






Introduction	Click Instructions	Talking Points
	<p>1.</p>	<p>Welcome to this guided lab on how to “Gain Insight and Visibility Through Reporting.”</p>
	<p>2.</p>	<p>This guided lab is the ninth 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' callout 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">Application Management;Service Delivery and Automation; andInfrastructure Management.
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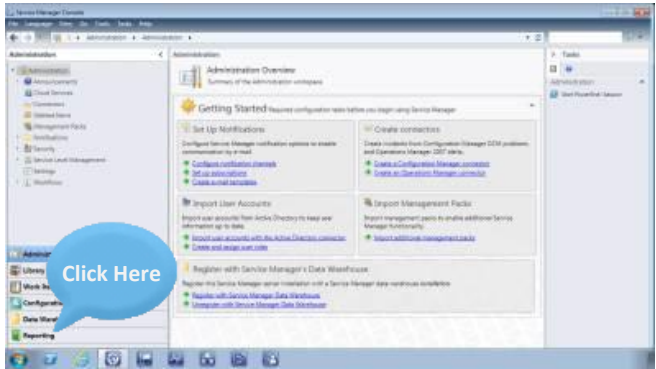
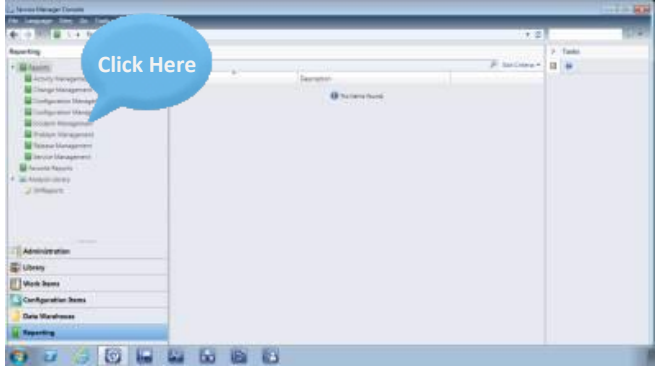
Demo Script: Lab 9 - Gain Insight through Reporting

How to Navigate	Click Instructions	Talking Points
	1.	<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>
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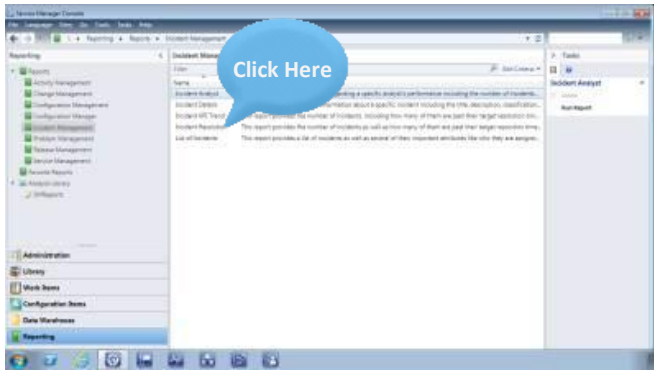
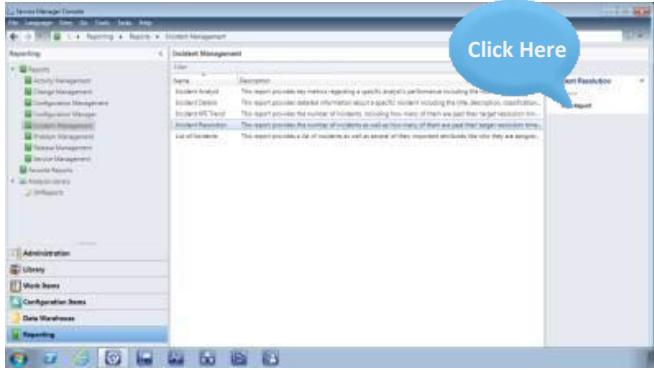
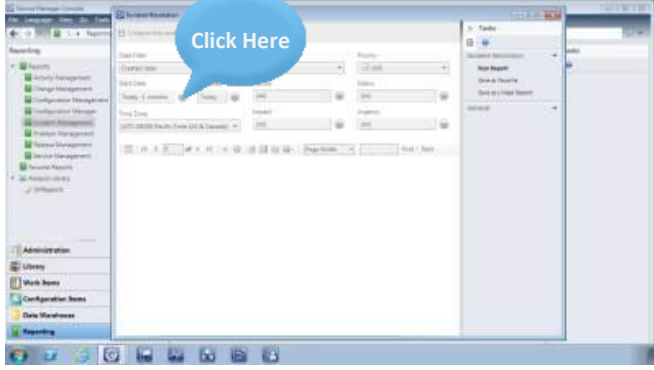
Demo Script: Lab 9 - Gain Insight through Reporting

