






Introduction	Click Instructions	Talking Points
 <p>Provide Resources Through Self-Service Requests</p> <p>A Microsoft Private Cloud Experience</p> <p>Guided Lab with Audio</p> <p>Click Here</p>	<p>1.</p>	<p>Welcome to this guided lab on how to “Provide Resources Through Self-Service Requests.”</p>
 <p>Series Progression</p> <p>1. Provide Resources Through Self-Service Requests</p> <p>2. Create Consistent Service Delivery</p> <p>3. Add Additional Infrastructure to Accommodate Resource Needs</p> <p>4. Delegate Cloud Resources to Help Ensure Proper Access</p> <p>5. Create Consistency Through Service Templates</p> <p>6. Perform a Standardized Application Deployment to Test</p> <p>7. Deploy Application Resources</p> <p>8. Deploy an Application to a Production Environment</p> <p>9. Gain Insight into Existing Reporting</p> <p>10. Monitor Alerts and Infrastructure</p> <p>11. Set Corrective Actions in the Fabric and Infrastructure</p> <p>12. Perform Main Tenants, Deployment with API</p> <p>13. Deploy an Update to a Service Instance</p> <p>14. Update Existing Hardware</p> <p>APPLICATION MANAGEMENT   SERVICE DELIVERY AND AUTOMATION   INFRASTRUCTURE MANAGEMENT</p> <p>Click Here</p>	<p>2.</p>	<p>This guided lab is the first in the Microsoft® Private Cloud series. It is recommended that the 14 labs in this series be taken in order, to best understand the experience and the benefits of working with the Microsoft Private Cloud.</p>

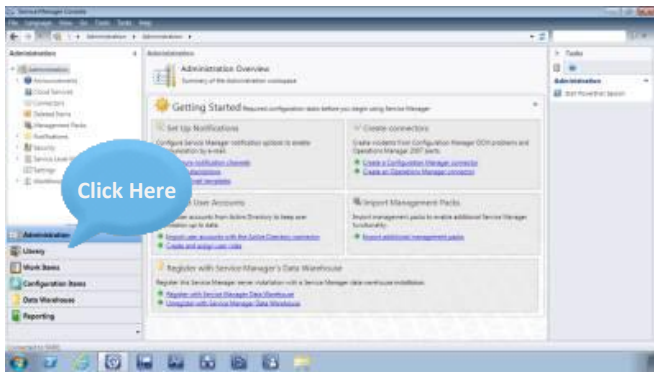
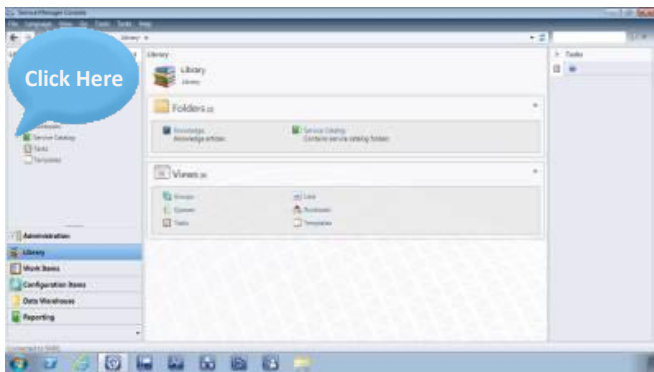
 <p>The diagram illustrates the Microsoft Private Cloud architecture. It shows a flow from 'Self-Service' (with a 'Get-It-Now' button) through 'Service Models' to 'Service Delivery and Automation'. This central process is supported by 'Configure/Deploy' (using System Center and Windows Server) and 'Monitor/Operate'. The output is a stack of cloud layers: Public Cloud, Private Cloud, and Virtual. A 'Click Here' bubble points to the 'Service Delivery and Automation' section. The bottom bar includes 'APPLICATION MANAGEMENT', 'SERVICE DELIVERY AND AUTOMATION', and 'INFRASTRUCTURE MANAGEMENT'.</p>	<p>3.</p>	<p>By completing this series of labs, you will gain in-depth experience with the Microsoft Private Cloud and the products it comprises, including Microsoft System Center 2012 and Windows Server® 2008 R2 SP1.</p> <p>You will see how this new approach to computing delivers IT-as-a-Service, by providing:</p> <ul style="list-style-type: none"><li>Application Management;</li><li>Service Delivery and Automation; and</li><li>Infrastructure Management.</li></ul>
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How to Navigate	Click Instructions	Talking Points
	<p>1.</p>	<p>To navigate this guided lab, either click the prompts indicated on the screen, or use your forward and back arrow keys to navigate through the steps.</p> <p>You can also access the control bar at the bottom of the screen for additional options.</p>
	<p>2.</p>	<p>To navigate this guided lab, either click the prompts indicated on the screen, or use your forward and back arrow keys to navigate through the steps.</p> <p>You can also access the control bar at the bottom of the screen for additional options.</p>

