Implementing Service Manager

Course Number H7213A#OOS001

This course introduces the Service Manager Object Model and teaches participants how to install and configure Service Manger. Participants also learn how to configure and use components used for related network management tasks, such as trouble ticketing and historical reporting. The course includes hands-on exercises leading to a one-day implementation project at the end of the week.

What You Will Learn:

- Introduction to Service Manager
- Installing Service Manager
- Using the Service Manger Configuration GUI
- Custom Rule-Writing
- Troubleshooting
- NXRI and Trouble Ticketing
- Preparing Data for Reporting with Data Manager
- Implementation Project
- Object Browser Installation and Configuration (online)
- Creating Crystal Reports (online)

Specifications

Course Type
Developer/Application Training

Audience
System Integrators of the Service Manager Solution

Prerequisites
NETeXPERT Basic Rule Fundamentals
NETeXPERT System Administration
QoSM Technical User Training
QoSM System Administration
FM eXEL

Course Length
5 days

Course Format
Instructor-Led: 60% lecture, 40% lab

Delivery Method
Open Enrollment
　　　Attend a regularly scheduled
　　　class at an Agilent training facility
Private Class
　　　Schedule a private class for your group at your
　　　convenience at an Agilent training facility
On-Site
　　　To save you time and travel, many Agilent
　　　courses can be delivered at your site. Agilent
　　　can provide the required equipment.

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For the latest information on class schedules and locations, visit our website: http://agilent.com/comms/education

Or call our training registrar at 800-829-4444 x4078.

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