Learning Objective	Click Instructions	Talking Points
<p>Learning Objective</p> <p>In this guided lab, you will learn how to use Microsoft System Center 2012 – Service Manager to build custom reports and to view and share reports across the organization.</p> 	<ol style="list-style-type: none">1.	<p>In this guided lab, you will learn how to use Microsoft System Center 2012 – Service Manager to build custom reports and to view and share reports across the organization.</p>

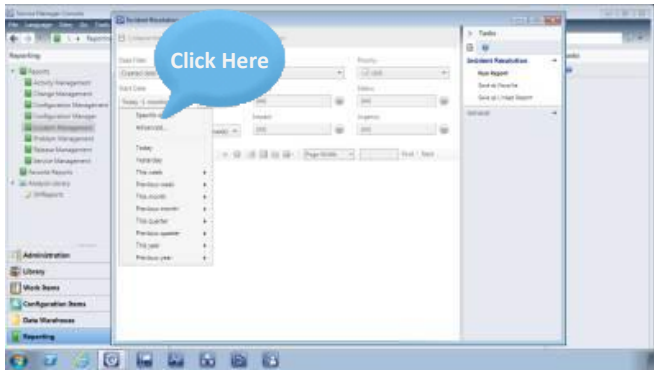
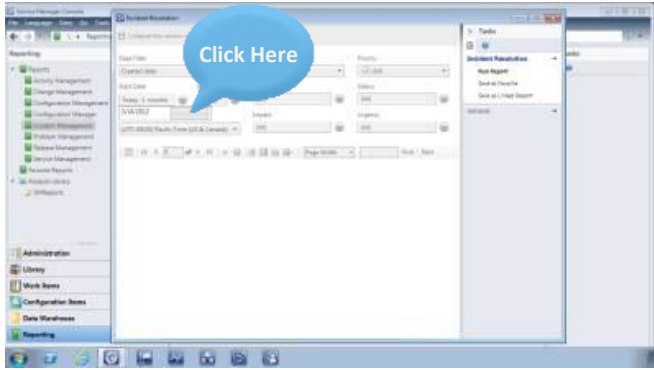
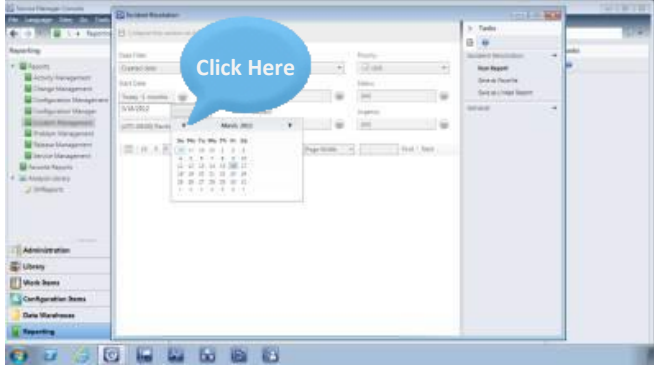
Demo Script: Lab 9 - Gain Insight through Reporting

Access Reports in Service Manager	Click Instructions	Talking Points
	<ol style="list-style-type: none"> 1. Click Reporting. 	<p>First, you will view a report in Microsoft System Center 2012 - Service Manager. To get started, follow the prompts on the screen.</p>
	<ol style="list-style-type: none"> 2. Click Incident Management. 	<p>Use the Service Manager Console to find a report to view.</p>

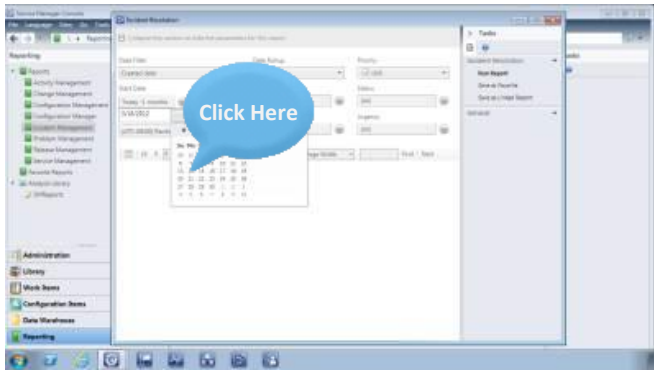
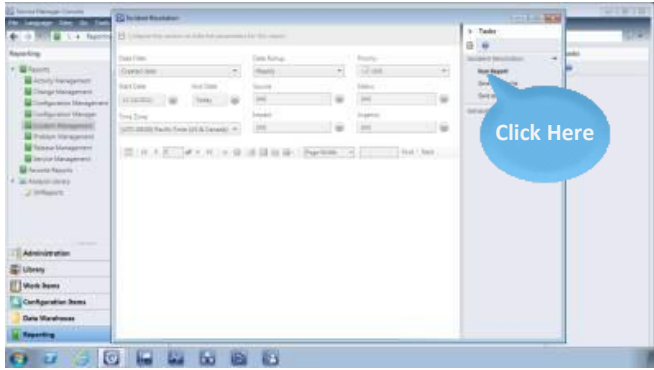
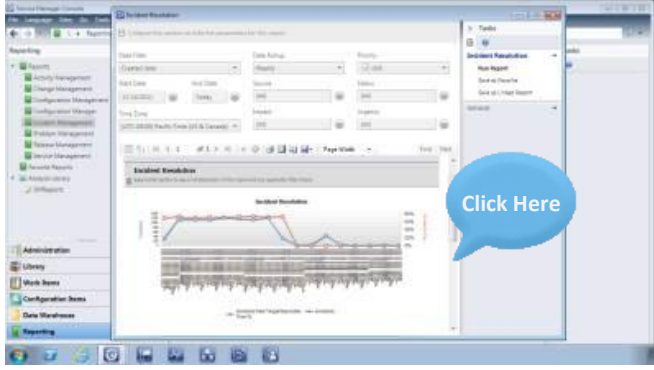
Demo Script: Lab 9 - Gain Insight through Reporting