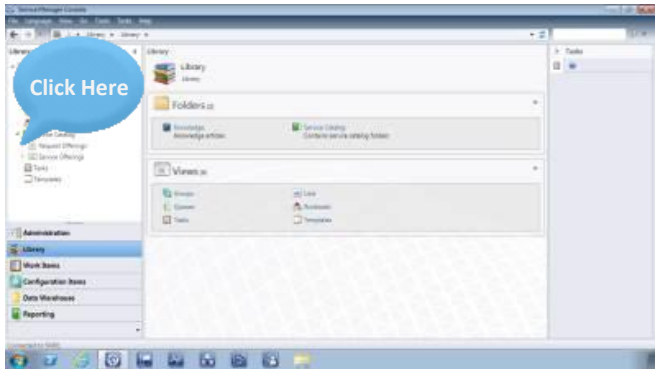
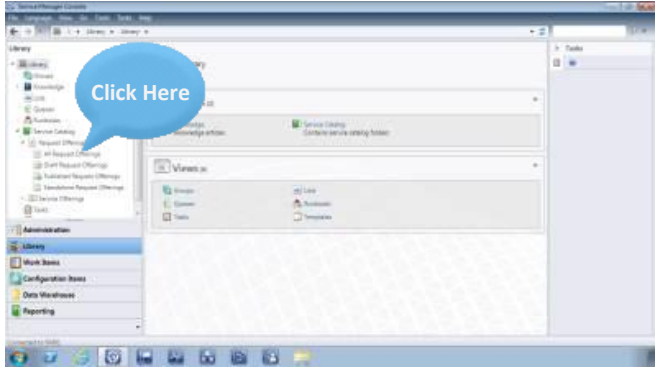
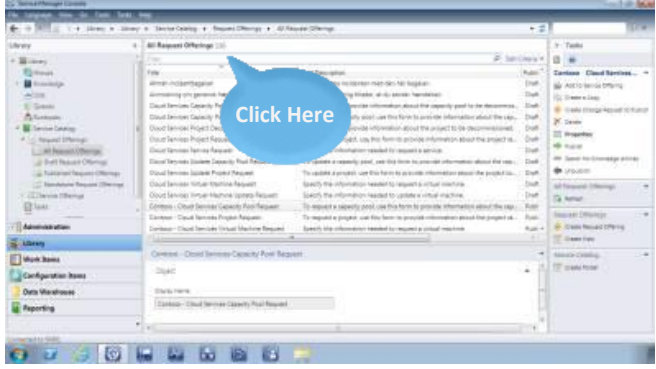
## Demo Script: Lab 1 - Provide Resources

Learning Objective	Click Instructions	Talking Points
<p>Learning Objective</p> <p>In this guided lab, you will learn how to create request offerings in a service catalog and then publish them to the Self-Service Portal in Microsoft System Center 2012 – Service Manager.</p> 	<ol style="list-style-type: none"><li>1.</li></ol>	<p>In this guided lab, you will learn how to create request offerings in a service catalog and then publish them to the Self-Service Portal in Microsoft System Center 2012 – Service Manager.</p>

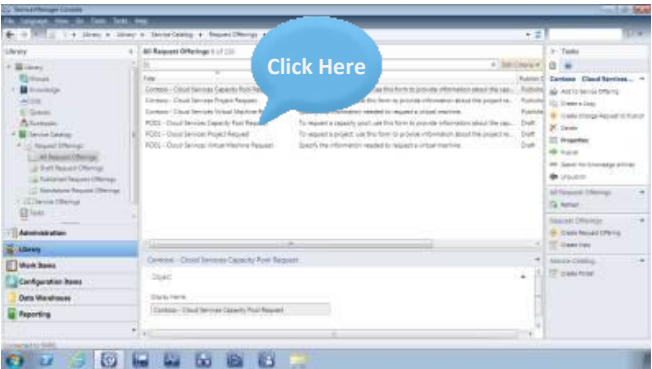
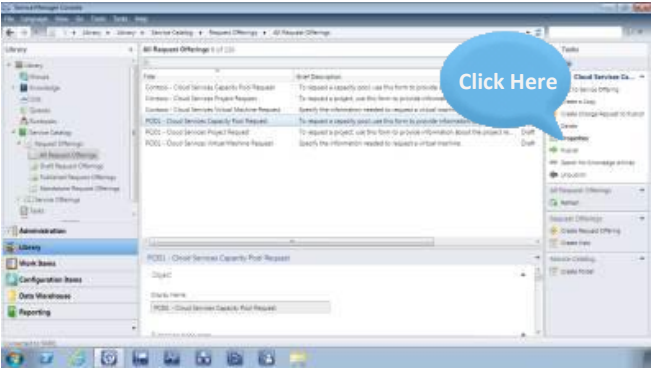
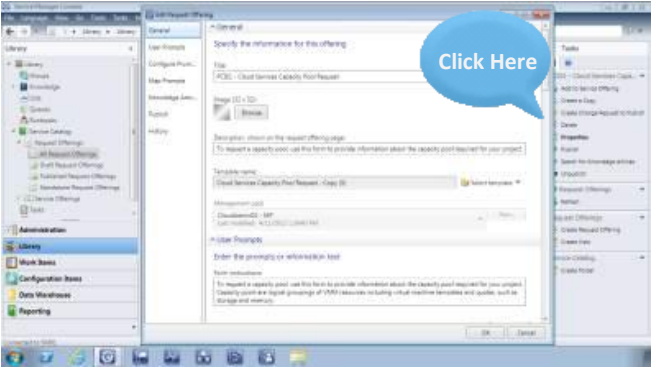
## Demo Script: Lab 1 - Provide Resources

Provide Resources Through Self-Service Requests	Click Instructions	Talking Points
	<ol style="list-style-type: none"> <li>1. Click <b>Library</b>.</li> </ol>	<p>With Service Manager, you can provide a service catalog of predefined and customizable request offerings that users access through the Self-Service Portal, where they can submit self-service requests for new resources. In this guided lab, you will review a draft request offering and then publish it to the Self-Service Portal in Service Manager. To get started, follow the prompts on the screen.</p>
	<ol style="list-style-type: none"> <li>2. Expand <b>Service Catalog</b>.</li> </ol>	

