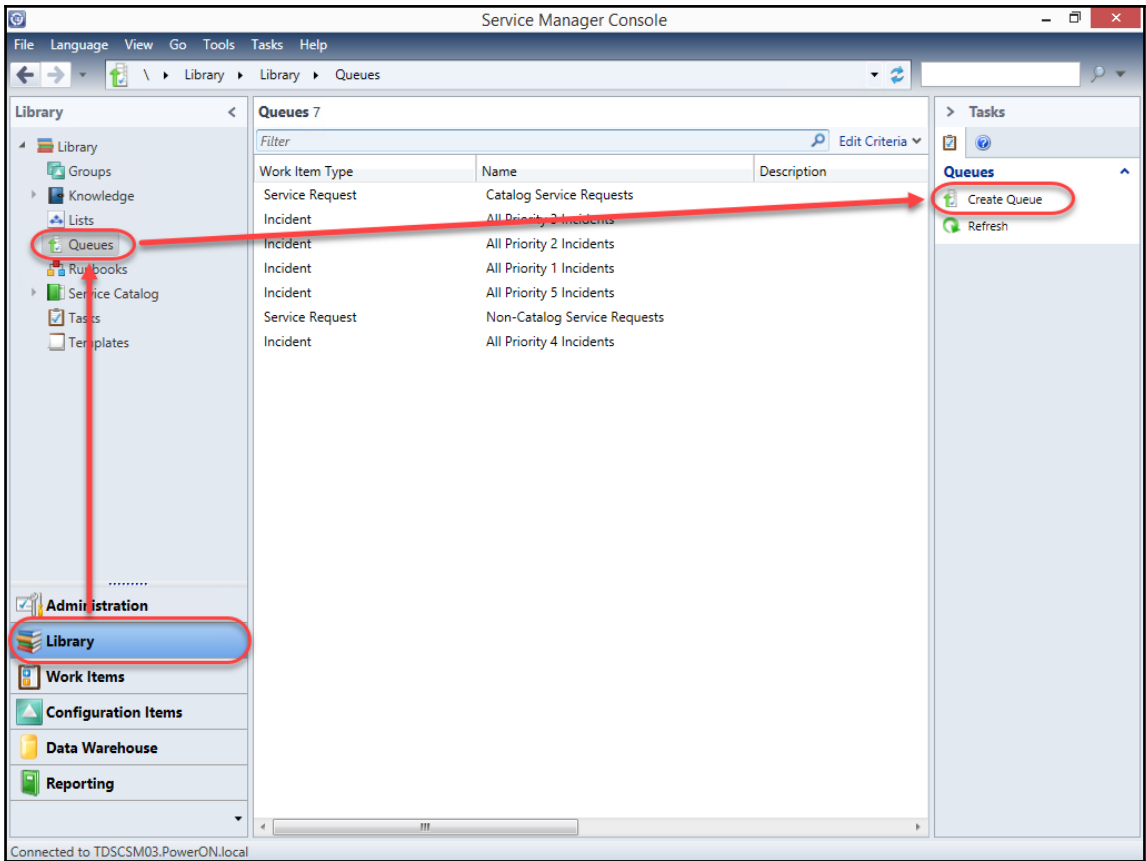
**Dynamic Members**  
Specify the class and add criteria to build your query.  
User

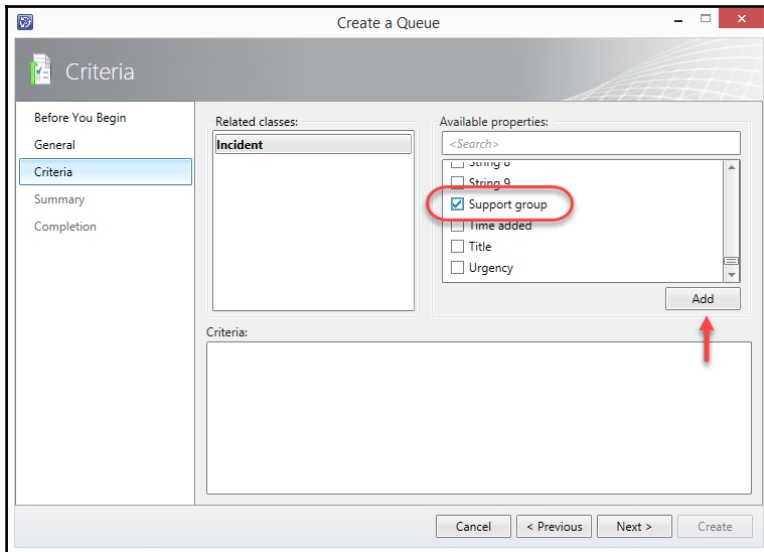
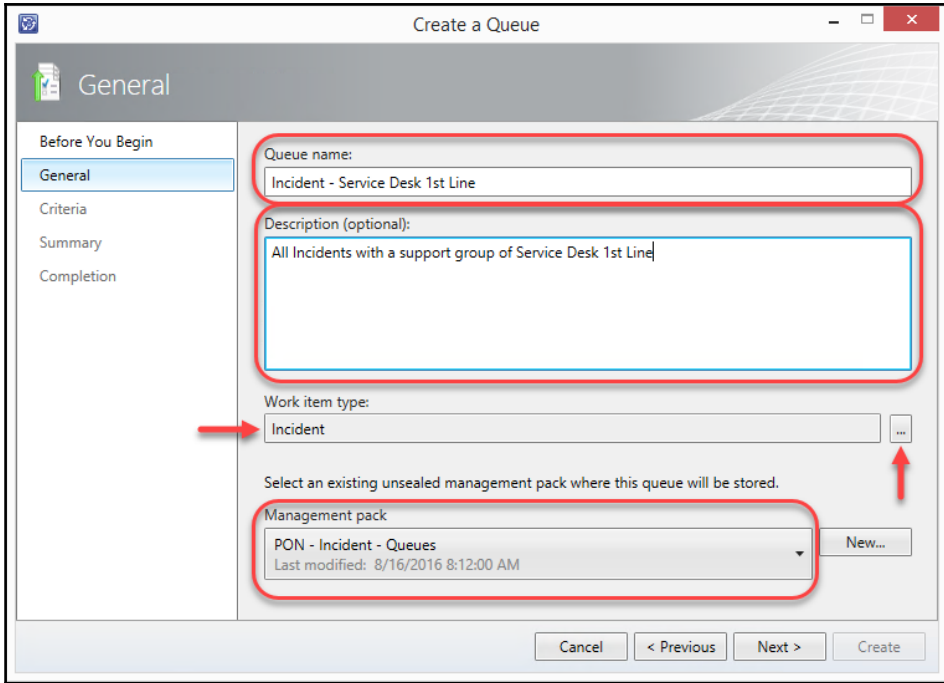
Related classes:  
User

Available properties:  
Depart  
 Department  
Add

Criteria:  
[User]Department contains Management

Cancel < Previous Next > Create





Criteria

Before You Begin

- General
- Criteria**
- Summary
- Completion

Related classes:

**Incident**

Available properties:

<Search>

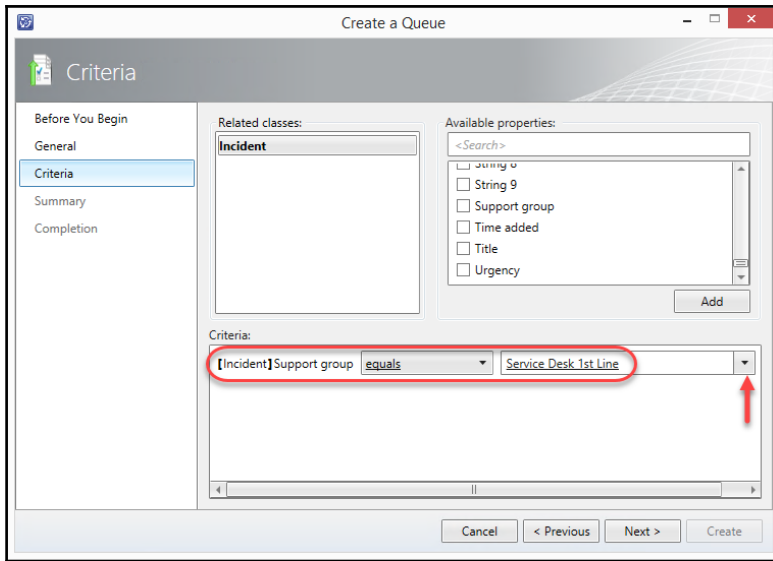
- String 9
- Support group
- Time added
- Title
- Urgency

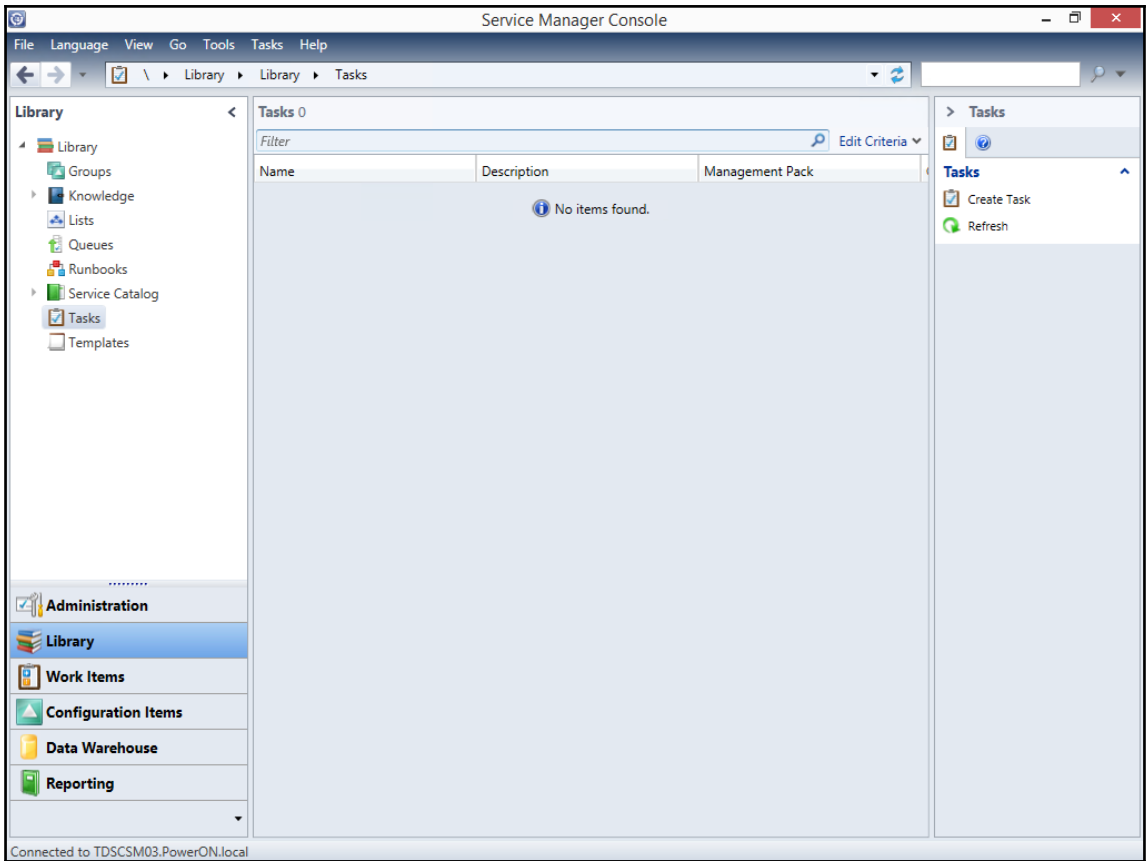
Add

Criteria:

[Incident] Support group equals Service Desk 1st Line

Cancel < Previous Next > Create







Create a Task

**General**

Before You Begin

**General**

Categories (optional)

Command Line

Summary

Completion

Task name:  
Launch ConfigMgr Remote Control

Description:  
Launches the System Center Configuration Manager Remote Control tool.

This task will be available whenever a user selects an object of the target class you select.

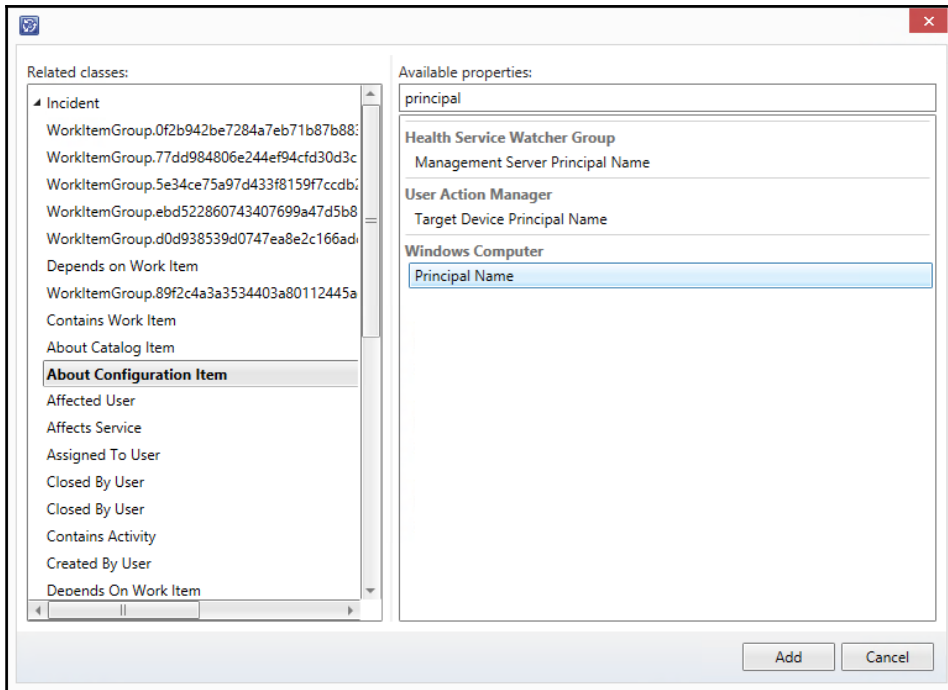
Target class:  
Incident

Select an existing unsealed management pack where this task will be stored.

Management pack  
PON - Incident - Tasks  
Last modified: 9/20/2016 12:33:24 AM

New...

Cancel < Previous Next > Create



Windows Task Scheduler - Create a Task

### Command Line

Before You Begin

General

Categories (optional)

**Command Line**

Summary

Completion

Full path to command:  
  
Example: c:\windows\system32\ping.exe

Parameters (optional):

```
$Context/Path[Relationship='CustomSystem_WorkItem_Library!
System.WorkItemAboutConfigItem' TypeConstraint='CustomMicrosoft_Windows_Library!
Microsoft.Windows.Computer']/Property[Type='CustomMicrosoft_Windows_Library!
Microsoft.Windows.Computer']/PrincipalName$
```

Working directory (optional):

Log in action log when this task is run

Show output when this task is run

Incident IR337 - Unblock email - Active

Incident Form Extensions

Impact:  Urgency:  Priority:

Support group:  Assigned to:  Primary owner:

Escalated

Affected Services

Title	Fully qualified name	Last modified
-------	----------------------	---------------

Affected Items

Affected user CIs:

Title	Fully qualified name	Last modified	Status
LT0002	Microsoft.Windows.Computer...	16/08/2016 01:19:...	Active

Action Log

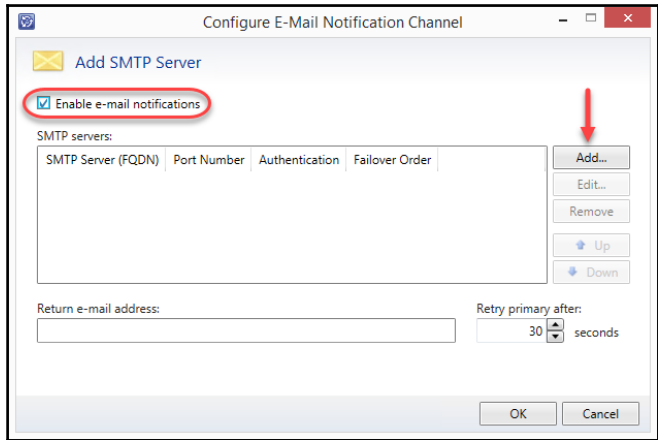
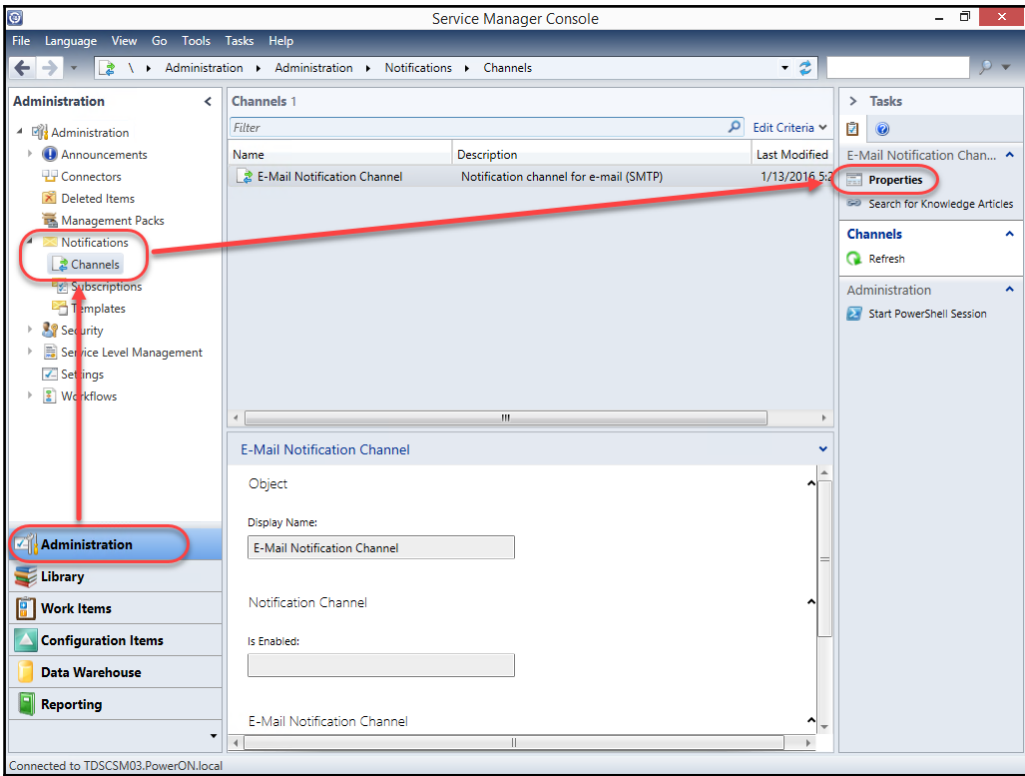
Comment:   Private

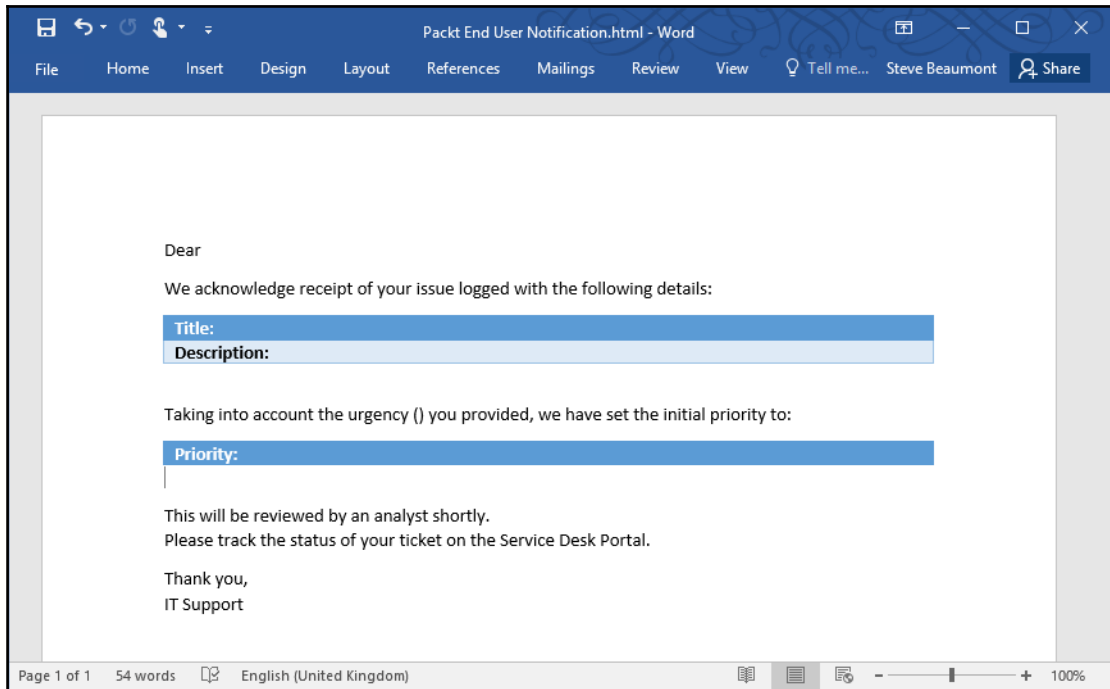
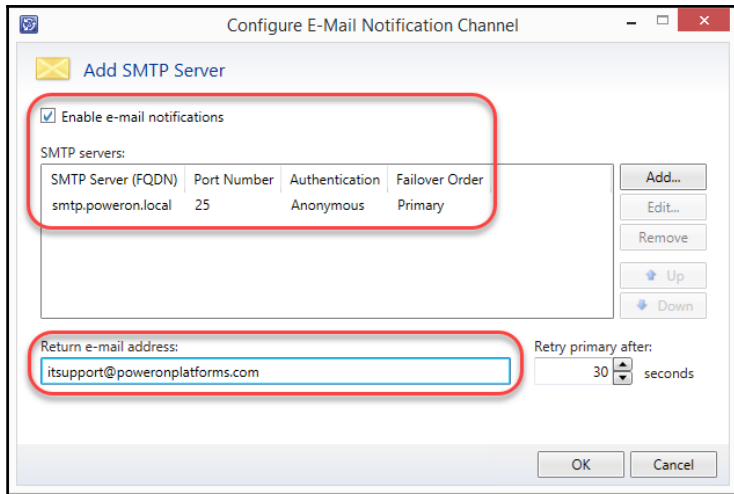
Tasks

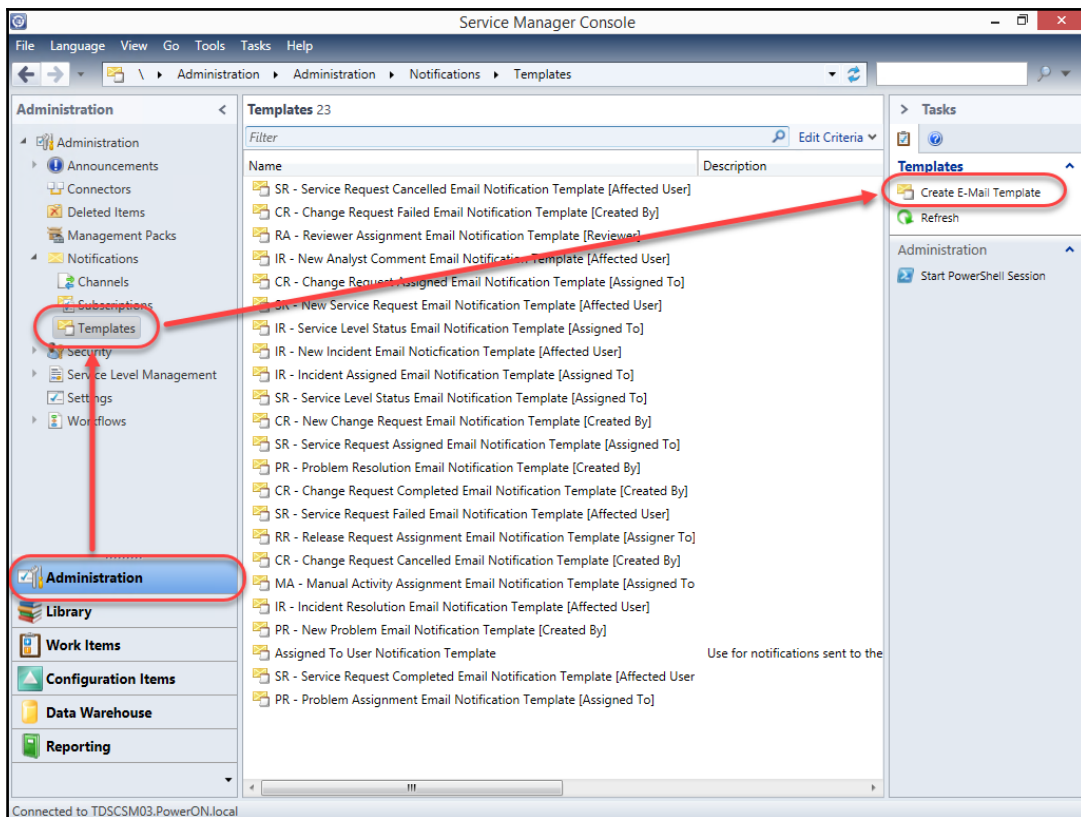
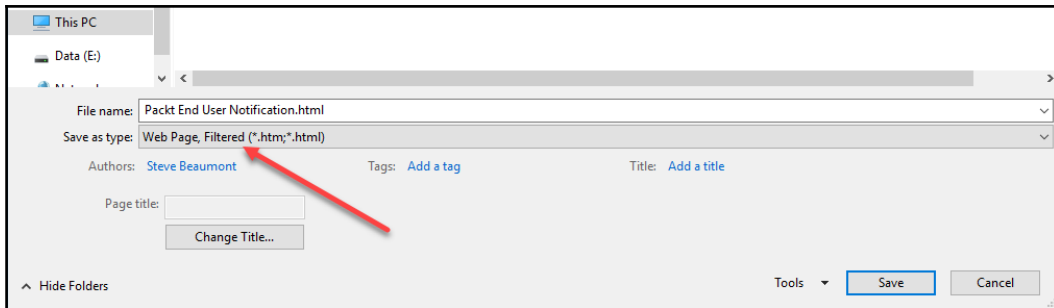
- IR337 - Unblock email
- Reports
- Apply Template
- Assign
- Change Incident Status
- Convert or Revert to Parent
- Create Change Request
- Create Problem
- Create Release Record
- Create Service Request
- Escalate or Transfer
- Launch ConfigMgr Remote Control
- Link or Unlink to Parent
- Link Problem
- Link to New Parent Incident
- Ping Related Computer
- Print
- Remote Desktop
- Request User Input
- Search for Knowledge Articles
- Set First Response or Comment

General

- Refresh







Windows window titled "Create E-Mail Notification Template".

Left sidebar menu:

- General (selected)
- Template Design
- Summary
- Completion

Main content area:

Notification template name:  
Packt End User Notification

Description (optional):  
HTML formatted message for new Incidents

Targeted class:  
Incident [Browse...]

Select a management pack where this template will be stored.

Management pack:  
PON - Incident - Notification Templates [New...]  
Last modified: 8/16/2016 8:11:56 AM

Buttons at the bottom: Cancel, < Previous, Next >, Create



Create E-Mail Notification Template

### Template Design

General

Template Design

Summary

Completion

Click Insert to add a substitution string that matches the targeted class. Substitution strings can be inserted into the message subject or the message body. When the message is sent, the actual values replace the substitution strings.

Insert...  Send as HTML

Message subject:

New Incident Logged - ID:

Message body:

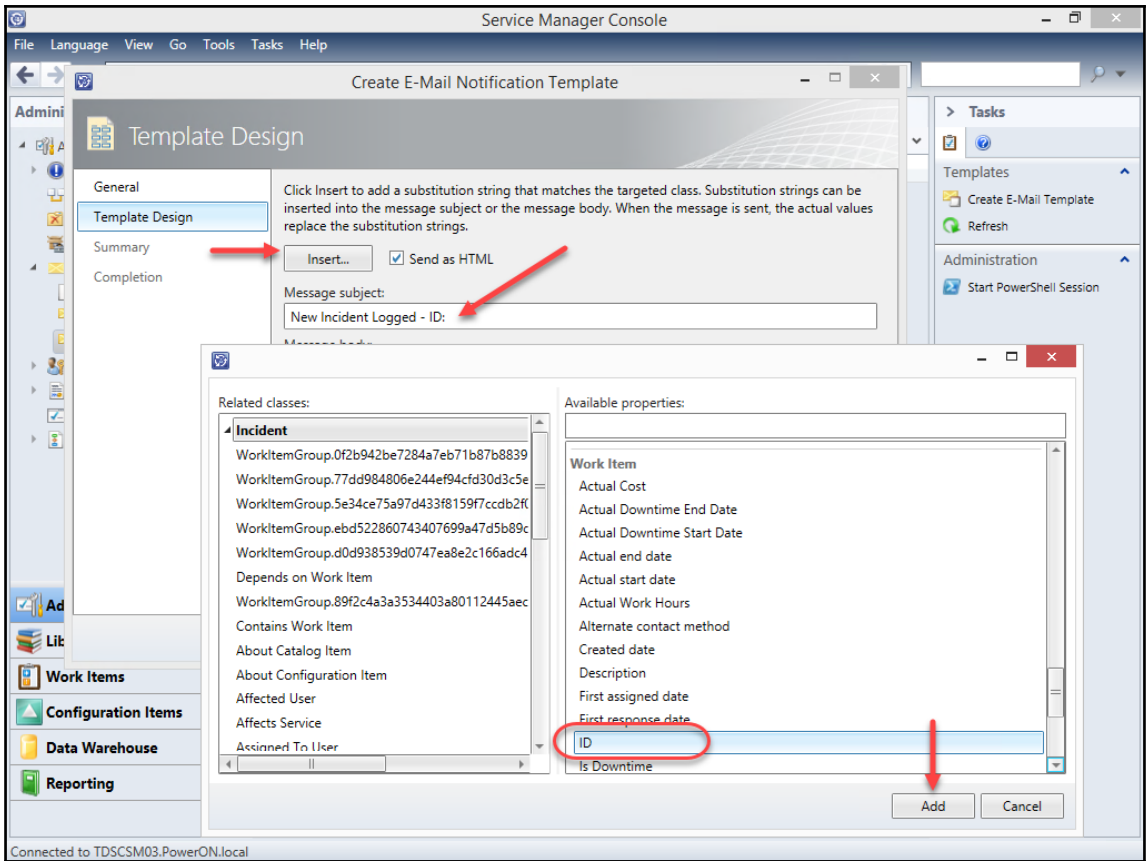
```
<p class=MsoNormal>Dear </p>

<p class=MsoNormal>We acknowledge receipt of your issue logged with the following
details:</p>

<table class=MsoTable15Grid4Accent1 border=1 cellspacing=0 cellpadding=0
style='border-collapse:collapse;border:none'>
<tr>
<td width=601 valign=top style='width:450.8pt;border:solid #589BD5 1.0pt;
```

Encoding: Unicode (UTF-8) Urgency: Medium Language: English (United States)

Cancel < Previous Next > Create



Create E-Mail Notification Template

### Template Design

General

Template Design

Summary

Completion

Click Insert to add a substitution string that matches the targeted class. Substitution strings can be inserted into the message subject or the message body. When the message is sent, the actual values replace the substitution strings.

Send as HTML

Message subject:

New Incident Logged - ID: `$Context/Property[Type='CustomSystem_WorkItem_Library!System.WorkItem']/Id$`

Message body:

`<p class=MsoNormal>Dear $Context/Path[Relationship='CustomSystem_WorkItem_Library!System.WorkItemAffectedUser' TypeConstraint='System_Library!System.User']/Property[Type='System_Library!System.User']/FirstName$ </p>`

`<p class=MsoNormal>We acknowledge receipt of your issue logged with the following details:</p>`

`<table class=MsoTable15Grid4Accent1 border=1 cellpadding=0 cellspacing=0`

Encoding:  Urgency:  Language:

New Incident Logged - ID: IR49635 - Message (HTML)

File Message Tell me what you want to do...

Delete Reply Reply All Forward Quick Steps Move Move Assign Policy Categorize Follow Up Mark Unread Editing Zoom

support@poweronplatforms.com Steve Beaumont 23:25

**New Incident Logged - ID: IR49635**

Dear Steve

We acknowledge receipt of your issue logged with the following details:

**Title: Wrong lottery numbers**  
**Description: When I try to get Excel to calculate the winning lottery numbers, it doesn't seem to get the right ones!**

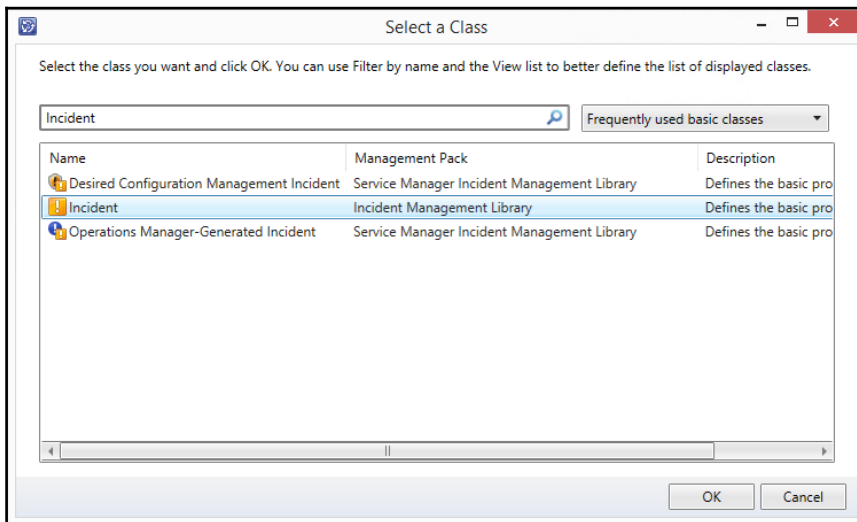
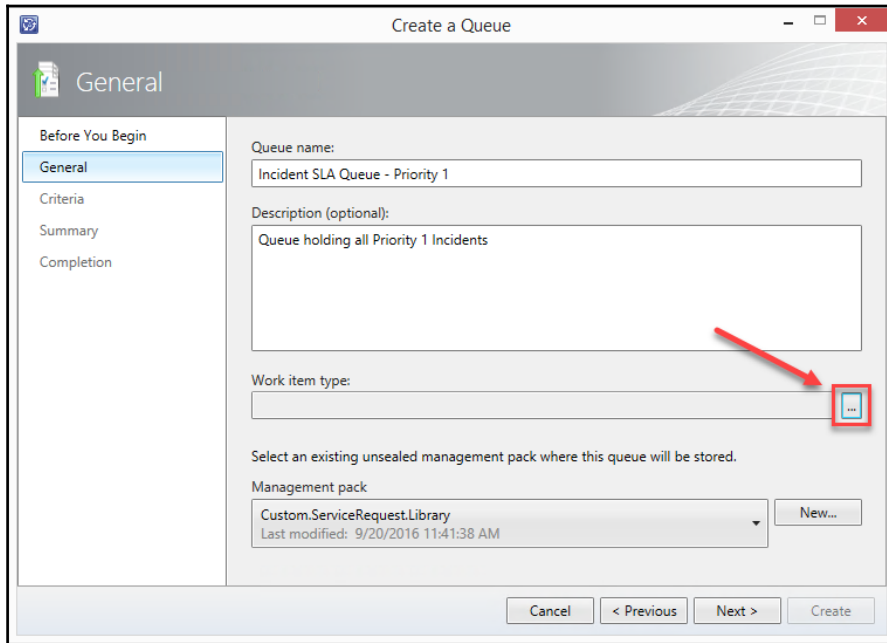
Taking into account the urgency (High) you provided, we have set the initial priority to:

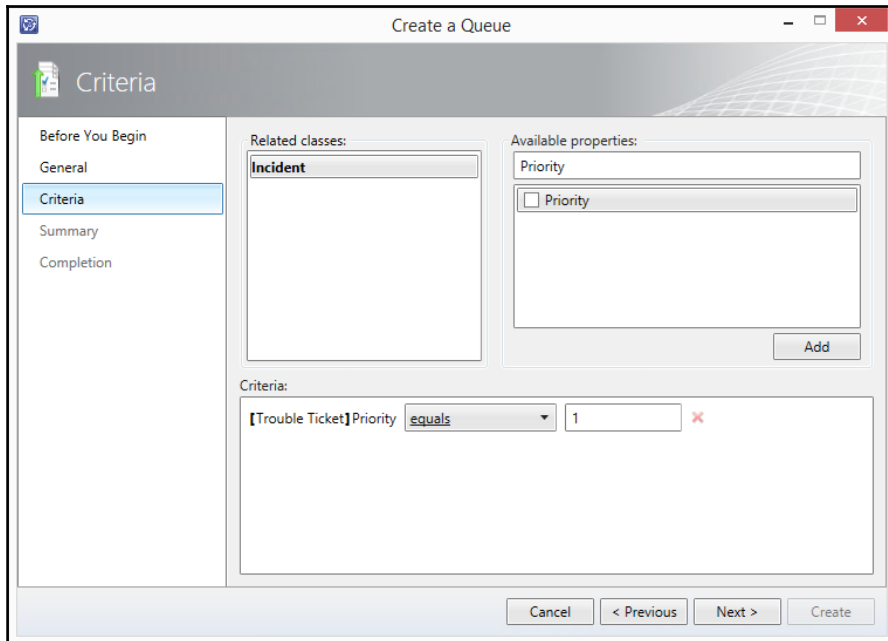
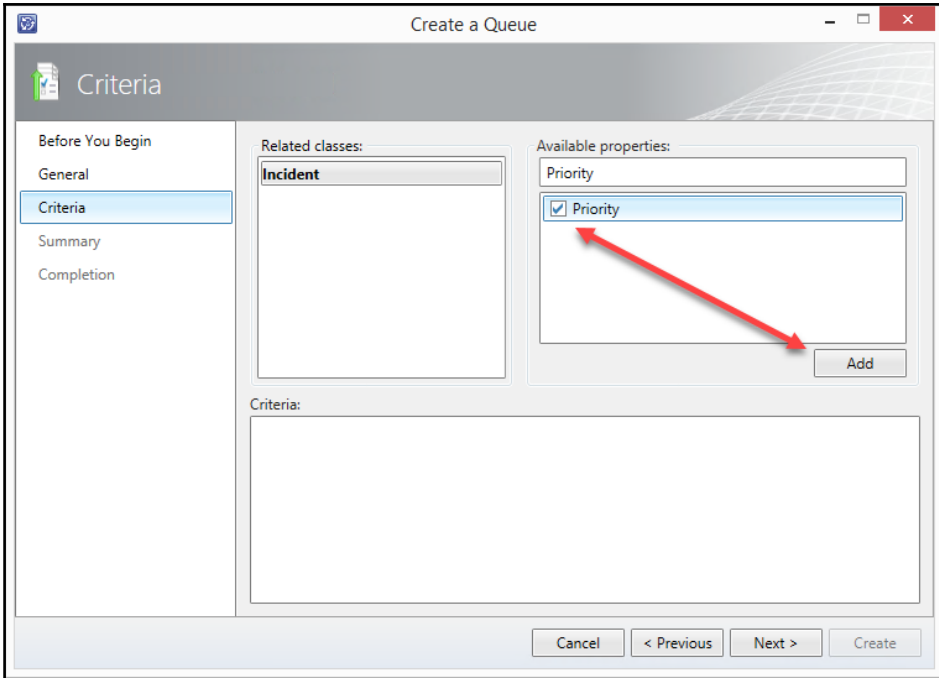
**Priority: 1**

This will be reviewed by an analyst shortly.  
Please track the status of your ticket on the Service Desk Portal.

Thank you,  
IT Support

# Chapter 3: Configuring Service Level Agreements (SLAs)





Create a Queue

General

Before You Begin

- General
- Criteria
- Summary
- Completion

Queue name:  
Incident SLA Queue - Priority 3

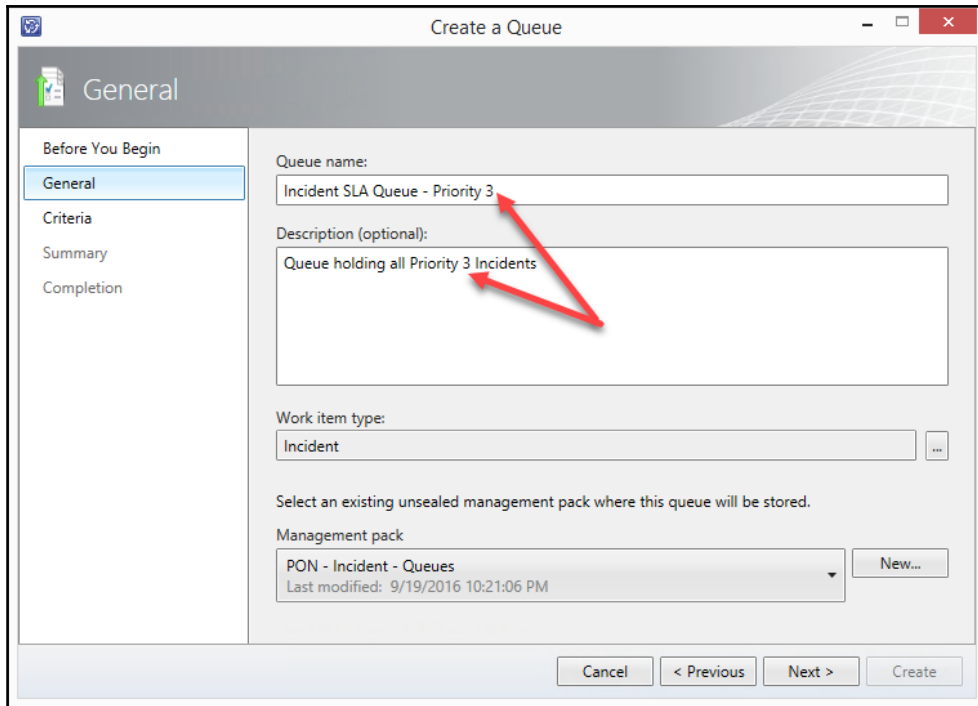
Description (optional):  
Queue holding all Priority 3 Incidents

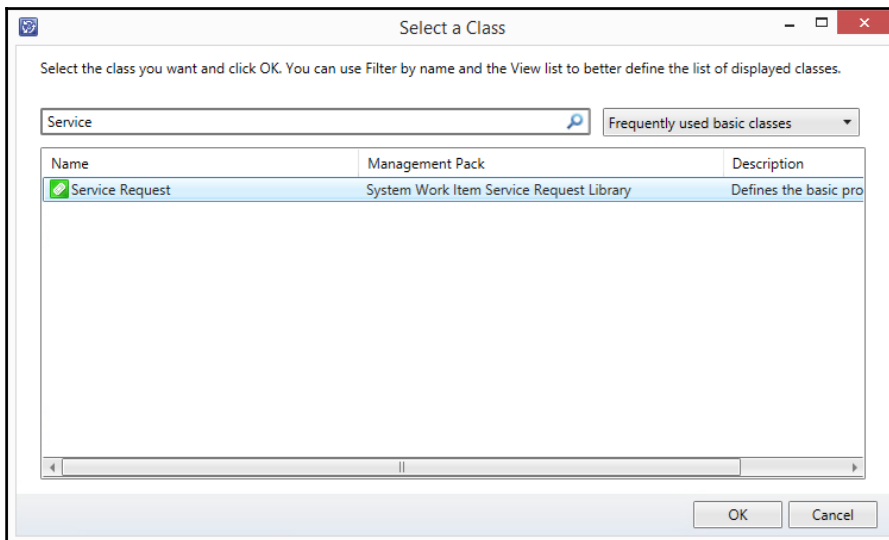
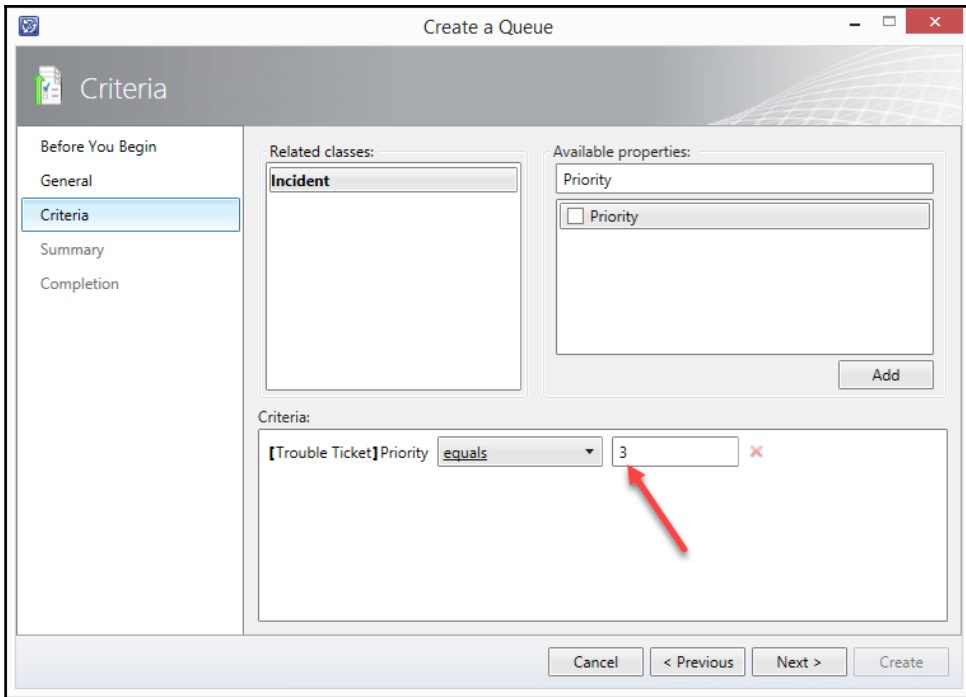
Work item type:  
Incident

Select an existing unsealed management pack where this queue will be stored.