	<p>3. Click Incident Resolution.</p>	
	<p>4. Click Run Report.</p>	
	<p>5. Click the drop-down.</p>	<p>Once you have selected a report, specify parameters such as date range, and run the report.</p>

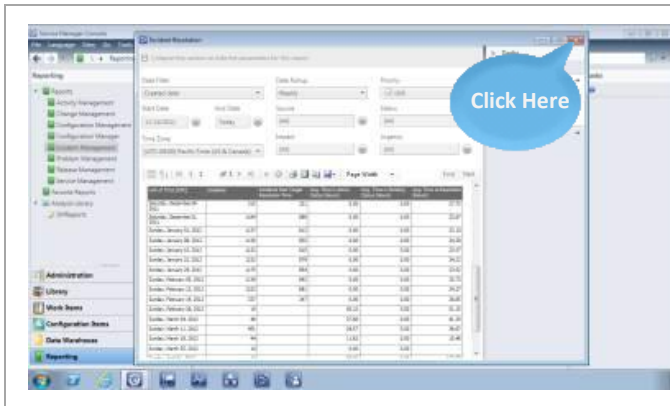
Demo Script: Lab 9 - Gain Insight through Reporting

	<p>6. Select Specific date...</p>	
	<p>7. Click Show Calendar.</p>	
	<p>8. Click the back arrow.</p>	

Demo Script: Lab 9 - Gain Insight through Reporting

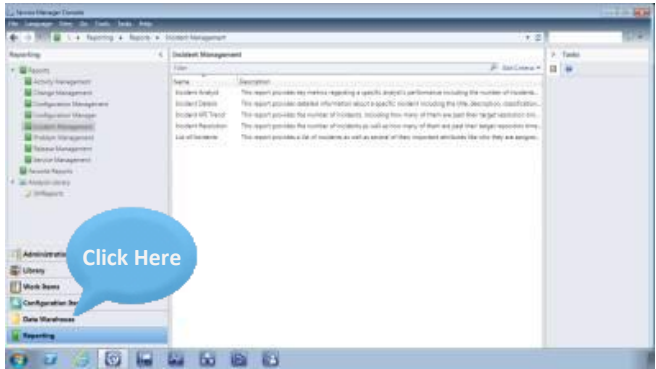
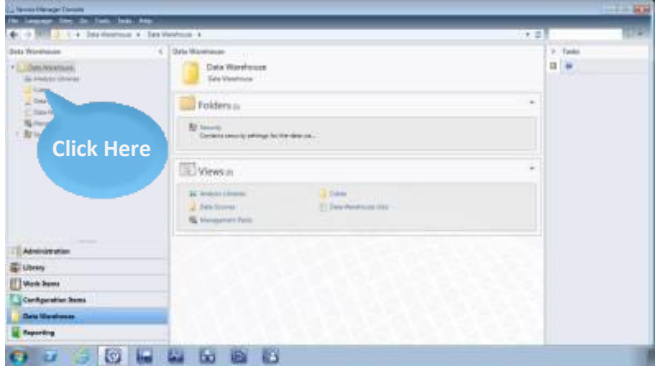
	<p>9. Click 14.</p>	
	<p>10. Click Run Report.</p>	
	<p>11. Scroll down.</p>	<p>System Center 2012 provides an integrated reporting platform that allows you to track performance, identify potential issues, and troubleshoot service or application problems.</p>

