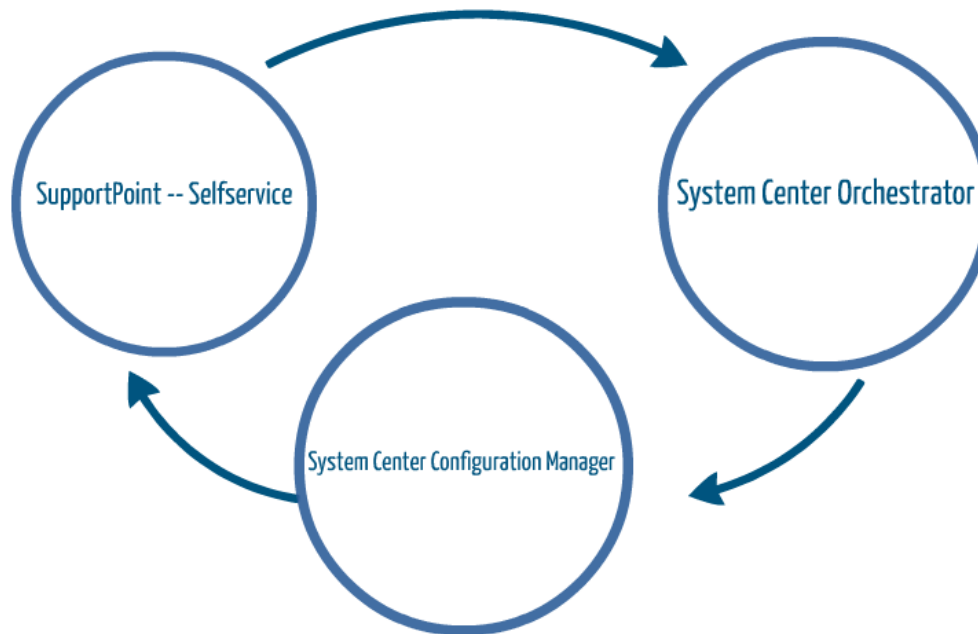


Automatisering av servicedesk ved hjelp av System Center Orchestrator og System Center Configuration Manager

