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**Turning a Service Management  
Support Engineer Effortlessly into a  
Learning Content Author  
May 9, 2019**



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**Vivit Software Education & Service Management Special Interest Group (SIG)**



Chris Trimper  
Enterprise QA Automation Architect  
Independent Health

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# Today's Speaker



Anna Marie Jupp  
Lead Solution Consultant  
Professional Services EMEA  
Micro Focus

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# House Keeping

- This “LIVE” session is being recorded
- Recordings are available to all Vivit members

- Session Q&A:

Please type questions in the Questions Pane

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# Webinar Control Panel

Toggle View Window  
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Questions



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COMMUNITY







# Turning a Service Management Support Engineer Effortlessly into a Learning Content Author

Anna Marie Jupp

Lead Solution Consultant

Professional Services – Micro Focus

# About Me...

**MERCURY**



  
**Hewlett Packard**  
Enterprise

 **MICRO  
FOCUS**

Co-ordination => Delivery Manager => Field Sales => Solution Consultant

**“The rate of learning in the organisation must be equal to, or greater than,  
the rate of change.”**



# Agenda & Learning Objectives

- Your story
- So where do we start and what do we need?
- Demonstration 1: Creating an incident template
- Demonstration 2: Publish a video
- Demonstration 3: Create a process guide
- Demonstration 4: Create a practice lesson
- Demonstration 5: Assess skill levels
- Demonstration 6: Access the knowledge base
- Additional use cases



# Your Story

**You are a Service Management Support Engineer working in a team in a medium sized organisation.**



**The Management Team have decided that you and your team should look to document best practice.**



# So Where Do We Start and What Do We Need?

- ? Something to capture keystrokes and mouse clicks
- ? Something to take screenshots
- ? Something to write instructions
- ? Some kind of video
- ? Something that is easily editable
- ? Some kind of audio or voiceover
- ? Some kind of labs
- ? Something that could assess skill levels
- ? Some kind of platform to store it all on.

# Demonstration 1: Create an Incident Template

The screenshot displays the Service Portal interface, which includes a header with navigation tabs (DASHBOARD, TASKS, APPROVALS) and a user profile (Ocampo, Jason). The main content area features several dashboards:

- Service Portal Login:** A login form with a "NEXT" button and a "User Name" field.
- Support requests by group:** A horizontal bar chart showing the number of requests by group (Field Support, Hardware Service, n/a) and priority (High, Medium, Low). The total count is 161.
- Requests unassigned by priority:** A pie chart showing the distribution of requests by priority: High (1), Medium (20), and Low (58). The total count is 79.
- Incidents by priority and service:** A stacked bar chart showing the percentage of incidents by priority (Critical, Medium, Low) and service. The total count is 23.
- Problems by priority:** A bar chart showing the count of problems by priority (Critical, High, Medium, Low). The total count is 23.
- Groups by assigned changes:** A horizontal bar chart showing the count of changes assigned to different groups (Application Serv..., Server Support, 1076..., OS Support, 1076..., E-mail / Webmail..., Administrative S..., Other). The total count is 159.

The bottom left corner shows a "Paused" status.



# Demonstration 2: Publish a Video

The screenshot displays the uPerform software interface, which is used for creating and publishing videos. The main window is titled "ART - Adoption Readiness Tool (ART) ... Powered by uPerform®". It features a ribbon menu with tabs for "File", "Home", "Insert", "Translations", and "View". The "Home" tab is active, showing options for "Clipboard", "Font", "Paragraph", "Editing", "Proofing", and "Audio".