Management pack  
PON - Incident - Queues  
Last modified: 9/19/2016 10:21:06 PM

Cancel < Previous Next > Create







Criteria

Before You Begin

- General
- Criteria**
- Summary
- Completion

Related classes:

**Incident**

Available properties:

<Search>

- Bool5
- Classification category
- Closed date
- Created date
- DateTime 1
- DateTime 2

Add

Criteria:

[Incident] Classification category equals Hardware

Cancel < Previous Next > Create

Create/Edit Calendar

General

Related SLO(s)

^ General

Title: Core Business Hours

Time zone: (UTC) Dublin, Edinburgh, Lisbon, London

Working days and hours:

Work day  Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

Start time: [ ][ ] [ ][ ] [ ][ ] [ ][ ] [ ][ ] [ ][ ] [ ][ ]

End time: [ ][ ] [ ][ ] [ ][ ] [ ][ ] [ ][ ] [ ][ ] [ ][ ]

Holidays:

Date ^	Holiday

Add Edit Remove

^ Related SLO(s)

OK Cancel

Create/Edit Calendar

General

Related SLO(s)

Title: Core Business Hours

Time zone: (UTC) Dublin, Edinburgh, Lisbon, London

Working days and hours:

Work day:  Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

Start time:  08:00:00  08:00:00  08:00:00  08:00:00  08:00:00

End time:  17:30:00  17:30:00  17:30:00  17:30:00

Holidays:

Date	Holiday

Add Edit Remove

^ Related SLO(s)

OK Cancel

Create/Edit Calendar

Add Holiday

Name: New Year's Day (Observed)

Date: 02/01/2017

OK Cancel

Work day:  Sunday  Monday  Tuesday  Wednesday

Start time:  08:00:00  08:00:00  08:00:00

End time:  17:30:00  17:30:00  17:30:00

January 2017

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Create/Edit Metric

General

Related SLO(s)

^ General

Title  
Resolution Time

Description:  
SLA metric used to measure the time until resolution is required for an Incident

Class:  
Incident

The metric is the measurement between the start and end dates

Start date: Created date

End date: Resolved date

^ Related SLO(s)

Related SLO(s):

OK Cancel

Create Service Level Objective

General

Before You Begin

- General
- Queues
- Service Level Criteria
- Summary
- Completion

Title  
Incident Resolution Time SLO - Priority 1

Description:  
Service Level Objective to define the Resolution Time for priority 1 Incidents

Class:  
Incident

Select an existing management pack where this SLO will be saved.  
Management pack  
PON - Incidents - Service Level Objectives  
Last modified: 9/20/2016 11:01:16 PM

Enabled

Create Service Level Objective

Queues

Before You Begin

General

Queues

Service Level Criteria

Summary

Completion

SLOs are applied to work items via Queues. Please select an existing queue for work items or create a new queue based on criteria for this SLO

- Incident - Service Desk 1st Line
- Incident SLA Queue - Priority 1
- Incident SLA Queue - Priority 2
- Incident SLA Queue - Priority 3
- Incident SLA Queue - Priority 4
- Incident SLA Queue - Priority 5

New...

Properties

Select All

Clear All

Cancel

< Previous

Next >

Create

Create Service Level Objective

### Service Level Criteria

**Before You Begin**

General

Queues

**Service Level Criteria**

Summary

Completion

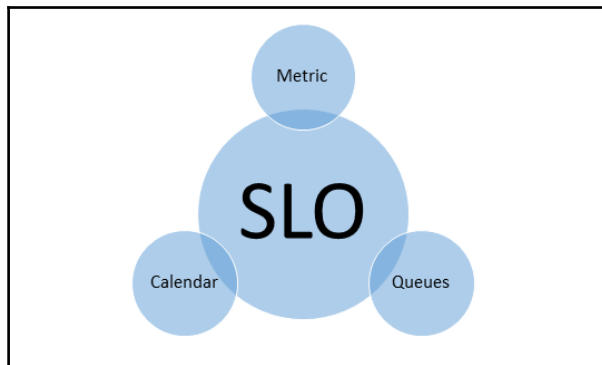
Specify the calendar and metric you want to use for this service level objective. In addition, specify the target and warning threshold times for the metric. Target is the time frame in which you expect the service level objective to be met. Note that target time is a function of business time.

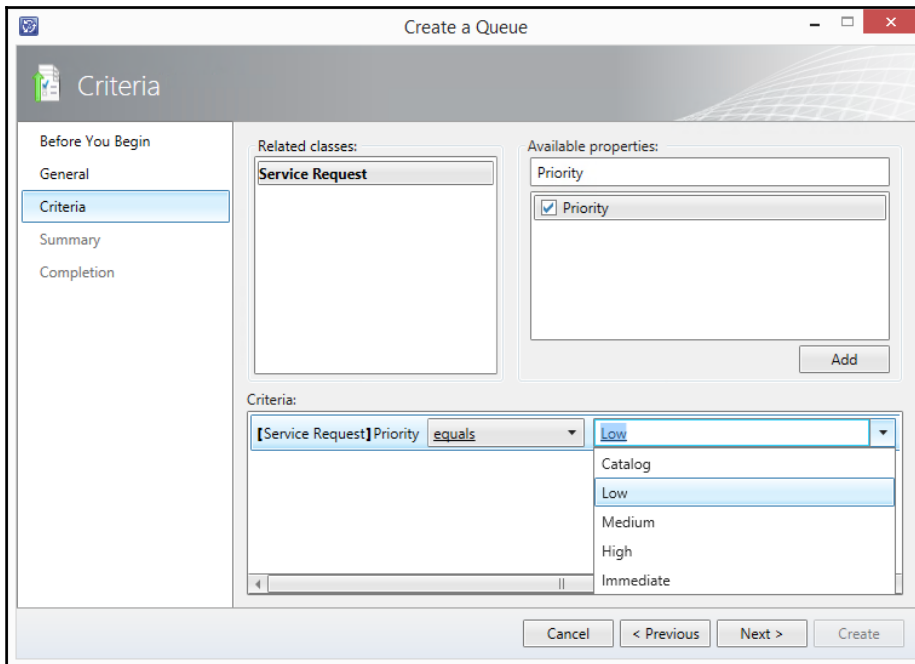
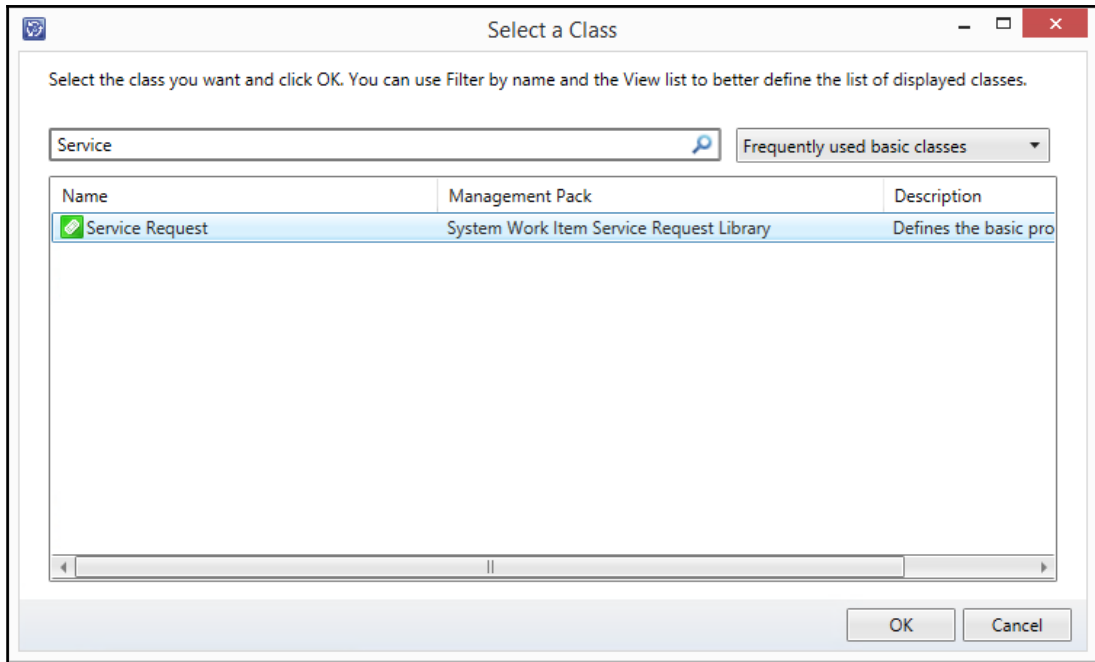
Calendar: Core Business Hours

Metric: Resolution Time

Target: 4   Hours

Warning threshold: 2   Hours





Create/Edit Metric

**General**

Related SLO(s)

**^ General**

Title  
Implementation Time

Description:  
Measures the time between creating a Service Request and when it should be implemented by.

Class:  
Service Request

The metric is the measurement between the start and end dates

Start date: Created date


End date: Completed Date


**^ Related SLO(s)**

Related SLO(s):

Incident IR458 - Can't plug my headphones into my iPhone - Active

Incident Form Extensions

**IR458** **Active** **Affected user:** Philip Mercer **Created on:** 20/09/2016 23:   
**Contact info:** **Target End Date:** 21/09/2016 12: **00:00**  
**Parent incident** **First response**

General Activities Related Items Resolution  Service Level History

One or more Service Level Objectives have breached.

Incident Information

Affected user: Alternate contact method:



Incident IR458 - Can't plug my headphones into my iPhone - Active

Incident Form Extensions

IR458 **Active** Affected user: Philip Mercer Created on: 20/09/2016 23:33: Target End Date: 21/09/2016 12:00: 00:02

Contact info: Parent incident: First response da

General Activities Related Items Resolution **Service Level** History

Service Level

Status	SLO	Target End Date	Time before SLO Breached
Breached	Incident Resolution Time SL...	21/09/2016 12:00:00	-

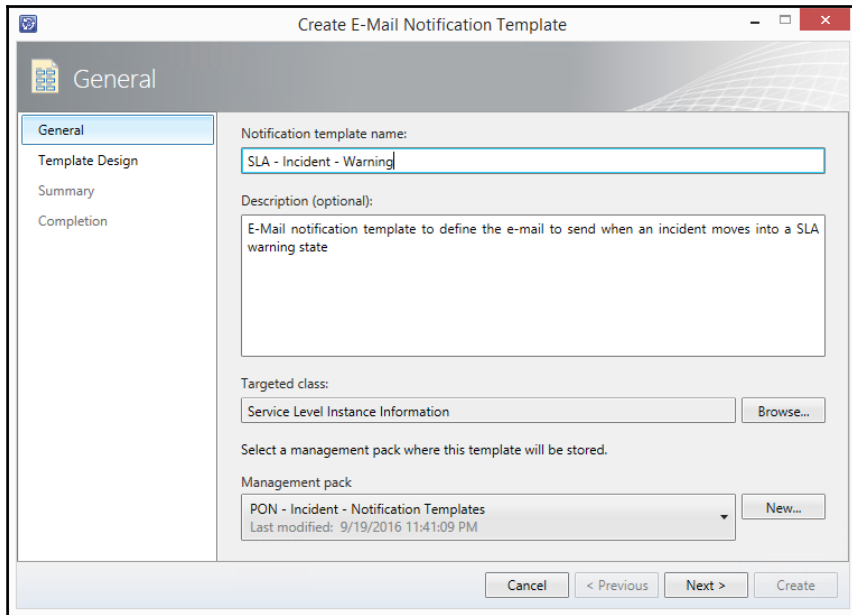
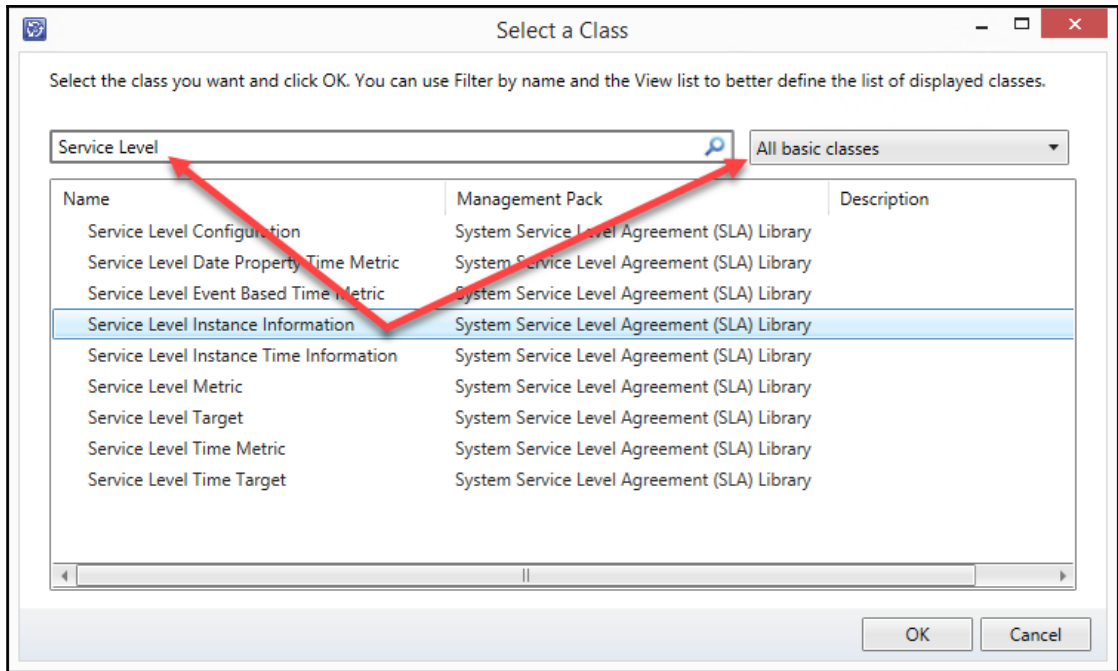
Service Level

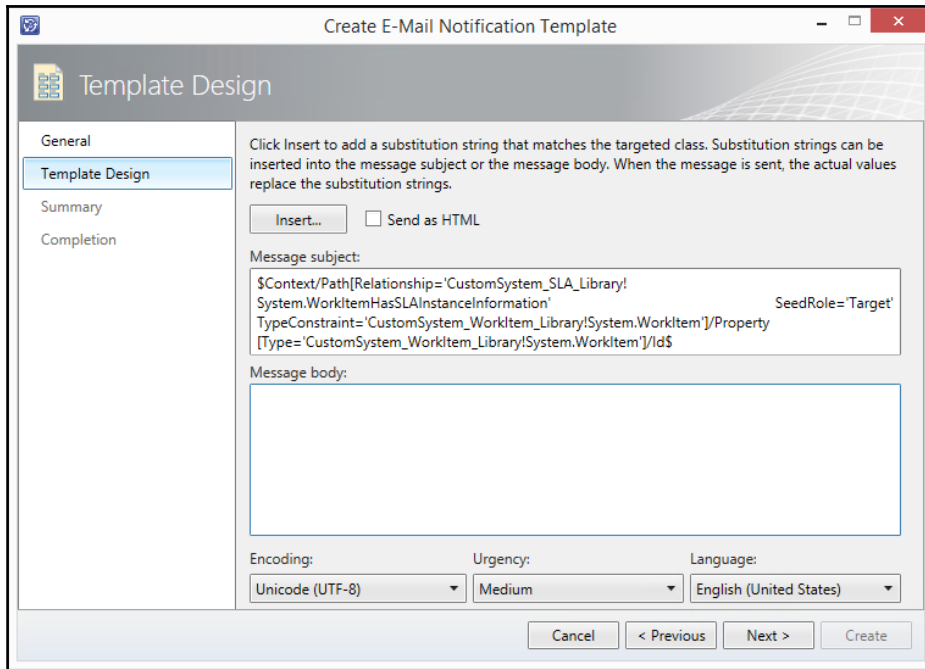
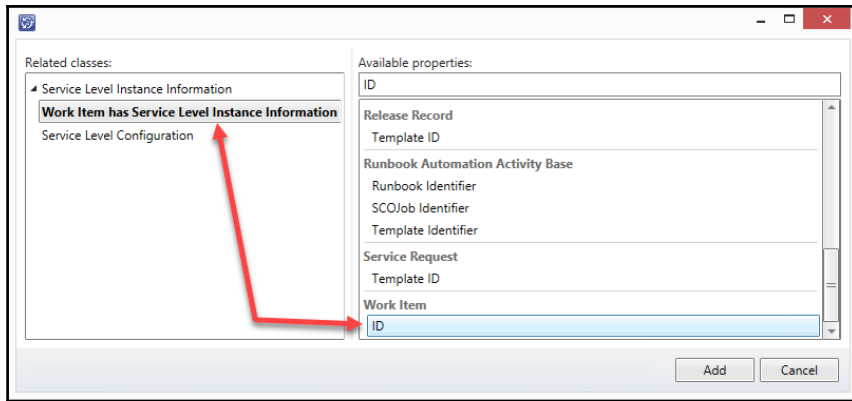
Status	SLO	Target End Date	Time before SLO Breached
Active	Incident Response - Priority 1	21/09/2016 08:30:00	0 hours 30 minutes
Active	Incident Resolution Time SLO - Priority 1	21/09/2016 12:00:00	4 hours 0 minutes

Assigned To Me 3

Filter [Edit Criteria](#)

ID	Title	Status	Priority
IR460	My Surface Book won't run out of...	Active	1
IR458	Can't plug my headphones into...	Active	1
IR337	Unblock email	Active	4





Create E-Mail Notification Template

### Template Design

**General**

- Template Design
- Summary
- Completion

Click Insert to add a substitution string that matches the targeted class. Substitution strings can be inserted into the message subject or the message body. When the message is sent, the actual values replace the substitution strings.

Send as HTML

Message subject:

```
SLA Warning - Incident: $Context/Path[Relationship='CustomSystem_SLA_Library!System.WorkItemHasSLAInstanceInformation' SeedRole='Target' TypeConstraint='CustomSystem_WorkItem_Library!System.WorkItem']/Property [Type='CustomSystem_WorkItem_Library!System.WorkItem']/Id$ is about to breach its SLA
```

Message body:

```
System.WorkItemHasSLAInstanceInformation SeedRole='Target' TypeConstraint='CustomSystem_WorkItem_Library!System.WorkItem']/Property [Type='CustomSystem_WorkItem_Library!System.WorkItem']/Id$
```

Service Level: \$Context/Property[Type='System\_Library!System.Entity']/DisplayName\$

Target Date: \$Context/Property[Type='CustomSystem\_SLA\_Library!System.SLA.Instance.Information']/EndDate\$

Encoding:  Urgency:  Language:

Create E-Mail Notification Subscription

### General

**Before You Begin**

- General
- Group/Queue Selection
- Additional Criteria
- Template
- Recipient
- Related Recipients
- Summary
- Completion

Notification subscription name:

Description (optional):

When to notify:

Targeted class:

Select an existing unsealed management pack where this subscription will be stored  
 Management pack:  
   
Last modified: 9/20/2016 11:50:07 PM

Create E-Mail Notification Subscription

### Additional Criteria

**Before You Begin**

- General
- Group/Queue Selection
- Additional Criteria
- Template
- Recipient
- Related Recipients
- Summary
- Completion

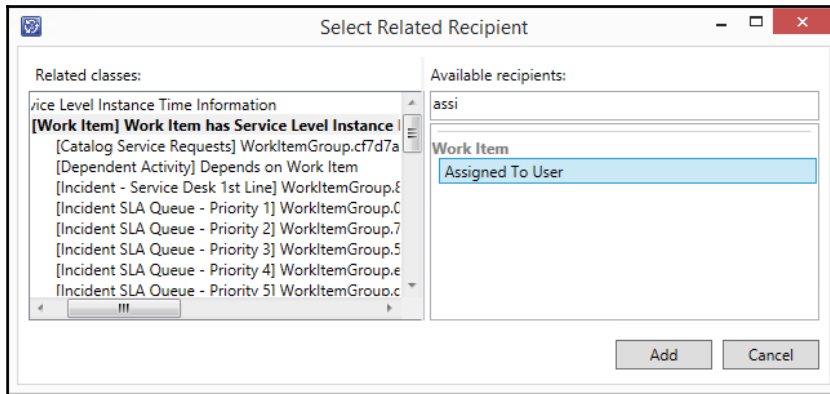
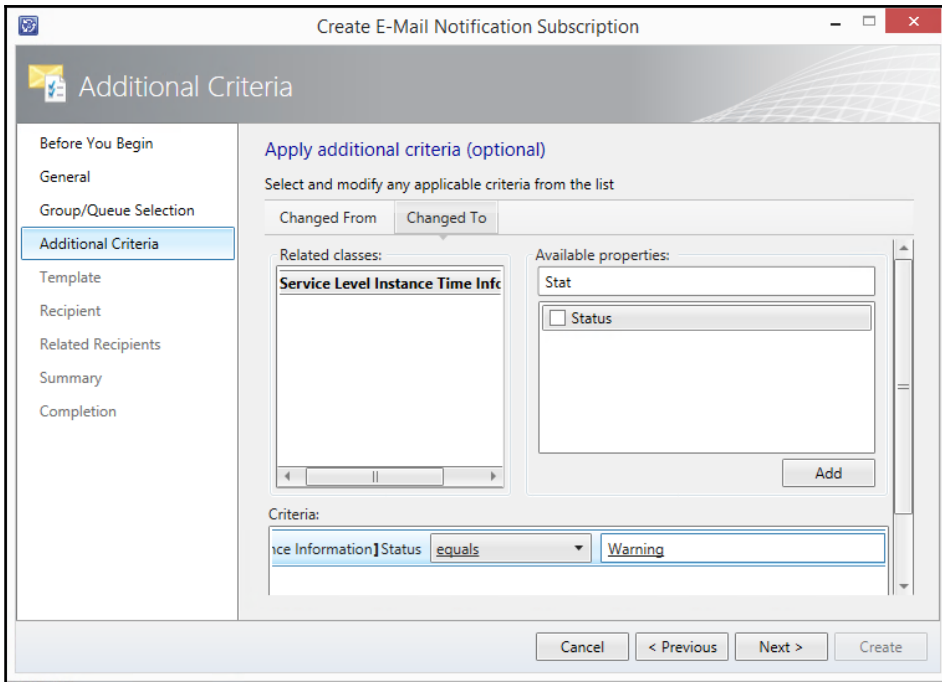
**Apply additional criteria (optional)**  
 Select and modify any applicable criteria from the list

Changed From    Changed To

Related classes:

Available properties:  
  
 Status

Criteria:  
 Status



Create E-Mail Notification Subscription

**Recipient**

- Before You Begin
- General
- Group/Queue Selection
- Additional Criteria
- Template
- Recipient
- Related Recipients**
- Summary
- Completion

Specify related recipients for this subscription

Related recipients

Name  
Work Item has Service Level Instance Information[Work Item] -> Assigned To User[User]

Add... Remove

Cancel < Previous Next > Create

Create E-Mail Notification Template

**General**

- General**
- Template Design
- Summary
- Completion

Notification template name:  
SLA - Incident - Repeated Notification

Description (optional):  
E-Mail notification template to define the e-mail to send on a repeated basis.

Targeted class:  
Incident Browse...

Select a management pack where this template will be stored.

Management pack:  
PON - Incident - Notification Templates  
Last modified: 9/20/2016 11:55:29 PM New...

Cancel < Previous Next > Create

Create E-Mail Notification Template

---

**Template Design**

- General
- Template Design
- Summary
- Completion

Click Insert to add a substitution string that matches the targeted class. Substitution strings can be inserted into the message subject or the message body. When the message is sent, the actual values replace the substitution strings.

Send as HTML

**Message subject:**

SLA Warning - Incident: \$Context/Property[Type='CustomSystem\_WorkItem\_Library!System.WorkItem']/Id\$

**Message body:**

Priority: \$Context/Property[Type='CustomSystem\_WorkItem\_Library!System.WorkItem.TroubleTicket']/Priority\$

Target Resolution Date: \$Context/Path[Relationship='CustomSystem\_SLA\_Library!System.WorkItemHasSLAInstanceInformation' TypeConstraint='CustomSystem\_SLA\_Library!System.SLA.Instance.TimeInformation']/Property[Type='CustomSystem\_SLA\_Library!System.SLA.Instance.TimeInformation']/TargetEndDate\$

Assigned User: \$Context/Path[Relationship='CustomSystem\_WorkItem\_Library!

Encoding:  Urgency:  Language:



Windows window titled "Create E-Mail Notification Subscription".

**General**

**Before You Begin**

- General
- Additional Criteria
- Recurring Notification
- Template
- Recipient
- Related Recipients
- Summary
- Completion

Notification subscription name:  
SLA Notification - Incident Priority 1 - Repeated Warning

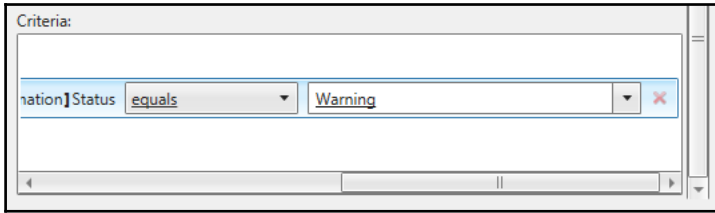
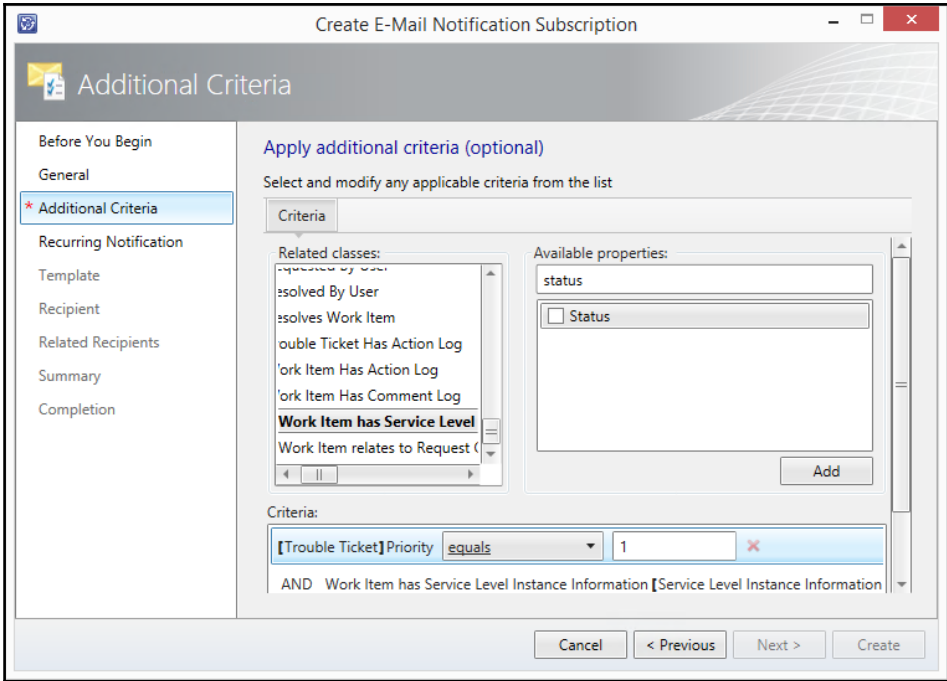
Description (optional):

When to notify:  
Periodically notify when objects meet a criteria

Targeted class:  
Incident

Select an existing unsealed management pack where this subscription will be stored  
Management pack:  
PON - Incident - Notification Templates  
Last modified: 9/21/2016 12:00:29 AM

Buttons: Cancel, < Previous, Next >, Create



Create E-Mail Notification Subscription

### Recurring Notification

- Before You Begin
- General
- Additional Criteria
- Recurring Notification**
- Template
- Recipient
- Related Recipients
- Summary
- Completion

#### Specify notification recurrence pattern

Recurrence pattern

Notify once

Notification interval:

Frequency:  [up/down]

Time unit:

Range of recurrence

No end date

End after number of occurrences:  [up/down]

Cancel < Previous Next > Create

Create E-Mail Notification Subscription

### Recipient

- Before You Begin
- General
- Additional Criteria
- Recurring Notification
- Template
- Recipient
- Related Recipients**
- Summary
- Completion

#### Specify related recipients for this subscription

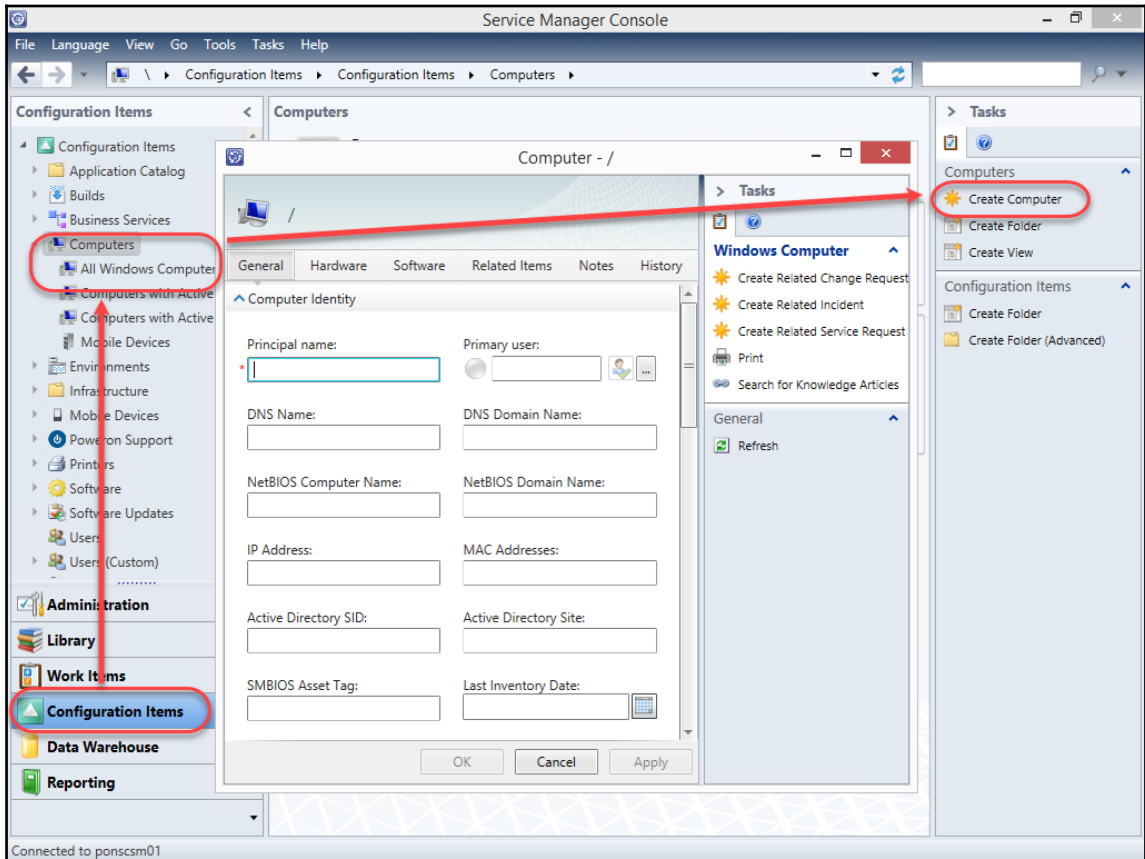
Related recipients

Name
Assigned To User[User]
Primary Owner[User]

Add... Remove

Cancel < Previous Next > Create

# Chapter 4: Building the Configuration Management Database (CMDB)



Active Directory connector wizard

## General

Before You Begin

- General
- Domain/OU
- Select objects
- Schedule
- Summary
- Completion

### Enter a name and description for the connector

Name:  
poweron.local Active Directory Connector

Description:  
Active Directory connector to synchronise information into Service Manager for the poweron.local domain.

Enable this connector

Cancel < Previous Next > Create

Active Directory connector wizard

## Domain or organizational unit

- Before You Begin
- General
- Domain/OU**
- Select objects
- Schedule
- Summary
- Completion

### Select a domain or organizational unit

Server Information

Specify which Active Directory domain or organizational unit (OU) to connect to.

Use the domain: PowerON.local

Let me choose the domain or OU

Credentials

Run As account:

Active Directory connector wizard

## Select objects

Before You Begin

General

Domain/OU

Select objects

Schedule

Summary

Completion

### Select objects

You can select all computers, printers, users and user groups from the specified domain or organizational unit (OU), or you can select individual computers, printers, users or user groups.

- All computers, printers, users and user groups
- Select individual computers, printers, users or user groups
- Provide LDAP query filters for computers, printers, users, or user groups (advanced)

Automatically add users of AD Groups imported by this connector

Do not write null values for properties that are not set in Active Directory

Cancel < Previous Next > Create

System Center Configuration Manager connector wizard

### General

**Before You Begin**

- General
- Management Pack
- Database
- Collections
- Schedule
- Summary
- Completion

**Enter a name and description for the connector**

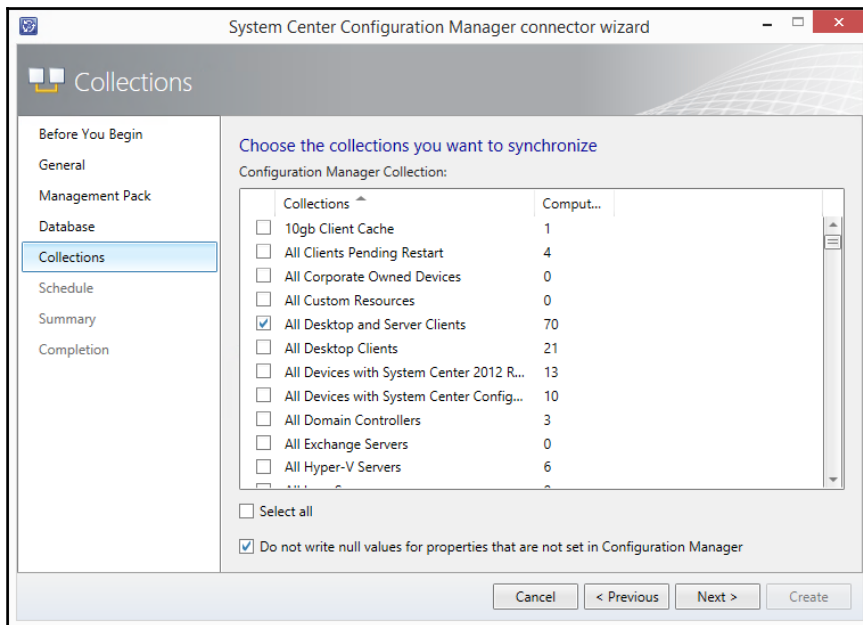
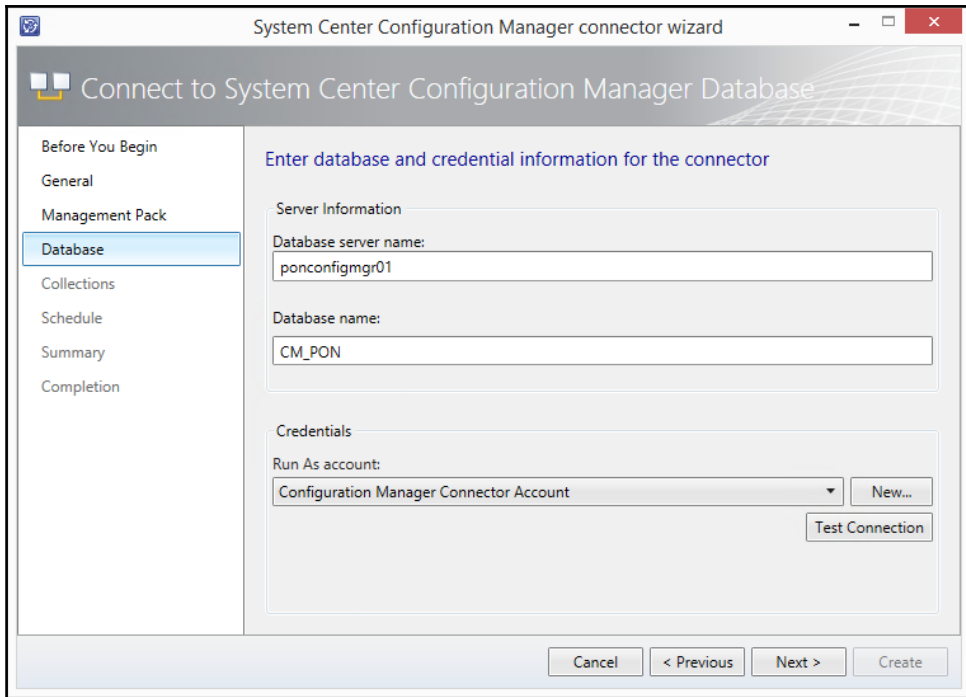
Name  
poweron.local Configuration Manager Connector

Description:  
Configuration Manager Connector to synchronise information from the ConfigMgr infrastructure supporting the poweron.local domain

Enable

Cancel < Previous Next > Create





Name	Date modified	Type	Size
it	26/09/2016 16:43	File folder	
ja	26/09/2016 16:43	File folder	
KB983572	24/03/2016 13:06	File folder	
ko	26/09/2016 16:43	File folder	
MUI	11/07/2016 14:58	File folder	
nl	26/09/2016 16:43	File folder	
no	26/09/2016 16:43	File folder	
Operations Manager 2012 Management Packs	13/01/2016 17:17	File folder	
Operations Manager 2012 R2 Management Packs	13/01/2016 17:17	File folder	
Operations Manager 2012 SP1 Management Packs	13/01/2016 17:17	File folder	
Operations Manager 2014 M1 Management Packs	11/07/2016 14:37	File folder	
Operations Manager 2015 TP4 Management Packs	11/07/2016 14:37	File folder	
Operations Manager 2016 RTM Management Packs	26/09/2016 16:18	File folder	
Operations Manager Management Packs	26/09/2016 16:18	File folder	
pl	26/09/2016 16:43	File folder	
PowerShell	26/09/2016 16:18	File folder	
pt	26/09/2016 16:43	File folder	
pt-BR	26/09/2016 16:43	File folder	
ru	26/09/2016 16:43	File folder	
SNK Binaries	26/09/2016 16:18	File folder	

Operations Manager CI connector wizard

General

Before You Begin

- General
- Server Details
- Management Packs
- Schedule
- Summary
- Completion

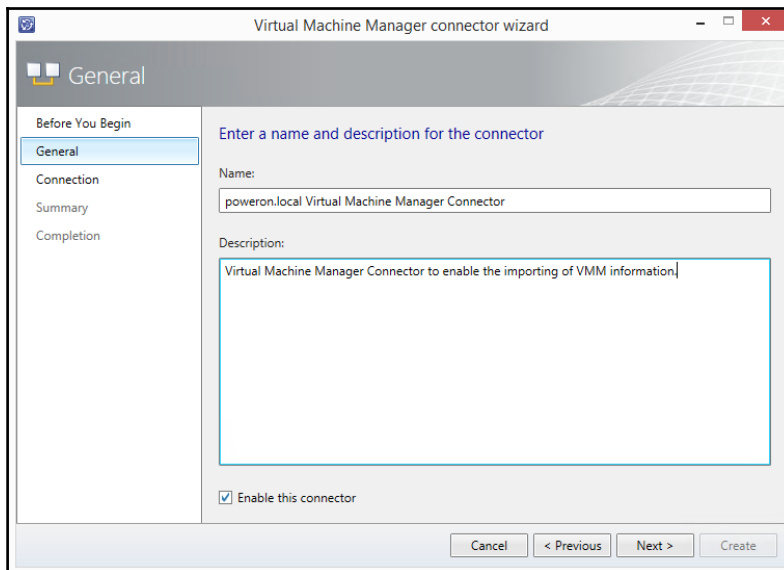
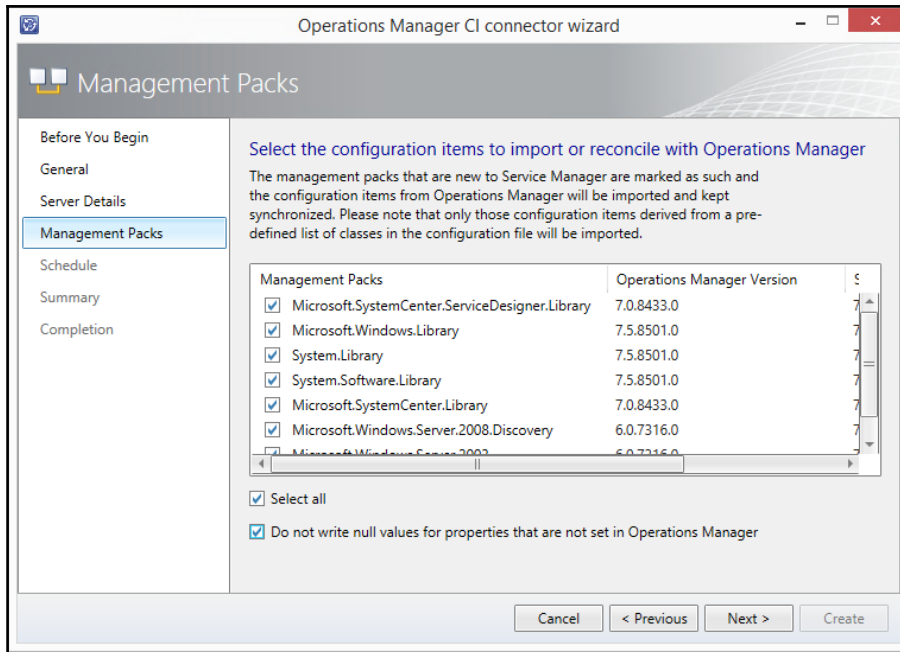
Enter a name and description for the connector

Name:

Description:

Enable

Cancel < Previous Next > Create



Virtual Machine Manager connector wizard

### Connection

Before You Begin

- General
- Connection**
- Summary
- Completion

Please provide the server name and credentials

Server Information

Server Name

Credentials

Run As account:

Cancel < Previous Next > Create

Orchestrator connector wizard

## General

Before You Begin

- General
- Connection
- Sync folder
- Web Console URL
- Summary
- Completion

Enter a name and description for the connector

Name:

Description:

Enable this connector

Cancel < Previous Next > Create

Orchestrator connector wizard

### Connection

- Before You Begin
- General
- Connection**
- Sync folder
- Web Console URL
- Summary
- Completion

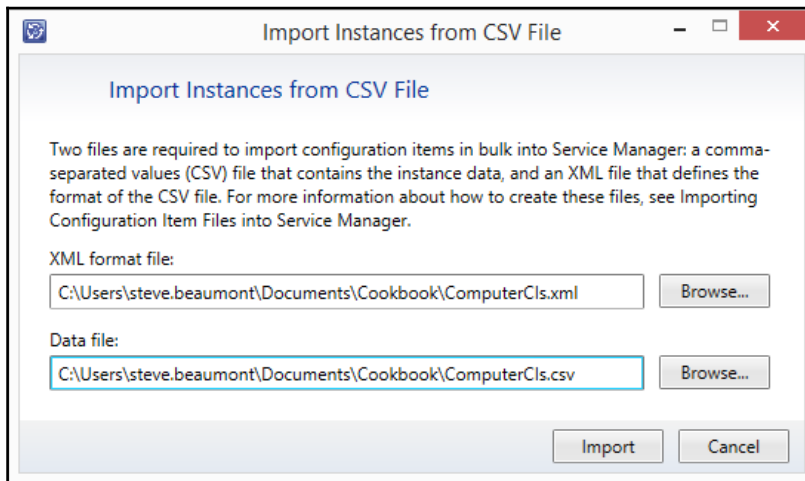
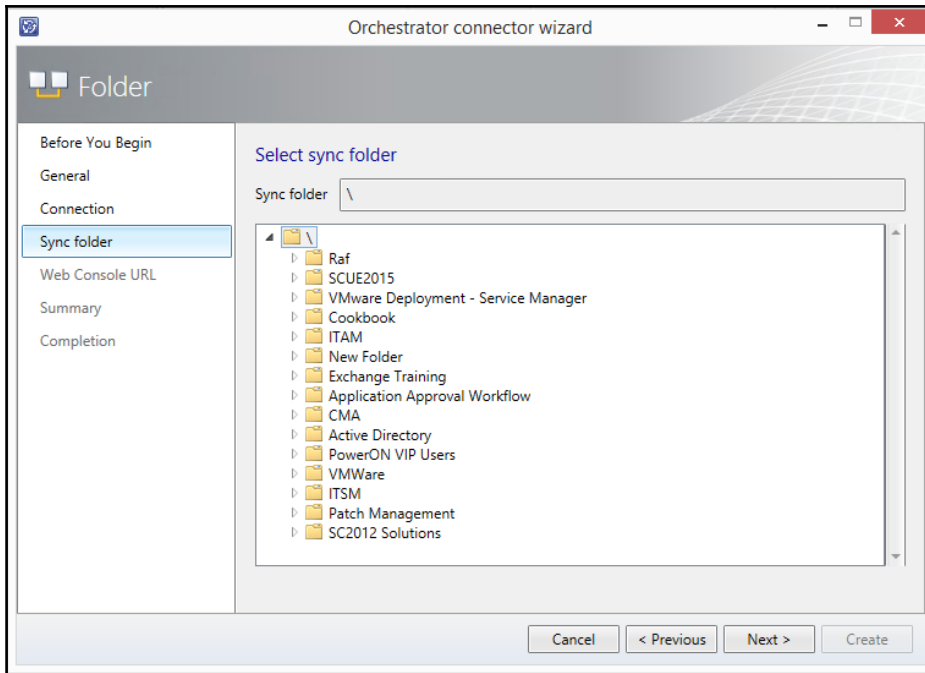
**Provide the URL and credentials for the Orchestrator web service**

**Server Information**

Orchestrator Web Service URL:

**Credentials**

Run As account:



**Create View**

General

Criteria

Display

**Specify a name and description for the view**

Name: All Virtual Servers

Description: A view containing details about all virtual servers in the infrastructure

Folder: Computers

Management pack: Service Manager Configuration Management Configuration Library  
Last modified: 9/26/2016 4:37:33 PM

Criteria

Advanced Search

OK Cancel

**Select a Class**

Select the class you want and click OK. You can use Filter by name and the View list to better define the list of displayed classes.