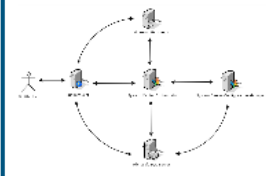


1

Forstudie



Læringsdesign



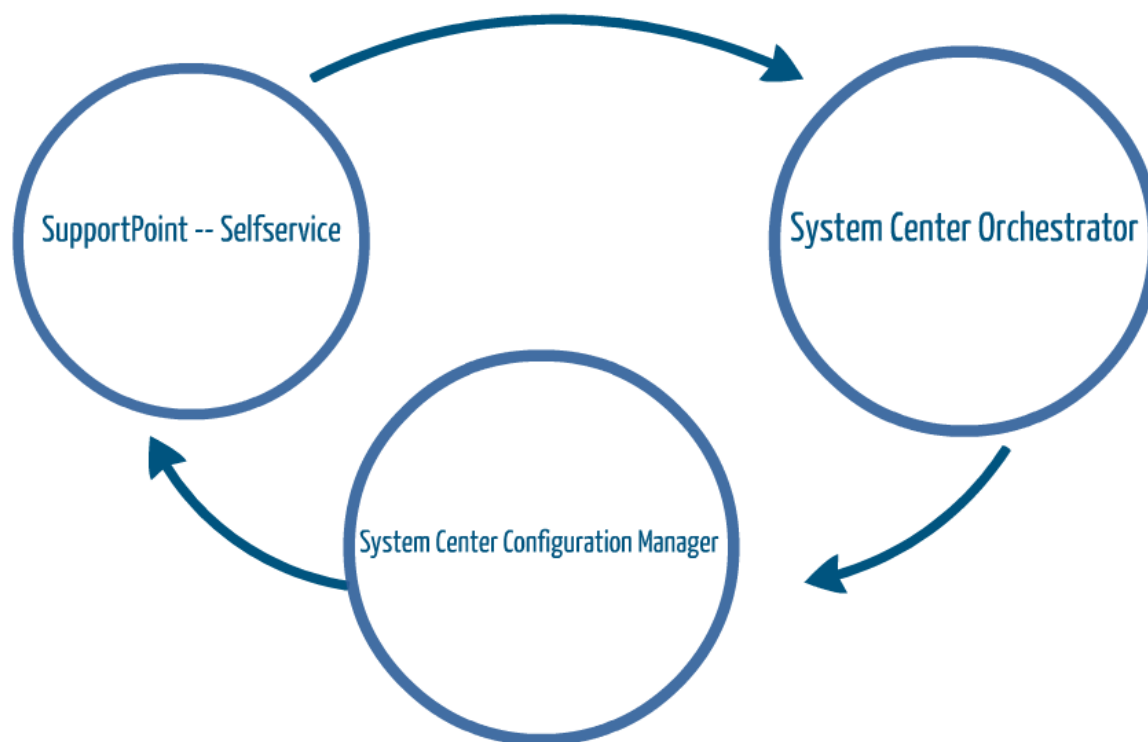
Programme



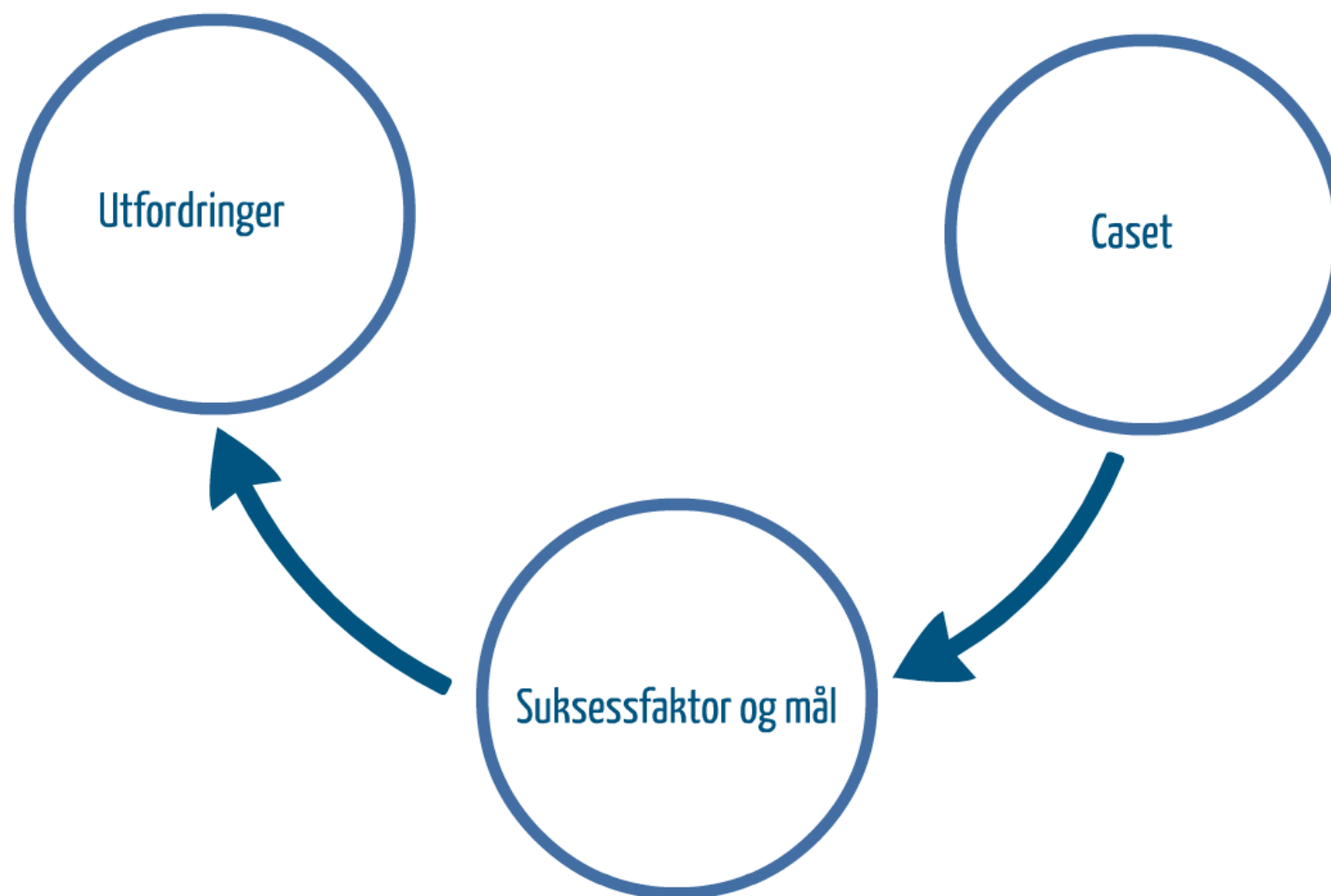
Resultat

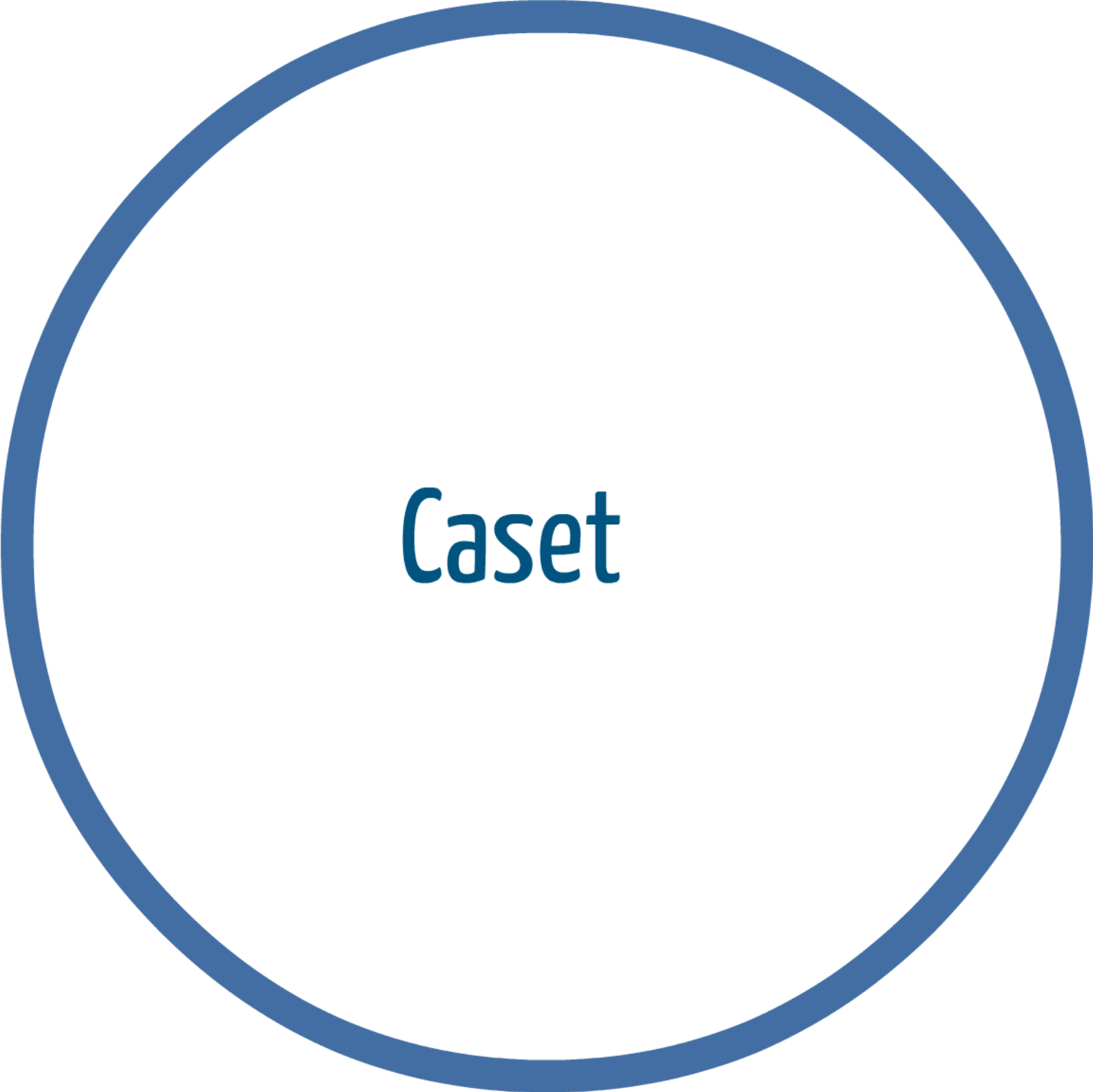
- Hvordan ble oppgaven løst
- Hvordan prosjektet gikk
- Videre arbeid

Automatisering av servicedesk ved hjelp av System Center Orchestrator og System Center Configuration Manager



