数据中心服务管理:
SCSM事件和变更管理概述

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主要内容

◆ 数据中心服务管理流程

◆ 事件管理

◆ 变更管理

◆ 问答

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Service Manager 组件

User Interfaces

End Users

IT Operations

Customizers

Self Service Portal

SM Console

Authoring Console

ITIL / MOF Automation Solutions

Incident Management	Problem Management	Change Management	Configuration Management

Additional Solutions

End User Self Service	Reports

External Systems

AD

ConfigMgr

OpsMgr

Connectors

Platform Infrastructure

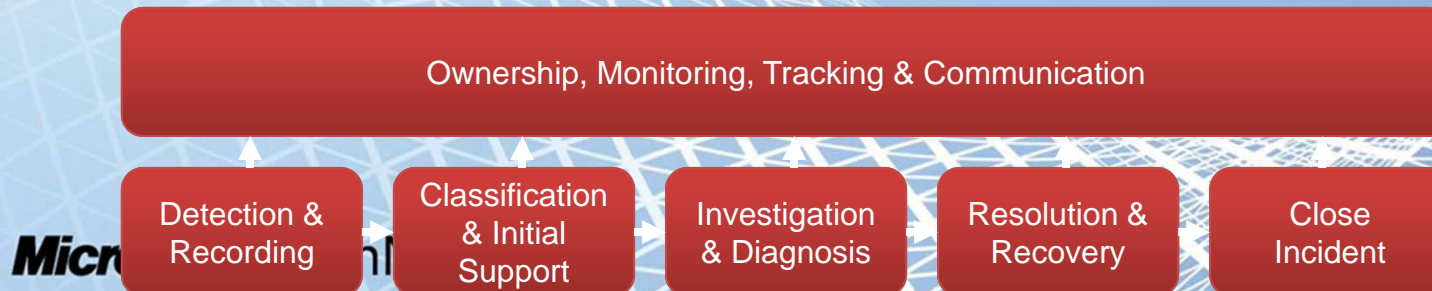## Service Manager SDK

CMDB

Knowledge Base

Data Warehouse
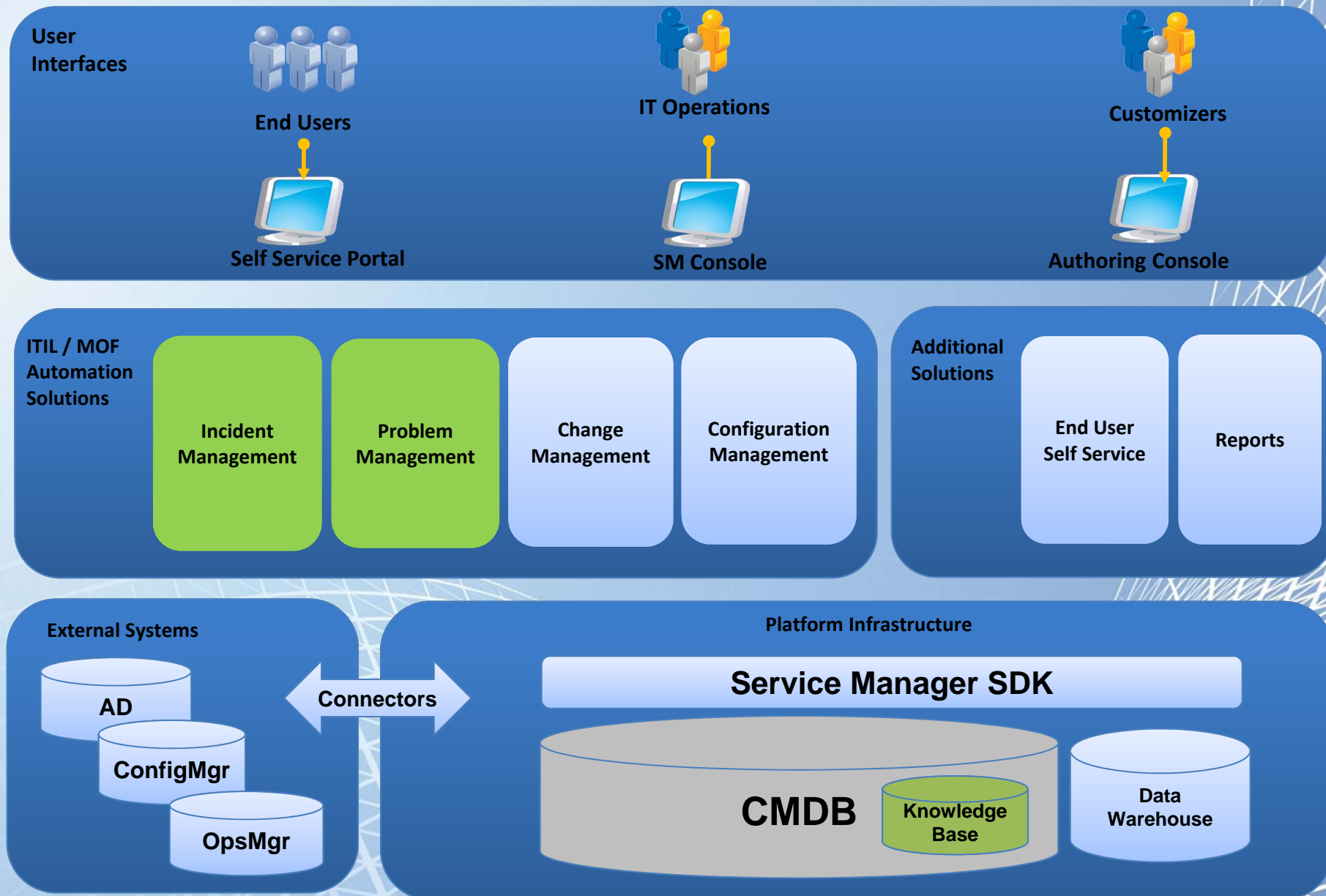
事件管理

事件管理

- Incident Management – a process to restore normal service operation as quickly as possible with minimum disruption to the business, ensuring that the best achievable levels of availability and service are maintained.

- An Incident is an unplanned interruption to an IT service or reduction in the quality of an IT service.
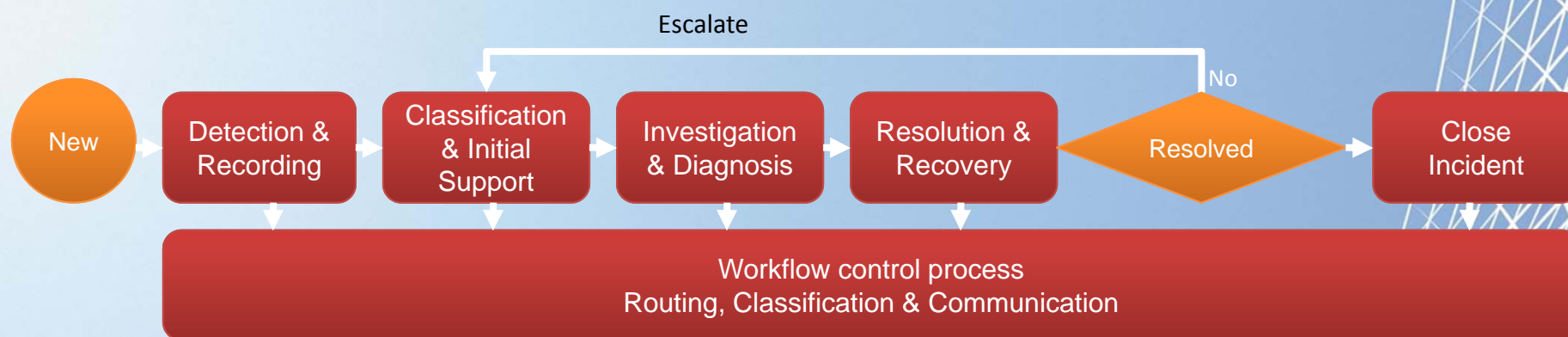
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事件管理流程

