COURSE TABLE OF CONTENTS

HP Service Manager Administration

OEM: HP • Duration: 3 Days (24 hrs)

COURSE MODULES & TOPICS

Module 1: HP Service Manager Architecture and Setup

- Introduction to HP Service Manager
- Service Manager architecture overview
- Installation and initial configuration
- Core module configuration
- User and security management

Module 2: Customisation and Integration

- Customising forms and workflows
- Integration with other systems
- Advanced configuration options
- Implementing Service Level Agreements
- Reporting and dashboards

Module 3: Maintenance and Troubleshooting

- System maintenance procedures
- Troubleshooting common issues
- Backup and recovery procedures
- Performance optimisation
- Course review and Q&A

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