

Australian Service Manager User Group

Knowledge Event

November 25



Objective

- To share knowledge of SCSM
- To help users get the most from SCSM
- To facilitate an Australian wide community that can peer and network
- To assist users of Cireson apps get the most from their investments

Spread the word

- Tell others about the group
- Share items on social
- Tell us about topics or questions for future knowledge events

This event is being recorded.



Agenda

Item	Presenter	Timing
Welcome	Systemology	2:00pm
SCSM knowledge	Systemology	15 - 30 mins
Cireson Roadmap update Technical information of interest	Cireson	15 - 30 mins
2 open slots for audience presentations. ie. Any aspects that you would like to share with the group.	TBA	Up to 15 mins each
Open Q&A	Open	30+ mins
Close		4:00pm



To help us understand our audience and expectations:

- Type of information expected
- Role
- Satisfaction



SCSM Knowledge Share

Mat Barnier

Director, Systemology



Example Automation



The Challenge – A work in Progress

- A need for being able to call PowerShell functions easily
- Lack of Orchestrator or a wish to avoid it for ease of management



- Create an Activity that calls a PowerShell dynamically
- May be embedded into Activities as a “PowerShell Activity” like a RunBook activity



- Create a new Activity Class “PowerShell Activity” as a Derived Activity from the Activity class
 - Extended fields to both name the script and hold variables (SR answers)
- Create Workflow Activity to trigger when it goes to In Progress
 - PS Script call to get values and call the script to run
- Develop the scripts to call
- Embed the PowerShell Activity into the Activities of a Service Request or Otherwise



Cireson Knowledge Share

Travis Wright

Partner, Director of Product Management, Cireson



Australian Service Manager User Group Meeting

Travis Wright

Director of Product Management

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Portal v3 Plan/Results



- Adding Cireson Asset Management to the portal
- Custom grid views & persisted searches
- New multi-tier navigation model
- New “home” page
- Dashboard framework and default dashboard content
- Ability to define custom view content
- New service catalog layout option designed to look like an “app store”
- Lync integration
- Highly optimized optimistic concurrency checking
- An installer
- Ability to choose distribution groups as assigned to/affected user/primary owner/reviewer
- Option to scope assigned to and primary owner fields to only members of the analysts group
- Problem management
- Release management
- Ability to quickly choose the affected user’s CIs like you can in the incident form in the SCSM console, but for all work item forms
- Ability to capture implementation results and comments when an SR is completed or cancelled
- Ability to skip an activity and return to an activity
- More...

Target release date: end of Q3/beginning of Q4
Actual: Nov 7

What else is in the Q4 Release?

Dashboards App (released with Portal)

Asset Management v7 (released with Portal)

Lync App (released with Portal)