Computer

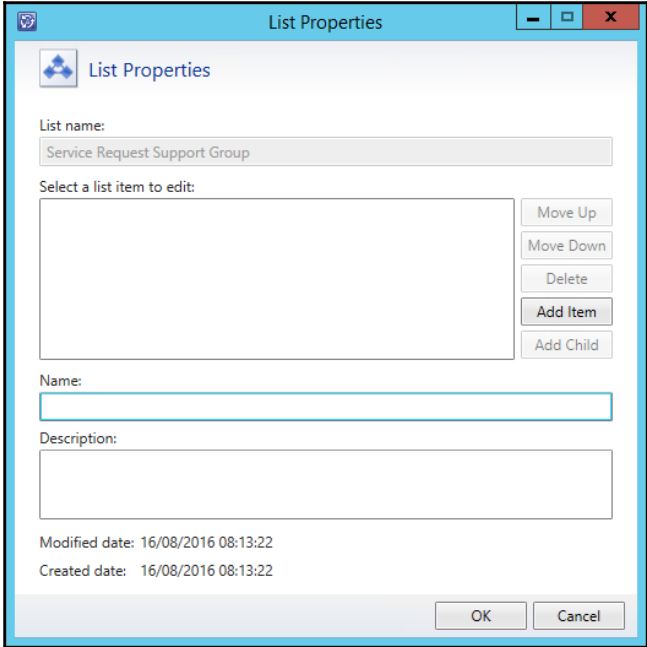
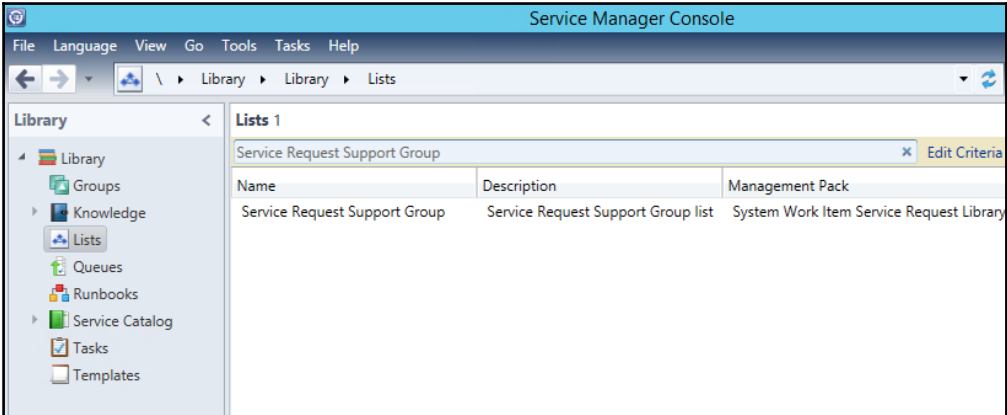
Combination classes

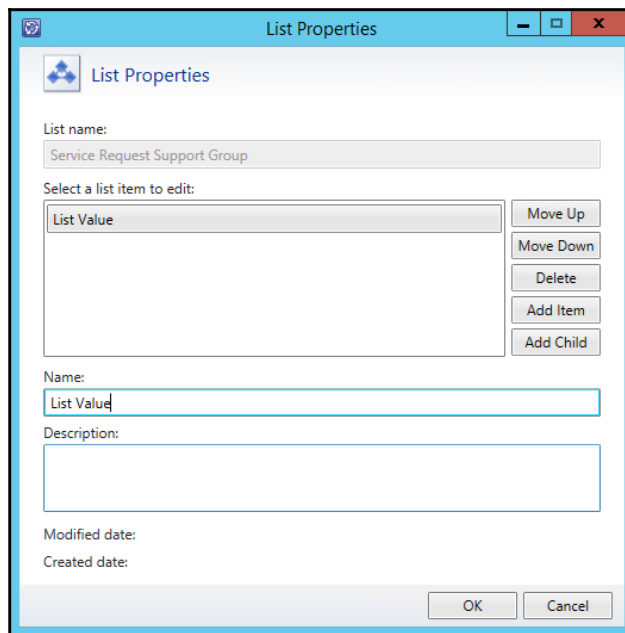
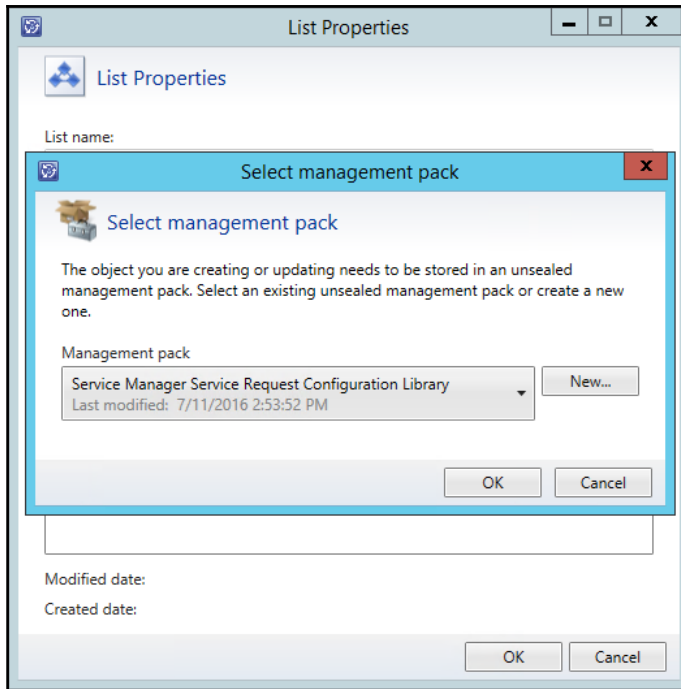
Name	Management Pack	Description
Cireson Software Asset (Authorized Comp...	Cireson Asset Management	Cireson Asset Management
Cireson Software Asset (Related Computers)	Cireson Asset Management	Cireson Asset Management
Cireson Windows Computer	Cireson Asset Management	Cireson Asset Management
Cireson Windows Computer (Network Ada...	Cireson Asset Management	Cireson Asset Management
Computer (advanced)	Service Manager Configuration Management...	Defines the properties used
Computer (Software Assets)	Cireson Asset Management	Cireson Asset Management
Computer (typical)	Service Manager Configuration Management...	Defines the properties of c
Computers Affected By Change Requests	Service Manager Configuration Management...	Defines the properties of c
Computers Affected By Incidents	Service Manager Configuration Management...	Defines the properties of c
Virtual Machine Manager Service Template...	Virtual Machine Manager Extended Library	Virtual Machine Manager S
Windows Computer (Operating System)	Cireson Asset Management	Cireson Asset Management

OK Cancel



# Chapter 5: Deploying Service Request Fulfilment





List Properties

List name:  
Service Request Support Group

Select a list item to edit:  
User Management Service Request Support Group

Move Up  
Move Down  
Delete  
Add Item  
Add Child

Name:  
User Management Service Request Support Group

Description:

Modified date:  
Created date:

OK Cancel

**Create Template**

Enter a name and description for the template

Name:

Description:

Class:

For example, to create an incident template, select the Incident class.

Select an unsealed management pack where the template will be saved.

Management pack  
   
Last modified: 9/19/2016 9:09:39 PM

When I click OK, open the template form.

Service Request Template:

Service Request Form Extensions



417

Activity stage:  
Request Offering:

Created On:  
Created by:

General Activities Results Related Items History

Service Request Information

Affected User

Alternate contact method

Title

Description

Urgency

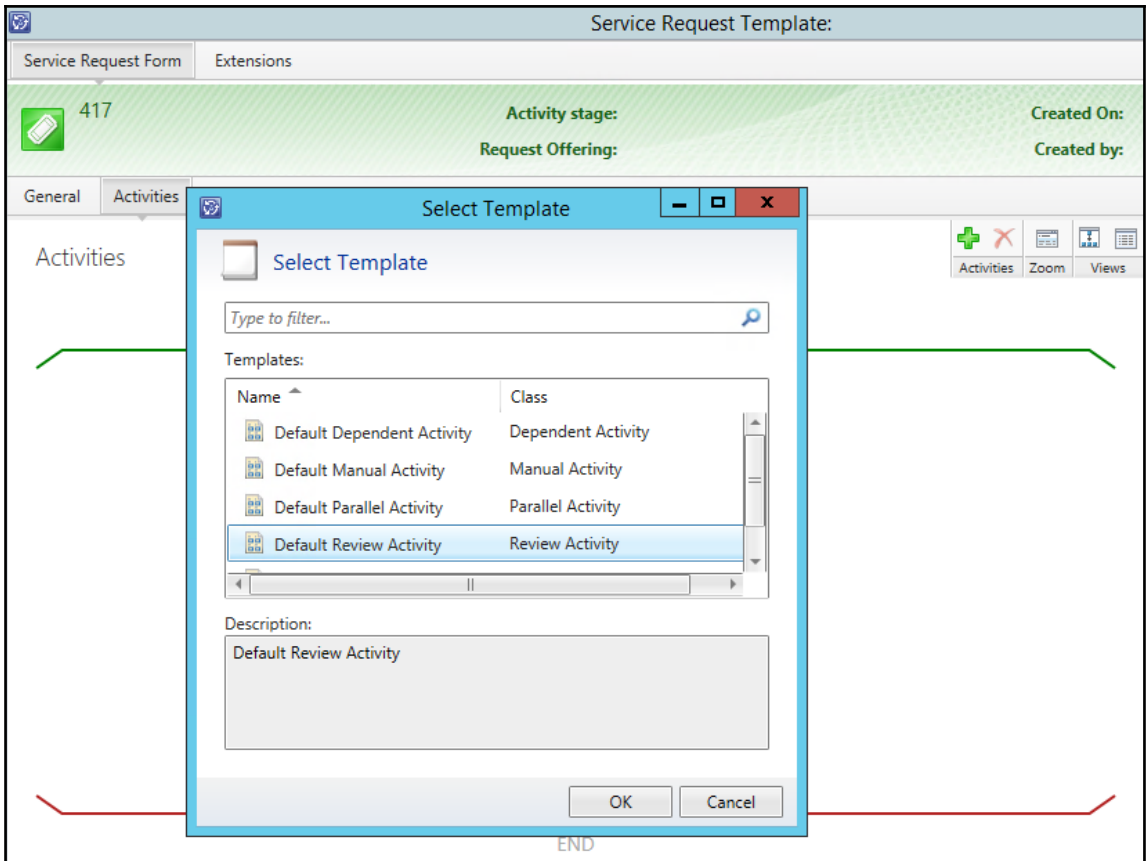
Priority


Source

Area

Support Group

Assigned to



 **Activity type:** Review Activity **Created on:**

**Parent Work Item:**

General

### Review Activity

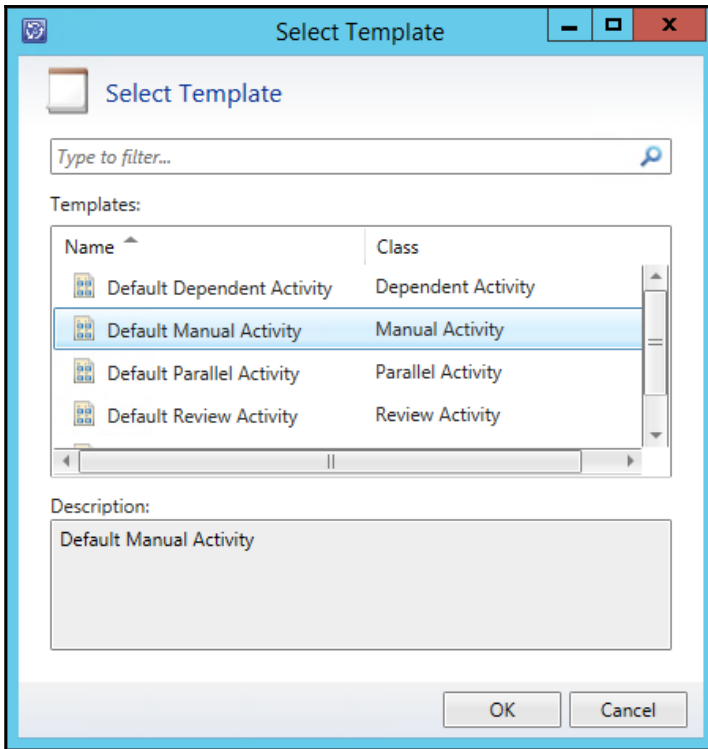
**Title:**

**Description:**

**Stage:**  
  Line Manager Should Review


**Approval Condition:**  **Approval Threshold (%):**

Voted By	Decision





Manual Activity Form    Extensions

    **Activity type:** Manual Activity    **Created on:**



**Parent Work Item:**

General



### Manual Activity

**Title:**

**Description:**

**Activity Implementer:**       **Area:**

**Priority:**     **Stage:**

**Scheduled start date:**      **Scheduled end date:**  

**Impacted Configuration Items:**

Type	ID	Name	Status	Owner	Open
------	----	------	--------	-------	------

OK    Cancel    Apply

Service Request Template: Service Request Form Extensions

417 Activity stage: Request Offering: Created On: Created by:

General Activities Results Related Items History

Activities

START

- RA418: New User Ser...
- MA420: Create A Ne...
- MA422: Send Passwo...

END

^ Details

Select an activity to view its details

OK Cancel Apply

**List Properties**

List name:  
Service Offering Category

Select a list item to edit:

- File & Print
- Networking
- Security
- Software & Applications
- User Management

Move Up  
Move Down  
Delete  
Add Item  
Add Child

Name:  
User Management

Description:

Modified date:  
Created date:

OK Cancel

Windows window titled "Create Request Offering" with standard minimize, maximize, and close buttons.


### General

**Before You Begin**

- General
- User Prompts
- Configure Prompts
- Map Prompts
- Knowledge Articles
- Publish
- Summary
- Completion

#### Specify the information for this offering

**Title:**

**Image (32 x 32):**  


**Description, shown on the request offering page:**

**Template name:**

**Management pack**  
   
Last modified: 9/19/2016 9:38:38 PM

Buttons:

Windows title bar: Create Request Offering

## User Prompts

- Before You Begin
- General
- User Prompts**
- Configure Prompts
- Map Prompts
- Knowledge Articles
- Publish
- Summary
- Completion

### Enter the prompts or information text

Form instructions:

Please provide the needed information

Enter prompts or information text + ✖ ↑ ↓

	User Prompts or Information	Response Type	Prompt Type
▶ 1	First and Lastname of the New User	Required	Text
▶ 2	Please provide a preferred Email Address of the New l	Required	Text
▾ 3	Comment	Optional	Text
▶			

**i** You can configure the prompts above on the next wizard pages.

Buttons: Cancel | < Previous | Next > | Create

Configure Text Control

Configure Text Control

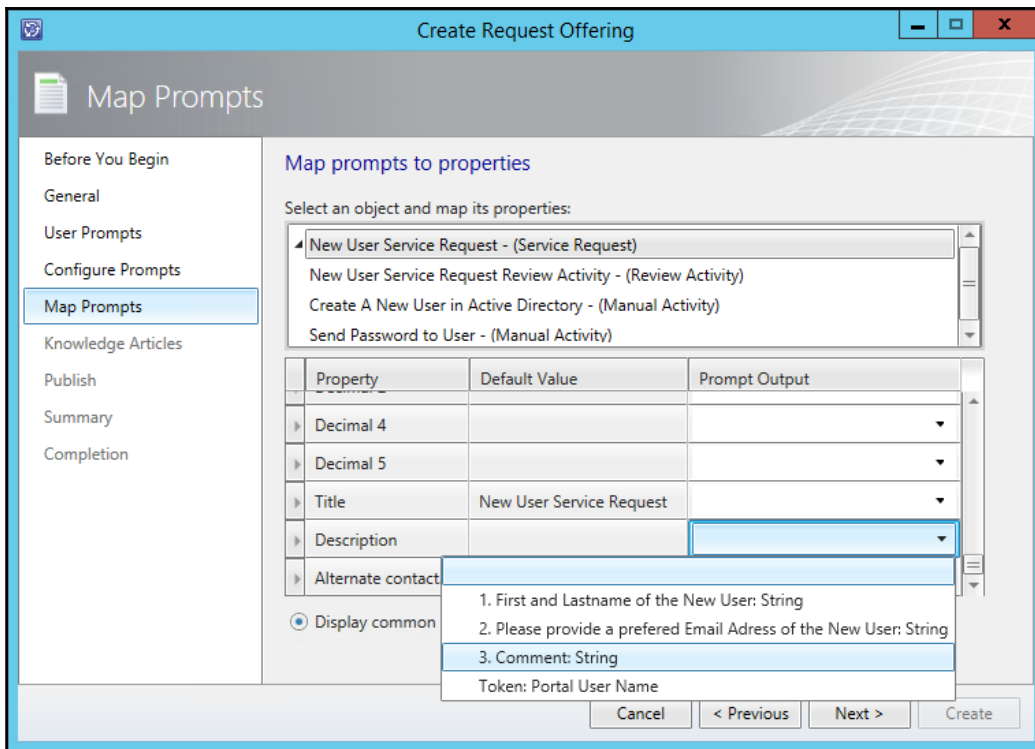
Content Constraints

- Allow any string
- E-mail Address (e.g.: user@contoso.com)
- Phone number (10-digit)
- International phone number (ITU-T E.123)
- URL (e.g.: http://www.contoso.com/)
- .NET Regular Expression (advanced)

Length Constraints

- Limit string length

OK Cancel



- 1. First and Lastname of the New User: String
- 2. Please provide a preferred Email Adress of the New User: String
- 3. Comment: String
- Token: Portal User Name

**Edit Request Offering**

General

User Prompts

Configure Prom...

Map Prompts

Knowledge Artic...

Publish

History

^ Knowledge Articles

Select the knowledge articles that are related to this offering

Related knowledge articles:

Identifi...	Title	Last Modified
KA4	User Management	20/09/2016 08:34:52

Add



Remove

Open

^ Publish

Specify publishing information. Offerings must be set to Published in order for them to appear on the portal.

Offering status:

Offering owner:   

Published date:

Published by:

OK Cancel

**Create Service Offering**

General

Before You Begin

General

Detailed Information

Related Services

Knowledge Articles


Request Offering

Publish

Summary

Completion

Specify the information for this offering

Title:  

Category:

Language:

Overview, shown on the portal home page:

Description, shown on the service offering page:

Management pack

Last modified: 9/20/2016 8:41:35 AM

Cancel < Previous Next > Create



Create Service Offering

### Detailed Information

**Before You Begin**

- General
- Detailed Information**
- Related Services
- Knowledge Articles
- Request Offering
- Publish
- Summary
- Completion

**Specify the information for this offering**

Service level agreement information:  
Active Directory User Management Request will be completed within one business day.

Link for additional information:  
<http://intranetportal.demo.local/servicerequests/SLA.aspx>

Cost information:  
The costs vary depending on the service request. Visit the internal portal to discover the price.

Link for additional information:  
<http://intranetportal.demo.local/servicerequests/COSTS.aspx>

Cancel < Previous Next > Create

Create Service Offering

## Related Services

Before You Begin

General

Detailed Information

**Related Services**

Knowledge Articles

Request Offering

Publish

Summary

Completion

Select the services that are related to this offering

Related services:

Title	Fully Qualified Name	Last Modified
-------	----------------------	---------------

Add

Remove

Open

Cancel < Previous Next > Create

Create Service Offering

## Knowledge Articles

- Before You Begin
- General
- Detailed Information
- Related Services
- Knowledge Articles**
- Request Offering
- Publish
- Summary
- Completion

Select the knowledge articles that are related to this offering

Related knowledge articles:

Identifi...	Title	Last Modified
KA4	User Management	20/09/2016 08:34:52

Select objects

Select objects

To add objects to the list, select the objects and click Add. You can use Search and Filter to better define the list.

Request A New User Request Offering

Available objects: 1 of 1. Enter more details in the search criteria to narrow the result list.

Title	Status	Brief Description
Request A New User In Active Directory	Draft	This Service Offerings is for requesting a new user i

Add Remove

Selected objects:

Title	Status	Brief Description	Notes	Last Modified
-------	--------	-------------------	-------	---------------

OK Cancel

Windows window titled "Create Service Offering" with standard minimize, maximize, and close buttons.

### Request Offering

Before You Begin

- General
- Detailed Information
- Related Services
- Knowledge Articles
- Request Offering**
- Publish
- Summary
- Completion

Select the request offerings that users will see grouped under this service offering

Request offerings:

Title	Status	Last Modified
Request A New User In Active Directory	Draft	20/09/2016 08:41:36

Buttons: Add, Remove, Open

Bottom navigation: Cancel, < Previous, Next >, Create

Windows window titled "Create Service Offering" with standard minimize, maximize, and close buttons.

### Publish

- Before You Begin
- General
- Detailed Information
- Related Services
- Knowledge Articles
- Request Offering
- Publish**
- Summary
- Completion

Specify publishing information. Offerings must be set to Published in order for them to appear on the portal.

Offering status:

Offering owner:  POWERON\adamb (adamb)

Published date:

Published by:

Internal notes:

Buttons: Cancel, < Previous, Next >, Create

CR433: Publish Offerings; Service Offering Active Directory User Management

Change Request Form Extensions

CR433 Category: Created date: 9/20/2016 10:09 AM  
New Template ID: PublishOffering

General Planning Activities Results Related Items History



### Change Request Information

Title:  
Publish Offerings; Service Offering Active Directory User Management

Description:  
This is a new Service Offering of User Management department.

Reason:  
The User Management department will offer this new service to the end-users via SCSM 2016 portal and Service Catalog.

Created By: [POWERON.Andreas.Baumgarten \(An\)](#) Alternate contact method:

Area: Security\Account Management Assigned To:  [POWERON.Andreas.Baumgartner](#)  

Priority: Medium Impact: Standard Risk: Low

OK Cancel Apply

CR433: Publish Offerings; Service Offering Active Directory User Management

Change Request Form Extensions

CR433 Category: Created date: 9/20/2016 10:09 AM  
New Template ID: PublishOffering

General Planning **Activities** Results Related Items History

Activities

START

RA434: Approve pub...  
AC435: Publish Offer...

END

^ Details

Select an activity to view its details

OK Cancel Apply



RA434: Approve publishing

RA434      Activity type: Review Activity      Created on: 9/20/2016 10:09 AM

Parent Work Item:

General    History

Review Activity

Title:

Description:

Stage:  
     Line Manager Should Review

Approval Condition:    Approval Threshold (%):  
   

Reviewers:

Reviewer	Has Veto	Must Vote	Voted By	Decision
POWERON.Andrea...	False	False		Not Yet...

CR446: Publish Offerings: Request Offering Request A New User in Active Directory

Change Request Form Extensions

CR446 Category: Created date: 9/20/2016 10:16 AM  
New Template ID: PublishOffering

General Planning Activities Results Related Items History

### Change Request Information

Title:  
Publish Offerings: Request Offering Request A New User in Active Directory

Description:  
This is a new Request Offering if the User Management department

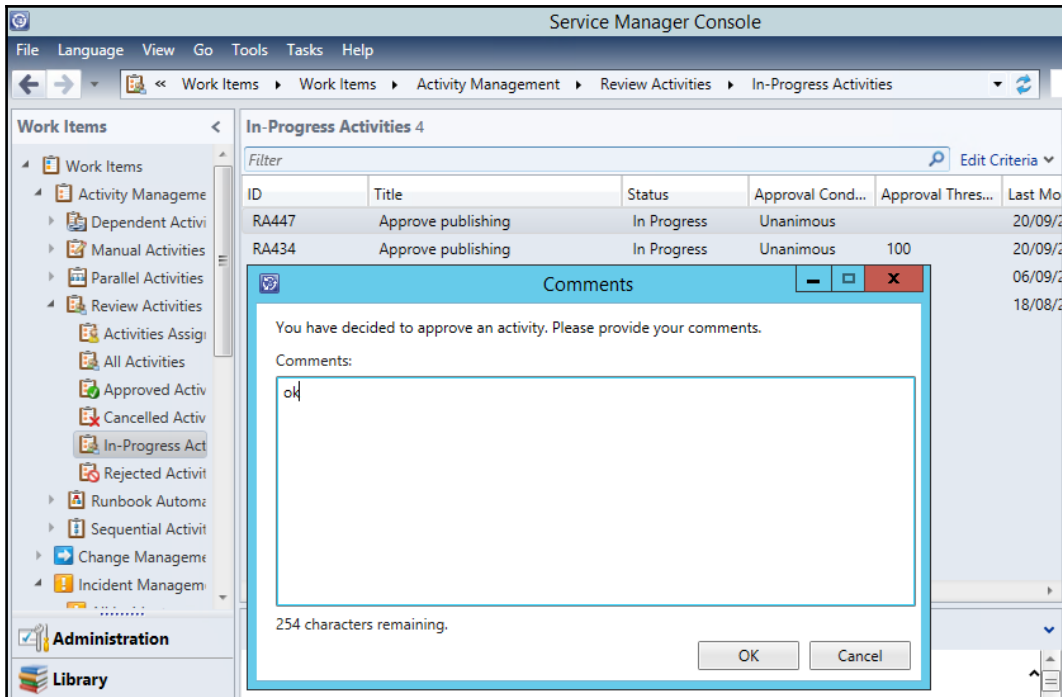
Reason:  
The User Management department will offer this new request offering to the end-user via SCSM 2016 portal and Service Catalog

Created By: Alternate contact method:  
POWERON.Andreas.Baumgarten (An) [Empty]

Area: Assigned To:  
Security\Account Management POWERON.Andreas.Baumgarten [User Icon] [More]

Priority: Impact: Risk:  
Medium Standard Low

OK Cancel Apply



Service Manager Self Ser x

tdscsm03/

PowerON - TestDrive

Search in Help Articles and Services

Service Catalog

- Active Directory User Management  
This Service Offerings containing Request Offerings regarding Active Directory User
- Email Services  
Contains request offerings relating to email related requests and services
- File Services  
Contains request offerings relating to file and network share related requests and services
- IT Security Services  
Contains request offerings relating to IT security requests and services
- Network Services  
Contains request offerings relating to networking requests and services
- Print Services  
Contains request offerings relating to network and desktop printing requests and services

Cant find a solution in the Catalog ?

Create Request

### Active Directory User Management

Description

This Service Offerings containing Request Offerings regarding Active Directory User Management (For instance "Request a New User in Active Directory")

Related Help Articles

[User Management](#)

Cost Information

The costs vary depending on the service request. Visiti the internal portal to discover the price.

<http://intranetportal.demo.local/servicerequests/SLA.aspx>

SLA Information


Active Directory User Management Request will be completed within one business day.

<http://intranetportal.demo.local/servicerequests/COSTS.aspx>

Available Requests

Request A New User In Active Directory

This Service Offerings is for requesting a new user in Active Directory



Service Offering

Service Offering

Request Offering

Service Manager Self Ser x

tdscsm03/Home/Makeform

PowerON - TestDrive

Search in Help Articles and Services

### Request A New User In Active Directory

Description

This Service Offerings is for requesting a new user in Active Directory

Related Help Articles

[User Management](#)

Instructions

Please provide the needed information

First and Lastname of the New User \*

Please provide a preferred Email Adress of the New User \*

Comment

Service Manager Self Ser x

tdscsm03/MyRequests

PowerON - TestDrive

Search in Help Articles and Services

My Requests

Sort By Last Updated

Active Resolved Closed All

New User Service Request  
SR453  
Active

## New User Service Request

Last Updated: 9/20/2016, 11:04:17 AM  
SR453 | Active

Description

SCSM 2016 Cookbook

Action Log

- > The review activity votes were processed *0 minutes ago*
- > Approval manager set for Review Activity *0 minutes ago*
- > There was a status change for Service Request *0 minutes ago*

Activities


RA454 : New User Service Request Review Activity	In Progress
MA455 : Create A New User in Active Directory	Pending
MA456 : Send Password to User	Pending

```
Windows PowerShell ISE
File Edit View Tools Debug Add-ons Help
Set-SRDescriptionWithUserInput.ps1 X
1 # Import SMlets module
2 Import-Module Smlets
3
4 #----- Variables -----
5
6 # ID of the Service Request
7 $id = "SR453"
8
9 # Name of the SCSM Management Server
10 $smDefaultComputer = "TDSCSM03"
11
12 #-----
13
14 # Get Service Request Class
15 $srClass = Get-SCSMClass -Name System.WorkItem.ServiceRequest$
16
17 #Get Service Request Object
18 $srObject = Get-SCSMObject -Class $srClass -Filter "Id = $id"
19
20 # Get User Input of Service Request
21 $userInputContent = [XML]$srObject.UserInput
22
23 # $userInputContent = [XML]$xmlUserInput
24 $questions = $userInputContent.UserInputs.UserInput
25
26 # Clear userInput variable
27 $userInput = ""
28
29 # If Service Request Description is not empty
30 if ($srObject.Description)
31 {
32     # Build UserInput with existing description
33     $userInput += $srObject.Description + [Environment]::NewLine + "-----" + [Environment]::NewLine
34 }
35
PS C:\Users\andreas.baumgarten>
```

```
PS C:\Users\ > C:\Andreas\Set-SRDescriptionWithUserInput.ps1
PS C:\Users\ >
```

SR453 : New User Service Request



Service Request Form Extensions

 **SR453** **Activity stage:** New User Service Request Review... **Created On:** 20/09/2016 11:03:16

**In Progress** **Request Offering:** [Request A New User In Active Dire...](#) **Created by:** POWERON.Andreas.Baumgarten

General Activities Results Related Items Service Level History

### Service Request Information

Affected User:    Alternate contact method:

Title:

Description:



Configure workflows for objects of class Service Request

## Workflow Information

**Before You Begin**

- Workflow Information**
- Specify Criteria
- Apply Template
- Select People to Notify
- Summary
- Completion

Provide a name and description to indicate what the workflow is intended to do. Then, specify when Service Manager should check for the events that trigger this workflow.

Name:

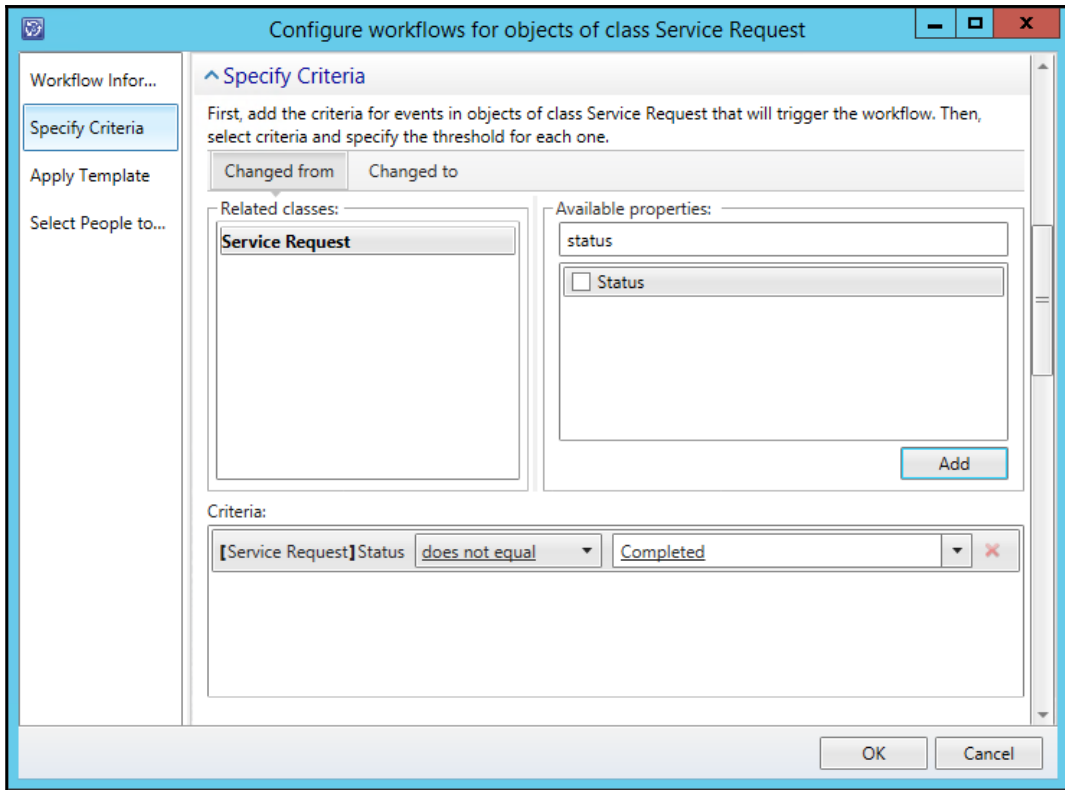
Description (optional):

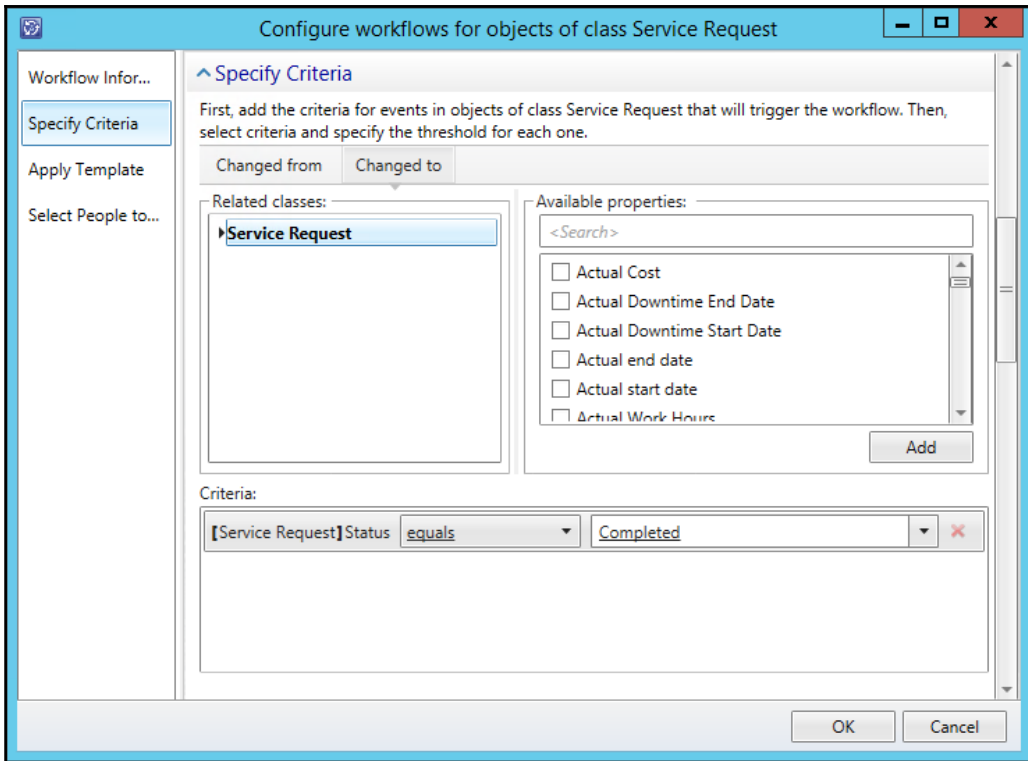
Check for events:

Select an existing unsealed management pack where this workflow will be stored.

Management pack:  
   
Last modified: 9/20/2016 10:36:13 AM

Enabled





Configure workflows for objects of class Service Request

Workflow Infor...  
Specify Criteria  
Apply Template  
Select People to...

### ^ Select People to Notify

Select the people to notify and how they should be notified when the event is triggered.

Enable notification

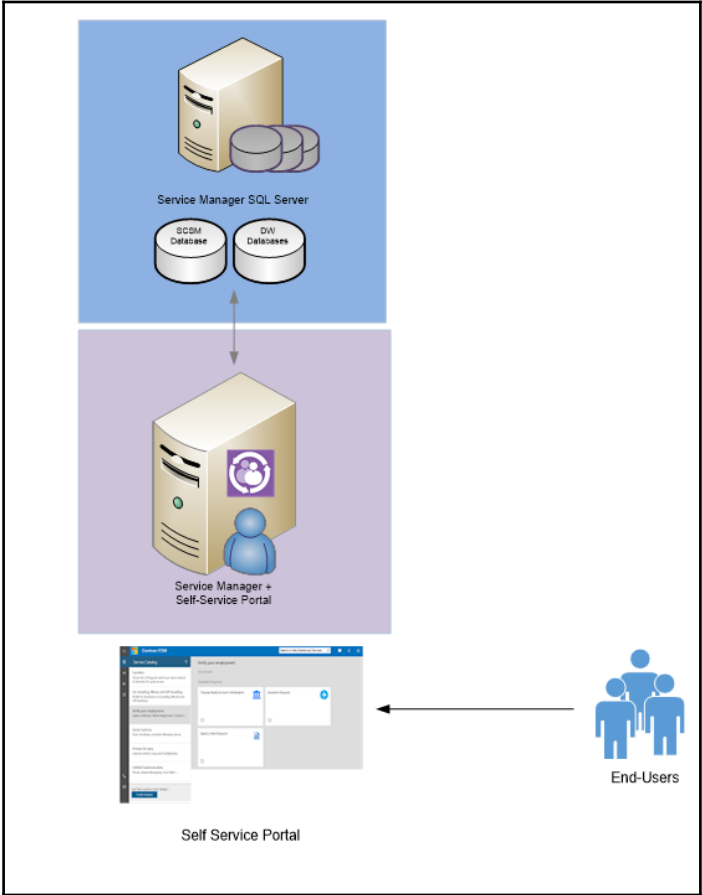
User:  Message template:

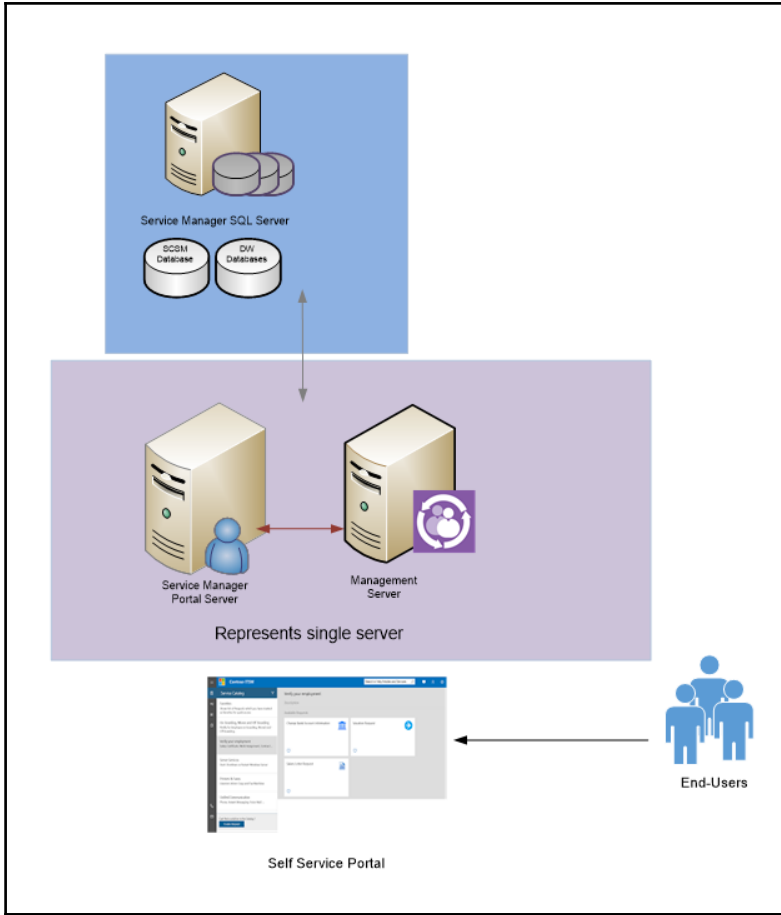
[Create E-Mail Template](#)

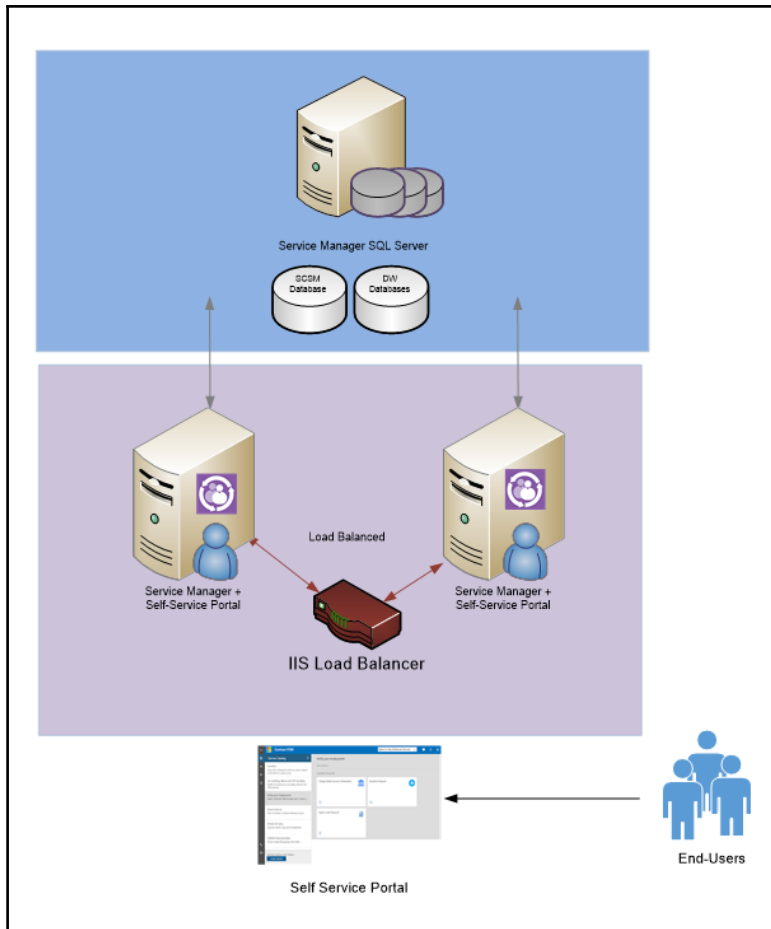
Notification list:

User	Message Template	
Affected User	Service Request Completed Notification Template	X

# Chapter 6: Deploying and Configuring the HTML5 Self-Service Portal







Service Manager Setup Wizard

Configuration

### Configure the Self Service Portal Server

Specify a name for your Self-Service Portal, the Secondary SM Server name it would connect to and website port

Website name:

SM Server name:

Portal Port:

Enable SSL encryption (recommended)  
To more securely transfer data between the browser and the Self-Service Portal, you must configure the Self-Service Portal to use Secure Sockets Layer (SSL) encryption.

SSL certificate:

< Previous    Next >    Cancel



Windows window titled "Create Catalog items group".

**General**

**Before You Begin**

- General
- Included Members
- Dynamic Members
- Subgroups
- Excluded Members
- Summary
- Completion

**Group name:**  
SSP - Network Services Catalog Group

**Group description:**  
Group used to control Network Services Offerings in the Self Service Portal

Select an existing management pack where this group will be stored.

**Management pack:**  
PON - Library - Groups  
Last modified: 9/19/2016 10:10:19 PM

New...

Buttons: Cancel, < Previous, Next >, Create

Select objects

Select objects

To add objects to the list, select the objects and click Add. You can use Search and Filter to better define the list.

Type to filter...  Catalog Item

Available objects: 26 of 29. Enter more details in the search criteria to narrow the result list.

Name	Class	Path
Access a File Share	Request Offering	Offeringf541af0247164fb79bcd2b37d028d
Access Another User's Mailbox	Request Offering	Offering3aab16e1e2ed4cce8408cef472837
Account and Access management	Service Offering	Offering33d4a03657984fd78a116bbb0c75
Active Directory User Management	Service Offering	Offering20819273e395435e92bc766cba0d
Change My Department Details	Request Offering	Offering9e9c25cdc02f4fd1bc3783eb622ce
Change My Name Details	Request Offering	Offering27f363e04b804149a1f7a60fc9e7a
Desktop Software/Application Issue	Request Offering	Offering91e8edbe6bb14f108b6afa3da6b0f
Email Issue	Request Offering	Offering65339a9d64b44cf9958f1c133bc42

Add Remove

Selected objects:

Name	Class	Path
Network Connectivity Issue	Request Offering	Offeringf0cc857361044cd2845793439fa4f261
Network Services	Service Offering	Offering36314876be0040009dc600e0bdd4a8da
Wifi Network Access Request	Request Offering	Offeringca9de09470664e4a8dc87679a7e66ad

OK Cancel

Windows logo icon | Create User Role

---

Catalog item Groups

Before You Begin

General

Management Packs

Queues

Configuration item Groups

**Catalog item Groups**

Form Templates

Users

Summary

Completion

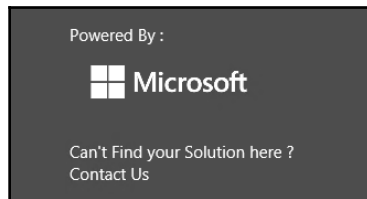
### Select the catalog item groups to which user role has access

Selecting catalog groups limits access to Catalog Items. Select the catalog groups that you want to be available to the users in this user role. Catalog items in groups that are not selected will not be visible to users in this role.

