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Von Samuel Erskine, Steven Beaumont, Anders Asp, Dieter Gasser, Andreas Baumgarten

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Microsoft System Center 2012 Service Manager Cookbook

Learn how to configure and administer System Center 2012 Service Manager and solve specific problems and scenarios that arise

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Produktinformation -Verkaufsrang: #411390 in eBooksVerffentlicht am: 2012-10-26Erscheinungsdatum: 2012-10-26File Name: B009XB55QG | File size: 18.Mb

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KurzbeschreibungIn DetailMicrosoft 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 Service Manager 2012 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. Approach This book is written in practical cookbook style with plenty of vivid, practical recipes to help you master Microsoft System Center Service Manager 2012. 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 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.

Kurzbeschreibung 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 Service Manager 2012 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. Approach This book is written in practical cookbook style with plenty of vivid, practical recipes to help you master Microsoft System Center Service Manager 2012. 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 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.

den Autor und weitere Mitwirkende Samuel Erskine (MCT) Samuel Erskine (MCT) has over 15 years' experience in a wide range of technologies and industries (public and private) including working for fortune 500 organizations. In 2009 he founded a consultancy practice organization in the United Kingdom focused on implementing Microsoft System Center systems management and IT Service management products. He merged the United Kingdom organization with Syliance IT Services in 2012 and became the third member of the Syliance global management team. He is a Computer Engineering graduate and holds various technology vendor/industry certifications. He is an active participant in the System Center community with a blog at www.frameworktorealwork.com. Steven Beaumont Steve Beaumont has been working in IT since 1998, working his way through the ranks starting with low-end system building and support through to managing a crack team of enterprise class support specialists, and to now provide consultancy and designs for System Center 2012 and Private Cloud solutions. With the release of Service Manager 2010, he ventured into the dark side of customization and released some solutions to the community via the TechNet Gallery helping to show how to extend the usage of the product. He also runs his own blog (<http://systemscentre.blogspot.com>) covering the full range of System Center components and areas related to desktop design, deployment, and optimization. Anders Asp (MVP) Anders Asp (MVP) started his IT career working with storage and backup solutions, but discovered Service Manager back in 2009 and has been working full time with the product ever since. He is currently working at a Swedish company named Lumagate as a Service Manager Specialist and Product Manager. He also teaches the official Service Manager course at the two largest training centers in Sweden and has presented at several large events. He is very active on the official Service Manager forums at TechNet and regularly blogs about the product on his own blog at www.scsm.se. In April 2012, he was awarded with the Microsoft Most Valuable Professional (MVP) title in the "System Center Cloud and Datacenter Management" area. Dieter Gasser Dieter Gasser is an IT Consultant and co-founder of the company Syliance IT Services, headquartered in Switzerland, and specializes in Service Manager delivery and customization. He has been working in IT for more than 13 years and has had a strong focus on Microsoft technologies. He started his career as an application and database developer, and was later appointed IT Manager for an international manufacturing company. In 2010 he entered the systems management and automation market. With his technical and managerial background, he has been focusing on Service Manager ever since. Together with his colleagues, he delivers datacenter management and automation solutions based on Microsoft System Center to customers all over Switzerland. Andreas Baumgarten

(MVP) Andreas Baumgarten (MVP), IT Architect with the German IT service provider HD International Group, has worked as an IT pro for more than 20 years. Microsoft technologies have always accompanied him and he can also look back on 14 years of experience as a Microsoft Certified Trainer. Since 2008, he has been responsible for the field of System Center technology consulting and ever since he took part in SCSM 2010 and 2012 and System Center Orchestrator 2012 Technology Adoption Program with HD. With his deep inside technology know-how and his broad experience across the System Center product family and IT management, he now designs and develops Private Cloud solutions for customers all over Germany. In October 2012, he was awarded with the Microsoft Most Valuable Professional (MVP) title for "System Center Cloud and Datacenter Management".