

CA Business Service Insight 8.3.5: Implementation and Configuration 200



PRODUCT RELEASE

CA Business Service Insight 8.3.5

COURSE TYPE, LENGTH & CODE

- Dynamic Labs
- Nineteen and a Half (19.5) Hours
- 33BSI2040S

PREREQUISITES

- Knowledge of scripting languages, such as VB script or SQL
- Familiarity with managing data
- Understanding of ITIL foundation

WHO SHOULD ATTEND

- Application Architect
- Application Support Specialist
- Service Desk Analyst
- System Administrator
- Data Administrator

Course Overview

Organizations need the ability to define a service catalog and measurement metrics, establish contractual obligations and performance targets, and monitor performance against these targets in real time. CA Business Service Insight is the leading Service Level Management (SLM) solution that automates, activates, and accelerates the management, monitoring, and reporting of all Service Level Agreements (SLAs) and service delivery for enterprises and service providers.

This technical training course will provide students with an understanding of the Service Delivery Configuration Management Database (CMDDB) and Adapter configuration, and business logic scripting. It will also teach users how to administer and maintain CA Business Service Insight.

This is a SELF-DIRECTED class consisting of 19.5 hours of self-directed learning including lab activities.

What You Will Learn

- Gain an understanding of the main features and benefits of CA Business Service Insight.
- Determine the importance of SLM in obtaining real-time data.
- Create frameworks, models, adapters, and contracts to effectively display data.
- Create alerts to reduce or avoid risk.
- Gather and compare data so management can make more informed decisions.
- Prepare concise and timely reports and dashboards to enable management make more effective decisions.

For Managers

CA Business Service Insight enhances your organization's ability to reduce cost and increase productivity surrounding SLM, and improve customer acquisition, satisfaction, and retention. This course will enable your staff to implement and configure CA Business Service Insight so that they have a better understanding and control over the quality and value of your IT service portfolio.

Course Agenda

<p>Module 1 - Describe CA Business Service Insight</p> <ul style="list-style-type: none"> ▪ Explain what CA Business Service Insight does ▪ Describe key terminologies and their importance 	<p>Module 2 - Describe the CA Business Service Insight Architecture and Interface</p> <ul style="list-style-type: none"> ▪ Describe the architecture ▪ Explore the interface for a typical contract
<p>Module 3 - Perform Metric Modeling</p> <ul style="list-style-type: none"> ▪ Describe contract and metric modeling 	<p>Module 4 - Build the Framework</p> <ul style="list-style-type: none"> ▪ Build the framework
<p>Module 5 - Create the Contract</p> <ul style="list-style-type: none"> ▪ Build the contract ▪ Build metrics 	<p>Module 6 - Create the Adapters</p> <ul style="list-style-type: none"> ▪ Describe data source management ▪ Explain how Service Delivery CMDB allocates resources ▪ Create Adapters ▪ Define Common Structures and Adapters
<p>Module 7 - Perform Data and Event Management</p> <ul style="list-style-type: none"> ▪ Update raw data 	<p>Module 8 - Write Business Logic for Data</p> <ul style="list-style-type: none"> ▪ Define Business Logic
<p>Module 9 - Create a Report, Alert, and Dashboard</p> <ul style="list-style-type: none"> ▪ Create a report ▪ Create a dashboard ▪ Create an alert 	<p>Module 10 - Build a Portfolio with Template Libraries</p> <ul style="list-style-type: none"> ▪ Build the Portfolio



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Course Agenda, (cont'd)

Module 11 - Describe Administrative Functions

- Describe CA Business Service Insight administrative architecture
- Describe how to manage CA Business Service Insight data
- Describe the Open API
- Describe the security features
- Describe the additional features



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