All catalog items can be accessed  
 Provide access to only the selected groups

Name	Management Packs
<input type="checkbox"/> File Services Catalog Group	PON - Service Catalog - Catalo...
<input checked="" type="checkbox"/> Network Services Catalog Group	PON - Service Catalog - Catalo...
<input type="checkbox"/> Telephony Services Catalog Group	PON - Service Catalog - Catalo...
<input type="checkbox"/> Generic Incident Request Catalog Items Group	Service Catalog Generic Incide...
<input type="checkbox"/> test	Packt Service Request Library
<input type="checkbox"/> Email Services Catalog Group	PON - Service Catalog - Catalo...
<input type="checkbox"/> Desktop Software/Application Services Catalog C	PON - Service Catalog - Catalo...
<input type="checkbox"/> User Services Catalog Group	PON - Service Catalog - Catalo...
<input type="checkbox"/> SC - User Account Management Service Catalog	Packt Service Request Library


Select All



```
SideBar.cshtml - Visual Studio Code
File Edit Selection View Go Help

SideBar.cshtml
59     <span class="icon-text icon-text-pos">@Resources.SelfServicePortalResources.MyActivities</span>
60 </div>
61 <div class="row side_nav_help">
62     <span class="icon-WhatsThis icon-medium icon icon-pos"></span>
63     <span class="icon-text icon-text-pos">@Resources.SelfServicePortalResources.HelpArticles </span>
64 </div>
65
66 <div class="row side_nav_sccm">
67     <span class="icon-Dictionary icon-medium icon icon-pos"></span>
68     <span class="icon-text icon-text-pos"><a href="http://ponconfigmgr01/cmapplicationcatalog/#/SoftwareCatalog" target="_blank">Software Catalog</a>
69 </div>
70
71 <div class="row side_nav_username mobile_view">
72     <span class="icon-Contact icon-medium icon icon-pos"></span>
73     <span class="icon-text icon-text-pos">@Session["UserName"].ToString()</span>
74 </div>
75 <div class="side_nav_bottom">
76     <div class="side_nav_report">
77         <div>@Resources.SelfServicePortalResources.PoweredBy :</div>
78         
79         <br />
80         <!--<div>@Resources.SelfServicePortalResources.CantFindSolution</div-->
81         <!--<div>@Resources.SelfServicePortalResources.ContactUs</div-->
82         <div>Service Desk Contact Info:</div>
83     </div>
84     <div class="row side_nav_phone">
85         <span class="icon-Phone icon-pos icon icon-medium"></span>
86         <span class="icon-text icon-text-pos">@System.Web.Configuration.WebConfigurationManager.AppSettings["ITPhone"]</span>
87     </div>
88     <div class="row side_nav_mail">
89         <span class="icon-Mail icon-pos icon icon-medium"></span>
90         <span class="icon-text icon-text-pos">@System.Web.Configuration.WebConfigurationManager.AppSettings["ITEmail"]</span>
91     </div>
92 </div>
93 </div>
94
```

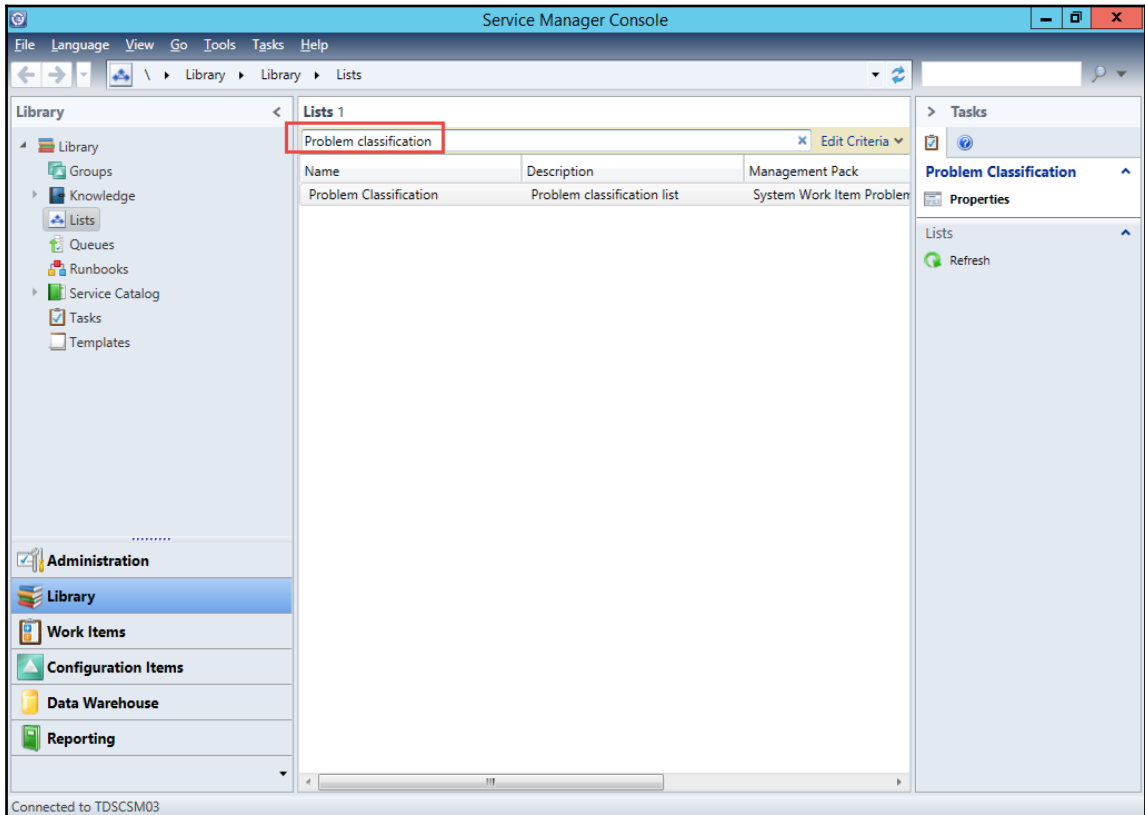
Powered By :



Service Desk Contact Info:

```
2018 }
2019
2020 @class^="icon-"].icon-medium{
2021     font-size: 1.33em;
2022 }
2023
2024 .icon-HeartFillLegacy:before { content: "\EB51"; }
2025 .icon-ChevronRight3Legacy:before {content: "\E013";}
2026 .icon-ChevronDown3Legacy:before { content : "\E015"; }
2027 .icon-OutlineStarLegacy:before{content: "\E1CE";}
2028 .icon-SolidStarLegacy:before{ content: "\E1CF";}
2029 .icon-AllAppsLegacy:before{ content: "\E179"; }
2030 .icon-Home:before{ content: "\E10F"; }
2031 .icon-SearchboxLegacy:before{ content: "\E094"; }
2032 .icon-WhatsThis:before { content: "\EC23"; }
2033 .icon-BackLegacy:before{ content: "\E112"; }
2034 .icon-OutlineStarLegacy:before { content: "\E1CE"; }
2035 .icon-HeartLegacy:before {content: "\E006";}
2036 .icon-HeartFillLegacy:before { content: "\E0A5"; }
2037 .icon-MyCollections:before { content: "\EAB0"; }
2038 .icon-GlobalNavButton:before { content: "\E700"; }
2039 .icon-Articles:before { content : "\EAC1"; }
2040 .icon-Forward:before { content: "\E72A";}
2041 .icon-ChromeClose:before { content: "\E8BB"; }
2042 .icon-Filter:before { content : "\E71C"; }
2043 .icon-FeatureRequest:before { content: "\EBE9"; }
2044 .icon-ActionCenterNotification:before { content : "\E7E7"; }
2045 .icon-ActionCenter:before { content: "\E91C";}
2046 .icon-ContactInfo:before { content: "\E779"; }
2047 .icon-MultiSelectMirrored:before { content : "\EA98"; }
2048 .icon-Dictionary:before { content: "\E82D"; }
2049 .icon-Phone:before { content: "\E717"; }
2050 .icon-Mail:before {content: "\E715"; }
2051 .icon-Contact:before{content: "\E77B"; }
2052 .icon-Settings:before {content: "\E713";}
2053 .icon-PreviewLink:before {content: "\E8A1";}
2054 .icon-Reshare:before {content: "\E8EB";}
2055 .icon-CalendarWeek:before {content: "\E8F5";}
2056
2057 @.icon-MyWatchlist:before {
2058     content: "\EB00";
2059 }
```

# Chapter 7: Working with Incident and Problem Management



**List Properties**

List name:  
Problem Classification

Select a list item to edit:

Document	Move Up
Facilities	Move Down
Hardware	Delete
Client	Add Item
Server	Add Child
Network	

Name:  
Hardware

Description:

Modified date:  
Created date:

OK Cancel

Incident Settings

General

Parent Incident

Priority Calculati...

Resolution Time

Operations Man...

Incoming E-Mail

### Priority Calculation

Specify how the priority should be calculated for an incident, based on the urgency and impact assigned by the operator.

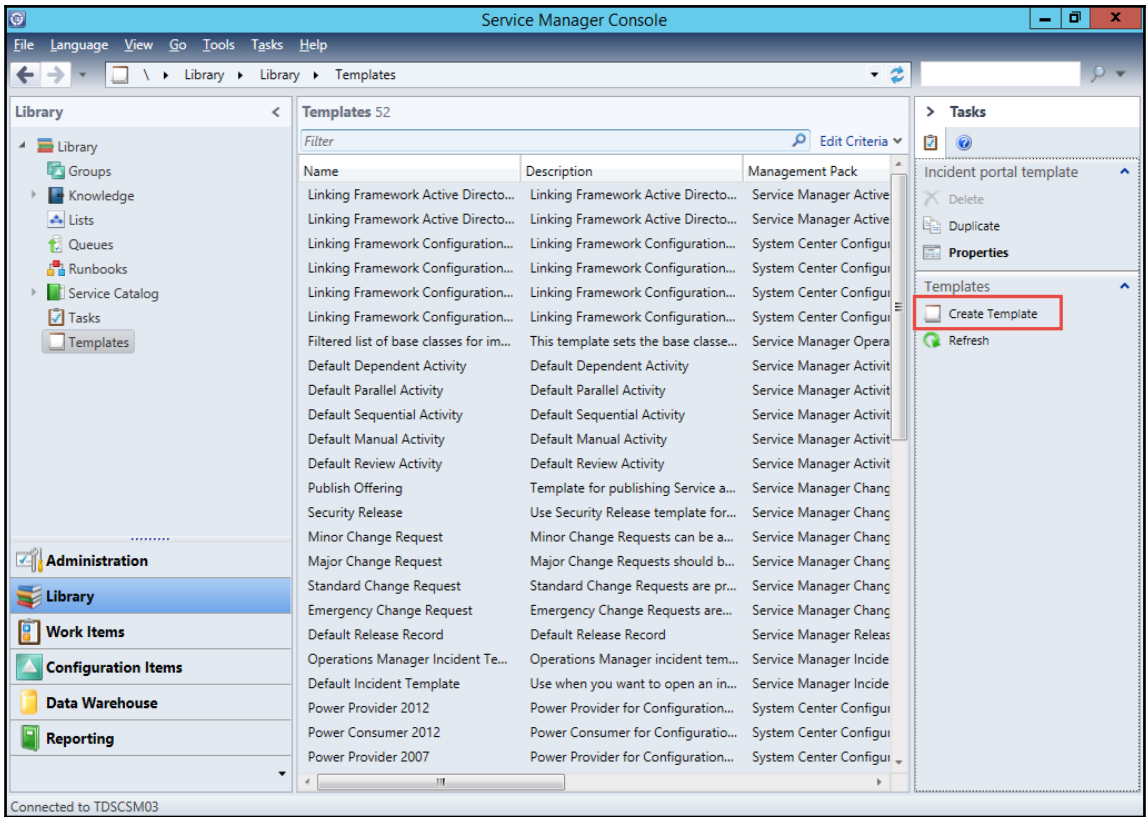
	Impact		
	Low	Medium	High
Low	5	4	3
Medium	4	3	2
High	3	2	1
Critical	2	1	1

### Resolution Time

Specify the time in which an incident must be resolved, based on its priority. For example, use this table to record your OLA or SLA incident resolution time.

OK Cancel





**Create Template**

Enter a name and description for the template

**Name:**  
Local Printer Incident

**Description:**  
Use this template to register any issues related to Local Printers

**Class:**  
Incident Browse...

For example, to create an incident template, select the Incident class.

Select an unsealed management pack where the template will be saved.

**Management pack**  
Packt.Incident.Templates  
Last modified: 10/4/2016 8:12:45 PM New...

When I click OK, open the template form.

OK Cancel

Windows window title: Create E-Mail Notification Subscription

Section: General

Navigation menu:

- Before You Begin
- General
- Additional Criteria
- Template
- Recipient
- Related Recipients
- Summary
- Completion

Notification subscription name: Incident - New Incident Notification

Description (optional): This notification is used to notify the affected user upon creating a new incident.

When to notify: When an object of the selected class is created

Targeted class: Incident [Browse...]

Select an existing unsealed management pack where this subscription will be stored

Management pack: Packt.Incident.Notifications (Last modified: 10/4/2016 8:24:05 PM) [New...]

Buttons: Cancel, < Previous, Next >, Create

### Create a Task

Command Line

Before You Begin

General

Categories (optional)

Command Line

Summary

Completion

Full path to command:  
  
 Example: c:\windows\system32\ping.exe

Parameters (optional):

```
$Context/Path[Relationship='CustomSystem_WorkItem_Library!
System.WorkItemAboutConfigItem' TypeConstraint='CustomMicrosoft_Windows_Library!
Microsoft.Windows.Computer']/Property[Type='CustomMicrosoft_Windows_Library!
Microsoft.Windows.Computer']/PrincipalName$
```

Working directory (optional):

Log in action log when this task is run

Show output when this task is run

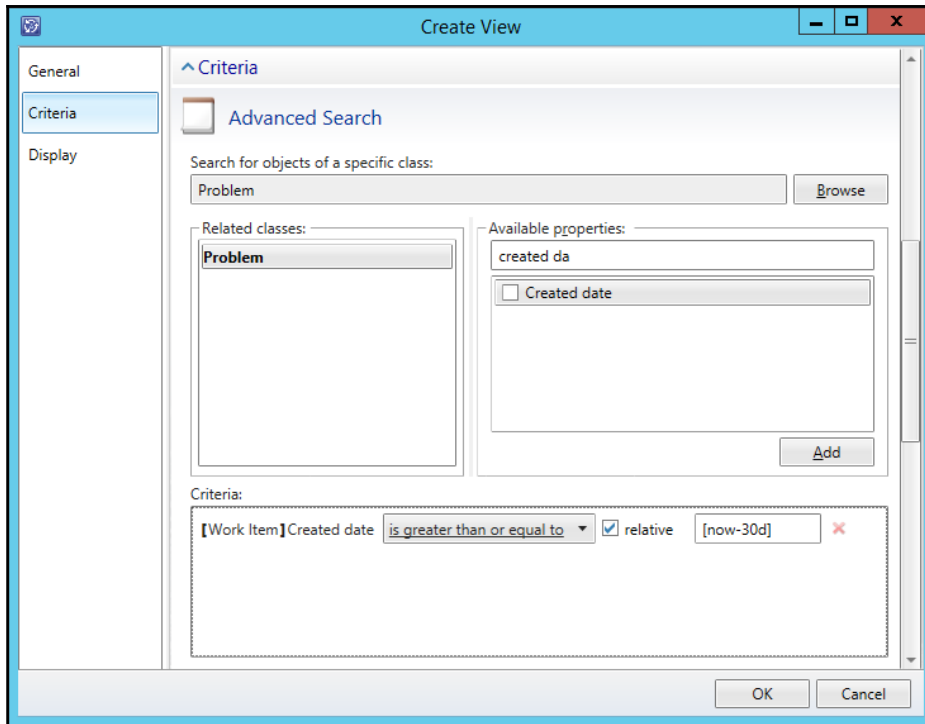
Cancel < Previous Next > Create

### Task Parameters

Please specify the parameters for running the task you've selected.

Parameter	Value
Principal Name	<input type="text"/>

OK Cancel



Incident IR489 - - New

Incident Form Extensions

IR489 Affected user: Created on: 04/10/2016 21:25:14  
New Contact info: Target End Date:  
Parent incident: First response date: 00:00

General Activities Related Items Resolution Service Level History

Incident Information

Affected user:  Alternate contact method:

Title: **Targets the End Users**

Description:

Classification category:  Source:

Impact:  Urgency:  Priority:

Support group:  Assigned to:  Primary owner:

Escalated

Affected Services:

OK Cancel Apply

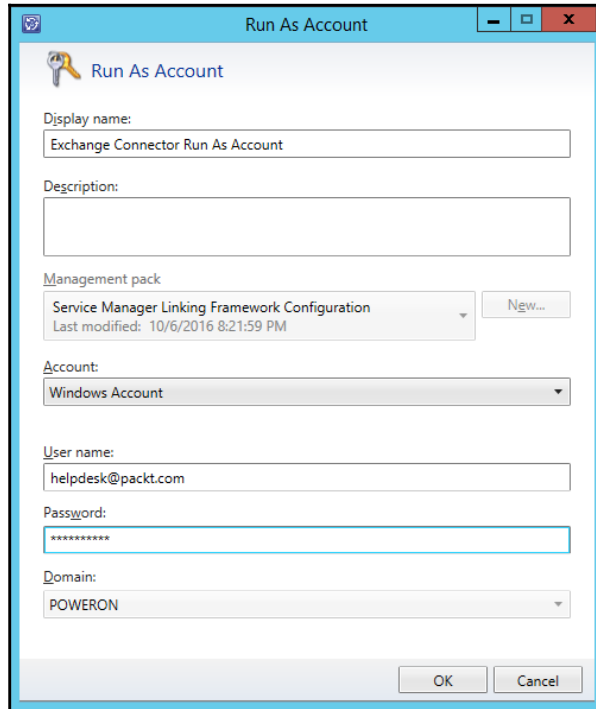
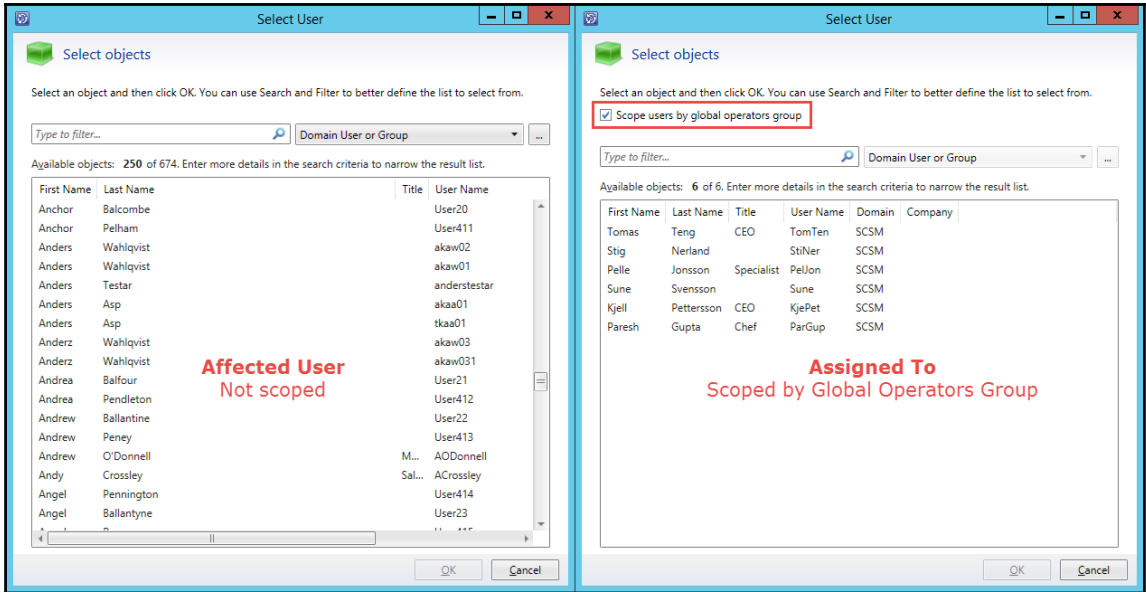
Tasks

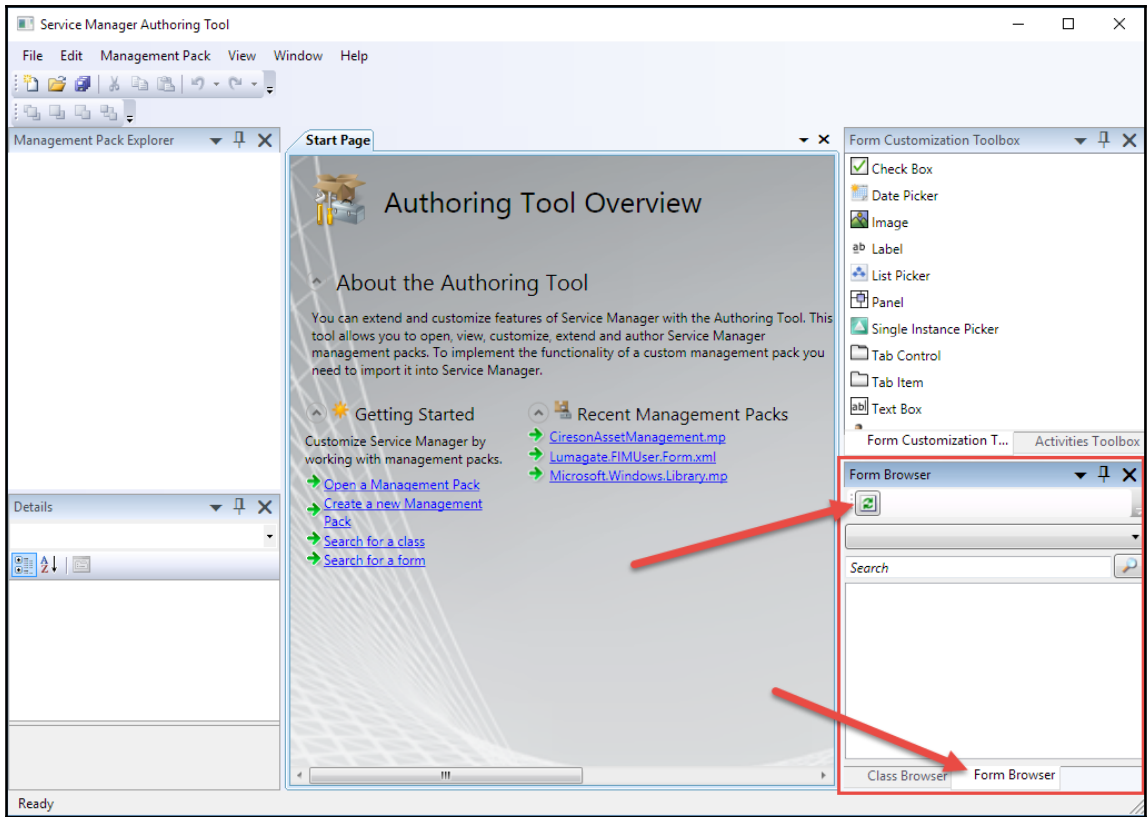
Incident

- Apply Template
- Assign
- Change Incident Status
- Convert or Revert to Parent
- Create Change Request
- Create Problem
- Create Release Record
- Create Service Request
- Escalate or Transfer
- Launch ConfigMgr Remote Control
- Link or Unlink to Parent
- Link Problem
- Link to New Parent Incident
- Nslookup
- Ping Related Computer
- Print
- Remote Desktop
- Request User Input
- Search for Knowledge Articles
- Set First Response or Comment

General

- Refresh







Incident IR495 - Local Printer issue - New

Incident Form Extensions

IR495 **New** Affected user: POWERON\andersm Created on: 05/10/2016 19:49:29  
Contact info: (206) 555-7593 Target End Date:  
Parent incident: First response date: 00:03

General Activities Related Items Resolution Service Level History

### Incident Information

Affected user:  Alternate contact method:

Title:

Description:

Classification category:  Source:

Impact:  Urgency:  Priority:

OK Cancel Apply

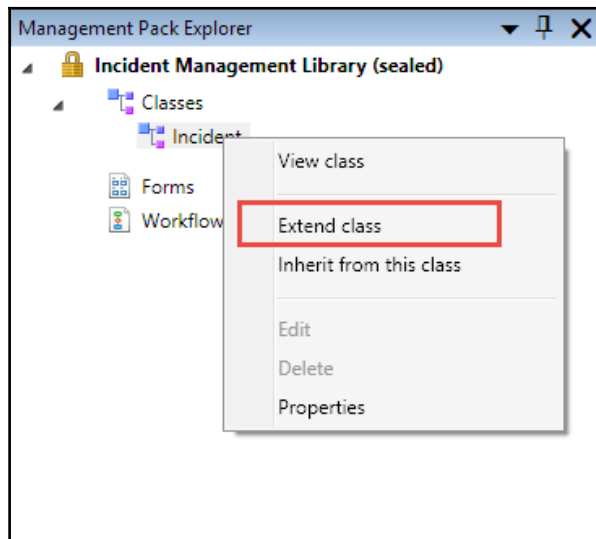
Tasks

Incident

- Apply Template
- Assign
- Change Incident Status
- Convert or Revert to Parent
- Create Change Request
- Create Problem
- Create Release Record
- Create Service Request
- Escalate or Transfer
- Launch ConfigMgr Remote Control
- Link or Unlink to Parent
- Link Problem
- Link to New Parent Incident
- Nslookup
- Ping Related Computer
- Print
- Remote Desktop
- Request User Input
- Search for Knowledge Articles
- Set First Response or Comment

General


- Refresh



Incident IR498 - - New

Incident Form Extensions

Incident

Incident Discovery Date:  

Tasks

- Incident
  - Apply Template
  - Assign ▶
  - Change Incident Status ▶
  - Convert or Revert to Parent
  - Create Change Request
  - Create Problem
  - Create Release Record
  - Create Service Request
  - Escalate or Transfer
  - Launch ConfigMgr Remote Control
  - Link or Unlink to Parent ▶
  - Link Problem
  - Link to New Parent Incident
  - Nslookup
  - Ping Related Computer
  - Print
  - Remote Desktop
  - Request User Input
  - Search for Knowledge Articles
  - Set First Response or Comment
- General
  - Refresh

OK Cancel Apply

**Advanced Search**

Search for objects of a specific class:  
Incident (typical) Browse

**Related classes:**

- Incident
  - Affected User**
  - Assigned To User

**Available properties:**

<Search>

- Company
- Country
- Department
- Display name
- Distinguished Name
- Domain

Add

**Criteria:**

**[Work Item]Description** contains intranet ×

AND **Affected User [User]Department** equals Marketing ×

Search Cancel

Advanced Search

Advanced Search

Search for objects of a specific class:

Incident (advanced) Browse

Related classes:

- About Configuration Item [Service
- Affected User
- Assigned To User
- Closed By User
- Contains Activity
- Created By User
- Has Analyst Comment**

Available properties:

<Search>

- Comment
- Display name
- Entered by
- Entered date
- ID
- ...

Add

Criteria:

Has Analyst Comment [Work Item Comments Log]Comment contains

Search Cancel

# Chapter 8: Designing and Configuring Change Management and Release Management

The screenshot shows a Windows-style dialog box titled "Change Request Service Pack". The main heading is "Create Template". Below this, there is a prompt: "Enter a name and description for the template".

The "Name:" field contains the text "Change Request Service Pack Installation Template".

The "Description:" field contains the text "This template can be used for Change Requests regarding deployment of Service Packs."

The "Class:" field is a dropdown menu showing "Change Request", with a "Browse..." button to its right.

Below the class field, there is a note: "For example, to create an incident template, select the Incident class."

The "Management pack" section has a dropdown menu showing "Custom.ChangeManagement.Library" and "Last modified: 10/30/2016 11:36:32 AM", with a "New..." button to its right.

At the bottom left, there is a checked checkbox with the text "When I click OK, open the template form."

At the bottom right, there are "OK" and "Cancel" buttons.

Change Request Template: Change Request Service Pack Installation Template

Change Request Form Extensions



### Change Request Information

Title:  
Change Request: Installation of Service Pack

Description:  
This change request ....

Reason:  
Updating and patching of ...

Created By:  Alternate contact method:

Area:  Assigned To:   











Priority:  Impact:  Risk:

Config Items To Change


ID	Type	Name ^	Status	Last Modified	Add
<input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Apply"/>					

Tasks

**Change Request**



-  Cancel
-  Close
-  Create Change Request
-  Create Release Record
-  Open Activity In Progress
-  Print
-  Put On Hold
-  Resume
-  Return to Activity
-  Search for Knowledge Articles

General

-  Refresh

Change Request Template: Change Request Service Pack Installation Template

Change Request Form Extensions

Scheduled start date:   Scheduled end date:  

Implementation Plan:

The update of the CIs with the service pack will be done in 3 steps. First the service pack will be installed on servers in the Test environment. After the installation of the service pack is done and the tests are done the service pack will be installed on the Pre-Production environment. After this passed all tests the service pack will be deployed in the Production environment. ....

Risk Assessment Plan:

The risk of the deployment of the service packs is reduced due a installation and testing phase in 3 different environments. ...

Test Plan:

After each deployment of the service pack is done in the Test, Pre-Production and Production environment some tests will be done ....

Back out Plan:

Before the installation of the service pack is started on the servers a snapshot of the virtual machine will be created. If there are coming up problems on the servers after installation of the service pack the snapshot can be restored. ...

OK Cancel Apply

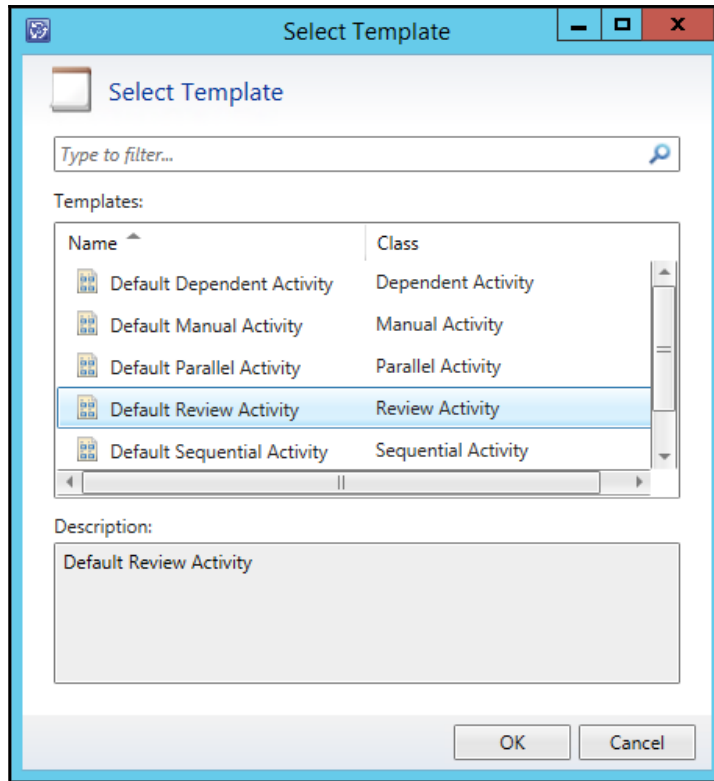
Tasks

Change Request

- Cancel
- Close
- Create Change Request
- Create Release Record
- Open Activity In Progress
- Print
- Put On Hold
- Resume
- Return to Activity
- Search for Knowledge Articles

General

- Refresh





Activity type: Review Activity      Created on:

Parent Work Item:

General

### Review Activity

Title:

Description:

Stage:  
  Line Manager Should Review

Approval Condition:       Approval Threshold (%):

Reviewers:

Reviewer	Has Veto	Must Vote	Voted By	Decision

> Tasks

- Review Activity
- Create Change Request
- Create Release Record
- Print
- Search for Knowledge Articles

General

- Refresh

Reviewer

Has veto

Must Vote

Activity type: Review Activity      Created on:
Parent Work Item:

**General**

### Review Activity

Title:

Description:

Stage:  
  Line Manager Should Review

Approval Condition:       Approval Threshold (%):  (2 of 3)

Noted By	Decision
Unanimous	
POWERON\davids    False    False	Not Yet...
POWERON\michael    False    False	Not Yet...
POWERON\larsh    False    False	Not Yet...

**Tasks**

**Review Activity**

- Create Change Request
- Create Release Record
- Print
- Search for Knowledge Articles

**General**

- Refresh

Change Request Template: Change Request Service Pack Installation Template

Change Request Form Extensions

510 Category: Created date:  
New Template ID:

General Planning **Activities** Results Related Items History Template

Activities

START

RA511: Review Activi...

END

Details

**RA511:**  
Review Activity: Approval of Service Pack Installation  
Status: Description:  
Activity Implementer: This review activity is the approval of the installation of a service pack.  
Scheduled Start Date:  
Scheduled End Date:

OK Cancel Apply

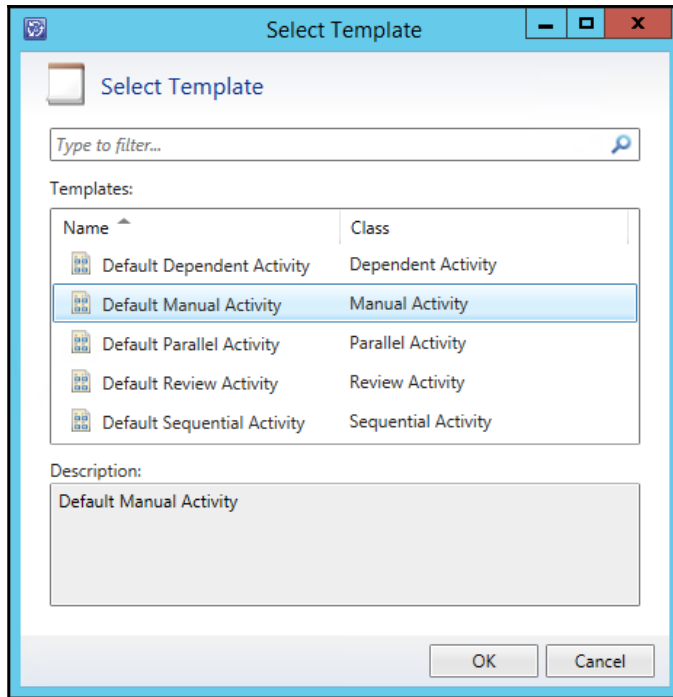
Tasks

Change Request

- Cancel
- Close
- Create Change Request
- Create Release Record
- Open Activity In Progress
- Print
- Put On Hold
- Resume
- Return to Activity
- Search for Knowledge Articles

General

- Refresh



Manual Activity Form    Extensions

Activity type: Manual Activity    Created on:



Parent Work Item:

General



### Manual Activity

Title:  
Manual Activity: Download the latest Service Pack of ...

Description:  
Download the latest Service Pack of ...

Activity Implementer:    Area:

Priority:  Stage:

Scheduled start date:   Scheduled end date:  

Impacted Configuration Items:

Type	ID	Name	Status	Owner	Open
------	----	------	--------	-------	------

OK    Cancel    Apply

Tasks

Manual Activity

- Create Change Request
- Create Release Record
- Mark as Completed
- Mark as Failed
- Print
- Search for Knowledge Articles

General

- Refresh

Change Request Template: Change Request Service Pack Installation Template

Change Request Form Extensions

510 Category: Created date:  
New Template ID:

General Planning **Activities** Results Related Items History Template

Activities

```

graph TD
    START((START)) --> RA511[RA511: Review Activi...]
    RA511 --> MA514[MA514: Manual Activ...]
    MA514 --> END((END))
  
```

Details

**RA511:**  
Review Activity: Approval of Service Pack Installation  
Status: Description: This review activity is the approval of the installation of a service pack.  
Activity Implementer:  
Scheduled Start Date:  
Scheduled End Date:

OK Cancel Apply

Tasks

Change Request

- Cancel
- Close
- Create Change Request
- Create Release Record
- Open Activity In Progress
- Print
- Put On Hold
- Resume
- Return to Activity
- Search for Knowledge Articles

General

Refresh

Select Template

Select Template

Type to filter...

Templates:

Name	Class
Default Dependent Activity	Dependent Activity
Default Manual Activity	Manual Activity
Default Parallel Activity	Parallel Activity
Default Review Activity	Review Activity
Default Sequential Activity	Sequential Activity

Description:  
Default Dependent Activity

OK Cancel

DA516Parent Work Item:      Created on:  
Created by:

General   Scheduling   Related Items   History   Template

### Activity General Information

Title:

Description:

Area:       Stage:       Linked To:

Owner:       Assigned To:

Documentation:

Notes:

> Tasks

**Dependent Activity** ^

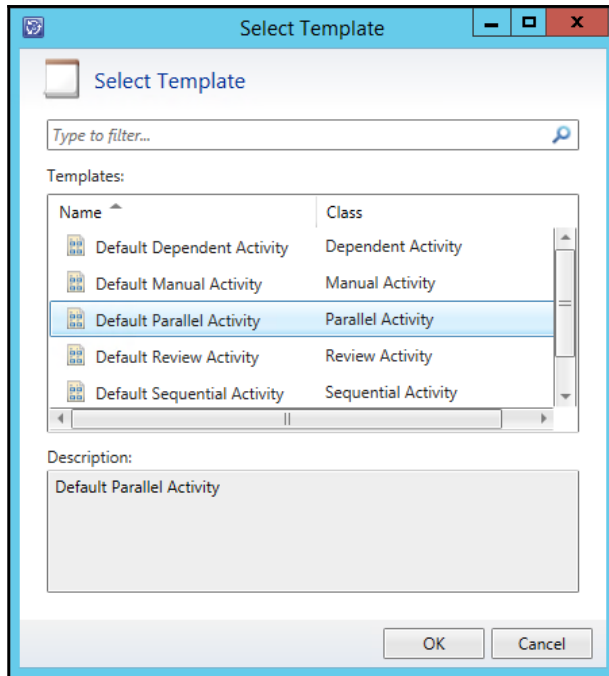
- Create Change Request
- Create Release Record
- Print
- Search for Knowledge Articles

General ^

- Refresh







PA519 Parent Work Item: Created on: Created by:

General Scheduling Activities Related Items History Template

### Activity General Information

Title:  
Parallel Activity: Installation of Service Pack in Test Environment

Description:  
This container of parallel activities contains all activities that can be done at the same time. No sequential order is needed.

Area:  Stage:

Owner:  Assigned To:

Documentation:  
.....

Notes:

OK Cancel Apply

Tasks

Parallel Activity

- Create Change Request
- Create Release Record
- Print
- Search for Knowledge Articles

General

- Refresh

PA519 Parent Work Item: Created on: Created by:

General Scheduling Activities Related Items History Template

Activities

START

- MA521: Install Service Pack on x86 Clients in Test Environment
- MA523: Install Service Pack on x64 Clients in Test Environment
- MA525: Install Service Pack on Server1 in Test Environment

END

Details

**MA525:**  
Install Service Pack on Server1 in Test Environment  
Status: Description:  
Activity Implementer:  
Scheduled Start Date:  
Scheduled End Date:

OK Cancel Apply

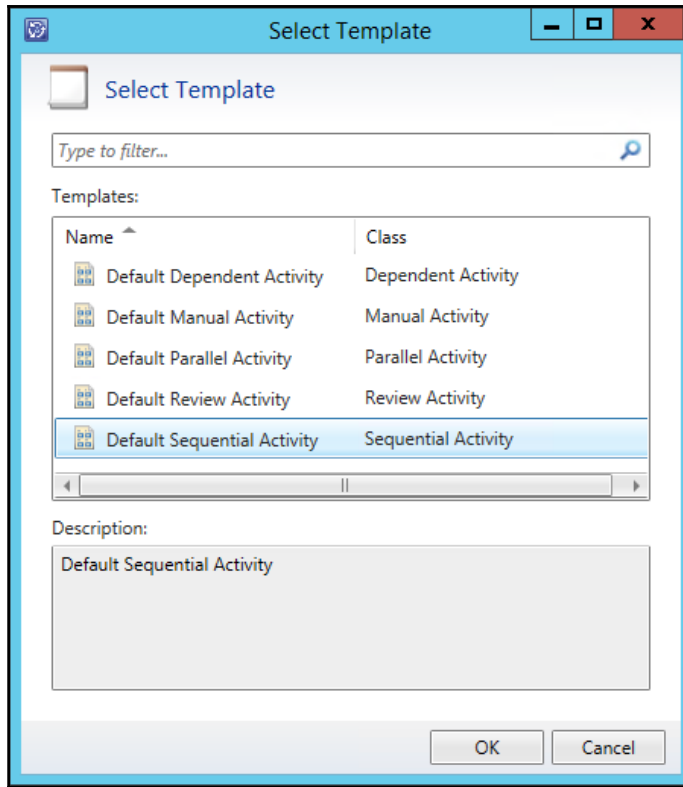
Tasks

Parallel Activity

- Create Change Request
- Create Release Record
- Print
- Search for Knowledge

General

Refresh



SA529Parent Work Item: Created on:  
Created by:

General | Scheduling | Activities | Related Items | History | Template

### Activity General Information

Title:

Description:

Area:  Stage:

Owner:  Assigned To:

Documentation:

Notes:

> **Tasks**

**Sequential Activity**

- Create Change Request
- Create Release Record
- Print
- Search for Knowledge Articles

**General**

- Refresh

PA519 Parent Work Item: Created on: Created by:

General Scheduling Activities Related Items History Template

Activities

START

- MA521: Install Service Pack on x86 Clients in Test Environment
- MA523: Install Service Pack on x64 Clients in Test Environment
- MA525: Install Service Pack on Server1 in Test Environment
- SA529: Sequential Activity: Installation of Se (2) ^
  - MA531: Install Service Pack on Server 2 in Test Environment
  - MA533: Install Service Pack on Server 3 in Test Environment

END

^ Details

Select an activity to view its details

OK Cancel Apply

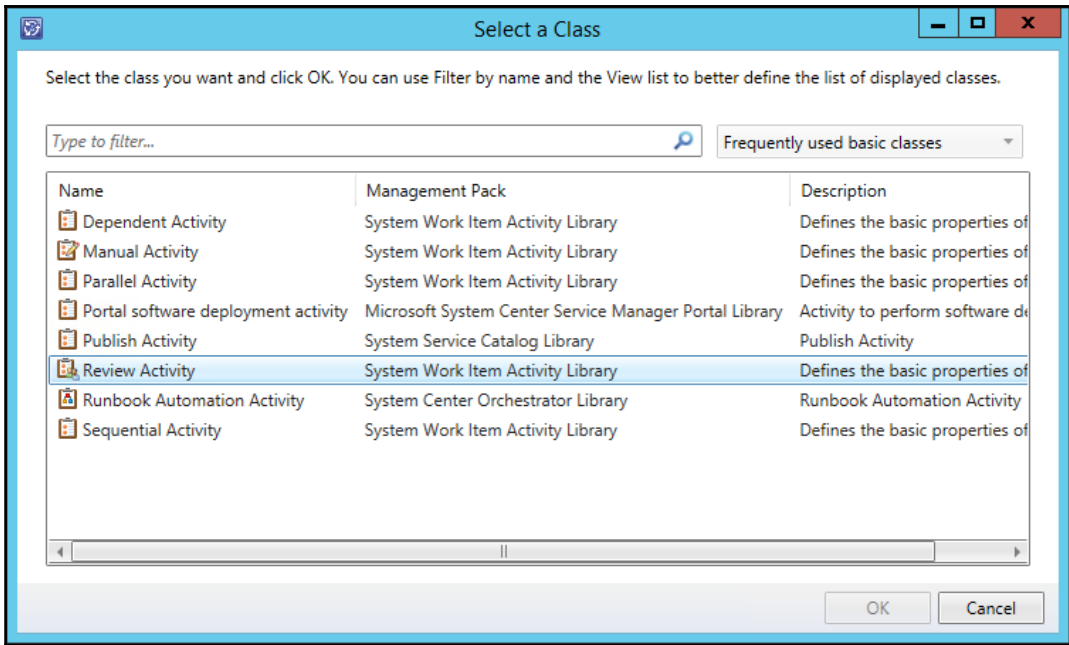
Tasks

Parallel Activity

- Create Change Request
- Create Release Record
- Print
- Search for Knowledge Articles

General

- Refresh



Configure workflows for objects of class Review Activity

## Workflow Information

**Before You Begin**

- Workflow Information**
- Specify Criteria
- Apply Template
- Select People to Notify
- Summary
- Completion

Provide a name and description to indicate what the workflow is intended to do. Then, specify when Service Manager should check for the events that trigger this workflow.

Name:

Description (optional):

Check for events:

Select an existing unsealed management pack where this workflow will be stored.

Management pack:  
   
Last modified: 10/30/2016 12:37:00 PM

Enabled



Configure workflows for objects of class Review Activity

### Specify Criteria

Before You Begin

Workflow Information

**Specify Criteria**

Apply Template

Select People to Notify

Summary

Completion

First, add the criteria for events in objects of class Review Activity that will trigger the workflow. Then, select criteria and specify the threshold for each one.

