SMAX Integration Management (SIM)

ID SIM **Prix** sur demande **Durée** 2 jours

A qui s'adresse cette formation

Tenant Administrator, Suite Administrator, and Integration Manager.

Pré-requis

To be successful in this course, you should have the following prerequisites or knowledge:

- Basic knowledge of the ITSM processes.
- Knowledge on the SMAX platform itself which includes understanding its architecture, modules, and functionalities related to integration.
- Knowledge of expression language and DSL functions.
- Familiarity with enterprise integration patterns and methodologies is useful. This includes understanding APIs and other integration techniques.

Objectifs

On completion of this course, participants should be able to:

- Use the various integration platforms that is included to setup integration with OpenText internal products and external third-party products.
- Integrate Service Management with UCMDB through the Native SACM solution using CMS gateway and showcase the communication.
- Integrate Service Management with Classic Operations Orchestrations using the On-Premises Bridge agent and configure Service management to launch the OO flow.
- Explain how Service Management allows to access and modify data using inbound REST APIs.
- Get a detailed overview of Integration Studio capabilities and features
- Integrate Service Management with ALM Octane using the Integration Studio platform and showcase the Octane enhancement tracking or Octane Defect tracking use cases.

Contenu

Module 1: Course Overview

- Explain the daily classroom schedule and structure
- Review the overall course objectives

Module 2: Integration Management Overview

- Overview of Integration Management Platforms
- On-Premises Bridge Agents and Endpoints Overview
- External Systems and Configurations Overview
- Integration Studio
- Integration with OpenText Products
- Integration with Third-Party Products

Module 3: Integrate Service Management with UCMDB

- Native SACM Integration Solution Value
- Native SACM Architecture
- Deployment and Migration
- Native SACM Deployment mode
- Universal Discovery on SaaS Overview
- Multi-Tenant and Data domain rules
- CMS Gateway Implementation
- Enable Native SACM in Service Management
- Configure SACM in Service Management
- UCMDB Data Import for Native SACM
- Basic Troubleshooting

Module 4: Integrate Service Management with Operations Orchestration

- Integrate Service Management with OO
- Overview of the Integration
- Classic vs Containerized OO options for integration
- Benefits of integrating SMAX and OO
- Use Cases
- Service Management with Classic OO Integration steps
- SMAX to OO Integration pictorial representation
- Basic Overview of the Integration Steps
- Run OO flows from Service Management
- SMAX Integration Business Rule that launches an OO Flow
- Record level - Task Plan with automated task
- Entity/Workflow level – Business rule to run OO flow
- Operations Orchestration flow output.
- Capture OO flow output in user options

- OO SMAX Integration Content Pack flows
- Run OO flows in OO RAS
- Set up encryption for an Operations Orchestration integration
- Install and configure the On-Premise Bridge (OPB) agent

Module 5: REST API

- Overview of REST API
- Connect to the REST API
- Authentication Endpoint Service
- EMS REST API
- Data Structure
- Entity type and Field names
- Special field types – Enumerations, Entity Links, Date/time, and Images
- Special considerations
- Locking system
- Retrieving information from Service Management
- EMS Query
- Posting information to Service Management
- EMS REST API Queries - Retrieving related record
- Retrieving related record properties
- Retrieving related records based on relationships
- Retrieving grouped aggregated record data
- EMS REST API Queries – Filtering based on related record
- Filtering based on related record properties
- Filtering based on many-to-many record properties
- Query Language extensions
- EMS REST API Queries – Restrictions and Limitations
- Single record APIs.
- Record bulk Collection API
- Record bulk create and update
- Request Body
- Response Body
- EMS bulk to update a request record
- EMS bulk to create a new incident record
- EMS bulk to update a request record
- Many2Many relationship
- Clear the value in a field
- Limitations
- REST API collection query protocol
- Manage person API
- Create/Update/Delete users
- Additional User Data
- Create/Update contacts JSON structure
- Get job status JSON structure
- Notes and Limitations
- Comments API.
- Add Single Comment API
- Add Multiple Comments API
- Get Comments API
- Get Single Comment API
- Update Comment API
- Delete Comment API
- Additional APIs
- Case Exchange REST API
- Encryption domain API
- User lock API

Module 6: Integration Studio

- Overview of Integration Studio.
- Power of Integration Studio
- Integration Studio Components
- Component Relation Diagram
- Data flow diagram
- Integration modes
- Integration Studio vs OO
- Feature Overview
- Integration Studio Components
- Connectors
- Actions
- Common Actions
- Common Action – Manage data
- Common Action – Loop actions
- Common Action – Scenario control
- Endpoint
- Endpoint – Authentication Type
- Endpoint – Execution History
- Integrations
- Scenario
- Rules
- Triggers
- Expression
- Supported Expression
- Objects and properties
- Supported functions
- Complex JSON support
- Other functionalities
- Stop / Continue scenario
- Attachment support
- Export and Import
- Seamless upgrades
- Data Persistency
- Integration Studio Content
- Connector for OpenText Products
- Connectors for Third-Party Products
- Generic connector
- Out-of-the-box Templates

