



System Center 2012 Service Manager Accelerator Program

System Center 2012 Service Manager

This new Microsoft product is one of the most comprehensive management tools available: core process management packs for incident/problem resolution, change control, configuration/knowledge management, and more. With help from WME, you can deploy SCSM for far less than were you to go it alone



Solution Benefits – Why WME

Avoid the hassles, complexity, and risk of going it alone on your first Service Manager deployment. Working side-by-side with experienced System Center engineers, your team will learn best practices and optimal deployment configuration. You'll also save on training costs since our Jumpstart is fixed price and not priced per attendee. If you haven't purchased licenses yet, we'll provide trial licenses for all products so you can get started without any upfront licensing costs

Methodology and Deliverables



We use a structured delivery framework to enhance your understanding of Service Manager and ensure a successful engagement. Deliverables included in this offering are as follows:

- Pre-engagement Interview and Questionnaire
- Pre-installation Requirements Checklist to be completed by your staff or with assistance from WME
- 2 Server Install, Management Sever and Operations DB with AD, Exchange and SCCM Connectors configured
- Custom Service Manager Configurations including:



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- **My Work Items** - Manage requests in a single view for an analyst
- **Tier Watcher** - Receive Outlook Style Pop-up Notifications when work items are assigned in and outside the console
- **Auto-Close** - set the days to keep a service request, change request, etc. opened
- **Group Assign** - re-assign incident and service requests based on groups
- **Notify Analyst** - specify whether an incident, problem service request, change request or release work item should notify an analyst
- **Calendar Synchronization** - any scheduled work item will create an outlook meeting request to ensure no breached incidents and work items are missed
- **Auto CSV Import** - allows users or computers data to be imported from external CSV Files.
- **Analyst Web Console** - manage all incidents via browser, smartphone or tablet
- **Identify Risk Calculator** Integration

Add On Services

- Custom Workflows
- Service Manager Backup and Recovery
- Custom Scripting
- Third Party Product Integration
- Service Manager Monitoring with SCOM

For More Information

Please visit the Windows Management Experts, Inc. website at www.windowsmanagementexperts.com