

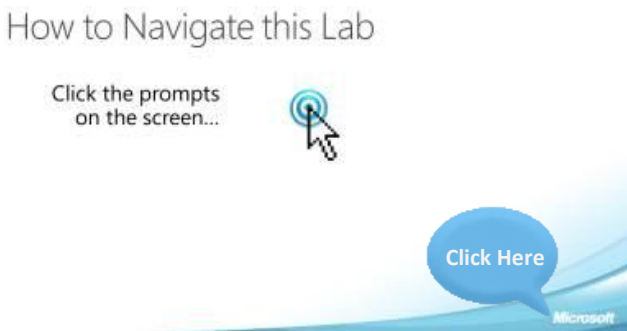



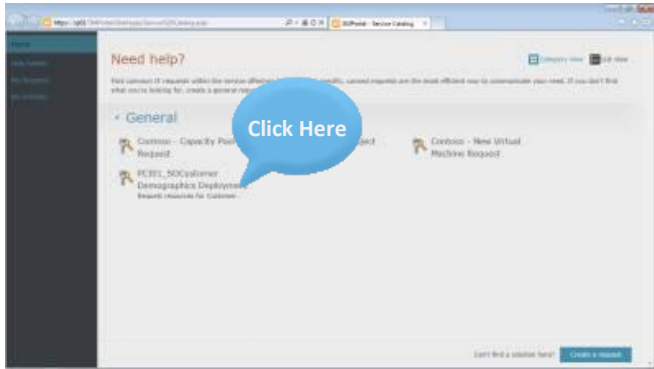
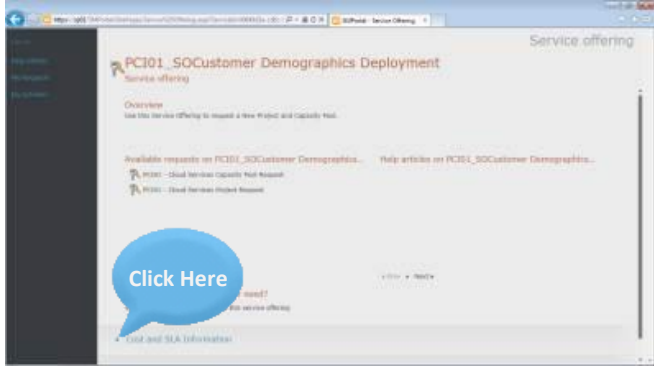


Introduction	Click Instructions	Talking Points
	<p>1.</p>	<p>Welcome to this guided lab on how to “Drive Consistent Service Delivery.”</p>
	<p>2.</p>	<p>This guided lab is the second in the Microsoft® Private Cloud series. It is recommended that the 14 labs in this series be taken in order, to best understand the experience and the benefits of working with the Microsoft Private Cloud.</p>

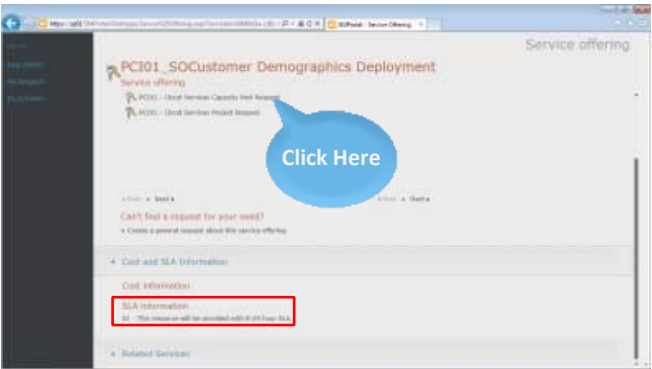
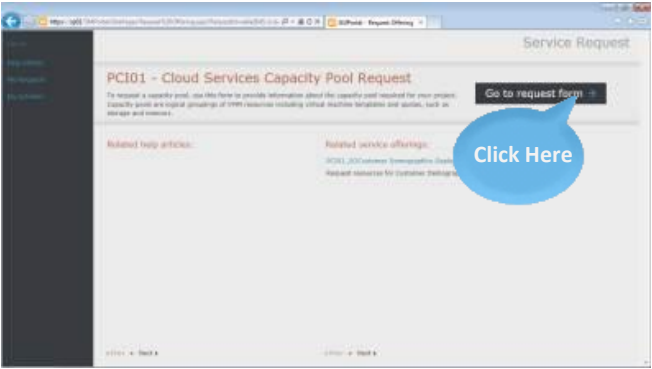
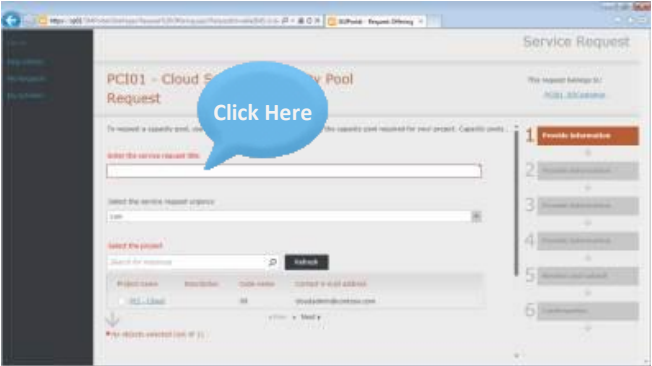
 <p>The diagram illustrates the Microsoft Private Cloud architecture. It shows a flow from 'Self-Service' (with a 'Get-It-Now' button) through 'Service Models' to 'Service Delivery and Automation'. This central process is supported by 'Configure/Deploy' (using System Center and Windows Server) and 'Monitor/Operate'. The output is a stack of cloud types: 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>
---	-----------	--

How to Navigate Copy	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>

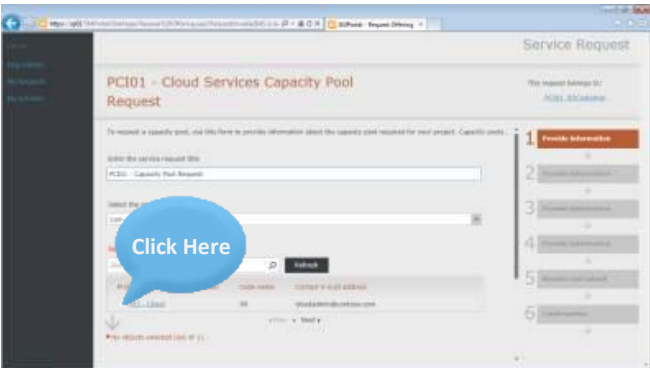
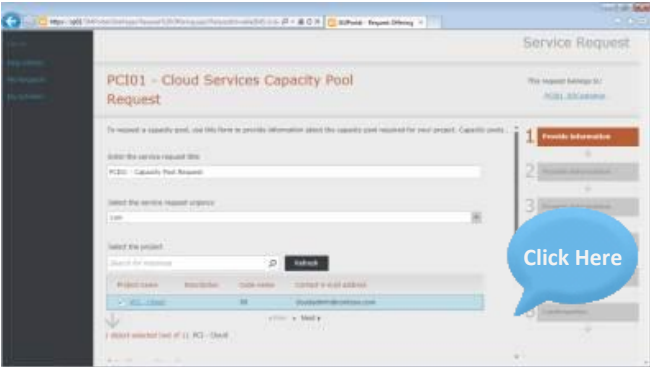
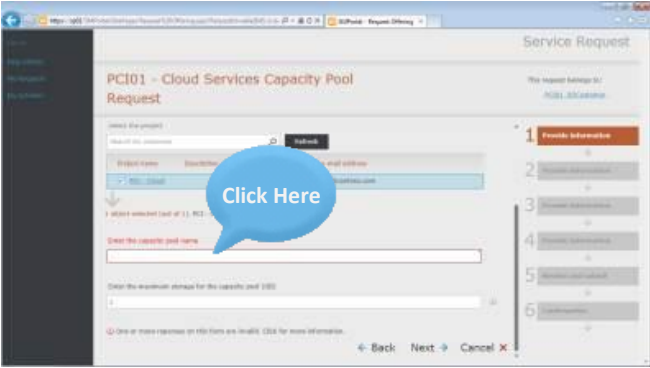
Learning Objective Copy	Click Instructions	Talking Points
<p>Learning Objective</p> <p>In this guided lab, you will learn how to initiate a service request using the Self-Service Portal in Microsoft System Center 2012 - Service Manager, and then follow the automated process management and systems integration that is generated from the data provided in your request.</p>  	<ol style="list-style-type: none"><li>1.</li></ol>	<p>In this guided lab, you will learn how to initiate a service request using the Self-Service Portal in Microsoft System Center 2012 - Service Manager, and then follow the automated process management and systems integration that is generated from the data provided in your request.</p>

Submit Capacity Pool Request	Click Instructions	Talking Points
	<ol style="list-style-type: none"> <li>1. Click <b>PCI01_SOCustomer Demographics Deployment</b>.</li> </ol>	<p>First, you will initiate a service request using the Self-Service Portal in Microsoft System Center 2012 - Service Manager. This portal provides resource users with a service catalog that simplifies the process of requesting services and specifying the cost and level of service needed.</p> <p>To get started, follow the prompts on the screen.</p>
	<ol style="list-style-type: none"> <li>2. Expand <b>Cost and SLA Information</b>.</li> </ol>	

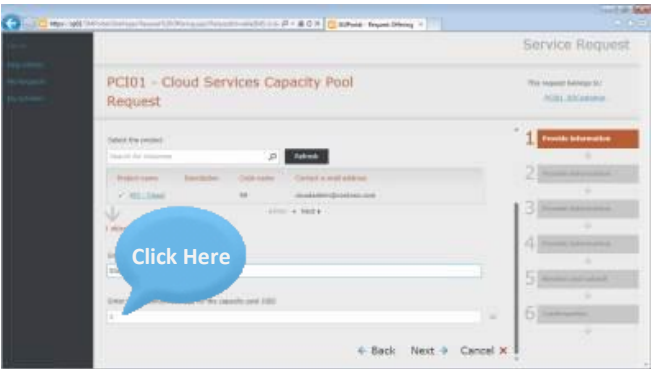
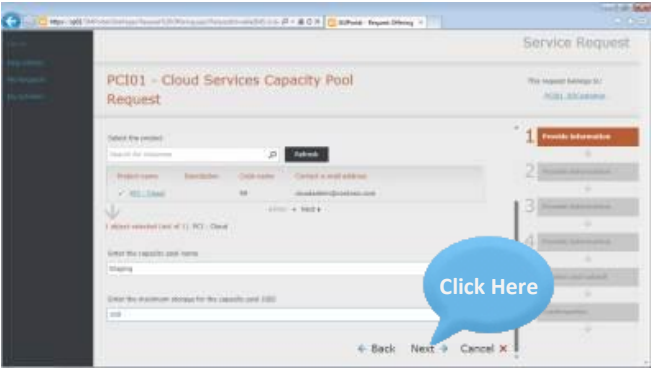
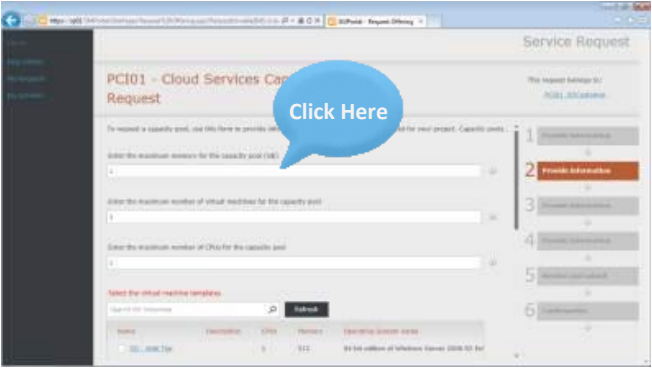
## Demo Script: Lab 2 - Drive Service Delivery

	<p>3. Click <b>PCI01 - Cloud Services Capacity Pool Request</b>.</p>	<p>Notice the Service Level Agreement or SLA information associated with this service offering.</p>
	<p>4. Click <b>Go to request form</b>.</p>	
	<p>5. Click to enter a title.</p>	<p>In this particular example, you are going to request a capacity pool. Follow the on-screen prompts to continue.</p>

## Demo Script: Lab 2 - Drive Service Delivery

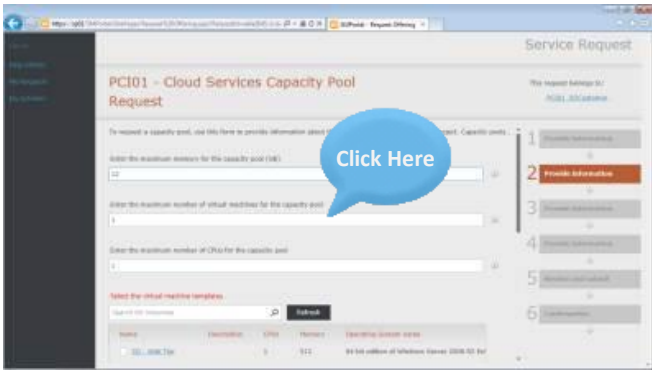
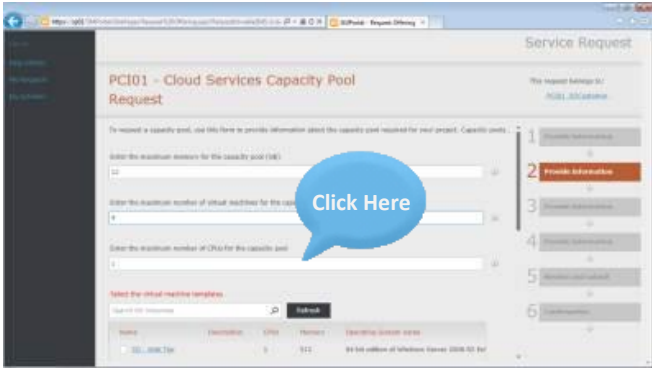
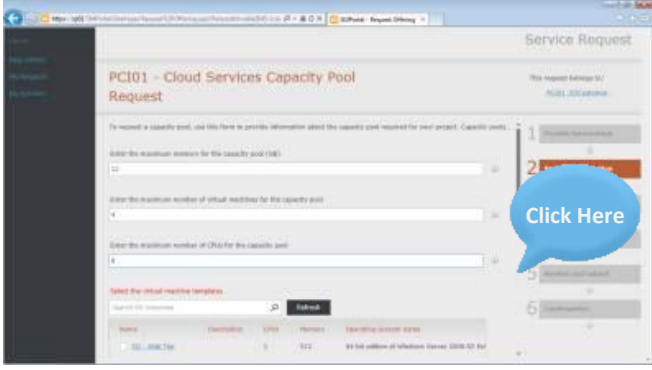
	<p>6. Click the check box.</p>	
	<p>7. Scroll down.</p>	
	<p>8. Click to enter a pool name.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

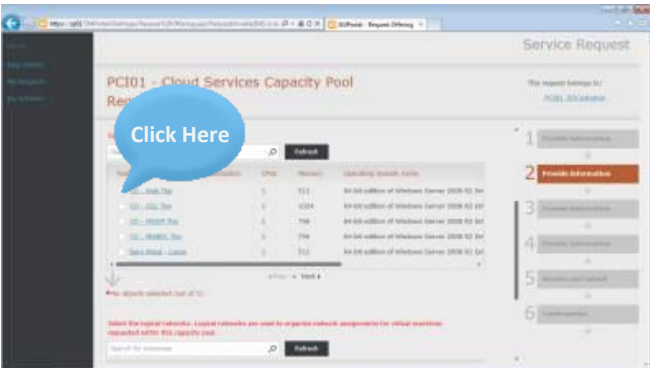
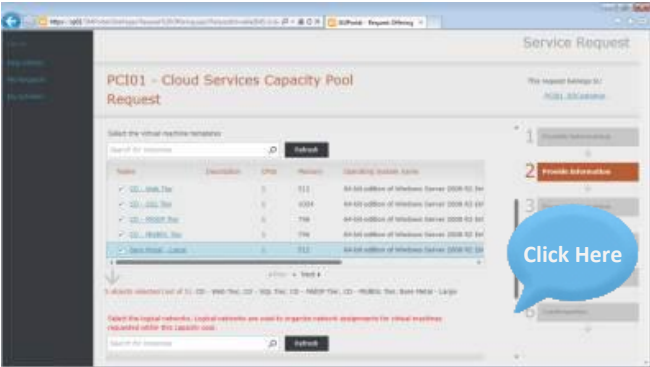
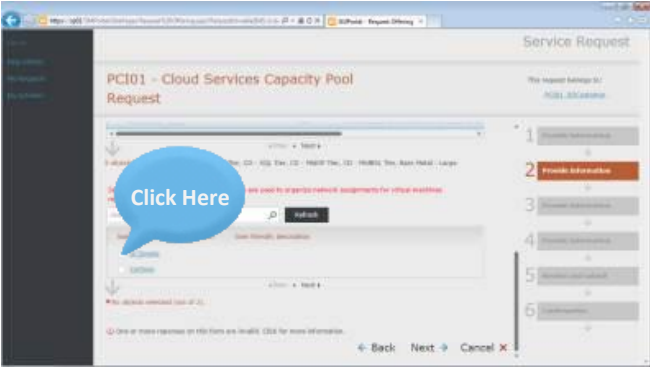
	<p>9. Click to enter a storage amount.</p>	
	<p>10. Click <b>Next</b>.</p>	
	<p>11. Click to enter an amount.</p>	<p>Complete the requested data fields.</p>



