

CA Service Desk Manager 17.1: Cumulative Differences 200



PRODUCT RELEASE

CA Service Desk Manager 17.1

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. CA Service Desk Manager (CA SDM) 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.

The course will enable you to understand the key features and values of recent CA SDM releases over the past several years. After this course, you will be able to describe the capabilities and value provided in the most recent releases of CA SDM. You will also be able to make an informed decision about upgrading to a more current version of CA SDM. Finally, you will understand the CA Technologies service management product strategy and market trends.

COURSE TYPE, LENGTH & CODE

- Web Based Training (WBT)
- 1.5 hour
- Course Code: 33SVD20980

PREREQUISITES

- Working knowledge of CA SDM

WHO SHOULD ATTEND

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

What You Will Learn

- Major functional updates and enhancements in:
 - CA SDM 17.1
 - CA SDM 17.0
 - CA SDM 14.x
 - CA SDM 12.9

For Managers

After completion of this course, you staff will be able to identify the driving need for change and upgrade, the value of upgrading, migration considerations and service offerings. Your staff will also be able to take advantage of all the CA Service Management Solution has to offer and gain a full understanding of release themes and values provided in the most recent releases of CA SDM.

Course Agenda

Module 1 – What’s New in CA Service Desk Manager 17.1	Module 2 – What’s New in CA Service Desk Manager 17.0
<ul style="list-style-type: none"> ▪ Install/Upgrade/Update/Enhancements ▪ xFlow interface Enhancements ▪ Service Desk Manager Enhancements 	<ul style="list-style-type: none"> ▪ Contextual Collaboration for Analysts ▪ Enhanced End-User Context in the xFlow Analyst Interface ▪ Follow-Up on Tickets ▪ New UI Theme ▪ Unified Delivery of Value Packs
Module 3 – What’s New in CA Service Desk Manager 14.1.03	Module 4 – CA Business Intelligence (CABI) JasperReports® Server 6.2.0
<ul style="list-style-type: none"> ▪ Common Patch Installer ▪ xFlow Analyst Interface ▪ User Profile Picture Synchronization 	<ul style="list-style-type: none"> ▪ CABI 6.2 feature summary ▪ Free Access to TIBCO Jaspersoft Online Training
Module 5 – CA SDm 14.x: What’s New in CA Service Desk Manager 14.1.02	Module 6 – What’s new in CA SDM 14.1.01
<ul style="list-style-type: none"> ▪ CA SDM 14.1.02 feature summary ▪ Environment promotion ▪ Export/import of customizations and file-based content promotion ▪ MDB level setting ▪ CA SDM Communités ▪ CA SDM attributes in USS ▪ Reset EEM password in USS Common patch installer for CA SDM 	<ul style="list-style-type: none"> ▪ CA SDM 14.1.01 feature summary ▪ Configure item detail – attachments ▪ URL and file attachments ▪ Attachements – activity log entries and manual notifications ▪ Manual notifications – “CC” ▪ Service Desk Classic Workflow ▪
Module 7 – CA SDM 14.1	Module 8 – CA SDM 12.9
<ul style="list-style-type: none"> ▪ CA SDM 14.1 feature summary ▪ Simplified install/ upgrade ▪ Mobile application enhancements 	<ul style="list-style-type: none"> ▪ CA SDM 12.9 feature summary ▪ Collaboration and mobility release ▪ Collaborative self-service



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.

- Advanced reporting
- Additional enhancements
- Advanced availability

Module 9 – Upgrade Considerations and Service Offerings

- EOS and Upgrade to CA SDM 14.1.02, 14.1.01, 14.1 and 12.9
- CA upgrade services – value at a glance
- Accessing additional information
- Importance of upgrading



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.