Demo Script: Lab 9 - Gain Insight through Reporting

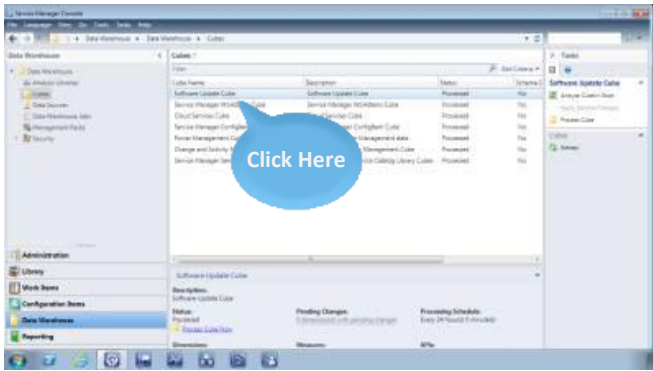
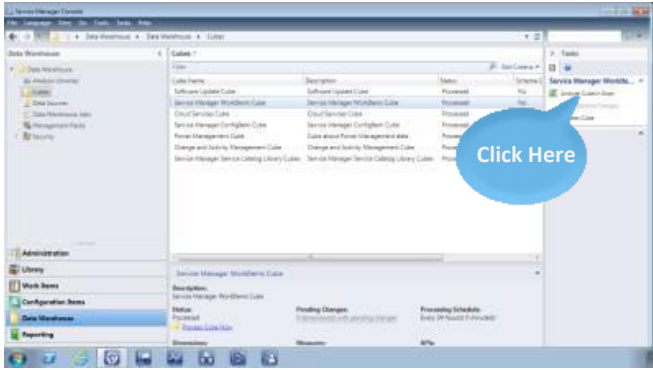
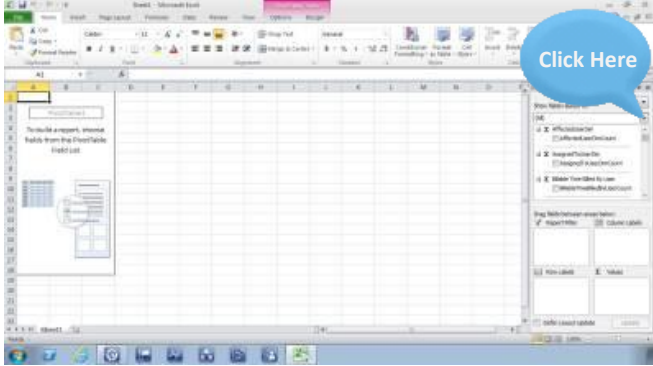


12. Click **Close**.

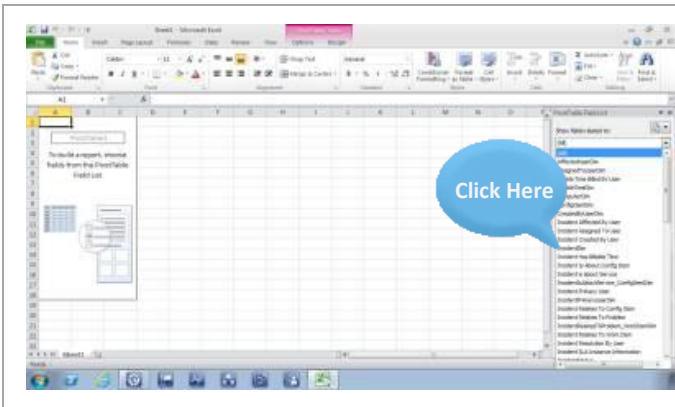
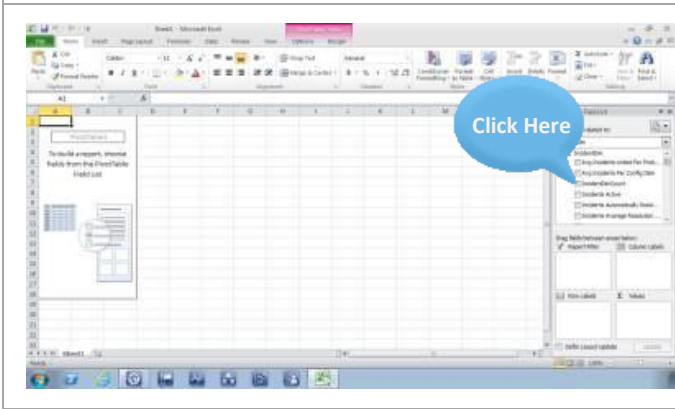
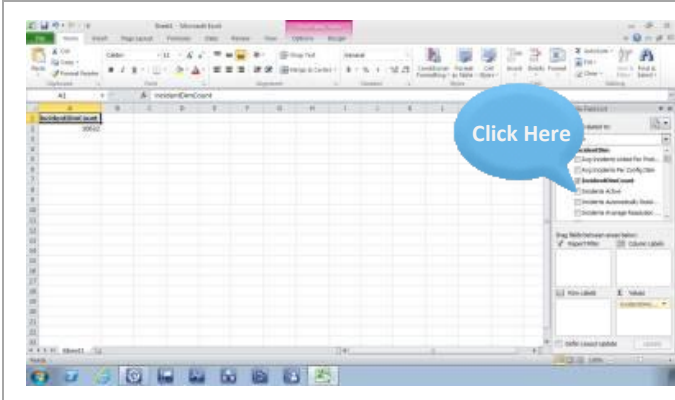
Demo Script: Lab 9 - Gain Insight through Reporting