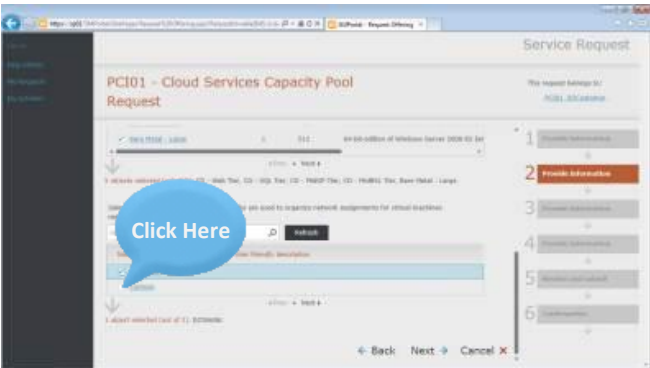
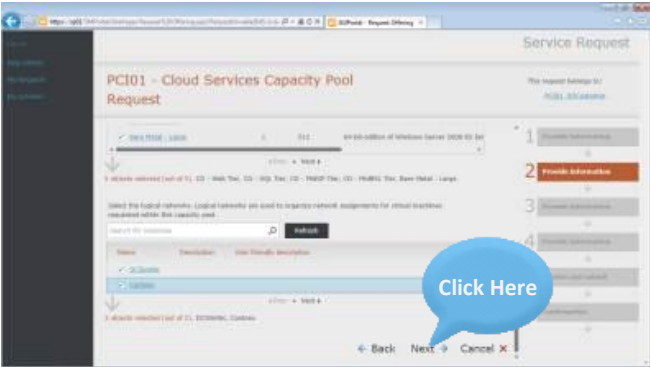
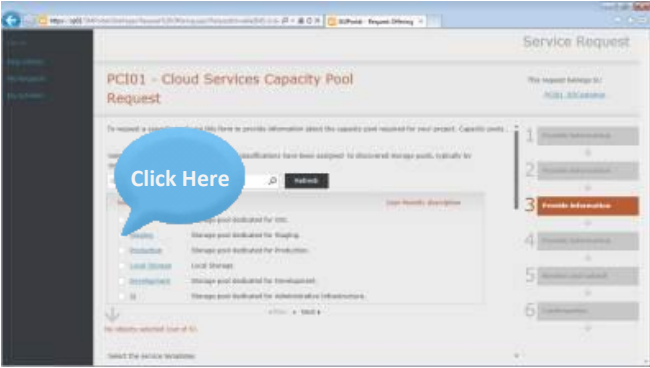
## Demo Script: Lab 2 - Drive Service Delivery

	12. Click to enter an amount.	
	13. Click to enter an amount.	
	14. Scroll down.	

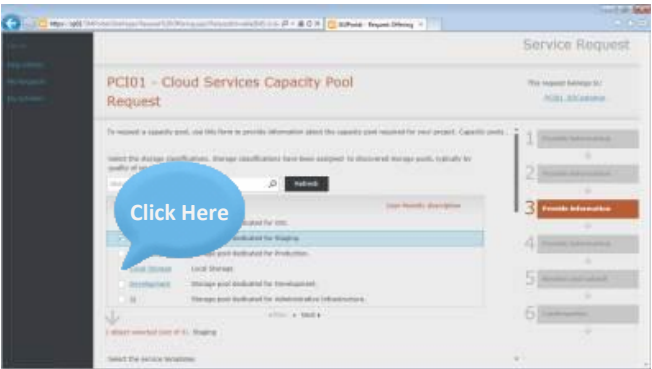
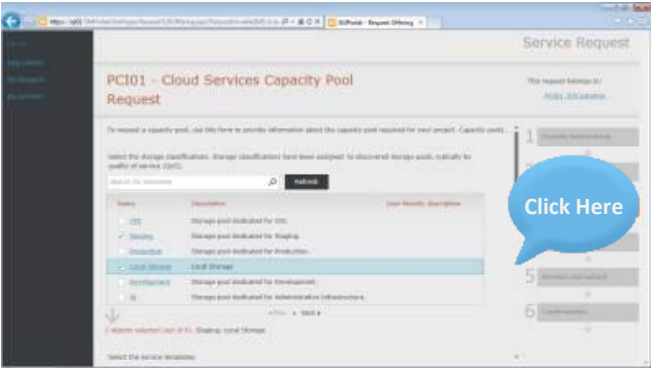
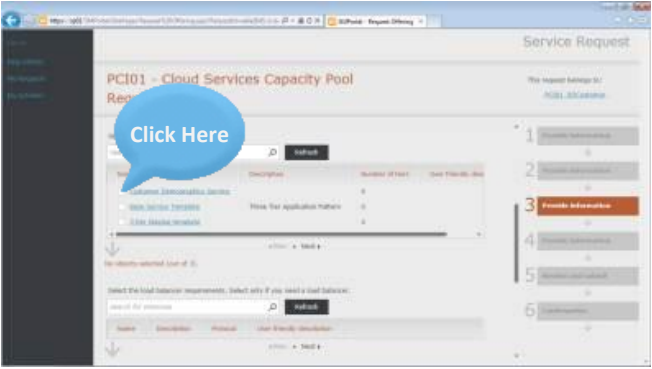
## Demo Script: Lab 2 - Drive Service Delivery

	<p>15. Click to simulate selecting all the templates.</p>	<p>Specify the needed virtual machine templates and logical networks.</p>
	<p>16. Scroll down.</p>	
	<p>17. Click the first check box.</p>	

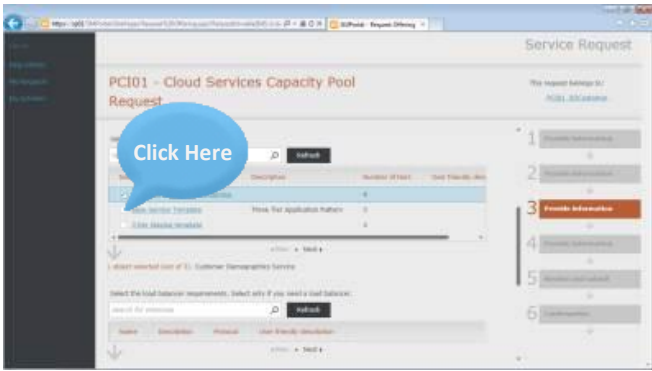
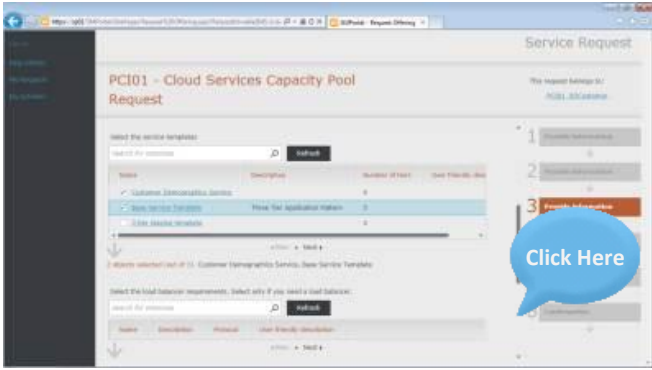
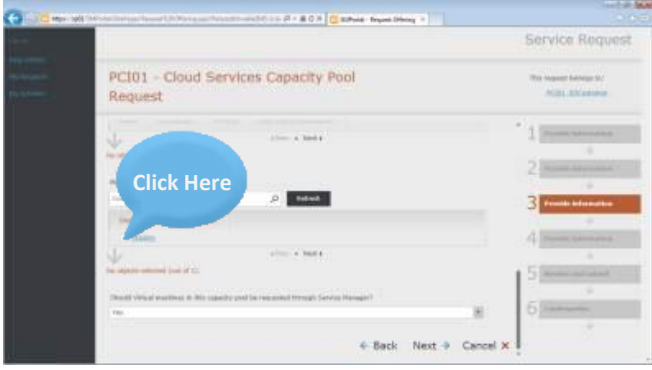
## Demo Script: Lab 2 - Drive Service Delivery

	<p>18. Click the second check box.</p>	
	<p>19. Click <b>Next</b>.</p>	
	<p>20. Click the second check box.</p>	<p>Next, select the storage classifications for the request.</p>

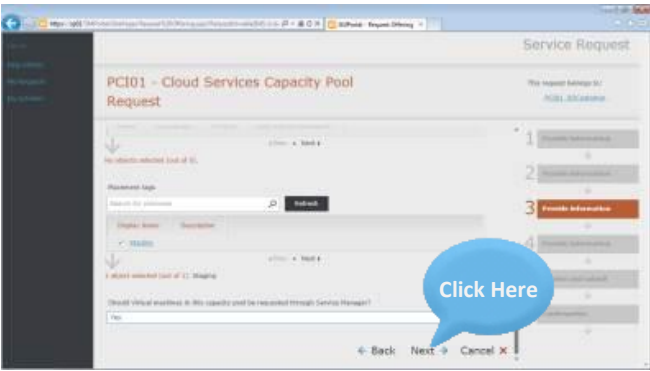
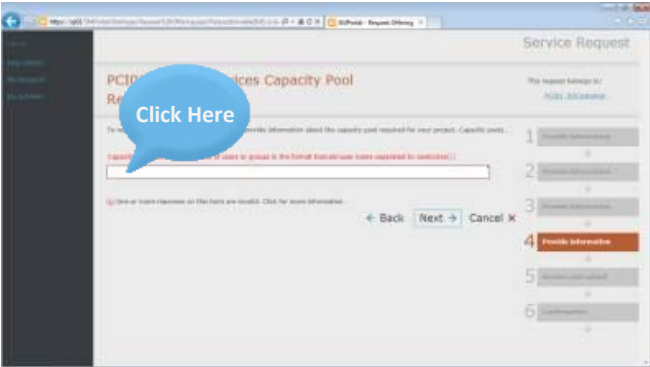
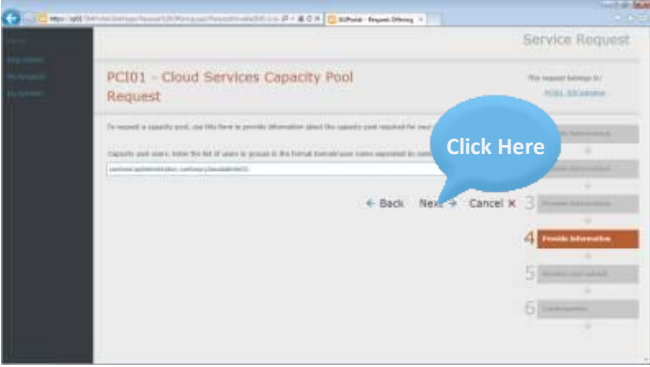
## Demo Script: Lab 2 - Drive Service Delivery

	<p>21. Click the fourth check box.</p>	
	<p>22. Scroll down.</p>	
	<p>23. Click the first check box.</p>	<p>Select the appropriate service templates and placement tags.</p>

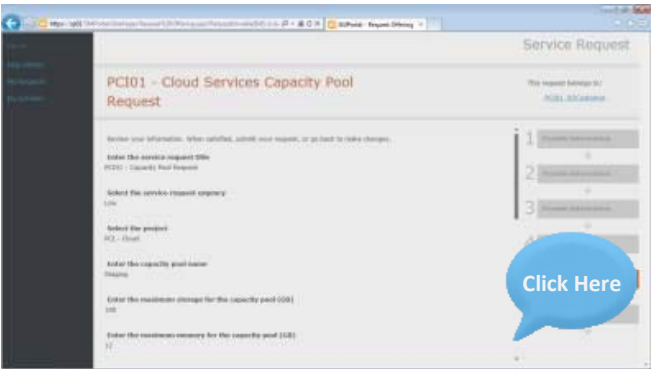
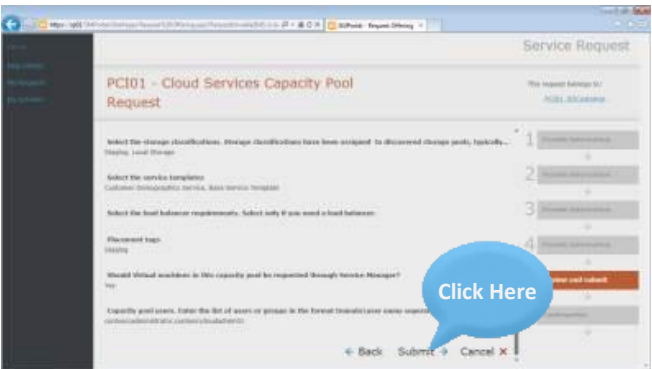
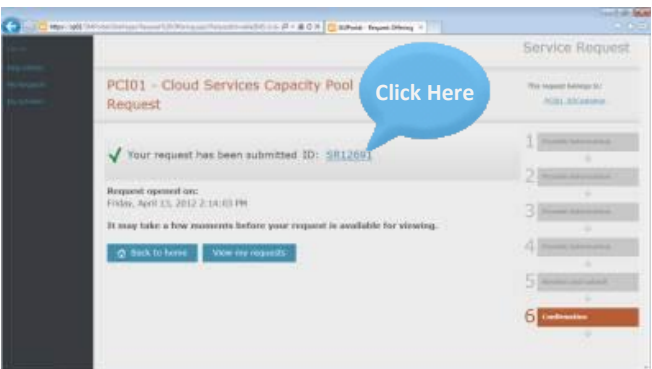
## Demo Script: Lab 2 - Drive Service Delivery

	24. Click the second check box.	
	25. Scroll down.	
	26. Click the check box.	

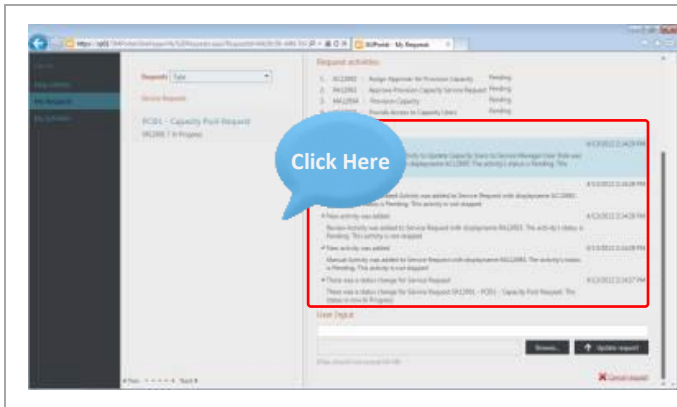
## Demo Script: Lab 2 - Drive Service Delivery

	<p>27. Click <b>Next</b>.</p>	
	<p>28. Click to enter users.</p>	<p>Next, specify potential users of the capacity pool.</p>
	<p>29. Click <b>Next</b>.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

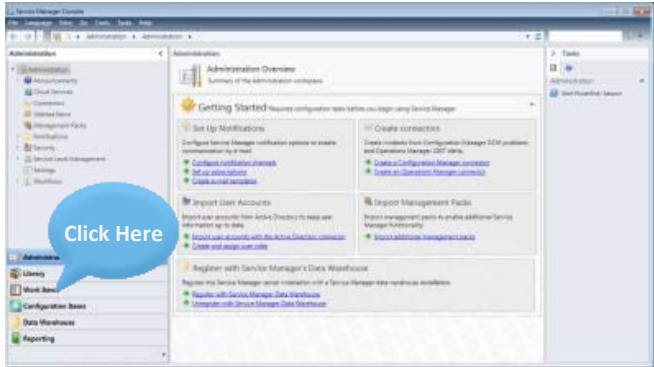
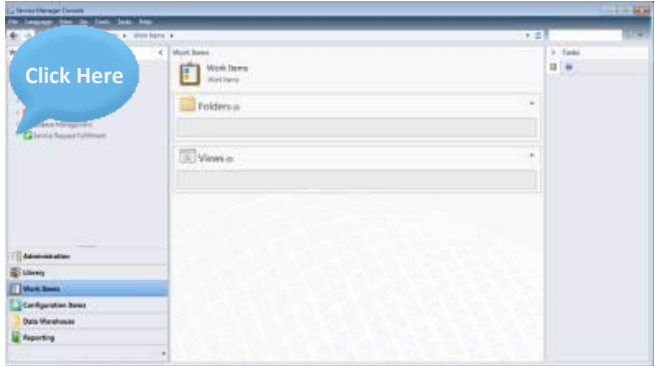
	<p>30. Scroll down.</p> <p>Once you've reviewed your request specifications, follow the prompts to submit the form.</p>	
	<p>31. Click <b>Submit</b>.</p>	
	<p>32. Click <b>SR12691</b>.</p>	<p>After the request has been submitted, you can review activities related to the service request and the current status of each.</p>

