

What’s New in System Center 2012 SP1 – Service Manager

Microsoft Corporation

Published: January 15, 2013

Authors

Bill Anderson

Applies To

System Center 2012 Service Pack 1 (SP1) - Service Manager

Feedback

Send suggestions and comments about this document to [sc2012docs@microsoft.com](mailto:sc2012docs@microsoft.com?subject=%20What’s%20New%20in%20System%20Center%202012%20SP1%20–%20Service%20Manager,%20published%20January%2015,%202013).

This document is provided "as-is". Information and views expressed in this document, including URL and other Internet Web site references, may change without notice.

Some examples depicted herein are provided for illustration only and are fictitious.  No real association or connection is intended or should be inferred.

This document does not provide you with any legal rights to any intellectual property in any Microsoft product. You may copy and use this document for your internal, reference purposes. You may modify this document for your internal, reference purposes.

© 2013 Microsoft Corporation. All rights reserved.

Microsoft, ActiveX, Active Directory, Bing, Internet Explorer, MSDN, SharePoint, Silverlight, SQL Server, Visual Basic, Visual Studio, Windows, Windows Intune, Windows PowerShell, Windows Server, and Windows Vista are trademarks of the Microsoft group of companies. All other trademarks are property of their respective owners.

Revision History

|  |  |
| --- | --- |
| Release Date | Changes |
| January 15, 2013 | Original release of this guide. |

Contents

[What's New in System Center 2012 SP1 - Service Manager 4](#_Toc345636366)

What's New in System Center 2012 SP1 - Service Manager

In System Center 2012 SP1, Service Manager provides bug fixes and new features. The following list summarizes the new functionality in Service Manager.

We urge you to read the [Release Notes for System Center 2012 SP1 - Service Manager](http://go.microsoft.com/fwlink/p/?LinkId=263641) for details about known issues.

Chargeback

Chargeback helps you apply cloud-based pricing on Virtual Machine Manager (VMM) fabric and show that information to customers in order to minimize virtual machine oversubscription and underutilization. Chargeback illustrates how you can use System Center 2012 Service Pack 1 (SP1) in a cross-platform environment where you use multiple Service Manager components to achieve your business goals.

In Service Manager, chargeback consists of a new node in the Administration workspace, new OLAP data cubes, and sample Excel reports.

Improved Operations Manager Integration

An System Center 2012 – Operations Manager SP1 agent is automatically installed as part of Service Manager SP1. After Setup completes, you must manually configure the agent for use with the Operations Manager management server. The agent is compatible with System Center Operations Manager 2007 R2, System Center 2012 – Operations Manager, and System Center 2012 – Operations Manager SP1.

To validate that the Operations Manager Agent was installed, open Control Panel and verify that the Operations Manager Agent is present. To manually configure the Operations Manager agent, see [Configuring Agents](http://go.microsoft.com/fwlink/p/?LinkId=264988).

SQL Server 2012 Support

All databases used by Service Manager are supported on all editions of SQL Server 2012.

Windows Server 2012 and Windows 8 Support

All Service Manager roles, except the Self-Service Portal SharePoint web parts, are supported on all editions of Windows Server 2012.

Windows 8 is supported for the Service Manager console and for end-users accessing the Self-Service Portal.