

Campus Days
14.-16. januar 2010



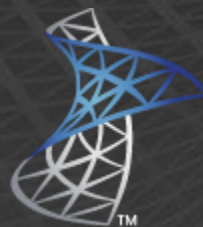
System Center Service Manager 2010^{Beta}

Lasse Carthberg

Product Technology Specialist
Microsoft Danmark

Agenda

- System Center
- Data kilder til Service Manager
- Service Manager
- Service Manager - Other Stuff
- Roadmap



Microsoft®

System Center

System Center



Microsoft®
System Center

Open Standards 1/3

System Center builds on open industry-standards

WS-MAN

Web Services for Management:

Standard in 2006 by DMTF

Introduced in WinSrv 2003 R2

DMTF workgroup:

Cisco, Dell, EMC, Fujitsu, HP, IBM, Intel, Novell, Sun, Symantec, Microsoft, AMD, BMC, CA etc.



Distributed Management Task Force, Inc.

www.DMTF.org

SML

Service Modeling Language:

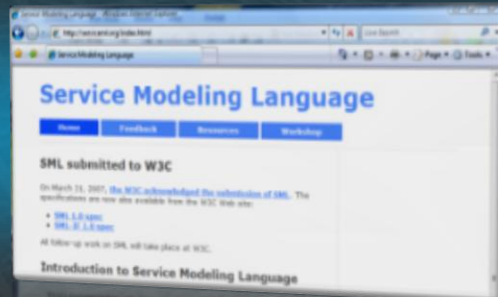
The foundation in System Center

Defines syntax and semantics

Workgroup:

BEA, BMC, Cisco, Dell, EMC, HP, IBM, Intel, Microsoft, Sun etc.

Service Modeling Language
www.ServiceML.org



<http://www.w3.org>

Open Standards 2/3

System Center builds on open industry-standards



The screenshot shows the DMTF (Distributed Management Task Force, Inc.) website. The header includes the DMTF logo, the organization's name, and a tagline: "Developing management standards & promoting interoperability for enterprise & Internet environments". There are links for "Privacy Statement", "Site Guide", and "Contact Us". A Google Custom Search bar is also present. The main navigation menu includes links for Home, About, News Room, Standards, Initiatives, Interoperability, Events, Learning Center, Join Us, and Showcase. The "News Room" link is highlighted, and the breadcrumb trail shows "Home » News Room » Press Release Search and Archive » View a Press Release". The main content area features a sidebar with links to "DMTF Press Releases", "In the News", "News Feeds", "News Archive", "Newsletter", "Sign Up for the DMTF Newsletter", and "Press Release Search and Archive". The main headline reads "DMTF Releases CMDBf Standard for Federating Configuration Management Data". Below this, a sub-headline states "Groundbreaking standard simplifies management of configuration data from multiple sources". The body text, dated July 21, 2009, from Portland, Ore, announces that the DMTF has approved the "Configuration Management Database Federation (CMDBf) standard" to facilitate information sharing between Configuration Management Databases (CMDBs) and other management data repositories (MDRs). It notes that this is the first technology to provide a cross-vendor, standardized solution for federating system management data. The text continues: "The CMDBf standard enables organizations to federate and access information from complex, multi-vendor infrastructures. This simplifies the process of managing related configuration data stored in multiple CMDBs and MDRs and supports the creation of an ITIL v2 Configuration Management System (CMS). It also provides IT personnel with a more complete picture of their entire IT environment."

"The ability to exchange data between the various CMDBs implemented within the industry is important in ensuring that customers with heterogeneous environments have the ability to effectively manage across them to reduce complexity and costs," said Larry Orecklin, general manager, system center and virtualization at **Microsoft**. "Microsoft is pleased to have worked with the DMTF and the participating companies during the standardization process for CMDBf and to see the release of the standard."

Open Standards 3/3

System Center builds on open industry-standards

Open Pegasus

In July 2008, Microsoft joined the OpenPegasus steering committee. Members: HP, IBM, EMC, SUN, Symantec among others.

- Pegasus is an open-source implementation of the DMTF CIM and WBEM standards.
- Pegasus is designed to be inherently portable and builds and runs today on most versions of UNIX(R), Linux, OpenVMS, and Microsoft Windows.

www.openpegasus.org

THE *Open* GROUP
Making standards work®

OpenPegasus

"C++ CIM/WBEM Manageability Services Broker"

www.opengroup.org

Datacenter & Enterprise Suite



Microsoft®

System Center
Operations Manager



Microsoft®

System Center
Data Protection Manager



Microsoft®

System Center
Configuration Manager



Microsoft®

System Center
Virtual Machine Manager



Microsoft®

System Center
Service Manager

opalisTM



Microsoft®

System Center
Essentials



Microsoft®

System Center
Online Desktop Manager



Microsoft®

System Center
Mobile Device Manager 2008



Microsoft®

System Center
Capacity Planner 2007

Licensed Individually



Microsoft®

Asset Inventory
Service

Microsoft®

Desktop Optimization Pack
For Software Assurance



Microsoft®

Enterprise Desktop
Virtualization



Microsoft®

Advanced Group
Policy Management



Microsoft®

Application
Virtualization



Microsoft®

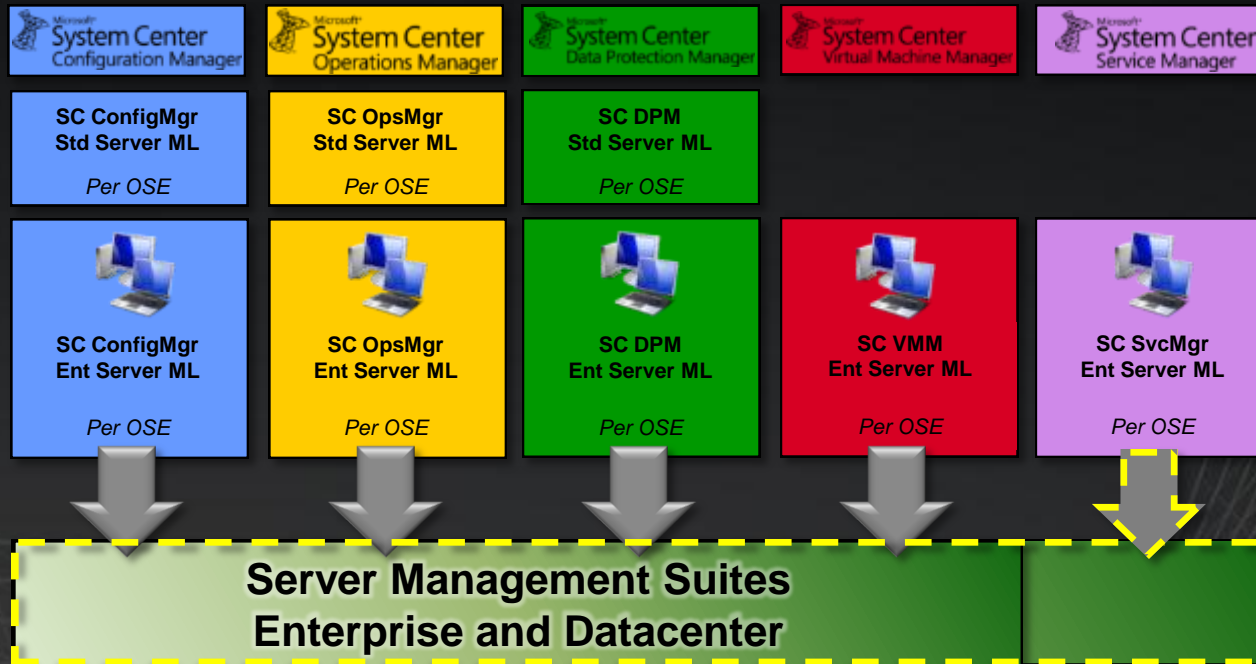
System Center Desktop
Error Monitoring



Microsoft®

Diagnostics and
Recovery Toolset

Planned System Center Datacenter Licensing



Standard and Enterprise Server Standalone Management Licenses

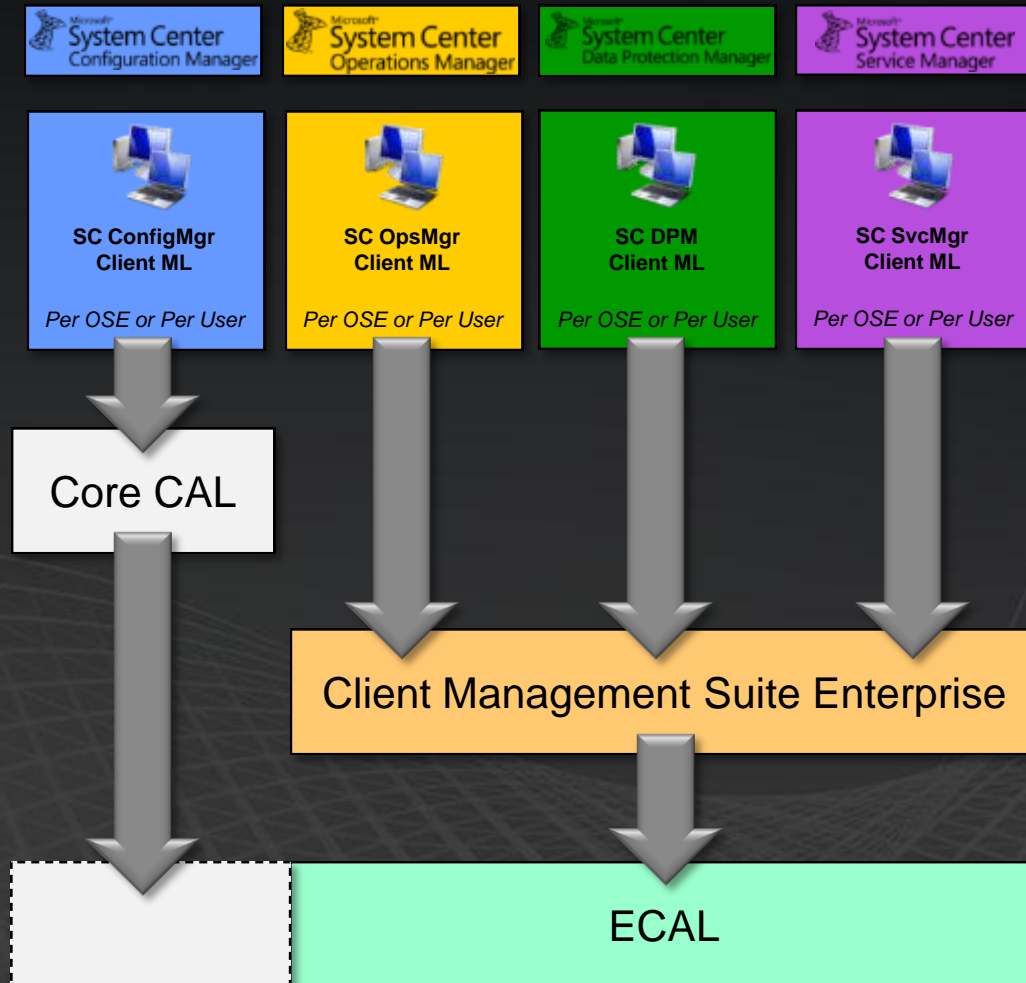
- All sold on a per OSE basis (except VMM which is sold per server)
- Available with and without SA

Server Management Suites

- Discounted compared to standalone product licensing
- Only available with SA
- Server Management Suite Enterprise (SMSE) 4 OSEs
- Server Management Suite Datacenter (SMSD) unlimited OSEs 2 processor minimum