Create/Share report using OLAP cubes	Click Instructions	Talking Points
	<ol style="list-style-type: none"> 1. Click Data Warehouse. 	<p>Next, you will create a custom report in Microsoft Excel® using OLAP cubes, and then share the report from within Service Manager. To get started, follow the prompts on the screen.</p>
	<ol style="list-style-type: none"> 2. Click Cubes. 	<p>Use the Service Manager Console to find an OLAP cube in the data warehouse.</p>

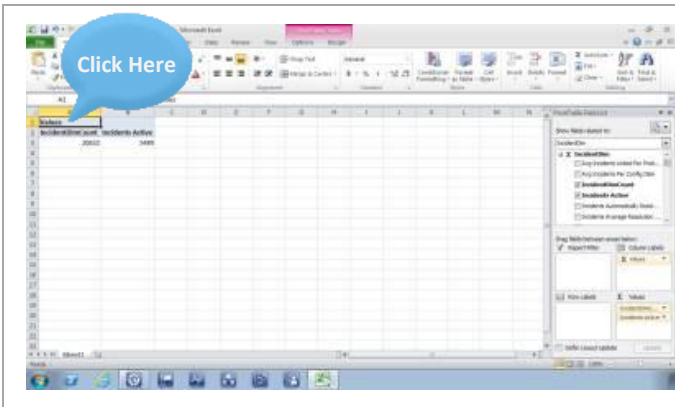
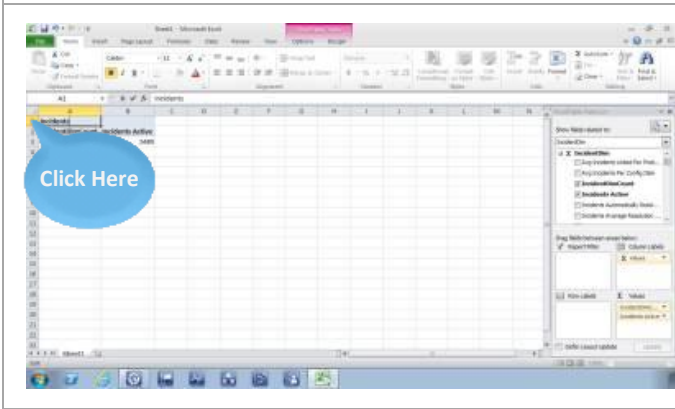
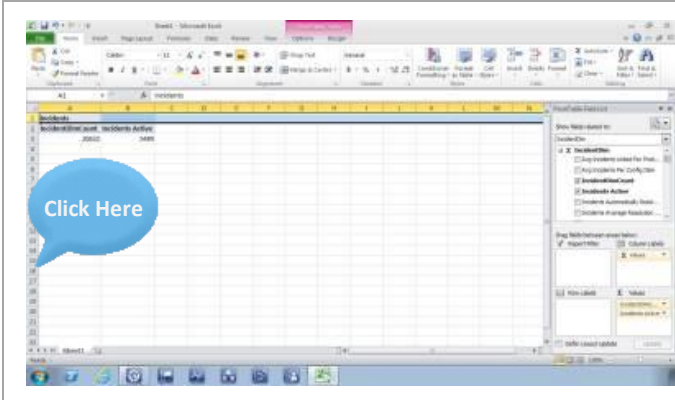
Demo Script: Lab 9 - Gain Insight through Reporting

	<p>3. Click the second item.</p>	
	<p>4. Click Analyze Cube in Excel.</p>	<p>Select an OLAP cube to analyze in Excel.</p>
	<p>5. Click the Show fields related to drop-down.</p>	<p>In Excel, choose the fields you wish to compare in your new report.</p>

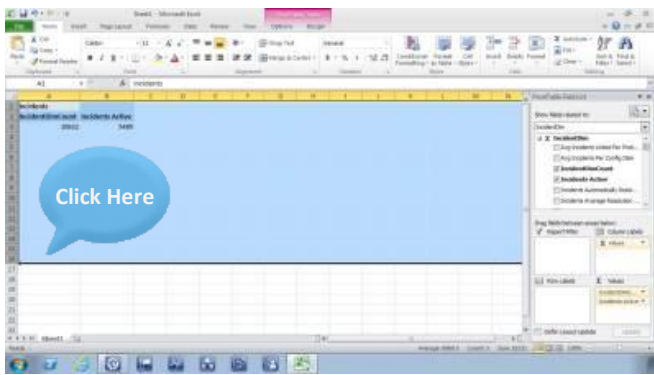
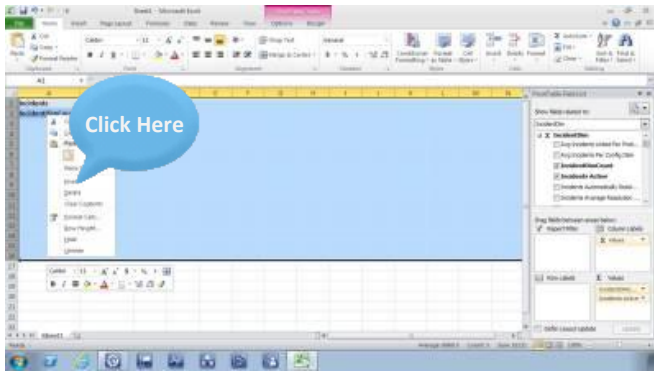
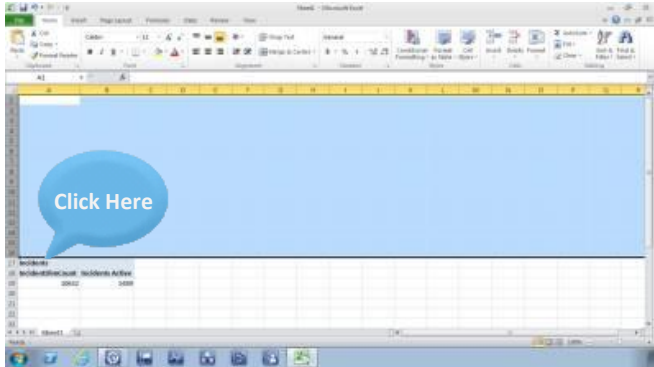
Demo Script: Lab 9 - Gain Insight through Reporting

