



# THE COMPLETE SCSM TOOLKIT FROM CIRESON





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# How to Use This Toolkit

Are you just getting started with Microsoft Service Manager? Not sure what to do next? We're here to help, starting with this complete guide to SCSM. Check out tips from System Center experts, ITIL best practices, download free resources and apps, and much more.

## What is Microsoft Service Manager?

Microsoft Service Manager (SCSM) is a robust IT Service Management solution with an integrated platform for automating and adapting ITSM best practices to provide IT-as-a-Service. SCSM was built around Information [Technology Infrastructure Library](#) (ITIL) standards and [Microsoft Operational Framework](#) (MOF), enabling organizations of all sizes to increase efficiency and increase end user satisfaction. SCSM supports all of the primary ITIL components for Incident, Problem, Service Request, Change Request, and Release Management.

The workflow and automation capabilities with SCSM and Orchestrator (SCORCH) are extremely powerful and a strong competitor with other ITSM solutions. Out of the box, SCSM provides the ability to create workflows based on your organization's processes, whether simple routing of Work Items or processes that extend beyond the IT department. With SCORCH integration and [Cireson Solutions](#) in the mix, you can automate more complete processes freeing up your staff's time to focus on more important tasks. Learn more about the [robust capabilities of SCSM](#).





## SCSM Tips & Tricks

There's a lot you can do with Service Manager to make it work better out of the box for your organization. With over 52,000 System Center consulting hours at Cireson, we've compiled a list of best practice tips to help maximize your investment and increase productivity. Check some of them out below:

- Service Manager requires heavy duty disk I/O. Make sure you have the highest speed disks available for your environment.
- Verify all permissions are given to Service Accounts, and that all Microsoft documented prerequisites for Service Manager are followed.
- Come up with a naming convention and strategy for your various management packs, and stick with it!
- Choose the right build for your organization. Service Manager has a "fast" and a "slow" channel available for new releases, with varying lengths of support.
- Split your environment into a Development, QA/Testing, and Production environment. Build everything in the Development system and elevate to QA/Testing then Production.
- Consider disaster recovery and uptime requirements, and create as many Service Manager Management Servers as are appropriate for your needs.



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TIPS

## SCSM in the Real World

**The Skövde Municipality** IT Department is responsible for supporting about 7,500 employees across Skövde, Hjo, and Tibro Municipalities. They needed a more user-friendly experience for end users to request services throughout their organization. Working with Cireson partner **Innofactor**, they customized the Cireson SCSM Self-Service Portal to create categories for more than 70 forms with role-based access and visibility.

[READ MORE](#)

## Free SCSM Apps from Cireson

We have numerous free SCSM apps for the community to help you #domore with your System Center investment. Download as many as you wish!



### SCSM Portal - Community

Web-based Portal featuring Incident Management for Analysts and self-service tools for end users.



### Auto Close

Configure how many days an Incident, Service Request, Change, etc. should be closed within.



### Advanced Send Email

Allows an Analyst to send an email to the affected user or other recipients from the context of an Incident within the SCSM Console.



### Notify Analyst

Support incident & service requests along with notification workflows.



### Service Desk Ticker

Create an announcement within SCSM and communicate the announcement to an employee's computer in real time.



### Time Tracker

Record time spent working on other types of Work Items.





## Apps & Tools from the Cireson Community

Check out some of the highlights from the [Cireson Community](#) and join the discussion today!



- **SMP Helper:** The SMP helper tool is a collection of very useful Cireson & SCSM PowerShell and SQL queries all brought together within a user-friendly GUI application.
- **SMlets based Exchange Connector:** Powerful Exchange Connector built with PowerShell SMlets.
- **Export Workitem to HTML:** This PowerShell app lets you export a whole Work Item including Action Log and History to a HTML file.
- **SCSM Entity Explorer:** GUI to examine behind-the-scenes data in Service Manager.
- **Papercut:** Local SMTP server for testing notifications without the risk of spamming your constituents.
- **HTML Template Tester:** Quick and straightforward way to test notification content, without fussing with their triggers.

