

CA Service Desk Manager 17.0: Configuring Incident and Problem Management 200



PRODUCT RELEASE

CA Service Desk Manager 17.0

Course 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.

Incident management restores normal service operation as quickly as possible and minimizes the adverse impact on business operations. Problem management prevents problems and incidents, helps to eliminate repeating incidents, and minimizes the impact of incidents that cannot be prevented.

In this course, you will be taught to efficiently navigate through CA SDM and determine the quickest path to an effective resolution of incidents and problems. By doing so, you can minimize the adverse impact on the business operations and reduce downtime. During the training, you are given a real-life scenario and provided with overviews, best practices, and hands-on dynamic labs.

This class consists of 6.5 hours of SELF-DIRECTED learning including lab activities.

COURSE TYPE, LENGTH & CODE

- Dynamic Labs
- Six and a Half (6.5) Hours
- Course Code: 33SVD2081S

PREREQUISITES

- CA Service Desk Manager 17.0:
Basic Administration 200
Course Code: 33SVD2079S
- or
- Working knowledge of the basic administration of CA Service Desk Manager (CA SDM) 17.0

What You Will Learn

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

For Managers

To deliver and manage services at agreed levels to end users, incident analysts must restore normal service operation as quickly as possible and minimize the adverse impact on business operations. Additionally, problem managers need to prevent problems and incidents, eliminate repeating incidents, and minimize the impact of incidents that cannot be prevented.

This course will show your incident and problem management staff how to

WHO SHOULD ATTEND

- Incident Manager
- Problem Analyst/ Manager
- Technical Support Analyst
- Implementation Consultant
- Service Desk Analyst/ Administrator

effectively configure incident and problem management to meet your business requirements and effectively resolve incidents and problems. This will help you reduce costs, provide a higher quality of IT support service to your organization, maximize analyst productivity, and enhance responsiveness.

Course Agenda

Module 1: Describe Incident and Problem Management Process	Module 2: Administer Incident and Problem Management
<ul style="list-style-type: none"> ▪ Describe an incident and problem management scenario ▪ Identify 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 transition ▪ 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
Module 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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