	<p>6. Select IncidentDim.</p>	
	<p>7. Click the IncidentDimCount check box.</p>	
	<p>8. Click the Incidents Active check box.</p>	<p>In this example, you will compare the total number of incidents with the number of active incidents.</p>

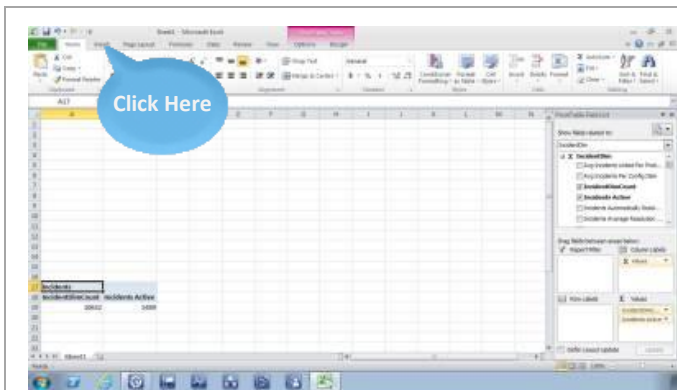
Demo Script: Lab 9 - Gain Insight through Reporting

	<p>9. Click the cell.</p>	<p>Rename the PivotTable and insert a PivotChart.</p>
	<p>10. Click to select the row.</p>	
	<p>11. Click to select all rows through row 16.</p>	

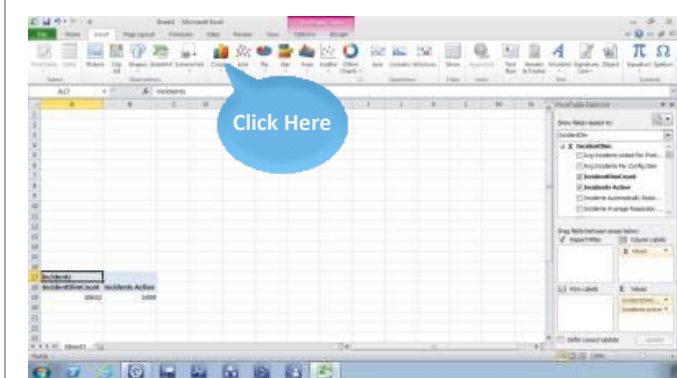
Demo Script: Lab 9 - Gain Insight through Reporting

	<p>12. Click to simulate right-clicking the cell.</p>	
	<p>13. Select Insert.</p>	
	<p>14. Click the cell.</p>	

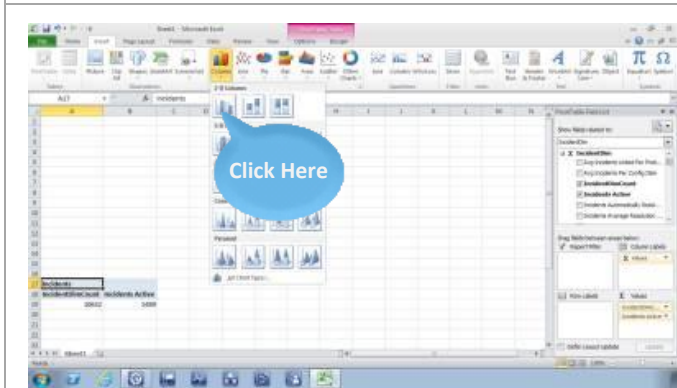
Demo Script: Lab 9 - Gain Insight through Reporting