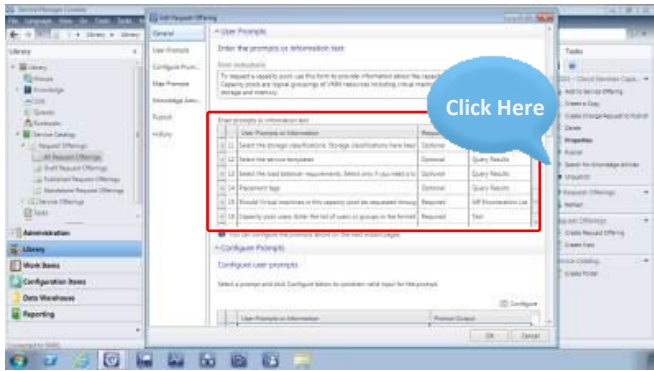
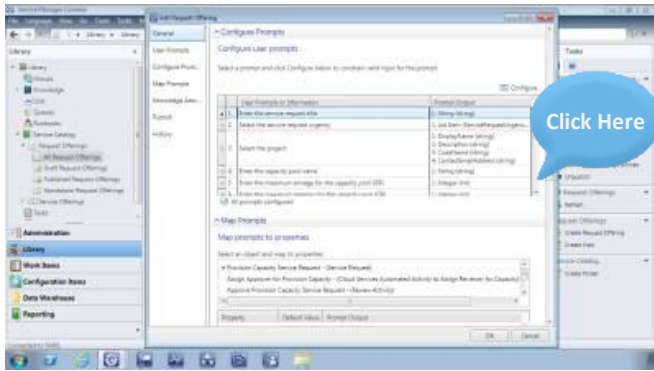
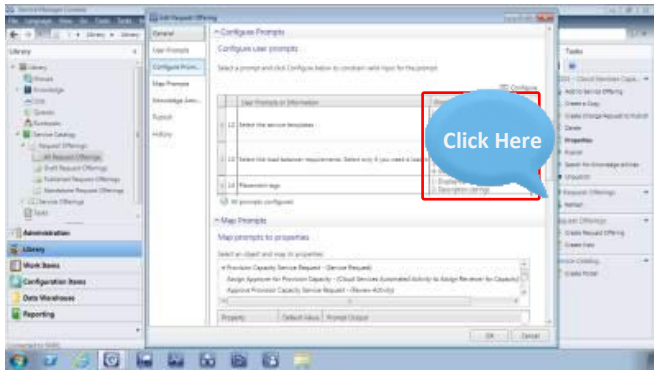
## Demo Script: Lab 1 - Provide Resources

	<p>3. Expand <b>Request Offerings</b>.</p>	
	<p>4. Select <b>All Request Offerings</b>.</p>	
	<p>5. Click to enter a filter.</p>	<p>You will filter the request offerings to find the one you want to review and publish.</p>

## Demo Script: Lab 1 - Provide Resources

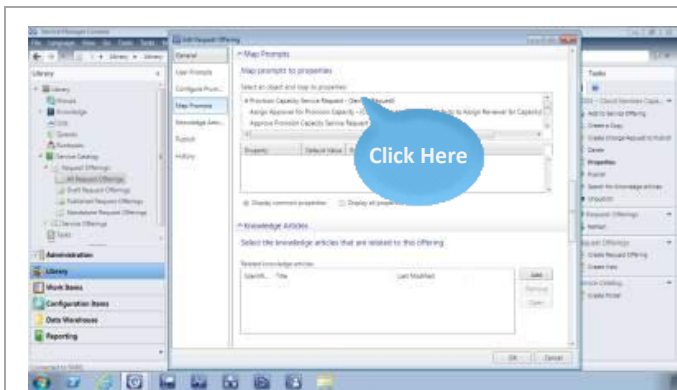
	<p>6. Click <b>PC101 – Cloud Services Capacity Pool Request</b>.</p>	
	<p>7. Click <b>Properties</b>.</p>	
	<p>8. Scroll down.</p>	<p>You can specify the information you want to gather from users of this offering by editing and configuring the User Prompts form.</p>

## Demo Script: Lab 1 - Provide Resources

	<p>9. Scroll down.</p>	<p>With user prompts, you can allow users to enter text, select from predefined lists, or choose from items in the Service Manager database.</p>
	<p>10. Scroll down.</p>	
	<p>11. Scroll down.</p>	<p>By configuring the potential answers your users can select, you can ensure that you consistently get the information you need to fulfill service requests.</p>



## Demo Script: Lab 1 - Provide Resources

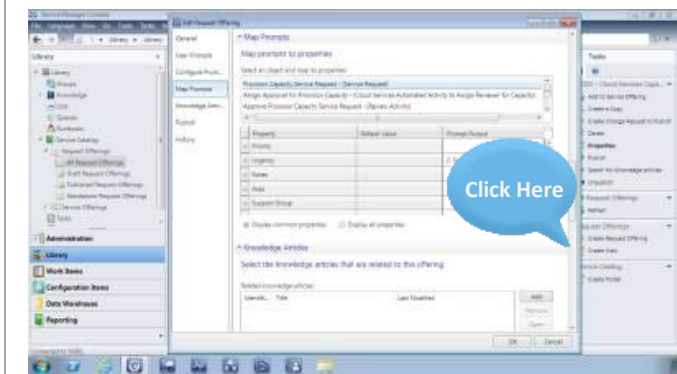


### 12. Select **Provision Capacity Service Request – (Service Request)**.

You can also map the information users provide in request offerings to the automated activities needed to fulfill the requests, removing manual handoff and ensuring a consistent delivery experience, even at scale.