Changed from Changed to

Related classes:

- Review Activity

Available properties:

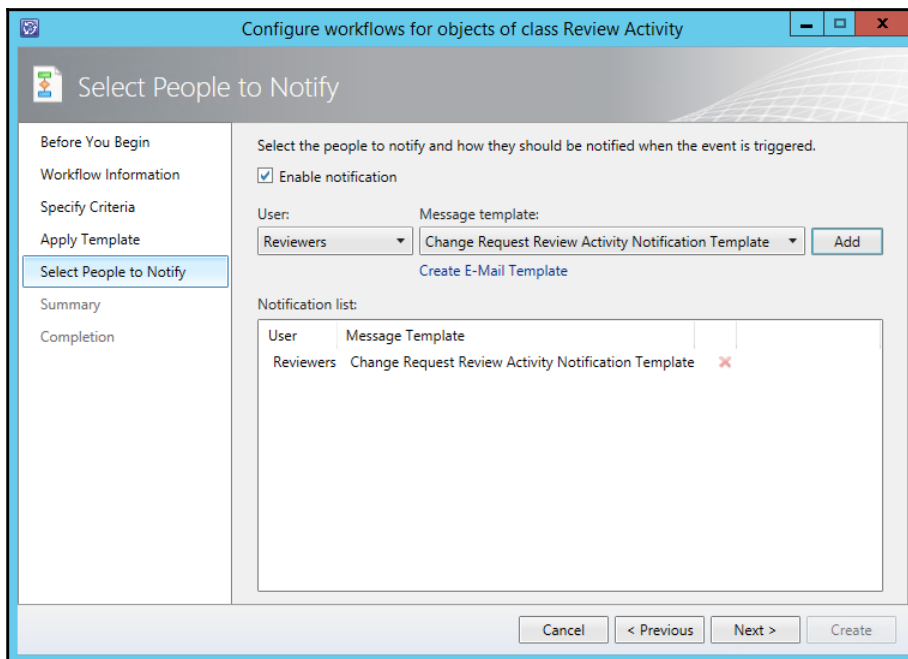
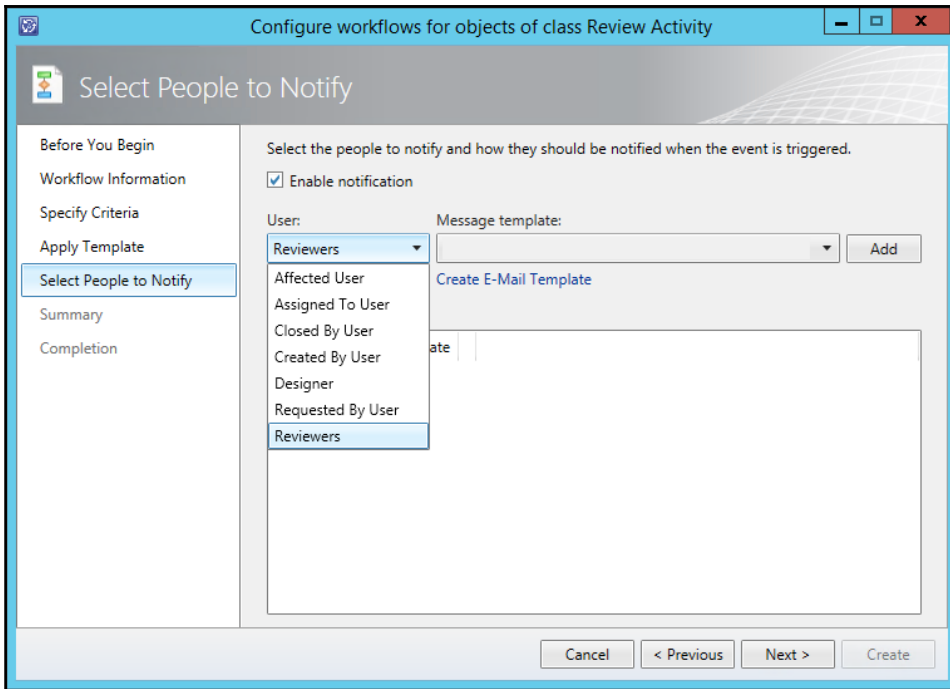
- stat
- Status

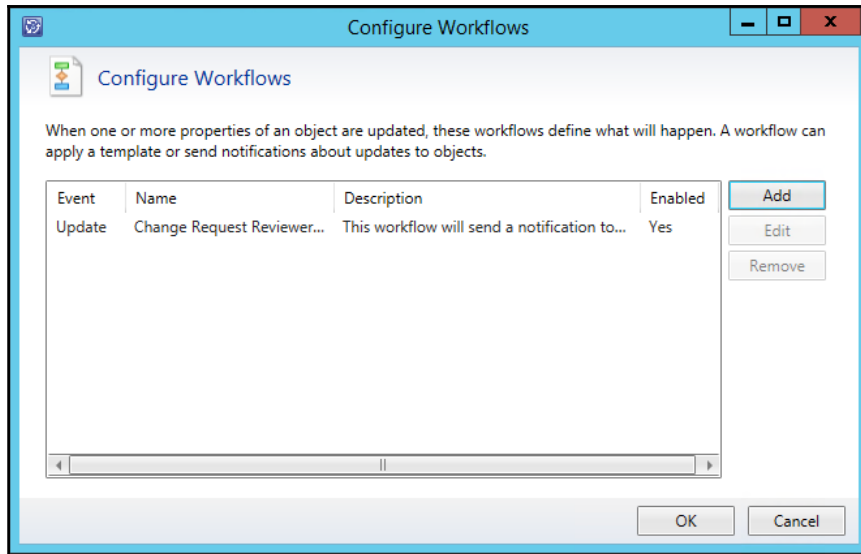
Add

Criteria:

[Activity]Status equals In Progress

Cancel < Previous Next > Create





Environment Properties

General Related Items History

Object

Display Name:  
Pre-Production Environment

Configuration Item

Asset Status:  
Deployed

Notes:

Environment

Title:  
Pre-Production Environment

Description:  
This is an environment to test changes in IT infrastructure in a pre-prduction environment.

Notes:

Category:  
Pre Production

Tasks

- Environment
- Create Related Change Request
- Create Related Incident
- Create Related Service Request
- Print
- Search for Knowledge Articles

General

- Refresh

OK Cancel Apply

Build Properties

General Related Items History

Object

Display Name:  
Service Pack 1 - Client x86

Configuration Item

Asset Status: Undefined

Notes:

Build

Title: Service Pack 1 - Client x86

Version: 7.8.9.0

Description: Service Pack 1 for x86 clients

Source Path: http://.../downloads/1234567.aspx

Repository:

Instructions:

Category:

Tasks

Build

- Create Related Change Request
- Create Related Incident
- Create Related Service Request
- Print
- Search for Knowledge Articles

General

- Refresh

OK Cancel Apply

**Create Template**

Enter a name and description for the template

Name:  
Release Record Service Pack Installation Template

Description:

Class:  
Release Record Browse...

For example, to create an incident template, select the Incident class.

Select an unsealed management pack where the template will be saved.

Management pack:  
Custom.ReleaseManagement.Library  
Last modified: 10/30/2016 1:03:17 PM New...

When I click OK, open the template form.

OK Cancel

Release Record Template: Release Record Service Pack Installation Template

553

Current Stage: Parent Work Item: Created date: Created By:



Documentation Related Items Results History Template

General Release Package Scheduling Activities

### Release Record Information

Title:  
Release Record: Installation of Service Pack

Description:  
This release record is ...

Type: Planned Category: Fix Assigned To:   

Updated On:

Impact: Standard Risk: Medium Priority: Medium

OK Cancel Apply

Tasks

**Release Record**

- Cancel
- Close
- Convert to or Revert from Parent
- Create Change Request
- Create Release Record
- Link to or Unlink from Existing Par
- Print
- Put On Hold
- Return To Editing
- Run
- Search for Knowledge Articles

General

- Refresh





Release Record Template: Release Record Service Pack Installation Template

537

Current Stage: Parent Work Item: Created date: Created By:

General Release Package Scheduling Activities Documentation Related Items Results History Template

Documentation:

The release of a service pack ...

OK Cancel Apply

Tasks

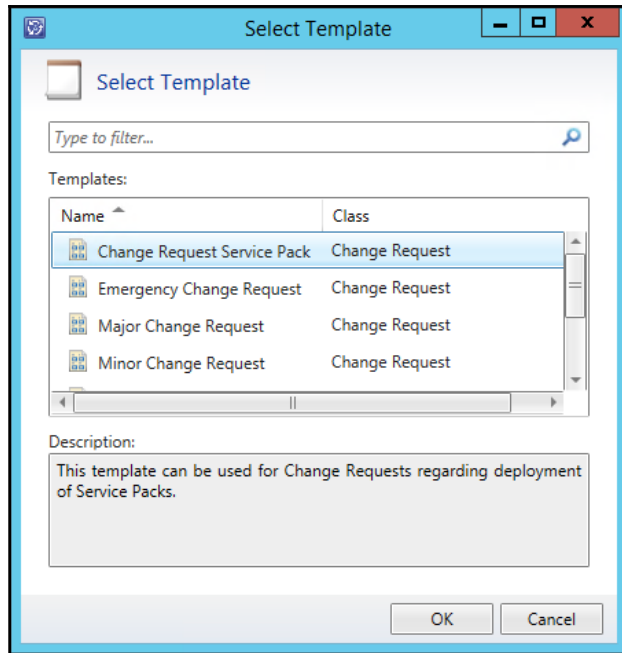
Release Record

- Cancel
- Close
- Convert to or Revert from Parent
- Create Change Request
- Create Release Record
- Link to or Unlink from Existing Par
- Print
- Put On Hold
- Return To Editing
- Run
- Search for Knowledge Articles

General

- Refresh





CR539: Change Request: Installation of Service Pack

Change Request Form Extensions

### Change Request Information

Title:  
Change Request: Installation of Service Pack

Description:  
This change request ...

Reason:  
Updating and patching of ...

Created By: POWERON.Andreas.Baumgarten (An) Alternate contact method:

Area: Software Assigned To:

Priority: Medium Impact: Standard Risk: Medium

Config Items To Change

ID	Type	Name ^	Status	Last Modified	
	Windows...	Client1	Active	10/30/2016 1:...	Add
					Remove

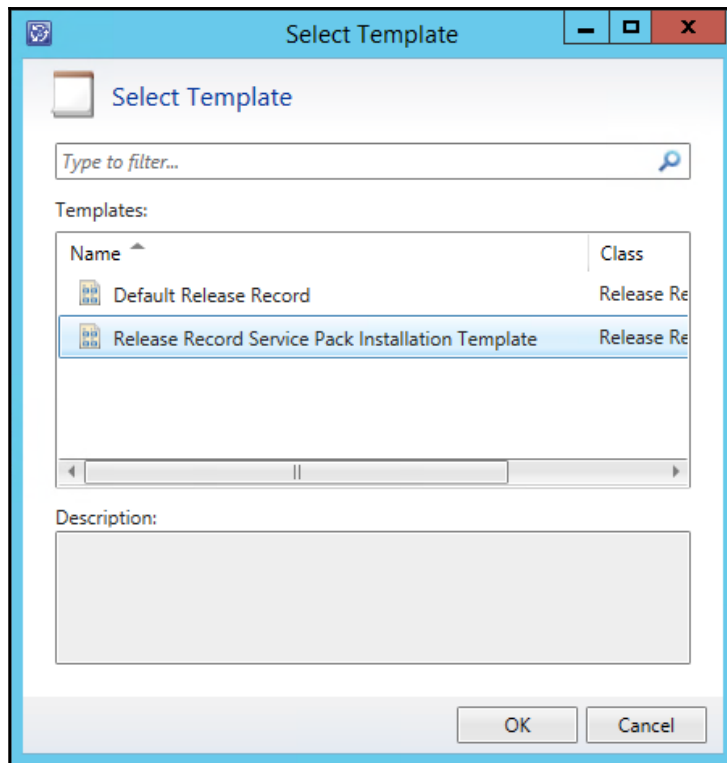
OK Cancel Apply

**Tasks**

- Change Request
- Cancel
- Close
- Create Change Request
- Create Release Record
- Open Activity In Progress
- Print
- Put On Hold
- Resume
- Return to Activity
- Search for Knowledge Articles

**General**

- Refresh



RR555: Release Record: Installation of Service Pack

RR555  
New

Current Stage: Parent Work Item: Created date: 10/30/2016 1:30 PM  
Created By: POWERON.Andreas.Baumgarten

General | Release Package | Scheduling | Activities | Documentation | Related Items | Results | History

### Release Package

Configuration Items to Modify

Name	Type	Status	Last Modified
Client1	Windows Computer	Active	10/30/2016 1:20:35 PM
Client2	Windows Computer	Active	10/30/2016 1:20:55 PM
Server1	Windows Computer	Active	10/30/2016 1:21:16 PM
Server2	Windows Computer	Active	10/30/2016 1:21:36 PM
Server3	Windows Computer	Active	10/30/2016 1:21:55 PM

Affected Services

Name	Type	Status	Last Modified
------	------	--------	---------------

Tasks

- Cancel
- Close
- Convert to or Revert from Parent
- Create Change Request
- Create Release Record
- Link to or Unlink from Existing Par
- Print
- Put On Hold
- Return To Editing
- Run
- Search for Knowledge Articles

General

- Refresh

OK Cancel Apply

RR555: Release Record: Installation of Service Pack

RR555  
New

Current Stage: Parent Work Item: Created date: 10/30/2016 1:30 PM  
Created By: POWERON.Andreas.Baumgarten

General Release Package Scheduling Activities Documentation Related Items Results History

Required by:  
04/11/2016 00:00:00

Scheduled start time: 01/11/2016 00:00:00  
Scheduled end time: 03/11/2016 00:00:00  
Scheduled duration: 2 Days 0 Hours 0 Minutes

Actual start time:  
Actual end time:  
Actual duration:

Downtime

Causes Downtime

Scheduled start time: 02/11/2016 00:00:00  
Scheduled end time: 03/11/2016 00:00:00  
Scheduled duration: 1 Days 0 Hours 0 Minutes

Actual start time:  
Actual end time:  
Actual duration:

Work

Planned: 3  
Actual: 0

Cost

OK Cancel Apply

Tasks

Release Record

- Cancel
- Close
- Convert to or Revert from Parent
- Create Change Request
- Create Release Record
- Link to or Unlink from Existing Par
- Print
- Put On Hold
- Return To Editing
- Run
- Search for Knowledge Articles

General

- Refresh

RR555: Release Record: Installation of Service Pack

RR555  
Editing

Current Stage: Parent Work Item: Created date: 10/30/2016 1:30 PM  
Created By: POWERON.Andreas.Baumgarten

General Release Package Scheduling Activities Documentation Related Items Results History

Activities

START

DA556: Change Requ...

PA558: Install Service Pack (3)

MA563: Install Servic... MA560: Install Servic... SA566: Install Service Pack on Servers (3)

MA568: Install Servic... MA570: Install Servic... MA572: Install Servic...

END

OK Cancel Apply

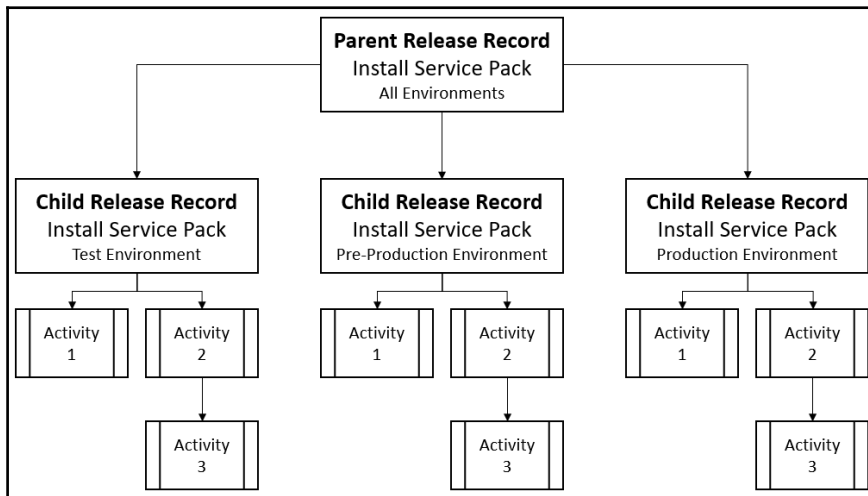
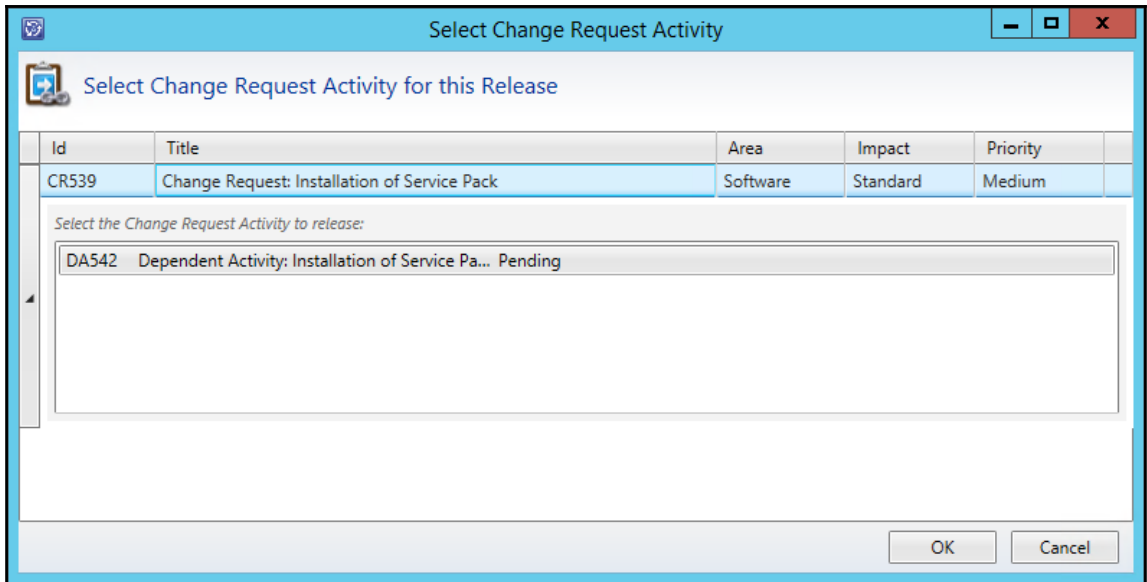
Tasks

RR555: Release Record: I... ^

- Reports ^
- Cancel
- Close
- Convert to or Revert from Parent
- Create Change Request
- Create Release Record
- Link to or Unlink from Existing Par
- Print
- Put On Hold
- Return To Editing
- Run
- Search for Knowledge Articles

General

- Refresh



```
Windows PowerShell ISE
File Edit View Tools Debug Add-ons Help
Set-DescriptionActivities.ps1 X
1  cls
2
3  # Import SMlets module
4  Import-Module SMlets
5
6  #----- Variables -----
7
8  # ID of the Service Request
9  $sid = "CR575"
10
11 # Name of the SCSM Management Server
12 $smDefaultComputer = "TDSCSM03"
13
14 #-----
15
16 # Definition of function to find all related activities
17
18 function Add-ActivityDescriptionRecursive($activity, $description)
19 {
20     # Set internal activity id
21     $activityId = $activity.DisplayName
22     # Get activity object
23     $activity = Get-SCSMObject -Class $activityClass -Filter "Displayname -like $activityId*"
24     # Call function "Add-ActivityDescription" to write description of activity
25     Add-ActivityDescription -activity $activity -description $description
26     # Get related child activities
27     $workItemContainsActivityRelationship = Get-SCSMRelationshipClass -Name System.WorkItemContainsActivity
28     # Get related activity objects
29     $recursiveActivities = Get-SCSMRelatedObject -SMObject $activity -Relationship $workItemContainsActivityRelationship
30     # For each related activity found
31     foreach($obj in $recursiveActivities)
32     {
33         # Call function "Add-ActivityDescription" to write description of activity
34         Add-ActivityDescriptionRecursive -activity $obj -description $description
35     }
36 }
37 # Definition of function
38 function Add-ActivityDescription($activity, $description)
39 {
40     # Exists a description in the Activity?
41     if ($activity.Description)
42     {
43         # Build PropertyHash if Activity Description is not empty
44         $newDescription = $activity.Description + [Environment]::NewLine + "-----" + [Environment]::NewLine + $description
45         $propertyHash = @{Description = $newDescription}
46     }
47     else

```

PS C:\Users\andreas.baumgarten\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\System Tools>

Completed Ln 71 Col 35 100%



MA577: Manual Activity: Download the latest Service Pack of ...

Manual Activity Form    Extensions

**MA577**    Activity type: Manual Activity    Created on: 10/30/2016 2:53 PM  
**In Progress**    Parent Work Item: [CR575: Change R...](#)

General    History

### Manual Activity

Title:  
Manual Activity: Download the latest Service Pack of ...

Description:  
Download the latest Service Pack of ...  
-----  
This change request ....

Activity Implementer:     Area:

Priority:     Stage:

Scheduled start date:     Scheduled end date:

Impacted Configuration Items:

Type	ID	Name	Status	Owner	Open

OK    Cancel    Apply

**Tasks**

**MA577**

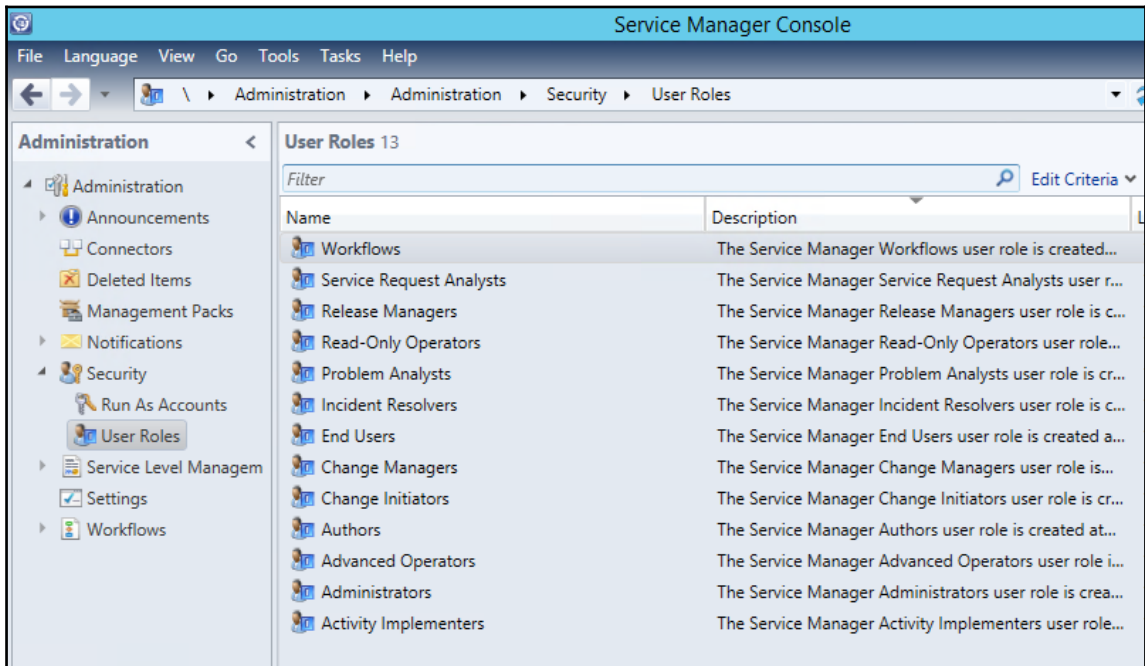
- Reports ▾
- Create Change Request
- Create Release Record
- Mark as Completed
- Mark as Failed
- Print
- Search for Knowledge Articles

**General**

- Refresh

```
Windows PowerShell ISE
File Edit View Tools Debug Add-ons Help
Set-DescriptionActivities.ps1 X
1  cls
2
3  # Import SMlets module
4  Import-Module SMlets
5
6  #----- Variables -----
7
8  # ID of the Service Request
9  $Sid = "SR453"
10
11 # Name of the SCSM Management Server
12 $smDefaultComputer = "TDSCSM03"
13
14 #-----
15
16 # Definition of function to find all related activities
17
18 function Add-ActivityDescriptionRecursive($activity, $description)
19 {
20     ...
21 }
22
23 # Definition of function
24 function Add-ActivityDescription($activity, $description)
25 {
26     ...
27 }
28
29 # Get Activity and Service Request classes
30 $parentClass = Get-SCSMClass -Name System.WorkItem.ServiceRequests
31 $activityClass = Get-SCSMClass -Name System.WorkItem.Activity
32
33 # Get relationship between Service Request and all related Activities
34 $workItemContainsActivityRelationship = Get-SCSMRelationshipClass -Name System.WorkItem.ContainsActivity
35
36 # Get configured Service Request and its description
37 $parentRequest = Get-SCSMObject -Class $parentClass -Filter "Id = $Sid"
38 $description = $parentRequest.Description
39
40 # Get all related Activities of Service Request
41 $activities = Get-SCSMRelatedObject -SMObject $parentRequest -Relationship $workItemContainsActivityRelationship
42
43 # For each related Activity
44 foreach ($activity in $activities)
45 {
46     # Call function "Add-ActivityDescription" to write description of activity
47     Add-ActivityDescriptionRecursive -activity $activity -description $description
48 }
49
50
51
52
53
54
55
56
57
58
59
60
61
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72
73
74
75
76
77
Completed | Ln 9 Col 13 | 100%
```

# Chapter 9: Implementing Security Roles



Service Manager Console

File Language View Go Tools Tasks Help

Administration Administration Administration Security User Roles

Administration

- Administration
  - Announcements
  - Connectors
  - Deleted Items
  - Management Packs
  - Notifications
  - Security
    - Run As Accounts
    - User Roles
  - Service Level Management
  - Settings
  - Workflows
- Administration
- Library
- Work Items
- Configuration Items
- Data Warehouse
- Reporting

User Roles 14

Name	Description
Workflows	The Service Manager Workflows user role is created...
Service Request Analysts	The Service Manager Service Request Analysts user r...
Release Managers	The Service Manager Release Managers user role is c...
Read-Only Operators	The Service Manager Read-Only Operators user role...
Problem Analysts	The Service Manager Problem Analysts user role is cr...
Incident Resolvers	The Service Manager Incident Resolvers user role is c...
End Users	The Service Manager End Users user role is created a...

Tasks

- End Users
- Delete
- Properties
- User Roles
  - Create User Role
  - Refresh
- Administration

Edit User Role

General

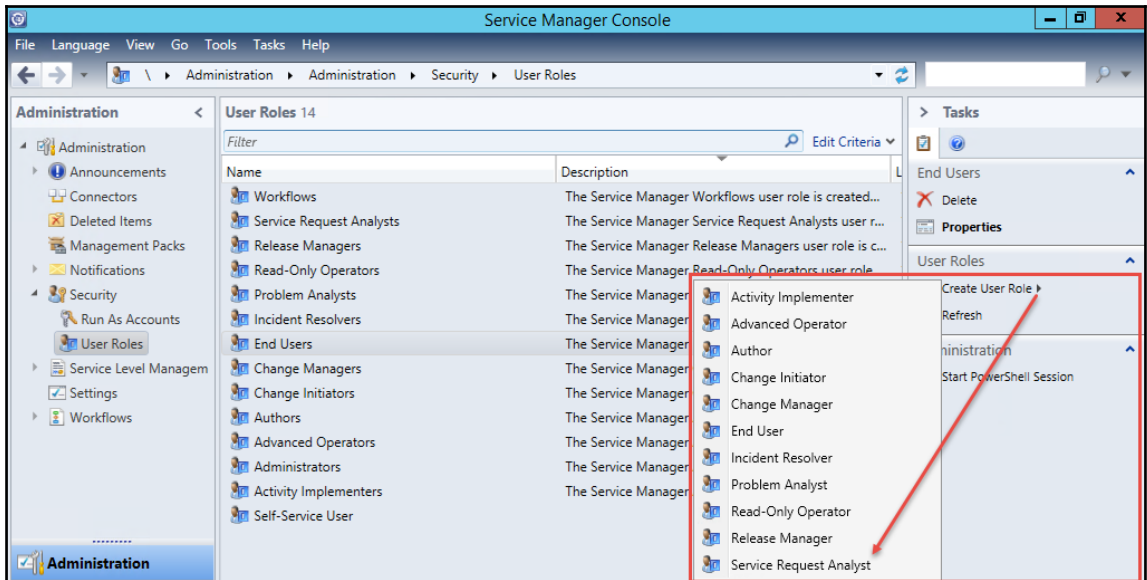
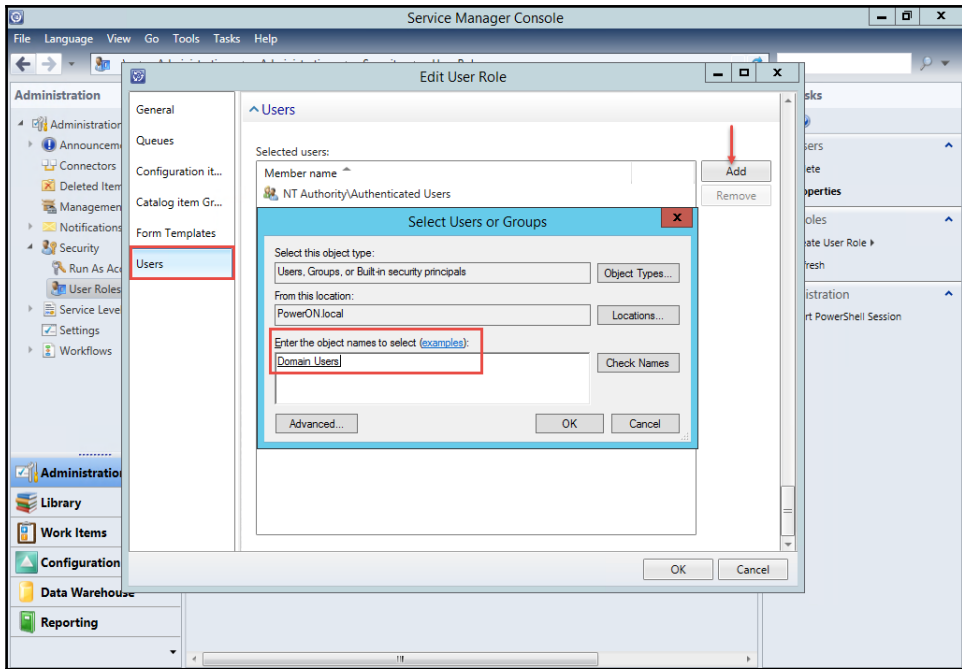
Enter a name and description for the user role

End User

End Users can use the self-service portal to create incidents, request software installation, view announcements, and search the knowledge base.

Name: End Users

Description (optional): The Service Manager End Users user role is created at setup time, is globally scoped and cannot be deleted.



Windows window titled "Create User Role" with standard minimize, maximize, and close buttons.

**Queues**

**Before You Begin**

- General
- Management Packs
- Queues**
- Configuration item Groups
- Catalog item Groups
- Tasks
- Views
- Form Templates
- Users
- Summary
- Completion

**Select the queues to which the user role has access**

Selecting queues limits access to work items. Select the queues that you want to be available to the users in this user role. Work items in queues that are not selected will not be visible to users in this role.

All work items can be accessed

Provide access to only the selected queues

Name	Management Packs
<input checked="" type="checkbox"/> Custom SR - Service Desk	Packt Service Request Library
<input type="checkbox"/> Custom SR - Desktop	Packt Service Request Library

Select All

Buttons: Cancel, < Previous, Next >, Create

**Create User Role**

**Tasks**

Before You Begin

General

Management Packs

Queues

Configuration item Groups

Catalog item Groups

**Tasks**

Views

Form Templates

Users

Summary

Completion

Select the tasks to which the user role has access

Select the user-defined tasks that you want to be available to this user role. Tasks that are not selected will not be visible to users in this role.

All tasks can be accessed

Provide access to only the selected tasks

Name ^	Description	Management Packs
<input checked="" type="checkbox"/> Assign To Analyst	Assign To Analyst	Service Manager Service Request Lib...
<input checked="" type="checkbox"/> Assign To Me	Assign To Me	Service Manager Service Request Lib...
<input checked="" type="checkbox"/> Cancel	Cancel the service reque...	Service Manager Service Request Lib...
<input checked="" type="checkbox"/> Close	Close the service request	Service Manager Service Request Lib...
<input checked="" type="checkbox"/> Complete	Complete service request	Service Manager Service Request Lib...
<input type="checkbox"/> Configure Workflow	View or configure the pr...	Service Manager Service Request Lib...
<input checked="" type="checkbox"/> Create Incident	Creates an Incident with...	Service Manager Service Request Lib...
<input checked="" type="checkbox"/> Create Related Servi	Create a service request...	Service Manager Service Request Lib...
<input checked="" type="checkbox"/> Create Service Requ	Create a service request	Service Manager Service Request Lib...

Select All

Cancel < Previous Next > Create

**Create User Role**

**Views**

Before You Begin

General

Management Packs

Queues

Configuration item Groups

Catalog item Groups

Tasks

**Views**

Form Templates

Users

Summary

Completion

Select the views to which the user role has access

Select the views that you want to be available to this user role. Views that are not selected will not be visible to users in this role.

All views can be accessed

Provide access to only the selected views

Name	Management Packs
<input checked="" type="checkbox"/> Custom SR - All Service Desk Requests	Packt ServiceRequest Views
<input checked="" type="checkbox"/> Completed Service Requests	Service Manager Service Requ...
<input checked="" type="checkbox"/> Failed Service Requests	Service Manager Service Requ...
<input checked="" type="checkbox"/> All Open Service Requests	Service Manager Service Requ...
<input checked="" type="checkbox"/> Service Requests with Service Level Breached	Service Manager Service Requ...
<input checked="" type="checkbox"/> Cancelled Service Requests	Service Manager Service Requ...
<input checked="" type="checkbox"/> Closed Service Requests	Service Manager Service Requ...
<input type="checkbox"/> Service Requests with Service Level Warning	Service Manager Service Requ...
<input type="checkbox"/> Assigned To Me	Service Manager Service Requ...

Select All

Cancel < Previous Next > Create



Windows window titled "Create User Role" with standard minimize, maximize, and close buttons in the top right corner.

## Form Templates

**Before You Begin**

- General
- Management Packs
- Queues
- Configuration item Groups
- Catalog item Groups
- Tasks
- Views
- Form Templates**
- Users
- Summary
- Completion

### Select the forms to which the user role has access

Select the form templates that you want to be available for this user role. Forms that are not selected will not be visible to users in this role.

All forms can be accessed

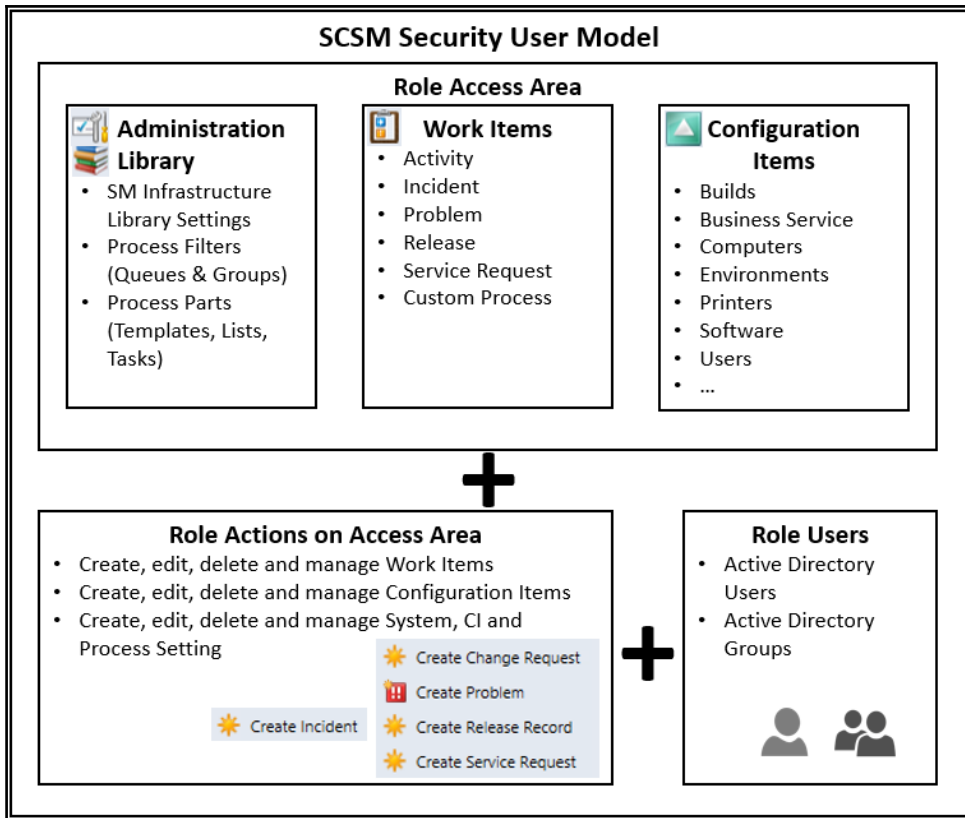
Provide access to only the selected forms

Name	Management Packs
<input checked="" type="checkbox"/> New User Service Request Temp	Custom.ServiceRequest.Library
<input type="checkbox"/> Service Request Completed Noti	Custom.ServiceRequest.Library
<input type="checkbox"/> Default Service Request	Service Manager Service Requ...

Select All

Buttons at the bottom: Cancel, < Previous, Next >, Create

## SCSM Security User Model



Windows window titled "Create User Role" with standard minimize, maximize, and close buttons in the top right corner.

**General**

**Before You Begin**

- General
- Management Packs
- Queues
- Configuration item Groups
- Catalog item Groups
- Tasks
- Views
- Form Templates
- Users
- Summary
- Completion

**Enter a name and description for the user role**

**Incident Resolver**

Incident Resolvers can edit and create incidents, problems, and manual activities that are in their queue scope. Incident Resolvers also have read-only access to other work items such as change requests that are in their queue scope and to configuration items that are in their group scope.

**Name:**

IM - Desktop Support Team

**Description (optional):**

Incident Management Role scoped for the Desktop support group

Buttons at the bottom: Cancel, < Previous, Next >, Create

**Create User Role**

**Queues**

Before You Begin

General

Management Packs

**Queues**

Configuration item Groups

Catalog item Groups

Tasks

Views

Form Templates

Users

Summary

Completion

**Select the queues to which the user role has access**

Selecting queues limits access to work items. Select the queues that you want to be available to the users in this user role. Work items in queues that are not selected will not be visible to users in this role.

All work items can be accessed

Provide access to only the selected queues

Name	Management Packs
<input type="checkbox"/> Incident SLA Queue - Priority 1	- Incident - Queues
<input type="checkbox"/> Incident SLA Queue - Priority 3	- Incident - Queues
<input type="checkbox"/> Incident SLA Queue - Priority 5	- Incident - Queues
<input type="checkbox"/> Incident SLA Queue - Priority 4	- Incident - Queues
<input checked="" type="checkbox"/> Incident - Service Desk 1st Line	- Incident - Queues
<input type="checkbox"/> Incident SLA Queue - Priority 2	- Incident - Queues
<input type="checkbox"/> Custom SR - Service Desk	Packt Service Request Library
<input type="checkbox"/> Custom SR - Desktop	Packt Service Request Library
<input type="checkbox"/> Work Item Group	System Work Item Library

Select All

Cancel < Previous Next > Create

Tasks
Create User Role

Before You Begin

General

Management Packs

Queues

Configuration item Groups

Catalog item Groups

Tasks

Views

Form Templates

Users

Summary

Completion

### Select the tasks to which the user role has access

Select the user-defined tasks that you want to be available to this user role. Tasks that are not selected will not be visible to users in this role.

All tasks can be accessed  
 Provide access to only the selected tasks

Name	Description	Management Packs
<input checked="" type="checkbox"/> Ping Related Compt	Ping related computers	Service Manager Incident Man...
<input type="checkbox"/> Remote Desktop	Remote desktop	Service Manager Incident Man...
<input checked="" type="checkbox"/> Escalate or Transfer	Escalate or transfer the i...	Service Manager Incident Man...
<input checked="" type="checkbox"/> Resolve	Resolve the incident	Service Manager Incident Man...
<input checked="" type="checkbox"/> Link to New Parent I	Link to New Parent Incid...	Service Manager Incident Man...
<input type="checkbox"/> Create Related Incid	Create an incident linke...	Service Manager Incident Man...
<input checked="" type="checkbox"/> Assign to Me	Assign the incident to me	Service Manager Incident Man...
<input checked="" type="checkbox"/> Link or Unlink to Pai	Link or Unlink to existin...	Service Manager Incident Man...
<input type="checkbox"/> Help for Knowledge	Knowledge	Service Manager Knowledge...

Select All

Cancel
< Previous
Next >
Create

**Create User Role**

### Form Templates

**Before You Begin**

- General
- Management Packs
- Queues
- Configuration item Groups
- Catalog item Groups
- Tasks
- Views
- Form Templates**
- Users
- Summary
- Completion

**Select the forms to which the user role has access**

Select the form templates that you want to be available for this user role. Forms that are not selected will not be visible to users in this role.

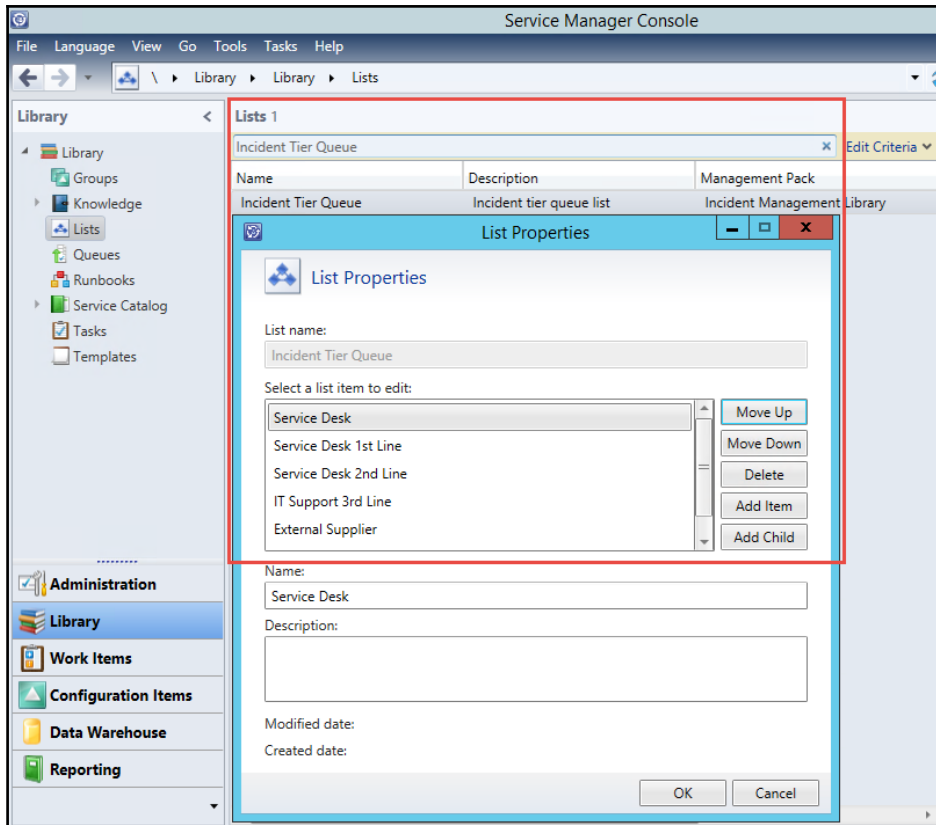
All forms can be accessed

Provide access to only the selected forms

Name	Management Packs
<input type="checkbox"/> IR - [Portal] Email Issue Incident	- Incident - Form Templates
<input checked="" type="checkbox"/> IR - [Console] IT Security Issue Ir	- Incident - Form Templates
<input checked="" type="checkbox"/> IR - [Console] Active Incident Template:	- Incident - Form Templates
<input type="checkbox"/> IR - [Portal] IT Security Issue Inci	- Incident - Form Templates
<input checked="" type="checkbox"/> IR - [Console] Network Connecti	- Incident - Form Templates
<input checked="" type="checkbox"/> IR - [Console] Telephony Issue Ir	- Incident - Form Templates
<input type="checkbox"/> IR - New Incident by Email Form	- Incident - Form Templates
<input type="checkbox"/> IR - [Portal] Desktop Application	- Incident - Form Templates
<input checked="" type="checkbox"/> IR - [Console] Email Issue Incide	- Incident - Form Templates
<input type="checkbox"/> IR - [Console] IT Security Issue Ir	- Incident - Form Templates

Select All

Cancel < Previous Next > Create



**Create User Role**

**Queues**

Before You Begin

General

Management Packs

**Queues**

Configuration item Groups

Catalog item Groups

Tasks

Views

Form Templates

Users

Summary

Completion

**Select the queues to which the user role has access**

Selecting queues limits access to work items. Select the queues that you want to be available to the users in this user role. Work items in queues that are not selected will not be visible to users in this role.

All work items can be accessed

Provide access to only the selected queues

Name	Management Packs
<input checked="" type="checkbox"/> Custom PR - Escalation Analysts	Packt Problem Library

Select All

Cancel < Previous Next > Create



**Create User Role**

**Tasks**

Before You Begin

General

Management Packs

Queues

Configuration item Groups

Catalog item Groups

**Tasks**

Views

Form Templates

Users

Summary

Completion

**Select the tasks to which the user role has access**

Select the user-defined tasks that you want to be available to this user role. Tasks that are not selected will not be visible to users in this role.