## Demo Script: Lab 2 - Drive Service Delivery

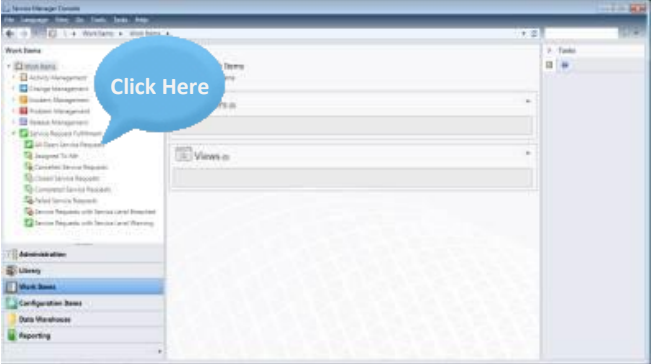
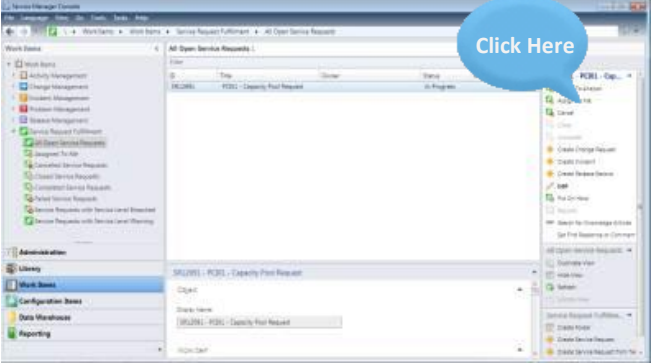
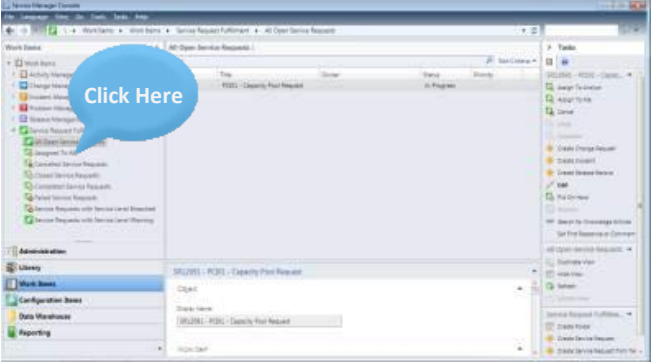


33. Click anywhere to continue.

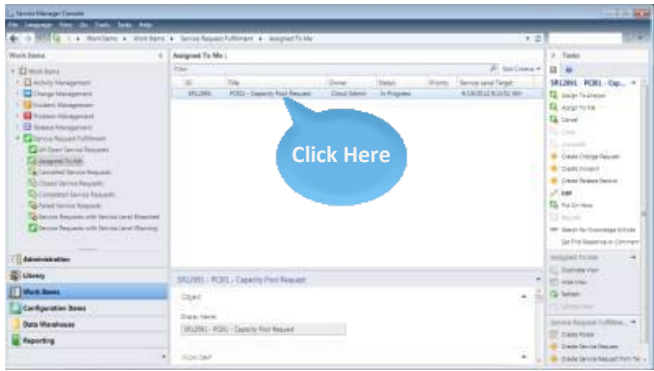
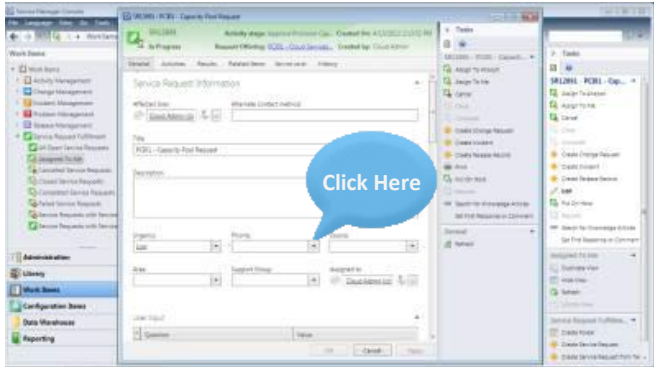
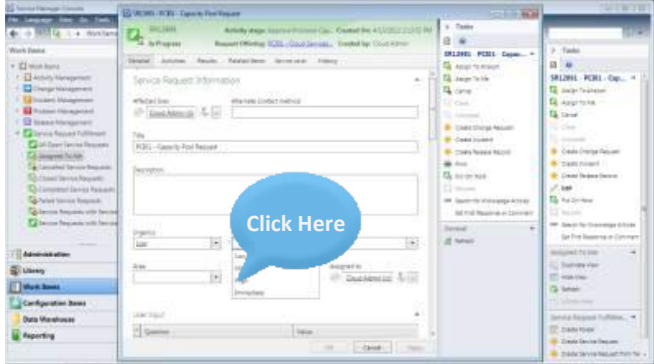


Process Capacity Pool Request	Click Instructions	Talking Points
	<ol style="list-style-type: none"> <li>1. Click <b>Work Items</b>.</li> </ol>	<p>When a user submits a service request, the information captured from the service catalog is routed to the appropriate process and systems automation tasks, reducing handoff delay and potential errors.</p> <p>In this next section, acting as the IT administrator, you will process the capacity pool request using Service Manager.</p> <p>To begin, follow the prompts on the screen.</p>
	<ol style="list-style-type: none"> <li>2. Expand <b>Service Request Fulfillment</b>.</li> </ol>	

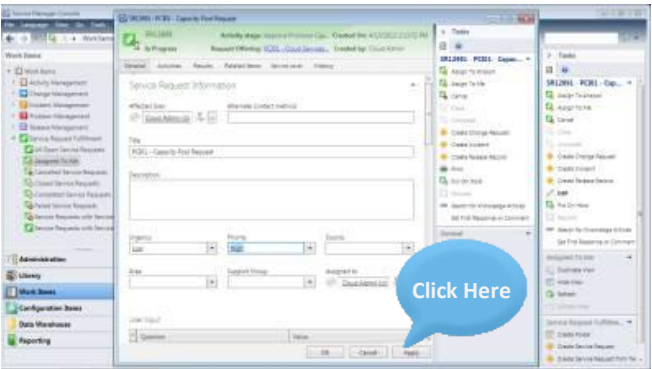
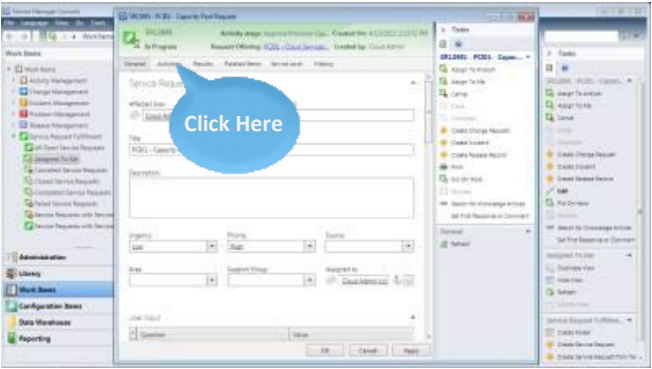
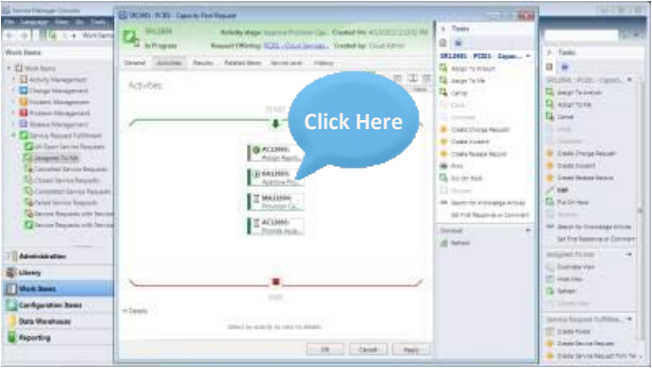
## Demo Script: Lab 2 - Drive Service Delivery

	<p>3. Click <b>All Open Service Requests</b>.</p>	
	<p>4. Click <b>Assign to Me</b>.</p>	<p>First, you will assign the request to yourself.</p>
	<p>5. Click <b>Assigned to Me</b>.</p>	

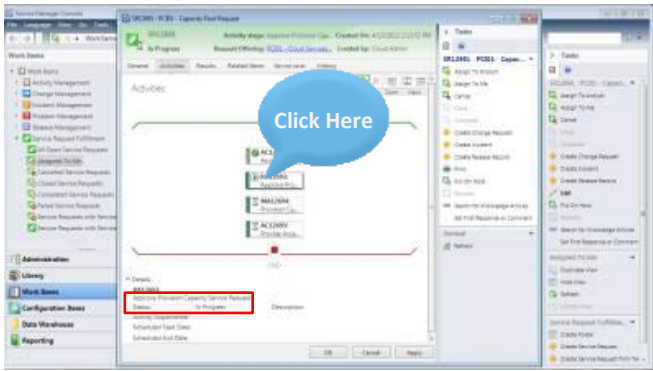
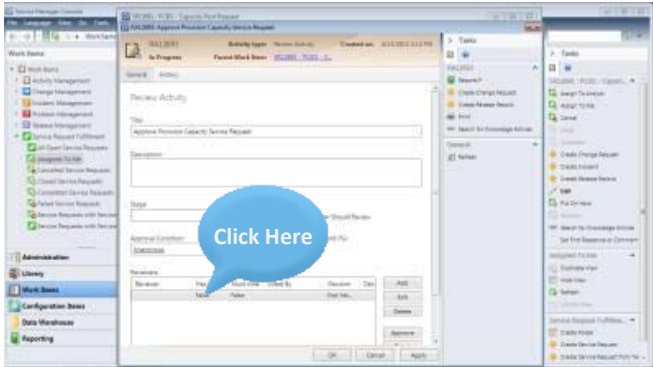
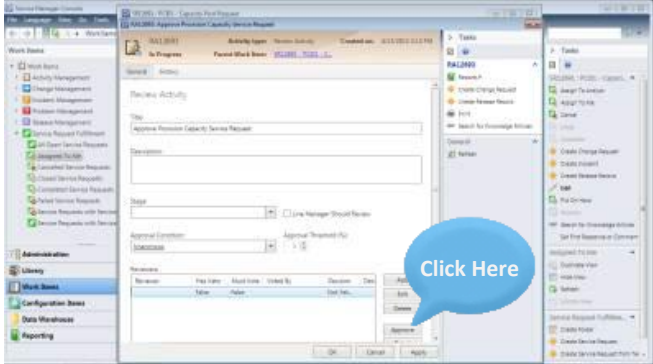
## Demo Script: Lab 2 - Drive Service Delivery

	<p>6. Click the item.</p>	
	<p>7. Click the <b>Priority</b> drop-down.</p>	
	<p>8. Select <b>High</b>.</p>	

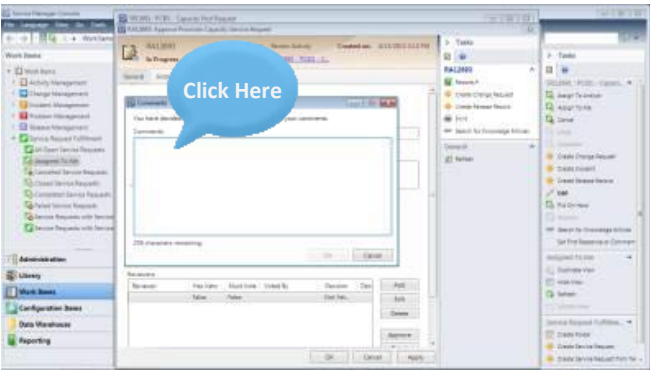
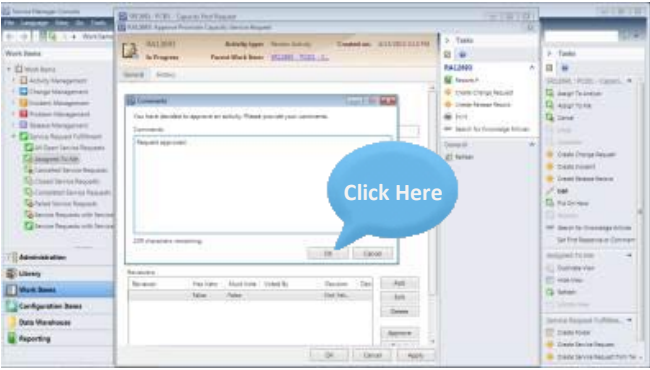
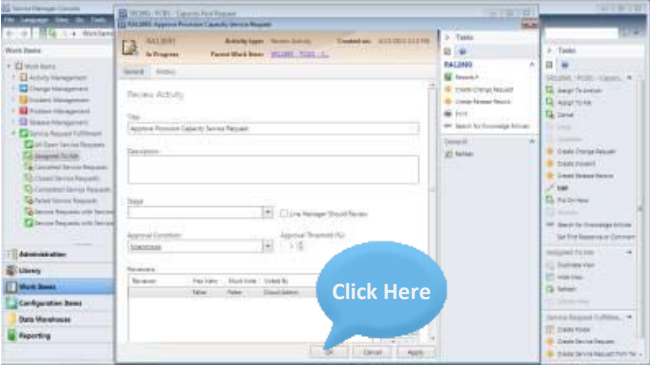
## Demo Script: Lab 2 - Drive Service Delivery

	<p>9. Click <b>Apply</b>.</p>	
	<p>10. Click <b>Activities</b>.</p>	
	<p>11. Click <b>RA12693</b>.</p>	<p>Now that the first activity, assigning an approver, is complete, you will view the status of the second activity.</p>

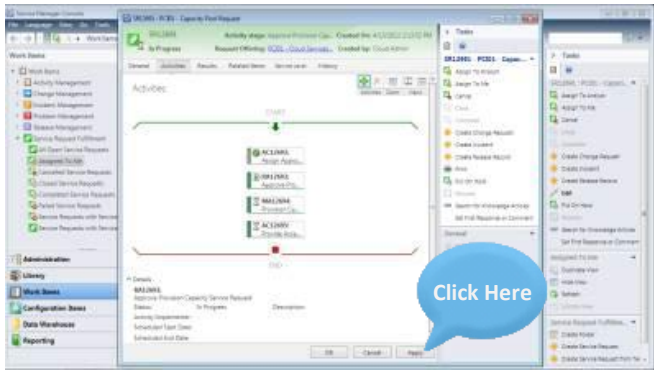
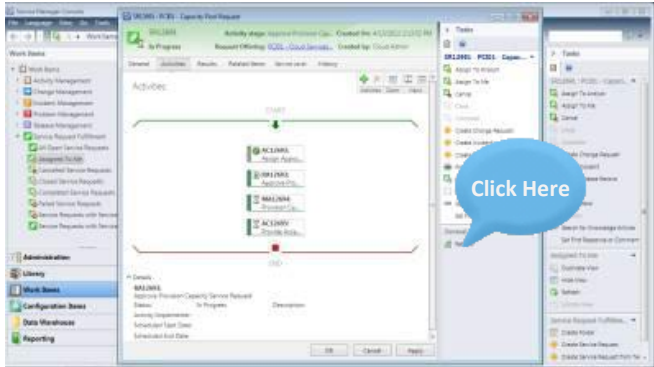
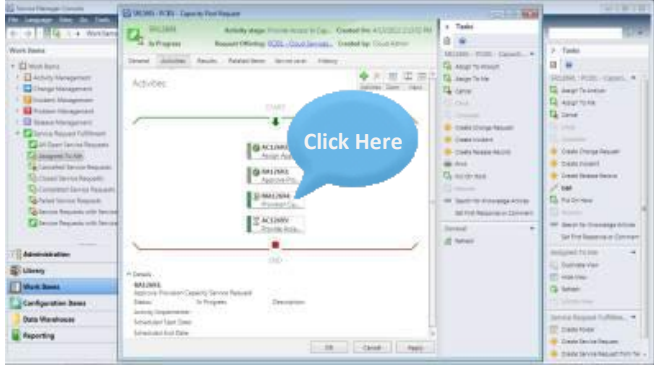
## Demo Script: Lab 2 - Drive Service Delivery

	<p>12. Click to simulate double-clicking <b>RA12693</b>.</p>	<p>Notice that this activity is "In Progress." Since you are assigned this task, you can complete this step in the workflow.</p>
	<p>13. Click the first item.</p>	
	<p>14. Click <b>Approve</b>.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

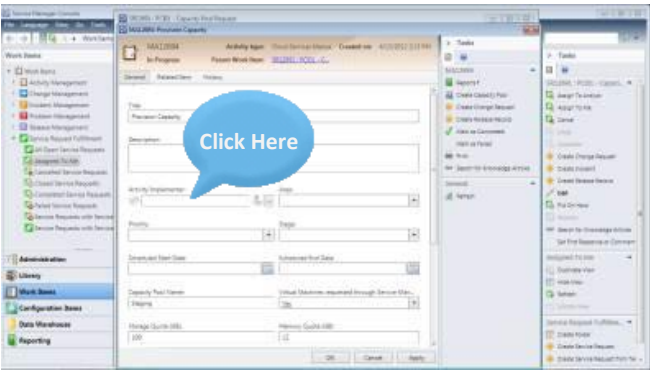
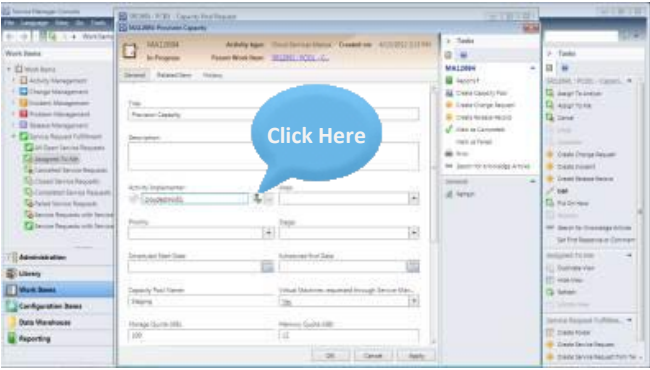
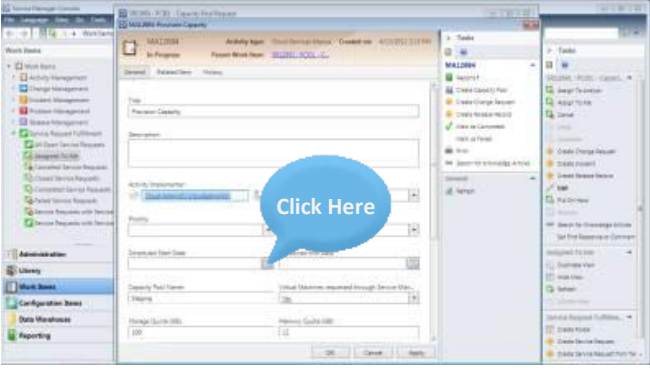
	<p>15. Click to enter a comment.</p>	
	<p>16. Click <b>OK</b>.</p>	
	<p>17. Click <b>OK</b>.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