On the left side, there is a "New Incident Template" form. It includes a "Template Details" section with fields for "Title" and "Description", and a "Template Content" section with a list of steps for creating a video. The steps are:


1. Click the My Dashboards button.
2. Click the Incident menu item.
3. Click the Templates link.
4. Click the New label.
5. Type Unable to print in the Title: \* text box.
6. Type Unable to print for an urgent job in the I
7. Click the Incident details list item.
8. Click the Single user list item.
9. Click the Slight disruption list item.
10. Click the drop-down menu.
11. Click the Printing Service list item.
12. Click the drop-down menu.
13. Click the Printing list item.
14. Click the Classification list item.
15. Click the Assignment list item.
16. Click the Service Desk list item.
17. Click the Hardware Services list item.

The main dashboard area shows a "SERVICE MANAGEMENT" header with a "MY DASHBOARDS" button highlighted. Below the header, there are several charts and data visualizations, including a pie chart for "Articles by phase" and a bar chart for "Number of Requests". A callout box points to the "MY DASHBOARDS" button with the text "Click the My Dashboards button." and "MY DASHBOARDS".

At the bottom of the screen, there is a "Paused" status indicator.


# Demonstration 3: Create a Process Guide

/ja\_fc/pdf/index.pdf

AX Back Office  Dashboard

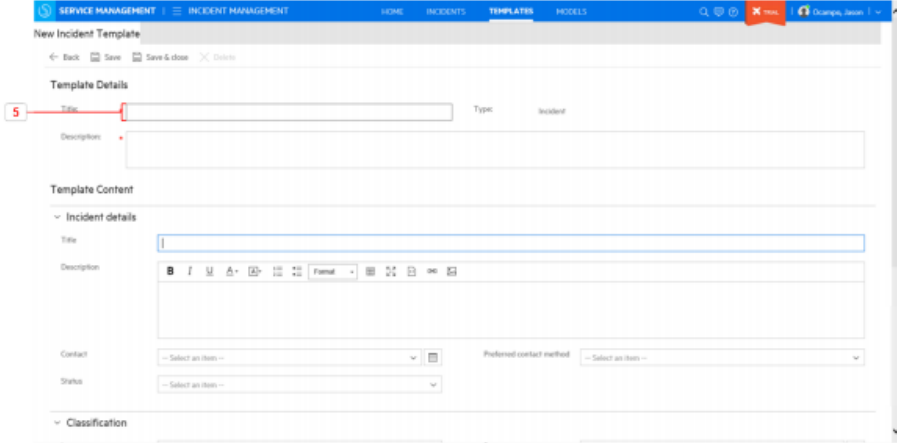
Tuesday, May 7, 2019 3/30

This document was auto-generated by ART [www.microfocus.com/software/art](http://www.microfocus.com/software/art)