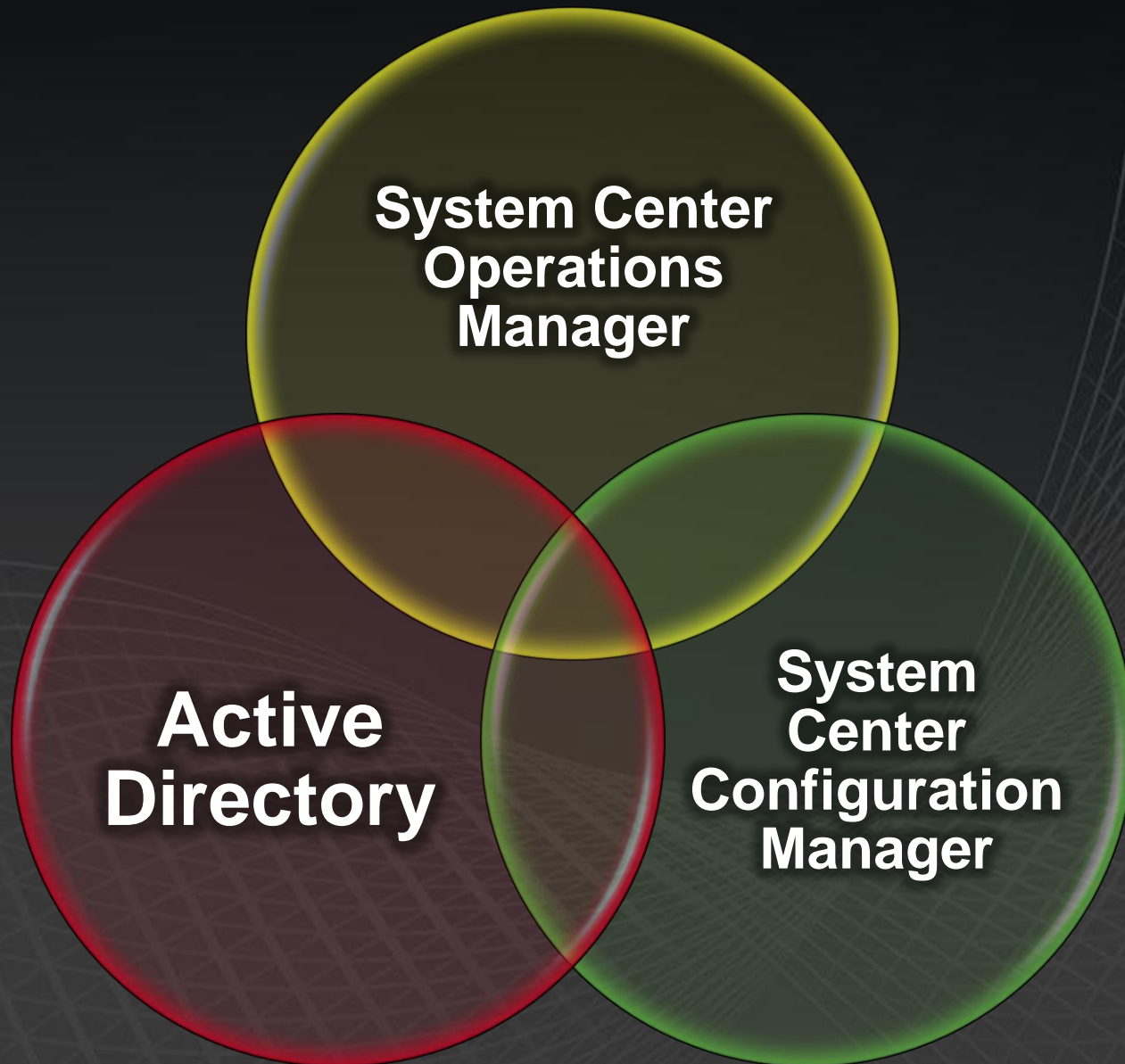
Microsoft Confidential

Planned System Center Client Licensing

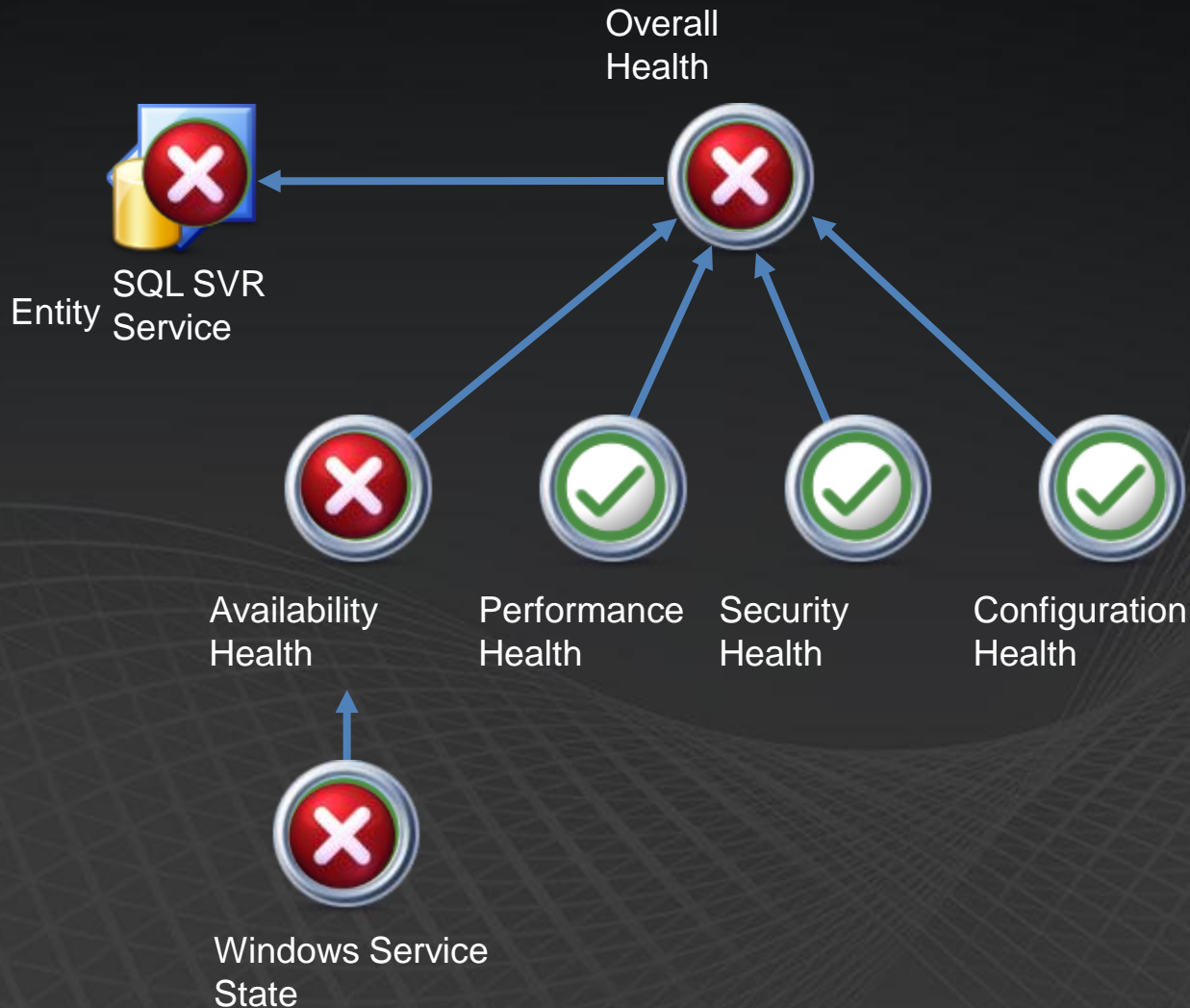


Datakilder til Service Manager

3 data kilder til Service Manager



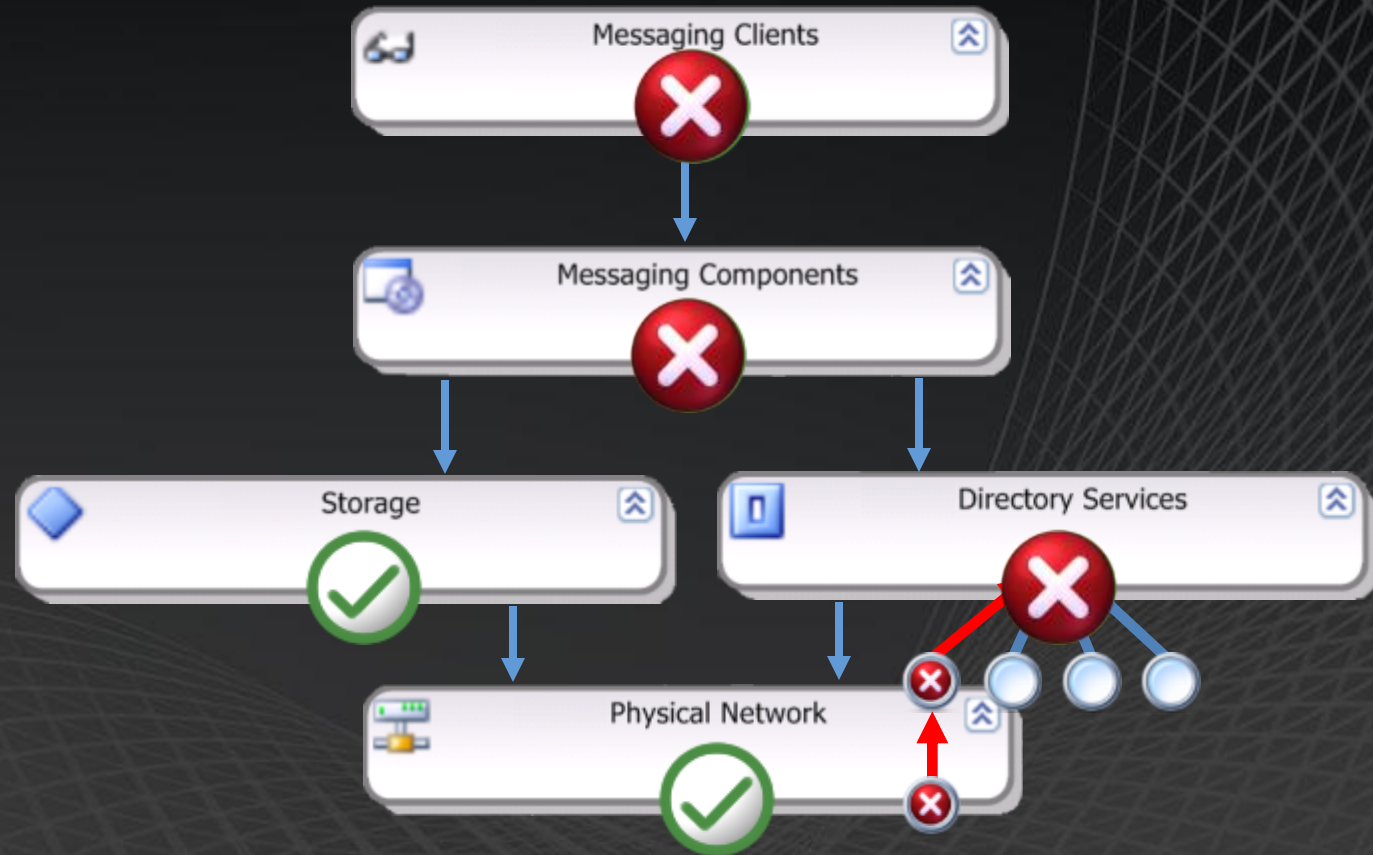
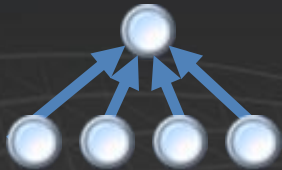
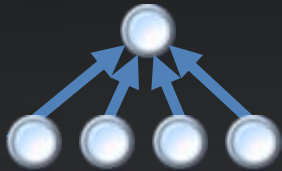
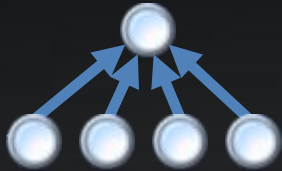
Basic Health Model Of An Entity



Basic Model - Distributed Application Structure

“Messaging”

Health Models



Released MPs for Operations Manager 2007

- Dynamics AX 2009 (NEW!)
- Biztalk Server 2006, 2009
- Exchange Server 2003 / 2007 (NEW for R2)
- Microsoft Windows Server 2003 / 2008 Cluster
- SQL Server 2000 / 2005 / 2008
- Windows Server 2000 / 2003 / 2008 Active Directory
- Windows System Resource Manager 2003 / 2008
- System Center Configuration Manager 2007
- Windows Server Update Services 3.0 / 3.1
- Commerce Server 2007
- Data Protection Manager 2006 / 2007
- Password Change Notification Service 2003 / 2008
- Rights Management Services 2003 / 2008
- Server Performance Advisor 2003 / 2008
- Windows Server 2000 / 2003 / 2008 Operating System
- Windows Print Server 2003 / 2008
- Windows DHCP Server 2003 / 2008
- Server Virtualization 2005
- Windows Server Hyper-V 2008
- System Center Virtual Machine Manager 2007/2008/R2
- OpsMgr 2007 MOM 2005 Backward Compatibility
- Live Communications Server 2005 / 2007
- Active Directory Federation Services 2003 / 2008
- Compute Cluster Server 2003 / 2008
- Windows Distributed File Systems 2003 / 2008
- Windows DNS Server 2003 / 2008
- Internet Security and Acceleration (ISA) Server 2004, and 2006
- AEM (Agent-less Exception Monitoring)
- Windows Distributed Transaction Coordinator (MSDTC) 2003, 2008
- Windows Routing and Remote Access Service (RRAS) 2003 / 2008
- Windows Internet Naming Service (WINS) 2003, 2008
- Microsoft Server Network Load Balancing
- Forefront Server Security for Exchange 2007
- Forefront Server Security for SharePoint 10
- Identity Integration Server 2003
- Office Project Server 2007
- Systems Management Server (SMS) 2003
- Windows Group Policy 2003 / 2008
- Windows File Replication Service 2003/2008 (FRS)
- Windows Vista Client Monitoring
- Windows Server 2000/2003 Terminal Services
- SharePoint Portal Server (SPS) 2003
- Windows SharePoint Services (WSS) 2003 / 2008
- Microsoft Information Worker
- Windows Client XP / Vista / W7 Operating System
- Windows Server Internet Information Services (IIS) 2000/2003/2008/2008 R2
- **Upcoming:**
- AppV og MedV (Softgrid og Kidaro)
- Win7 / Server 2008 R2: Branch Cache, AppServer, Direct Access, m.fl. (30 i alt til release 2010)
- Office 14: CRM, FAST, MOSS m.fl. (20 i alt til release 2010/11)
- ForeFront UAG, TMG, FIM m.m.