Forstudie





Caset

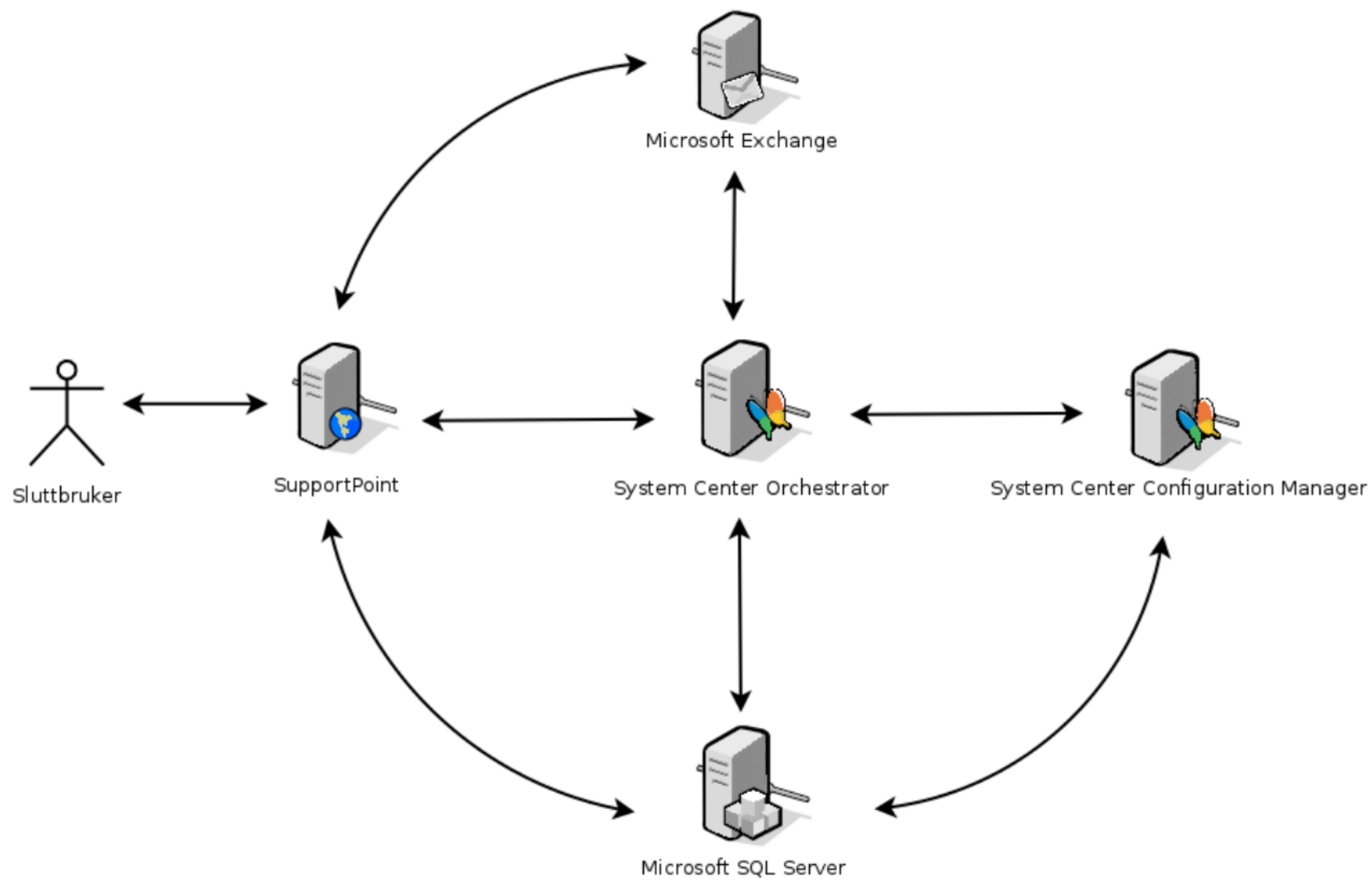


Suksessfaktor og mål



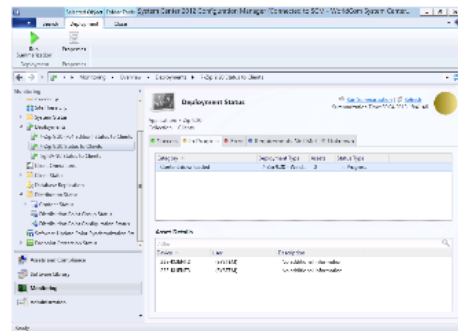
Utfordringer

Løsningsdesign



Programvare

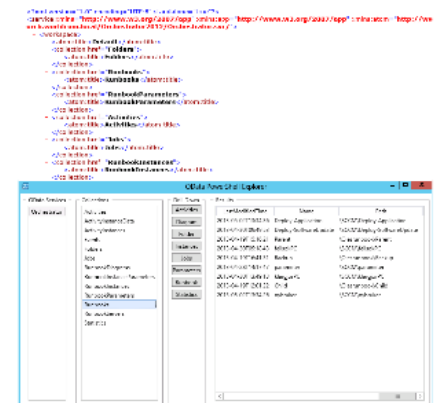
System Center Configuration Manager



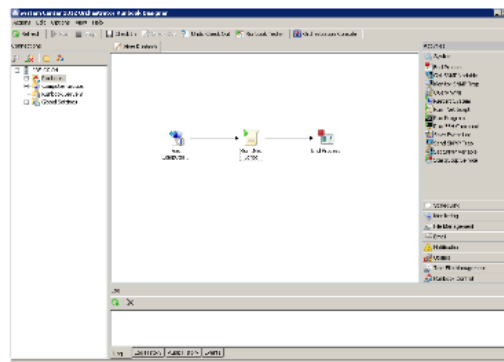
System Center Configuration Manager (SCCM) is a software management solution that allows you to manage the deployment and maintenance of software across your organization.



