Course Overview

In this course for CA Service Management release 14.1, you will learn about the new Unified Self Service (USS) feature. USS is a community-based communication tool which lets you connect and share knowledge with the people in your organization. Using this communication tool, you can post questions, get answers and share information, solutions and ideas. This easy to use interface, makes searching for solutions easy by consolidating search results in a list organized by the source, such as Message Board, CA Service Desk Manager, CA Service Catalog or Google. In this overview, you will learn the value that USS adds to CA Service Management r14.1.

What You Will Learn

- An introduction to Unified Self Service (USS)
- The architecture which supports Unified Self Service
- USS and the integration with CA Service Catalog and CA Service Desk Manager
- Mobile app features and functionality with USS
- Implementation best practices for USS