All tasks can be accessed

Provide access to only the selected tasks

Name	Description	Management Packs
<input checked="" type="checkbox"/> Properties	View or edit the propert...	Service Manager Problem Man...
<input type="checkbox"/> Close	Close the problem	Service Manager Problem Man...
<input checked="" type="checkbox"/> Resolve	Resolve the problem	Service Manager Problem Man...
<input checked="" type="checkbox"/> Reactivate	Reactivate the problem	Service Manager Problem Man...
<input checked="" type="checkbox"/> Link Problem	Link Problem	Service Manager Problem Man...
<input checked="" type="checkbox"/> Change Status	Change the status of th...	Service Manager Problem Man...
<input checked="" type="checkbox"/> Create Problem	Create a problem instan...	Service Manager Problem Man...

Select All

Cancel < Previous Next > Create

**Create User Role**

**Views**

Before You Begin  
General  
Management Packs  
Queues  
Configuration item Groups  
Catalog item Groups  
Tasks  
**Views**  
Form Templates  
Users  
Summary  
Completion

**Select the views to which the user role has access**

Select the views that you want to be available to this user role. Views that are not selected will not be visible to users in this role.

All views can be accessed

Provide access to only the selected views

Name	Management Packs
<input checked="" type="checkbox"/> Custom - PR Infrastructure Related Escalations	Packt Problem Views
<input checked="" type="checkbox"/> Custom - PR Client Related Escalations	Packt Problem Views
<input checked="" type="checkbox"/> Custom - PR Server Related Escalations	Packt Problem Views

Select All

Cancel < Previous Next > Create

Service Manager Console

File Language View Go Tools Tasks Help

Work Items << Work Items

PR485 : High latency on the SAN

PR485 Created 04/10/2016 21:18:22  
Active Resolved

General Related Items Resolution History

### Problem Information

Title:  
High latency on the SAN

Description:

Assigned to:  Source:

Category: Escalation\Infrastructure Related Pr Impact: High Urgency: Critical Priority: 0

### Affected Services

Iden...	Type	Name	Status	Owner
<input type="text"/>				

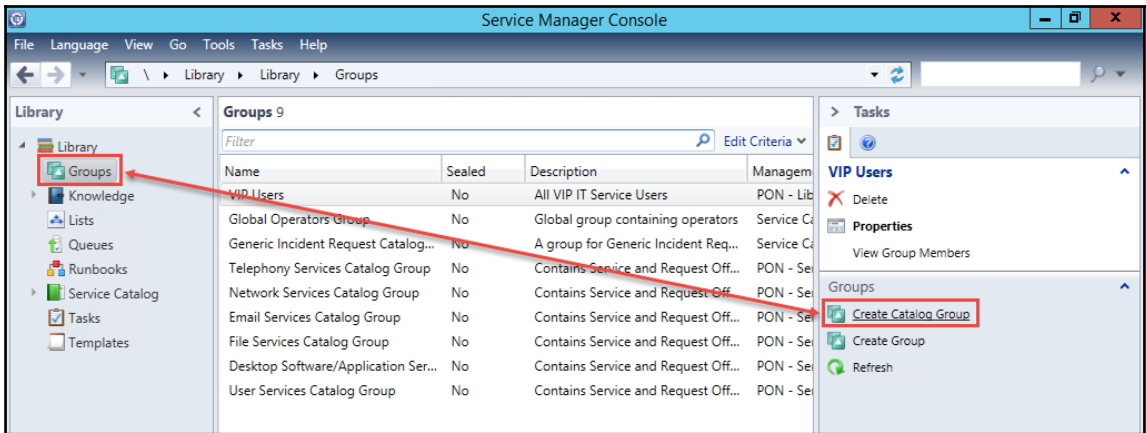
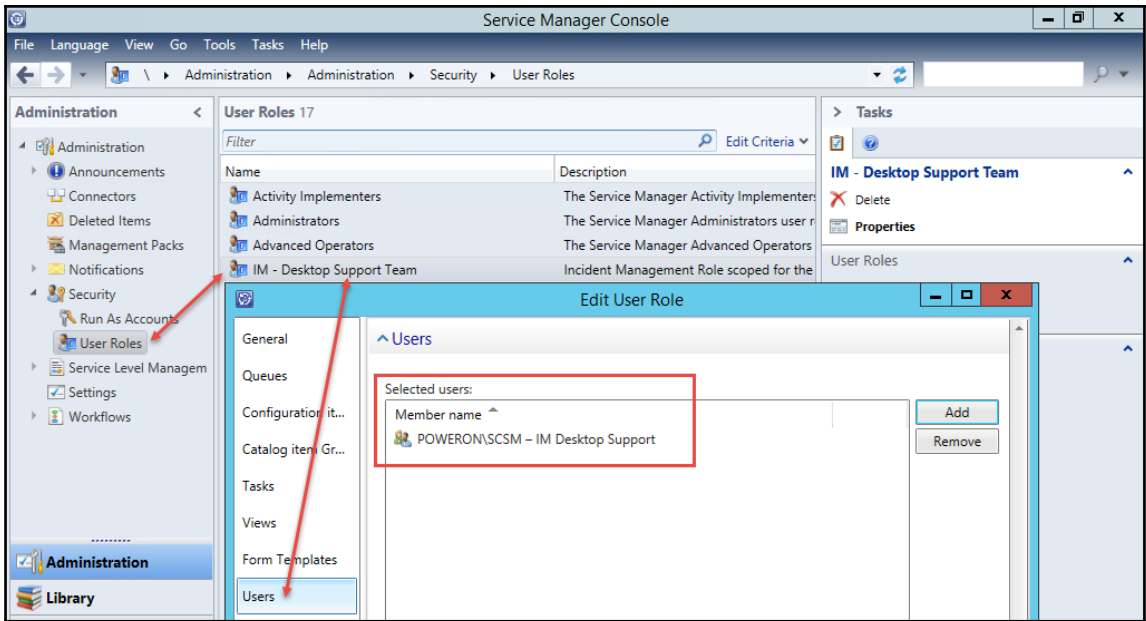
Add...  
Remove  
View

OK Cancel Apply

Work Items

- Work Items
- Activity Management
- Change Management
- Incident Management
- Problem Management
  - Active Known Error
  - Active Problems
  - All Problems last 3
  - Closed Problems
  - Custom - PR Client
  - Custom - PR Infrac**
  - Custom - PR Serve
  - My Problems
  - Needing Review
  - Resolved Problem:
- Release Management

Administration  
Library  
Work Items  
Configuration Items  
Data Warehouse  
Reporting



Create Catalog items group

General

Before You Begin

- General
- Included Members
- Dynamic Members
- Subgroups
- Excluded Members
- Summary
- Completion

Group name:  
SC - User Account Management Service Catalog Group

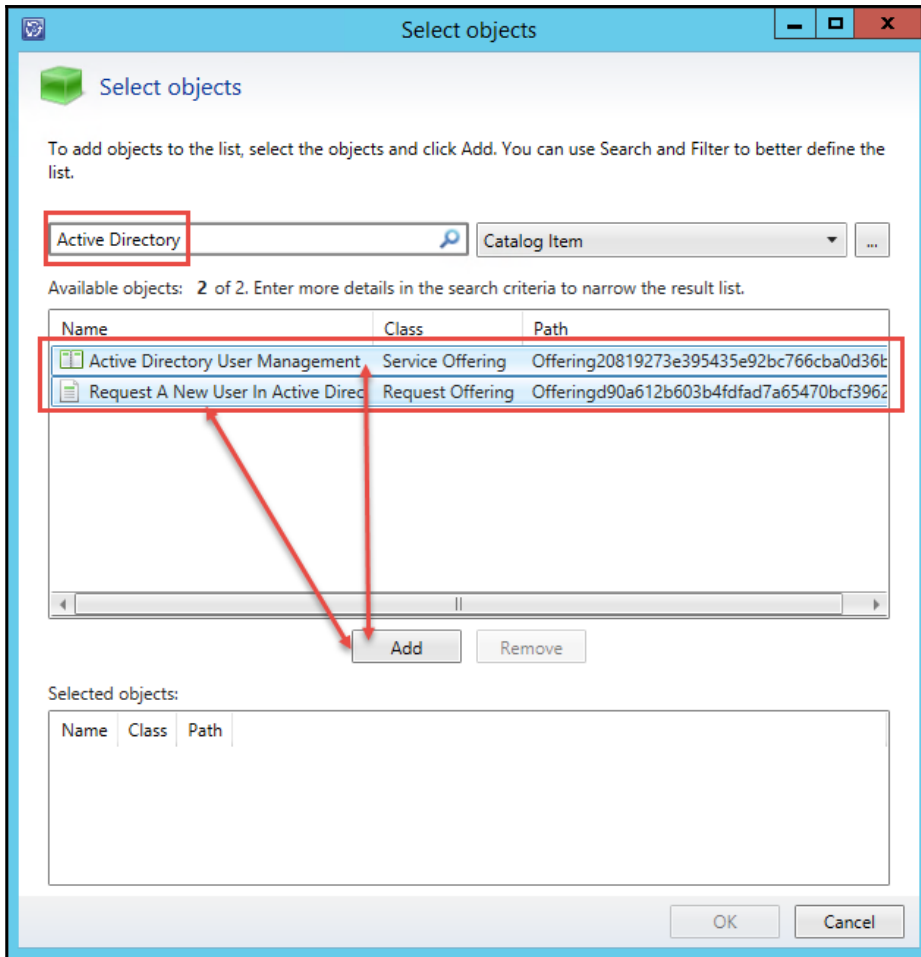
Group description:  
Service Catalog Group for User Account Management Service and Request Offerings

Select an existing management pack where this group will be stored.

Management pack  
Packt Service Request Library  
Last modified: 10/9/2016 11:32:52 AM

New...

Cancel < Previous Next > Create



Windows window titled "Create User Role" with standard minimize, maximize, and close buttons in the top right corner.

**General**

**Before You Begin**

- General
- Management Packs
- Queues
- Configuration item Groups
- Catalog item Groups
- Form Templates
- Users
- Summary
- Completion

**Enter a name and description for the user role**

**End User**

End Users can use the self-service portal to create incidents, request software installation, view announcements, and search the knowledge base.

**Name:**

SC - Account Management Portal Role

**Description (optional):**

Role created for Service Catalog Account Management Offerings

Buttons at the bottom: Cancel, < Previous, Next >, Create

Windows window titled "Create User Role" with a blue header bar. The window content is titled "Catalog item Groups".

**Before You Begin**

- General
- Management Packs
- Queues
- Configuration item Groups
- Catalog item Groups**
- Form Templates
- Users
- Summary
- Completion

**Select the catalog item groups to which user role has access**

Selecting catalog groups limits access to Catalog Items. Select the catalog groups that you want to be available to the users in this user role. Catalog items in groups that are not selected will not be visible to users in this role.

All catalog items can be accessed

Provide access to only the selected groups

Name	Management Packs
<input checked="" type="checkbox"/> SC - User Account Management	Packet Service Request Library

Select All

Buttons at the bottom: Cancel, < Previous, Next >, Create



```
1 Import-Module SMLets
2 # Name of the SCSM Management Server
3 $smDefaultComputer = "TDCSCM03"
4
5 $Roles = Get-SCSMUserRole
6 ForEach ($Role in $Roles)
7 {
8     $RoleOutputName = $Role.DisplayName + " (" + $Role.ProfileDisplayName + ")"
9     Write-Output "======"
10    Write-Output $RoleOutputName
11    Write-Output $Role.Description
12    Write-Output "======"
13    Write-Output "USERS"
14    ForEach ($User in $Role.Users)
15    {
```

```
SC - Account Management Portal Role (End User)
Role created for Service Catalog Account Management Offerings
=====
USERS
VIEWS
OBJECT SCOPES
Global Settings
Star Rating
Configuration Item
Data Warehouse SDK Resource Store (internal)
Work Item
SC - User Account Management Service Catalog Group
TEMPLATES
CLASSES
CONSOLE TASKS
=====
```

Get-UsersSCSMRoles.ps1 X

```
1 Param([string]$userName)
2
3 # Name of the SCSM Management Server
4 $smDefaultComputer = "TDSCSM03"
5
6 Import-Module SMLets
7 Import-Module ActiveDirectory
8
9 If (!$userName)
10 {
11     Write-Host -ForegroundColor Red "Please start the script with a valid username! ... For ins
12     Break
13 }
14
15 $memberInAdGroups = Get-ADUser -Identity $userName -Properties MemberOf
16 $memberInAdGroups = $memberInAdGroups.MemberOf
17
18 $scsmRoles = Get-SCSMUserRole
19 foreach ($scsmRole in $scsmRoles)
20 {
```

PS C:\Andreas> .\Get-UsersSCSMRoles.ps1 andreas.baumgarten

=== SCSM Role: Incident Resolvers ===

User andreas.baumgarten is direct member of this SCSM user role

=== SCSM Role: Administrators ===

User andreas.baumgarten is member of this SCSM user role by AD groupmembership: CBAadmins

=== SCSM Role: IM - Desktop Support Team ===

User andreas.baumgarten is direct member of this SCSM user role

=== SCSM Role: Self-Service User ===

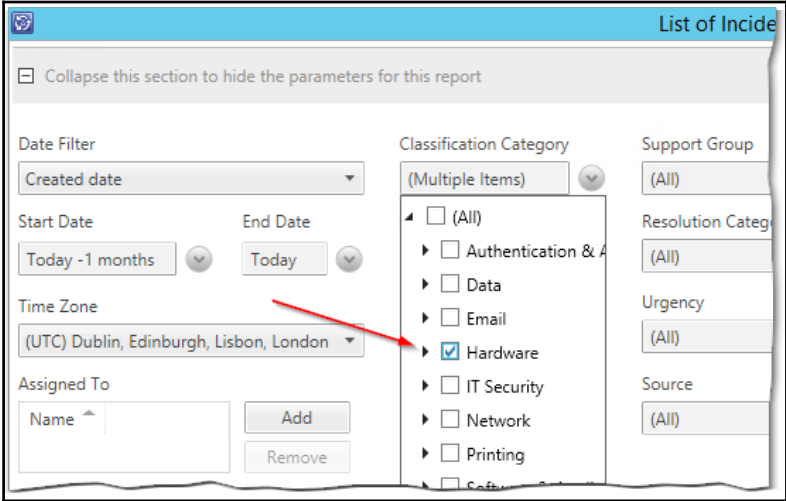
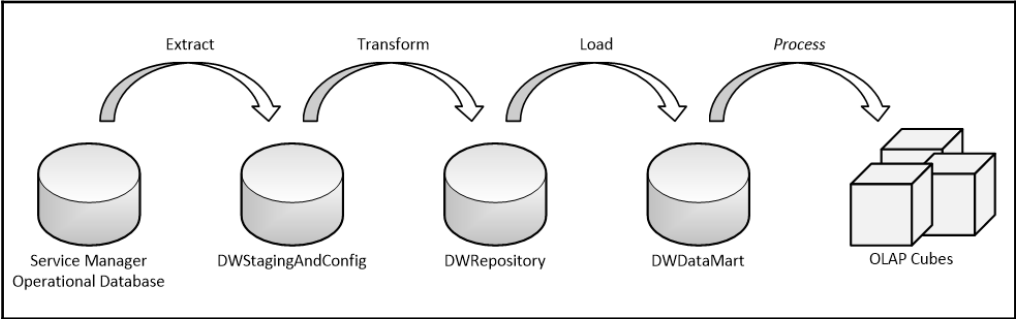
User andreas.baumgarten is member of this SCSM user role by AD groupmembership: Domain Users

=== SCSM Role: End Users ===

User andreas.baumgarten is member of this SCSM user role by AD groupmembership: Authenticated Users

PS C:\Andreas>

# Chapter 10: Working with the Data Warehouse and Reporting

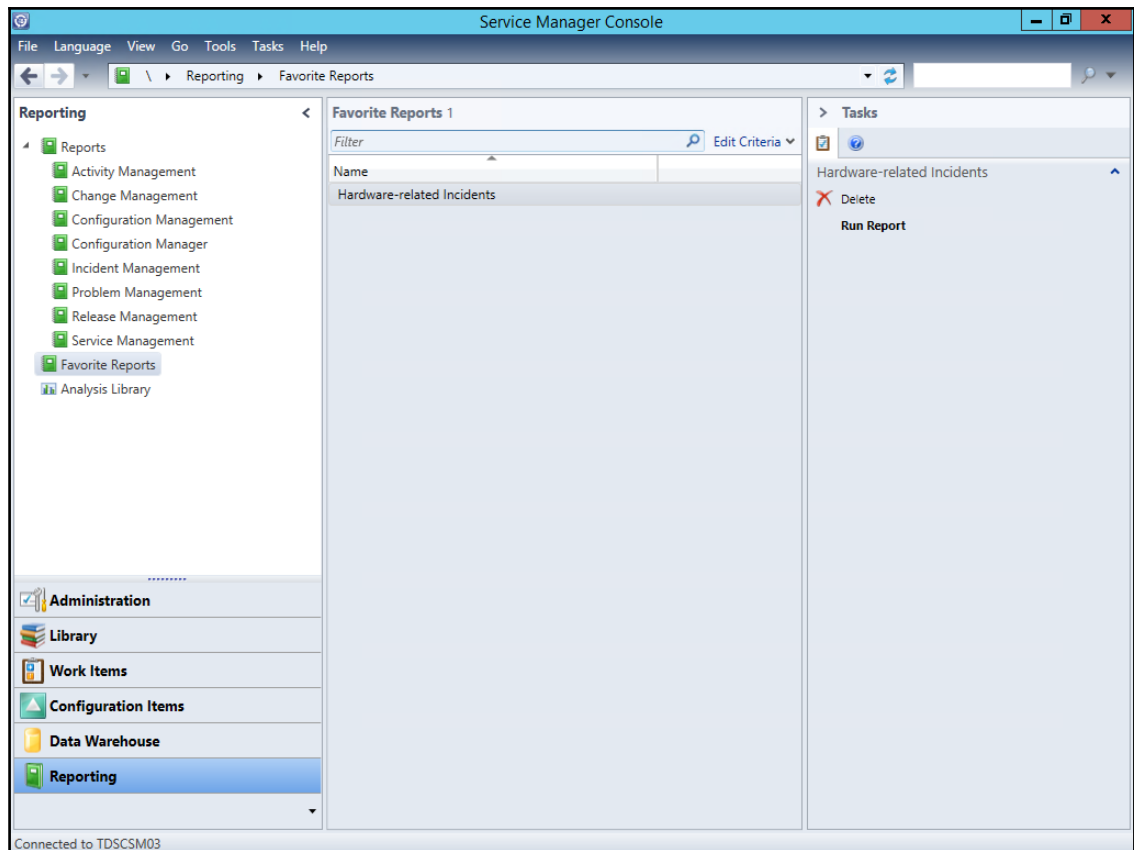


The screenshot shows the Service Manager console interface. At the top, there is a navigation bar with a 'Page Width' dropdown menu. The main content area is titled 'Service Manager' and contains a section for 'List of Incidents'. Below this, there is a table with columns for ID, Title, Assigned to, and Status. A context menu is open over the table, listing export options: XML file with report data, CSV (comma delimited), PDF, MHTML (web archive), Excel, TIFF file, and Word. The 'PDF' option is highlighted by the mouse cursor.

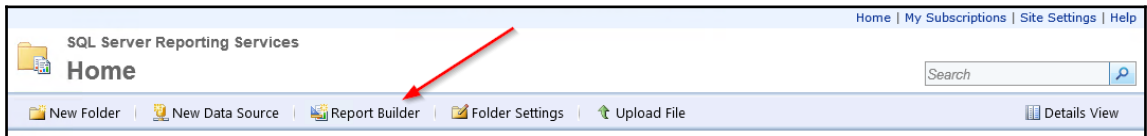
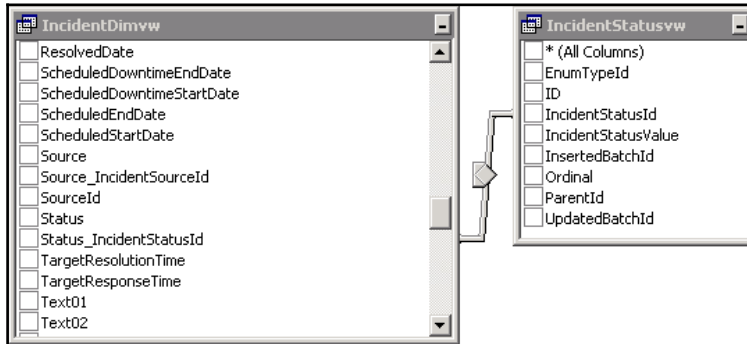
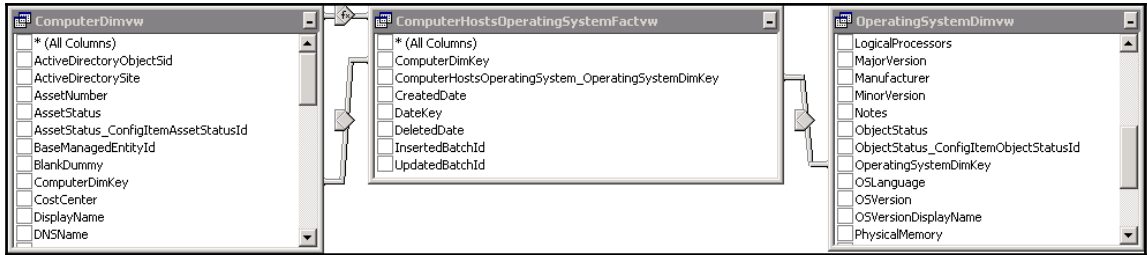
ID	Title	Assigned to	Created	Resolved	Category	Status
IR458	Can't plug my headphones into my iPhone	Steven Besumont	20/09/2016 23:33		Console	Active
IR460	My Surface Book won't run out of batteries	Steven Besumont	21/09/2016 00:18		Console	Active

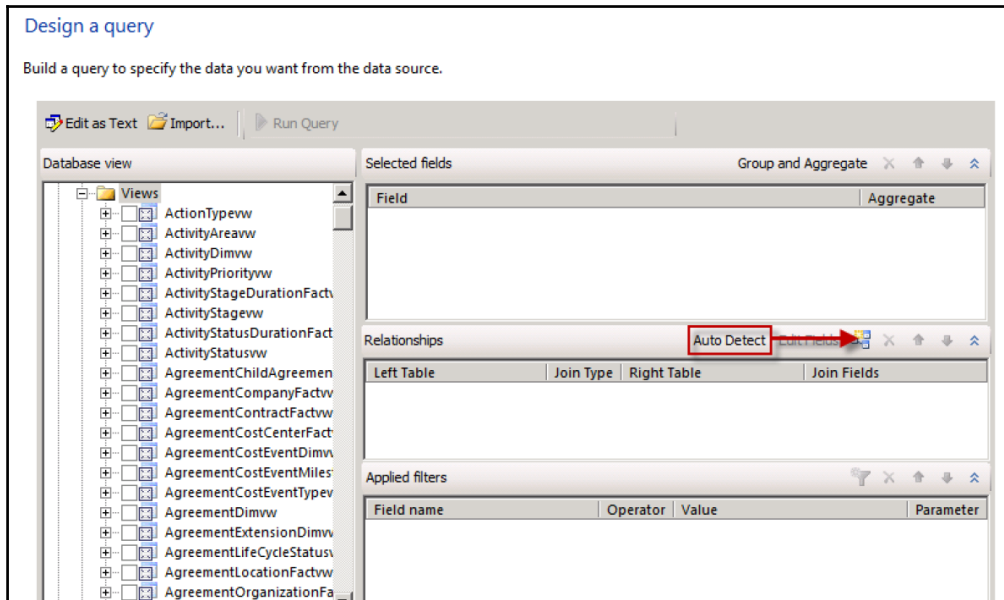
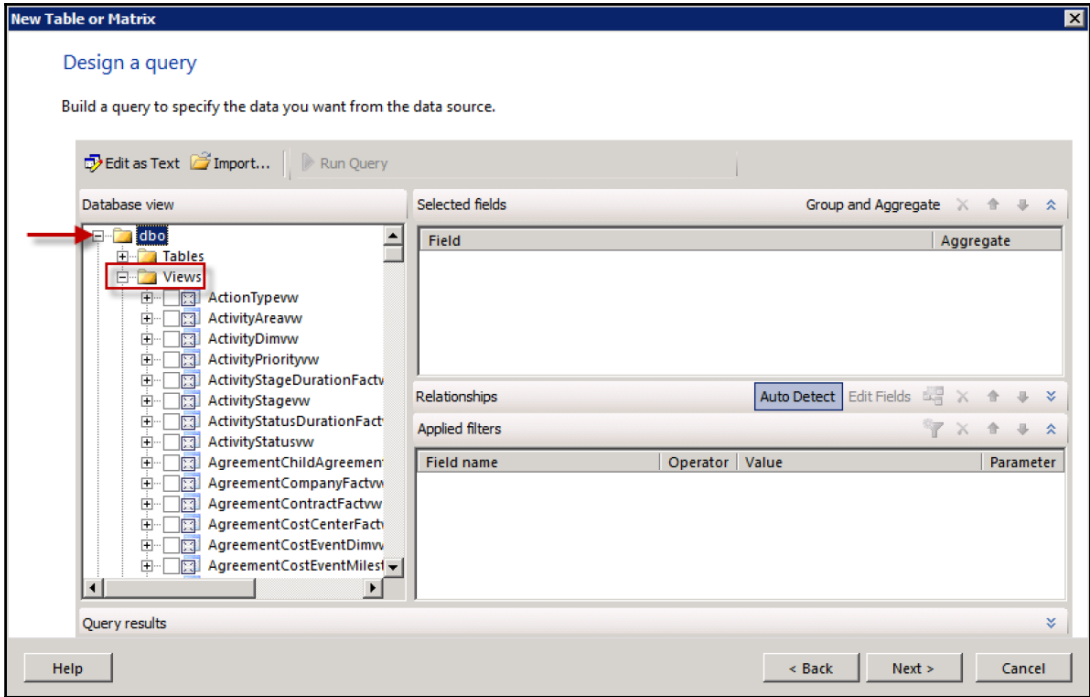
(UTC) Dublin, Edinburgh, Lisbon, London

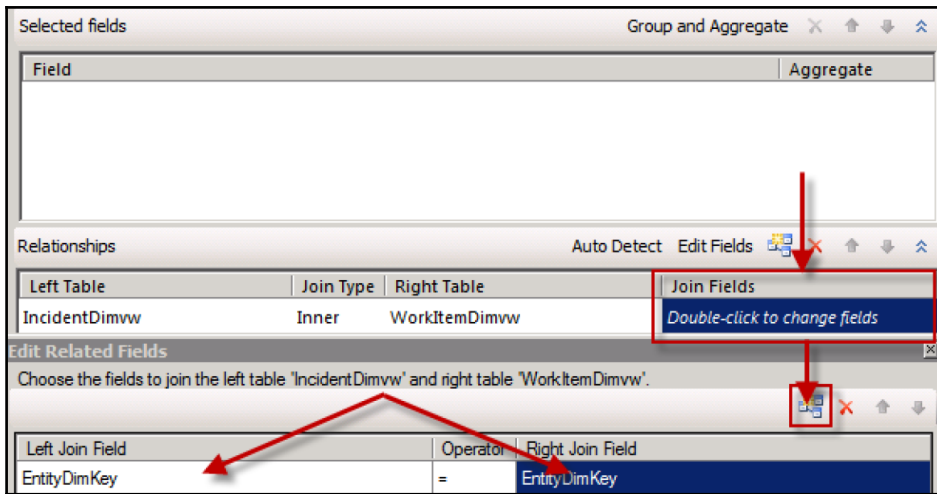
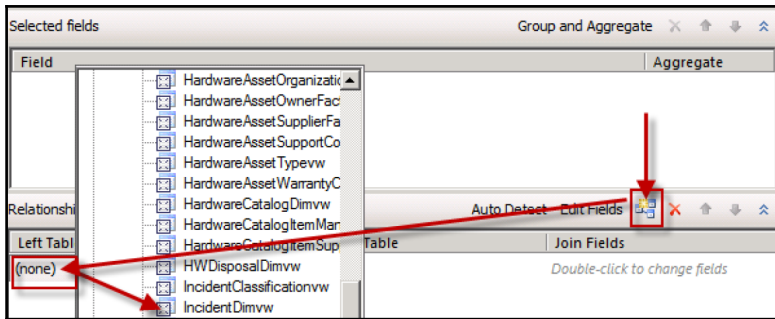
The screenshot shows the SQL Server Reporting Services (SSRS) web portal for Service Manager. The browser address bar shows the URL: http://tdmsql01/Reports/Pages/Folder.aspx?ItemPath=%2FSystemCenter. The page title is 'ServiceManager - Report M...'. The main content area displays a folder structure for 'ServiceManager' under 'SQL Server Reporting Services'. The folders are organized into a grid, including 'ServiceManager.Console.Reporting Activi...', 'ServiceManager.Console.Reporting Chan...', 'ServiceManager.Console.Reporting Conf...', 'ServiceManager.Console.Reporting Incid...', 'ServiceManager.Console.Reporting Probl...', 'ServiceManager.Console.Reporting Rele...', 'ServiceManager.Console.Reporting Servi...', 'ConfigurationManager', 'DWDDataMart', 'DWStagingAndConfig', 'MultiMartDataSource', and 'OperationsManager'. A search bar is visible at the top right of the page.



dbo.ComputerDimvw	
Columns	
ActiveDirectoryObjectSid	(nvarchar(256), null)
ActiveDirectorySite	(nvarchar(256), null)
AssetNumber	(nvarchar(20), null)
AssetStatus	(nvarchar(256), null)
AssetStatus_ConfigItemAssetStatusId	(int, null)
BaseManagedEntityId	(uniqueidentifier, null)
BlankDummy	(nvarchar(1), null)
ComputerDimKey	(int, not null)
CostCenter	(nvarchar(10), null)
DisplayName	(nvarchar(4000), null)
DNSName	(nvarchar(256), null)







Relationships Auto Detect Edit Fields

Left Table	Join Type	Right Table	Join Fields
IncidentDimvw	Inner	WorkItemDimvw	EntityDimKey = EntityDimKey
WorkItemDimvw	Left Outer	WorkItemAffectedUserFactvw	WorkItemDimKey = WorkItemDimKey
WorkItemAffectedUserFactvw	Left Outer	UserDimvw	WorkItemAffectedUser_UserDimKey = UserDimKey
IncidentDimvw	Left Outer	IncidentClassificationvw	Classification_IncidentClassificationId = IncidentClassificationId
IncidentClassificationvw	Left Outer	DisplayStringDimvw	EnumTypeId = BaseManagedEntityId



[Edit as Text](#) [Import...](#) [Run Query](#)

**Database view**

- dbo
  - Tables
  - Views
    - ActionTypeww
    - ActivityAreaww
    - ActivityDimww
    - ActivityPriorityww
    - ActivityStageDurati
    - ActivityStageww
    - ActivityStatusDurati
    - ActivityStatusww
    - BillableTimeDimww
    - BillableTimeHasWor
    - CalendarDimww
    - CalendarHasHolidai
    - CalendarHasWorkD
    - CalendarHolidayDir
    - CalendarWorkDayD
    - ChangeAreaww
    - ChangeCategoryww
    - ChangeImpactww
    - ChangeTemplateww

**Selected fields**

Field	Aggregate
Count Distinct_Id	Count Distinct
DisplayStringDimww DisplayName	Grouped by
UserDimww DisplayName	Grouped by

**Relationships**

Left Table	Join Type	Right Table	Join Fields
IncidentDimww	Inner	WorkItemDimww	EntityDimKey = EntityDimKey
WorkItemDimww	Left Outer	WorkItemAffected...	WorkItemDimKey = WorkItemDimKey
WorkItemAffected...	Left Outer	UserDimww	WorkItemAffectedUser UserDimKey = Use...

**Applied filters**

Field name	Operator	Value	Parameter
DeletedDate	is	(null)	<input type="checkbox"/>
LanguageCode	is	ENU	<input type="checkbox"/>

Untitled - Microsoft SQL Server Report Builder

Run

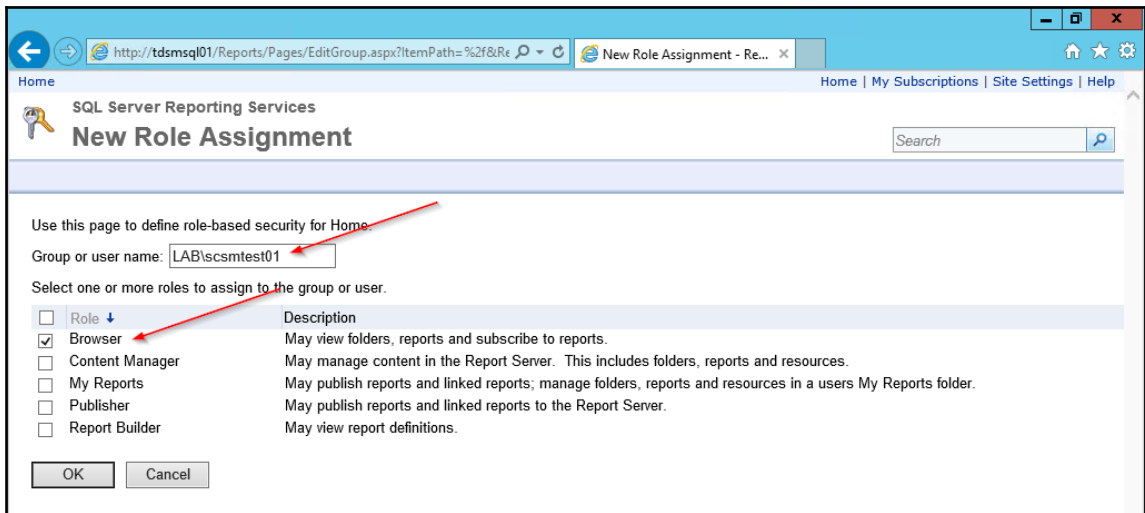
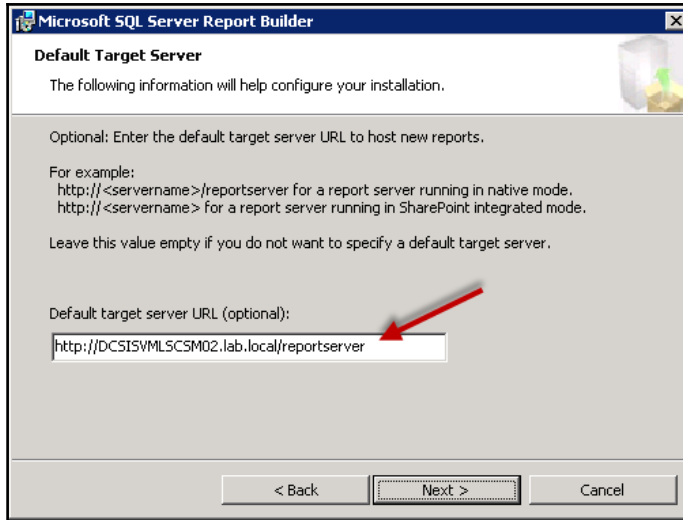
Design Zoom First Previous of 2? Next Last Refresh Stop Back

Print Page Setup Print Layout Export Document Map Parameters Find

### Incidents by Affected User

Affected User	Backup/Restore	Client	Desktop/Workstation	E-Mail	Fileserver	Fix	Hardware
	10				54	1	2
Ami Bast		10	4	17		7	
Arielle Reel	3	12	1	29		26	1
Arlean Cobbins	1	1		10		1	
Augustine Oatman	2	12		37		23	3
Bernardina Volker	1	2		25		9	
Charlotte Hemming	2	6	1	19		10	
Chassidy Brink	1	10	3	30		37	1
Cynthia Macgregor	1	8	1	27		7	2
Consuela Belote	2	11	2	28		5	1
Dante Chi	1	15		46		31	1
Enid McLaughlin	3	18		34		22	2
Ethyl Coggins	2	12	1	36		8	4
Fae Ver		16	3	427		27	
Forest Montealegre	4	7	1	26		18	
Fran Fortunato		8	5	25		2	
Galen Sappington	1	2	1	9		6	1
Genna Wallen	3	8	2	7		7	1
Helena Kapp	1	10	2	352		28	11
Homer Hannold		11	1	20		15	
Inga Steven	1	2		25		6	
Jessenia Hefner	1	7		34		19	3

Current report server <http://cbsql01/ReportServer> 100%



Reporting Services Configuration Manager: TDMSQL01\MSSQLSERVER

Microsoft SQL Server 2012 Reporting Services Configuration Manager

Connect

- TDMSQL01\MSSQLSERVER
  - Service Account
  - Web Service URL
  - Database
  - Report Manager URL
  - E-mail Settings**
  - Execution Account
  - Encryption Keys
  - Scale-out Deployment

E-mail Settings

To use report server e-mail, specify an existing SMTP server and an e-mail account that can send e-mail from that server.

SMTP Settings

To edit, change the fields and click the Apply button.

Sender Address:

Current SMTP Delivery Method:

SMTP Server:

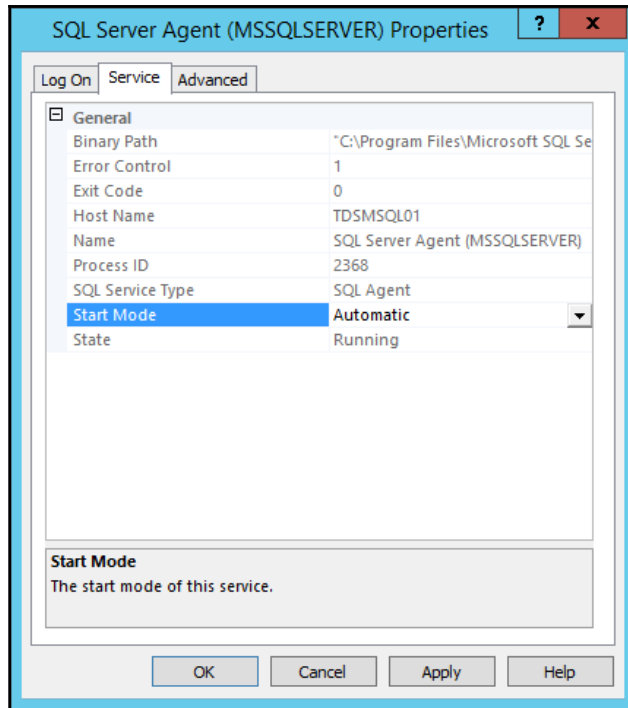
Results

✔ Apply Sender E-Mail Settings

Your configuration has been updated with your new e-mail information.

Copy

Apply Exit



Subscription: Incidents by ... x

SQL Server Reporting Services

## Subscription: Incidents by Affected User

Search

### Report Delivery Options

Specify options for report delivery.

Delivered by:

To:

Cc:

Bcc:

(Use ; to separate multiple e-mail addresses.)

Reply-To:

Subject:

Include Report    Render Format:

Include Link

Priority:

Comment:

### Subscription Processing Options

Specify options for subscription processing.

Run the subscription:

When the scheduled report run is complete.   
At 08:00 every Mon of every week, starting 01/10/2016

On a shared schedule:

Book1 - Microsoft Excel

PivotTable Tools

File Home Insert Page Layout Formulas Data Review View Options Design

Clipboard Font Alignment Number Styles Cells Editing

IncidentDim Count

1	IncidentDimCount	Column Labels			
2	Row Labels	E-Mail Problems	Enterprise Application Problems	Hardware Problems	
3	LAB.Adams	11		6	3
4	LAB.Allen	16		5	
5	LAB.Anderson	10		9	2
6	LAB.Baker	16		9	5
7	LAB.Brown	6		9	3
8	LAB.Campbell	13		9	1
9	LAB.Clark	7		5	3
10	LAB.Davis	11	13		1
11	LAB.Evans	10	7		4
12	LAB.Garcia	13	7		1
13	LAB.Gonzalez	11	5		
14	LAB.Green	13	5		1
15	LAB.Hall	10	7		
16	LAB.Harris	9	5		3
17	LAB.Hill	6	8		3
18	LAB.Jackson	8	3		2
19	LAB.Johnson	10	7		2
20	LAB.Jones	12	7		4
21	LAB.Lee	11	6		4
22	LAB.Lewis	10	9		
23	LAB.Lopez	10	8		4

PivotTable Field List

Show fields related to:

IncidentDim

- IncidentDim\_IncidentClassification
  - ParentId
  - More fields
    - IncidentClassificationValue
    - OutriggerID
- IncidentDim\_IncidentImpact
  - IncidentDim\_IncidentImpact.ParentId
  - More fields

Drag fields between areas below:

Report Filter

Column Labels: IncidentClassificationVa...

Row Labels: Display Name

Values: IncidentDimCount

Defer Layout Update

Update

Sheet1 Sheet2 Sheet3

Ready

Book1 - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Styles Cells Editing

Calibri 11

General

Conditional Formatting

Format as Table

Cell Styles

Insert

Delete

Format

Sort & Find & Filter

Select

A20

IncidentDimCount	Column Labels						
Row Labels	E-Mail Problems	Hardware Problems	Networking Problems	Other Problems	Printing Problems	Software Problems	Grand Total
LAB.Allen						1	1
LAB.Campbell			1		1		2
LAB.Green					1		1
LAB.Lee				1	1		2
LAB.Mitchell						1	1
LAB.Parker						1	1
LAB.Rodriguez				2		1	3
LAB.Smith				1			2
LAB.Thomas		1					1
LAB.Thompson						1	1
LAB.Wilson			1				1
LAB.Wright					1		1
<b>Grand Total</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>17</b>	

IncidentStatusValue

Active

Closed

Pending

Resolved

Incident Status

Sheet1 Sheet2 Sheet3

Ready

100%



**Add Library Folder**

**Add Library Folder**

Name  
Incident Management Reports

Description

UNC Path  
\\TDSCSM02\IncidentManagement

Service Manager Console

File Language View Go Tools Tasks Help

Reporting > Analysis Library > Incident Management Reports

**Reporting**

- Reports
  - Activity Management
  - Change Management
  - Configuration Management
  - Configuration Manager
  - Incident Management
  - Problem Management
  - Release Management
  - Service Management
  - Favorite Reports
- Analysis Library
  - Incident Management Reports

**Administration**

**Library**

**Work Items**

**Configuration Items**

**Data Warehouse**

**Reporting**

**Incident Management Reports**

Filter Edit Criteria

Name	Created On
Incidents by affected user and classification.xlsx	01/10/2016 10:16:15

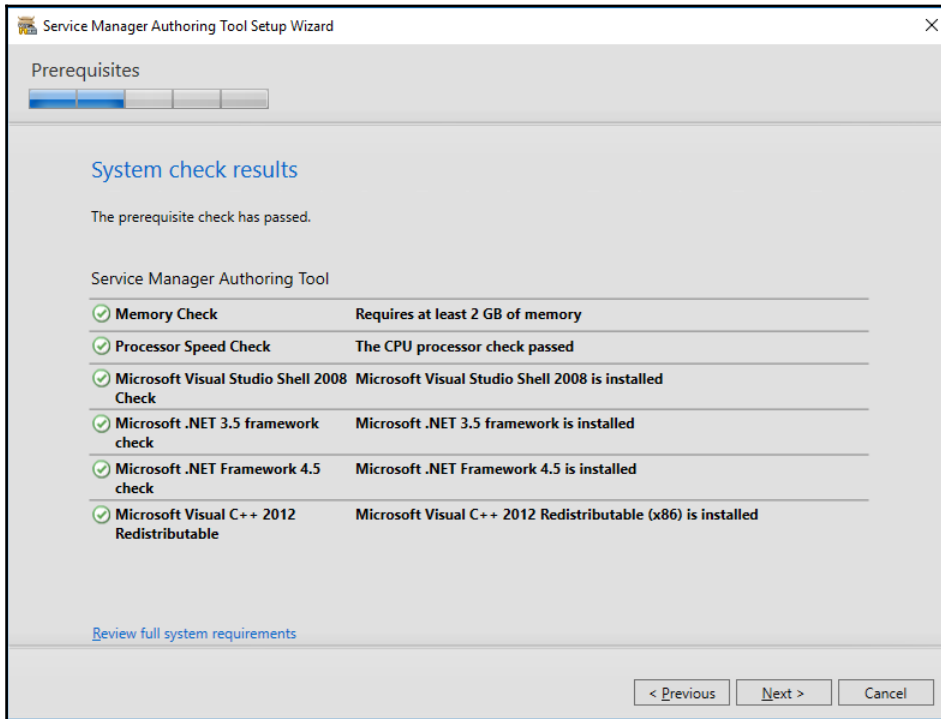
**Tasks**

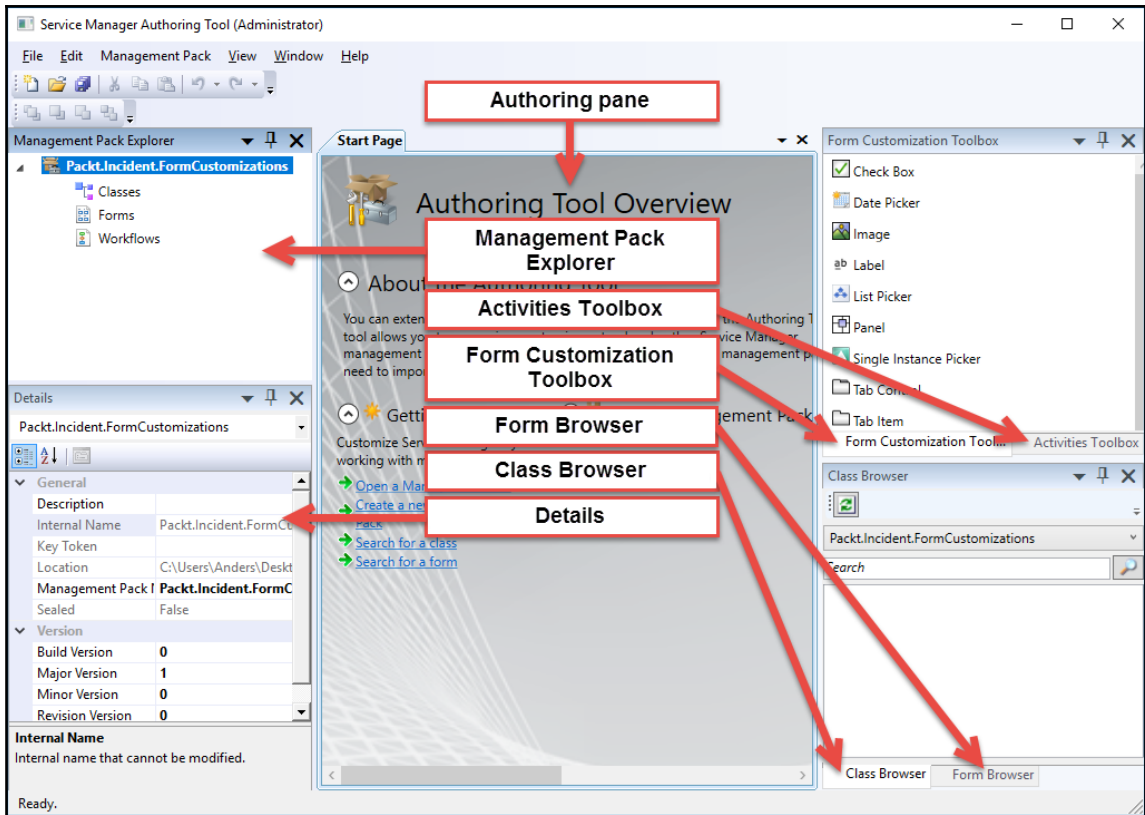
Incidents by affected user and classification....