SupportPoint



System Center Orchestrator



System Center Configuration Manager

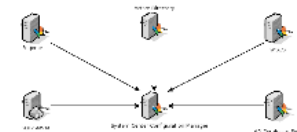
The screenshot shows the System Center Configuration Manager console. The left pane displays the 'Monitoring' view with a tree structure including 'Site Hierarchy', 'System Status', 'Deployments', 'Client Operations', 'Client Status', 'Database Replication', 'Distribution Status', 'Content Status', 'Distribution Point Group Status', 'Distribution Point Configuration Status', 'Software Update Point Synchronization Status', and 'Endpoint Protection Status'. The right pane shows the 'Deployment Status' for '7-Zip 9.20 Status to Clients'. It includes a 'Run Summarization' button and a 'Refresh' button. Below these, there is a table showing the deployment status for 'Content downloaded' with a status of 'In Progress'. The 'Asset Details' section shows a list of devices and their users.

Category	Deployment Type	Assets	Status Type
Content downloaded	7-Zip 9.20 - Wind...	2	In Progress

Device	User	Description
23E-KLIENT2	(SYSTEM)	No additional information
23E-KLIENT3	(SYSTEM)	No additional information

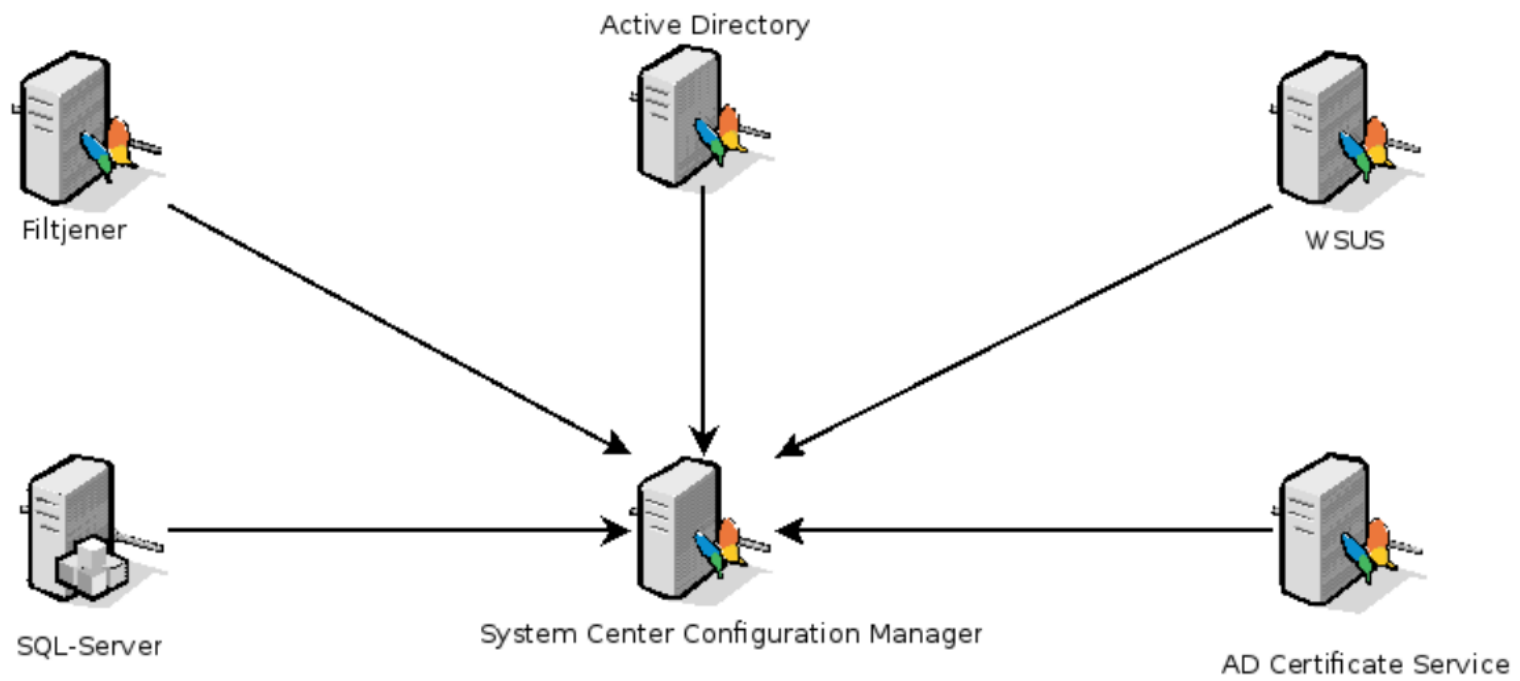
Muligheter i SCCM

- Monitorere og administrere enheter
- Administrere anti-virus
- Distribuere programvare, oppdateringer og operativsystem

