

CA Service Desk Manager 17.0: Basic Administration 200



PRODUCT RELEASE

CA Service Desk Manager 17.0

Course Overview

CA Service Desk Manager 17.0 (CA SDM) is a versatile, comprehensive IT service support solution designed to help you deliver superior end-user support, request, incident, problem, and knowledge management processes with simplified change and configuration management. CA SDM can consolidate your multiple, disparate help desks and separately manage multiple tenants, all with the objective of reducing the cost and complexity of managing multiple software instances.

In this course, you will create incident tickets, configure scorecards, and configure organizational reference data. You will also be shown how to maintain the security of your service desk. In addition, you will configure notifications, manage service level agreements (SLAs), configure surveys, and perform other administrative tasks.

This class consists of 19.5 hours of SELF-DIRECTED learning including lab activities.

COURSE TYPE, LENGTH & CODE

- Dynamic Labs
- Nineteen and a Half (19.5) Hours
- 33SVD2079S

PREREQUISITES

- Familiarity with current Windows operating systems is recommended.
- Familiarity with structured query language (SQL) and database theory is highly recommended.
- Familiarity with HTML and JavaScript, while not necessary, is advantageous.

What You Will Learn

- Verify that any interruptions or reduction in service encountered by customers and employees are resolved as quickly as possible.
- Configure organizational reference data records so that your business data structure accurately reflects the operational procedures that it uses.
- Maintain the security requirements of your service desk by validating users according to company policy, configuring the organization of your contacts and groups, assigning roles to appropriate access types, and allowing users to only access records that relate to their role.
- Manage the volume and efficiency of notifications sent about activity on tickets.
- Collect and analyze customer feedback about your service desk performance.
- Administer the xFlow Analyst interface.

WHO SHOULD ATTEND

- Database Administrator
- Service Desk Manager /Administrator
- System Administrator
- Application Administrator
- Implementation Consultant
- IT Architect
- Pre-Sales Consultant
- Financial Administrator

For Managers

Managing service desk processes is a challenge and it becomes more complicated when a homegrown or outdated help desk, multiple help desks inherited through mergers and acquisitions, or mismatched help desk upgrades do not fully integrate.

This course will show your IT support staff how to effectively administer and enforce CA SDM service delivery across your organization. This will help you reduce costs, provide a higher quality of IT support service to your organization, maximize analyst productivity, and enhance responsiveness.

RECOMMENDED NEXT COURSES

- CA Service Desk Manager 17.0: Configure Incident and Problem Management 200
Course Code 33SVD2081S
Six and a Half (6.5) Hours
- CA Service Desk Manager 17.0: Configure Change Management 200
Course Code 33SVD2082S
Six and a Half (6.5) Hours
- CA Service Desk Manager 17.0: Managing the Report Environment with CABI 6.2 200
Course Code 33SVD3025S
Three and a Half (3.5) Hours

Course Agenda

Module 1 – Describe CA SDM Components and Architecture	Module 2 – Create Incident Tickets and Ticket Templates
<ul style="list-style-type: none"> ▪ Identify the CA SDM components ▪ Define the CA SDM architecture 	<ul style="list-style-type: none"> ▪ Create incident tickets ▪ Search for incident tickets ▪ Configure common shared objects for tickets
Module 3 – Configure Scoreboards Using Stored Queries	Module 4 – Configure Organizational Reference Data
<ul style="list-style-type: none"> ▪ Identify predefined stored queries ▪ Modify the scoreboard ▪ Modify the scoreboard using a time-based stored queries 	<ul style="list-style-type: none"> ▪ Create organizational reference data
Module 5 – Describe CA SDM Authentication	Module 6 – Configure Contacts and Groups
<ul style="list-style-type: none"> ▪ Describe CA SDM authentication 	<ul style="list-style-type: none"> ▪ Configure contacts and groups



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Course Agenda Continued

Module 7 – Create Roles and Access Types	Module 8 – Create Data Partitions
<ul style="list-style-type: none"> ▪ Identify predefined roles ▪ Associate a new role with an access type 	<ul style="list-style-type: none"> ▪ Create a basic data partition ▪ Describe the advanced use of data partitions
Module 9 – Configure CA SDM Notifications	Module 10 – Manage SLAs
<ul style="list-style-type: none"> ▪ Describe the components of notifications and their functions ▪ Enable activity notification rules ▪ Configure default notification rules ▪ Create notification rules ▪ Modify notification message templates 	<ul style="list-style-type: none"> ▪ Describe event-based automation ▪ Create macros ▪ Create events ▪ Create service types ▪ Create service target templates
Module 11 – Configure Surveys	Module 12 – Perform Additional Administrative Tasks
<ul style="list-style-type: none"> ▪ Create a survey template ▪ Create managed surveys 	<ul style="list-style-type: none"> ▪ Describe Options Manager ▪ Describe how to stop and start CA SDM processes ▪ Describe the CA SDM patching process ▪ Identify basic troubleshooting methods
Module 13 – Administer the xFlow Analyst Interface	Module 13 – Administer the xFlow Analyst Interface <small>Continued</small>
<ul style="list-style-type: none"> ▪ Administering the xFlow Analyst interface ▪ Create work streams ▪ Manage ticket views ▪ Configure active assistance for tickets ▪ Configure the heat calculation 	<ul style="list-style-type: none"> ▪ Configure the weather calculation ▪ Describe notifications and messages ▪ Describe the search feature ▪ Configure the command bar ▪ Describe the importation of profile pictures



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