	<p>18. Click <b>Apply</b>.</p>	
	<p>19. Click <b>Refresh</b>.</p>	<p>Once you approve this activity, you can refresh the window to see the workflow move to the next one.</p>
	<p>20. Click to simulate double-clicking <b>MA12694</b>.</p>	

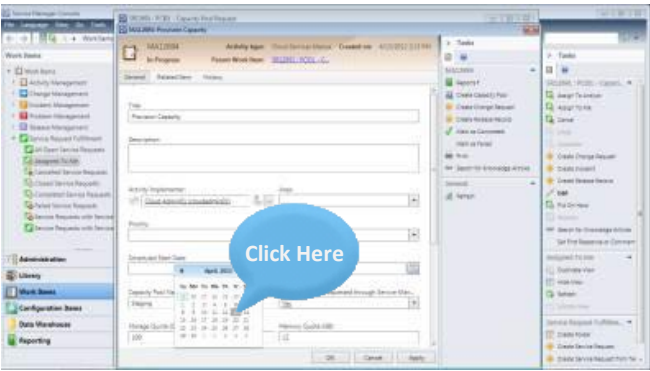
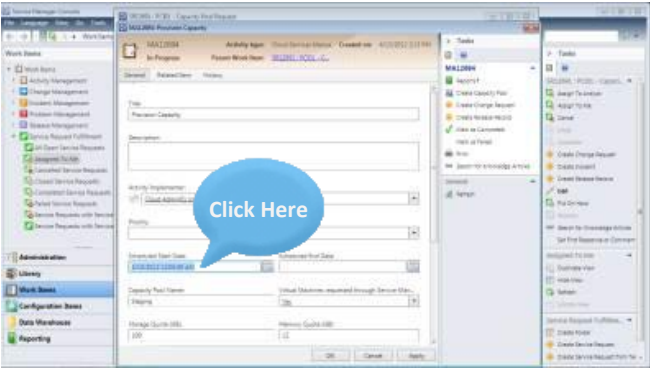
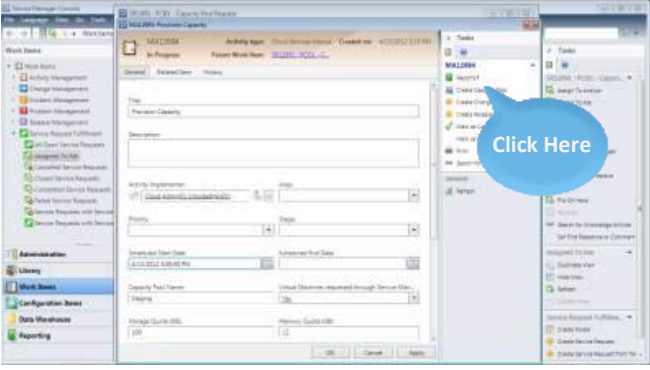


## Demo Script: Lab 2 - Drive Service Delivery

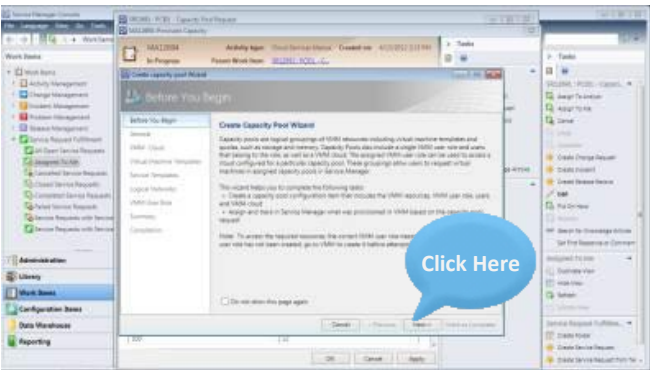
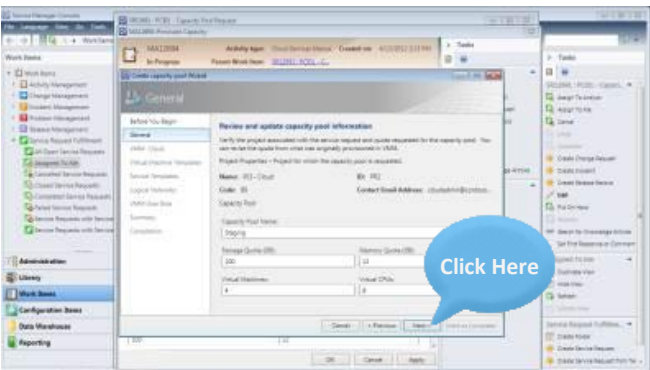
	<p>21. Click to enter the name of an activity implementer.</p>	<p>To complete the third activity, “Provision Capacity,” follow the on-screen prompts.</p>
	<p>22. Click the icon.</p>	
	<p>23. Click the calendar icon.</p>	




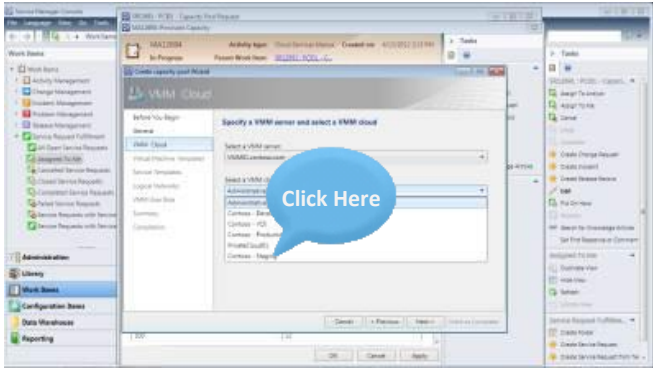
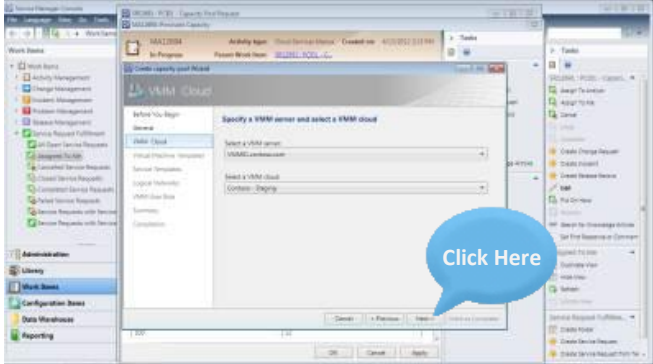
## Demo Script: Lab 2 - Drive Service Delivery

	<p>24. Click <b>13</b>.</p>	
	<p>25. Click to enter a scheduled start date.</p>	
	<p>26. Click <b>Create Capacity Pool</b>.</p>	<p>To complete this activity, you will need to create a capacity pool.</p>

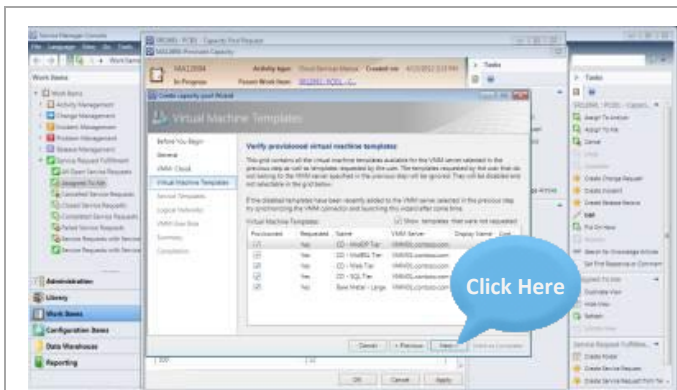
## Demo Script: Lab 2 - Drive Service Delivery

	<p>27. Click <b>Next</b>.</p>	<p>Capacity pools are logical groupings of Virtual Machine Manager or VMM resources including virtual machine templates and quotas, such as storage and memory. Capacity pools also include a single VMM user role and users that belong to the role, as well as a VMM cloud. The assigned VMM user role can be used to access a cloud configured for a particular capacity pool. These groupings allow users to request virtual machines in assigned capacity pools in Service Manager. Follow the prompts to continue.</p>
	<p>28. Click <b>Next</b>.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

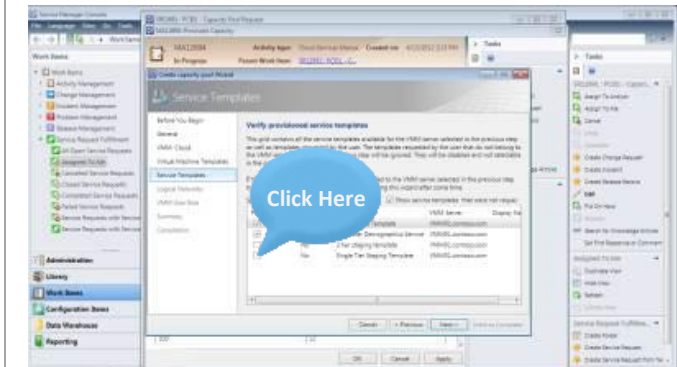
	<p>29. Click the <b>Select a VMM cloud</b> drop-down.</p>	<p>Specify a VMM server and VMM cloud.</p>
	<p>30. Select <b>Contoso - Staging</b>.</p>	
	<p>31. Click <b>Next</b>.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

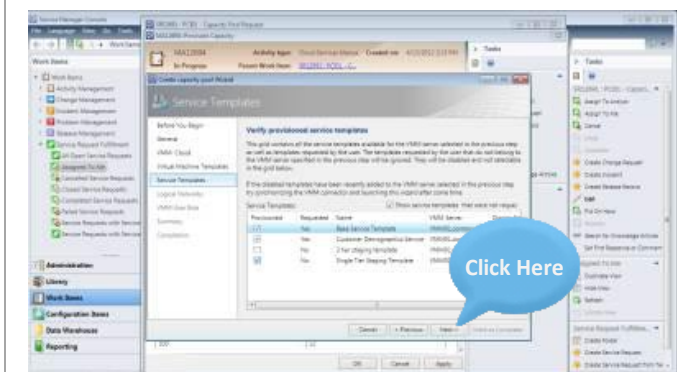


32. Click **Next**.

In this next step, you'll verify the provisioned virtual machine and service templates.

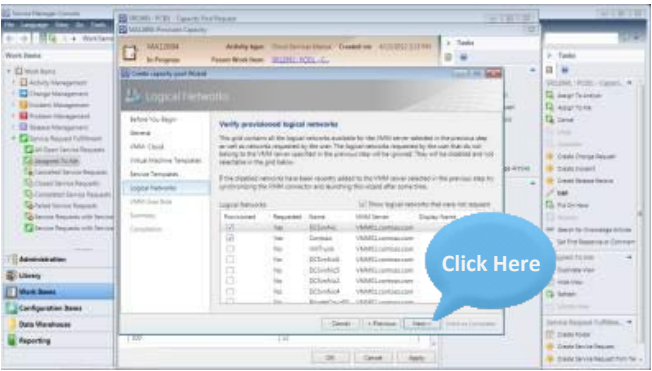
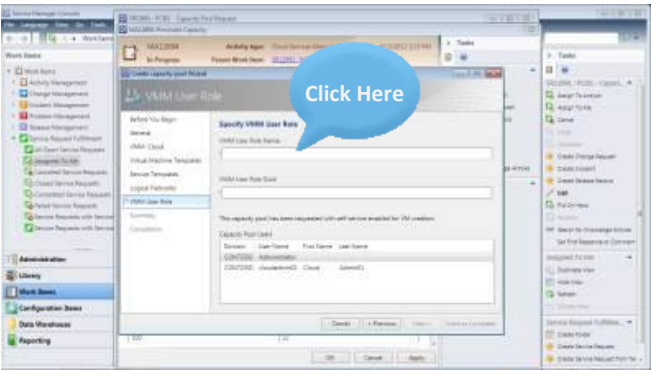
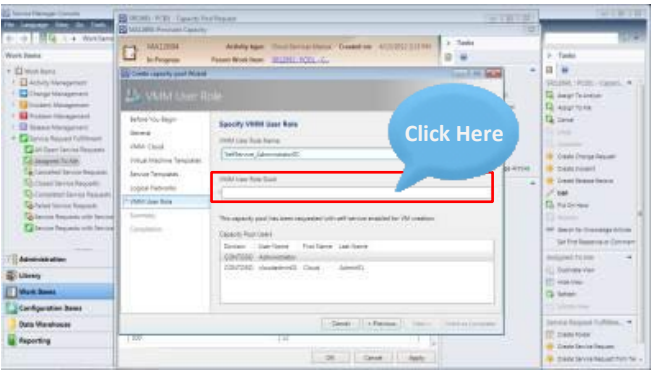


33. Click the check box.

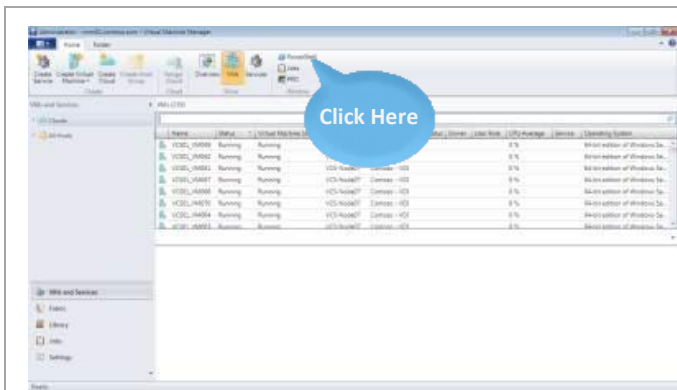


34. Click **Next**.

## Demo Script: Lab 2 - Drive Service Delivery

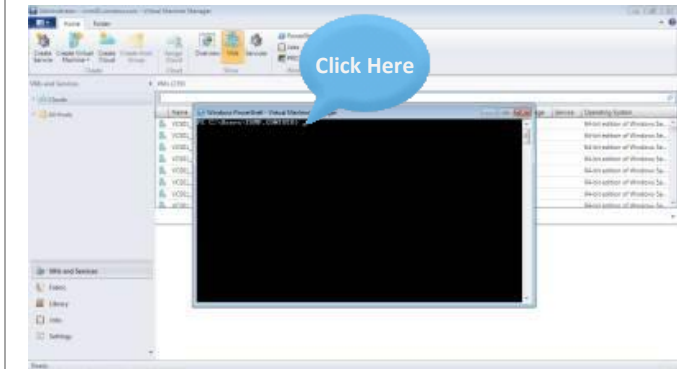
	<p>35. Click <b>Next</b>.</p>	<p>Next, verify the provisioned logical networks.</p>
	<p>36. Click to enter a <b>VMM User Role Name</b>.</p>	<p>Specify the associated VMM user role.</p>
	<p>37.</p>	<p>To enter a VMM User Role GUID, or Globally Unique Identifier, you will need to navigate to Virtual Machine Manager.</p>

## Demo Script: Lab 2 - Drive Service Delivery

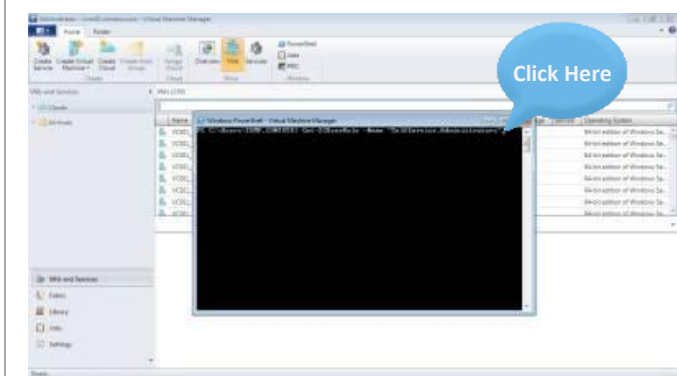


38. Click **PowerShell**.

Then, to locate the Role User GUID, open Windows PowerShell™ to complete a search.



