



# Microsoft System Center 2012 Service Manager Cookbook

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

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## 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.

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