- Incident detection and recording
- Classification and initial support
- Investigation and diagnosis
- Resolution and recovery
- Incident closure
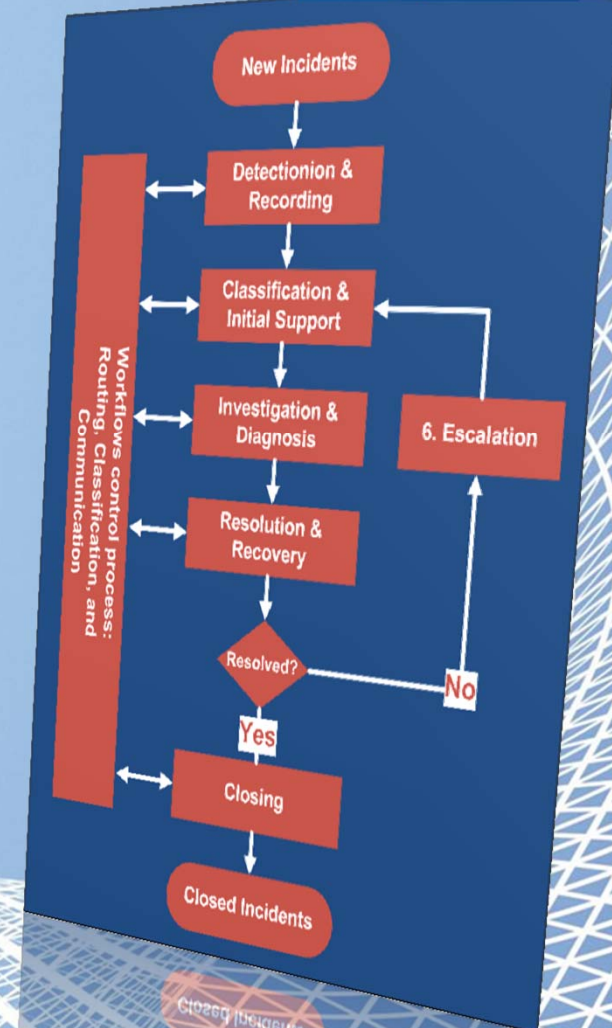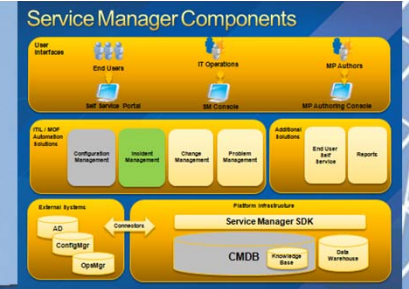- Incident ownership, monitoring, tracking and communication

Ownership, Monitoring, Tracking & Communication				
Detection & Recording	Classification & Initial Support	Investigation & Diagnosis	Resolution & Recovery	Close Incident

SCSM 事件管理

Incident Management
in Service Manager

Escalate

New → Detection & Recording → Classification & Initial Support → Investigation & Diagnosis → Resolution & Recovery → Resolved → No → Close Incident

Workflow control process
Routing, Classification & Communication

SCSM 事件管理

- Detection and Recording
  - Easy to use forms
  - Templates
  - Incidents from email, SCOM, DCM
- Classification & Initial Support
  - Self Service Portal Workflow
  - DCM Incident Workflow
  - SCOM Incident Workflow
- Incident Update Workflows
  - Re-route / classify incidents based on updates to priority, classification
- Target Resolution Time based on Incident Priorities
- Escalation Workflows
- Extensive Notifications