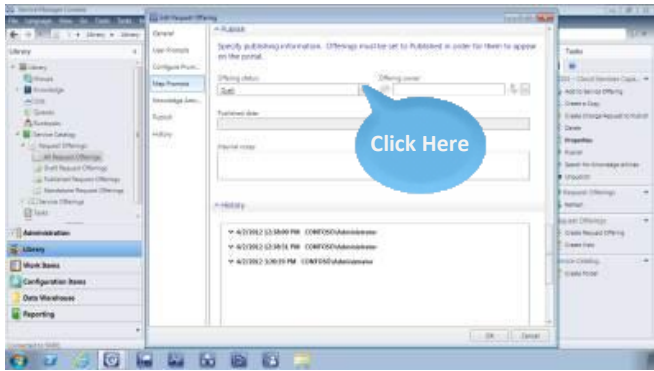
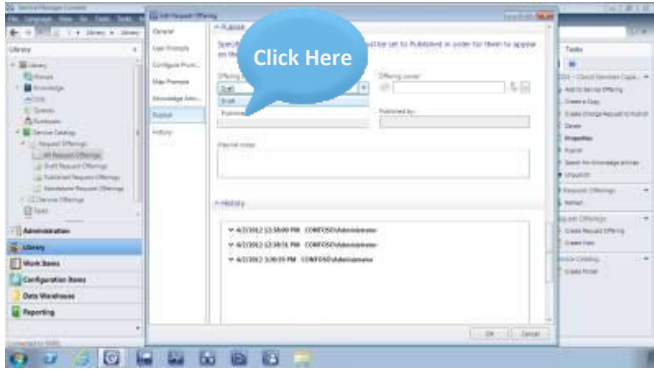
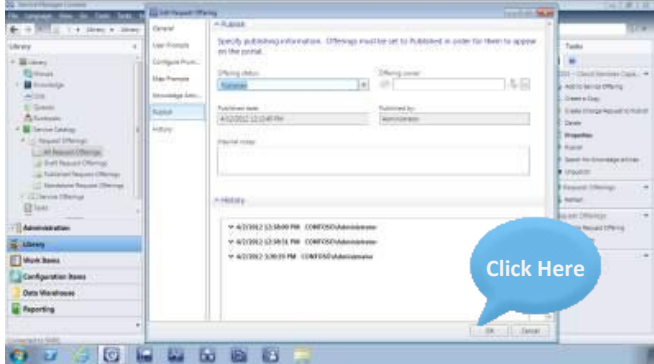
#### **Technical Note:**

Request offerings automatically pass user information to Microsoft System Center 2012 - Orchestrator runbooks for execution of the requests.

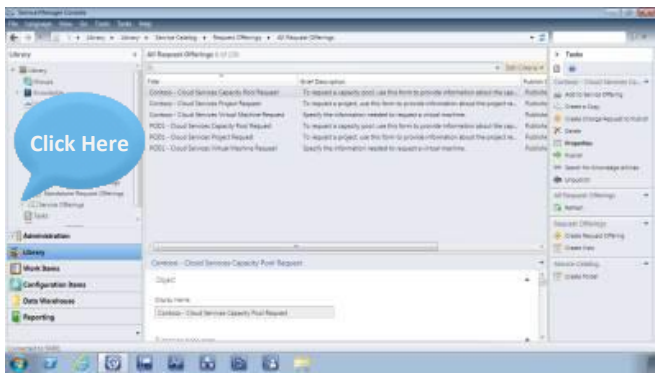
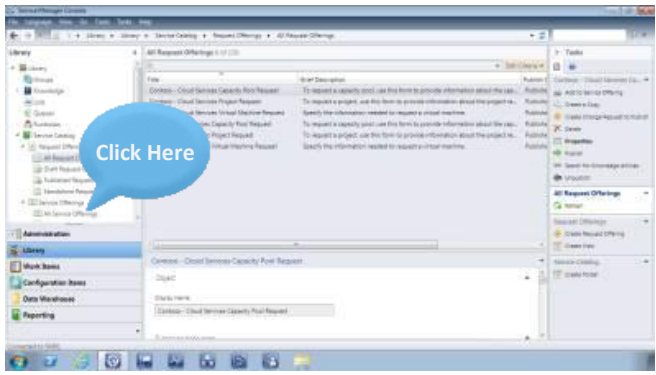
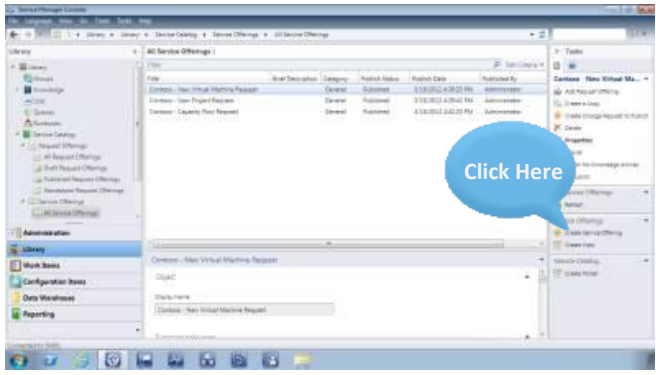


