

CA PA for CA Service Management 14.1: Request and Catalog Management 200



Content Overview

Managing a highly complex IT environment requires that you constantly respond to service requests from users looking for information or advice, a standard change, or access to an IT service. With Service Management, your business will have a unified solution that helps simplify IT service management by providing a common interface between the business and IT to order and deliver services based on contracted agreements for service function, cost, and quality.

This content provides users and managers with effective training to help them execute their responsibilities. The knowledge provided in this content on the tools, procedures, and processes involved in users and managers roles will equip them to better handle service requests and service catalog management issues in the business environment.

PRODUCT RELEASE

CA Service Desk Manager
14.1

CA Service Catalog 14.1

DURATION & COURSE CODE

- Two (2) hours
- Course Code: 33CAT20444

PREREQUISITES

- Working Knowledge of Windows operating systems
- Familiarity with Internet Explorer
- Basic understanding of Service Catalog management

INTENDED AUDIENCE

- Request Manager
- Catalog Administrator
- Service Delivery Manager
- Application/Catalog User
- Asset Manager (APM Fulfiller)
- Service Desk Analyst (Level 2)

What Is Covered

- Manage initial requests for standard, non-standard, and new services to correctly capture needed information to begin the request lifecycle.
- Manage the approval process for standard and non-standard service requests and subsequent fulfillment to help ensure that the customer's order is quickly managed.
- Manage the quotation process to help ensure that bulk orders are handled differently than normal requests.
- Manage the fulfillment process to help ensure that the customer's service request was handled effectively.
- Define new services to help ensure that the solution meets the defined requirements.
- Publish services to complete a request.
- Review the service metrics to help identify the services with potential improvement opportunities and those services that are no longer required.

For Managers

In today's business environment, IT organizations are required to meet aggressive service demands. Therefore, you need to optimize the effectiveness and responsiveness of your support organization. The Service Management solution helps IT demonstrate value and alignment by advertising the function, quality, and cost of available services in business terms. It improves operational efficiency and decreases time to service provisioning by orchestrating service delivery processes from request to approval to fulfillment.

This content will show your staff how to use Service Management to achieve effective service delivery management across your organization. This will help you reduce costs, provide a higher quality of IT support service to your organization, maximize IT productivity, and enhance responsiveness.

The CA Productivity Accelerator is a unique, synchronized, customizable solution that helps you quickly create the critical documentation, training, and support materials your organization needs to drive user productivity throughout the lifecycle of your software.

Lessons Included

Lesson 1 – Service Request Initiation	Lesson 2 – Standard Service Request Approval
<ul style="list-style-type: none">▪ Submit a Standard Request▪ Submit a Non-Standard Service Request▪ Review a Non-Standard Service Request as a Customer Approver▪ Accept a Non-Standard Service Request as a Service Request Coordinator	<ul style="list-style-type: none">▪ Approve a Standard Request▪ Reject a Standard Service Request



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.

<p>Lesson 3 – Non-Standard Service Request</p> <ul style="list-style-type: none"> ▪ Attach a Service Specification and Quotation to a Non-Standard Service Request ▪ Approve a Service Specification and Quotation to a Non-Standard Service Request 	<p>Lesson 4 – Service Project Quotation</p> <ul style="list-style-type: none"> ▪ Submit a Service Project Request ▪ Attach a Quotation to a Service Project Request ▪ Approve a Service Project Request
<p>Lesson 5 – Service Request</p> <ul style="list-style-type: none"> ▪ Assign an Asset and Complete a Service Request 	<p>Lesson 6 - Service Requirements</p> <ul style="list-style-type: none"> ▪ Submit a Request for a New Service ▪ Review a Request for a New Service as a Portfolio Manager ▪ Review a Request for a New Service as a Service Provider Catalog Governance Board Representative ▪ Review a Request for a New Service as a Customer Governance Representative
<p>Lesson 7 – Service Definition</p> <ul style="list-style-type: none"> ▪ Review a Request and Attach a Service Specification Document to a Service Request for a New Service ▪ Design a Service Offering 	<p>Lesson 8 – Service Definition Approval</p> <ul style="list-style-type: none"> ▪ Approve the Design of a New Service Offering
<p>Lesson 9 – Service Publishing</p> <ul style="list-style-type: none"> ▪ Publish a New Service Offering 	<p>Lesson 10 – Service Quality Review</p> <ul style="list-style-type: none"> ▪ Submit a Service Improvement Request ▪ Review a Service Improvement Request as a Service Provider Catalog Governance Board Representative ▪ Review a Service Improvement Request as a Customer Governance Representative



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.

Lesson 11 – Service Decommission

- Submit a Request for a Service Decommission
- Review a Service Decommission Request as a Service Provider Catalog Governance Board Representative
- Review a Service Decommission Request as a Customer Governance Representative



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.