# Cisco Intelligent Automation Training: Request Center Service Link Training

Request Center Service Link Training is a 2-day technical course that includes instruction in planning, implementing, and managing inbound and outbound integrations using Cisco Service Link.

## Challenge: Manage Inbound and Outbound Integration with Mission-Critical Enterprise Applications and Your Service Catalog

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 application 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.

Cisco Request Center Service Link provides intensive technical training for systems integrators in designing, building, and managing integrations between the service catalog and other mission-critical enterprise applications. Participants will receive in-depth instruction on best practices and techniques for planning, implementing, and managing integrations using Cisco Request Center Service Link Training.

## Solution: Request Center Service Link Training

The Request Center Service Link Training 2-day technical course employs lectures, demonstrations, and hands-on exercises to provide participants with instruction in planning, implementing, and managing inbound and outbound integrations using Cisco Service Link. Participants receive instruction in Cisco Service Link architecture and in XML. The course specifically addresses the use of Cisco Service Link to configure agents and transformations, invoke external tasks and external authorizations, and monitor and troubleshoot. Integration with web services provided by external applications is also addressed.

This course is instructor led and classroom based. It is led by experts in IT service catalog and service portfolio management (SPM) solutions. These courses are proven to accelerate deployment of cloud solutions, boost user adoption and utilization, and form the foundation for self-reliance.

This technical course is designed for:

- Application integration designers and programmers who need to understand Cisco Service Link basics, and who require this training as prerequisite for integration with Cisco applications, such as Cisco Tidal Enterprise Orchestrator (TEO), and third-party software
- Technically oriented service designers who need to understand the interfaces between ServiceDesigner and Cisco Service Link

- Administrators who are responsible for monitoring, investigating, and correcting production problems arising from Cisco Request Center integrations

### Prerequisite Skills
- Basic understanding of XML tag structure
- Basic-to-intermediate experience using Extensible Stylesheet Language (XSL) and XSL Transformations (XSLT) and the ability to write simple XSLT

### Prerequisite Training
Completion of the Request Center Project Team Essentials Training course or equivalent direct experience working with Cisco Request Center is strongly recommended.

### Software and Training Environment Requirements
Each student is expected to provide a laptop computer. Prior to the training, the instructor will provide additional specific information regarding software and training environments.

### Optional Request Center Service Link Adapter Development Kit Training
An optional 1-day Request Center Service Link Adapter Development Kit Training course is available for customers who want to learn how to use the Request Center Service Link Adapter Development Kit to develop custom integrations. Refer to the Request Center Service Link Development Kit Training course description for details.

### Course Overview
Table 1 provides an overview of the Request Center Service Link Training course.

Table 1. Request Center Service Link Training Content

| Course Module | Content |
|---|---|
| Technology overview | - Overview of Cisco Request Center modules, terms, and definitions<br>- Review of service configuration fundamentals<br>- Review of integration capabilities<br>- Review of required technologies and prerequisites |
| Cisco Service Link overview | - Integration architecture<br>- Cisco Service Link integration components: adapters, agents, and transformations |
| Implementation agents | - Use of the file adapter<br>- Use of agents and agent parameters<br>- Overview of transformations and XSLT<br>- Use of the database adapter to write and read records<br>- Overview of inbound NSXML formats and message types<br>- Overview of the HTTP and web services adapter, including Simple Object Access Protocol (SOAP) messaging |
| Cisco Service Link monitoring and administration | - Use of the Cisco Service Link dashboard to monitor and correct failed messages<br>- Cisco Service Link message monitoring<br>- Cisco Service Link task monitoring<br>- Cisco Service Link troubleshooting |

| Course Module | Content |
| --- | --- |
| VMware integration | • Overview of the VMware adapter<br>• Supported VMware operations<br>• Configuration of dictionaries for use with the VMware adapter |
| Web services | • Environment for developing web services<br>• Web services capabilities, including request-level and task-level integration, portfolio management, and category management |
| Application adapter kits | • BMC Remedy integration<br>• Other prebuilt application-specific adapters |

## Benefits

These courses help guide customers' service catalog strategies and related processes, help customers initiate rapid deployment of cloud 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

Request Center Service Link Training is widely available. Contact your local Cisco representative for information about availability in your area.

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