Module 7: Integrate Service Management with ALM Octane

- Overview of ALM Octane Integration
- Explain the Use cases in detail:
- Use case 1: Portal-based Defect or Enhancement requests
- Use case 2: Change request to enhancement

- Use case 3: Incident/Request/Problem to defect
- Use case 4: Keep exchanged records in sync
- Setup the integration
- Prepare integration user
- Export the certificate from the Octane instance
- Configure SMAX
- Create an endpoint
- Create an integration using predefined scenarios
- Configure the scenarios
- Use the scenarios.
- Use case 1: Portal-based Defect or Enhancement requests
- Use case 2: Change request to enhancement
- Use case 3: Incident/Request/Problem to defect
- Use case 4: Keep exchanged records in sync

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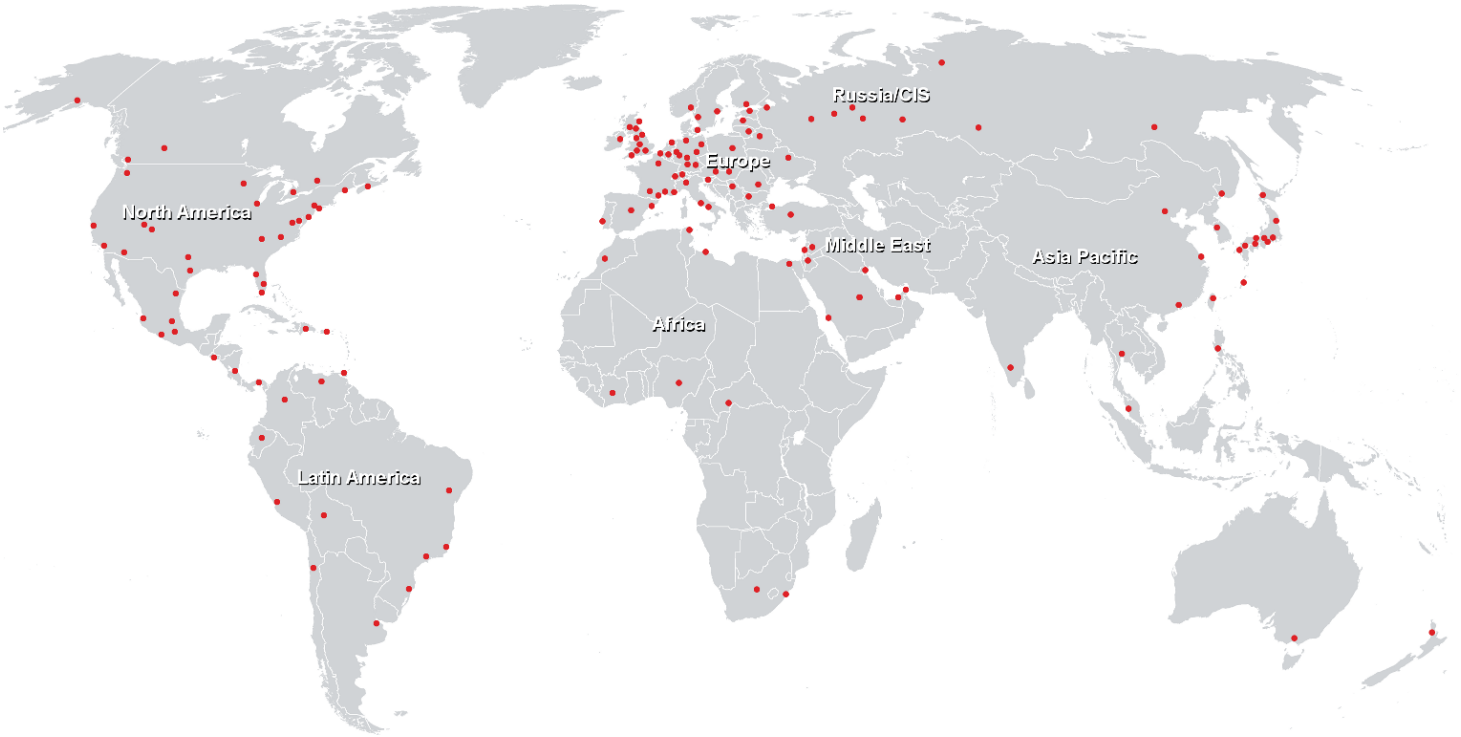

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