

CA Service Management 17.0: Solution Overview



Course Overview

The CA Service Management solution brings together an exceptional combination of interrelated process, function, and expertise that is targeted at enabling you with the full breadth of service management processes. This solution includes a number of components including CA Service Desk Manager (CA SDM), common components, CA Service Catalog, and CA IT Asset Management (CA ITAM).

This course is designed to give you a high level understanding of how CA Service Management solution can help optimize the managing of your services, support, assets, contracts, software licenses, and more.

PRODUCT RELEASE

CA Service Management 17.0

COURSE TYPE, LENGTH & CODE

- Web Based Training (WBT)
- One Half (0.5) Hour
- Course Code: 33SVD10220

PREREQUISITES

- Working knowledge of CA Service Desk Manager or CA IT Asset Management

WHO SHOULD ATTEND

- Service Desk Administrator
- CA ITAM Administrator
- System Administrator
- Business Lead / Analyst
- Pre-Sales Consultant

You Will Learn:

- How the CA Service Management solution provides you with the tools to deliver a quick and easy to implement value driven solution
- The features and functionality for the products making up this solution:
 - CA Service Desk Manager (CA SDM)
 - Common Components
 - CA Service Catalog
 - CA IT Asset Management (CA ITAM)
 - CA Asset Portfolio Manager (CA APM)
 - CA Software Asset Manager (CA SAM)

For Managers

Managing service management processes is a challenge, and it becomes more complicated when a homegrown or outdated help desk, multiple help desks inherited through mergers and acquisitions, non-centralized asset management system or mismatched help desk upgrades do not fully integrate.

CA Service Management Solution can increase the quality of your services, prevent interruptions and lower costs—all while helping ensure that your services stay aligned with your business requirements and keeping your business users engaged with modern, accessible self-service.

Course Agenda

Module 1: CA Service Management Overview	Module 2: Common Components
<ul style="list-style-type: none"> ▪ Introduction to the CA Service Management Solution ▪ Business Value ▪ Solution Components 	<ul style="list-style-type: none"> ▪ Self-service ▪ Mobility ▪ Administration
Module 3: CA Service Desk Manager	Module 4: CA Service Catalog
<ul style="list-style-type: none"> ▪ Incident Management ▪ xFlow Analyst Interface ▪ Problem Management ▪ Change Management ▪ Configuration Management ▪ Knowledge Management ▪ Support Automation Reporting with the new CA CABI JasperReports® Server tool 	<ul style="list-style-type: none"> ▪ Service Request Management and Accounting
Module 5: CA IT Asset Manager	
<ul style="list-style-type: none"> ▪ Asset Lifecycle Model ▪ CA ITAM – Asset Management <ul style="list-style-type: none"> • CA Asset Portfolio Management (CA APM) • CA Software Asset Manager (CA SAM) 	



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