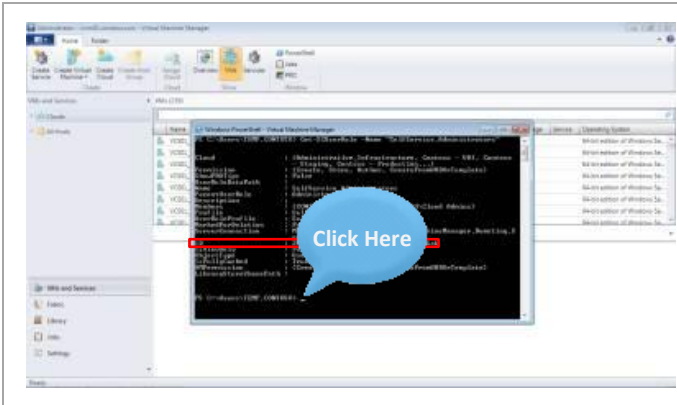
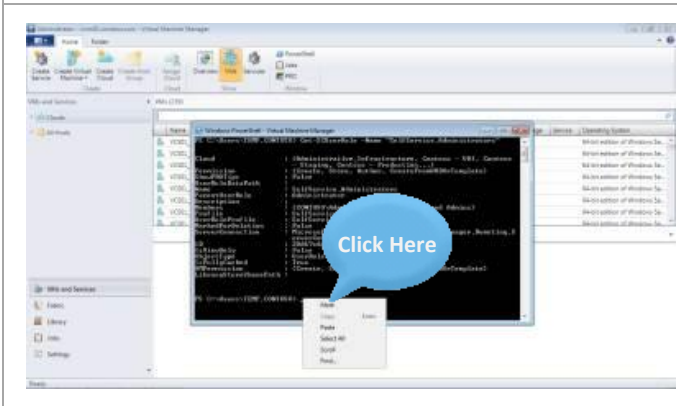
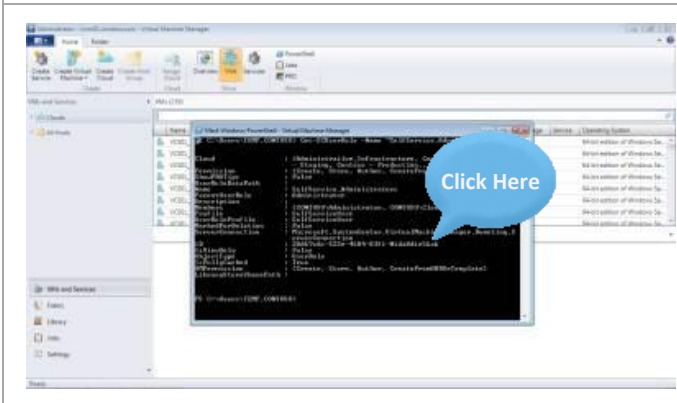
39. Click to enter a command.



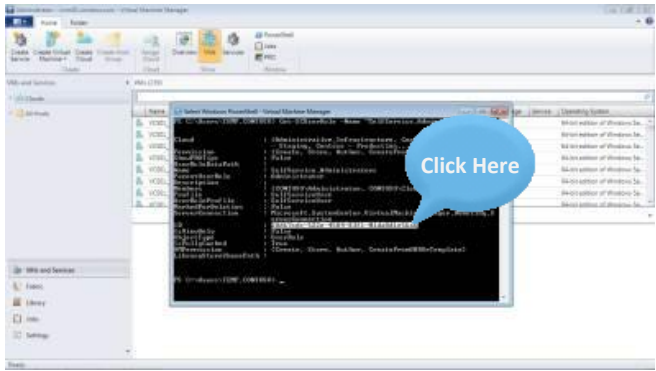
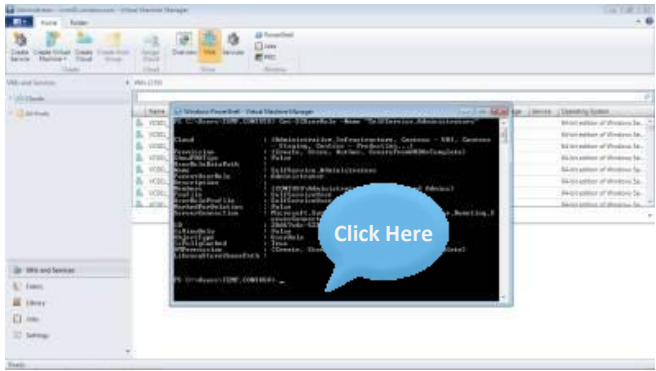
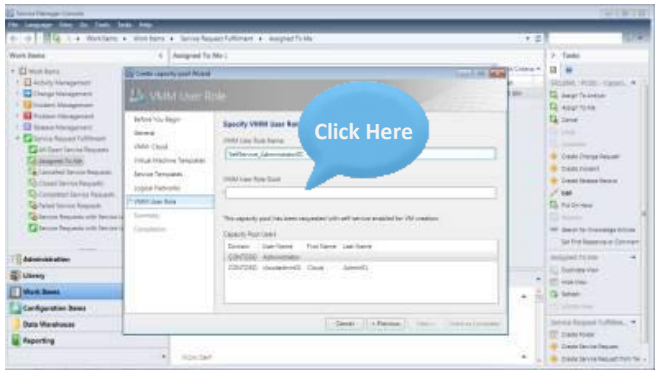
40. Click to enter the command.



## Demo Script: Lab 2 - Drive Service Delivery

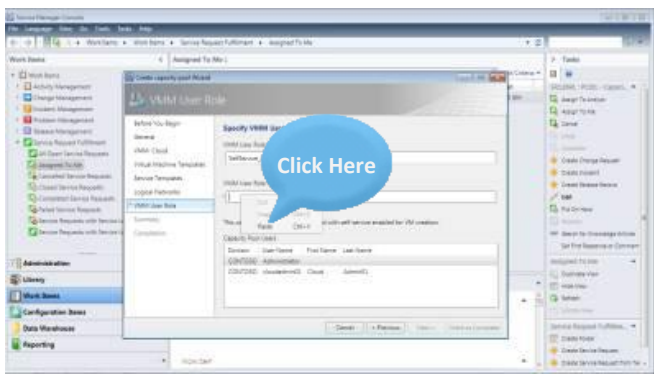
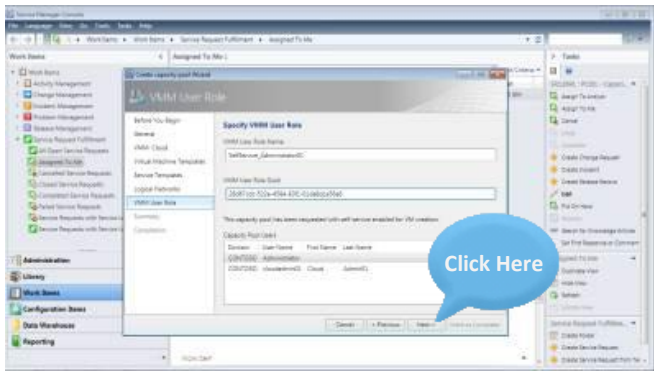
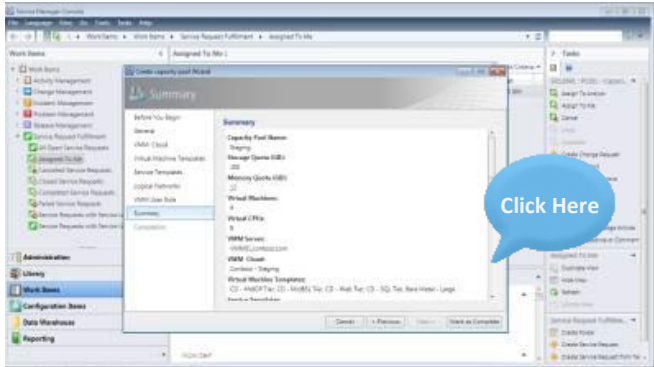
	<p>41. Click to simulate right-clicking in the command window.</p>	<p>Next, copy the GUID value from the search results.</p>
	<p>42. Select <b>Mark</b>.</p>	
	<p>43. Click to select the <b>ID</b>.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

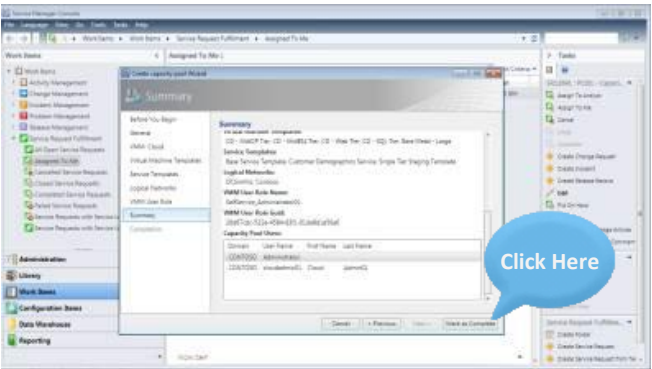
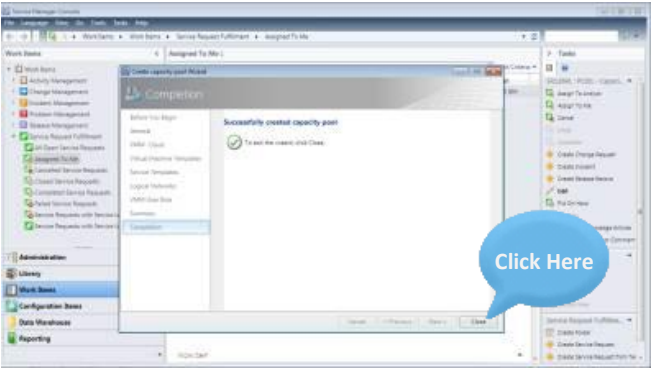
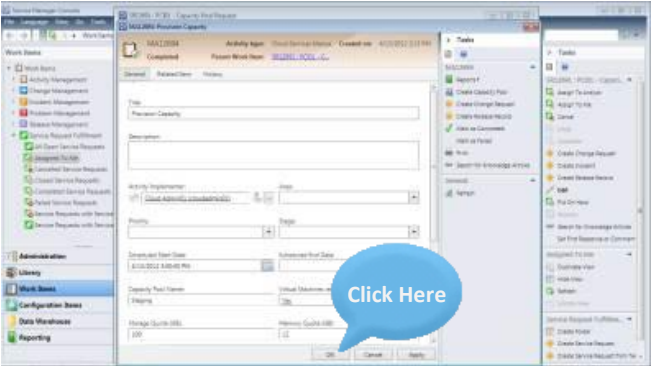
	<p>44. Click to simulate right-clicking to copy the <b>ID</b> value.</p>	
	<p>45.</p>	<p>With the GUID copied, you can navigate back to the wizard in Service Manager and paste in the value.</p>
	<p>46. Click to simulate right clicking in the field.</p>	



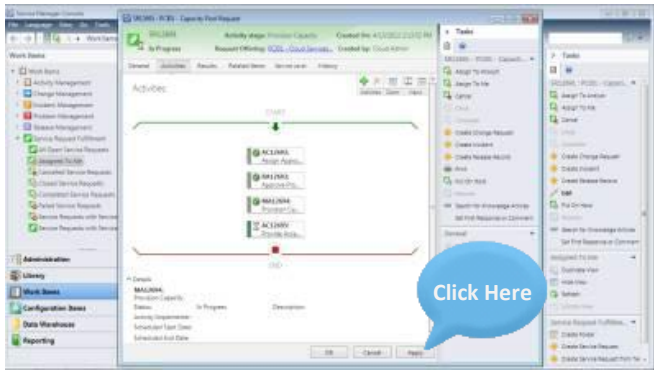
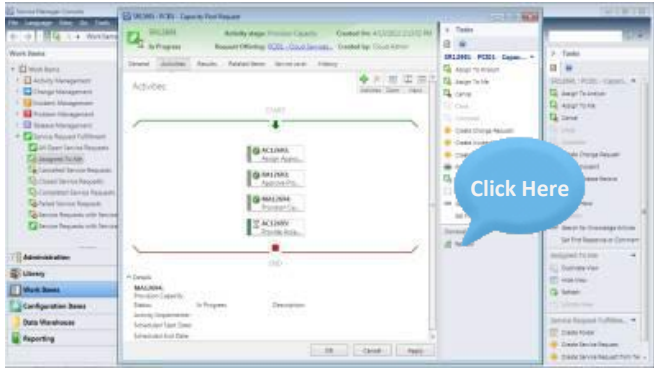
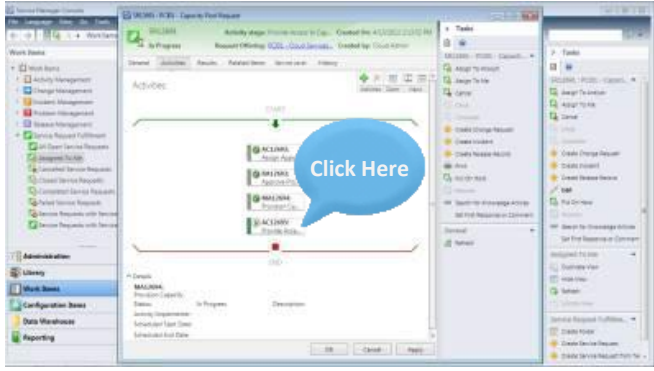
## Demo Script: Lab 2 - Drive Service Delivery

	<p>47. Select <b>Paste</b>.</p>	
	<p>48. Click <b>Next</b>.</p>	
	<p>49. Scroll down.</p>	<p>Once you have reviewed your specifications, complete the wizard to create a capacity pool.</p>

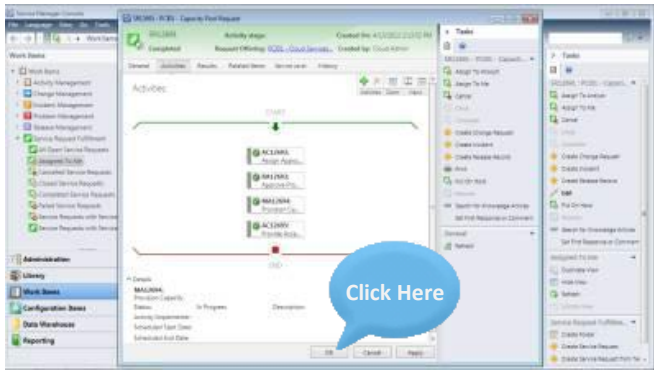
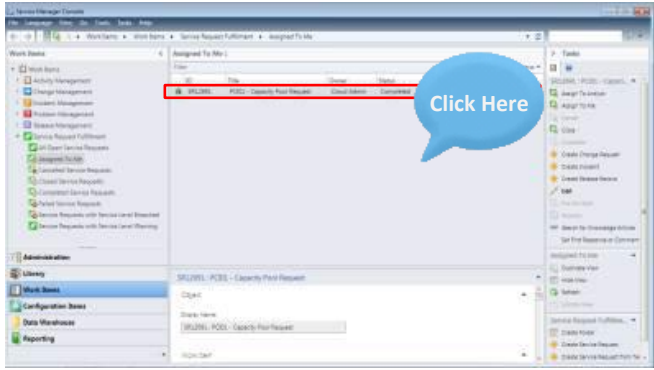
## Demo Script: Lab 2 - Drive Service Delivery

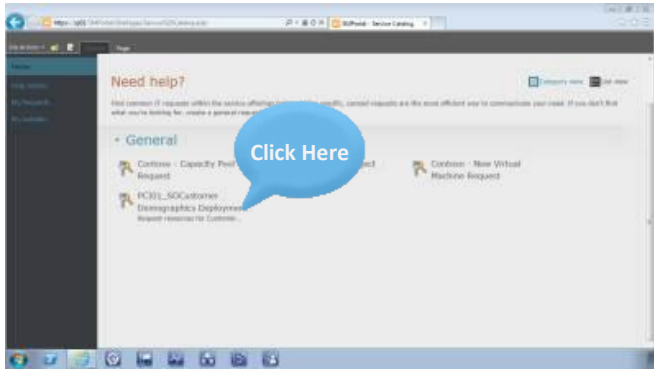
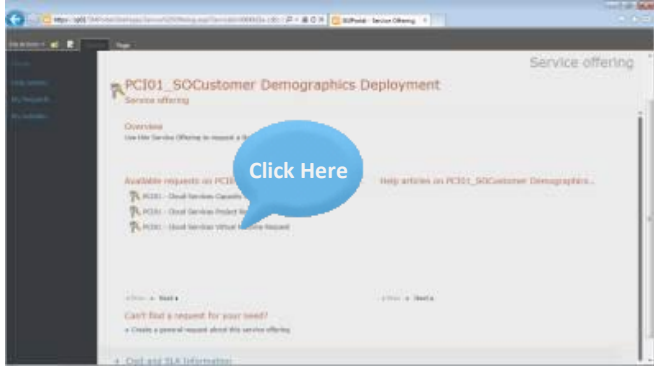
	<p>50. Click <b>Mark as Complete</b>.</p>	<p>With the capacity pool created, you can now mark this activity as complete.</p>
	<p>51. Click <b>Close</b>.</p>	
	<p>52. Click <b>OK</b>.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