Open Excel File

Connected to TDCSCM03

# Chapter 11: Extending SCSM with Advanced Personalization





```

Administrator: Command Prompt

C:\>cd "C:\Program Files (x86)\Microsoft SDKs\Windows\v6.0A\bin"

C:\Program Files (x86)\Microsoft SDKs\Windows\v6.0A\bin>sn.exe -k MyStrongNameKey.snk

Microsoft (R) .NET Framework Strong Name Utility Version 3.5.30729.1
Copyright (c) Microsoft Corporation. All rights reserved.

Key pair written to MyStrongNameKey.snk

C:\Program Files (x86)\Microsoft SDKs\Windows\v6.0A\bin>

```

**Seal Management Pack** [minimize] [maximize] [close]

A key file (.snk) and a company name are required to seal a management pack. The key file, which contains a public-private key pair, is used to create a strong name signature for the management pack. Sealing a management pack allows other management packs to reference objects within the sealed management pack. Sealed versions of a management pack cannot be modified or unsealed.

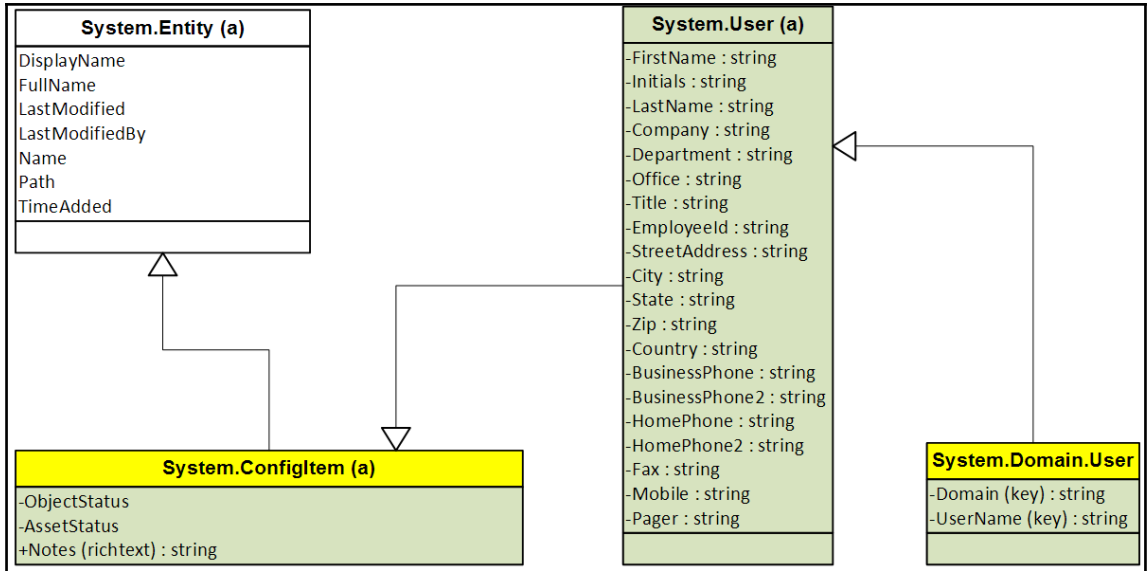
**Management Pack:**

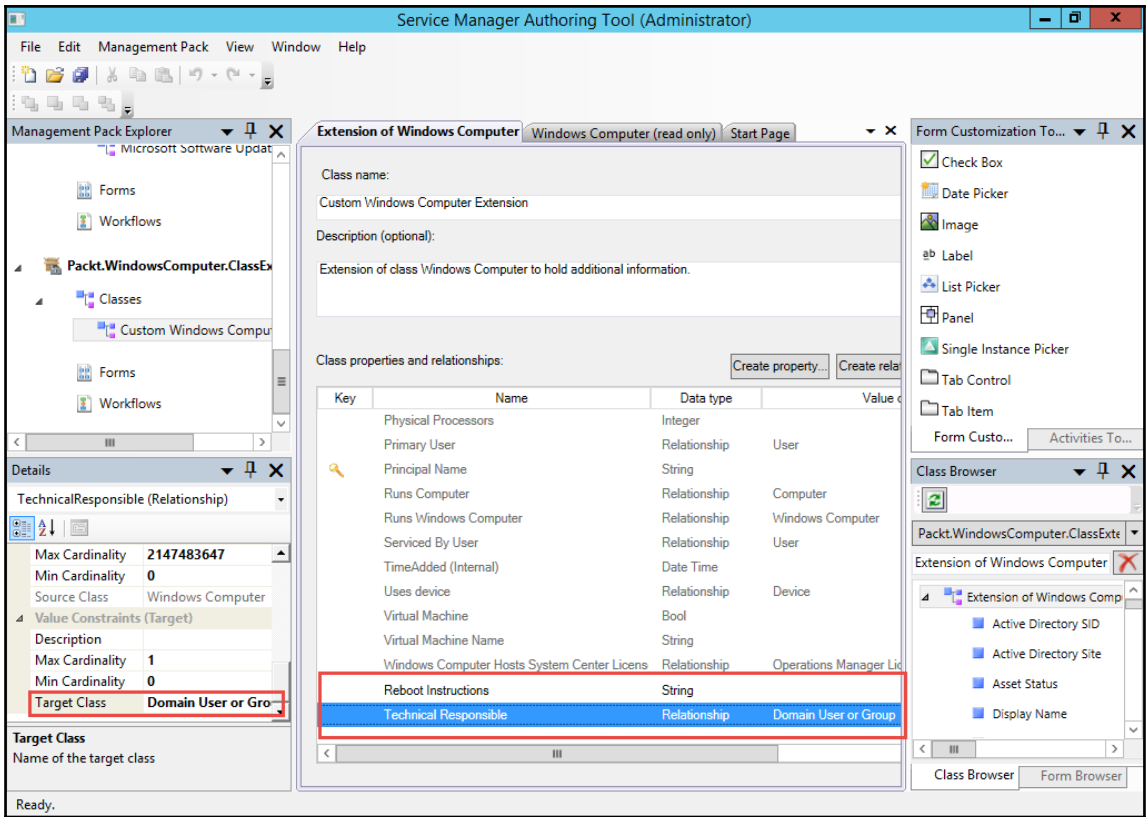
**Output Directory:**

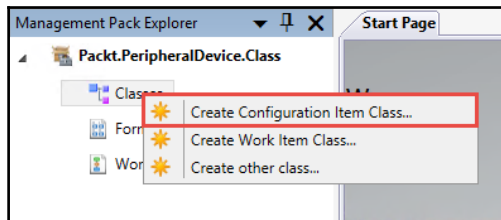
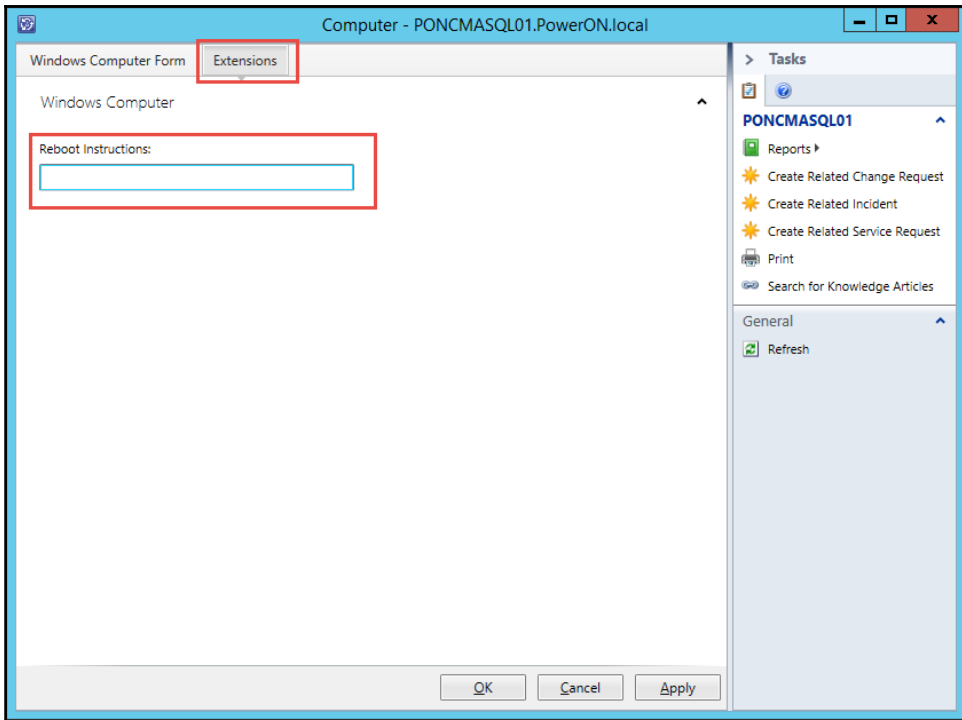
**Key File:**

**Company:**

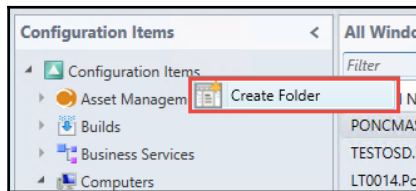
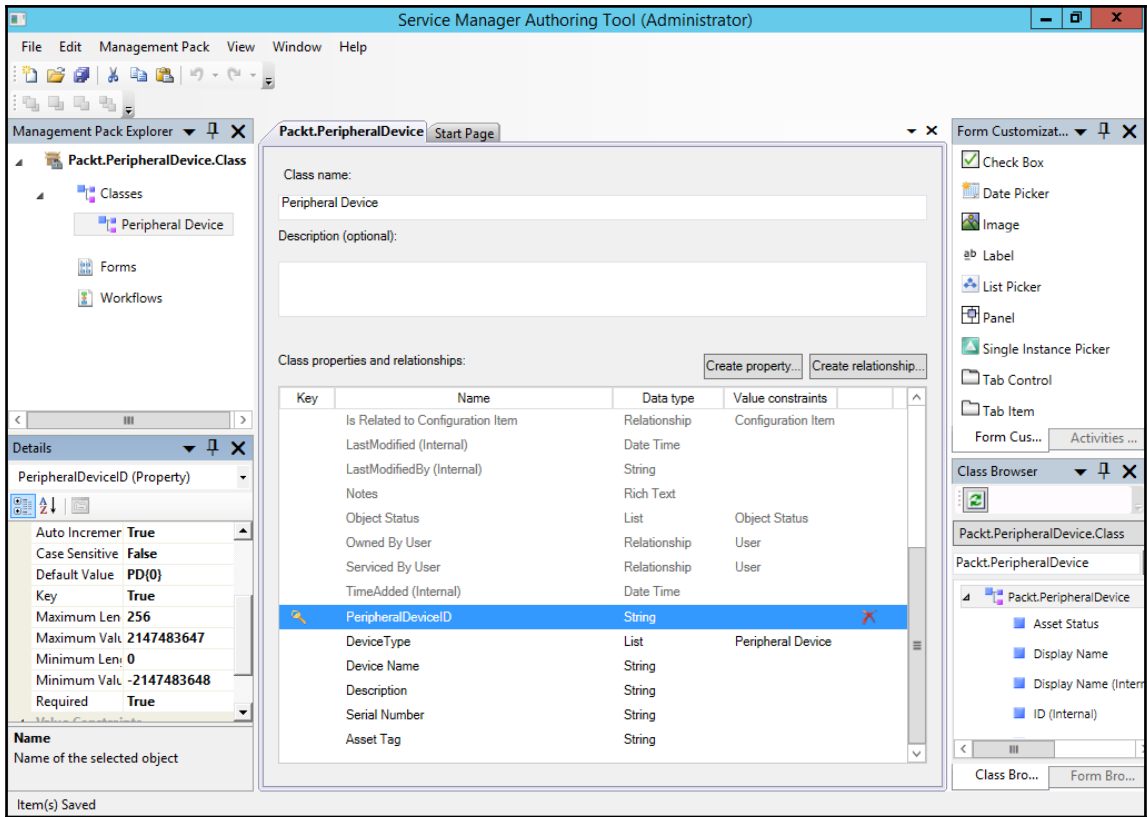
**Copyright:**

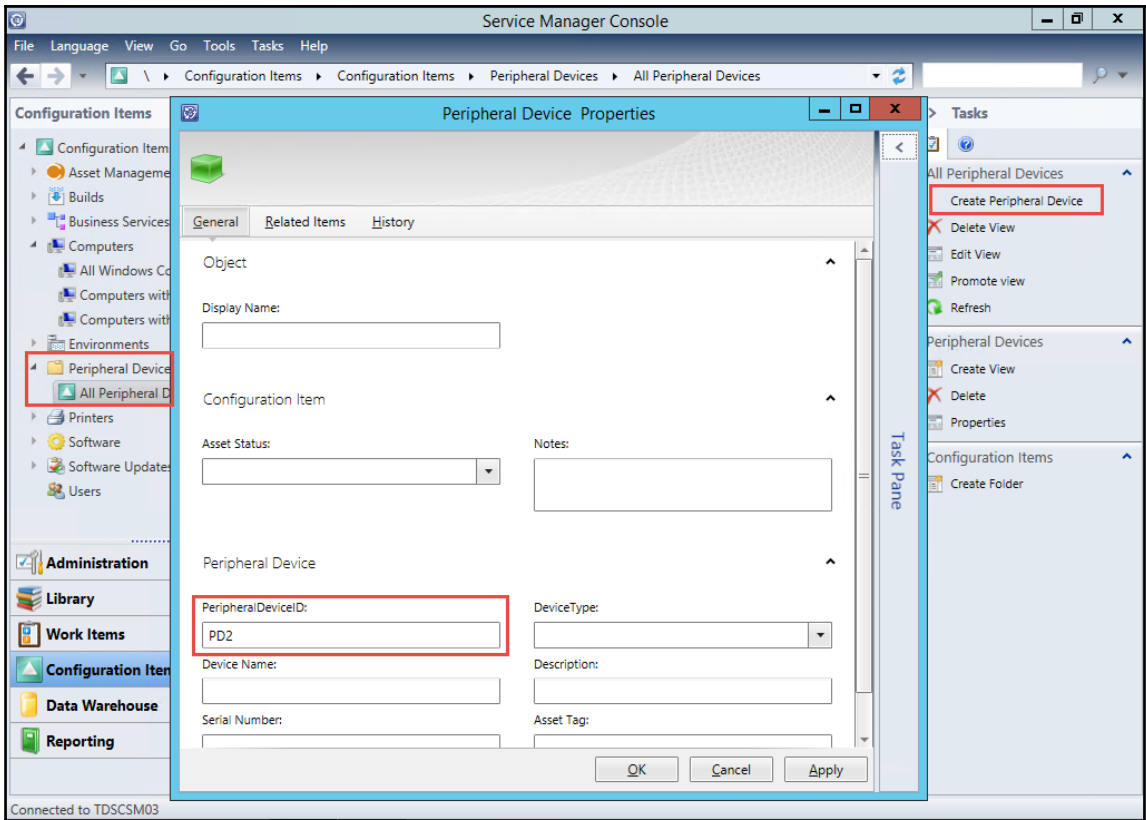


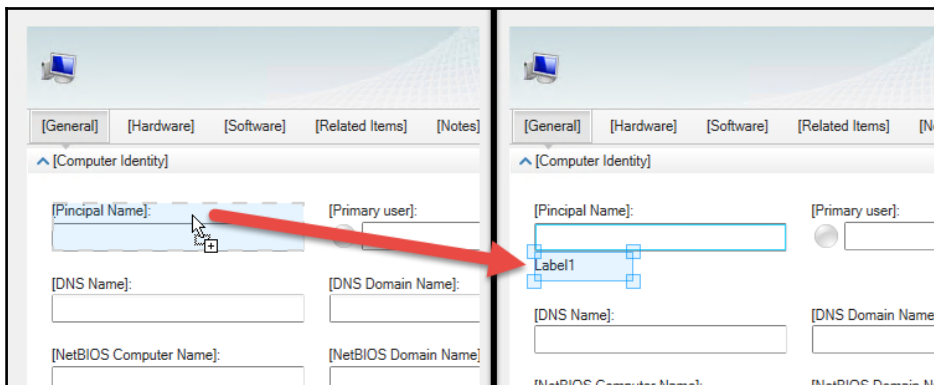
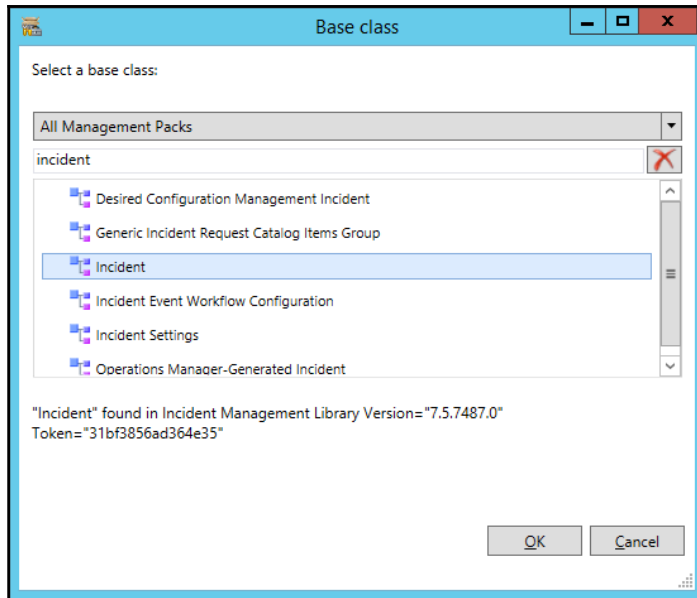


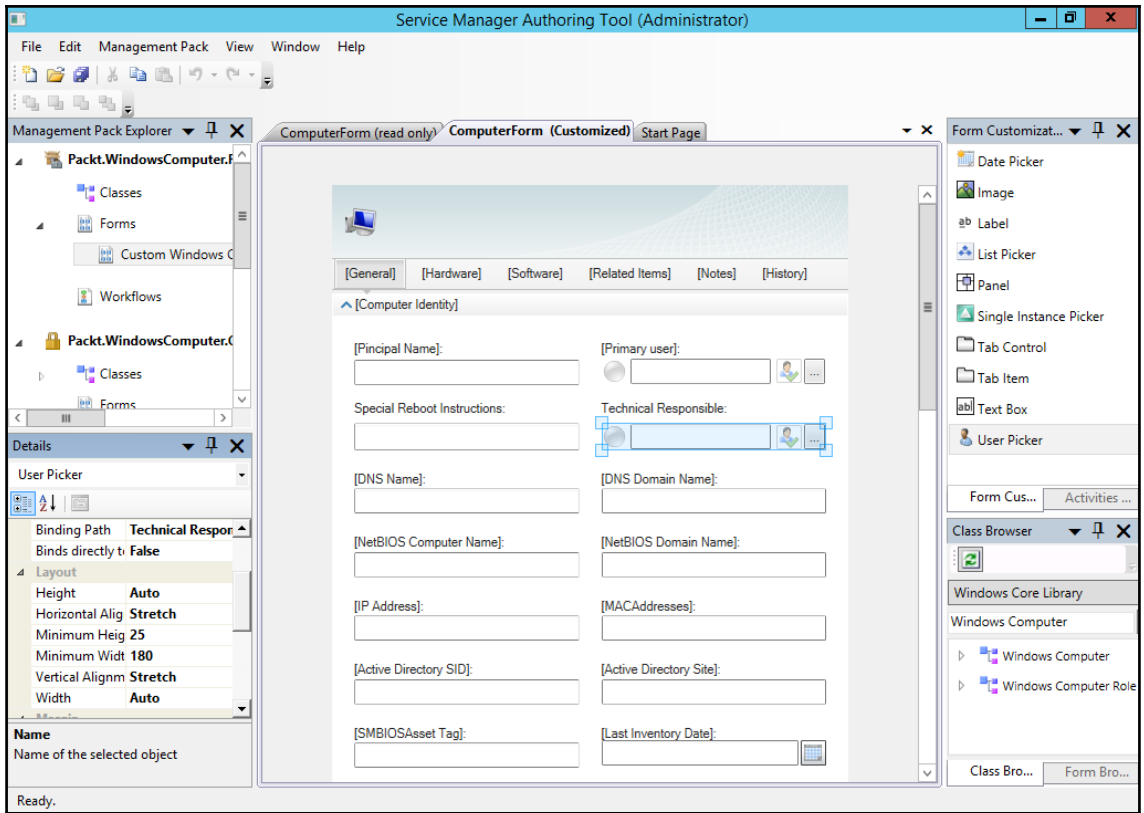


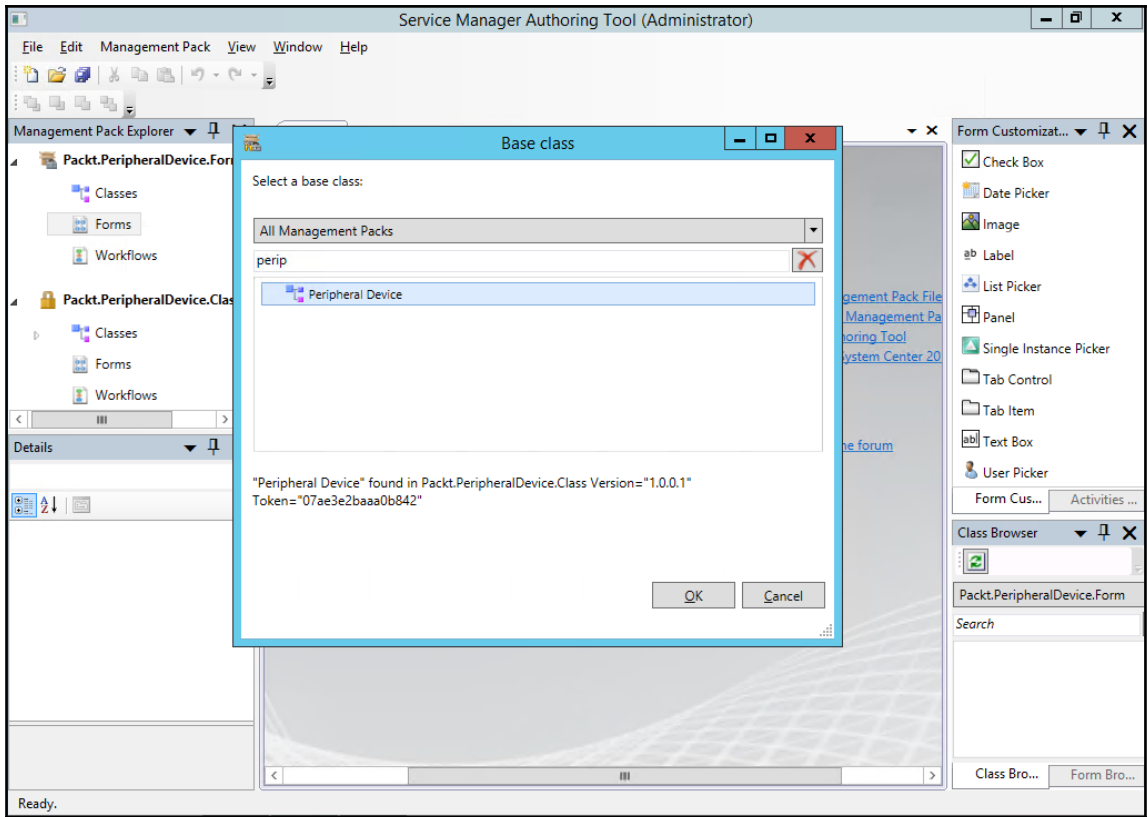


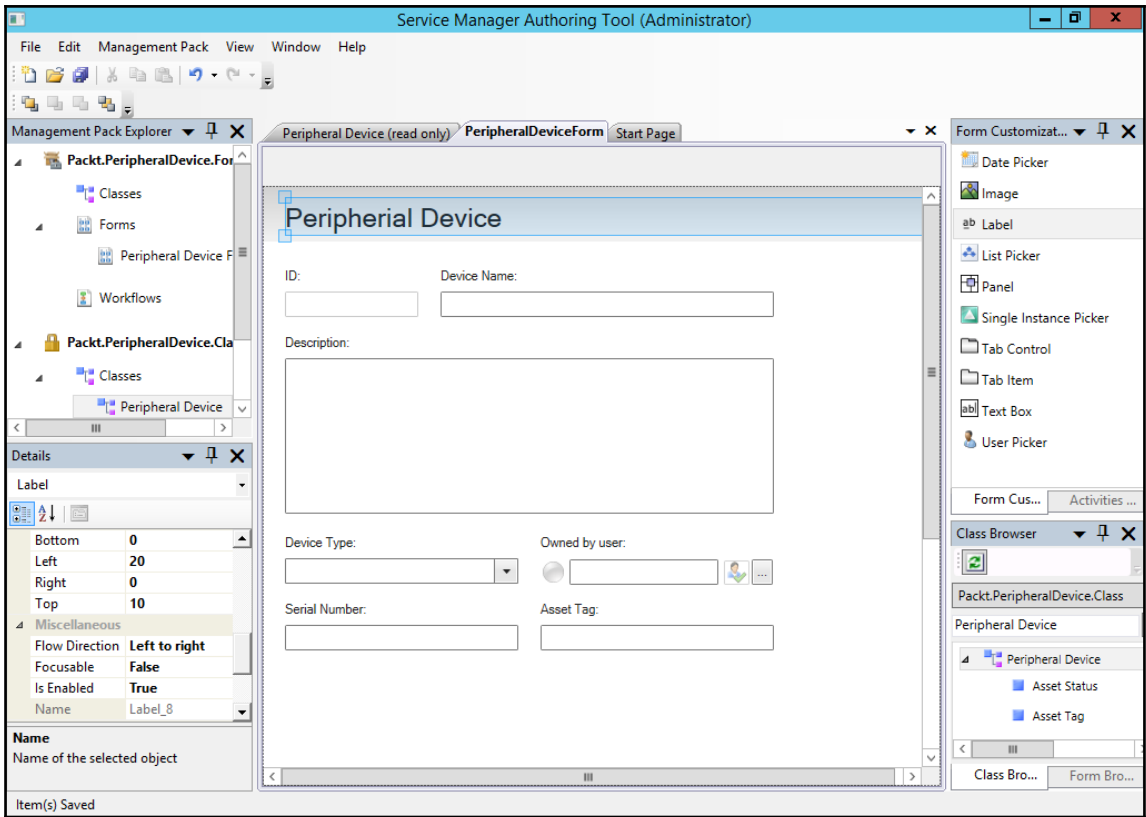












```
C:\Authoring\Packt.WindowsComputer.HideExtensionsTab.xml - Notepad++ [Administrator]
File Edit Search View Encoding Language Settings Macro Run Plugins Window ?
Packt.WindowsComputer.HideExtensionsTab.xml
13 <PublicKeyToken>31bf3856ad364e35</PublicKeyToken>
14 </Reference>
15 <Reference Alias="Console">
16 <ID>Microsoft.EnterpriseManagement.ServiceManager.UI.Console</ID>
17 <Version>7.5.7487.0</Version>
18 <PublicKeyToken>31bf3856ad364e35</PublicKeyToken>
19 </Reference>
20 <Reference Alias="ComputerFormExtension">
21 <ID>Packt.WindowsComputer.FormCustomization</ID>
22 <Version>1.0.0.2</Version>
23 <PublicKeyToken>07ae3e2baaa0b842</PublicKeyToken>
24 </Reference>
25 <Reference Alias="Admin">
26 <ID>Microsoft.EnterpriseManagement.ServiceManager.UI.Administration</ID>
27 <Version>7.5.7487.0</Version>
28 <PublicKeyToken>31bf3856ad364e35</PublicKeyToken>
29 </Reference>
30 </References>
31 </Manifest>
32 <Categories>
33 <Category ID="Packt.WindowsComputer.HideExtensionsTab.Category" Value=
  "Console!Microsoft.EnterpriseManagement.ServiceManager.ManagementPack">
34 <ManagementPacName>Packt.WindowsComputer.HideExtensionsTab</ManagementPacName>
35 <ManagementPacVersion>1.0.0.0</ManagementPacVersion>
36 </Category>
37 <Category ID="HideComputerFormExtensionTab" Target=
  "ComputerFormExtension!CustomForm_dc869531_a7b9_46fb_9ac3_9ff62066e829" Value=
  "Admin!Microsoft.EnterpriseManagement.ServiceManager.UI.Administration.Enumeration.HideExtensionTab
  " />
38 </Categories>
39 <LanguagePacks>
40 <LanguagePack ID="ENG" IsDefault="true">
41 <DisplayStrings>
42 <DisplayString ElementID="Packt.WindowsComputer.HideExtensionsTab">
eXtensible Markup Language file length: 2,322 lines: 48 Ln: 31 Col: 12 Sel: 0|0 Windows (CR LF) UTF-8 INS
```

Create View

General

Criteria

Display

Criteria

Advanced Search

Search for objects of a specific class:

Incident

Related classes:

Incident

Available properties:

<Search>

- Actual Cost
- Actual Downtime End Date
- Actual Downtime Start Date
- Actual end date
- Actual start date
- Actual Work Hours

Criteria:

[Incident] Status

OR [Incident] Status



```
*C:\Authoring\ServiceManager.IncidentManagement.Configuration.xml - Notepad++ [Administrator]
File Edit Search View Encoding Language Settings Macro Run Plugins Window ?
ServiceManager.IncidentManagement.Configuration.xml x3
1135 <QueryCriteria Adapter="omsdk://Adapters/Criteria" xmlns="http://tempuri.org/Cri
1136 <Criteria>
1137 <FreeformCriteria>
1138 <Freeform>
1139 <Criteria xmlns="http://Microsoft.EnterpriseManagement.Core.Criteria/">
1140 <Expression>
1141 <And>
1142 <Expression>
1143 <SimpleExpression>
1144 <ValueExpressionLeft>
1145 <Property>$Context/Property [Type=' CoreIncident!System.WorkIt
1146 </ValueExpressionLeft>
1147 <Operator>NotEqual</Operator>
1148 <ValueExpressionRight>
1149 <Value>{2b8830b6-59f0-f574-9c2a-f4b4682f1681}</Value>
1150 </ValueExpressionRight>
1151 </SimpleExpression>
1152 </Expression>
1153 <Expression>
1154 <SimpleExpression>
1155 <ValueExpressionLeft>
1156 <Property>$Context/Property [Type=' CoreIncident!System.WorkIt
1157 </ValueExpressionLeft>
1158 <Operator>NotEqual</Operator>
1159 <ValueExpressionRight>
1160 <Value>{bd0ae7c4-3315-2eb3-7933-82dfc482dbaf}</Value>
1161 </ValueExpressionRight>
1162 </SimpleExpression>
1163 </Expression>
1164 </And>
1165 </Expression>
eXtensible Markup Language file length : 712,927 lines : 12,181 Ln : 1,141 Col : 30 Sel : 0 | 0 Windows (CR LF) UCS-2 LE BOM INS
```

**Edit All Active Incidents**

General

**Criteria**

Display

**Advanced Search**

Search for objects of a specific class:

Incident

Related classes:

Incident

Available properties:

<Search>

- Actual Cost
- Actual Downtime End Date
- Actual Downtime Start Date
- Actual end date
- Actual start date
- Actual Work Hours

Criteria:

[Incident] Status does not equal Resolved

**AND** [Incident] Status does not equal Closed

# Chapter 12: Automating Service Manager 2016

The screenshot shows the 'Incident Template - Incident Routing to Exchange Group' dialog box. The main area is titled 'Incident Information' and contains several fields for incident details. The 'Assigned to' field is highlighted with a red box and contains the text 'POWERON\anud (anud)'. Other fields include 'Affected user', 'Title', 'Description', 'Classification category', 'Source', 'Impact', 'Urgency', 'Priority', 'Support group', and 'Primary owner'. A 'Tasks' pane on the right lists various actions like 'Apply Template', 'Assign', 'Change Incident Status', etc. The 'General' pane at the bottom right shows a 'Refresh' button.

Incident Template - Incident Routing to Exchange Group

Incident Form Extensions

New

Affected user: Contact info: Parent incident: Created on: Target End Date: First response date: 00:00

General Activities Related Items Resolution

Incident Information

Affected user: Alternate contact method:

Title:

Description:

Classification category: Source:

Impact: Urgency: Priority:

Support group: Assigned to: Primary owner:

Escalated

Affected Services

OK Cancel Apply

Tasks

Incident

- Apply Template
- Assign
- Change Incident Status
- Convert or Revert to Parent
- Create Change Request
- Create Problem
- Create Release Record
- Create Service Request
- Escalate or Transfer
- Link or Unlink to Parent
- Link Problem
- Link to New Parent Incident
- Nslookup
- Ping Related Computer
- Print
- Remote Desktop
- Request User Input
- Search for Knowledge Articles
- Send Email
- Set First Response or Comment

General

- Refresh

### Add Incident Event Workflow

## Workflow Information

**Before You Begin**

Workflow Information

Specify Event Criteria

Select Incident Template

Select People to Notify

Summary

Completion

Provide a name and description to indicate what the workflow is intended to do. Then, specify when Service Manager should check for the events that trigger this workflow.

**Name:**

**Description (optional):**

**Check for events:**

Select an existing unsealed management pack where this workflow will be stored.

**Management pack**

Last modified: 10/6/2016 10:44:50 PM

Enabled

### Administrator: Windows PowerShell

```

PS C:\Users\anders.asp> Import-Module smlets
PS C:\Users\anders.asp> Get-SMLetsVersion

TargetProduct      : Microsoft System Center 2012 R2 Service Manager
WorkingCopyRootPath : D:/My Documents/Visual Studio 2012/Projects/SMLets/SMLets
URL                : https://smlets.svn.codeplex.com/svn/Main/Source/SMLets/SMLets
RepositoryRoot     : https://smlets.svn.codeplex.com/svn
RepositoryUUID     : e17a0e51-4ae3-4d35-97c3-1a29b211df97
Revision           : unknown
LastChangedAuthor  : gritsenko
LastChangedRev     : unknown
LastChangedDate    : 07/01/2015 03:23:23
IsPrivate          : True
Changes            : {}
SMCompiledVersion  : 7.5.3079.0
SMInstalledVersion : 7.5.7487.0
SM2012             : True

PS C:\Users\anders.asp>

```

Administrator: Windows PowerShell ISE

```
PS C:\Windows\system32> Import-Module SMLets
$IncidentClass = Get-SCSMClass System.WorkItem.Incident$
$Incident = Get-SCSMObject -Class $IncidentClass -filter "Id -eq IR495"
$Incident
```

ClassName	DisplayName	LastModified
System.WorkItem.Incident	IR495 - Local Printer issue	07/10/2016 17:53:16

```
PS C:\Windows\system32>
```

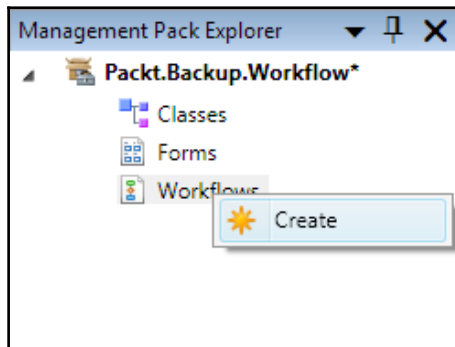
Commands X X

Modules: Refresh

Name:

A:

- Add-ADCentralAccessF
- Add-ADComputerServi
- Add-ADDomainContro
- Add-ADFineGrainedPa
- Add-ADGroupMember
- Add-ADPrincipalGroup
- Add-ADResourcePrope
- Add-AppxPackage



Service Manager Console

File Language View Go Tools Tasks Help

\ Administration Administration Workflows Status

**Administration**

- Administration
  - Announcements
  - Connectors
  - Deleted Items
  - Management Packs
  - Notifications
  - Security
  - Service Level Management
  - Settings
  - Workflows
    - Configuration
    - Status
- Library
- Work Items
- Configuration Items
- Data Warehouse
- Reporting

**Status 64**

Filter Edit Criteria

Name	Management Pack	Sealed	Enabled
Activity Status Changed Workflow	Service Manager Activit...	Yes	Yes
<b>BackupOfUnsealedManagementPacks</b>	<b>Packt.Backup.Workflow</b>	No	Yes
Change Request Activity Rerun	Service Manager Chang...	Yes	Yes
Change Request Status Changed	Service Manager Chang...	Yes	Yes
Container Activity Status Alert	Service Manager Activit...	Yes	Yes
CR - Change Request Cancelled Email...	PON - Change - Notific...	No	No
CR - Change Request Completed Emal...	PON - Change - Notific...	No	No
CR - Change Request Failed Email Noti...	PON - Change - Notific...	No	No
CR - New Change Request Email Notifi...	PON - Change - Notific...	No	No
Dependent Activity Status	Service Manager Activit...	Yes	Yes
Dependent Activity Status	Service Manager Activit...	Yes	Yes
Dependent Activity Status	Service Manager Activit...	Yes	Yes
Incident - New Incident Notification	Packt.Incident.Notificati...	No	No
IP - Analyt Comment Email Notificati...	PON - Incident - Notific...	No	No

**BackupOfUnsealedManagementPacks**

**Workflow instances (0 need attention)** Refresh

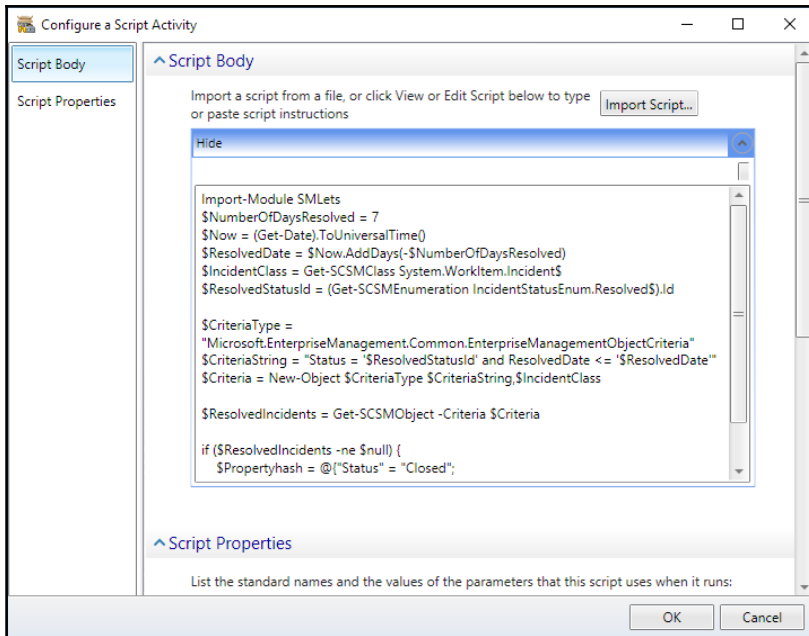
Need attention All instances

Status	Start Ti...	End Time	Actions
--------	-------------	----------	---------

Tasks

- BackupOfUnsealedMan...
  - Disable
  - Enable
- Status
  - Refresh
- Administration
  - Start PowerShell Session
- General
  - Refresh

Connected to TDCSCM03



System Center Orchestrator Runbook Designer

Actions Edit Options View Help

Refresh Run Stop Check In Check Out Undo Check Out Runbook Tester Orchestration Console

Connections

- TDSCORCH01
  - Runbooks
    - Change Management
    - Training Pack
  - Computer Groups
  - Runbook Servers
  - Global Settings

New AD User

Initialize Data → Create User → Enable User

Activities

- Execute PowerShell Script
- Windows Azure
- Text File Management
- Active Directory
  - Enable User
- SC 2016 Data Protection Manager
- SC 2016 Configuration Manager
- SC 2016 Operations Manager
- SC 2016 Service Manager
- SC 2016 Virtual Machine Manager
- VMware vSphere
- REST
- Exchange Admin
- Exchange User
- FTP
- Microsoft SharePoint
- Runbook Control

Log

Log History Audit History Events



Runbook Activity Template: RBA - New AD User

Status: Created On: 11/3/2016 8:27:12 PM  
Parent Work Item: Created By:

General Runbook Configuration Items Scheduling Related Items History

Runbook Information

Last Status: Active Updated On: 3/24/2016 3:27:50 PM

Name:  
Create New User In AD Select...

Parameter Mapping:

Name	Type	Value	
LastName Mapped to property Text1	(In) String	<input type="text"/>	Edit Mapping
FirstName Mapped to property Text2	(In) String	<input type="text"/>	Edit Mapping

Documentation:

OK Cancel Apply

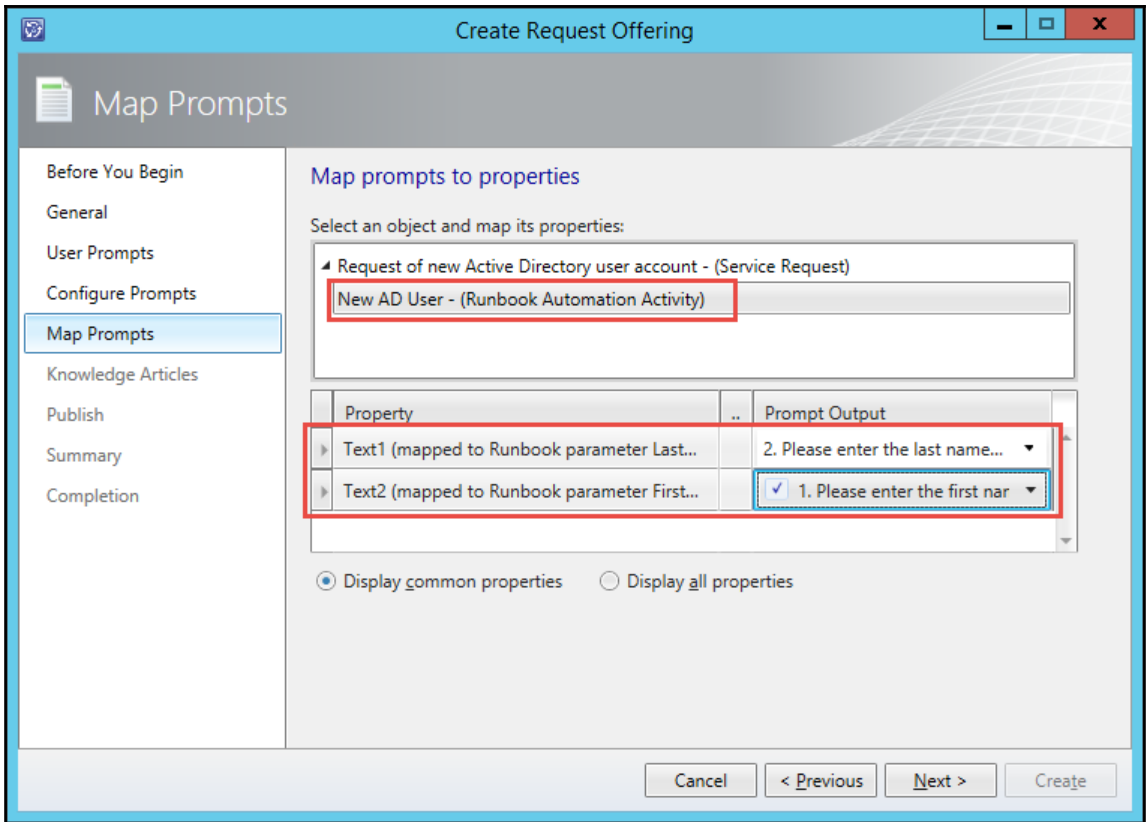
Tasks

Runbook Automation A...

- Create Change Request
- Create Release Record
- Print
- Search for Knowledge Articles
- View Associated Runbook
- View Most Recent Job

General

- Refresh



http://localhost/Home/Makeform Service Manager Self Servic... x

PowerON - TestDrive Search in Help Articles and Services


### Request a new user account

Description  
Use this Request Offering to request a new Active Directory user account.