Management Packs 3. Part

Applications

Citrix, Citrix XEN Server (Hermes) *
Tidal(Cisco) / Realtech / OZ-Soft: SAP

Quest: DB2, Websphere, Oracle, Lotus Notes,
McAfee, TrendMicro, Symantec,
Checkpoint FW1, BEA Weblogic/Tuxedo
Websphere, Apache

Platforms

EMC: Linux, UNIX
Novell: Novell SLES 10
Quest: Linux, Unix
IBM AS400, IBM
z/OS, Unix, Linux, Mac OS X
Metilinx: Linux / Unix
NetIQ: RedHat, Novell
Appmind / Nworks / Quest / EMC / Xandros:
VMware

X-Platform Supported MP's

Xandros: Apache, Jboss, MySQL, Oracle,
Oracle Applications *
Novell: BIND/DNS, DHCP, SAMBA, NFS, LDAP, CUPS, FW

Integration

Maranti Storage Networks, SMARTS,
Amberpoint, Veritas Backup Exec,
Quest Spotlight + Foglight

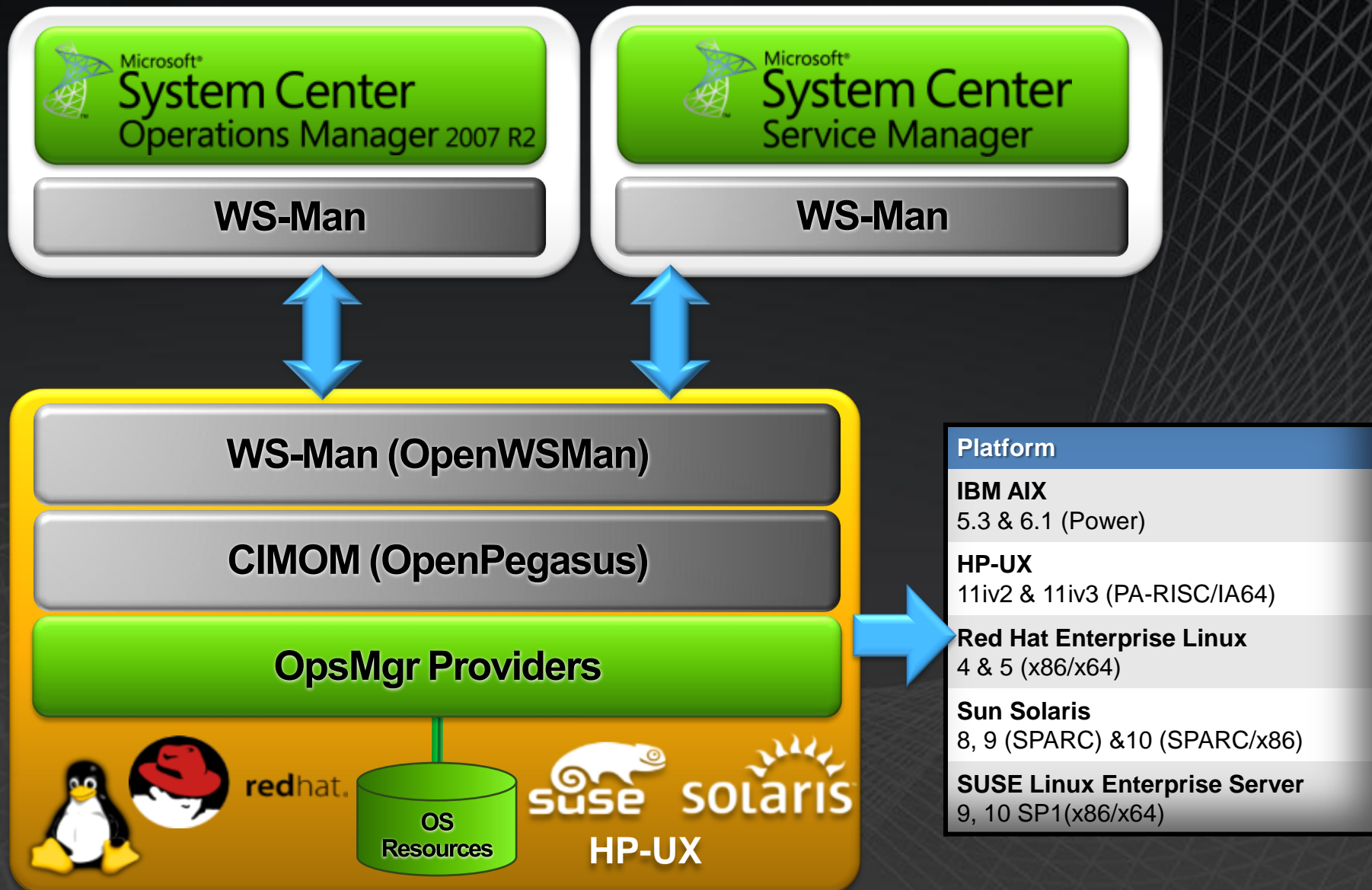
Devices

JalaSOFT: Cisco Routers, Switches, PIX & VPN
Dell Open Manage
HP (BladeSystem, Proliant, Integrity, Storageworks, SIM)
IBM HW (HW + Netcool integration) *
Fujitsu-Siemens ServerView
Quest Software:
Firewalls, Power switches
Network: Cisco, Nortel, 3Com, Netapp
Storage: Hitachi, ESS, EMC, Equallogic,
Storageworks, NetApp, Clarion (+270)

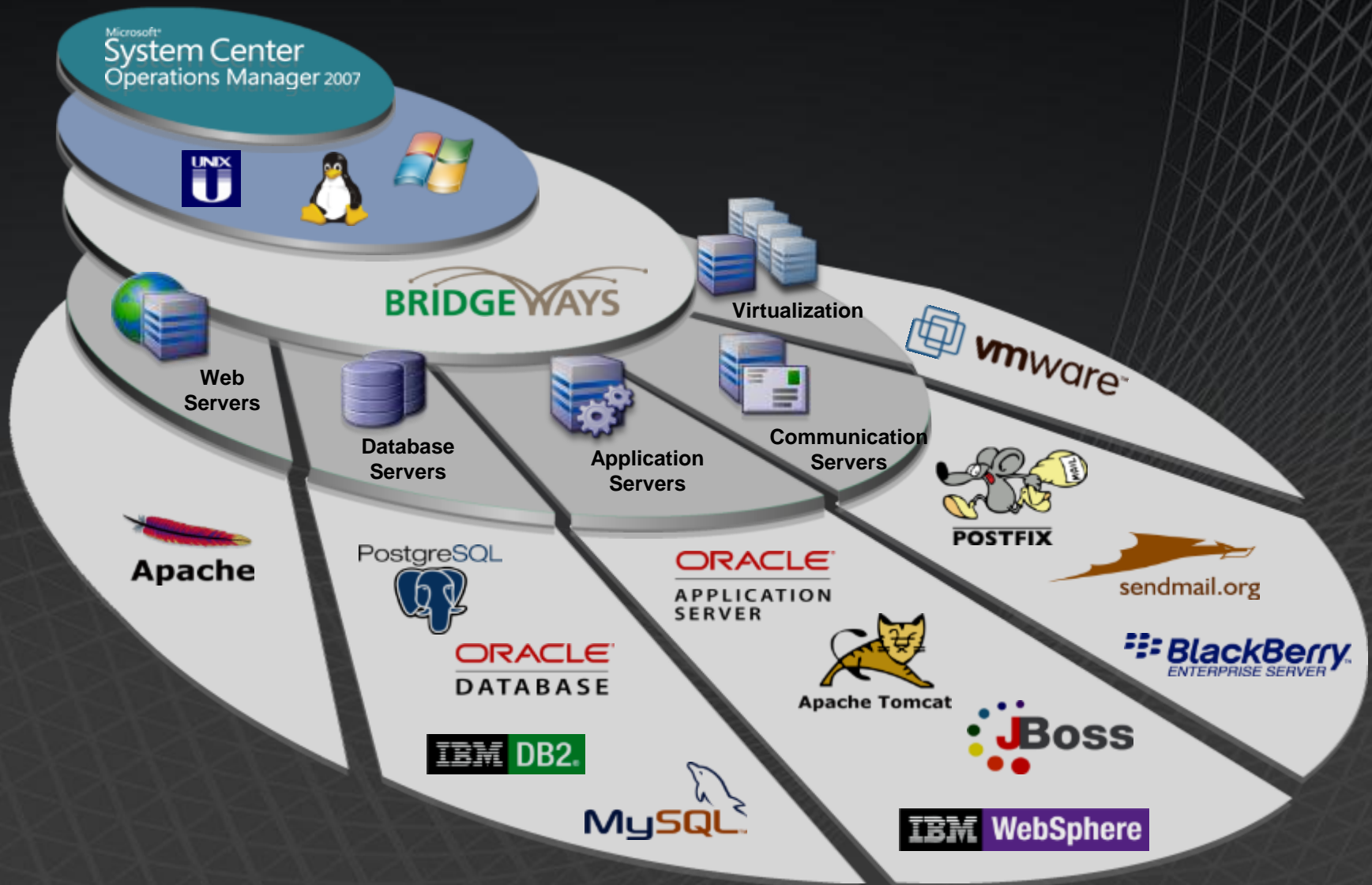
F5

Cisco Unified Computing Device
SolarWinds / Orion

Microsoft Cross-Platform Extensions

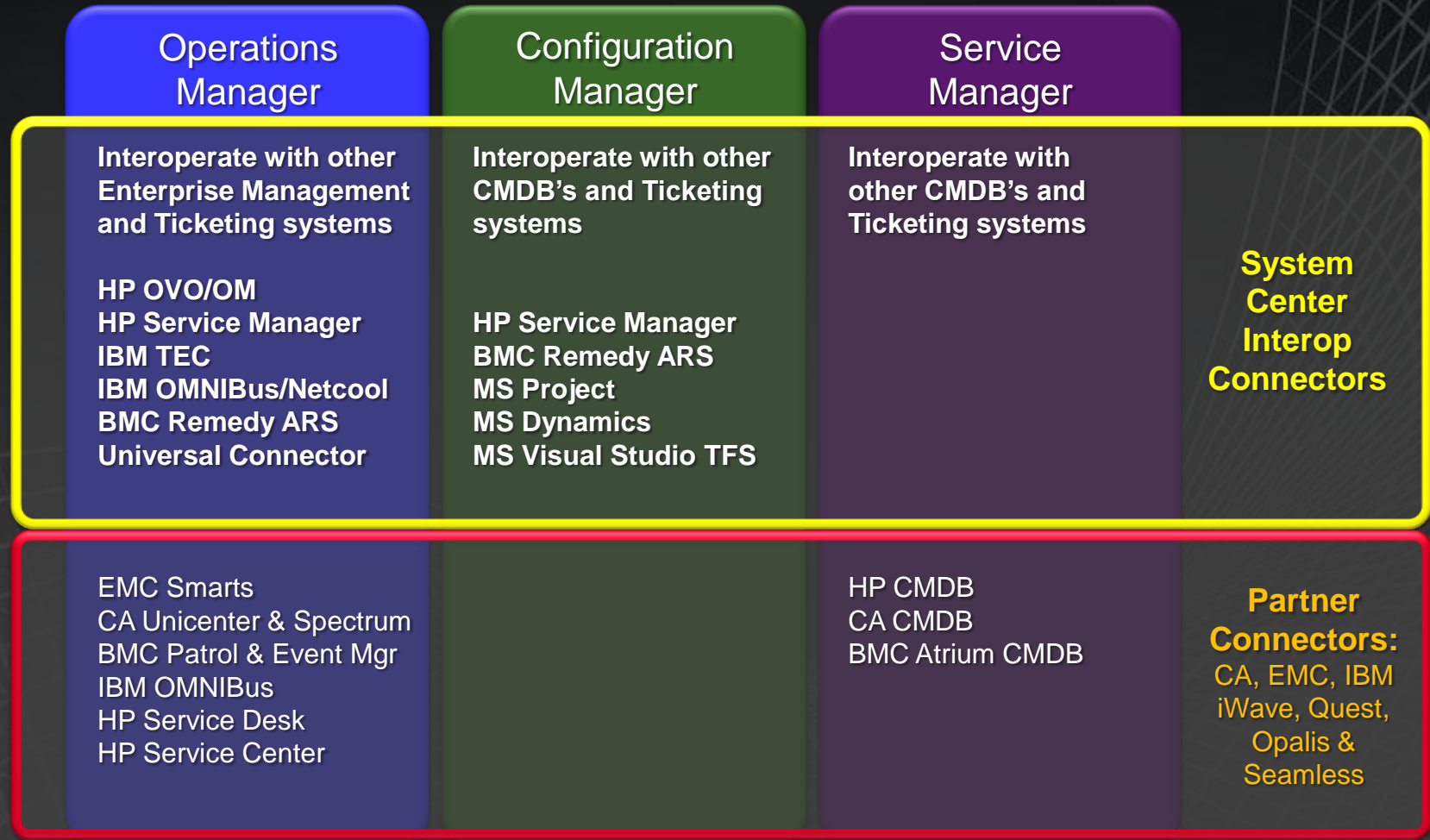


Xandros MP's using the X-Plat



Connector Framework

Integrate System Center with third-party management frameworks



Service Level Dashboard 2.0

Solution Accelerator for Operations Manager 2007 R2

- Easy to customize for LOB Applications
- Near-Real-Time Service Level Dashboard
 - Additional Metrics - MTTR & MTBF and Service Level trends
- Leverage Windows SharePoint Services 3.0's
 - SharePoint Site based Dashboard
 - SharePoint based authentication (Role Based Views)



Application	Group	Availability		Performance	
		Measured (%)	Service Level Goal (%)	Measured (%)	Service Level Goal (%)
SLA -	Platinum Service	99.77 %	98.00 %	99.77 %	98.00 %
SLA - Exchange	Silver Service	78.84 %	95.00 %	78.84 %	92.00 %
SLA - SAP	Gold Service	100.00 %	95.00 %	100.00 %	95.00 %
OLA - Siebel	Gold Service	100.00 %	95.00 %	100.00 %	95.00 %