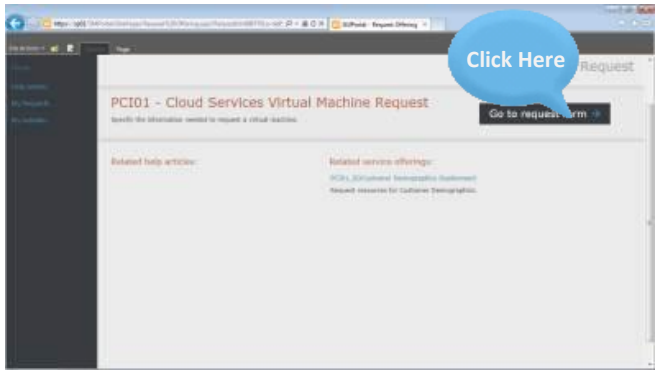
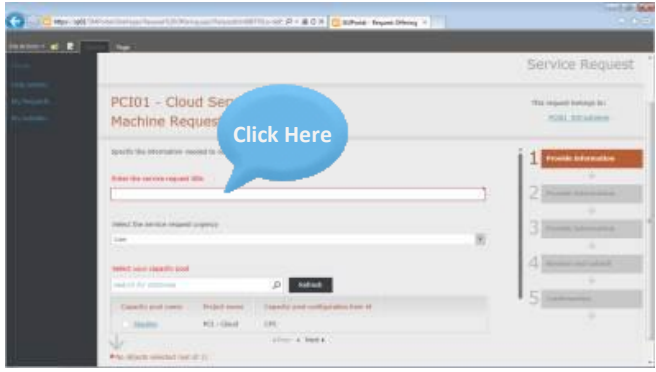
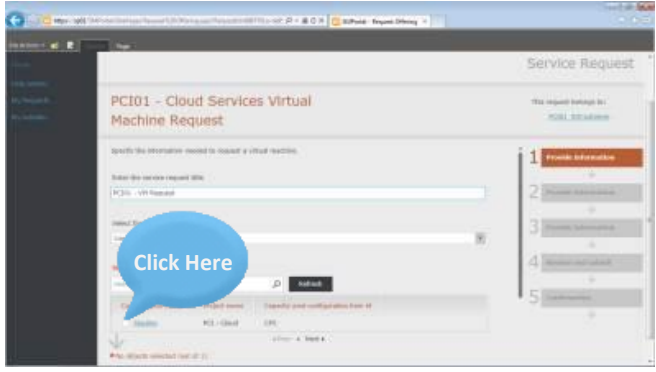
	<p>53. Click <b>Apply</b>.</p>	
	<p>54. Click <b>Refresh</b>.</p>	<p>As you refresh the Activities screen, you can see the workflow sequentially complete the activities.</p>
	<p>55.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

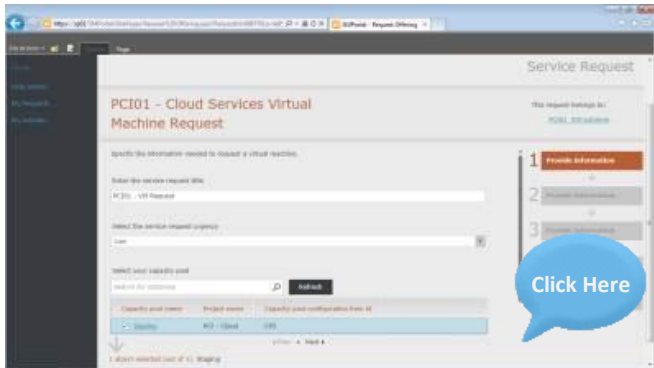
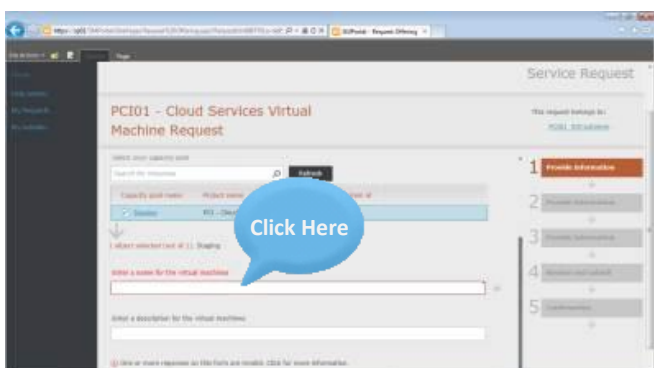
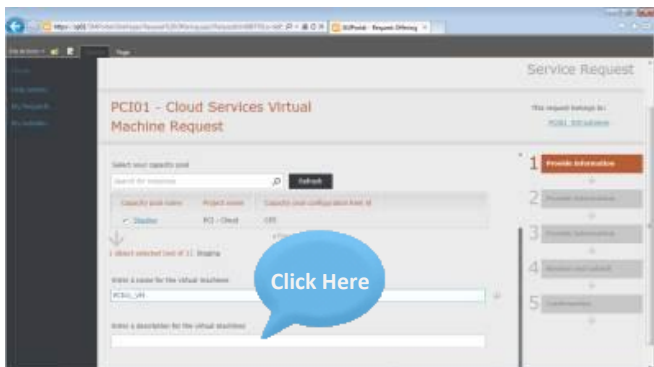
	<p>56. Click <b>OK</b>.</p>	
	<p>57.</p>	

Submit Virtual Machine Request	Click Instructions	Talking Points
	<ol style="list-style-type: none"> <li>1. Click <b>PCI01_SOCustomer Demographics Deployment</b>.</li> </ol>	<p>Now that the IT administrator has processed your request to create a capacity pool, you can submit a virtual machine request through the Self-Service Portal. To begin, follow the on-screen prompts.</p>
	<ol style="list-style-type: none"> <li>2. Click <b>PCI01 - Cloud Services Virtual Machine Request</b>.</li> </ol>	

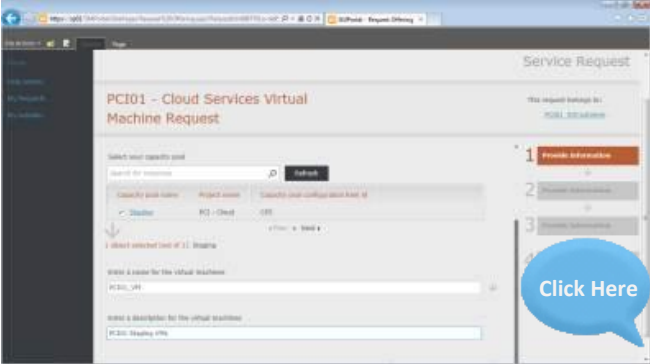
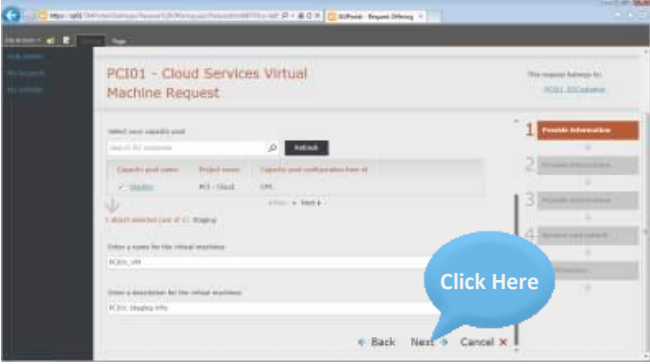
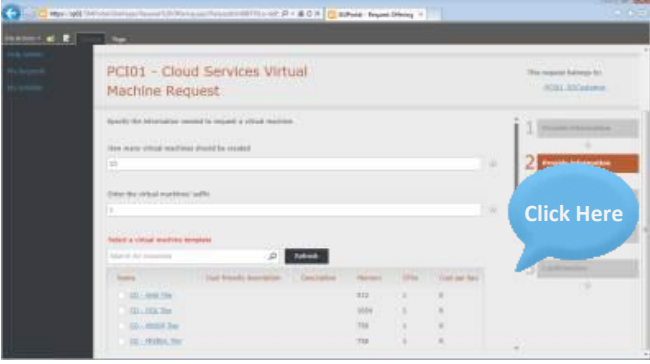
## Demo Script: Lab 2 - Drive Service Delivery

 <p>A screenshot of a web browser showing the 'PCI01 - Cloud Services Virtual Machine Request' page. A blue callout bubble with the text 'Click Here' points to a black button labeled 'Go to request form'.</p>	<p>3. Click <b>Go to request form</b>.</p>	
 <p>A screenshot of the 'Service Request' form. A blue callout bubble with the text 'Click Here' points to the 'Enter the service request title' text input field.</p>	<p>4. Click to enter the service request title.</p>	
 <p>A screenshot of the 'Service Request' form. A blue callout bubble with the text 'Click Here' points to a checkbox labeled 'No'.</p>	<p>5. Click the check box.</p>	<p>Notice that the available capacity pool is the same one created in the previous task.</p>

## Demo Script: Lab 2 - Drive Service Delivery

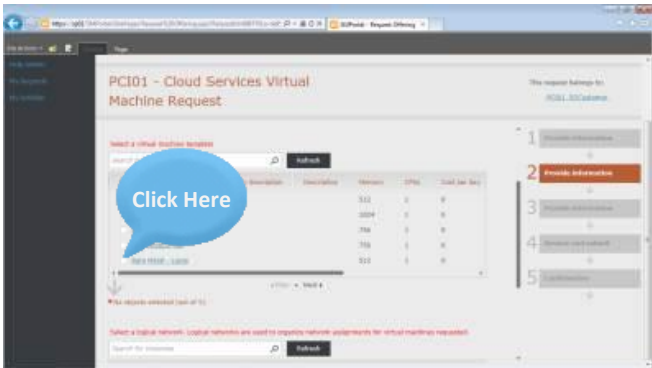
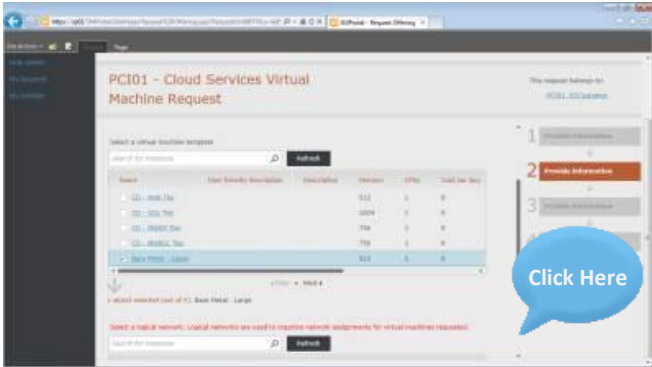
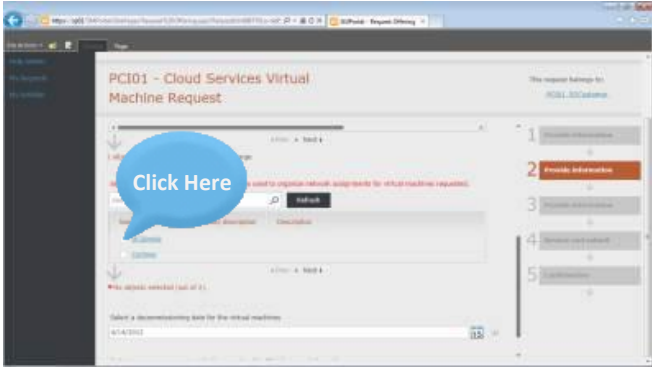
	<p>6. Scroll down.</p>	
	<p>7. Click to enter a name for the virtual machines.</p>	
	<p>8. Click to enter a description.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

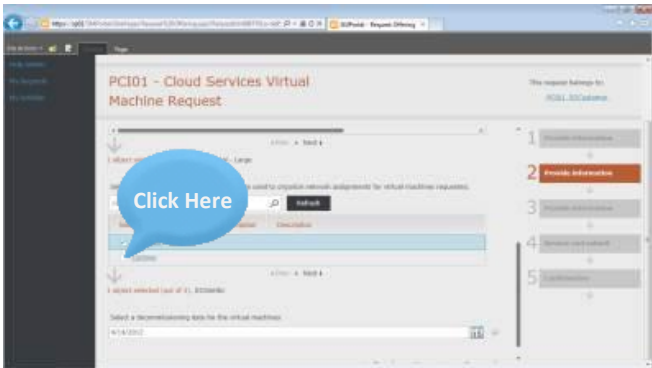
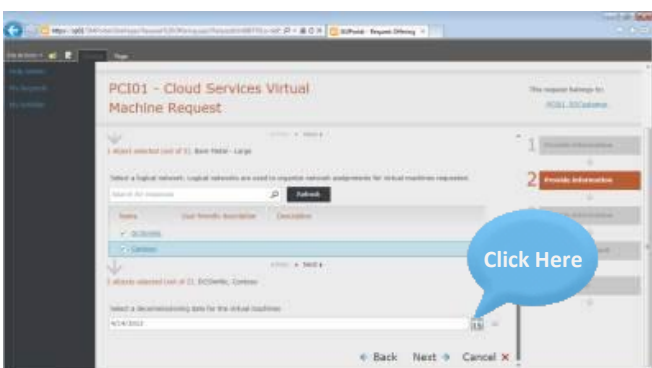
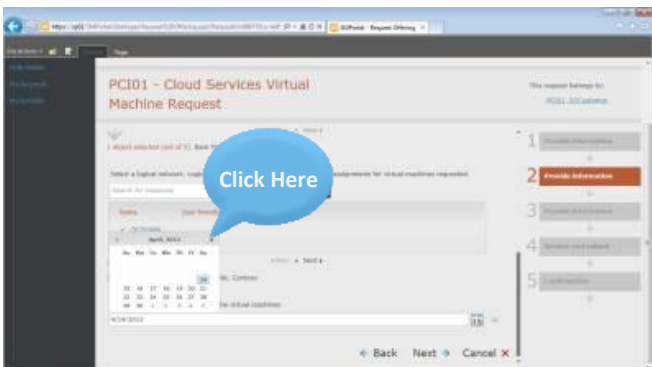
	9. Scroll down.	
	10. Click <b>Next</b> .	
	11. Scroll down.	



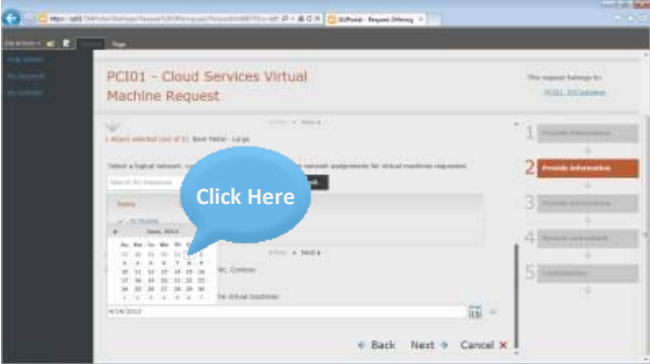
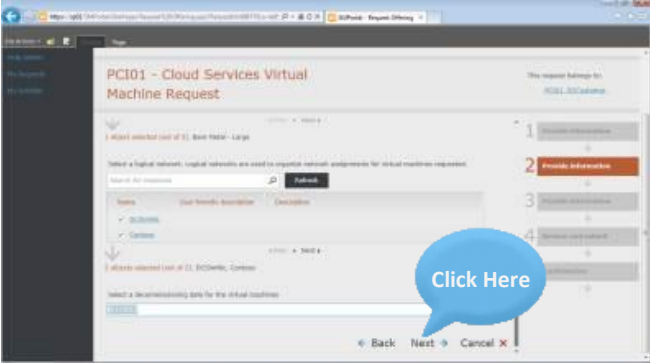
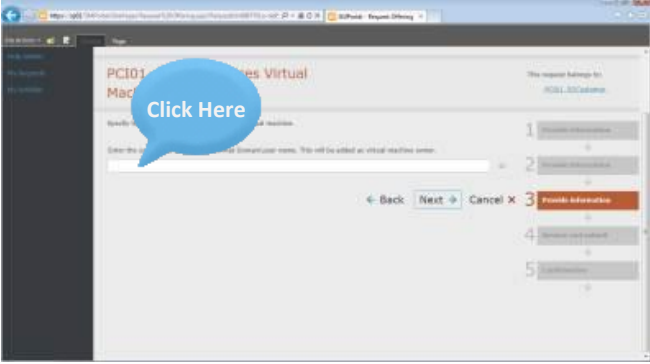
## Demo Script: Lab 2 - Drive Service Delivery

	<p>12. Click the last check box.</p>	
	<p>13. Scroll down.</p>	
	<p>14. Click the first check box.</p>	<p>Select the logical networks needed for this request.</p>