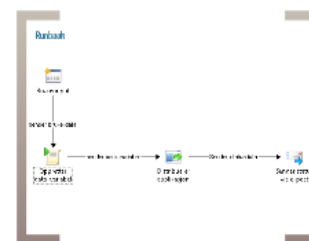
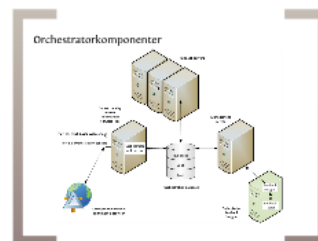
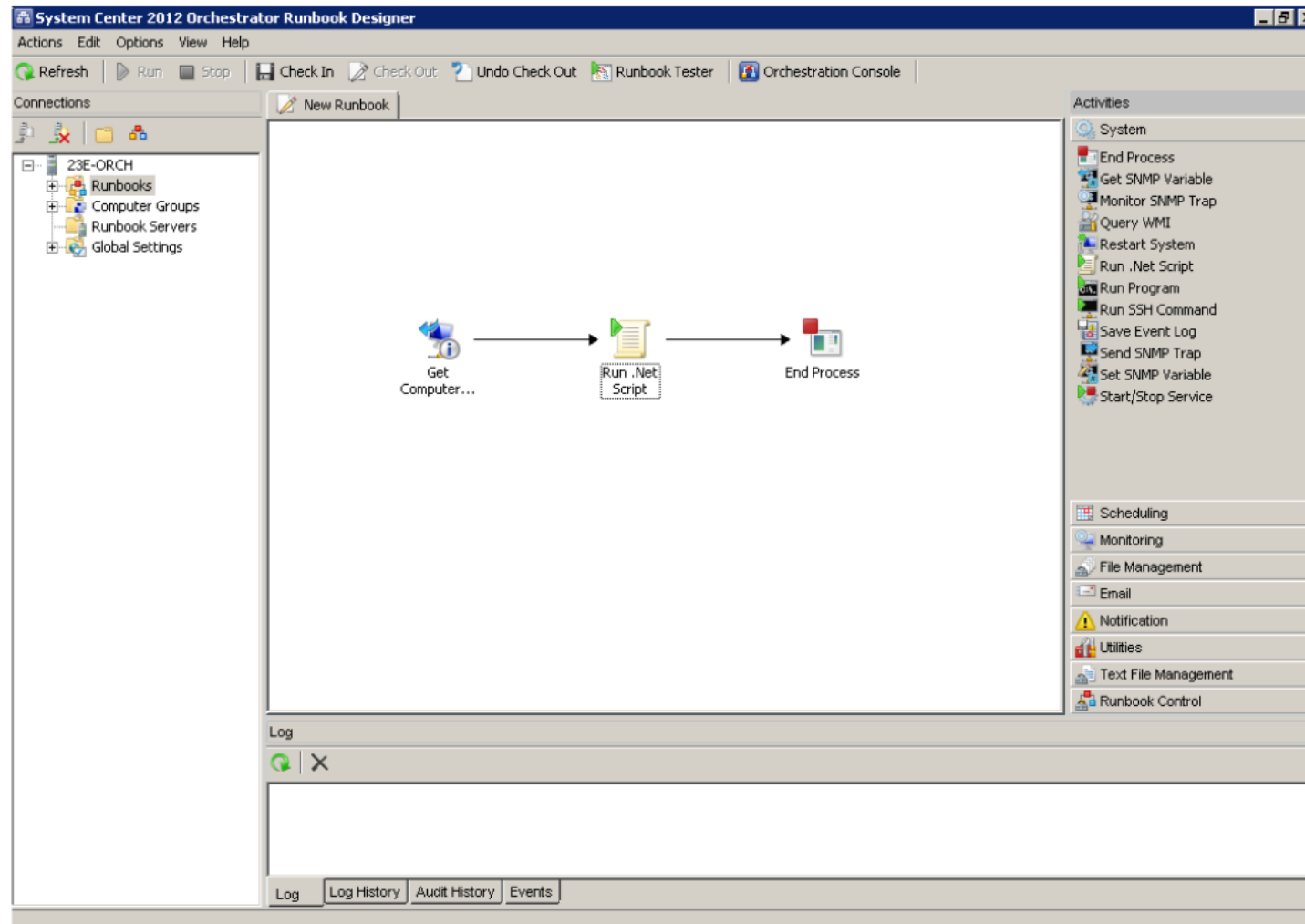