IT Systems Configuration Lifecycle



Microsoft®

System Center

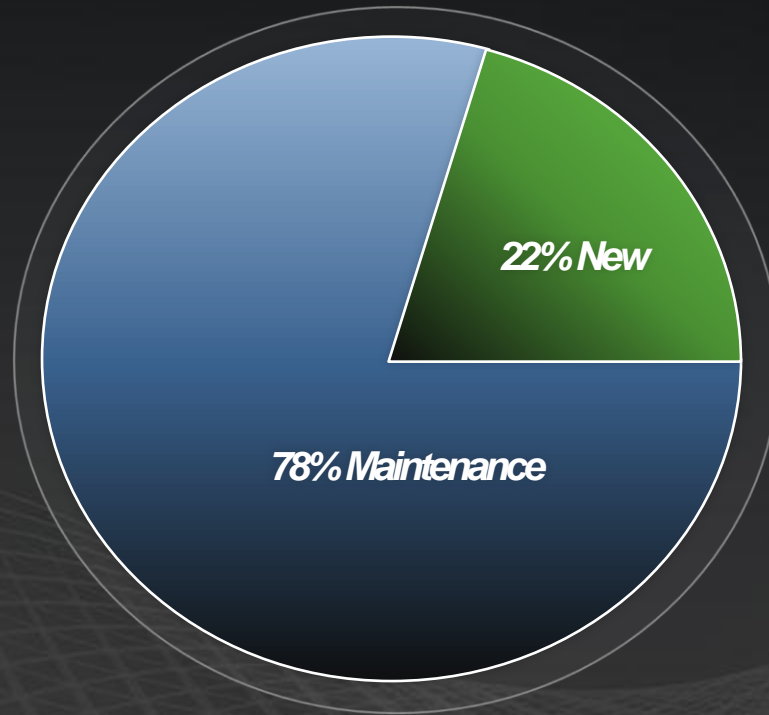
Configuration Manager 2007 R2

System Center Service Manager



Microsoft®
System Center
Service Manager

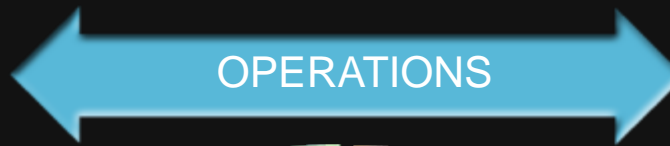
Objective: Drive Cost of Management



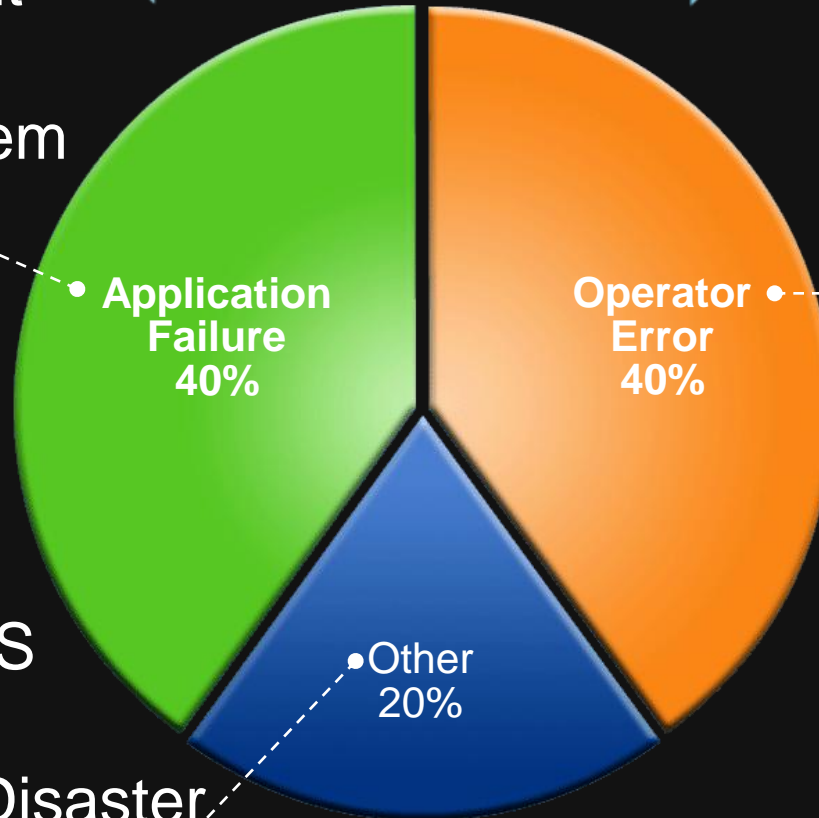
Issue: 78% of IT budgets spent on maintenance activities, trends increase pressure

Source of Operational Problems

- Change Management
- Overloaded
- Weak Problem Detection



- Forget Something
- Lack of Procedures
- Backup Errors/Security



- Hardware/OS
- Network
- Power and Disaster

Gartner Security Conference presentation "Operation Zero Downtime," D. Scott, May 2002

What makes a good Service Desk Tool

- Workflow Engine
- Short Implementation time
- Easy to modify Forms
- Good integration to tools
- Generic CMDB (Easy to extend and maintain)
- Good reporting capabilities

Service Manager: The Power Is Integration



INTEGRATED

CMDB

IT Process and
workflow Automation

Service Maps



EFFICIENT

Self Service Portal

Automated
Notifications

Knowledge Base



BUSINESS ALIGNED

Asset Management

Compliance and
Risk Management

Informed
Decision Making



Service Manager : The Power is in the Integration



Integrated System Center CMDB

System Center common schema

- Common schema across System Center
- Object model is based on Operations Manager
- IT assets are represented as configuration items (CIs)
- Incidents, change requests, and problems are represented as work items (WIs)

Configuration Management Database (CMDB) features

- Create, update, and view CIs
- Create relationships among CIs, WIs, IT staff, and Active Directory® Domain Services (AD DS) users
- Automatically track CI change history
- Service definition and mapping



Incident Management

Keep users and data center services up and running, and restore service quickly

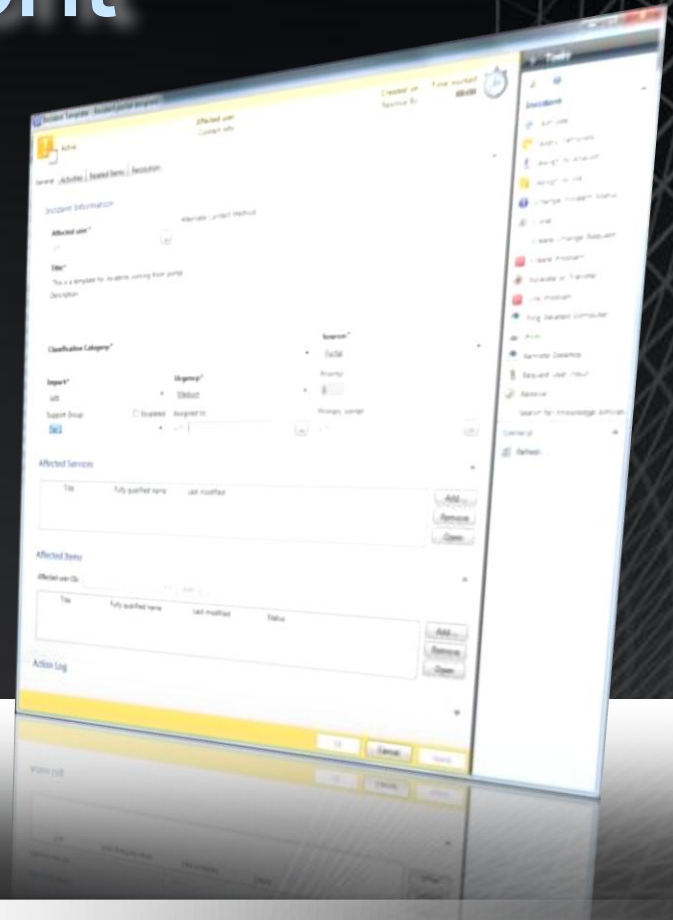
Embed standard process

- Define escalations
- Define categories

Predefined templates ensure accurate and efficient recording

History and knowledge base supports fast diagnosis

Automatic incident creation with Desired Configuration Monitor (DCM) errors and Operations Manager alerts



75 to 80% of all incidents are caused by poor change management

Change Management

Minimize errors and reduce risk

33% of customers plan to automate change over the next three years

The screenshot displays a complex software interface for Change Management, featuring several overlapping windows and a task pane.

CR2: Minor Change Request (Top Left Window):

- Current Activity: RA3
- Next Activity: MA4
- Category: Minor
- Template ID: MinorChangeRequest
- Created Date: 10/29/2009 11:14 AM
- General | Planning | Activities | Results | Related Items | History

CR2: Minor Change Request (Middle Window):

- Current Activity: MA4
- Next Activity: MA5
- Category: Minor
- Template ID: MinorChangeRequest
- Created Date: 10/29/2009 11:14 AM
- General | Planning | Activities | Results | Related Items | History

Process Activities Table (Middle Window):

Sequ	ID	Status	Stage	Title	Type	Last Modified
0	RA3	Completed	Approve	Approve Change Request	Review Activity	10/29/2009 11:16:50
1	MA4	In Progress	Develop	Develop Change Request	Model Activity	10/29/2009 11:17:00
2	MA5	Pending	Test			
3	MA6	Pending	Release			

RA3: Approve Change Request (Bottom Window):

- General | History
- Status: In Progress
- Title: Approve Change Request
- Description:
- Stage: Approve
- Approval Condition: Unanimous
- Approval Threshold: 0
- Required For Approval:
- Reviewers:

Reviewer	Has Veto	Must Vote	Voted By	Decision	Decision Date	Comments
Al Young	False	False	Administrator	Approved	10/29/2009 11:19:08	I agree
Diane Meyers	False	False		Not Yet Vo		

Tasks Pane (Right):

- CR2: Minor Change Request
- Cancel
- Close
- Create Change Request
- Print
- RA3
- Create Change Request
- Print
- Search for Knowledge Articles
- General
- Refresh

Config Items To Change (Bottom Left Window):