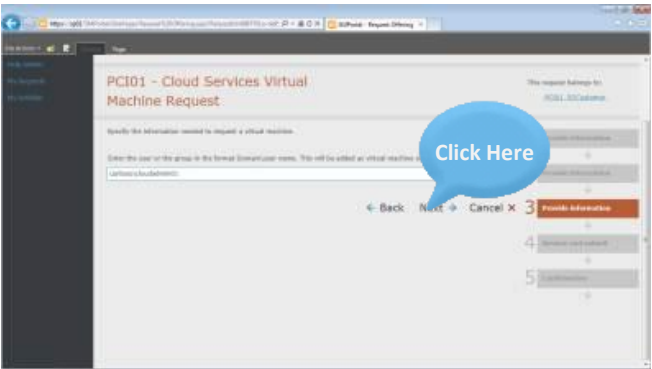
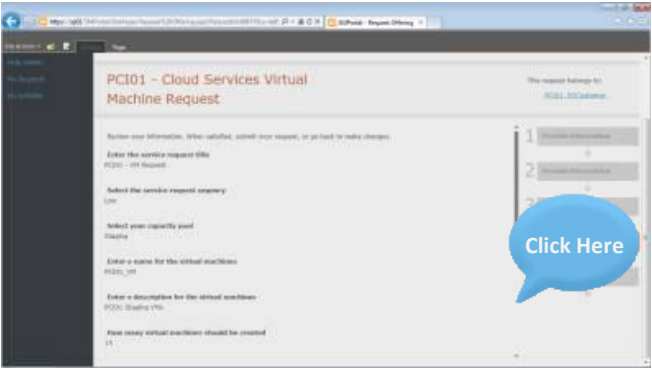
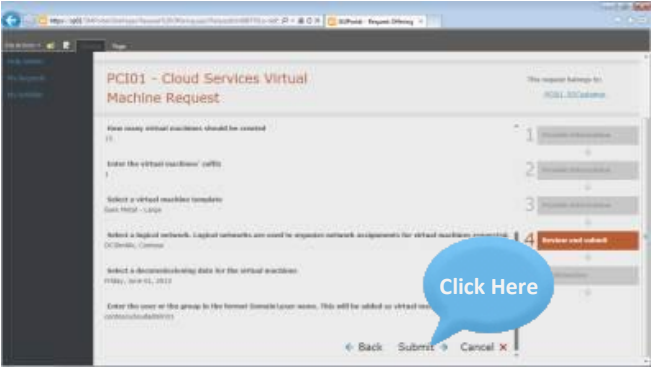
## Demo Script: Lab 2 - Drive Service Delivery

	<p>15. Click the second check box.</p>	
	<p>16. Click the calendar icon.</p>	
	<p>17. Click to the next month.</p>	

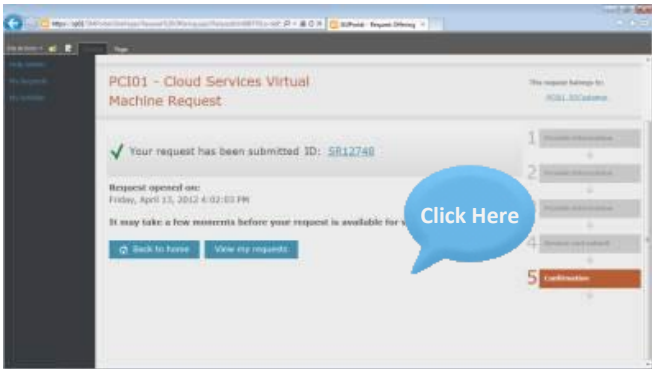
## Demo Script: Lab 2 - Drive Service Delivery

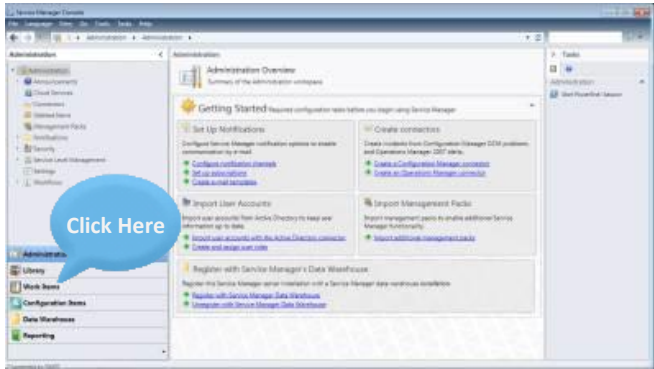
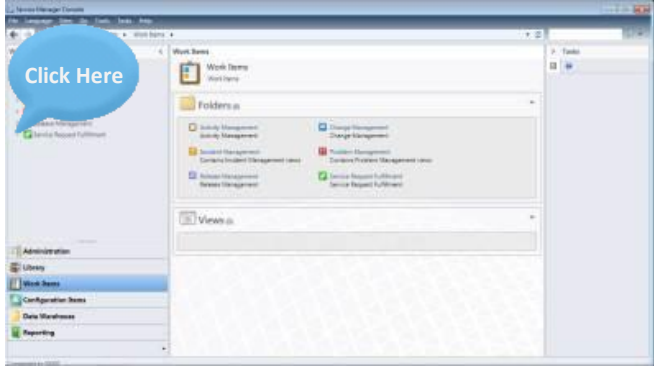
	18. Click <b>1</b> .	
	19. Click <b>Next</b> .	
	20. Click to enter user a name.	

## Demo Script: Lab 2 - Drive Service Delivery

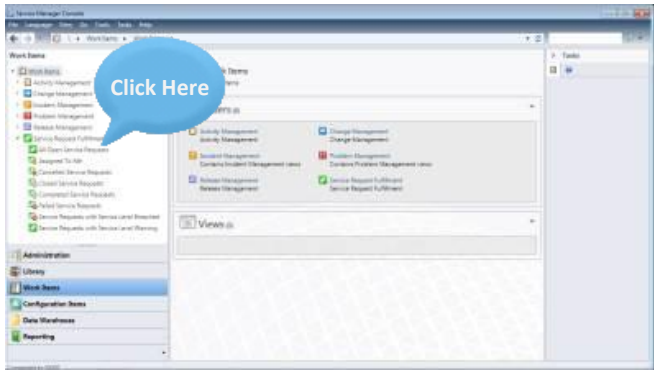
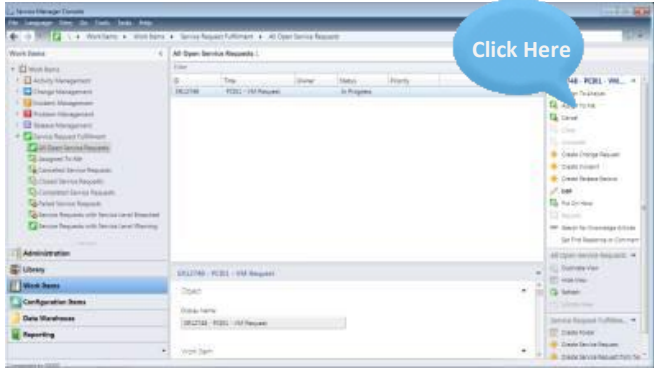
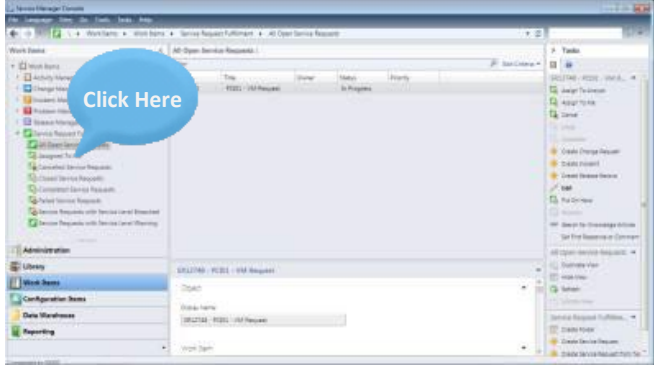
	<p>21. Click <b>Next</b>.</p>	
	<p>22. Scroll down.</p>	<p>Once you have reviewed your specifications, submit the virtual machine request form.</p>
	<p>23. Click <b>Submit</b>.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

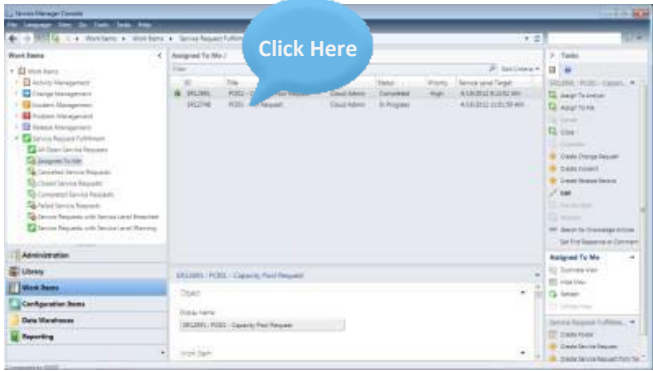
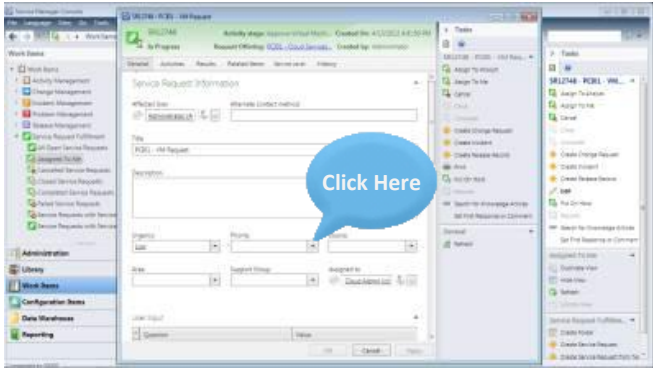
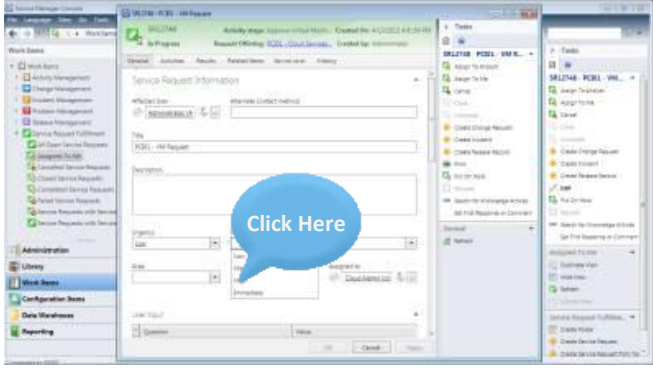
	24.	
---	-----	--

Process Virtual Machine Request	Click Instructions	Talking Points
	<ol style="list-style-type: none"> <li>1. Click <b>Work Items</b>.</li> </ol>	<p>Acting again as the IT administrator, you will process and deliver this virtual machine request, in much the same way you completed the previous request.</p> <p>To do so, follow the on-screen prompts.</p>
	<ol style="list-style-type: none"> <li>2. Expand <b>Service Request Fulfillment</b>.</li> </ol>	

## Demo Script: Lab 2 - Drive Service Delivery

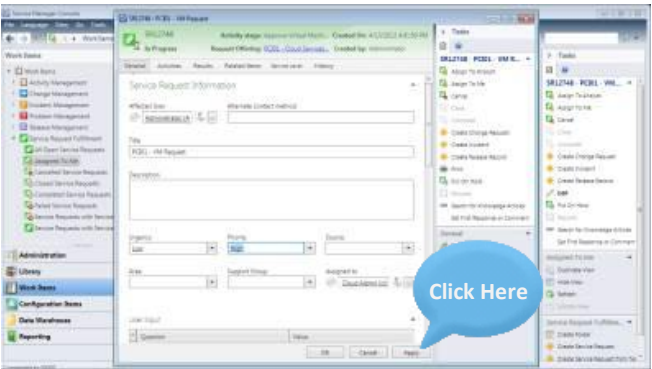
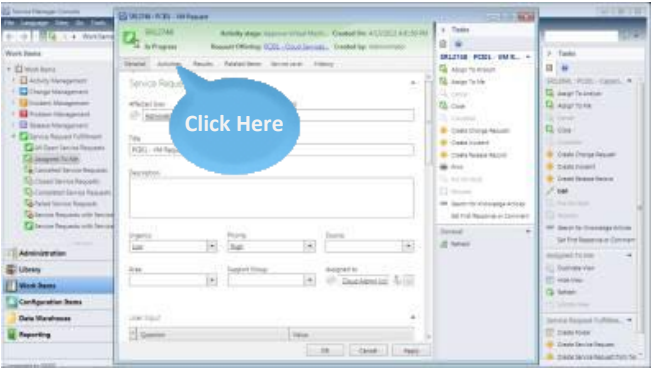
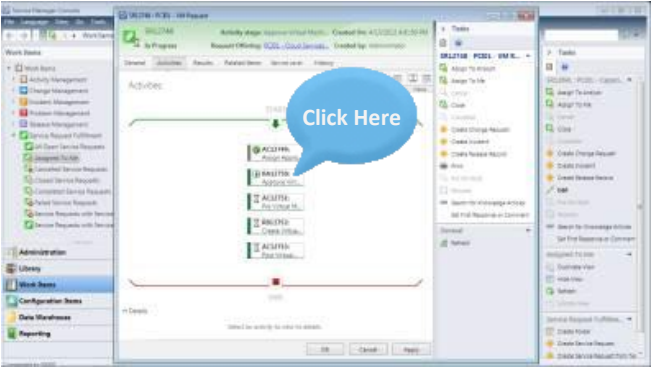
	<p>3. Click <b>All Open Service Requests</b>.</p>	
	<p>4. Click <b>Assign to Me</b>.</p>	
	<p>5. Click <b>Assigned to Me</b>.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

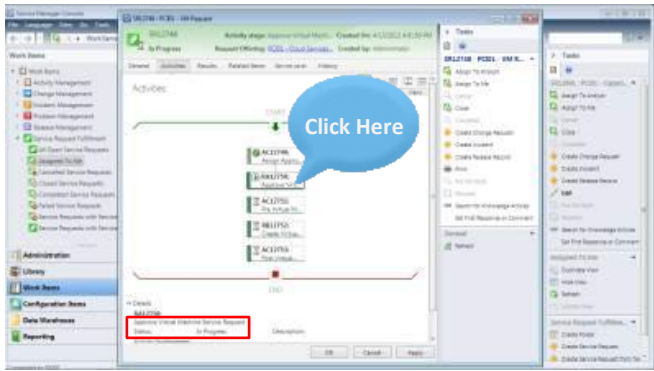
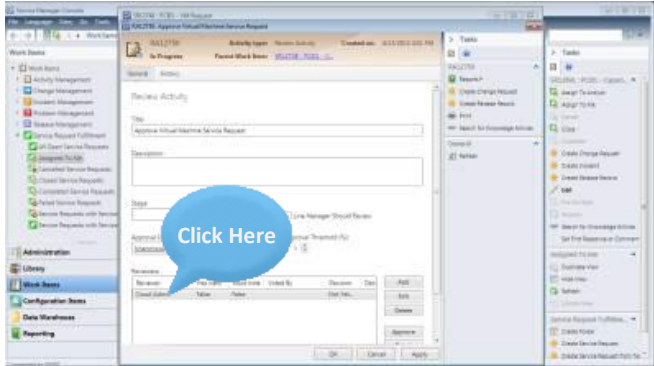
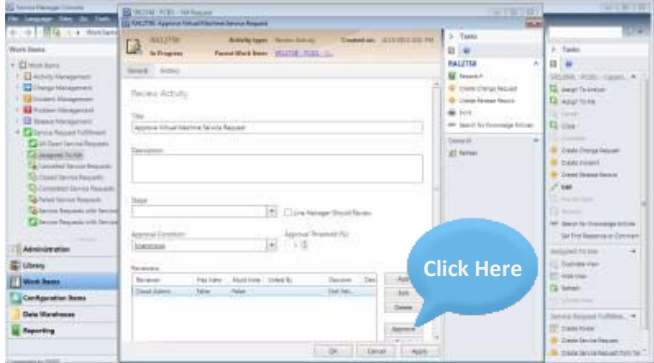
	<p>6. Click the second item.</p>	
	<p>7. Click the <b>Priority</b> drop-down.</p>	
	<p>8. Select <b>High</b>.</p>	



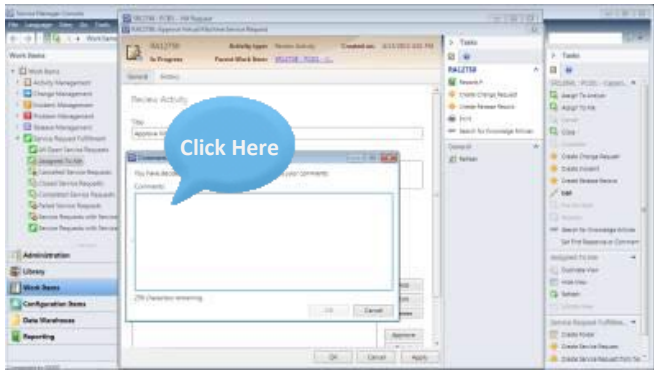
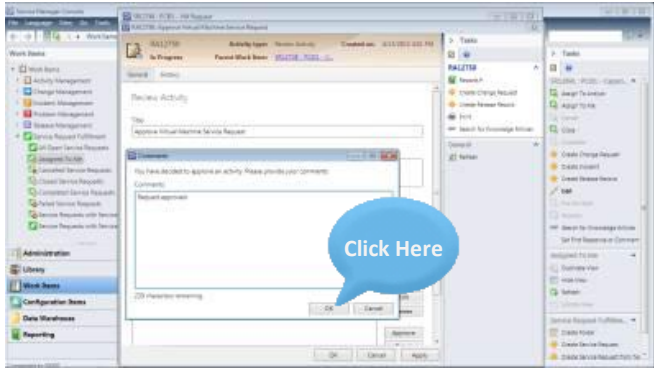
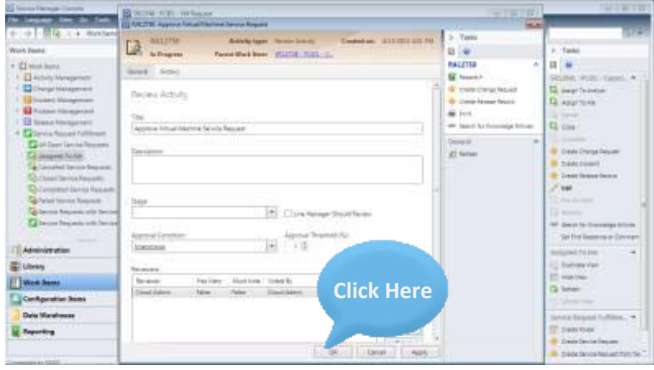
## Demo Script: Lab 2 - Drive Service Delivery

