

CA PA for CA Service Desk Manager 17.0: Incident and Problem Management 200



PRODUCT RELEASE

CA Service Desk Manager 17.0

Content Overview

As an IT support professional, you need to efficiently and proactively respond to incidents and problems reported by users in your IT environment. CA Service Desk Manager is an enterprise-class support system that helps you do that by providing visibility into the IT infrastructure—to quickly identify and resolve issues—before they disrupt vital business operations.

This course provides employees and Level 1 and Level 2 service desk analysts with effective training to help them execute their responsibilities efficiently. The knowledge provided in this course on the tools, procedures, and processes involved in their roles will equip your team to better handle incidents and problems in the business environment and deal more effectively with users.

DURATION & COURSE CODE

- Two (2) hours
- Course Code: 33SVD20814

PREREQUISITES

- Working knowledge of Windows operating systems
- Familiarity with Internet Explorer
- Basic understanding of Service Catalog management
- Familiarity with Information Technology Infrastructure Library v3(ITIL) terminology

INTENDED AUDIENCE

- Customer / Employee
- Incident Manager
- Problem Manager
- Service Desk Analyst

What Is Covered

- Align CA SDM incident and problem management functionality and application behaviour to map to your business processes
- Determine the quickest path to an effective resolution of incidents and problems

Lessons Included

Lesson 1 – Describe the Incident and Problem Management Process	Lesson 2 – Administer Incident Problem and Management
<ul style="list-style-type: none"> ▪ Describe an incident and problem management scenario ▪ Identify the steps in the incident and problem management process ▪ Identify groups that create and manage incident and problem tickets ▪ Compare the incident and problem ticket forms 	<ul style="list-style-type: none"> ▪ Create status codes and status transitions ▪ Describe the assignment of an incident or problem ticket ▪ Configure incident and problem areas ▪ Revise the priority calculation matrix ▪ Modify incident and problem settings in Options Manager ▪ Review incident and problem management reports
Lesson 3 – Implement an Incident and Problem Resolution	
<ul style="list-style-type: none"> ▪ Update an incident ticket ▪ Create a problem ticket from an incident ticket 	



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