

Course overview

HP OpenView Service Desk 4.5 End-User (U1612S)



This course provides a generic base for end-user HP OpenView Service Desk 4.5 product training. Modules from this base set are arranged into sessions targeted for IT Staff members by role. The base modules may be customized to create up to 4 days of training. The course modules are arranged so that all end-users are trained on the initial modules, then specific end-users are trained on one or more additional modules, based on their roles and responsibilities. Emphasis is on end-user concepts, use, and tasks. This course is 50% lecture and 50% lab.

Audience

HP OpenView Service Desk End-Users, including the following:

- Help Desk/Service Desk staff, Specialists, Problem Management staff, Change Management staff, Configuration Management staff, Service Level Management staff, and staff entering Organization data.

Prerequisites

General PC user skills, including data entry and use of keyboard, mouse, Microsoft Windows interface.

Course Objective

Upon completing specific modules of this course, you will be able to:

- Create new Service Calls, Incidents, Configuration Items, Work Orders, Problems, Changes, Persons, Organizations, Workgroups, Service Level Agreements and Services
- Operate the user console to list, find, and update service desk records
- Use views, forms, and templates
- Link records using the Relate feature
- Access HP OpenView Service Desk using the Web Console and Service Pages

Benefits to You

- Use HP OpenView Service Desk to enter, view, and modify Service Calls, Incidents, Configuration Items, Work Orders, Problems, Changes, Persons, Organizations, Workgroups, Service Level Agreements and Services
- Use the User Console, Web Console, and Service Pages

Why education services from HP?

- Learn from the experts who developed HP OpenView
- Comprehensive student materials
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- More than 120 locations worldwide
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Course Title: HP OpenView Service Desk 4.5 End-User

HP Product Number: U1612S

Category/Subcategory: OpenView/Service Management

Course Length: 4 days

Level: Introductory

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: H1846S, ITIL Foundations for IT Service Management

Next Steps: H7084S, HP OpenView Service Desk 4.5 Administration

Next Steps: Take other courses in the HP OpenView education curriculum

Detailed Course Outline

Introduction

- What is ITIL? Why HP OpenView service desk? Types of Service Desk end-users and Service Desk definitions

End-User Basics

- Client startup, logon, overall layout of user console, getting help, shortcut bar and items
- Views, records, forms, templates; Quick Find and Advanced Find; Relation and assignment concepts
- Actions and History; Work orders and Approval sheets; Service Today and notification of work assigned

Help Desk / Service Desk

- Help Desk / Service Desk overview; Service calls versus Incidents; Service Call status versus assignment status
- Impact, priority, urgency; How do I create a Service Call? Service call form and tips for entering serviced calls
- Checklist wizard and work orders; Relating Service Calls and Incidents to other Service Desk records
- Handling incoming Service Calls and Incidents ; Closure and views

Specialist

- Specialists overview and typical activities in Service Desk
- Service calls versus Incidents; Service call status versus assignment status; Impact, priority, urgency
- Handling incoming service calls and incidents; Service call form and tips for updating serviced calls
- Work orders and relating records to other records
- Configuration Item (CI), Problem, and Change forms; Spent time

Problem Management for End-Users

- Problem management overview
- ITIL definitions – incident, problem, known error
- How do I create a problem? Problem form and tips for entering problems
- Work orders and relate problems to other service desk records
- Problem views

Configuration Management for End-Users

- Configuration management overview and configuration management in service desk
- CI category; CI relations and types; unique CI versus type CI
- Populating the CMDB; How do I manually create a new CI? CI form and tips for entering CI's
- Generate CI wizard and configuration item views

Change Management with Work Orders and Projects for End-Users

- Change management overview and change management in Service Desk
- Projects, Changes, Work orders
- How do I create a Change? Change form and tips for entering changes
- Work orders - automatic replanning, execution, and closing items that have related Work orders
- Outage: window of opportunity and outage: planning
- CMDB update / CI check; Approval sheets; link change records with other Service Desk records
- Change and Project views, Project form

Service Level Management for End-Users

- Service Level Management overview and SLM structure in service desk
- How do I create a service? Service form and tips for entering services
- Services types, relating Services, and Service views
- How do I create a service level agreement? SLM form and views
- Using SLA Metrics

Organization Management for End-Users

- Organization Management Overview and scope
- Data input process and how do I start manual input?
- Organization, Person, and Workgroup – forms, templates, and views

End-User Advanced

- Customizing the shortcut bar and current view
- Multiple update, settings user options, reporting from views

Service Pages for Specialists

- URL access and logon
- Listing and updating Service Calls, Incidents, Problems, Changes, Work orders

Web Console for IT Staff

- URL access and logon
- Creating, Listing, and updating Service Calls, Incidents, Problems, Changes, Work orders, Configuration Items, Services, Service Level Agreements, Persons, Workgroups, Organizations
- Using Advanced Find, Pop-up Actions, Detach, and Personalize features

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