ID	Type
Windows Computer	
System Center Managed Comp	

Embed standard processes

Efficiently create change requests

Fill in information quickly using templates

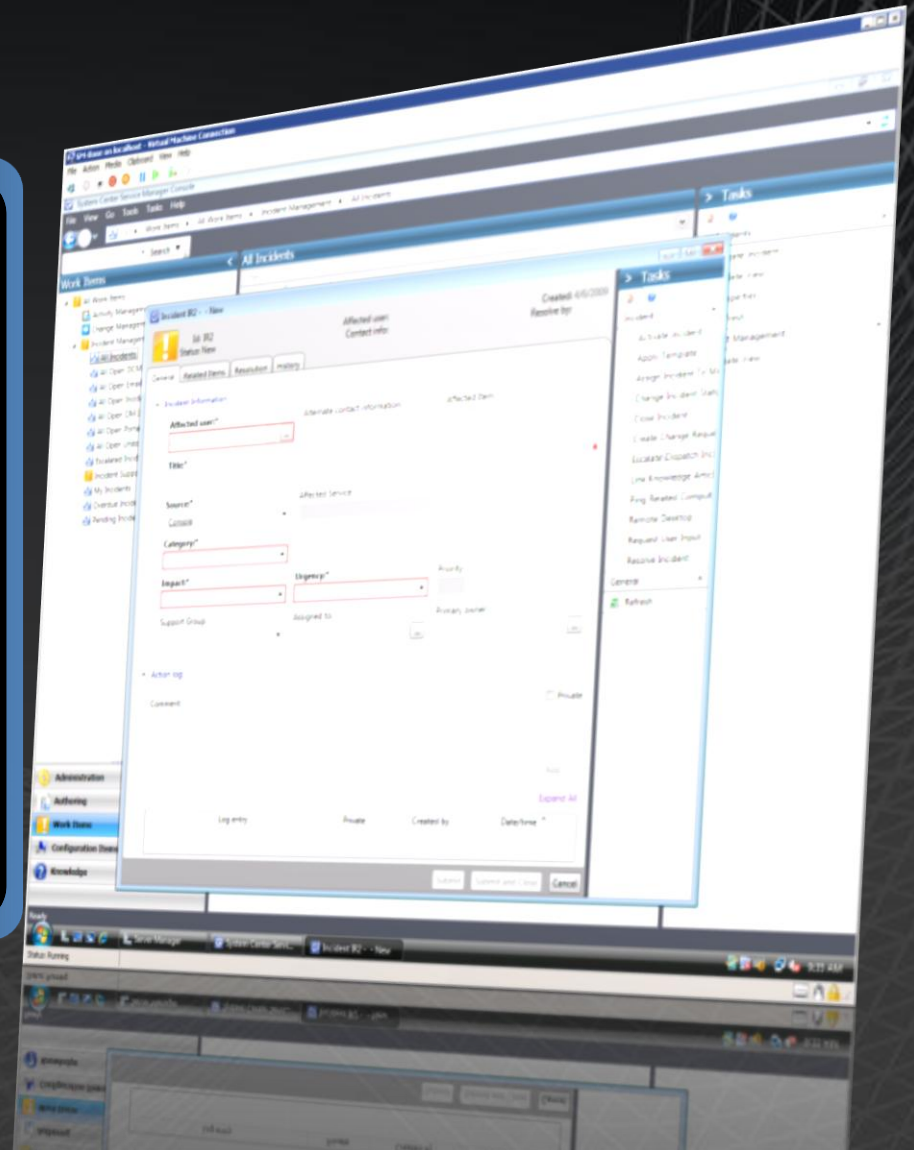
Problem Management

Enables organizations to identify and track problems

Problem creation from similar incidents

Link Incidents and Change requests to problem

Auto resolution of Incidents linked to the Problem



Knowledge Management

Reducing time to resolution

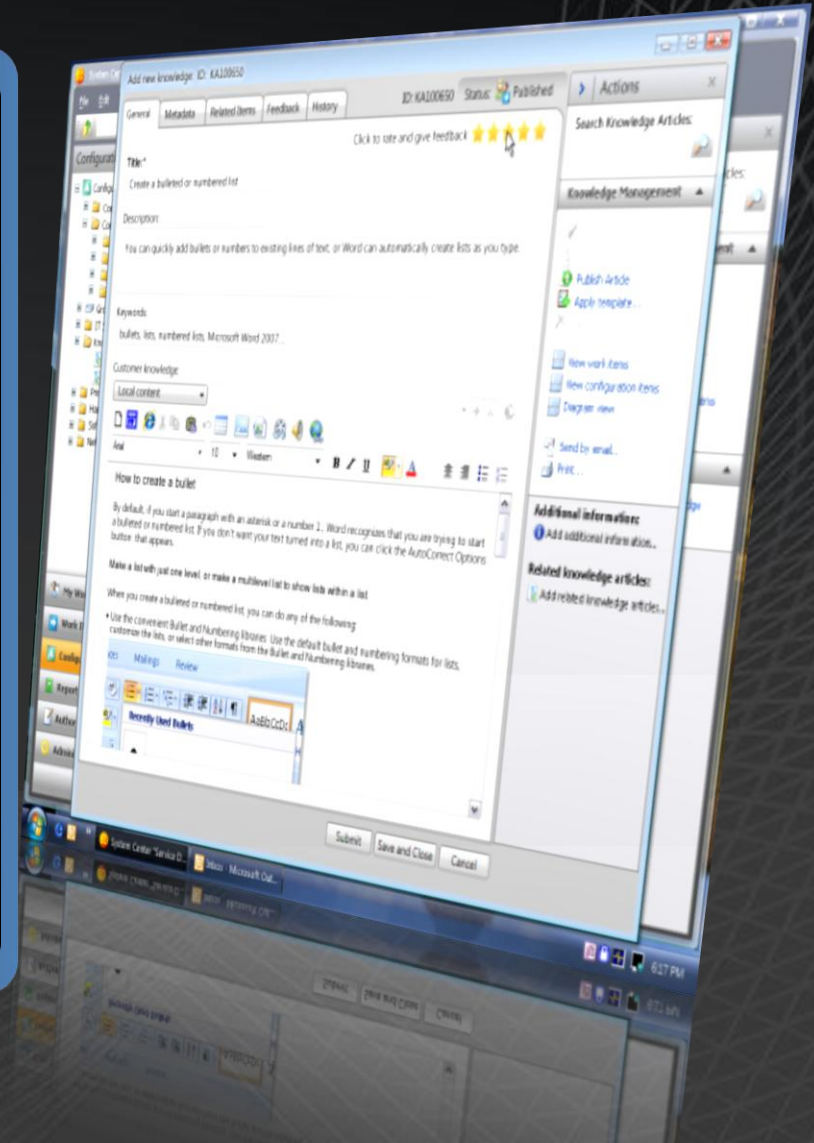
Knowledge articles

- Customer, Partner, and Analyst authored content
- Local content and links to external content
- End User and Analyst Sections
- Ratings

Knowledge Search

- Full text, keywords, categories
- Related incidents, change requests, problems

Console and Web interfaces



Business Intelligence for IT



Integrated across System Center

- Demonstrate Maturity
- Supports Configuration Manager, Operations Manager, and Active Directory integration knowledge

Data Warehouse repository database

- Store large amounts of dimension and fact data
- Provide a historical record
- SQL Reporting Services
- Model-driven: MP extends DW schema

Empowering the End User

User self-service portal



The average cost of a single call is \$25 to \$30



Self Service Portals reduce calls by 30%



Provision Software
Reset Passwords
Create/view service requests
View announcements
Search/view knowledge base

Self-Service Portal

Enabling the end-user

The screenshot shows a web browser window titled "Woodgrove National Bank | Self-Service Portal - Windows Internet Explorer". The address bar shows "Woodgrove National Bank | Self-Service Portal". The page header includes "You are here: Home" and links to "Woodgrove.com" and "Contact IT". The main heading is "Woodgrove National Bank Self-Service IT Portal" with a search bar labeled "Search the IT portal".

IT Announcements [View all](#)

- [09/12/08, 8:00am] **High priority: Your e-mail system is under urgent maintenance**
Work will be finished by 4PM on Friday, 09/12/08.
- [09/11/08, 2:25pm] **Medium priority: Critical updates were required on Woodgrove - HRServer**
Updates required a reboot. Server will be unavailable from 3:45PM to 3:55PM.
- [09/10/08, 10:20am] **Medium priority: Critical security patches**
Critical security patches will be installed on all servers. A reboot is required.
- [09/10/08, 11:11am] **Maintenance notification: DIAL\test password**
DIAL\test password will expire soon and must be changed.

Top knowledge base articles [View all](#)

- Install Windows Vista
- Troubleshoot when you receive "Internet Explorer cannot display the webpage" error message
- Get help with stuck messages in your outbox when using Windows Mail
- Tips for fixing common sound problems
- Optimize Windows Vista for better performance
- Description of the Outlook 2007 Junk E-mail Filter update
- Vulnerabilities in Microsoft Office could allow remote code execution
- Description of the PowerPoint 2007 hotfix package
- How to troubleshoot mail stuck in the Outbox in Outlook 2000
- Troubleshoot when you receive "PowerPoint couldn't translate this file" error message

Welcome, Melissa [View all](#)

Alias: Melissa Myers
Title: Marketing Manager
Office: Bldg 2 / 1156
Phone: (425) 456-9877 Ext. 104

My recent requests [View all](#)

- IR-7895543** **Waiting on user**
Problem printing large format banners
- IR-7895545** **Work in progress**
Problem adding a machine
- CR-0198785** **In Review**
Install Microsoft Office 2007

[Reset password](#)
[Request software](#)
[Create request](#)

System Center Service Manager

Windows taskbar shows: "Inbox - Mi...", "Woodgrove ...", "Outbox - Mi...", "Woodgrove ...". System clock shows 4:44 PM.

Password Reset Registration

- Under the People, Profiles, and Password Section on the home page
- Click the Register for Password Reset link



The screenshot displays a web application interface with a blue sidebar on the left and a main content area on the right. The sidebar contains a 'Home' link and three expandable sections: 'Distribution Groups' (with 'My DGs' and 'My DG Memberships'), 'Users' (with 'My Profile'), and 'Requests & Approvals' (with 'Manage My Requests' and 'Approve Requests (1)'). The main content area features three sections, each with an icon and a list of links. The 'Distribution Groups' section has an icon of a group of people and an envelope, with links for 'Create a new DG', 'Manage my DGs', 'See my DG memberships', and 'Join a DG'. The 'People, Profiles, and Passwords' section has an icon of a person and a computer, with links for 'Edit my profile' and 'Register for Password Reset' (which is highlighted with a red border). The 'Requests' section has an icon of a person and a document with arrows, with links for 'Approve requests' and 'See requests I've made'.

Home

Distribution Groups

- My DGs
- My DG Memberships

Users

- My Profile

Requests & Approvals

- Manage My Requests
- Approve Requests (1)

Distribution Groups

Distribution Groups (DGs) provide an easy way to send email to a group of people. When you send email to a DG, the email will get delivered to all members of the DG.

- Create a new DG
- Manage my DGs
- See my DG memberships
- Join a DG

People, Profiles, and Passwords

Profiles allow you to see data about people in your organization. You can also update certain data in your profile, such as your cellphone number, or register to reset your password.

- Edit my profile
- Register for Password Reset

Requests

See requests you've made, or approve requests that others have made to you.

- Approve requests
- See requests I've made

Operations Manager Integration

Alert → Incidents

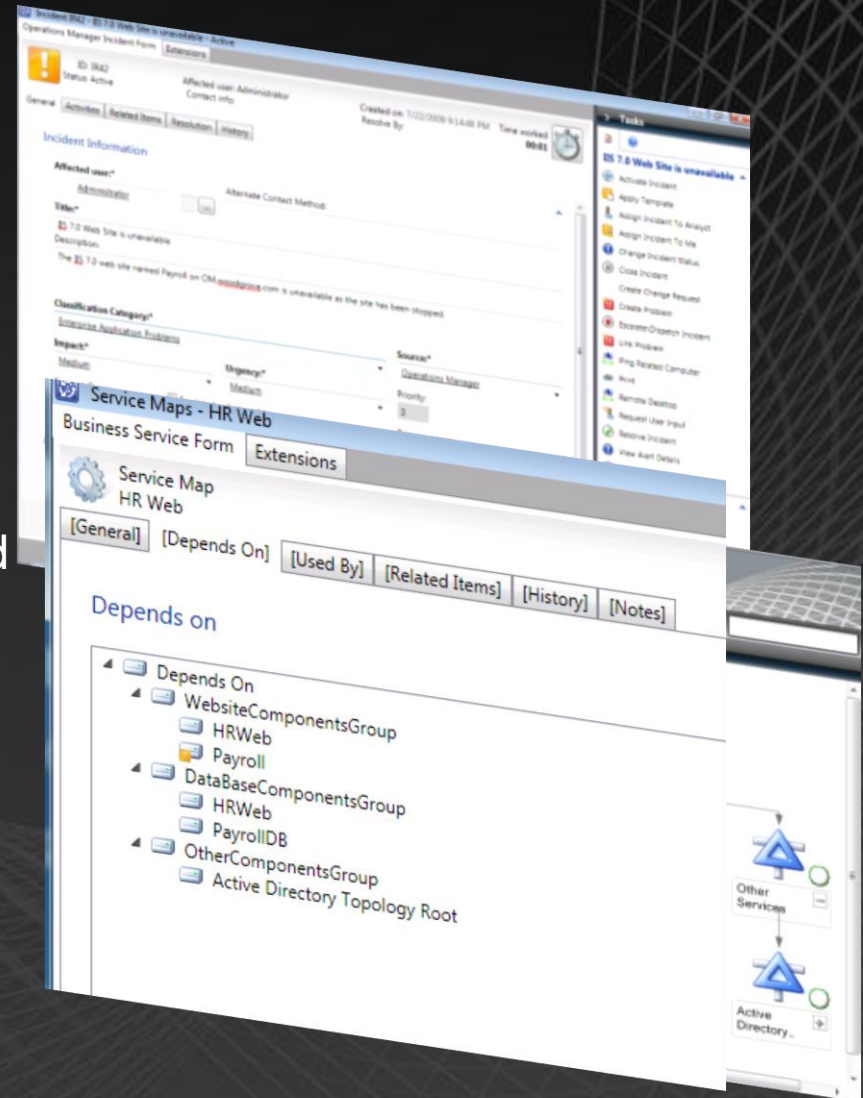
- Create incident from Alert
- Sync and resolve OM alerts
- View Alert details from SM

CMDB

- Creation of CIs from OM discovered objects
- OM Health Explorer for CI

Services

- Sync Distributed Applications as Services



Governance, Risk & Compliance

PROBLEM / OPPORTUNITY

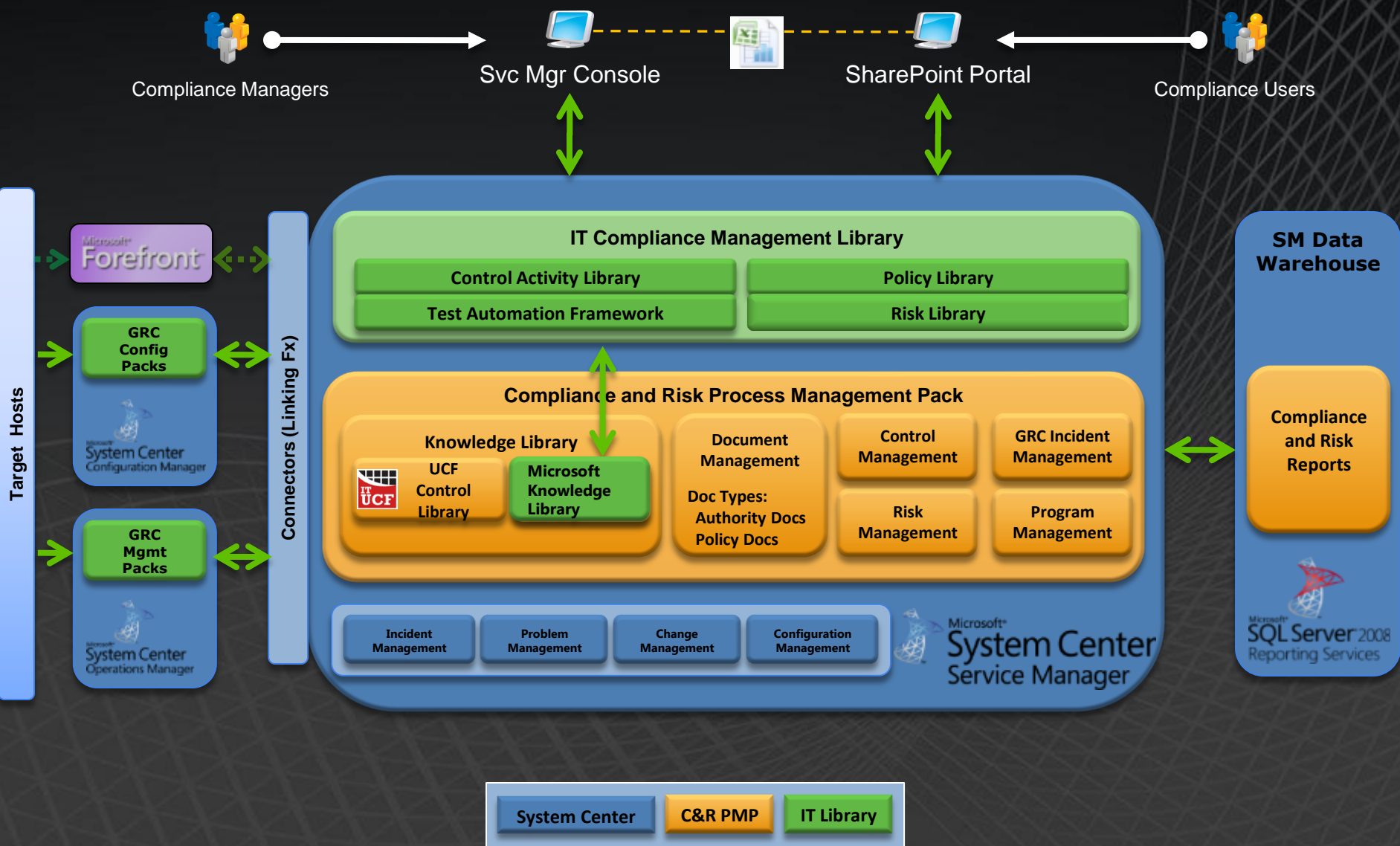
GRC= 8% of US GDP (\$1 Trillion)

Adds \$7000 in cost / Employee



By automating the creation, monitoring, validation, and reporting of the control objectives and activities required by compliance requirements such as SOX, PCI and others, companies can increase the efficiency of managing compliance and their confidence levels.