15. Click the **Insert** tab.

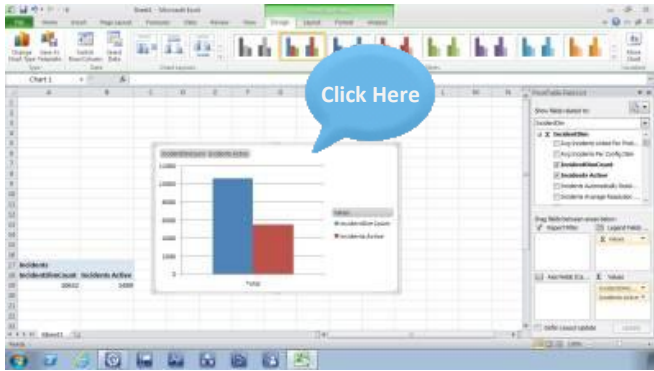
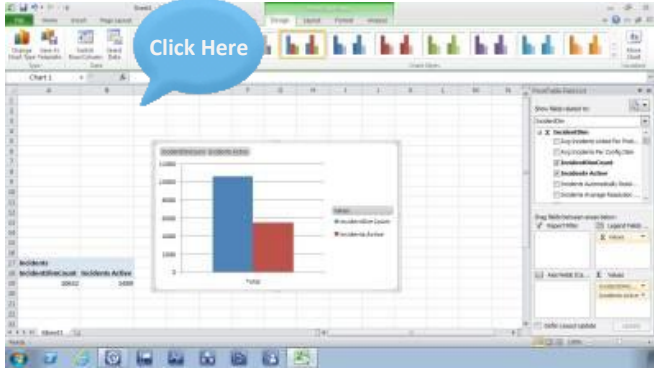
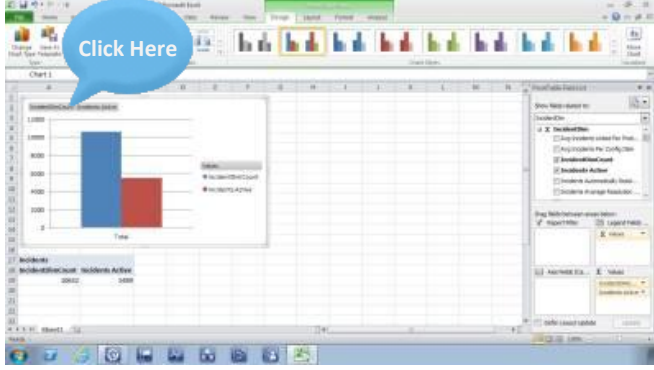


16. Click **Column**.

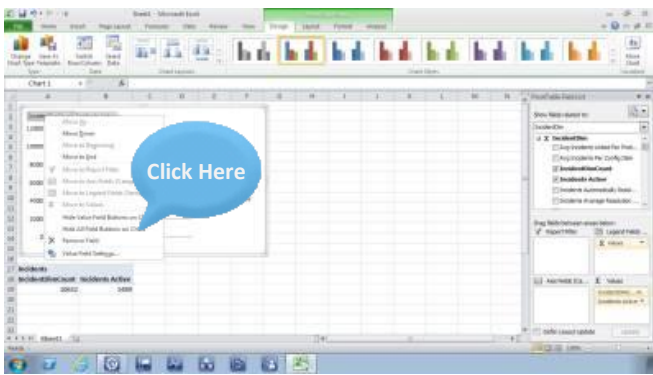

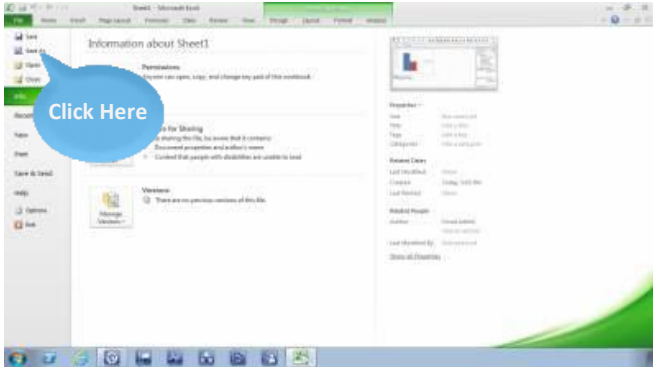


17. Click the first 2-D chart.


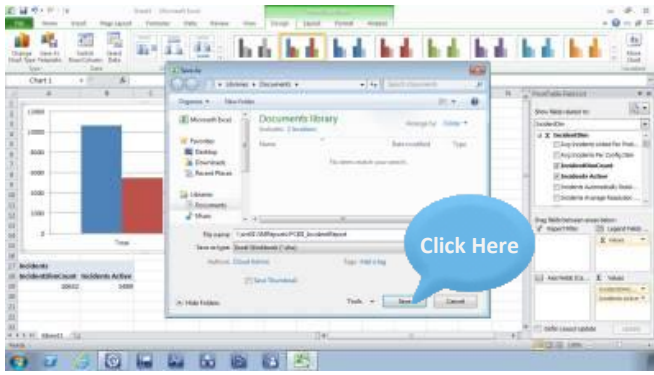

Demo Script: Lab 9 - Gain Insight through Reporting

	<p>18. Click to simulate dragging the chart.</p>	
	<p>19. Click to simulate dropping the chart.</p>	
	<p>20. Click to simulate right-clicking IncidentDimCount.</p>	

