

CA PA for CA Service Desk Manager

17.0: Change and Configure Management 200



PRODUCT RELEASE

CA Service Desk Manager 17.0

Content Overview

Service operation processes associated with day-to-day support activities need to deliver and manage services at agreed levels to end users. CA Service Desk Manager (CA SDM) is a versatile, comprehensive IT service support solution designed to help you deliver superior end-user support, and request, incident, problem, and knowledge management processes with simplified change and configuration management.

Change management is a key part of the service transition processes associated with developing and improving capabilities for the transition of new and modified services to completion. It ensures that standardized methods and procedures are used for the efficient and prompt handling of all changes to minimize the impact of any related incidences that might arise on implementation.

In this course, you will be learn how to efficiently navigate through CA SDM and promptly handle a change order. By doing so, you can minimize the impact to the organization of any related incidents that might arise on the implementation of the change.

DURATION & COURSE CODE

- Two (2) hours
- Course Code: 33SVD20824

PREREQUISITES

- Working Knowledge of the basic administration of CA Service Desk Manager (CA SDM) 17.0
- CA Service Desk manager 17.0: Basic Administration (33SVD2072S or 33SVD20721)

INTENDED AUDIENCE

- Change Builder
- Change Manager
- Service Desk Administrator
- Implementation Consultant

What Is Covered

- Align CA SDM change management functionality and application behavior to map to your business processes
- Apply the most efficient workflow to meet your situation
- Minimize the impact to the organization of any related incidents that might arise on implementation of the changeBuild tasks and create scripts to manage automated tasks used to provide support for end users

For Managers

To minimize the impact of any related incidences that might arise on the deployment of a change, change managers must ensure that standardized methods and procedures are used for the efficient and prompt handling of change orders.

This course will show your change management staff how to effectively configure change management to meet your business requirements and effectively implement a change. This will help you reduce costs, provide a higher quality of IT support service to your organization, maximize analyst productivity, and enhance responsiveness.

Lessons Included

Lesson 1 – Describe the Change Management Process	Lesson 2 – Administer Change Management
<ul style="list-style-type: none"> ▪ Describe the change management scenario ▪ Identify steps in the change management process ▪ Describe the ITIL perspective of change and configuration management ▪ Describe Configuration Audit and Control Facility 	<ul style="list-style-type: none"> ▪ Create change management codes ▪ Create change order categories ▪ Compare the capabilities of CA SDM workflows ▪ Configure a classic workflow ▪ Modify change settings in Options Manager ▪ Review predefined change management reports
Lesson 3 – Implement a Change	
<ul style="list-style-type: none"> ▪ Create change management codes ▪ Create change order categories ▪ Compare the capabilities of CA SDM workflows ▪ Configure a classic workflow ▪ Modify change settings in Options Manager ▪ Review predefined change management reports 	



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