Muligheter i SCCM

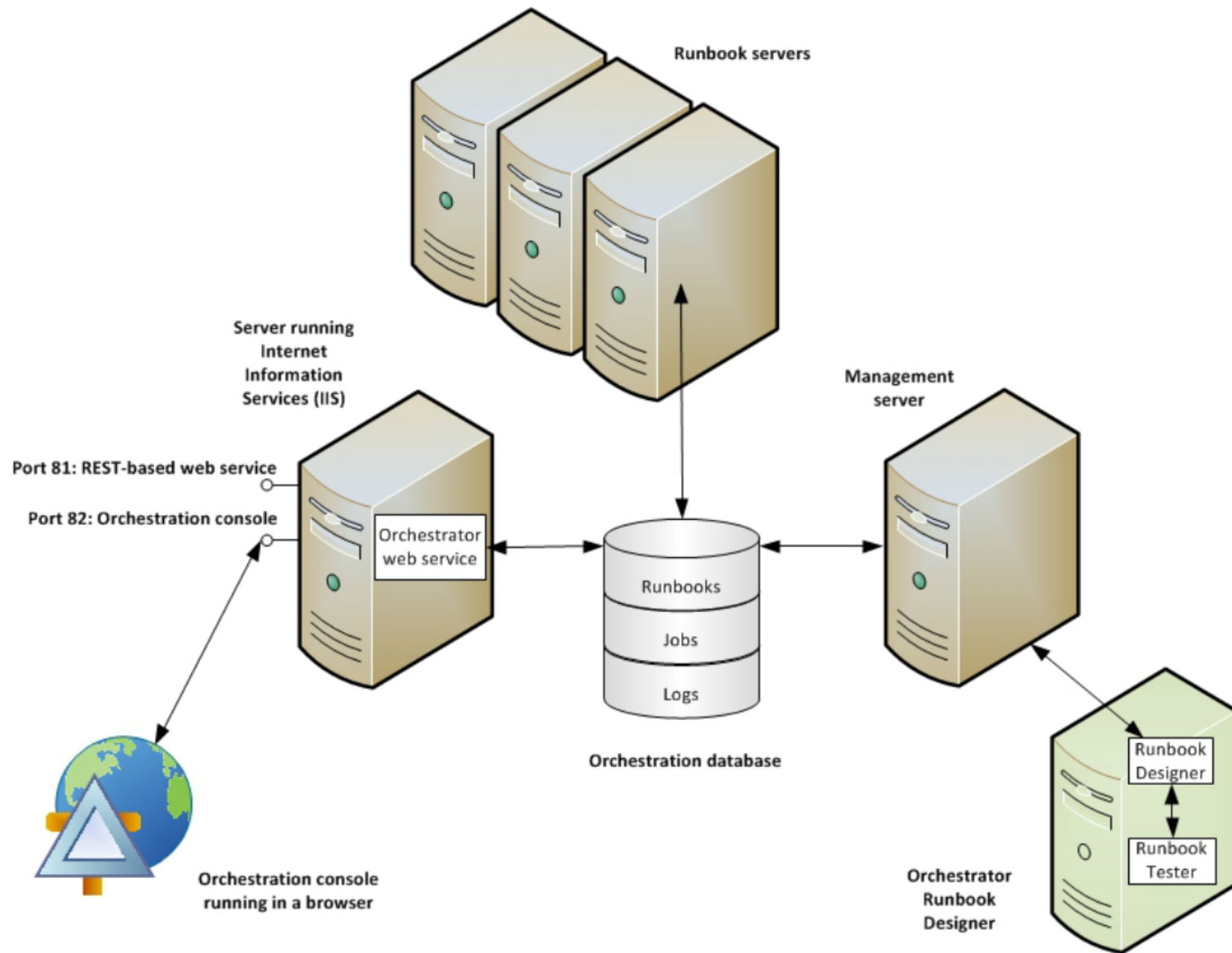
- Monitorere og administrere enheter
- Administrere anti-virus
- Distribuere programvare, oppdateringer og operativsystem