### 13. Scroll down.

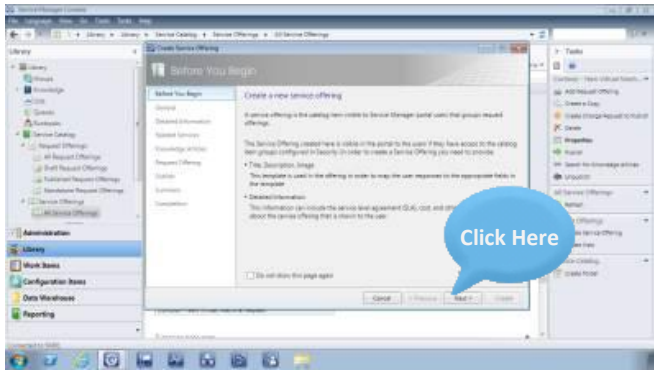
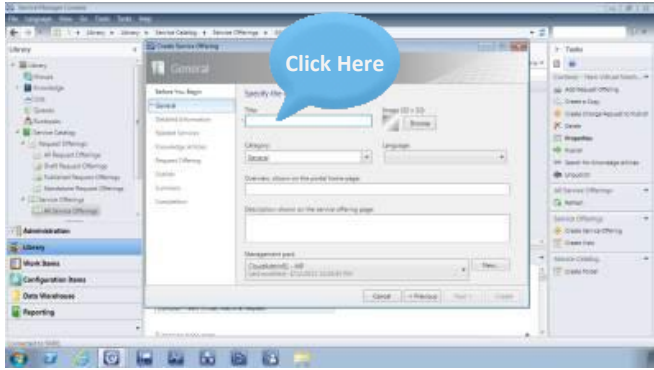

## Demo Script: Lab 1 - Provide Resources

	<p>14. Click the <b>Offering Status</b> drop-down.</p>	
	<p>15. Select <b>Published</b>.</p>	<p>Now, you will publish the request offering to make it available to users on the Service Manager Self-Service Portal.</p>
	<p>16. Click <b>OK</b>.</p>	


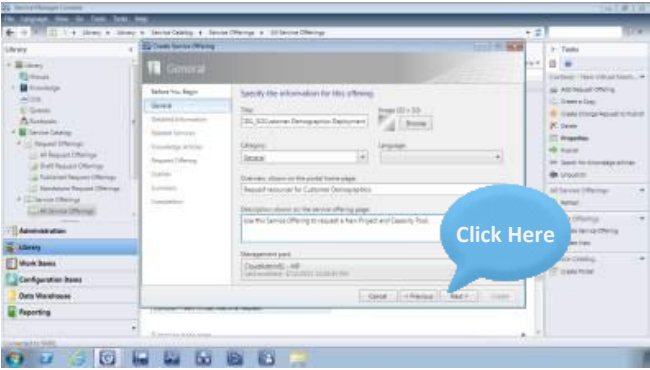
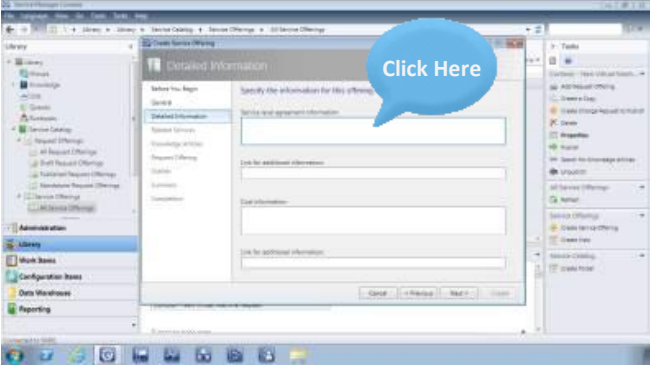
## Demo Script: Lab 1 - Provide Resources

	<p>17. Expand <b>Service Offerings</b>.</p>	<p>Next, you will create a new service offering. Service offerings present request offerings in logical groups, which allows for easier navigation and selection. To continue, follow the prompts on the screen.</p>
	<p>18. Click <b>All Service Offerings</b>.</p>	
	<p>19. Click <b>Create Service Offering</b>.</p>	

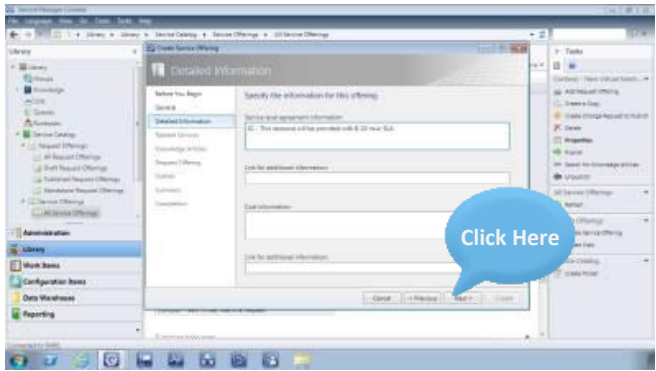
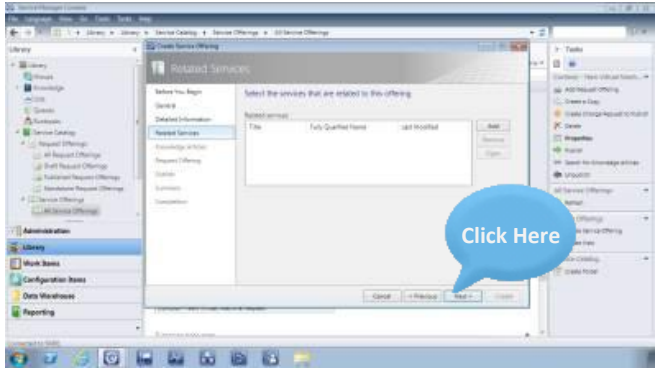
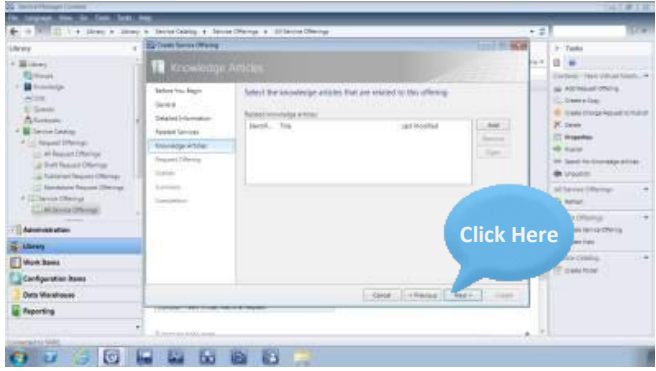
## Demo Script: Lab 1 - Provide Resources

