

# Cisco Intelligent Automation Training: Request Center Project Team Essentials Training

Service Data Sheet



Request Center Project Team Essentials Training is a live, interactive course that teaches you how to configure and deploy your self-service portal and expedite automated fulfillment of service requests.

## **Challenge: Accelerate Deployment of Your Service Catalog with Automated Fulfillment Capability**

Cisco® Request Center is the primary software application in Cisco Cloud Portal and Cisco Workplace Portal. Cisco Cloud Portal facilitates self-service ordering from a unified service portal for computing, networking, storage, and other data center resources. The same technology can be licensed as Cisco Workplace Portal to manage desktop, communications, and other end-user service requests through a catalog of workplace services for employees.

Cisco Request Center incorporates both self-service request management and service lifecycle management. Cisco Request Center can dramatically reduce the cycle time for the ordering, approval, and provisioning of new applications environments, while maintaining the policy-based controls and governance required for enterprise-class data center management. IT administrators can also use Cisco Request Center's service lifecycle management capabilities to align capacity with actual tracked and projected business needs.

Time-to-market pressures can make it difficult for resource-constrained IT departments to design and implement an effective cloud portal or workplace portal. To plan, implement, and manage your Cisco Request Center with confidence, you want your teams to receive expert training.

## **Solution: Request Center Project Team Essentials Training**

Request Center Project Team Essentials Training is designed as a classroom-based, instructor-led course that can also be delivered over the web. Our solutions experts will guide you through proven strategies to help you rapidly deploy your service catalog and portal, boost user adoption and utilization, and create the foundation for self-reliance.

Typical course attendees include any project team member participating in a Cisco professional services engagement to plan, design, configure, launch, and manage Cisco Request Center.

## Program Elements

This 3-day course employs scenario-based, hands-on exercises and cases to prepare project team members to actively and productively participate in all phases of an implementation project. At the conclusion of this course, your team will understand the Request Center application and its use by internal customers, business unit managers, and those responsible for designing, delivering, and managing services. In addition, participants will learn how to:

- Use tools and templates to develop high-level service designs and detailed design specifications
- Configure Cisco Request Center to reflect your specific organizational structures
- Configure a service catalog, including service forms, service items, and service ordering, approval, and fulfillment processes
- Access and incorporate Cisco Request Center data to enhance the content provided in notifications, during service fulfillment, and throughout service management
- Administer roles and permissions throughout Cisco Request Center
- Access reports and key performance indicators (KPIs)

## Course Overview

Table 1 provides an overview of the Request Center Project Team Essentials Training course.

**Table 1. Request Center Project Team Essentials Training Content**

Course Module	Content
Cisco Request Center overview	<ul style="list-style-type: none"><li>• Introduction to MyServices</li><li>• Ordering a service</li><li>• Approving a service request</li><li>• Tracking a requisition</li></ul>
Performing work and managing service delivery	<ul style="list-style-type: none"><li>• Introduction to ServiceManager, including:<ul style="list-style-type: none"><li>• Performing work</li><li>• Assigning and managing work</li><li>• Monitoring service delivery</li></ul></li></ul>
Organization design and site administration	<ul style="list-style-type: none"><li>• Introduction to OrganizationDesigner</li><li>• Introduction to administration</li><li>• Overview of roles</li></ul>
Designing and configuring services	<ul style="list-style-type: none"><li>• Introduction to ServiceDesigner</li><li>• Navigational options, including descriptions, categories and keywords, and pricing</li><li>• Using presentations and graphics</li></ul>
Designing and configuring service items	<ul style="list-style-type: none"><li>• Designing service items and standards</li><li>• Configuring service item-based dictionaries</li><li>• Using standards for data validation</li><li>• Using service item tasks in a delivery plan</li><li>• Reviewing service item ownership and history</li><li>• Importing and exporting service items</li></ul>

Course Module	Content
Designing and configuring service forms	<ul style="list-style-type: none"> <li>• Dictionaries and dictionary management</li> <li>• Configuring active form components               <ul style="list-style-type: none"> <li>• Display properties</li> <li>• Access control</li> <li>• Conditional rules</li> <li>• Dynamic data retrieval</li> </ul> </li> <li>• Interactive service forms (ISF) and form behavior</li> </ul>
Designing and configuring service delivery processes	<ul style="list-style-type: none"> <li>• Configuring workflows</li> <li>• Using checklists</li> <li>• Notifications and escalations</li> <li>• Using conditions and expressions</li> <li>• Configuring dynamic task assignment</li> </ul>
Designing and configuring authorizations	<ul style="list-style-type: none"> <li>• Configuring authorizations and reviews</li> <li>• Using escalations</li> </ul>
Service ordering permissions	<ul style="list-style-type: none"> <li>• Overview of ordering permissions</li> <li>• Configuring ordering permissions</li> </ul>
Configuration management	<ul style="list-style-type: none"> <li>• Overview of promote-to-production strategies</li> <li>• Overview of CatalogDeployer</li> </ul>
Designing and configuring the portal	<ul style="list-style-type: none"> <li>• Introduction to Cisco Portal Manager</li> <li>• Designing and configuring portlets</li> <li>• Working with Java specification request (JSR) portlets</li> <li>• Creating and managing portal pages</li> </ul>
Overview of reporting and metrics	<ul style="list-style-type: none"> <li>• Running reports</li> <li>• Using KPIs</li> <li>• Introduction to advanced reporting</li> </ul>
Service design objectives and standards	<ul style="list-style-type: none"> <li>• Delivering business value with Cisco Request Center</li> <li>• Service catalog design standards, including:               <ul style="list-style-type: none"> <li>• Avoiding common design mistakes</li> <li>• Service design best practices</li> </ul> </li> </ul>
Planning and managing a Cisco Request Center project	<ul style="list-style-type: none"> <li>• Overview of Cisco lifecycle services</li> <li>• Planning and managing your Cisco Request Center project from planning through optimization</li> <li>• Assigning roles and responsibilities</li> <li>• Using Cisco tools and templates</li> </ul>

## Benefits

These courses help guide customers' strategies and related processes for their Cisco Cloud Portal or Cisco Workplace Portal project, help customers initiate rapid deployment of solutions, and form a foundation for customer self-reliance.

## Why Cisco Services?

Achieve the full business value of your technology investments more quickly with intelligent, personalized services from Cisco and our partners. Backed by deep technology expertise and a broad

ecosystem of partners, we enable you to successfully plan, build, and run your IT infrastructure as a powerful business platform. Whether you are looking for ways to quickly seize new opportunities to meet rising customer expectations, improve operation efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

## Availability

The Request Center Project Team Essentials Training series is widely available. Contact your local Cisco representative for information about availability in your area.

## For More Information

For more information about Request Center Project Team Essentials Training and other Cisco Intelligent Automation Training, visit [www.cisco.com/en/US/products/ps11168/serv\\_home.html](http://www.cisco.com/en/US/products/ps11168/serv_home.html).

Cisco services. smarter *together*



Americas Headquarters  
Cisco Systems, Inc.  
San Jose, CA

Asia Pacific Headquarters  
Cisco Systems (USA) Pte. Ltd.  
Singapore

Europe Headquarters  
Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company.