Asset Management Smartphone App

Remote Manage App

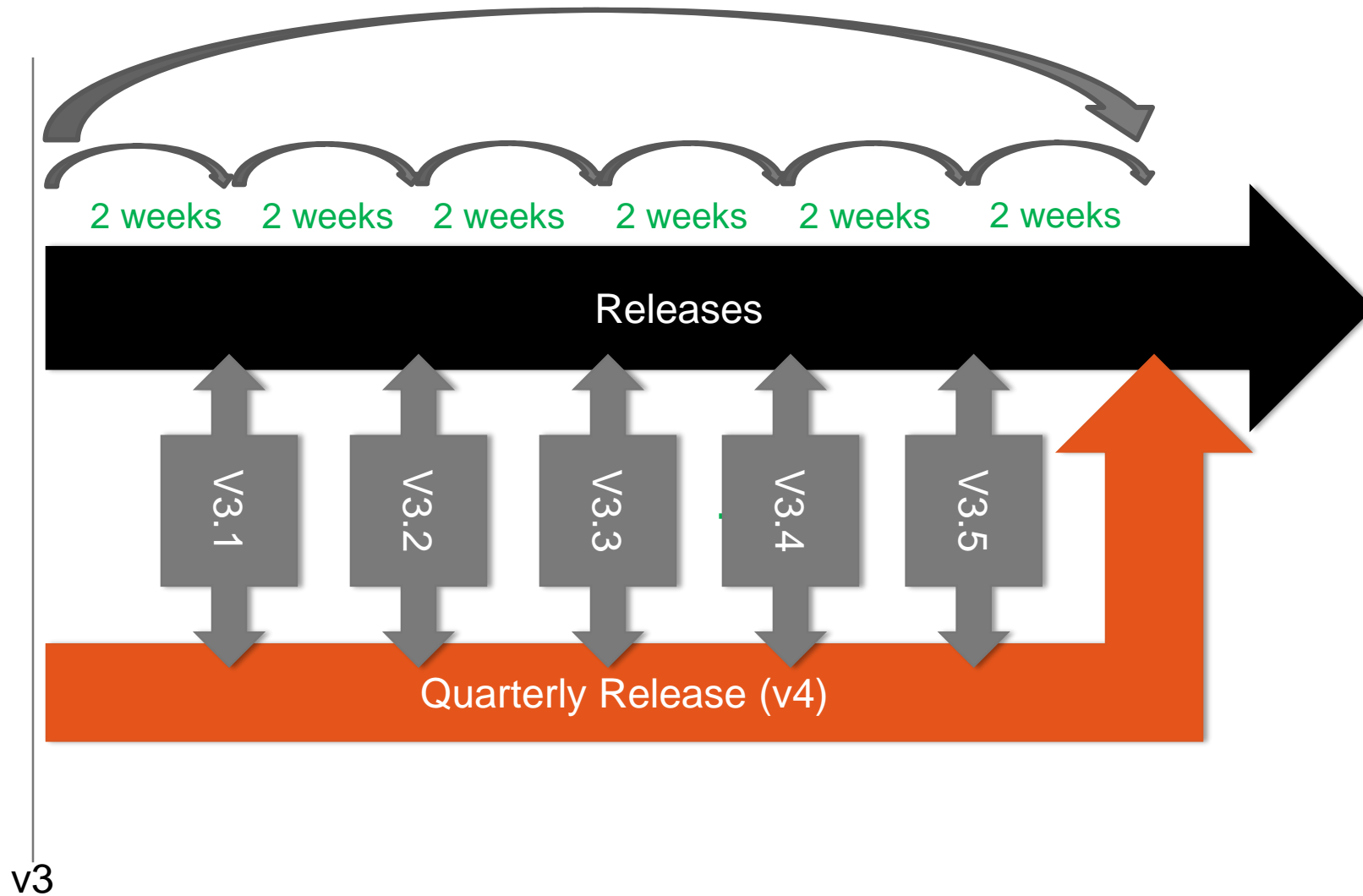
Updates to other apps:

- **Affected User**
- **Asset Import**
- **Auto Close**
- **Group Assign**
- **My Active Work Items**
- **Notify Analyst**
- **Outlook Console**
- **Preview Panes**
- **SMA Connector**
- **View Builder**

More super secret surprises! 😊



Continuous Delivery



Near Term Backlog

Localization Manager (v3.1) / 17+ Languages (v3.2)

Continuous Improvement of Existing Apps

More dashboard content

More knowledge management features

Complete Asset Management

Bug Fixes

Wait Indicators and Dirty Form Notification

New Documented/Supported Web Service API

Performance Improvements

Action Log Redesign

Copy Work Item

Knowledge Base Migration Toolkit

And more.....

More Information

[Cireson Portal v3 Overview](#)

[Continuous Innovation and Delivery](#)

<http://vimeo.com/teamcireson>

Reminders

- **We are hiring! Dev, test, PM, consultants, sales, support**
- **Upcoming events:**
 - System Center Universe – United States (February)
 - Nordic Infrastructure Conference (NIC) – Norway (February)
 - System Center Universe Asia – Singapore (March 5-6)

QUESTIONS?

We're here to help!

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More info

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Audience Knowledge Share

An opportunity for audience members to share information or knowledge



Open Q&A

An opportunity for audience members to ask questions of the group

Questions can be raised via IM or round table discussion



- Recording
 - To be posted on Systemology website
- Post questions and topics for next knowledge event
 - Post on ASMUG page on Systemology website (coming soon)
- Next Knowledge event
 - Early Feb 2015
- Share & Social
 - Expand the network