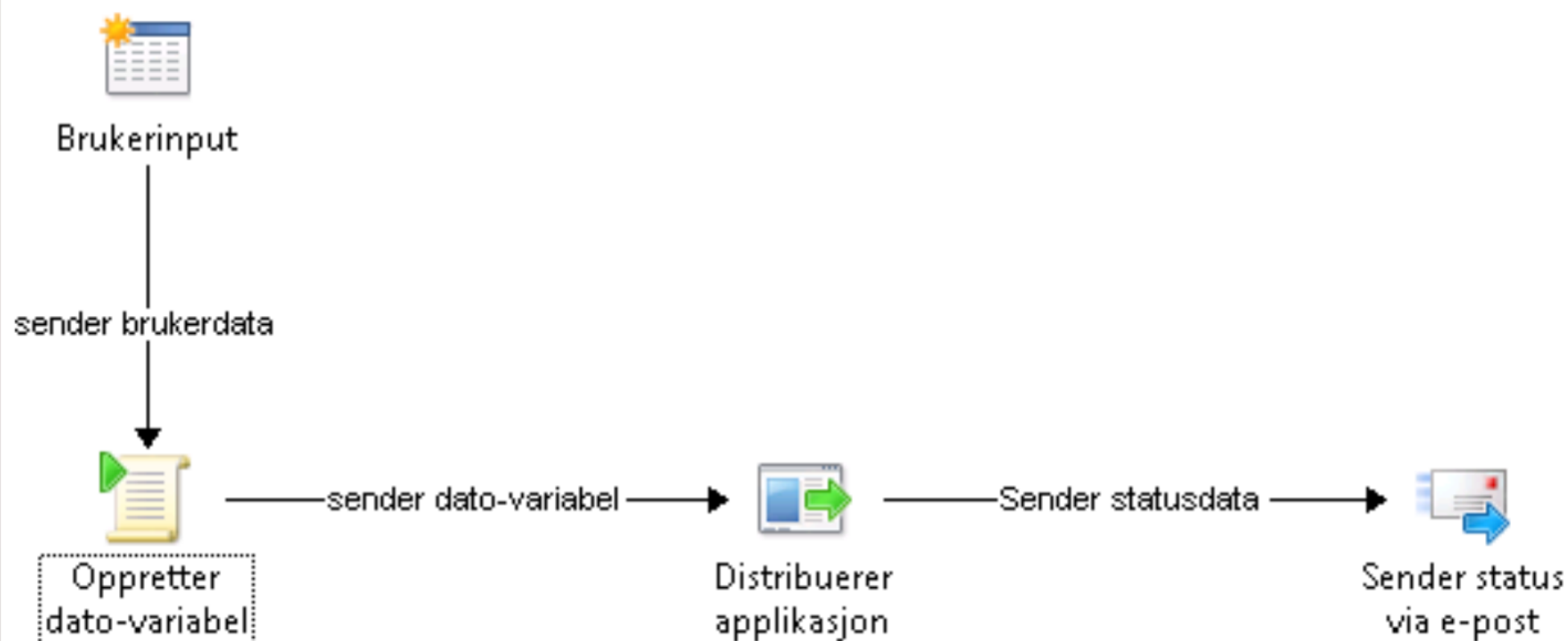
System Center Orchestrator



Orchestratorkomponenten



Runbook



SupportPoint

```
<?xml version="1.0" encoding="UTF-8" standalone="true"?>
- <service xmlns="http://www.w3.org/2007/app" xmlns:app="http://www.w3.org/2007/app" xmlns:atom="http://www
orch.worldcom.local/Orchestrator2012/Orchestrator.svc/">
- <workspace>
  <atom:title>Default</atom:title>
  - <collection href="Folders">
    <atom:title>Folders</atom:title>
  </collection>
  - <collection href="Runbooks">
    <atom:title>Runbooks</atom:title>
  </collection>
  - <collection href="RunbookParameters">
    <atom:title>RunbookParameters</atom:title>
  </collection>
  - <collection href="Activities">
    <atom:title>Activities</atom:title>
  </collection>
  - <collection href="Jobs">
    <atom:title>Jobs</atom:title>
  </collection>
  - <collection href="RunbookInstances">
    <atom:title>RunbookInstances</atom:title>
  </collection>
</workspace>
</service>
```

OData PowerShell Explorer

OData Services: Orchestrator

Collections:

- Activities
- ActivityInstanceData
- ActivityInstances
- Events
- Folders
- Jobs
- RunbookDiagrams
- RunbookInstanceParameters
- RunbookInstances
- RunbookParameters
- Runbooks**
- RunbookServers
- Statistics

Drill Down:

- Activities
- Diagram
- Folder
- Instances
- Jobs
- Parameters
- Runbook
- Statistics

Results:

LastModifiedTime	Name	Path
2013-05-02T13:34:36	Deploy-Application	\SCCM\Deploy-Application
2013-04-30T09:49:53	Deploy-SoftwareUpdate	\SCCM\Deploy-SoftwareUpdate
2013-04-19T15:16:21	Parent	\Olesrunbook\Parent
2013-04-30T09:18:43	feilsokPC	\SCCM\feilsokPC
2013-04-19T16:41:31	Backup	\Olesrunbook\Backup
2013-04-28T14:17:47	parameter	\SCCM\parameter
2013-04-30T13:49:13	klargjorPC	\SCCM\klargjorPC
2013-04-19T12:01:22	Child	\Olesrunbook\Child
2013-05-02T13:34:26	nybruker	\SCCM\nybruker

Resultat

- Hvordan ble oppgaven løst
- Hvordan prosjektet gikk
- Videre arbeid