

CA Service Desk Manager 17.0: Managing Knowledge 200



PRODUCT RELEASE

CA Service Desk Manager 17.0

COURSE TYPE, LENGTH & CODE

- Dynamic Labs
- Thirteen (13) Hours
- Course Code: 33SVD2085S

PREREQUISITES

- Working Knowledge of Windows
- Familiarity with Internet Explorer
- Familiarity with CA Service Desk Manager
- CA Service Desk Manager 17.0: Basic Administration Course Code: 33SVD2079S

Course Overview

In your IT support infrastructure, it is important that IT connects with the business it supports by presenting accurate, authoritative, and consistent information tailored to the needs of end users and IT. The CA Service Desk Manager (CA SDM) knowledge management system captures FAQs, workarounds for incidents, and known errors. It also provides forums for discussion and stores and publishes information for reuse. In these ways, CA SDM exponentially improves the ability of your service desk to transform information to knowledge and act smarter and faster, and at a lower cost.

This course covers the creation of knowledge documents and the use of the knowledge management system to optimize the flow of information in your service desk. In this course, you will administer the knowledge management system, populate the knowledge repository, and enhance knowledge management efficiency. These vital skills enable you to integrate knowledge with self-service so that end users can find information or resolve issues instantly, reducing the burden on the service desk, which in turn saves your organization time and money by resolving incidents more quickly.

This class consists of 13 hours of SELF-DIRECTED learning including lab activities.

What You Will Learn

- Optimize users' capabilities for accessing relevant knowledge documents with the CA SDM knowledge management system
- Populate the knowledge repository from a variety of sources
- Create an effective environment for managing and delivering knowledge
- Enhance the efficient operation of your knowledge management system

WHO SHOULD ATTEND

- Application Administrator
- Knowledge Manager/Administrator
- System Administrator
- Implementation Consultant
- IT Architect
- Pre-Sales Consultant

For Managers

In today’s business environment, IT organizations are required to meet aggressive service demands. Therefore, your support team needs to optimize its effectiveness and responsiveness. CA SDM helps automate knowledge management, interactive online support, and self-service. It also provides advanced root cause analysis.

This course covers effective knowledge management, from dealing with incidents and problems to creating knowledge base entries, which can decrease the amount of calls your team receives by promoting self-service. Users will be able to answer their own questions and analysts can share information, reducing the time to resolve incidents.

Course Agenda

Module 1 – Plan Successful Knowledge Mgmt Implementation	Module 2 – Access Knowledge Documents
<ul style="list-style-type: none"> ▪ Define knowledge management ▪ Describe the steps in the knowledge management lifecycle ▪ Plan the knowledge management rollout 	<ul style="list-style-type: none"> ▪ Identify knowledge management users ▪ Access knowledge documents as an analyst ▪ Access knowledge documents as an end user



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Module 3 – Populate the Knowledge Repository	Module 4 – Manage the Knowledge Management Process
<ul style="list-style-type: none"> ▪ Submit knowledge documents from the Self-Service web interface ▪ Submit knowledge from an incident or problem ticket ▪ Access submitted unpublished documents ▪ Author knowledge documents ▪ Create knowledge forums ▪ Create a knowledge tree ▪ Export and import knowledge documents ▪ Deploy third-party knowledge documents 	<ul style="list-style-type: none"> ▪ Manage the knowledge review and approval processes ▪ Organize knowledge using categories ▪ Establish knowledge document access permissions ▪ Manage the attachments library ▪ Archive and purge retired documents
Module 5 – Administer Knowledge Management	Module 6 – Enhance Knowledge Management Efficiency
<ul style="list-style-type: none"> ▪ Manage document templates ▪ Configure CA SDM integration ▪ Examine knowledge roles ▪ Configure search and general system settings ▪ Create knowledge notifications ▪ Configure automated policies ▪ Configure federated search 	<ul style="list-style-type: none"> ▪ Manage the Knowledge Analyst scoreboard ▪ Create recommended documents ▪ Fine-tune keyword search ▪ Configure the knowledge management schedule ▪ Configure the knowledge report card ▪ View standard knowledge management reports



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