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事件申请

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◆ **SCSM** 事件管理

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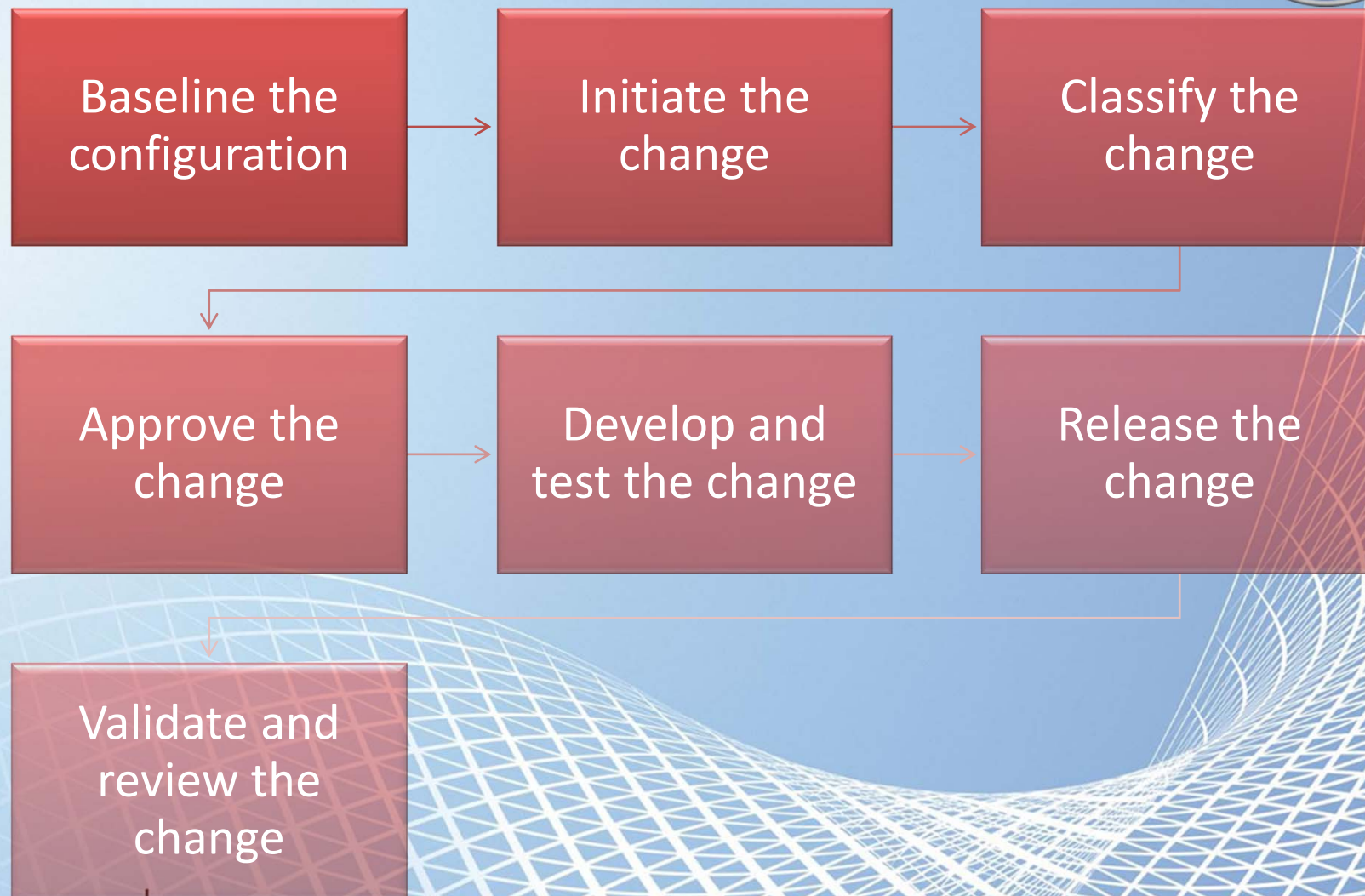
变更管理

变更管理

- Change Management – a process to ensure that changes are recorded, managed, authorized, prioritized, planned, tested, implemented, documented and reviewed in a controlled manner.

- The purpose of Change Management is to respond to the customer changing business requirements while maximizing value and reducing incidents, disruption and re-work and their impact on the business.

变更管理流程

Baseline the configuration → Initiate the change → Classify the change

Approve the change → Develop and test the change → Release the change

Validate and review the change

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Baseline Configuration

- Define Configuration Data to Track
  - Create Change Request from any Configuration Item or Work Item
  - Fields automatically populated
  - Use Related Items to link to Incidents, other Change Requests or Problem Records

- Audit content management systems(CMS) Content
  - Can be performed by Change Initiator or Change Owner

Baseline Configuration

Define Configuration Data

Audit CMS Content

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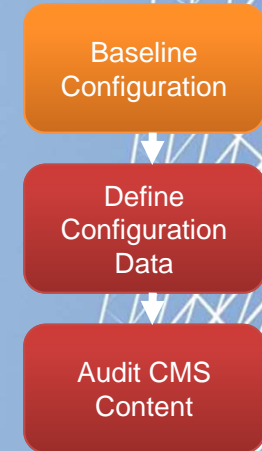
Initiate Change

- Initiate an RFC
  - Open a CR directly or from Configuration Item (CI) or Work Item (WI)
- Check Technical Configuration
  - If created from CI or WI, automatically validated.
  - Otherwise add to Configuration Items to Change
- Check Business Process
  - Select People to notify
- Identify Business Impact
  - Enter Impact and Risk
- Update the RFC
  - Automatically as you save the form

