

VMware Service Manager Course Outline: Certified Developer

Delivery Methods

- Instructor-led training
- Onsite training

Course Duration

- Five (5) days

Maximum Students

- Six (6)

Target Audience

- Developers
- Technical Consultants
- Support Engineers

Prerequisites

Strong understanding of HTML, JavaScript and SQL, together with a working knowledge of Visual Basic and stored procedures.

Pricing

Contact your VMware representative or a VMware Authorized Training Center for pricing information.

More Information

Courses are conveniently scheduled around the world. Please visit <http://www.vmware.com/education> to find the class that is right for you.

Onsite training is also available for customers who prefer to bring a VMware Certified Instructor to their own facilities. For additional information about onsite classes, including facility requirements, contact education@vmware.com

Course Overview

This VMware Service Manager comprehensive certification course covers a range of customization and integration for VMware Service Manager. Completing this course and passing the accompanying exam enables you to customize VMware Service Manager to a high level of proficiency.

What You Will Learn

- An understanding of the technical architecture in VMware Service Manager
- How to troubleshoot problems
- Installing and configuring VMware Service Manager
- VMware Service Manager customization methodology
- How to perform standard and advanced customizations
- Manipulation of ActiveX controls
- Creation of custom fields
- Design screens, forms, emails, reports & templates
- Use JavaScript to control fields based on logic
- Extend SQL queries to display additional data
- How to create and apply stored procedures
- Learn the API Web Services functions & parameters
- Create email templates and add custom fields
- Understand rolling patch upgrade challenges for customization
- Comprehensively customize the customer portal interface
- Build reports displaying custom fields

How You Will Benefit

After completing this course, you will be able confidently customize your VMware Service Manager system. You will learn how to install, configure and poll external resources via Integration connectors, call Web services functions from the API, trace the application for issues or performance, and query or extend the relational database. You will receive a full course manual and student CD that you can take back to you workplace and use as a future reference source.

Course Modules

<p>1 Technical Architecture</p> <ul style="list-style-type: none"> • VMware Service Manager Overview • Understanding Layers • Directory Structure • System Directory Detail • Config Directory Detail • Naming Conventions • Executing SQL Scripts 	<p>7 Stored Procedures</p> <ul style="list-style-type: none"> • Stored Procedure Hooks • Stored Procedures and the Browse Object • Stored Procedure as a Report Data Source
<p>2 Troubleshooting</p> <ul style="list-style-type: none"> • Problem Analysis • Troubleshooting Tools • Registry Settings • Activity & Event Log • Debug Trace Capturing • Clearing the Cache in Internet Explorer 8 	<p>8 Customer Portal</p> <ul style="list-style-type: none"> • Populating Browse Objects via a Stored Procedure • Stored Procedure as a Data Source
<p>3 Installing Service Manager</p> <ul style="list-style-type: none"> • Installing the IIS Web Server • Restoring a SQL Server Database • Installing the Service Manager Application • Creating a Service Manager system • Managing a Service Manager system 	<p>9 Emails</p> <ul style="list-style-type: none"> • Creating Email Templates • Assigning Templates to Message Types • Adding Custom Fields to Emails
<p>4 Standard Customizations</p> <ul style="list-style-type: none"> • Standard Customization Classifications • Hiding Fields • Adding/Removing Buttons and Fields • Style Sheets • Multiple Screens • Forms • Profiles • Additional Entity Information on a screen 	<p>10 Reports</p> <ul style="list-style-type: none"> • Creating Extension Field Datasets • Linking Extension Field Datasets to Standard Datasets • Adding Custom Fields to Reports
<p>5 Advanced Customizations</p> <ul style="list-style-type: none"> • Advanced Customization Classifications • SQL Customizations • JavaScript Customization • Advanced HTML Modifications • Multiple Custom Screens • Forms • DB Control • Browse Object • Explorer 	<p>11 Upgrading Customizations</p> <ul style="list-style-type: none"> • Considerations • Advanced Customizations • Tools & Tips • Environment Options • Manually Upgraded Components
<p>6 API Web Services</p> <ul style="list-style-type: none"> • Exposed Functions • Testing Application • Windows Form Visual Basic Example • Transaction Parameters 	<p>12 Data Import Wizard</p> <ul style="list-style-type: none"> • Uses and Limitations • Importing Data Format • Importing New Data • Modifying a Data Import Wizard Script



About VMware Education Services

VMware Education Services provides industry-leading technical training and certification programs that build and recognize the virtualization knowledge and expertise needed by technical professionals to transform their IT organizations and realize the full value of IT as a Service.



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