GRC Management Suite Architecture

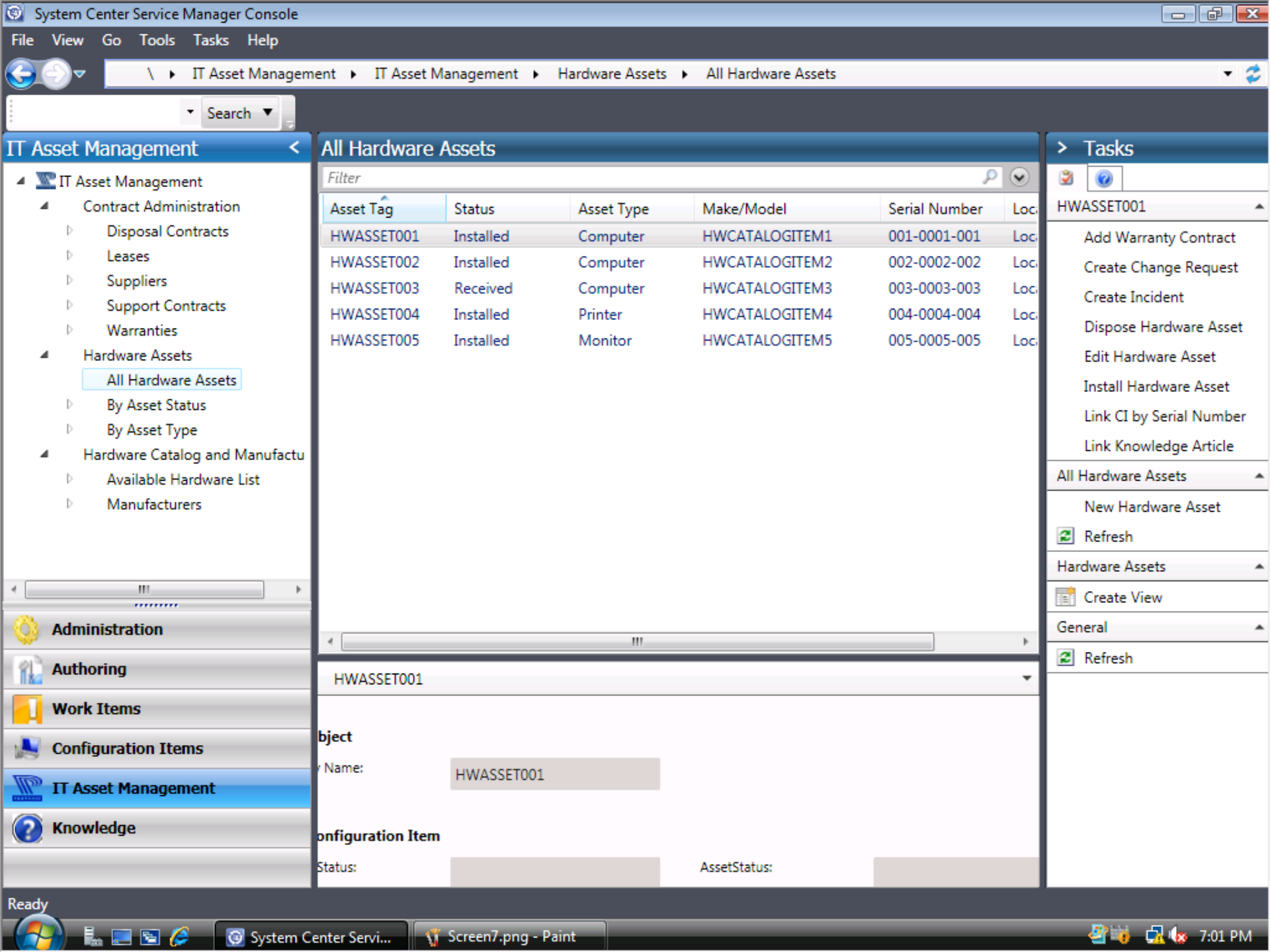


Provance and Service Manager

Provance IT Asset Management Pack for Microsoft System Center Service Manager



- Process Management Pack extension that provides IT asset lifecycle management and software asset management capabilities within Service Manager
- CTP May 2009; Beta August 2009; RTM Spring 2010





Form Host

General Information

Ownership

Financial

Related Items

History

Asset Tag:

HWASSET001

Status:

Installed

Asset Type:

Computer

Make and Model:

Lenovo T500



New

Delete

Configuration Item(s):

Windowscomputer001

Open

Add

Delete

Serial Number:

123-4567-890

Location:

44-2078, 1 Microsoft Way, Redmond, WA



This asset is covered by a warranty

The warranty coverage expires on 4/1/2010

[View warranty details](#)

This asset is not covered by a service contract

[Assign to Service Contract](#)

Description:

Marketing Standard Laptop

Submit

Submit and Close

Cancel

> Tasks

HWASSET001

- Add Warranty Contract
- Create Change Request
- Create Incident
- Dispose Hardware Asset
- Install Hardware Asset
- Link CI by Serial Number
- Link Knowledge Article

General

Refresh

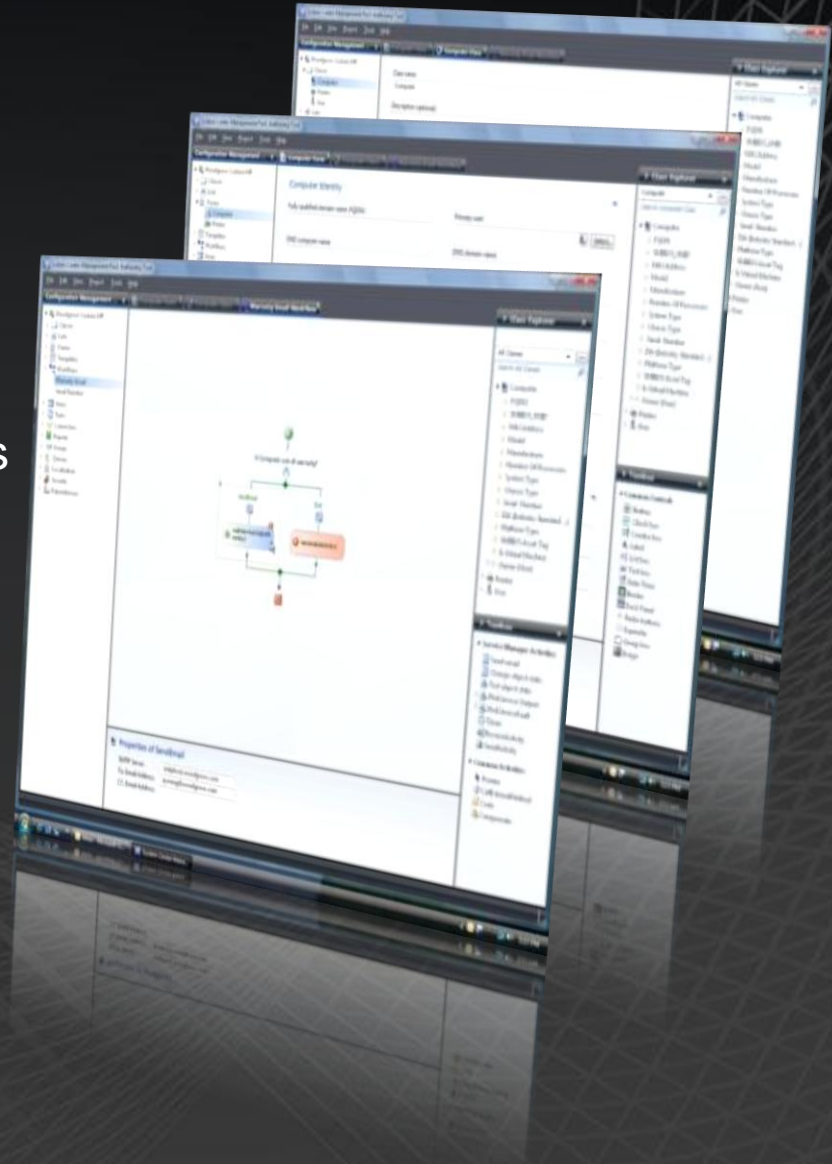
Status:

AssetStatus:

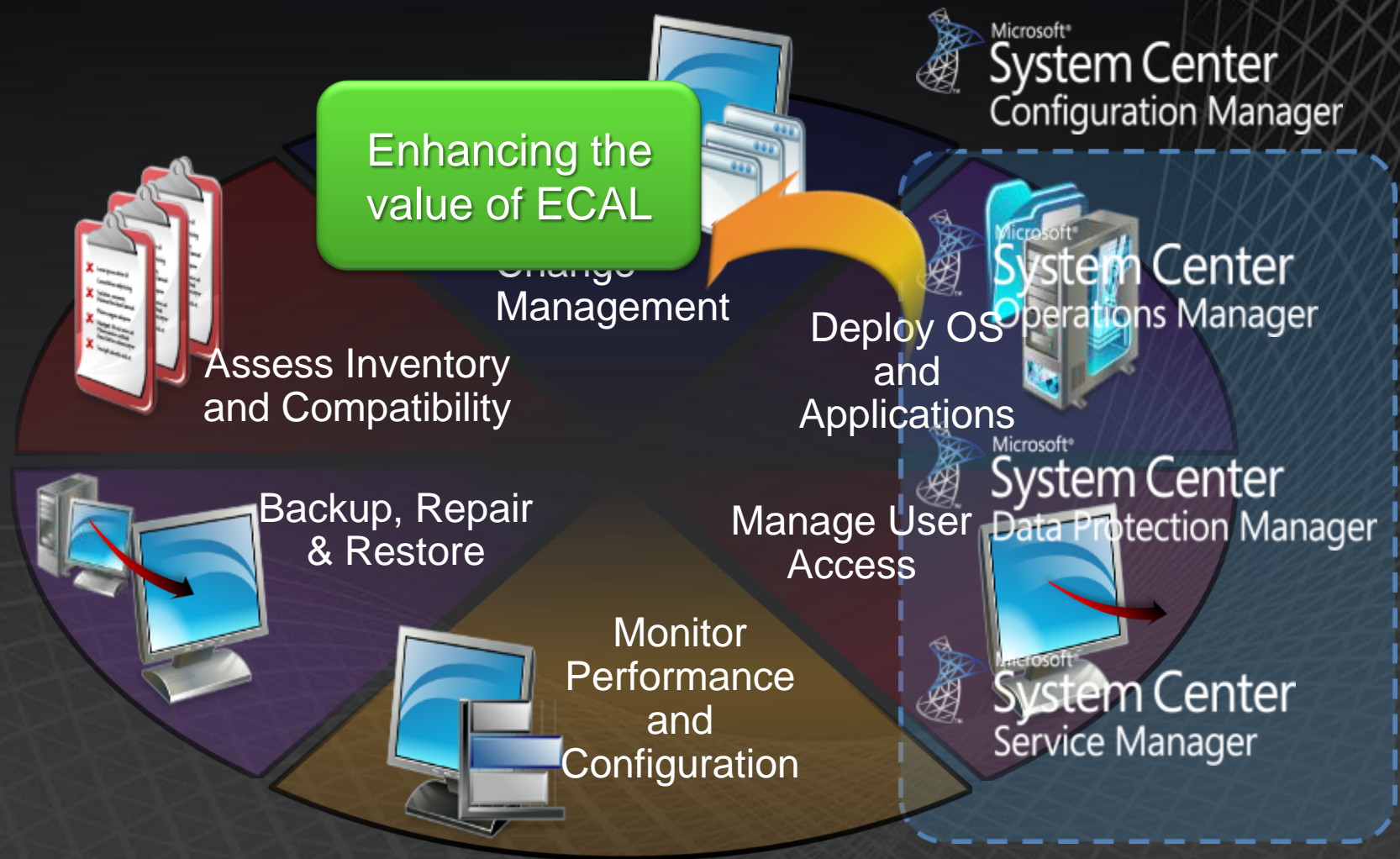


Service Manager Authoring Tool

- First look in Beta 2, ships with SM Console
- Drag and drop designers – no code or XML required!
- Forms customization
 - Add/remove/move controls, change formatting, validation rules
- Extend CMDB model
 - Add new classes, relationships, and properties
- Workflow authoring
 - Compose workflows
 - System workflows for other process automations



Client Lifecycle Management



Orchestration

Eliminate Costly Downtime in the Data Center



Service Centric Data Center



- Reduce downtime, lower time to resolution
- Improve reliability
- Make it easier to manage compliance and risk