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Initiate Change

Initiate an RFC

Check Technical Configuration

Check Business Process

Identify Business Impact
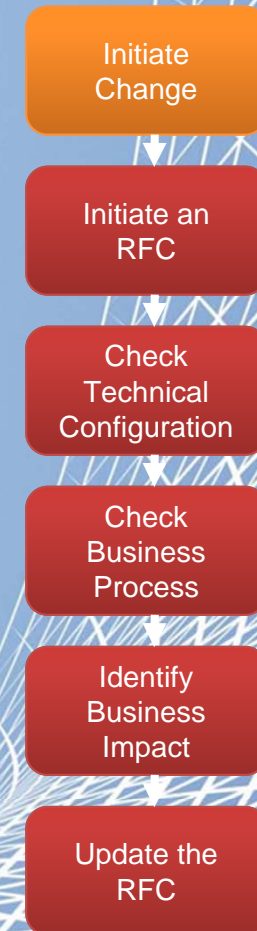
Update the RFC

Classify Change

- **Identify the Priority**
  - How soon change will be released
  - Immediate, High, Medium, Low
  - Also fields for Impact and Risk

- **Identify the Category**
  - Implemented by Templates
  - Major, Significant, Minor, Standard, Emergency

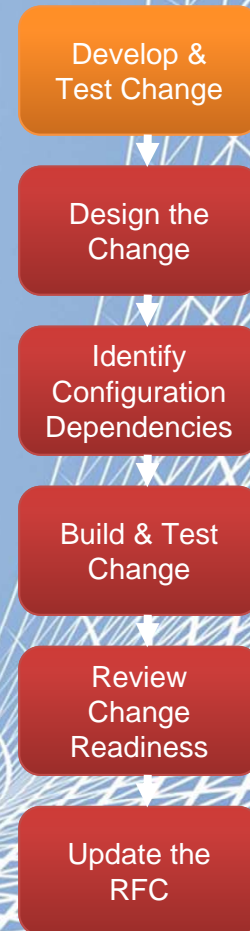- **Update the RFC**
  - Automatically as you save the form

Classify
Change

Identify
Priority

Identify
Category

Update the
RFC

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MOF

PLAN
OPERATE
DELIVER
MANAGE
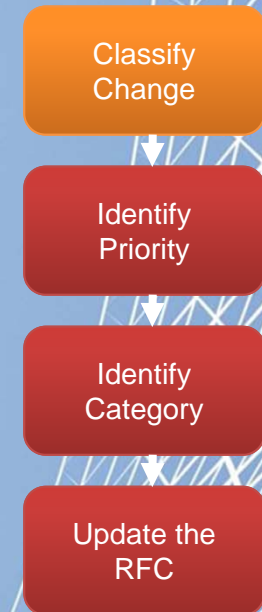
Approve & Schedule Change

- Route Change to Approval
  - Add Change Reviewer at Process tab

- Process Standard Changes
  - Use Standard Change Template

- Analyze Impact
  - Use Impact and Risk fields

- Approve, Reject or Request More Info
  - Approve Review Activity

- Update the RFC
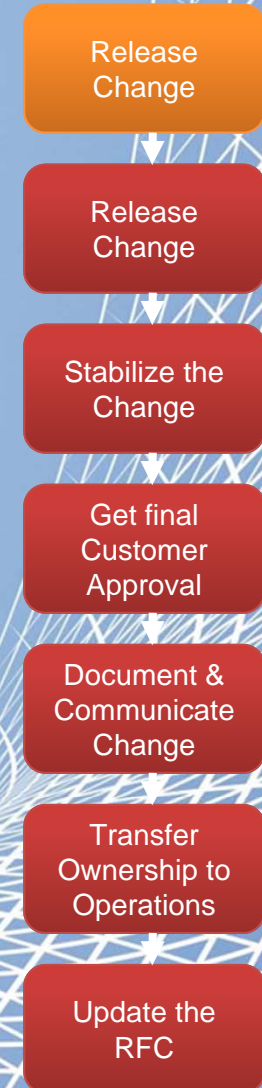 - Automatically as you save the form