## Third Party SCSM Tools & Documentation

Here are some helpful third-party SCSM apps.

- **Cireson Portal Monitoring SCOM Management Pack:** This Management Pack provides discovery, monitoring and alerting for all the key supporting components of Cireson Portal instances.
- **SCSM Enumeration Builder:** With Enumeration Builder we can create an unsealed MP containing as many list items as you need.
- **SCSM Data Warehouse Architecture Diagram:** This Visio diagram shows the various connectors, ETL jobs, and databases involved in the Service Manager data warehouse.
- **SCSM Sizer Tool:** This tool can be used to size your Service Manager deployment based on how much data you plan to manage.
- **System Center 2016 and 2012 Visio Stencils:** SCSM Visio stencils.
- **SCSM Cookbook 2012 edition:** View configuration and administration tips.
- **Service Manager Documentation:** View SCSM documentation from Microsoft.
- **SCSM Survival Guide:** Useful tips for SCSM Admins from Microsoft.



# Journey Through ITSM with Service Manager & Cireson

Walk through the journey of Incident Management, Service Fulfillment and Change Management to align your ITSM program with ITIL best practices. These webinar recordings share tips for developing a mature ITSM program and focus on elements to ensure your ITSM goals are achieved.

## Part 1: Best Practices for Building an Incident Request Program

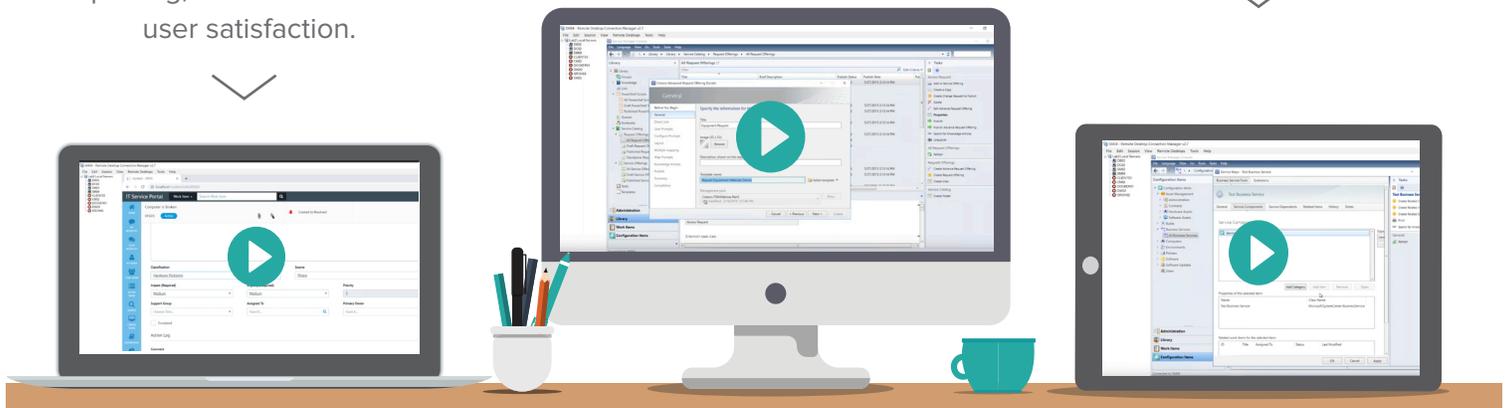
Explore best practices for implementing Incident Management for improved Service Delivery, Incident reporting, and increased end user satisfaction.

## Part 2: Efficient Handling of Service Requests

Learn how to architect your Service Fulfillment program to support process workflows and automation.

## Part 3: Proactive Change Management

Learn Change Management best practices including considerations and configurations.



## You Made It! Thanks for Reading our SCSM Toolkit. What's Next?

We're here to help with your Service Manager needs. Schedule a free one-hour consultation with an ITIL-certified System Center expert. We can answer your questions, advise on projects, and give additional best practice advice.

Email [team@cireson.com](mailto:team@cireson.com) to get started.