**Service Manager
Other Stuff**

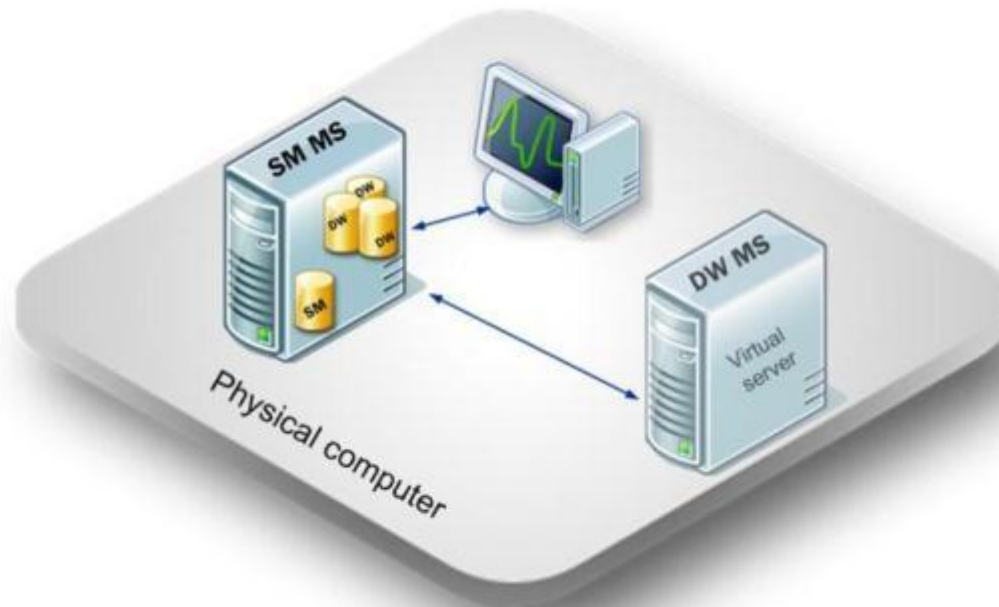
Scalability Goals

- Up to 20,000 users with up to 40 – 50 IT analysts providing concurrent support
- Up to 20,000 supported computers, assuming up to 10 - 12 configuration items (installed software, software updates, hardware components) per computer
- 5,000 incidents per week with 3 months of retention for a total of 60,000 incidents in the Service Manager database
- 1,000 change requests a week with 3 months of retention for a total 12,000 change requests in the Service Manager database

Sizing: Test Lab, 100-500 users

Supported Users	100-500
Computers in the Service Manager database	500
New Incidents per Month for each computer	1
New Change Requests per Month	20
Concurrent Consoles	2

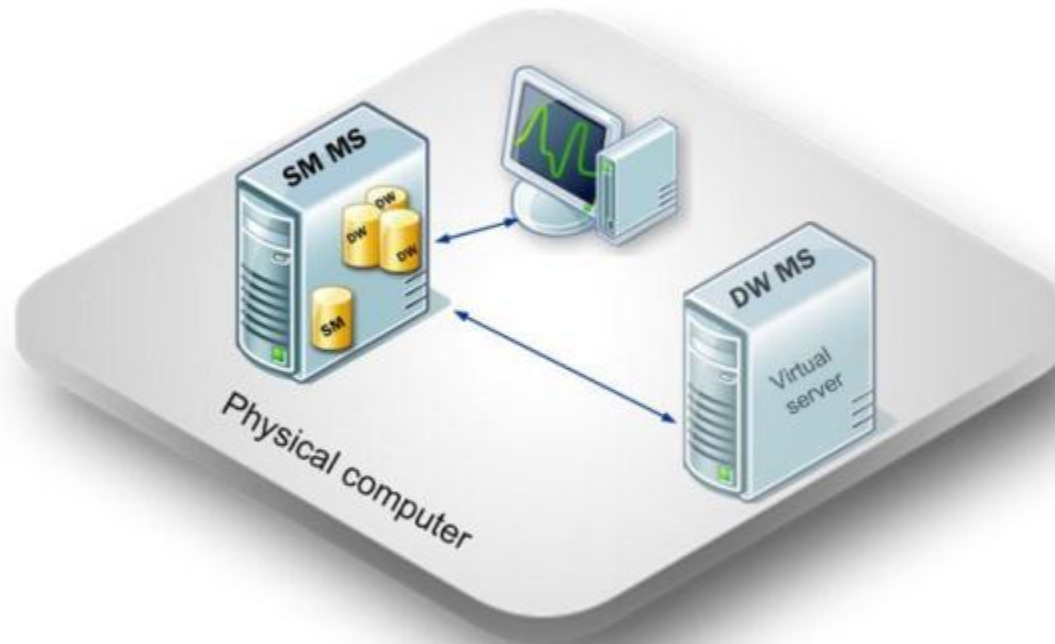
Topology Diagram



Sizing: 501-2000 users

Supported Users	501-2000
Computers in the Service Manager database	2000
New Incidents per Month for each computer	1
New Change Requests per Month	100
Concurrent Consoles	10

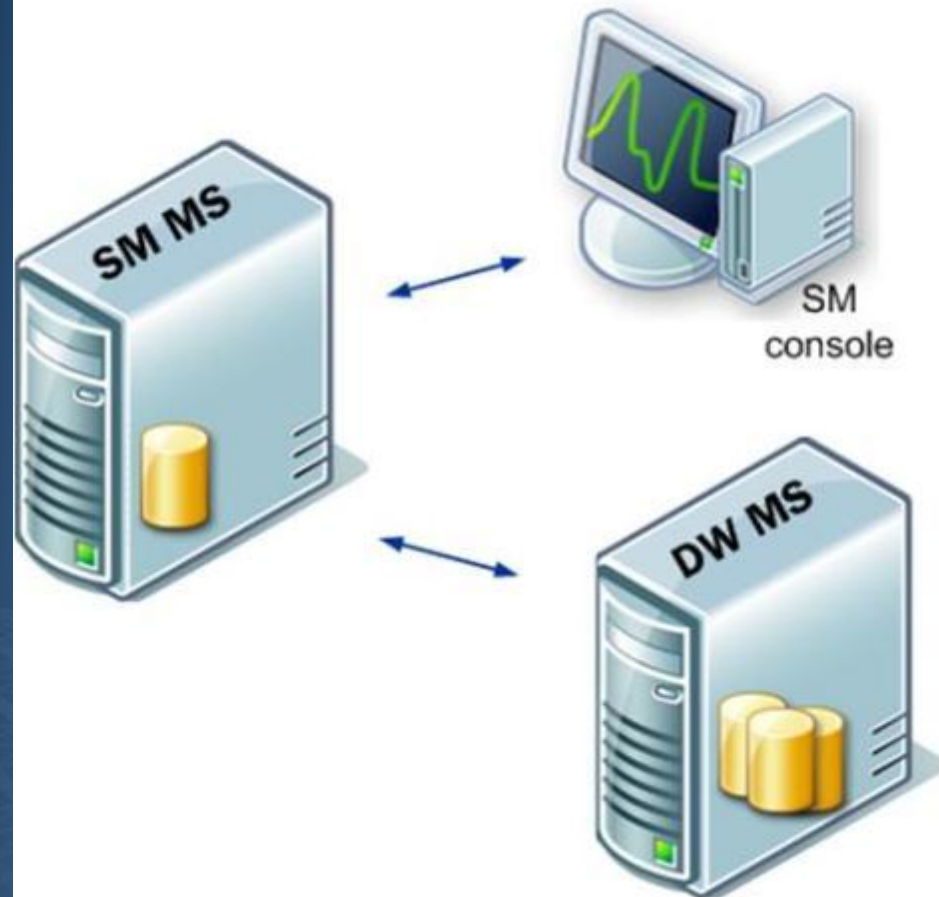
Topology Diagram



Sizing: 2K-5K users

Supported Users:	2001-5000
Computers in the Service Manager database	3000
New Incidents per Month for each computer	1
New Change Requests per Month	150
Concurrent Consoles	15

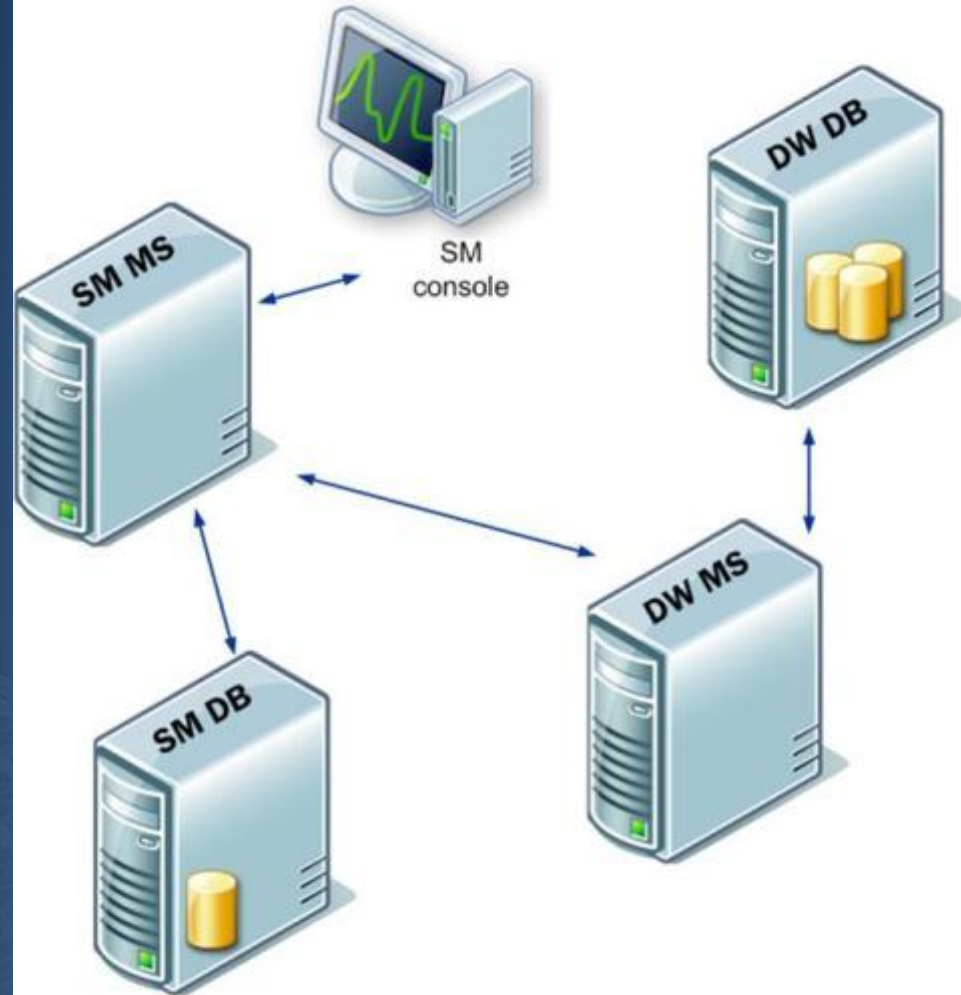
Topology Diagram



Sizing: 5K-10K users

Supported Users:	5001-10000
Computers in the Service Manager database	6000
New Incidents per Month for each computer	1
New Change Requests per Month	1000
Concurrent Consoles	40