	<p>9. Click <b>Apply</b>.</p>	
	<p>10. Click <b>Activities</b>.</p>	<p>Navigate to the <b>Activities</b> tab to view the activities associated with this request.</p>
	<p>11. Click <b>RA12750</b>.</p>	

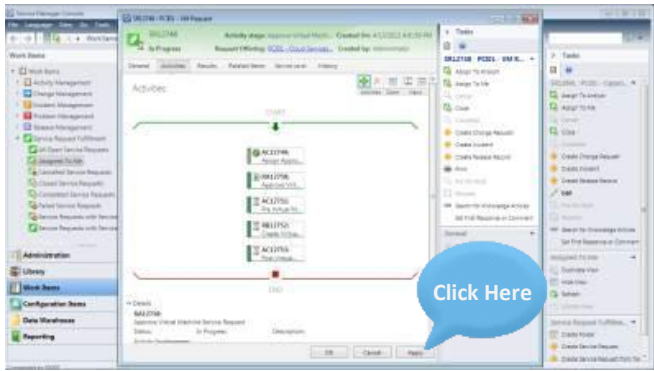
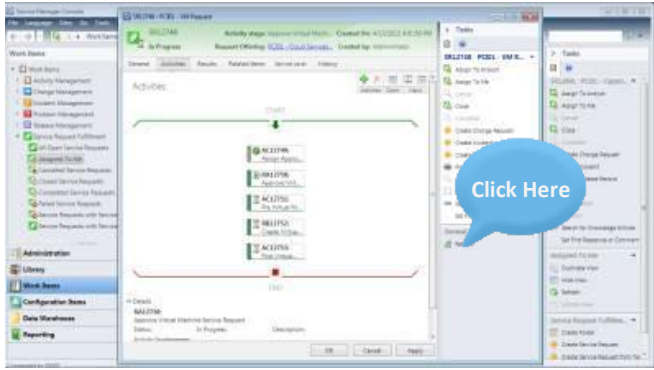
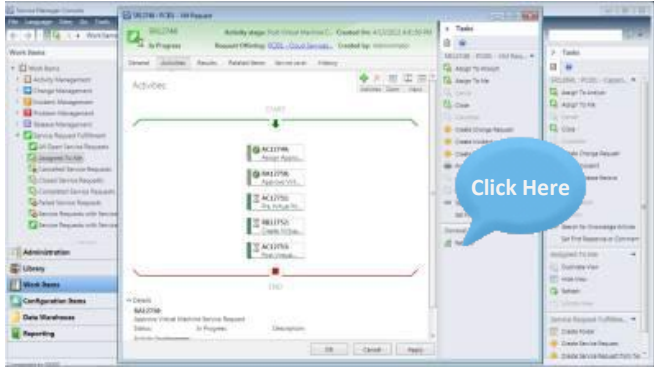
## Demo Script: Lab 2 - Drive Service Delivery

	<p>12. Click to simulate double-clicking <b>RA12750</b>.</p>	<p>The second activity is marked "In Progress" and is an item that you can complete.</p>
	<p>13. Click the first item.</p>	
	<p>14. Click <b>Approve</b>.</p>	

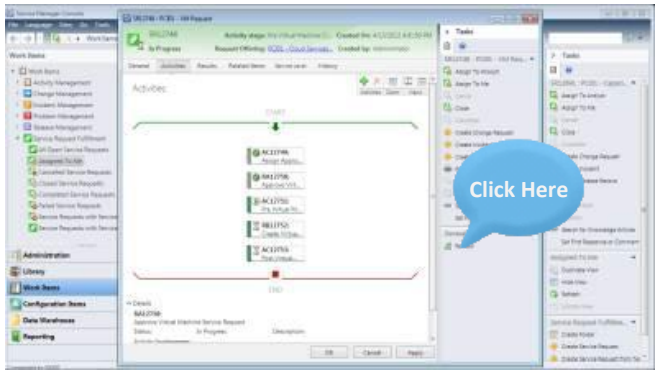
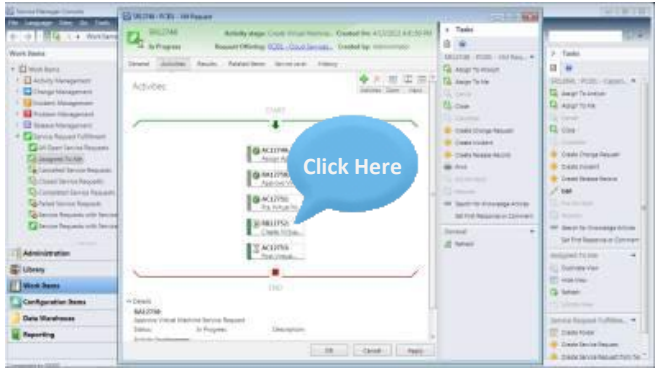
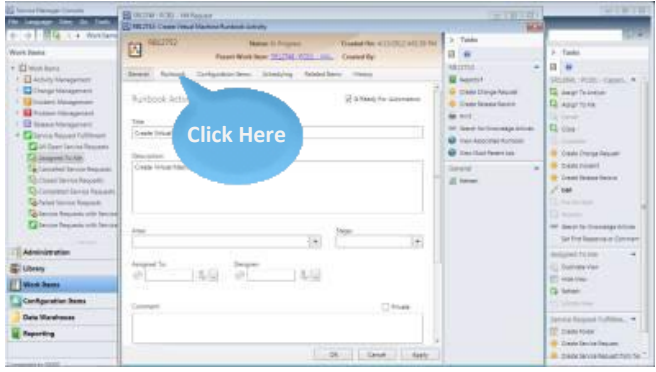
## Demo Script: Lab 2 - Drive Service Delivery

	<p>15. Click to enter a comment.</p>	
	<p>16. Click <b>OK</b>.</p>	
	<p>17. Click <b>OK</b>.</p>	

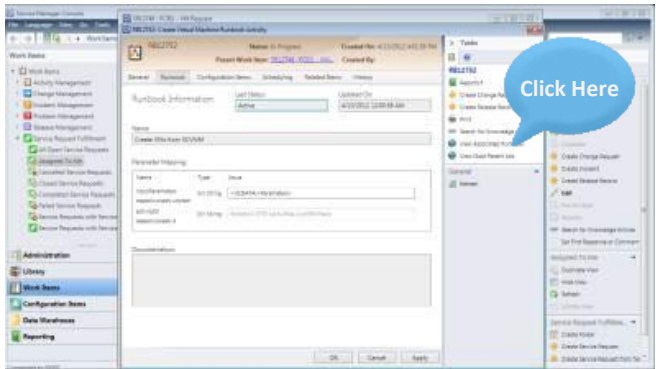
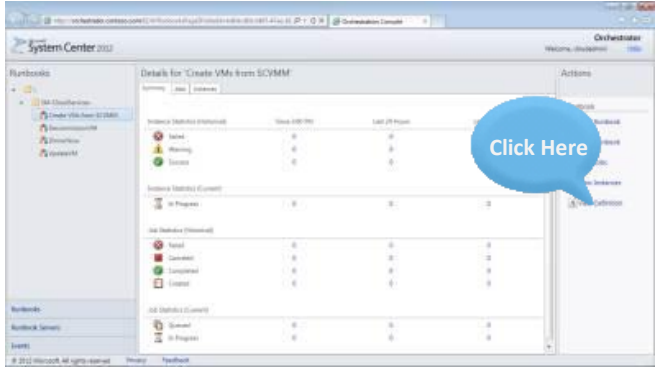
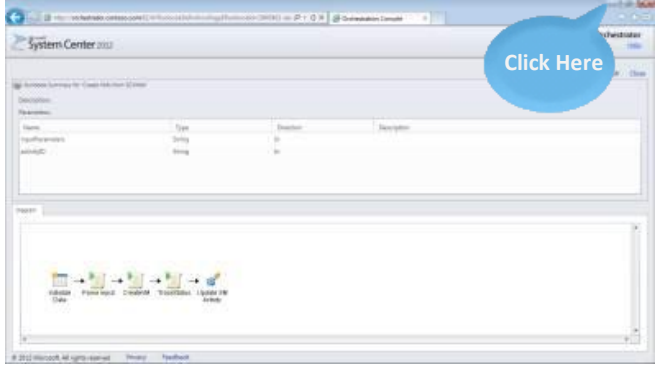
## Demo Script: Lab 2 - Drive Service Delivery

	<p>18. Click <b>Apply</b>.</p>	
	<p>19. Click <b>Refresh</b>.</p>	<p>As you continually refresh the workflow status, you can see when Service Manager completes each activity.</p>
	<p>20.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

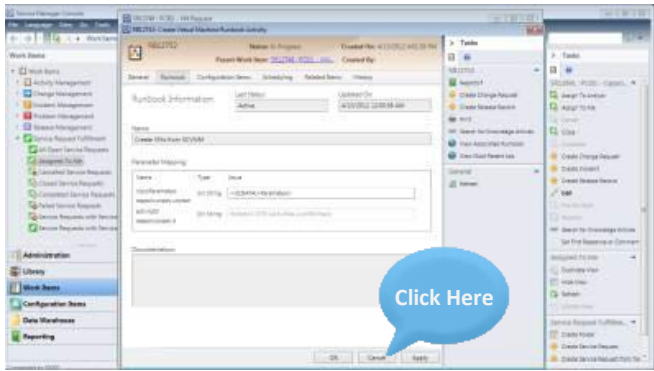
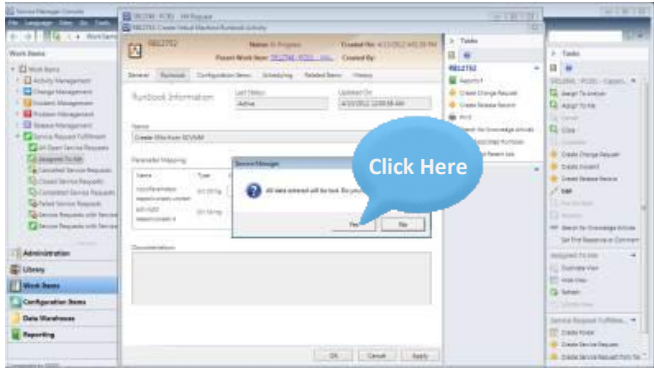
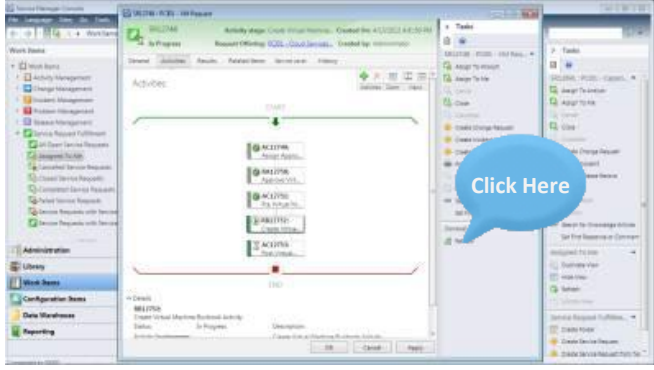
	<p>21.</p>	
	<p>22. Click <b>RB12752</b>.</p>	<p>For added insight, you can view key diagnostic, statistical, and layout information by opening an associated VMM runbook in Microsoft System Center 2012 - Orchestrator.</p>
	<p>23. Click <b>Runbook</b>.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

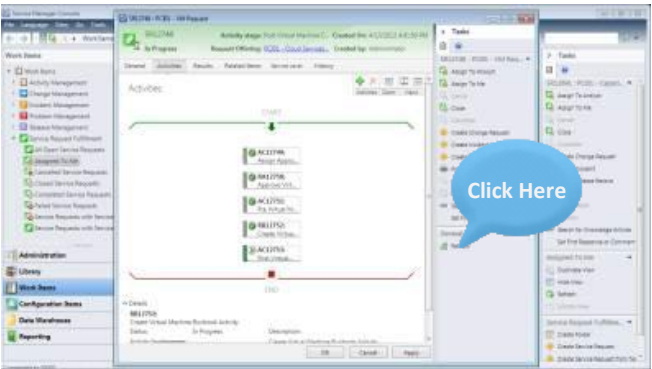
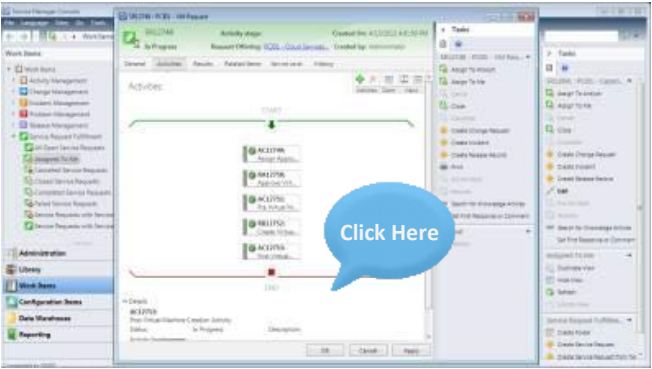
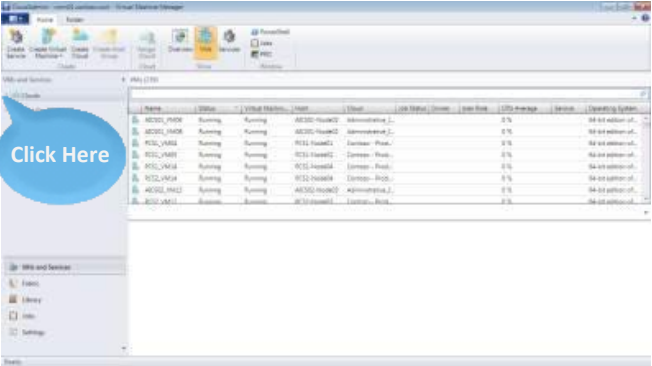
	<p>24. Click <b>View Associated Runbook</b>.</p>	
	<p>25. Click <b>View Definition</b>.</p>	
	<p>26. Click <b>Minimize</b>.</p>	<p>For example, here, you can see a runbook summary for the “Create VMs from SCVMM” activity.</p>



## Demo Script: Lab 2 - Drive Service Delivery

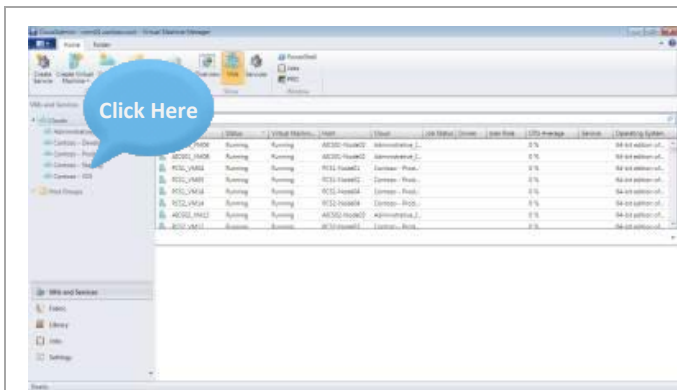
	<p>27. Click <b>Cancel</b>.</p>	
	<p>28. Click <b>Yes</b>.</p>	
	<p>29. Click <b>Refresh</b>.</p>	

## Demo Script: Lab 2 - Drive Service Delivery

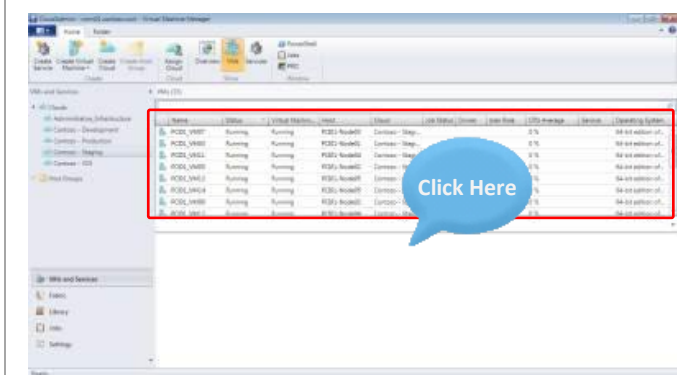
	<p>30.</p>	
	<p>31.</p>	<p>Now that this workflow has completed, you can view the results in Virtual Machine Manager.</p>
	<p>32. Expand <b>Clouds</b>.</p>	<p>Virtual Machine Manager displays the virtual machines running with the capacity pool created earlier.</p>



## Demo Script: Lab 2 - Drive Service Delivery





33. Click **Contoso - Staging**.



34.

In this guided lab, you saw a representative example of how you can use tools and capabilities in Microsoft System Center 2012 to choose the service levels you require to deploy applications and web services --and how built-in automation and systems integration make service delivery faster and more reliable. System Center 2012 also conveniently integrates with other third-party management tools.

## Demo Script: Lab 2 - Drive Service Delivery

Conclusion	Click Instructions	Talking Points
	<p>1.</p>	<p>You have successfully completed the guided lab on how to “Drive Consistent Service Delivery.” 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>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>