

OnDemand CA Service Catalog: Define Service Builder Options for Service Accounting 200



PRODUCT RELEASE

CA Service Catalog 12.9

COURSE TYPE, LENGTH & CODE

- Web Based Training (WBT)
- One (1) hour
- Course Code: 33CAT20370

PREREQUISITES

- CA Service Catalog: Explore Service Accounting 200 Web Based Training (WBT) Twenty (20) minutes Course Code: 33CAT20280

WHO SHOULD ATTEND

- Service Delivery Manager
- Service Requestor
- Implementation Consultant
- IT Architect
- Partner

Course Overview

Given the magnitude of investment in IT and its critical role in an organization's success, demand for IT transparency and accountability has escalated accordingly. CA Service Catalog enables you to run IT as a business and efficiently deliver IT services. It simplifies your administration and management of IT services by automating service requests and subscriptions by users and customers.

This training content provides hands-on comprehensive service accounting operations to effectively define service builder options for Service Accounting. After completion of this course, you will be able to identify service builder requirements, service builder design options and configuration options. You will also learn how to build an offering structure using CA Service Catalog.

What You Will Learn

- Identify service builder requirements
- Identify service builder design options
- Identify configuration options
- Build an offering structure

For Managers

After completing this course, your staff will be able to fully define service builder options for service accounting using CA Service Catalog. Your staff will understand that service definition and its related options comprise the way service is presented, reported on and billed which is important because billing is the primary purpose of Service Accounting. Your staff will also understand the design options supported by Service Accounting functionality and how it will help them to design an effective solution as well as the multiple aspects of costs. Finally, your staff will understand the services lifecycle, the importance of this process and how they are governed and supported by Service Management.

**RECOMMENDED
NEXT COURSES**

- OnDemand CA Service Catalog: Identify Service Accounting Budget and Planning Module Components 200
Web-based Training
One and one-half (1.5) Hours
Course Code: 33CAT20350

Course Agenda

Module 1 – Define Service Builder Options for Service Accounting

- Identify service builder requirements
- Identify service builder design options
- Identify configuration options
- Build an offering structure



Visit www.ca.com/education to explore the many course offerings, training options, and education solutions available to meet your skill development needs, budget, and travel requirements.