Microsoft System Center 2012 Service Manager Cookbook

Samuel Erskine (MCT), Steven Beaumont, Anders Asp (MVP), Dieter Gasser, Andreas Baumgarten

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Configuring and administering Microsoft System Center Service Manager is made much more accessible with this practical cookbook. Used as a reference book or complete tutorial, either way you'll find it indispensable.

- Practical cookbook with recipes that will help you get the most out of Microsoft System Center 2012 Service Manager
- Learn the various methods and best practices administrating and using Microsoft System Center 2012 Service Manager.
- Save money and time on your projects by learning how to correctly solve specific problems and scenarios that arise while using System Center Service Manager.

In Detail

Microsoft System Center Service Manager (SCSM) offers enterprises a complete, integrated platform for automating and adapting IT Service Management best practices to your organization's requirements.

"Microsoft System Center Service Manager Cookbook" provides you with real-world, immediately usable recipes which will show you how to configure and administer System Center Service Manager 2012 and understand how to solve particular problems and scenarios to take this tool further..

In Microsoft System Center Service Manager Cookbook, you will get to grips with practical recipes which will show you how to configure and administer System Center Service Manager 2012. This cookbook features distinct recipes on the practical implementation of ITSM Frameworks and Processes, Microsoft System Center 2012 Service Manager Administration, how to configure Service Level Agreements (SLAs). It will also cover incident and problem management, the design of change and release management as well as implementing and editing security roles.

What you will learn from this book

- The practical implementation of the ITSM Framework and Processes
- How to Personalize SCSM 2012 Administration
- Configuration of Service Level Agreements
- How to build the Configuration Management Database
- Change and Release Management Design
- Advanced Personalization of SCSM
- Automation of Service Manager 2012
- Implementation of Security Roles

Approach

This book is written in practical cookbook style with plenty of vivid, practical recipes to help you master Microsoft System Center 2012 Service Manager. Each chapter contains step-by-step instructions about

everything necessary to execute a particular task. The book is designed so that you can read it from start to end for beginners; or just open up any chapter and start following the recipes as a reference for advanced users.

Who this book is written for

This book will be useful to IT professionals including System Center Service Manager administrators who want to configure and administer System Center Service Manager 2012 and understand how to solve specific problems and scenarios that arise while using System Center Service Manager. It will also be useful to users of 2010 in learning new features and capabilities.

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Robert Ford:

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Anne Young:

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