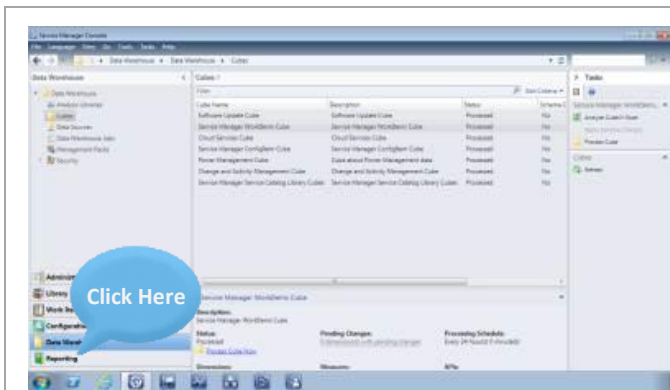
Demo Script: Lab 9 - Gain Insight through Reporting

	<p>21. Select Hide All Field Buttons on Chart.</p>	
	<p>22. Click the File tab.</p>	<p>Now, save the report. Reports can be shared from the Service Manager Console or posted to a SharePoint® site for easy access.</p>
	<p>23. Click Save As.</p>	

Demo Script: Lab 9 - Gain Insight through Reporting

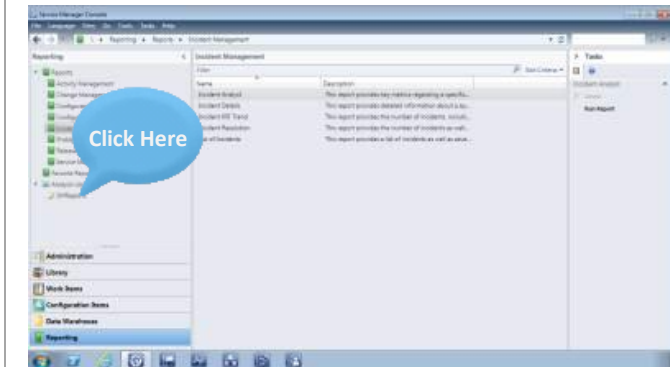
	<p>24. Click to enter a file name.</p>	
	<p>25. Click Save.</p>	
	<p>26. Click Close.</p>	<p>Since data in the report is pulled dynamically from an OLAP cube in the Service Manager data warehouse, the report will be refreshed with the most up-to-date data each time it is viewed.</p>

Demo Script: Lab 9 - Gain Insight through Reporting

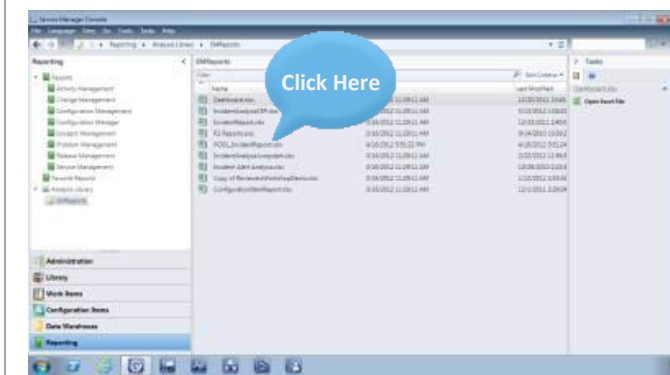


27. Click **Reporting**.

In the Service Manager Console, find the report you just created.

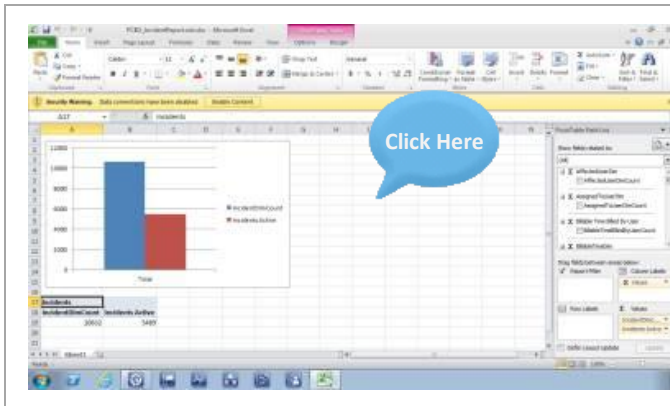


28. Click **SMReports**.



29. Click the report.



Demo Script: Lab 9 - Gain Insight through Reporting



30.

In this guided lab, you saw a brief example of how to use System Center 2012 – Service Manager to build custom reports, and to view and share reports across the organization.

Demo Script: Lab 9 - Gain Insight through Reporting

Completion	Click Instructions	Talking Points
	<p>1.</p>	<p>You have successfully completed the guided lab on how to “Gain Insight and Visibility Through Reporting.” 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>