	<p>20. Click <b>Next</b>.</p>	
	<p>21. Click to enter a title.</p>	<p>Now, you will specify the name of the service offering, along with details and other information that will be shown on the Self-Service Portal.</p>
	<p>22. Click to enter an overview.</p>	

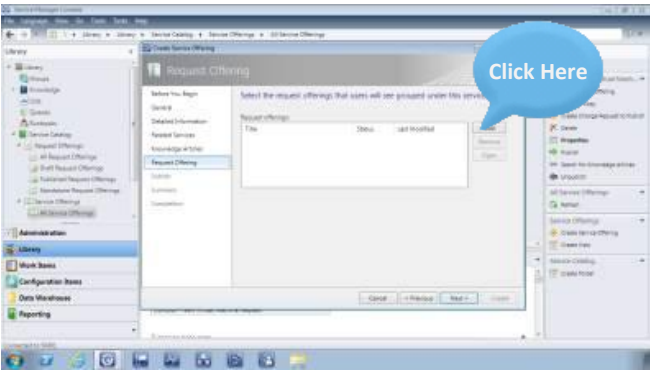
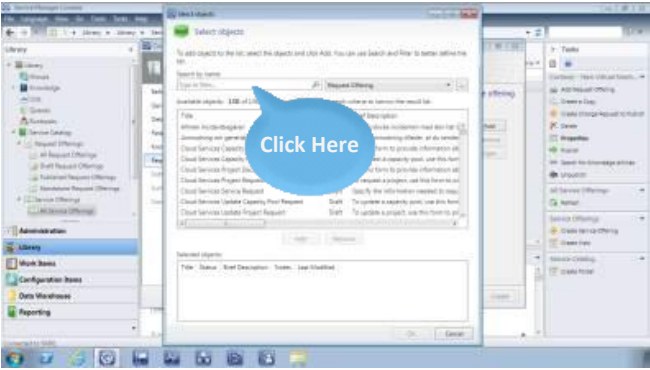
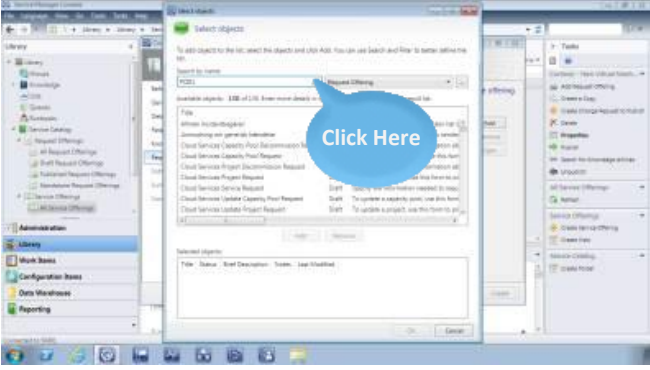
## Demo Script: Lab 1 - Provide Resources

	<p>23. Click to enter a description.</p>	
	<p>24. Click <b>Next</b>.</p>	
	<p>25. Click to enter SLA information.</p>	<p>You can also add detailed information about service level agreements and costs associated with this service offering.</p>

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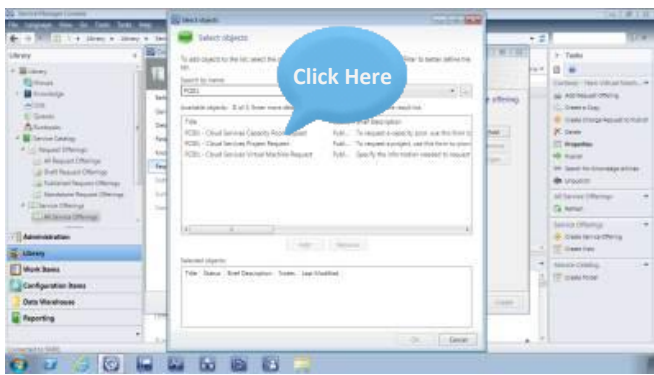
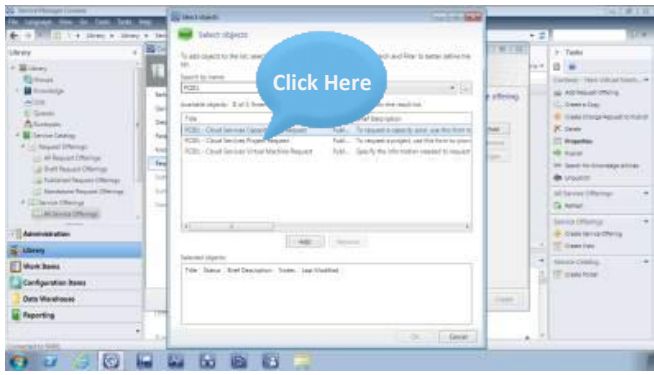
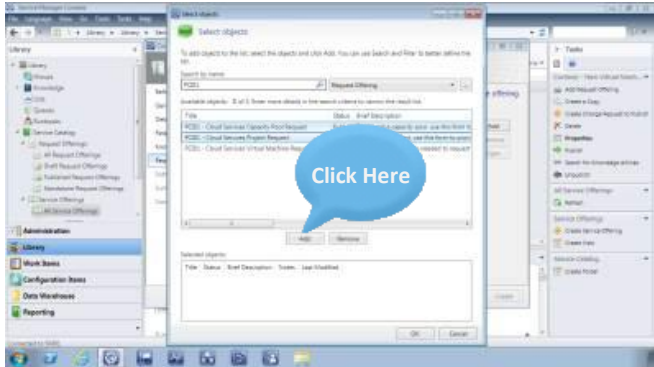
	<p>26. Click <b>Next</b>.</p>	
	<p>27. Click <b>Next</b>.</p>	<p>You can link related offerings and knowledge base articles to your service offering, as well.</p>
	<p>28. Click <b>Next</b>.</p>	

