

CA Service Desk Manager 17.0: CMDB Overview 100



PRODUCT RELEASE

CA Service Desk Manager 17.0

COURSE TYPE, LENGTH & CODE

- Web Based Training (WBT)
- One-half (0.5) Hour
- 33SVD10230

PREREQUISITES

- CA Service Desk Manager 17.0: Basic Administration 200
33SVD20799
Nineteen and a Half (19.5) Hours

WHO SHOULD ATTEND

- Configuration Manager
- Configuration Administrator
- Configuration Analyst
- System Administrator
- Pre-sales and Post-sales Consultants

Course Overview

Failure to predict and understand the impact of change can result in system downtime and reduced productivity. You need a solution that provides insight into changes and the scope of those changes. CA Configuration Management Database (CMDB) is a functional data repository that unifies and simplifies the management of configuration information. It enables you to manage the process of implementing change and minimize the potential negative impact of change on the business.

This course provides you with an overview of CA CMDB and enables you to swiftly gain an understanding of its architecture, components, and types of web clients.

What You Will Learn

- Gain an insight about why CA CMDB is becoming more important to businesses.
- Acquire an understanding of the CMDB architecture, components, and types of web clients.

For Managers

When personnel spend time sourcing IT information from across your organization and managing IT relationships and dependencies, this consumes many of your valuable resources. CA CMDB delivers greater management control over your IT environment by providing a comprehensive view of IT service configurations, their relationships, and interdependencies, helping you improve IT processes and streamline change management.

This course enables your employees to quickly acquire an understanding of the CA CMDB and its architecture, components, and types of web clients.

**RECOMMENDED
NEXT COURSES (COMING SOON)**

- CA Service Desk Manager 17.0: CMDB Population 200
33SVD2088S
Thirteen (13) Hours
- CA Service Desk Manager 17.0: CMDB Data Management 200
33SVD2089B
Six and a Half (6.5) Hours
- OnDemand CA Service Desk Manager 17.0: CMDB Audit and Control 200
33SVD20909
Six and a Half (6.5) Hours

Course Agenda

Module 1: Describe the CMDB	Module 2: Review the CMDB Architecture
<ul style="list-style-type: none">▪ Define key configuration management concepts and the role of the CMDB in ITIL▪ Define the importance of the CMDB in configuration management▪ Describe the CMDB use cases	<ul style="list-style-type: none">▪ Define the CMDB architecture▪ Describe the CA SDM components used for the CMDB



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