Instructions

Please enter the first name of the new user \*

Please enter the last name of the new user \*

SR634 : Monthly restore tests

Service Request Form Extensions

SR634 Activity stage: Perform restore test Created On: 07/11/2016 20:55:31  
In Progress Request Offering: Created by:

General Activities Results Related Items Service Level History

Activities

START

- MA635: Perform restore test
- MA636: Create and deliver report to manager

END

Details

Select an activity to view its details

OK Cancel Apply

Tasks

SR634

- Add Affected Hardware Asset
- Add Affected Software Asset
- Assign To Analyst
- Assign To Me
- Cancel
- Close
- Complete
- Create Change Request
- Create Incident
- Create Release Record
- Open Activity In Progress
- Print
- Put On Hold
- Resume
- Search for Knowledge Articles
- Set First Response or Comment

General

- Refresh

```

Windows PowerShell ISE
File Edit View Tools Debug Add-ons Help
Untitled1.ps1 X
1 Import-Module SMLets
2
3 $UrgencyLowEnum = Get-SCSMEnumeration ServiceRequestUrgencyEnum.Low$
4 $PriorityLowEnum = Get-SCSMEnumeration ServiceRequestPriorityEnum.Low$
5 $SourceOtherEnum = Get-SCSMEnumeration ServiceRequestSourceEnum.Other$
6 $StatusNewEnum = Get-SCSMEnumeration ServiceRequestStatusEnum.New$
7
8 $SSRPropertyHash = @{
9     "Id" = "SR{0}";
10    "Title" = "Monthly restore tests";
11    "Description" = "This is a recurring Service Request to ensure that we do restore test of our backups";
12    "Urgency" = $UrgencyLowEnum;
13    "Priority" = $PriorityLowEnum;
14    "Source" = $SourceOtherEnum;
15    "Status" = $StatusNewEnum;
16 }
17
18 $FirstMAPropertyHash = @{
19     "Id" = "MA{0}";
20     "SequenceID" = "0";
21     "Title" = "Perform restore test";
22     "Description" = "Perform a restore test of a random backup that hasn't been tested for a while";
23 }
24
25 $SecondMAPropertyHash = @{
26     "Id" = "MA{0}";
27     "SequenceID" = "1";
28     "Title" = "Create and deliver report to manager";
29     "Description" = "Create a report of the results of the restore tests and deliver it to the system owner and your manager";
30 }
31
32 $Projection = @{
33     CLASS = "System.WorkItem.ServiceRequest";
34     OBJECT = $SSRPropertyHash;
35     Activity = @{
36         __CLASS = "System.WorkItem.Activity.ManualActivity";
37         OBJECT = $FirstMAPropertyHash;
38     },
39     @{
40         __CLASS = "System.WorkItem.Activity.ManualActivity";
41         OBJECT = $SecondMAPropertyHash;
42     }
43 }
44
45 New-SCSMObjectProjection -Type "System.WorkItem.ServiceRequestAndActivityViewProjection" -Projection $Projection

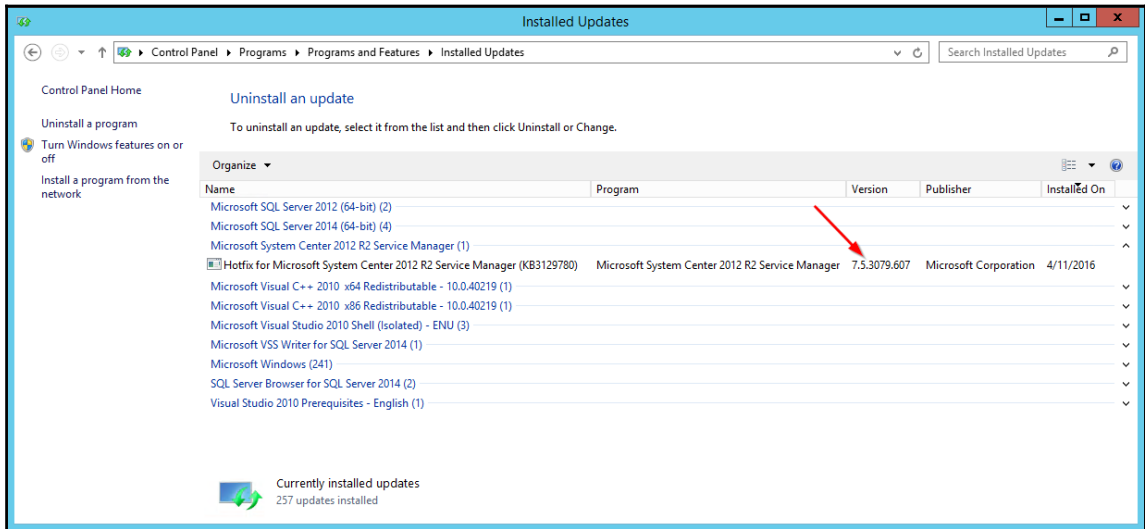
```

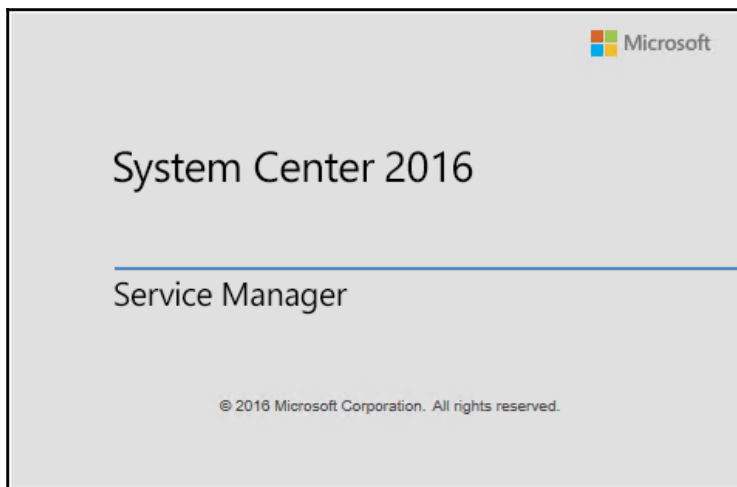
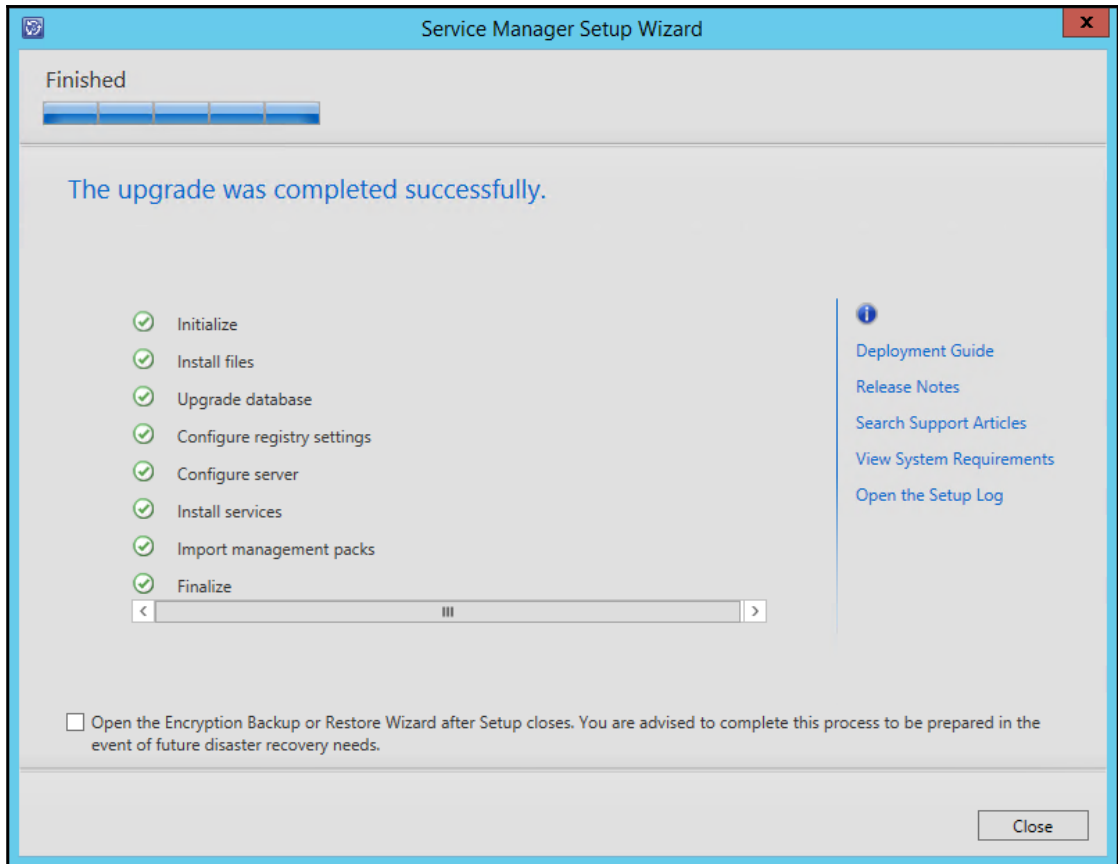
```

PS C:\> Get-SCSMTypeProjection "System.WorkItem.ServiceRequestAndActivityViewProjection"
ProjectionType: System.WorkItem.ServiceRequestAndActivityViewProjection
ProjectionSeed: System.WorkItem.ServiceRequest
Components:
  Alias          TargetType          TargetEndPoint
  -----
  Activity       System.WorkItem.Activity
  AssignedUser   System.user         Activity
                  AssignedWorkItem

```

# Chapter 13: What's New in SCSM 2016 and Upgrading from SCSM 2012 R2





# Appendix A: Community Extensions and Third-Party Commercial SCSM Solutions

Cireson Cloud Trial Portal | Service Catalog | Search Service Catalog | Greg Winston

1 new announcement | Show Announcements

## Home

Need help finding what you are looking for?

Search... Search All

**Browse By Category**

- Accounting/Financial
- Cireson Resources
- Human Resources
- Information Technology

**Common Requests**

- Add User
- Transition User
- Group Membership
- Community Forum

Cireson Cloud Trial Portal | Work Item | Search Work Item | Don Funk

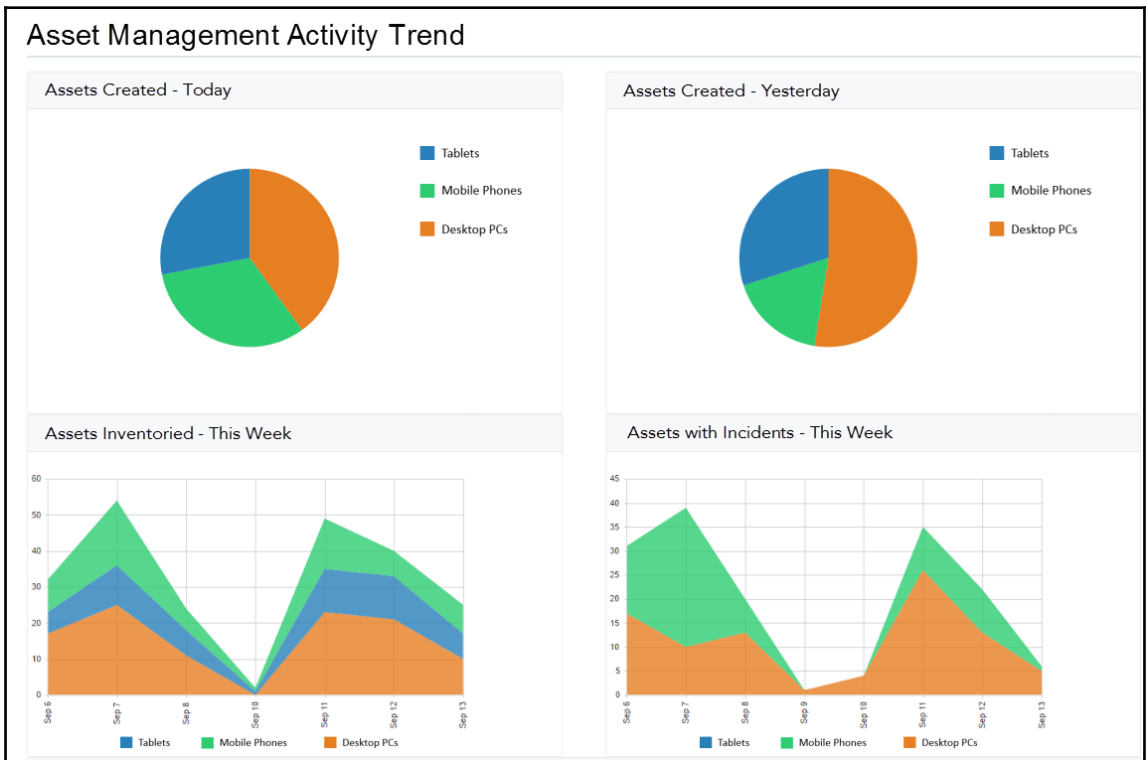
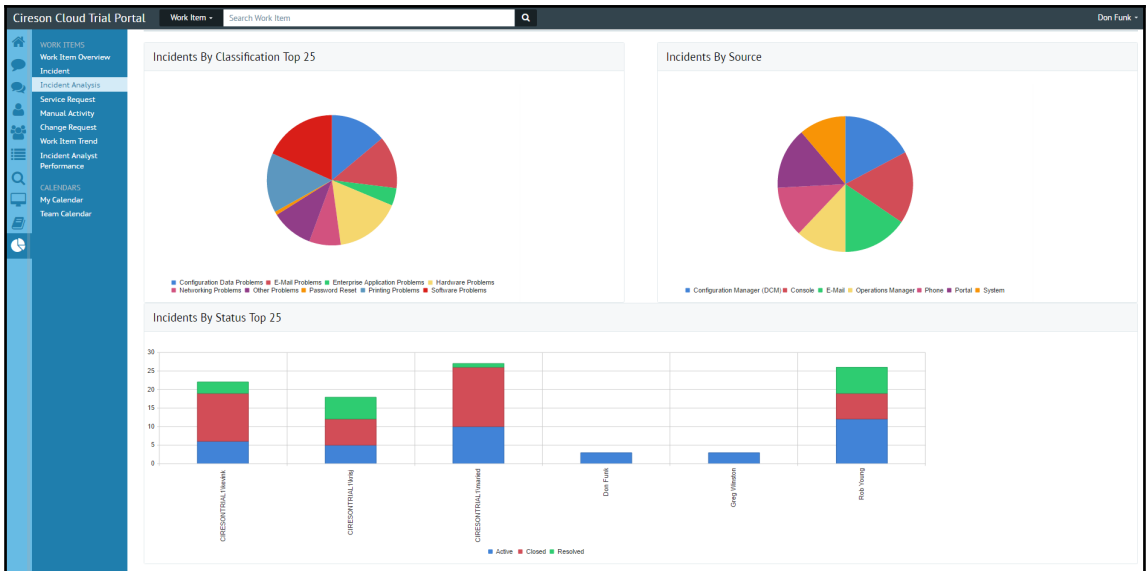
My Work

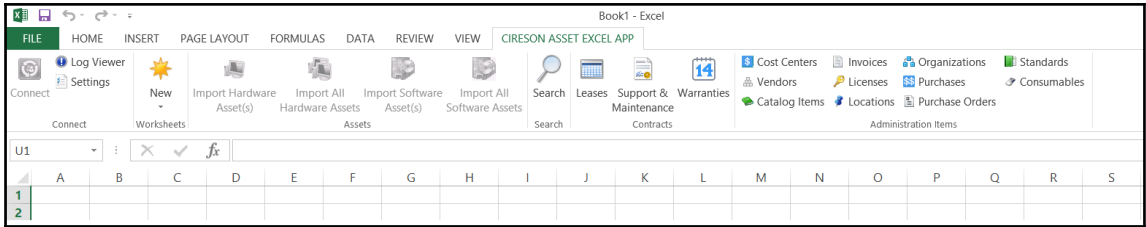
Show Activities  Show Inactive Work Items | Reset View

Drag a column header and drop it here to group by that column

ICON	ID	TITLE	STATUS	ASSIGNED US	PRIORITY	CATEGORY	AFFECTED USER	SUPPORT GROUP	LAST MODIFIED	CREATED DATE	IS PARENT	...
🔍	RA1050	HR On-Boarding Creation Review Activity	In Progress						10/10/2016 6:03 AM	10/10/2016 6:02 AM		
🔍	RA1041	HR On-Boarding Creation Review Activity	In Progress						10/10/2016 5:30 AM	10/10/2016 5:29 AM		
🔍	MA1037	Email Distribution Group Request	In Progress	Don Funk					10/10/2016 2:35 AM	10/10/2016 2:32 AM		
🔍	RA1029	Computer Request Approval Review	In Progress						10/10/2016 12:33 AM	10/10/2016 12:33 AM		
⚠️	IR1014	I can't find incident to enter an incident so now its an issue	Active	Don Funk	2	Password Reset	Greg Winston	IT Administrators	10/7/2016 5:26 AM	10/6/2016 11:26 AM		
🔍	RA1000	Computer Request Approval Review	In Progress						10/5/2016 12:09 PM	10/5/2016 12:09 PM		
🔍	RA989	Mobile Device Review Activity	In Progress						10/5/2016 10:52 AM	10/5/2016 10:52 AM		
⚠️	IR963	Printer be jamming	Active	Don Funk	3	Hardware Problems	Greg Winston	IT Administrators	10/4/2016 3:47 PM	10/4/2016 12:45 PM		
🔍	SR942	Computer Request	In Progress	Don Funk	Medium	Client	Greg Winston		10/4/2016 3:59 PM	10/4/2016 2:55 AM		
🔍	MA933	Email Distribution Group Creation Request	In Progress	Don Funk					9/11/2016 11:03 AM	9/11/2016 11:02 AM		
🔍	RA774	Initial Screening	In Progress						4/16/2016 9:31 AM	4/16/2016 9:27 AM		
➔	CR773	CRM Application Update	In Progress	Don Funk	High	Software			10/4/2016 4:06 PM	4/16/2016 9:27 AM		
🔍	RA737	Computer Request Approval Review	In Progress						2/28/2016 8:56 AM	2/28/2016 8:44 AM		
!!!	PR675	Hardware failed in web server	Active	Don Funk	0	Server			10/3/2015 6:31 AM	4/14/2015 11:08 AM		
!!!	PR673	CRM database intermittently goes offline	Active	Don Funk	0	Database			4/14/2015 11:30 AM	4/14/2015 11:06 AM		
🔍	RA662	Mobile Device Review Activity	In Progress						4/14/2015 7:23 AM	4/14/2015 7:22 AM		
🔍	RA654	Mobile Device Review Activity	In Progress						4/14/2015 7:19 AM	4/14/2015 7:19 AM		
🔍	RA634	Mobile Device Review Activity	In Progress						4/13/2015 3:32 PM	4/13/2015 3:31 PM		
🔍	RA626	Mobile Device Review Activity	In Progress						4/13/2015 3:25 PM	4/13/2015 3:24 PM		







itnetX
IT Service Management Portal
Search ...
English
John Doe

- + Create new request
- + Create new activity
- + Create new service
- Home
- Requests
- Activities
- Service catalog
- Knowledge base

## Home - My dashboard

+ Create new  
 Request  
 Activity  
 Service

### My Open Requests

3 requests found

ID	NAME	AFFECTED USER	STATUS	CREATED	LAST MODIFIED
SR9306	Desc	John Doe	Submitted	22 Jan 2016 14:13:19	22 Jan 2016 14:14:12
SR9287	IT	demo	Submitted	21 Jan 2016 14:22:12	21 Jan 2016 14:22:42
IR9212	Problem with MySoftware	John Doe	Active	18 Jan 2016 14:00:05	19 Jan 2016 14:29:09

### My Open Activities

1 activities found

ID	NAME	AFFECTED USER	STATUS	CREATED	LAST MODIFIED
RA4634	Approve Service Request	John Doe	In Progress	23 Jan 2015 13:46:52	23 Jan 2015 13:50:51

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itnetX Analyst Portal Search... English ADM Dieter Gasser

Favorites | Work Items | Configuration Items

### IR690 - Problem with Microsoft Word

Save & Close Save Close

**Status** Active | **SLA** Breached | **Resolved date** Sep 21, 2016 12:00:00 AM  
**ADM Dieter Gasser** | **First response date** | **Parent Work Item** IR1527  
**Created on** Apr 22, 2016 1:32:03 PM | **First assigned date** Apr 22, 2016 1:33:54 PM | **Attached Files** 2 files

General | Activities | Resolution | Service Level | Related Items | History

#### Incident Information

**Affected User**  
ADM Marco

**Title**  
Problem with Microsoft Word

**Description**  
Can you please assist in installing the Italian proofing tools for Microsoft Word?  
I need this on my computer CX001.  
Thanks.

**Classification category**: Software Problems | **Source**: Console

**Impact**: Medium | **Urgency**: Medium | **Priority**: 3

#### Action Log

**Comment**

Private Add Add Attachment

Filter (3/3)

- ADM Dieter Gasser (Aug 19, 2016 2:49:48 PM)  
**Attached File**: new 1.txt
- ADM Dieter Gasser (Aug 19, 2016 2:47:55 PM)  
**Attached File**: 2016-08-19 14\_49\_39-Documents.png
- ADM Marcello Rosenberg (Apr 22, 2016 1:32:03 PM)  
**Record Opened**: IR1 - SLA 01:33

#### Tasks

- Apply Template
- Assign to Analyst
- Assign to Me
- Close
- Convert or Revert Parent
- Escalate or Transfer
- Link or Unlink Parent
- Link to Problem
- Ping Related Computer
- Reactivate
- Refresh
- Remote Desktop
- Request User Input
- Resolve
- Set First Response or Co...

Service Manager Console

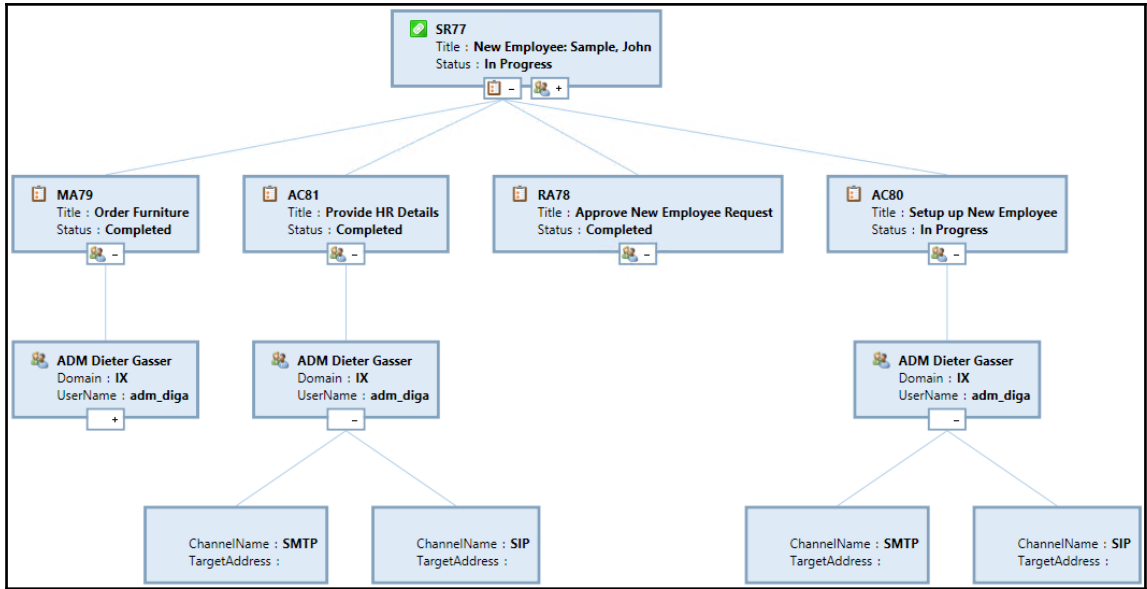
File Language View Go Tools Tasks Help

Work Items > Work Items > !My WorkItems

#### !My WorkItems 4

Filter Edit Criteria

ID	Title	Status	SLA	Area/Classification	Priority	Created	Last Modified
IR371	Cannot print	Active		Printing Problems	9	4/18/2016 10:19:51 AM	4/18/2016
IR369	Problem with Word	Active		Software Problems	9	4/18/2016 10:19:29 AM	4/18/2016
MA18	Change Development	In Progress				4/12/2016 5:27:54 PM	4/18/2016
CR16	Upgrade to SQL 2016	In Progress		Installation		4/12/2016 5:27:54 PM	4/18/2016



itnetX PowerPrint

You have 256 days left to try itnetX PowerPrint

Print Method

HTML

PDF

Printer

Object

**IR14 - Problem 333 (Problem 333)**

Template: Assigned To User Notification Template

Language: English (United States)

Preview:

**Incident assigned: IR14**

Dear ,

The following incident has been assigned to you:

Incident ID: IR14  
Target Resolution Time:  
Priority: 9  
Affected User: user\_diga  
Category: Printing Problems

Print Close

Form Host

PS15

General

Script name  
Software: Marketplace Request - Evaluate Conditions

Description

PowerShell Script Text

You can use predefined variables: \$mg (EnterpriseManagementGroup), \$ActivityId (Guid), \$ParentId (Guid), \$RootId (Guid)

```
1 # $rootId = "c6b4a963-693d-8e93-cfd9-7dba04ee6481"
2
3 try
4 {
5     Import-Module SMLets
6
7     $objSR = Get-SCSMObject $rootId
8     $enquiry = $objSR.xtext01
9
10    #####
11    $cProduct = Get-SCSMClass itnetx.class.product$
12    $cLead = Get-SCSMClass itnetx.class.lead$
13
14    $rcWIHasActivity = Get-SCSMRelationshipClass System.WorkItemContainsActivity$
15    $rcWIAboutCI = Get-SCSMRelationshipClass System.WorkItemAboutConfigItem$
16    $rcCIRelatesToCI = Get-SCSMRelationshipClass System.ConfigItemRelatesToConfigItem$
17    #####
18
19    #####
20
```

Tasks

- Software: Marketplace Req...
- Print
- Search for Knowledge Articles

General

- Refresh

OK Cancel Apply

Send Email

Recipients  
dieter.gasser@itnetx.ch ; marcello.rosenberg@itnetx.ch

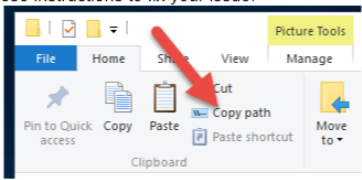
CC & BCC

Subject  
[IR371] - Cannot print

Please select template:  
SendMail TESTING Template

Comment  
Insert message template

Hi, please use these instructions to fix your issue:



Is Question  
 Is Solution

Attachments  
File Name  
Microsoft.IntelliTrace.Profiler.12.0.0.SCui.dll

Add attachments to work item

Send Email Cancel

Service Manager Console

File Language View Go Tools Tasks Help

IT Asset Management

IT Asset Management

IT Asset Management

- IT Asset Management
  - Agreement Management
  - Business and Financial Objects
  - Catalog Management
  - Hardware Asset Management
    - All Hardware Alert Items
    - Computer
    - General
    - Infrastructure
    - Mobile
    - Non-Owned
    - Non-Serialized
    - Virtual Machine
  - Software Asset Management
- Administration
- Library
- Work Items
- Configuration Items
- IT Asset Management
- Data Management
- Data Warehouse
- Reporting

IT Asset Management Quick Start

Provance Products

Installed Product	Version	Last Updated
Base	3.1.3040.0	10/17/2016
ITAM	3.1.3039.0	10/17/2016
Data Management	3.1.3039.0	10/17/2016
Bar Code	3.0.6.0	6/28/2016
Software Intelligence	3.1.3039.0	10/17/2016
Data:		
Status:		

License Status

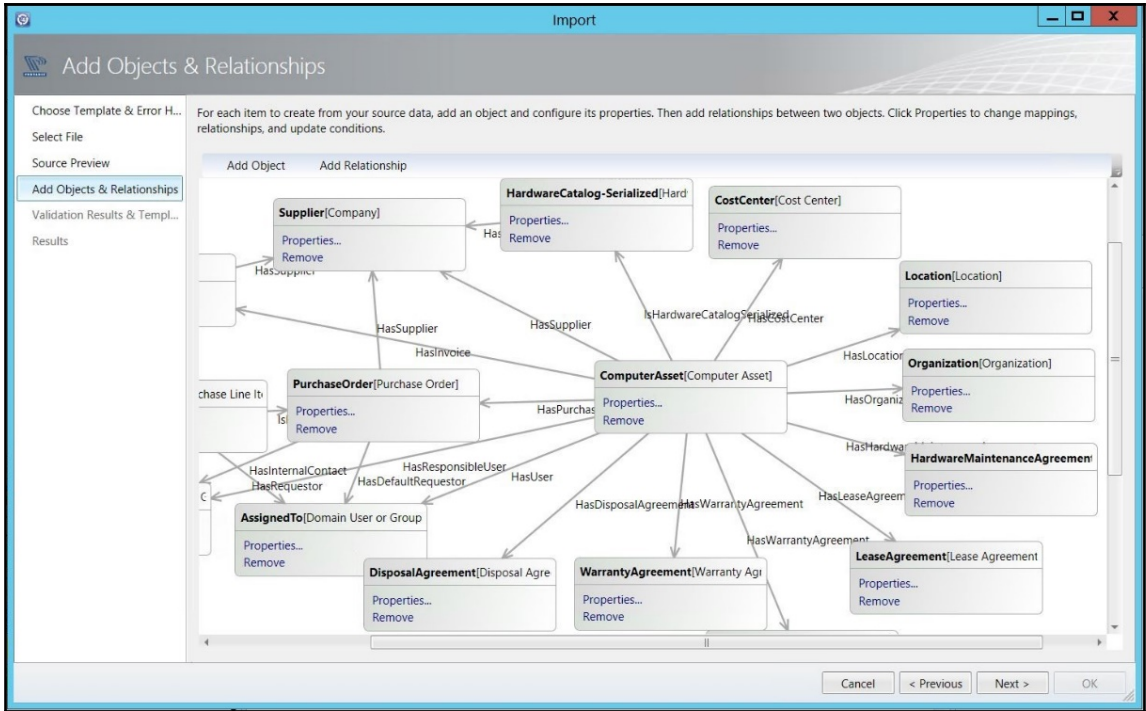
Product	License Key	Type	Expiry

Tasks

- Software Titles Tracked By Installati...
- Refresh
- Software Asset Management
  - Create Folder
  - Create SKU
  - Create Software Title
  - Recalculate All Software Titles

Connected to pm05









## Windows Systems - October 2016

**24x7 (Change)** **06/26/2046**  
on-call times scheduled until

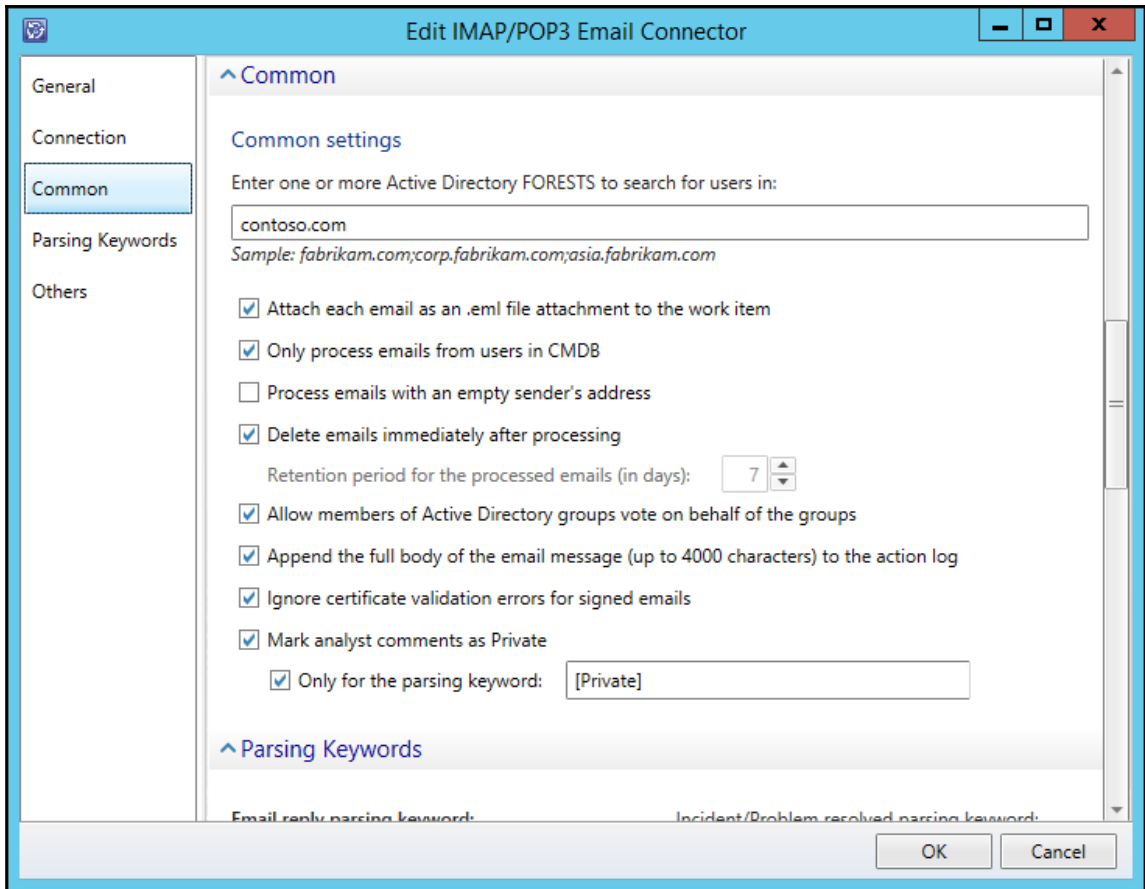
< Jan Feb Mar Apr May Jun Jul Aug Sep **Oct** Nov Dec > MONTH | YEAR

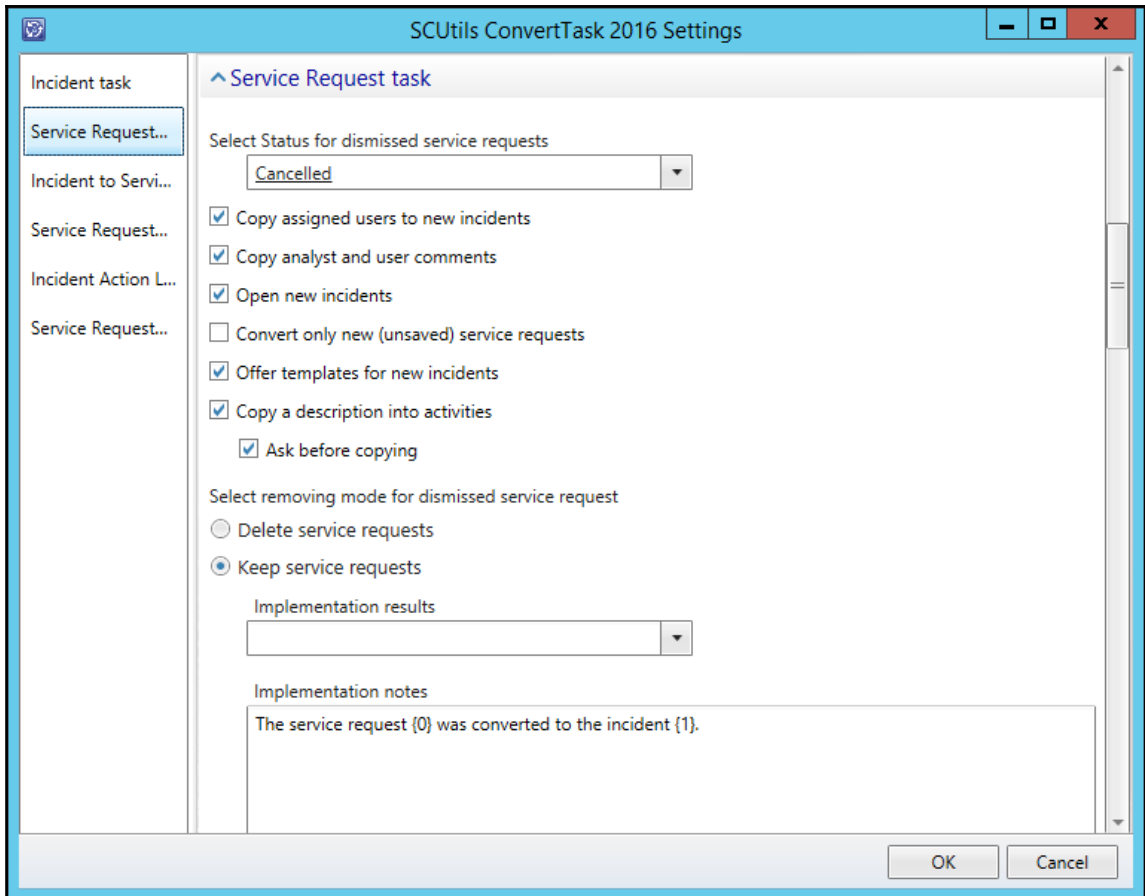
Week	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
39	25	26	27	28	29	30	1	Primary
	Doreen Jacobi			Doreen Jacobi				
	John Doe							
40	2	3	4	5	6	7	8	Backup
	Matthes	Matthes Derdack						
	John Doe -> Doreen Jacobi -> John Doe -> Rene Bormann							
41	9	10	11	12	13	14	15	Stand-in
	R			Rene Bormann				
	Doreen Jacobi -> John Doe -> Rene Bormann -> Tino Uhland							
42	16	17	18	19	20	21	22	
	Doreen Jacobi			Doreen		Doreen		
	John Doe -> Rene Bormann -> Tino Uhland							
43	23	24	25	26	27	28	29	
	John Doe					Rene Bormann		
	Rene Bormann -> Tino Uhland							Doreen Jacobi -> John
44	30	31	1	2	3	4	5	
	Doreen Jacobi							John Doe -> Rene Bormann

- Options
- Times
- Holidays
- PDF Export

- Home
- Users
- My Teams**
- Notification Feeds
- Subscription Users
- User Roles
- Active Directory
- Auto Rotation  
Rotating duty
- ?







**Work Item Scheduler**  Enabled

Interval      Run at (hh:mm:ss)

Weekly

Monthly

**Time constraints**

Start after:         Expire on:

Days of the Month       On Each

**Occurrence**  Select all

First       Second       Third       Fourth

Fifth       Last

**Days of the Week**  Select all

Sunday       Monday       Tuesday       Wednesday

Thursday       Friday       Saturday

**Months**  Select all

<input checked="" type="checkbox"/> January	<input checked="" type="checkbox"/> February	<input checked="" type="checkbox"/> March	<input checked="" type="checkbox"/> April
<input checked="" type="checkbox"/> May	<input checked="" type="checkbox"/> June	<input checked="" type="checkbox"/> July	<input checked="" type="checkbox"/> August
<input checked="" type="checkbox"/> September	<input checked="" type="checkbox"/> October	<input checked="" type="checkbox"/> November	<input checked="" type="checkbox"/> December

**Display Name for the workflow**



MY Incidents English

DASHBOARD INCIDENTS SERVICE REQUESTS IT MESSAGES ANNOUNCEMENTS DEVICES ACTIVITIES HELP PATCHMANAGEMENT

MY ACTIVE INCIDENTS MY RESOLVED INCIDENTS ALL ACTIVE TEAM INCIDENTS ALL CLOSED TEAM INCIDENTS ALL ACTIVE MASTER INCIDENTS

ID	Title	Description	Status	Created date	First assigned date	Created By
<input checked="" type="checkbox"/> IR354513	Cannot Start SAP GUI	Error connecting to SAP S...	Active	Sep 9, 2016 12:27:28 AM		
<input type="checkbox"/> IR353949	DEMO: Standard Incident	This is a sample Text	Active	Feb 9, 2016 10:22:46 AM		
<input type="checkbox"/> IR354515	Problem Printing from CAT...	Cannot print to Printer P...	Active	Sep 9, 2016 12:36:04 AM		
<input type="checkbox"/> IR353980	DEMO: Standard Incident S...	This is a sample Text	Active	Feb 9, 2016 11:04:28 AM	Feb 19, 2016 12:34:43 PM	

Back New Incident Sleep AssignToMe AssignToIndividual Resolve Escalate

MY Dashboard

DASHBOARD INCIDENTS SERVICE REQUESTS IT MESSAGES ANNOUNCEMENTS DEVICES ACTIVITIES HELP PATCHMANAGEMENT

This is a global message. Check out the n

New Incident New Service Request

IT Messages

- Minimal outages with Network Service DirectAccess
- Critical Problem with Mail Service - Office365 migration

Announcements

Knowledge Base

- How to query the Microsoft Knowledge Base by using keywords and query words
- An "ERROR\_ACCESS\_DENIED" error occurs when you try to write to a file that is in a network share folder
- Calendar changes are not synchronized from an iOS 8.3 device in some time zones
- How to Change the Display Language in Windows 10

New Service Request

Employee Devices and Assets ESP Email

Network VPN

Back

**Servers DE** PatchManagement Configuration

Servers DE - Hig (7 days) | Servers DE - Inte (7 days) | Servers DE - Quality (14 days) | Servers DE - Production (14 days)

1  
 2 3 k  
 9 0 t 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2

**Basic Information**

Display Name  
 Servers DE

Prefix for monitored Software Update Group  
 S\_PM-Servers-DE

**Category Information**

Related Categories

Name	Sequence Id ^	Duration In Days
Servers DE - High Risk	0	7
Servers DE - Integration	1	7
Servers DE - Quality	2	14
Servers DE - Production	3	14

MY English

My Work Items

DASHBOARD

MY WORK ITEMS

MY IT

ALL WORKITEMS

WORKITEMS (COMBINED)

ID	INCIDENTS
<input type="checkbox"/> IR354263	SERVICE REQUESTS
<input type="checkbox"/> RA356823	MANUAL ACTIVITIES
<input type="checkbox"/> SR354405	REVIEW ACTIVITIES
<input type="checkbox"/> MA354061	Post-implementation Keye...
<input type="checkbox"/> RA354059	Approve Change Deployment
<input type="checkbox"/> SR354334	
<input type="checkbox"/> MA354058	
<input type="checkbox"/> RA354055	
<input type="checkbox"/> MA354044	
<input type="checkbox"/> MA354050	
<input type="checkbox"/> SR354023	
<input type="checkbox"/> PR353996	
<input type="checkbox"/> IR354410	
<input type="checkbox"/> SR353932	
<input type="checkbox"/> MA354045	
<input type="checkbox"/> IR354336	
<input type="checkbox"/> SR354243	

INCIDENTS ^

Status	Created date	CreatedBy User	Affected User	Assigned User
Resolved	Apr 13, 2016 2:05:53 PM			
Pending	Sep 23, 2016 7:00:03 PM			
In Progress	Aug 23, 2016 10:48:20 PM			
Pending	Feb 19, 2016 10:27:21 AM			
Pending	Feb 19, 2016 10:27:21 AM			
Submitted	Apr 21, 2016 9:23:25 PM			
Pending	Feb 19, 2016 10:27:21 AM			
Completed	Feb 19, 2016 10:27:21 AM			
Pending	Feb 19, 2016 10:23:27 AM			
Pending	Feb 19, 2016 10:26:06 AM			
Completed	Feb 17, 2016 12:44:35 AM			
Active	Feb 10, 2016 6:04:17 PM			
Resolved	Aug 23, 2016 10:54:12 PM			
Completed	Feb 8, 2016 11:51:15 PM			
Pending	Feb 19, 2016 10:23:27 AM			
Resolved	Apr 21, 2016 11:26:30 PM			
In Progress	Apr 12, 2016 3:50:55 PM			

← Back

General History

**Computer Information**

Computer Name: [Redacted] Operating System: Windows Server 2008 R2 Datacenter

Description: [Redacted]

**Patch Management Information**

**Main Settings**

Computer: [Redacted]

Category: Servers DE - Production

Level: Manual

**Responsibilities**

Primary Responsible User: [Redacted]

Deputy Responsible User: [Redacted]

**Additional Information**

Patch Status: Healthy  Has SCCM Client

Mandatory Deadline: [Redacted]

OK Cancel Apply

PatchManagement Extension

General History

**Computer Information**

Computer Name: [Redacted] Operating System: Windows Server 2012 Datacenter

Description: [Redacted]

**Patch Management Information**

**Main Settings**

Computer: [Redacted]

Category: Servers DE - Production

Level: Automatic

**Responsibilities**

Primary Responsible User: [Redacted]

Deputy Responsible User: [Redacted]

**Patch Window**

Recurrence: Daily Time: 04:00 Duration: 120

**Additional Information**

Patch Status: Critical  Has SCCM Client

Mandatory Deadline: [Redacted]

OK Cancel Apply

- DASHBOARD
- INCIDENT
- SERVICEREQUEST
- ITMESSAGE
- ACTIVITY
- PATCHMANAGEMENT**

Duration In Days	Display Name
7	Clients DE - Test

Pending SoftwareUpdates  
No elements found.

ArticleID	BulletinID	Severity	Title	Description	DateReleased
3085577		0	Update for Microsoft Offi...	Microsoft has released an update for Microsoft Office 2013 32-Bit Edition. This update provides the latest fixes to Microsoft Office 2013 32-Bit Edition. Additionally, this update contains stability and performance improvements.	2016-05-03T17:00:00
3125217		0	Update for Windows 10 for...	Install this update to re...	2016-04-12T17:00:00
3039795		0	Update for Microsoft Offi...	Microsoft has released an...	2016-06-07T17:00:00
3023049		0	Update for Microsoft Offi...	Microsoft has released an...	2016-06-07T17:00:00
3085486		0	Update for Microsoft Offi...	Microsoft has released an...	2016-05-03T17:00:00

←  
Back