## Demo Script: Lab 1 - Provide Resources

	<p>29. Click <b>Add</b>.</p>	<p>Now, you will add the request offerings that users of the Self-Service Portal will see grouped under this service offering.</p>
	<p>30. Click to enter a search filter.</p>	
	<p>31. Click the <b>Search</b> icon.</p>	

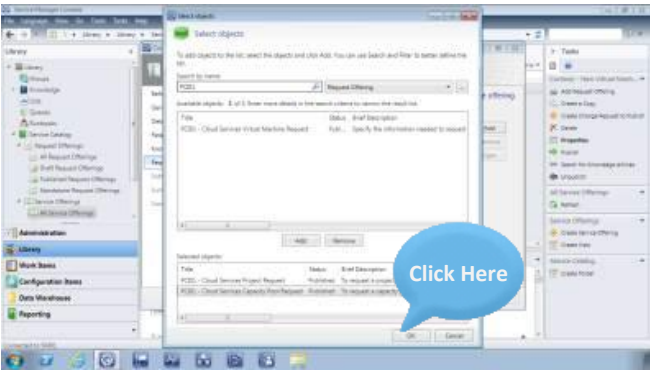
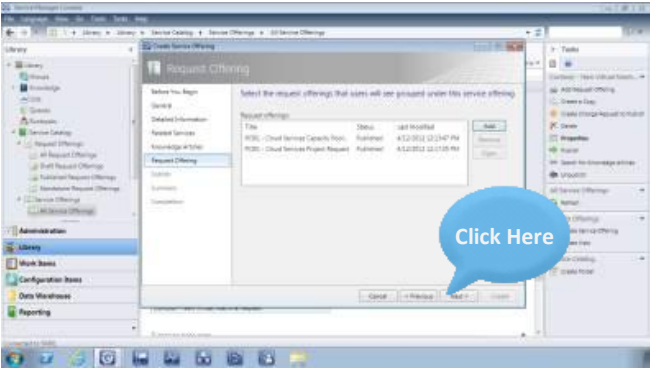
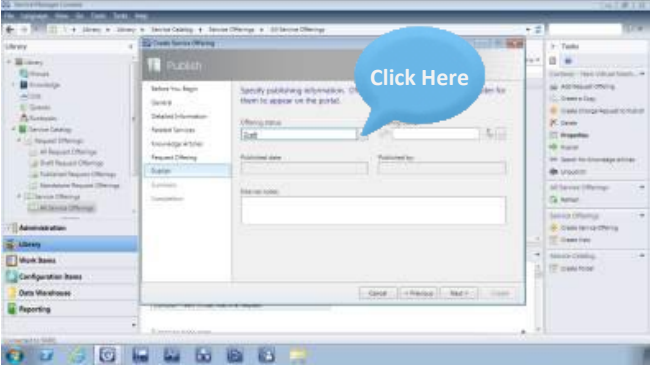


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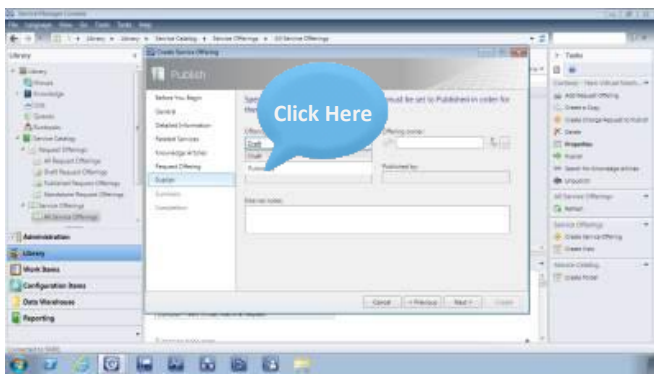
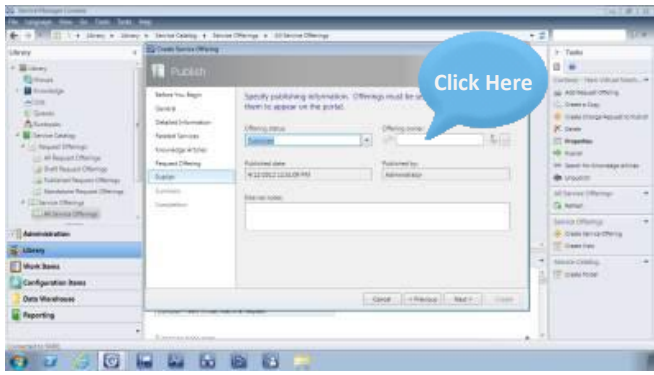

	<p>32. Click the first title.</p>	
	<p>33. Click the second title.</p>	
	<p>34. Click <b>Add</b>.</p>	



