

CA Service Desk Manager 17.0: Archive and Purge Data 300



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 archive and purge data. This course delivers the basic concepts behind archiving and purging data, identifies how to create or amend archive and purges rules and details how to schedule the running archive and purge rules in CA SDM.

PRODUCT RELEASE

CA Service Desk Manager 17.0

COURSE TYPE, LENGTH & CODE

- Web Based Training (WBT)
- One (1) Hour
- Course Code: 33SVD30290

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

What You Will Learn

- Identify basic Archive and Purge concepts
- Create Archive and Purge Rules
- Schedule Archive and Purge jobs

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 archive and purge data in CA SDM. Overall, this content will provide extensive step-by-step instructions to ensure smooth operation of making the process of archiving and purging data more simplified.

WHO SHOULD ATTEND

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

Course Agenda

<p>Module 1 – Database Interface, Table and Field Names</p> <ul style="list-style-type: none"> ▪ Identify database interface, table and field names ▪ Define Database Independent ▪ Identify command line interface 	<p>Module 2 – Extract Records</p> <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
<p>Module 3 – Dereference Data</p> <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 	<p>Module 4 – Back Up Tables</p> <ul style="list-style-type: none"> ▪ Back up tables using the pdm_backup utility ▪ Identify the available syntax available with the pdm_backup command
<p>Module 5 – Restore Tables</p> <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 	<p>Module 6 – Import Data</p> <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 and pdm_load
<p>Module 7 – Import Discovered Assets</p> <ul style="list-style-type: none"> ▪ Import discovered assets using the pdm_discimp utility ▪ Define the pdm_discimp utility ▪ Identify pdm_discimp syntax 	



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