

Demand Management 7.1 Configuration

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Overview

This classroom course is an ideal way to launch your Demand Management implementation, and will create a solid foundation for your implementation decisions. Through interactive discussions and hands-on exercises, an experienced instructor will guide participants in designing and configuring the fundamental components of a request process – this is the foundation layer of all Demand Management, Portfolio Management, Project Management, and Program Management implementations.

Learning Method

You will receive expert instruction for an ITIL specialist who will present the course using a slide presentation and facilitated discussion. At the end of each chapter there will be review questions followed by a hands on exercise to ensure students understanding of each lesson.

Each student will receive a copy of the HP Demand Management manual. This manual is used throughout the course and proves a useful reference tool upon completion of the course.

Who will benefit from this course?

- This course is recommended for all members of your Demand Management project team, including project managers, business analysts, technical administrators, and functional experts.

Pre-Requisites for this course

Registration for this course includes access to a preclass computer-based tutorial. This tutorial must be completed prior to attending the class.

What you can expect to gain from this course?

At the end of the course, you will be able to:

- Describe the major components for building request resolution processes.
- Design and configure a workflow to model the steps, transitions, and notifications involved in a process.
- Plan and configure security groups to assign application permissions and process roles to user groups.
- Design and configure request types to collect and store information throughout a request management process.
- Build and configure subworkflows that can be called from other workflows.
- Use condition steps to direct parallel processes within a workflow.

Duration: 5 days**On Demand In:
MELBOURNE
SYDNEY
BRISBANE
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- Define data-dependent process routing rules by configuring workflow steps to extract information from a data field or a SQL query.
- Automate system executions and database updates by configuring workflow steps to call PL/SQL functions and run special commands.
- Design and configure custom portlets.
- Design and configure custom report types

Course Content

DAY 1

Using PPM Center to Process Requests, Packages, and Tasks

- Overview of PPM Center
- Processing Requests
- Processing Packages
- Processing Project Tasks
- PPM Center Entity Relationships

Users, Licenses, and Security

- Creating and Managing User Accounts and Licenses
- Creating and Managing Security Groups

Workflow Basics

- Designing Workflows

DAY 2

Workflow Basics (cont'd.)

- Basic Workflow Configuration
- Configuring Decision Step Sources

Controlling Data Integrity Using Validations Request Process Configurations

- Configuring Request Workflows

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DAY 3

Request Process Configurations (cont'd.)

- Configuring Request Header and Request Types
- Using Request Type Rules
- Setting Status Dependencies
- Automating System Executions in Requests

DAY 4

Using Advanced Workflow Execution Steps

- Defining Data-Dependent Routing Rules
- Using Workflow Parameters
- Automating System Executions

Using Conditions Steps

Configuring Subworkflows

- Creating Subworkflows

DAY 5

Configuring Subworkflows (cont'd.)

- Using Subworkflows

Configuring Portlets

- Building Data Sources
- Creating Portlet Definitions

Custom Reporting

- Configuring Report Types
- Using the Reporting MetaLayer

Related Courses

ILT Portfolio management for managers
ILT Project management
Portfolio management 7.1 configuration

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