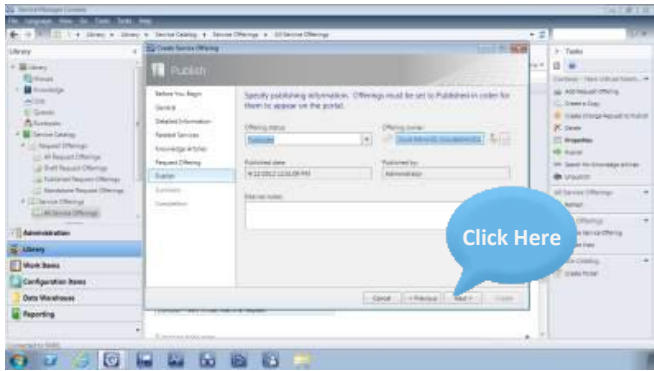
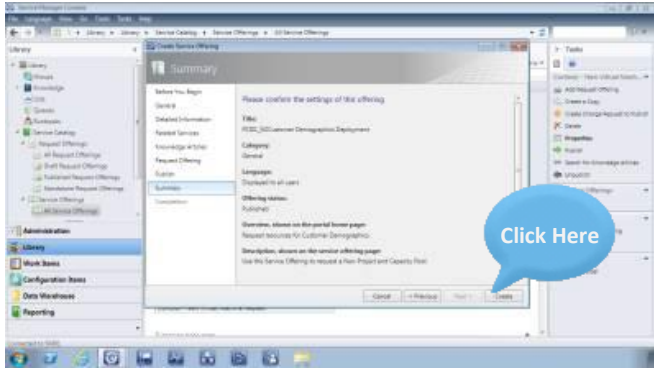
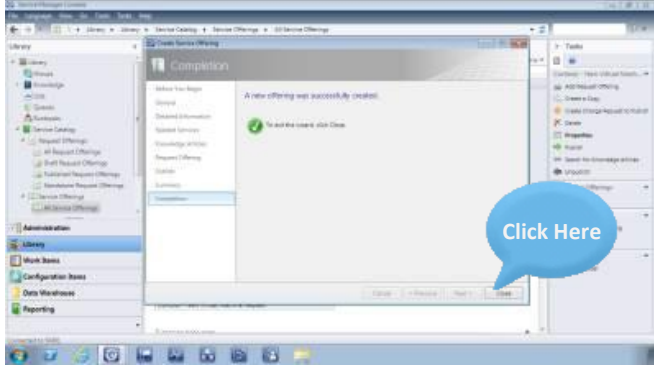
## Demo Script: Lab 1 - Provide Resources

 <p>Click Here</p>	<p>35. Click <b>OK</b>.</p>	
 <p>Click Here</p>	<p>36. Click <b>Next</b>.</p>	
 <p>Click Here</p>	<p>37. Click the <b>Offering Status</b> drop-down.</p>	<p>Now, you will publish the service offering to make it available to users on the Self-Service Portal.</p>

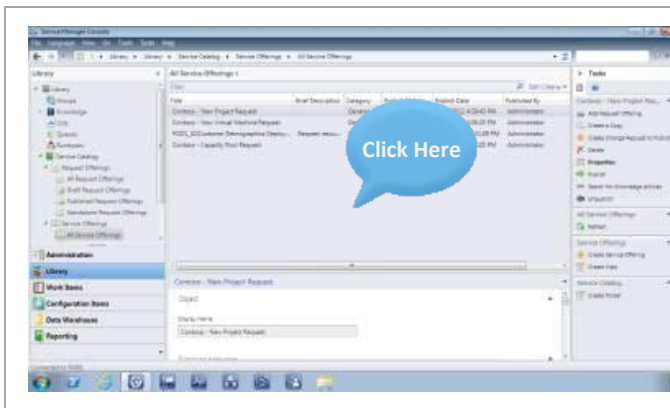
## Demo Script: Lab 1 - Provide Resources

	<p>38. Select <b>Published</b>.</p>	
	<p>39. Click to enter an offering owner.</p>	
	<p>40. Click the <b>People Search</b> icon.</p>	

## Demo Script: Lab 1 - Provide Resources

	<p>41. Click <b>Next</b>.</p>	
	<p>42. Click <b>Create</b>.</p>	
	<p>43. Click <b>Close</b>.</p>	



## Demo Script: Lab 1 - Provide Resources



44.

In this guided lab, you saw a brief, representative example of how System Center helps you standardize delivery of IT services and provide a convenient, automated self-service experience for IT consumers while maintaining appropriate controls.

## Demo Script: Lab 1 - Provide Resources

Conclusion	Click Instructions	Talking Points
 <p>Series Progression</p> <p>1. Provide Resources Through Self-Service Requests</p> <p>2. Create Consistent Service Delivery</p> <p>3. Add Additional Infrastructure to Accommodate Resource Needs</p> <p>4. Delegate Cloud Resources to Help Ensure Proper Access</p> <p>5. Create Consistency Through Service Templates</p> <p>6. Perform a Standardized Application Deployment in Test</p> <p>7. Deploy Applications</p> <p>8. Deploy an Application to a Production Environment</p> <p>9. Gain Insights and Visibility Through Reporting</p> <p>10. Monitor Health and Infrastructure</p> <p>11. Set Corrective Actions in the Fabric and Infrastructure</p> <p>12. Reduce Mean Time to Remediate with Auto</p> <p>13. Deploy an Update to a Service Instance</p> <p>14. Deploy Testing Dashboard</p> <p>APPLICATION MANAGEMENT   SERVICE DELIVERY AND AUTOMATION   INFRASTRUCTURE MANAGEMENT</p> <p>Click Here</p>	<p>1.</p>	<p>You have successfully completed the guided lab on how to “Provide Resources Through Self-Service Requests.” We encourage you to progress to the next lab to further understand the experience and benefits of working with the Microsoft Private Cloud.</p>
 <p>Thank You for Completing This Guided Lab</p> <p>Complete a brief <a href="#">survey</a>.</p> <p>Download Microsoft Private Cloud software <a href="#">here</a>.</p> <p>Click Here</p>	<p>2.</p>	<p>Thank you for completing this guided lab. To complete a brief survey or download software, follow the links on your screen.</p>