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Approve & Schedule Change

Route Change to Approval

Process Standard Changes

Analyze Impact

Approve, Reject or more Info

Update the RFC

Develop & Test Change

- ## Design the Change
  - External activity
- ## Identify Configuration Dependencies
  - Use Related Items tab
- ## Build & Test Change
  - External Activity or create Tasks for Standard changes
- ## Review Change Readiness
  - Manual Activity by Change Owner
- ## Update the RFC
 - Automatically as you save the form

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Develop & Test Change

Design the Change

Identify Configuration Dependencies

Build & Test Change

Review Change Readiness

Update the RFC

Release Change

- Release Change
  - Use Configuration Manager or other management tools
- Stabilize the Change
  - Test change on pilot customers
- Get final Customer Approval
- Document & Communicate Change
- Transfer Ownership to Operations
- Update the RFC
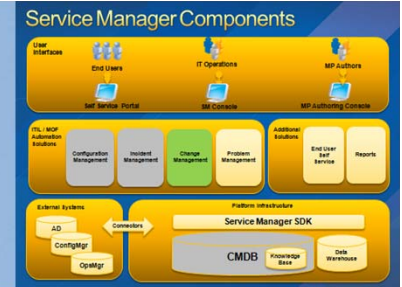 - Automatically as you save the form

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Release Change

Release Change

Stabilize the Change

Get final Customer Approval

Document & Communicate Change

Transfer Ownership to Operations

Update the RFC

Validate & Review Change

- Validate Technical Success
  - Run Reports
- Validate Business Success
  - Run Survey
- Audit Configuration Database
- Communicate and Record Change
- Update the RFC
  - Automatically as you save the form

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PLAN
MOF
OPERATE
DELIVER
MANAGE

Validate &
Review
Change

Validate
Technical
Success

Validate
Business
Success

Audit
Configuration
Database

Communicate
and Record
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Update the
RFC
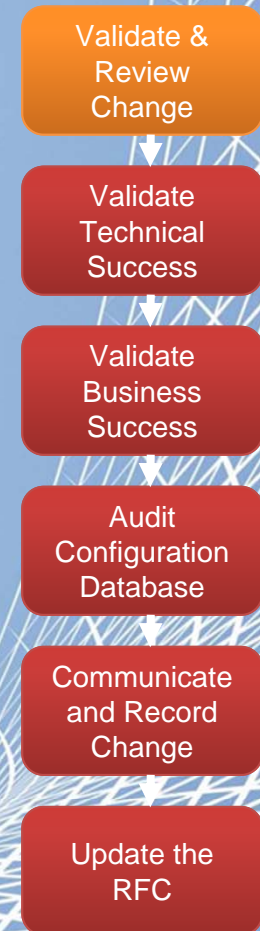
SCSM 变更管理

- Out-of-the-box implementation of core ITIL / MOF functionality

  - Review and implementation activities define flexible change workflow

  - Standard RFC fields; support for user roles

- OOB workflows and templates for typical types of changes (Standard, Minor, Major, Urgent)

- Accurately create RFCs by initiating directly from Incidents or CIs

- Fill in information quickly using templates

  - Templates for Standard, Major, and Emergency Change Requests

  - Templates for User Provisioning Service Requests and Patch Management Change Requests

- Measure performance and effectiveness through reports

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变更请求

DEMO

◆ **SCSM** 变更管理

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小结

- System Center Service Manager对于事件和变更的管理的方案更加规范、易于实现和高效

System Center 路线图

	1H CY10	2H CY10	1H CY11	2H CY11
Microsoft System Center Virtual Machine Manager			Beta	RTM
Microsoft System Center Configuration Manager		2007 R3	Beta2	RTM
Microsoft System Center Orchestrator	Acquired	opalis 6.3 A Microsoft Subsidiary	Beta	RTM
Microsoft Forefront Endpoint Protection 2010			Beta	RTM
Microsoft System Center Service Manager	2010 IT GRC		Beta	RTM
Microsoft System Center Data Protection Manager	2010		Beta	RTM
Microsoft System Center Operations Manager			Beta	RTM
AVIcode		Acquired		
Microsoft System Center Advisor		Beta	RC	RTW
System Center Project Codename "Concero"				Beta & RTM

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Beta/RTM above refer to System Center 2012 releases