 **Test**

---

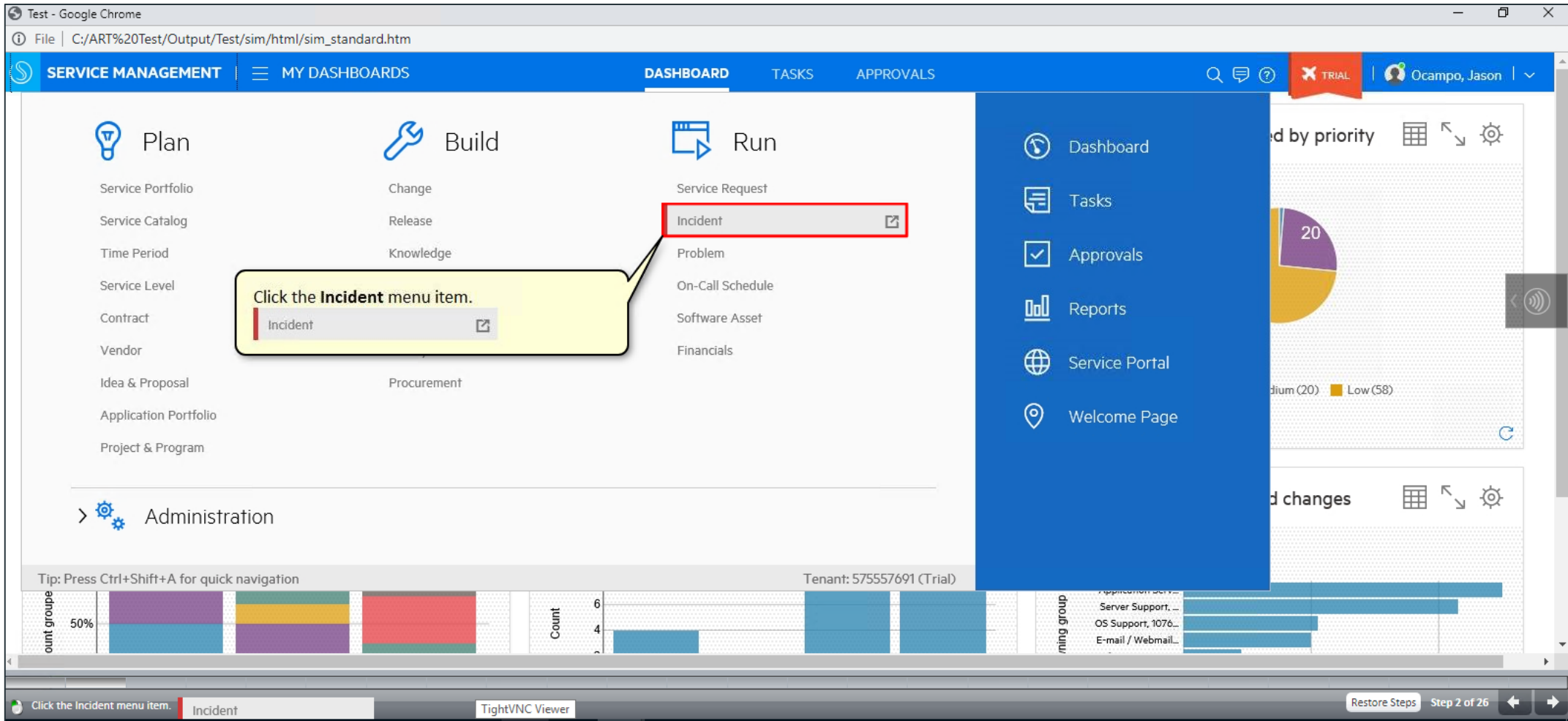
**Template - Internet Explorer**



5. As required, complete/review the following fields:

Field	Description
Title: *	<b>Example:</b> Unable to print

## Demonstration 4: Create a Practice Lesson





# Demonstration 5: Assess Skill Levels

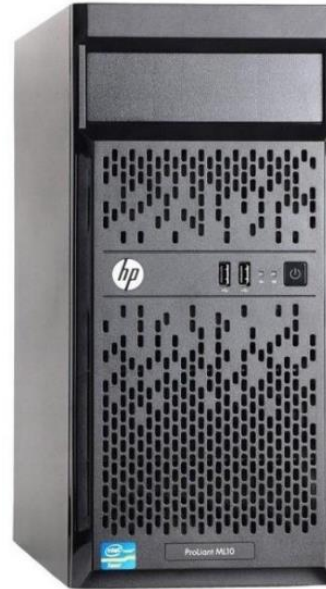
The screenshot shows a web application interface for creating a new incident template. The browser window is titled "Test - Google Chrome" and the address bar shows the file path "C:/ART%20Test/Output/Test/sim/html/sim\_assessment.htm". The application has a blue header with navigation tabs: "SERVICE MANAGEMENT", "INCIDENT MANAGEMENT", "TEMPLATES" (active), and "MODELS". A user profile "Ocampo, Jason" is logged in. The main content area is titled "New Incident Template" and includes a toolbar with "Back", "Save", "Save & close", and "Delete" buttons. Below this, the "Template Details" section has a "Title" field (marked with a red asterisk), a "Description" field (marked with a red asterisk), and a "Type" dropdown set to "Incident". A modal dialog is open in the center, titled "Click to Launch Test Me", with the message "Your response was not correct. Would you like assistance?" and "Yes" and "No" buttons. The "Template Content" section is expanded, showing "Incident details" with a "Title" field and a "Description" field with a rich text editor toolbar. At the bottom, there are dropdown menus for "Contact" and "Preferred contact method". The interface is viewed through a "TightVNC Viewer" window.

