



SolarWinds Certified Professional (SCP) Study Guide

Service Desk

How to Use This Study Guide

This study guide includes topics found on the SolarWinds Certified Professional® (SCP) Service Desk exam. Use the available SolarWinds documentation to search and learn more about each category.

The intention of the topics in this guide are to supplement your years of experience and hands-on training with SolarWinds® products.

This guide is **not** all-inclusive and should only be used as a starting place for your SCP studies.

If you have a SolarWinds product under active maintenance, you have access to virtual and on-demand training.

To access SolarWinds Academy classes, follow these steps:

1. Log in to your Customer Portal account at <https://customerportal.solarwinds.com>
2. Click Education and Training > Virtual Classrooms
3. Browse the available classes and select an option:
 - Click Register Now for a live class
 - Click the on-demand link to access a recorded course video

SolarWinds Academy adds available classes to the [Virtual Classroom calendar](#) every month.

Note: SolarWinds Academy classes are additional study resources and aren't explicitly designed for the SCP exam.

For additional study resources, visit the [THWACK®](#) community.

Exam Content Outline

- 1.1 Understand IT service management (ITSM), the relevance of SolarWinds Service Desk, and what it means for an organization.
(Questions related to these tasks make up 11% of the exam.)
 - 1.1.1 Describe an overview of the service catalog.
 - 1.1.2 Describe knowledge management.
 - 1.1.3 Describe how incident management is created.
 - 1.1.4 Describe problem management.
 - 1.1.5 Describe change management.
 - 1.1.6 Understand IT asset management (ITAM) and the configuration management database (CMDB).
- 1.2 Get to know SolarWinds Service Desk as an Administrator and recognize the functions provided for an Administrator.
(Questions related to these tasks make up 14% of the exam.)
 - 1.2.1 Understand the account details of an organization and configure a SolarWinds Service Desk profile.
 - 1.2.2 Define user and group account creation, permissions, and privileges.
 - 1.2.3 Illustrate SolarWinds Service Desk.
 - 1.2.4 Dameware® Remote Everywhere.
 - 1.2.5 LogMeIn®.
 - 1.2.6 GoToAssist®.
 - 1.2.7 TeamViewer®.
- 1.3 SolarWinds Service Desk customization by Administrators.
(Questions related to these tasks make up 25% of the exam.)
 - 1.3.1 Execute changes using global settings in SolarWinds Service Desk.
 - 1.3.2 Enable Administrators to set up features in SolarWinds Service Desk.
 - 1.3.3 Time-based automation.
 - 1.3.4 Employ discovery tools in mapping out monitored devices for extracting detailed information from every component in an IT infrastructure.
 - 1.3.5 Utilize labs to test new features prior to a general release.
- 1.4 SolarWinds Service Desk features.
(Questions related to these tasks make up 15% of the exam.)
 - 1.4.1 Understand ITAM.
 - 1.4.2 Review reported inventory after discovery agent and scanner pull data from a network.
 - 1.4.3 Utilize procurement module to provide comprehensive lists of goods and services purchased.
 - 1.4.4 Exemplify risk management by identifying, assessing, and prioritizing potential business risks.
 - 1.4.5 Understand the importance of a CMDB.
 - 1.4.6 Employ the SolarWinds Service Desk API.
- 1.5 SolarWinds Service Desk usability for analysts, agents, and technicians.
(Questions related to these tasks make up 25% of the exam.)
 - 1.5.1 Distinguish different roles and functions for a service agent, user, and technician.
 - 1.5.2 Showcase the SolarWinds Service Desk dashboard to understand its features.
 - 1.5.3 Understand the landing page.
 - 1.5.4 Understand what's visible on the dashboard.
 - 1.5.5 Demonstrate how to customize the dashboard.
 - 1.5.6 Define a variety of settings pertaining to the assets housed in the inventory module.
 - 1.5.7 Describe tasks shown in SolarWinds Service Desk.
 - 1.5.8 Demonstrate incident creation and organized incident management with the use of SolarWinds Service Desk.

- 1.5.9 Understand the difference between an incident request and a service request.
- 1.5.10 Understand what an incident life cycle is.
- 1.5.11 Understand what an incident index table is.
- 1.5.12 Understand what a service catalog is.
- 1.5.13 Understand what a change catalog is.
- 1.5.14 Design solution creation in SolarWinds Service Desk.
- 1.5.15 Understand the use of reports in SolarWinds Service Desk.
- 1.5.16 Utilize custom reports in SolarWinds Service Desk.
- 1.5.17 Illustrate how benchmarking shows how SolarWinds Service Desk is performing in real time vs. inside and outside an industry.

1.6 SolarWinds Service Desk usability for service users.

(Questions related to these tasks make up 10% of the exam.)

