

CA Service Desk Manager 17.0: Extract, Transform and Load Data 300



PRODUCT RELEASE

CA Service Desk Manager 17.0

COURSE TYPE, LENGTH & CODE

- Web Based Training (WBT)
- Two and a Half (2.5) Hours
- Course Code: 33SVD30280

PREREQUISITES

- Familiarity with Microsoft Windows Operating Systems (Microsoft Windows NT, Microsoft Windows 2000, Microsoft Windows XP, or Microsoft Windows Server 2003)
- CA Service Desk Manager 17.0: Basic Administration 200

Course Overview

CA Service Desk Manager (CA SDM) is a versatile and comprehensive IT service support solution, designed to help deliver superior end-user support, and request, incident, problem, and knowledge management processes.

This course provides you with the skills and knowledge needed to correctly and efficiently extract, transform and load data. This course delivers use of pdm utilities to manage your CA SDM database, identifies database interface, table and field names, and details how to extract records, dereference data, backup and restore tables, import data and import discovered assets in CA SDM. In this course, you will learn how to efficiently navigate through CA SDM and promptly handle a change order. By doing so, you can minimize the impact to the organization of any related incidents that might arise on the implementation of the change.

What You Will Learn

- Use pdm utilities to manage your CA Service Desk Manager database
- Identify database interface, table and field names
- Extract records using the pdm_extract utility
- Dereference data using the pdm_deref utility
- Back up tables using the pdm_backup utility
- Restore tables using the pdm_restore utility
- Import data using pdm_userload and pdm_load utilities &
- Import discovered assets using the pdm_discimp utility

For Managers

To survive in today's economy, your IT organization faces increasing pressure to do more with less. Savvy IT organizations are taking a comprehensive approach to service support by treating individual functions within service support as an integrated whole. CA SDM enables your users to prevent service disruptions and better manage change risks, and provides a 360-degree view into your IT services.

This course covers all areas needed in order to extract, transform and load data in

WHO SHOULD ATTEND

- Service Desk Manager
- Service Desk Administrator
- System Administrator
- Database Administrator

CA SDM. Overall, this content will provide extensive step-by-step instructions to ensure smooth operation of making the process of extracting, transforming and loading data more simplified.

Course Agenda

Module 1 – Database Interface, Table and Field Names	Module 2 – Extract Records
<ul style="list-style-type: none"> ▪ Identify database interface, table and field names ▪ Define Database Independent ▪ Identify command line interface 	<ul style="list-style-type: none"> ▪ Extract records using the pdm_extract utility ▪ Select data for extraction ▪ Identify the syntax available with the pdm_extract command ▪ Identify the syntax available with the pdm_replacement command
Module 3 – Dereference Data	Module 4 – Back Up Tables
<ul style="list-style-type: none"> ▪ Dereference data using the pdm_deref utility ▪ Identify the process for dereferencing data ▪ Prepare a pdm_userload input file and a dereferencing tool specifications file ▪ Run pdm_deref ▪ Identify the syntax available with the pdm_deref command 	<ul style="list-style-type: none"> ▪ Back up tables using the pdm_backup utility ▪ Identify the available syntax available with the pdm_backup command



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Module 5 – Restore Tables	Module 6 – Import Data
<ul style="list-style-type: none"> ▪ Restore tables using the pdm_restore utility ▪ Define the pdm_restore command ▪ Identify the syntax available with the pdm_restore command 	<ul style="list-style-type: none"> ▪ Import data using the pdm_userload and pdm_load utilities ▪ Create an input file ▪ Drop and restore constraints ▪ Identify the syntax available with the pdm_userload command and pdm_load command
Module 7 – Import Discovered Assets	
<ul style="list-style-type: none"> ▪ Import discovered assets using the pdm_discimp utility ▪ Define the pdm_discimp utility ▪ Identify the syntax available with the pdm_discimp 	



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