# Where Shall We Put the Content We Created?

Hosting options:



ELE



# Demonstration 6: Access the Knowledge Base

The image displays two screenshots of the ART Enterprise Learning Edition interface, demonstrating access to the knowledge base.

**Left Screenshot: Document Library Context**

- Header:** ART Enterprise Learning Edition, Powered by uPerform®
- Navigation:** Projects, Up, Management Overview
- Actions:** Add Folder, Add Managed Document, Add Web Document, Add Discussion, Assign Website Context, Add to Publish Queue, Remove Published Content, Add Task, Import Document Library, Edit Properties, Move.
- Areas:** Administration, Glossary, Workflow, Recycle Bin, Reports, Help, About.
- Inform:** Add To My Favorites, Subscribe, Tell Others.
- Document Library Context:** ART ELE Portal > EDU Anna > Document Library
- Website Contexts:** ART ELE Portal > EDU Anna > Website > Document Library
- Document Library:** Service Manager 9.6 (10), SMAX210 - Support Engineer (25). This course describes how a Support Engineer uses the Service Management Automation X (SMAX) Agent interface to support the IT needs of a business.

**Right Screenshot: EDU Anna Portal**

- Header:** ART Enterprise Learning Edition, Powered by uPerform®
- Navigation:** HOME, E-LEARNING PORTAL, GLOSSARY, MORE
- Breadcrumbs:** Software Education E-Learning Portal >> EDU Anna
- EDU Anna:** Anna Jupp testing, E-Learning Content (Show Filtered Documents)
- eLearning Courses:** Incident Management (Show Details), Introduction (Show Details), Service Desk (Show Details).
- Simulations and Documents:** Access Hot Topics Analytics From Reports, Apply a Template to Complete an Incident, Apply Interaction Templates, Close an Escalated Interaction, Close Interaction, Complete an Incident Task, Create a Favorite, Create a New Interaction, Create a Smart Ticket, Duplicate Interactions, Escalate Interaction, Export Records, Find a Solution and Create a Task.



# Additional Use Cases

- Creating business user facing videos for simple self-help processes
- Recording tests of new functionality in SMAX
- Create walkthroughs of new functionality for business users
- Capture configurations made by external consultants
- Document existing process to streamline

# AUTOMATION



FOR



# EDUCATION

# AUTOMATION



FOR



# EDUCATION





**Thank you**

**Questions?**

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# Upcoming Vivit Events

May 16, 2019

**Webinar: How We Approached Evaluation of ALM Octane and Now Run Agile Testing**

7:00 - 8:00 AM PDT (Los Angeles), 10:00 - 11:00 AM EDT (New York), 16:00 - 17:00 CEST (Frankfurt)

<https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1220060&group=>

May 21, 2019

**Meeting: Orange County Vivit User Group Event on Robotics Process Automation**

11:30 am until 2:00 pm

<https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1224904&group=>

May 22, 2019

**Meeting: San Diego Vivit User Group Event on Robotics Process Automation**

11:30 am until 2:00 pm

<https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1224933&group=>

May 22, 2019

**Webinar: How ATOS Uses PlateSpin Migrate**

7:00 - 8:00 AM PDT (Los Angeles), 10:00 - 11:00 AM EDT (New York), 16:00 - 17:00 CEST (Frankfurt)

<https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1223663&group=>



# Vivit Roadshow Events

VIVIT  
ROADSHOW  
MAY-JUNE 2019



Register Today: <https://www.vivit-worldwide.org/page/roadshow2019>

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**Thank You**  
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