- 1.6.1 Recall how the tasks and approvals menu is used.
- 1.6.2 Understand what the My Requests tab displays in SolarWinds Service Desk.
- 1.6.3 Recall what the service catalog is in SolarWinds Service Desk.
- 1.6.4 Understand how the solutions menu is used in SolarWinds Service Desk.
- 1.6.5 Recall how to create a new ticket in SolarWinds Service Desk.
- 1.6.6 Locate the self-help link to documentation.
- 1.6.7 Recall how to initiate a chat conversation.
- 1.6.8 Showcase the availability of SolarWinds Service Desk by installing a mobile application.

Exam Resources

	Item Resources
1.1.1	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/service_catalog_intro.htm
1.1.2	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/gs-serviceportal-solutions.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/solutions.htm
1.1.3	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/incidents.htm
1.1.4	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/problems.htm
1.1.5	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/change-management.htm
1.1.6	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/itam.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/discovery-assets-management.htm
1.2.1	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/organization-&-sites.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/gs-admin-setup-order.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/account-summary.htm
1.2.2	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/gs-admin-users-&-groups.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/queues.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/groups.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/users.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/queue-management.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/roles-&-permissions.htm
1.2.3	https://www.solarwinds.com/service-desk , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/business-hours.htm
1.2.4	https://documentation.solarwinds.com/en/success_center/dre/content/sessions-service-desk-integration.htm
1.2.5	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/integrations-logmein.htm
1.2.6	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/integrations-gotoassist.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/integrations.htm
1.2.7	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/integrations-teamviewer.htm
1.3.1	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/change-management.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/custom-states.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/globalsettings-serviceportal.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/gs-serviceportal-portal-designer.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/globalsettings-servicedesksettings.htm

1.3.2	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/administrator-setup-guide.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/multi-account_user.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/gs-admin-setup-order.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/users.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/dynamic-form-rules.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/time-based-automations.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/categories.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/globalsettings-servicedesksettings.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/chat-admin.htm , https://www.solarwinds.com/service-desk/compare
1.3.3	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/automations.htm
1.3.4	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/discovery-and-assets.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/discovery-scanner-installation.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/discovery-agent-installation-massdeployment.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/discovery-agent-installation-mac.htm
1.3.5	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/labs.htm
1.4.1	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/assets-inventory-for-itam.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/discovery-and-assets.htm
1.4.2	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/discovery-agent-installation-massdeployment.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/discovery-installation.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/discovery-agent-installation-mac.htm
1.4.3	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/procurement-itam.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/contracts-itam.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/purchase-orders-itam.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/reconcile-itam.htm
1.4.4	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/risk-management.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/compliance.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/risks-agent.htm
1.4.5	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/cmdb-admin.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/cmdb-cidependencies.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/cmdb-citypes.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/permissions-in-change-management.htm
1.4.6	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/token-authentication-for-api-integration.htm , https://apidoc.samanage.com/#section/General-Concepts/Authentication , https://apidoc.samanage.com/
1.5.1	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/single-sign-on.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/stu-technician-login.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/service_catalog_agent.htm

1.5.2	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/dashboard-for-admins.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/dashboard-for-agents.htm
1.5.3	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/dashboard-for-agents.htm
1.5.4	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/gs-dashboard-for-agents.htm
1.5.5	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/gs-admin-dashboard-landingpage.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/dashboard-for-agents.htm
1.5.6	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/discovery-assets-management.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/computers.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/software-deleteall0installs.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/discovery-assets-management.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/incidents.htm
1.5.7	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/tasks.htm
1.5.8	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/incidents-indexable.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/incidents.htm
1.5.9	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/service_catalog_agent.htm
1.5.10	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/incidents.htm
1.5.11	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/incidents-indexable.htm
1.5.12	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/gs-serviceportal-service-catalog.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/incidents.htm
1.5.13	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/change_catalog.htm
1.5.14	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/solutions.htm
1.5.15	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/analytics-reports.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/incidents-management-reports.htm
1.5.16	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/analytics-custom.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/risks.htm
1.5.17	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/analytics-benchmarking.htm
1.6.1	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/gs-serviceportal-tasks-and-approvals.htm
1.6.2	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/gs-serviceportal-service-catalog.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/globalsettings-serviceportal.htm
1.6.3	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/gs-serviceportal-service-catalog.htm
1.6.4	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/solutions.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/solutions-view-counter.htm
1.6.5	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/incidents.htm
1.6.6	https://documentation.solarwinds.com/en/success_center/swsd/content/swsd_documentation.htm
1.6.7	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/gs-serviceportal-chat.htm , https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/chat-agents.htm
1.6.8	https://documentation.solarwinds.com/en/success_center/swsd/content/completeguidetoswd/mobile-application.htm