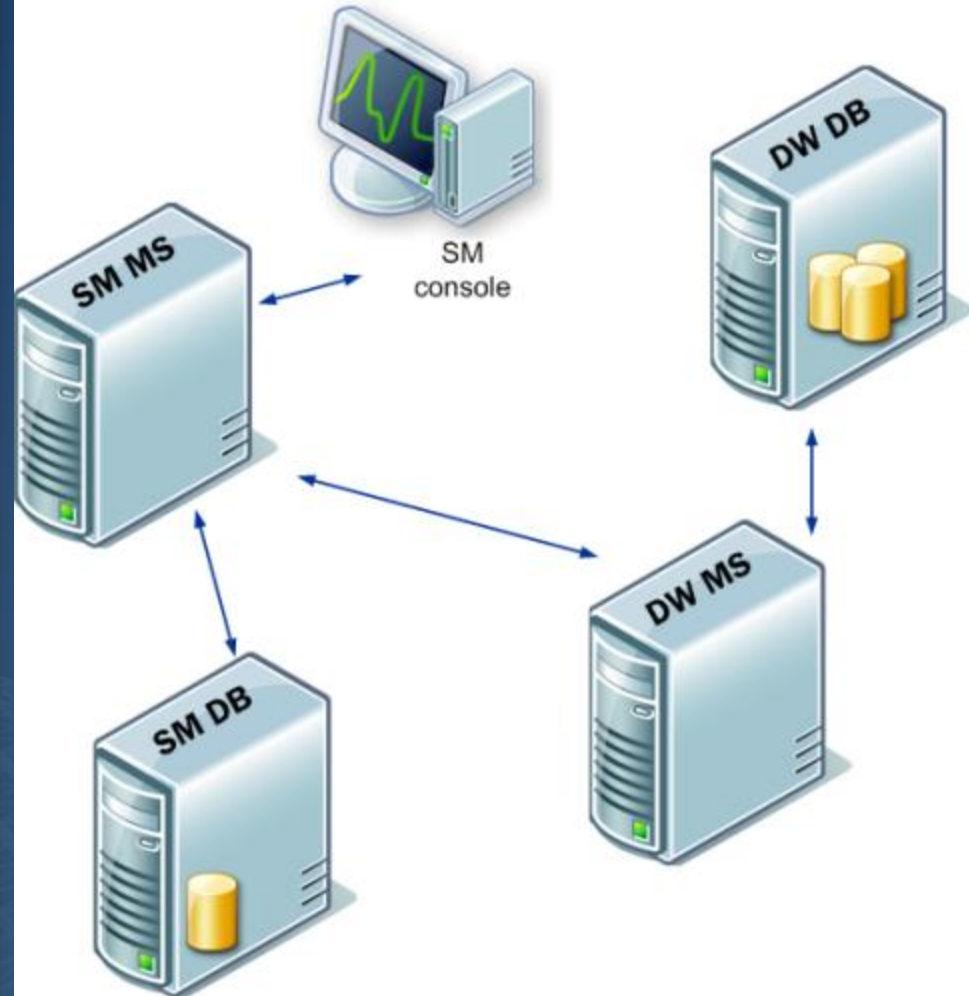
Topology Diagram



Sizing: 10K users

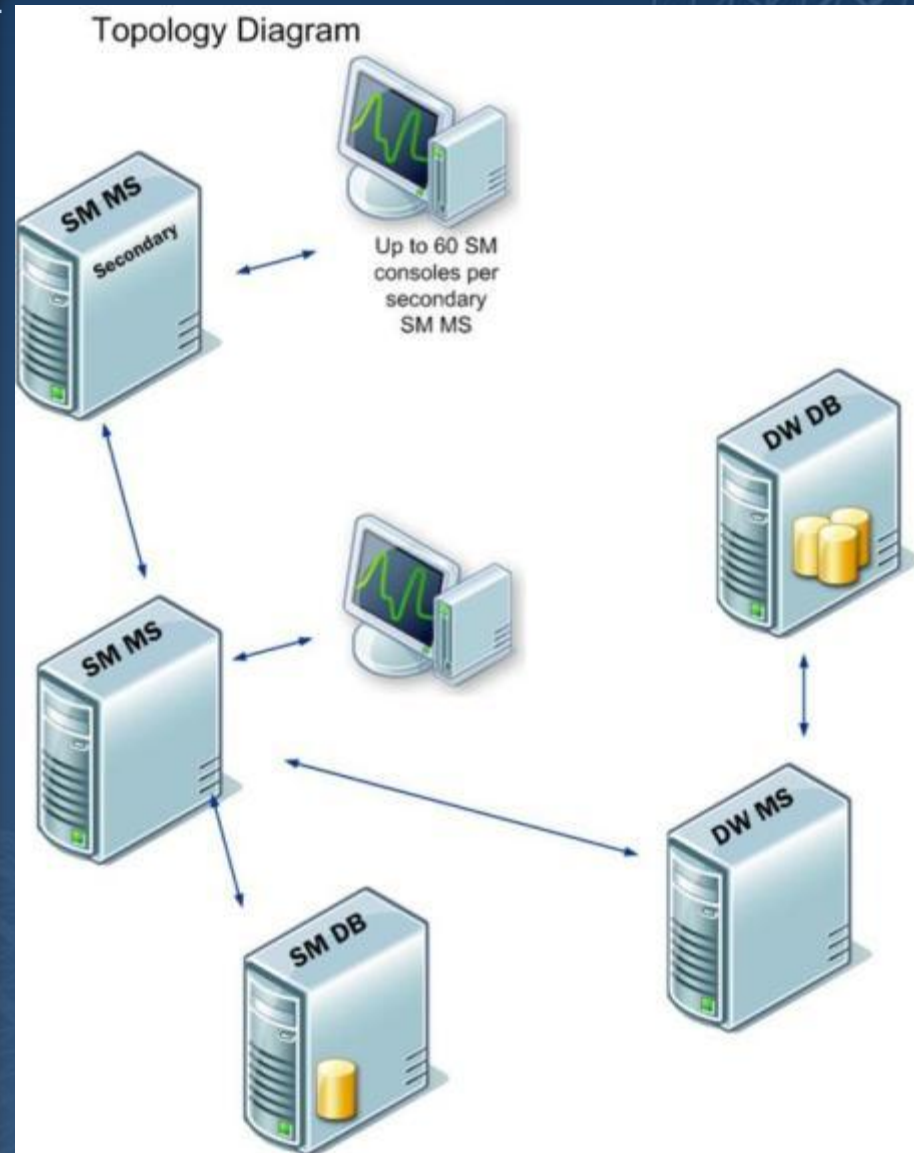
Supported Users	10000
Computers in the Service Manager database	10000
New Incidents per Month for each computer	1
New Change Requests per Month	2000
Concurrent Consoles	40

Topology Diagram



Sizing: 10K – 50K users

Supported Users	10000+
Computers in the Service Manager database	50000
New Incidents per Month for each computer	1
New Change Requests per Month	2000
Concurrent Consoles	60

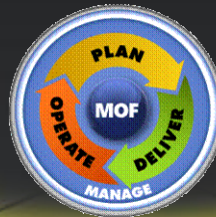


Service Manager – Aligning IT to Business

Service Management

- Manage change across teams - informed by business policy
- Measure service performance – improve and remediate

Diagnose and Restore Service



Automate & Integrate IT change

Data Center Management



Monitor the Service

Restore the Service

Client Management



Self-Service Application Deployment

Self – Service Assistance and Knowledge



Service Manager Components

User Interfaces



End Users



Self Service Portal



IT Operations



SM Console



Customizers



Authoring Console

ITIL / MOF Automation Solutions

Incident Management

Problem Management

Change Management

Configuration Management

Additional Solutions

End User Self Service

Reports

External Systems



Connectors

Platform Infrastructure

Service Manager SDK

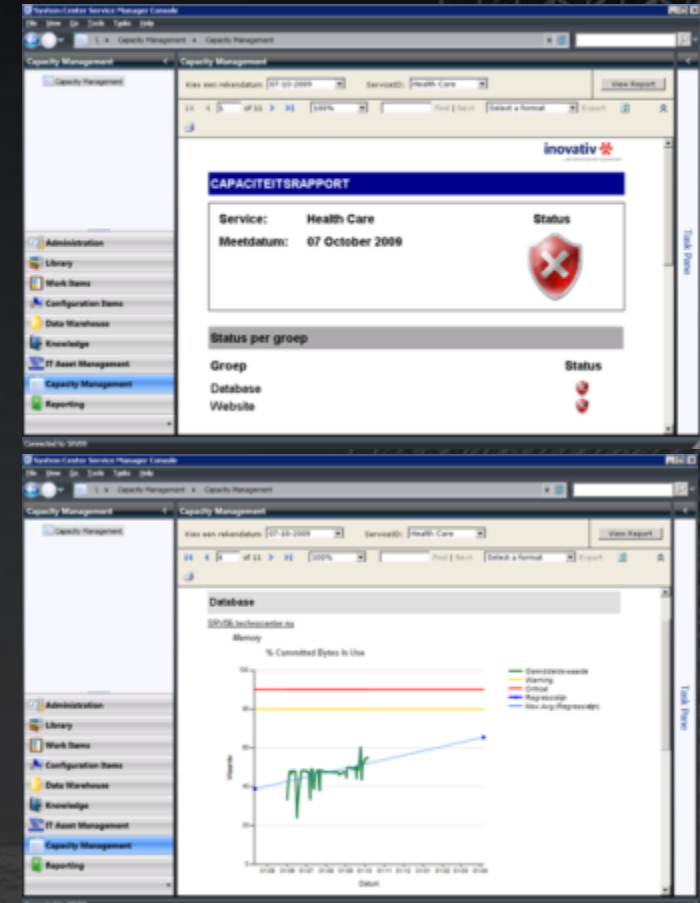
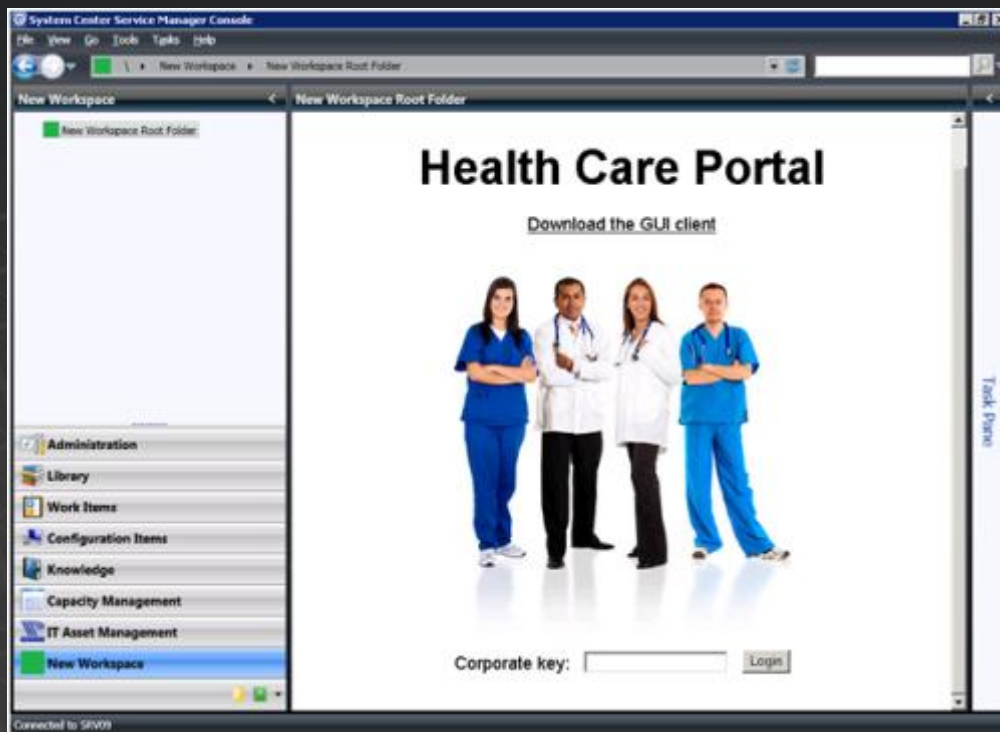
CMDB

Knowledge Base

Data Warehouse

Web-based content in Service Manager Workspaces aka. "Wunderbars"

- Mulighed for at lave egne Management Packs.
- Inkludere indhold direkte fra andre Systemer



Se mere her:

<http://blogs.technet.com/servicemanager/archive/2009/11/24/showing-web-based-content-in-a-custom-view.aspx>

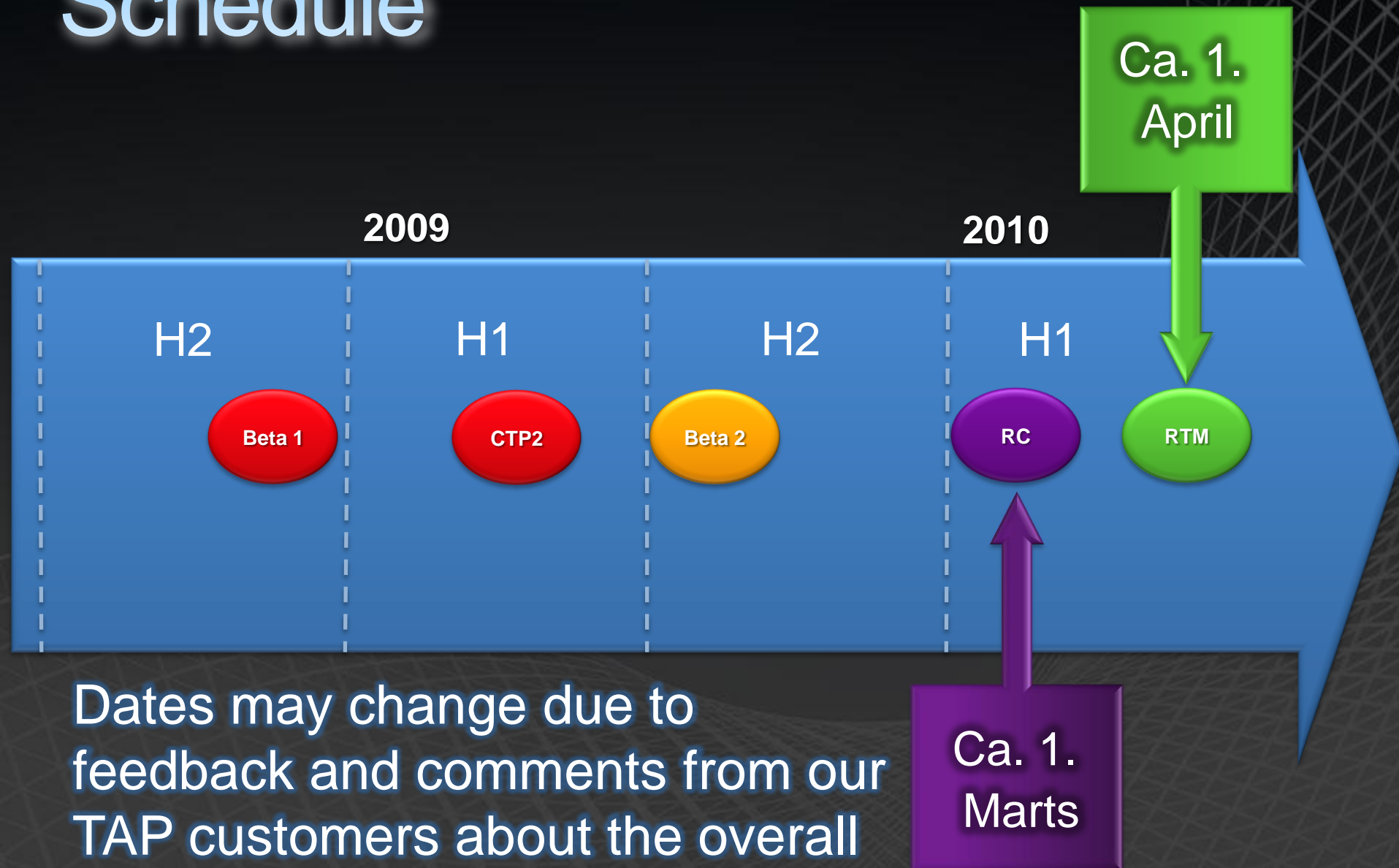
[Creating Workspace \(aka "Wunderbars"\) in System Center Service Manager](#)

System Center Roadmap

Service Manager v.Next

- Hvornår: 2011
- Hvad tilføjes:
 - SLM, Service Level Maps
 - RM, Release Management

Schedule



Dates may change due to feedback and comments from our TAP customers about the overall quality of the Release Candidate



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