opentext™

Fast Lane

SMAX Integration Management (SIM)

ID SIM **Price** 1,600.— €(excl. tax) **Duration** 2 days

Important notes for the booking of Open Text trainings

Please note that prepayment is required for participation in an Open Text training course. Participation in a training course is possible for 12 months after booking the course. Cancellations are excluded. For further information, please refer to **our** General Terms and Conditions.

Course Overview

This two-day course about SMAX Integration Management instructs students on the knowledge necessary for using the SMAX Integration module that provides you with several integration platforms or hubs that can be utilized for integrating Service Management with other applications or products or systems. The course uses lectures, a series of hands-on labs, and demo videos to teach the course material.

Highlights:

- Overview of the SMAX Integration Management module
- Integrate Service Management with UCMDB
- Integrate Service Management with Classic Operations Orchestrations
- Access and modify data using inbound REST APIs
- Integration Studio Overview
- Integrate Service Management with ALM Octane

Who should attend

Tenant Administrator, Suite Administrator, and Integration Manager.

Prerequisites

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.

Course Objectives

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.

Course Content

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

About Fast Lane

Fast Lane is a global, award-winning specialist in technology and business training as well as consulting services for digital transformation. As the only global partner of the three cloud hyperscalers- Microsoft, AWS and Google- and partner of 30 other leading IT vendors, Fast Lane offers qualification solutions and professional services that can be scaled as needed. More than 4,000 experienced Fast Lane professionals train and advise customers in organizations of all sizes in 90 countries worldwide in the areas of cloud, artificial intelligence, cyber security, software development, wireless and mobility, modern workplace, as well as management and leadership skills, IT and project management.

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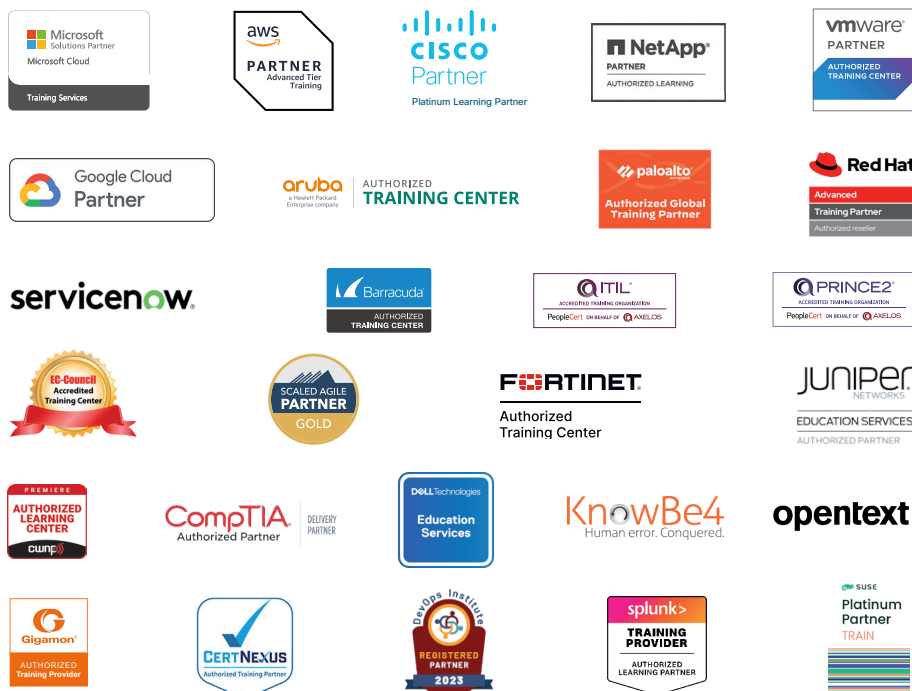
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