

CA Service Desk Manager 17.0: Implementing Advanced Availability 200 Bundle



PRODUCT RELEASE

CA Service Desk Manager 17.0

*The primary change between the previous release and this version includes a new color and font theme in the user interface. For details on this change and others, please see the **CA Service Desk Manager 17.0: Cumulative Differences 200** course, which is bundled with this course.*

COURSE TYPE, LENGTH & CODE

- Dynamic Labs
- Six and a Half (6.5) Hours
- Course Code: 33SVD2086S

NO PREREQUISITES

Course Overview

In your CA Service Desk Manager 17.0 (CA SDM) infrastructure, it is critical that you reduce downtime resulting from application failure, hardware failure, or maintenance. The advanced availability configuration model with CA SDM offers more resilience to server outages than the conventional primary and secondary server configuration and provides higher application availability and support for rolling maintenance with minimal end user disruption.

This course shows you how to configure advanced availability, perform rolling maintenance, recover from unplanned outages, and migrate to advanced availability. In this course, you will gain the benefits of reduced downtime and greater application availability while retaining compatibility with existing installations, hardware, and databases.

This class consists of 6.5 hours of SELF-DIRECTED learning including lab activities.

What You Will Learn

- Minimize CA SDM downtime caused by failures or maintenance.
- Perform rolling server maintenance on CA SDM servers to ensure that all servers are updated with similar changes while minimizing or eliminating disruption to end users.
- Conduct quick and efficient recovery from unplanned outages or failures.
- Migrate to the advanced availability configuration.

For Managers

In today's business environment, IT organizations are required to meet aggressive service demands. Therefore, your support team needs to optimize responsiveness to downtime resulting from application failure, hardware failure, or maintenance.

This course enables your team to provide continuous availability of the base application to users during a failure of any individual component or element of the infrastructure or application stack. It also provides them with the means to minimize downtime by providing for rolling maintenance of servers in the configuration while minimizing interruption to end users.

WHO SHOULD ATTEND

- Change Manager/Administrator
- Database Administrator
- Service Desk Manager /Administrator
- System Administrator
- Application Administrator
- Application Owner
- Implementation Consultant
- IT Architect

Course Agenda

Module 1 – Describe Advanced Availability	Module 2 – Describe the Advanced Availability Architecture
<ul style="list-style-type: none"> ▪ Identify the key features of advanced availability ▪ Determine your need for advanced availability ▪ Identify the primary use cases for advanced availability 	<ul style="list-style-type: none"> ▪ Compare conventional and advanced availability architectures ▪ Identify component servers in the advanced availability architecture ▪ Define the advanced availability terminology ▪ Identify considerations for implementing advanced availability
Module 3 – Configure Advanced Availability	Module 4– Perform Rolling Maintenance
<ul style="list-style-type: none"> ▪ Prepare for the advanced availability configuration ▪ Implement advanced availability ▪ Configure the standby server ▪ Configure the application server ▪ Configure a dedicated repository server 	<ul style="list-style-type: none"> ▪ Perform rolling maintenance on CA SDM servers ▪ Identify considerations for rolling maintenance
Module 5 – Recover from Unplanned Outages	Module 6 – Migrate to Advanced Availability
<ul style="list-style-type: none"> ▪ Recover from an unplanned outage ▪ Identify considerations for unplanned outage recovery 	<ul style="list-style-type: none"> ▪ Describe the types of migrations ▪ Identify considerations for migration



Visit www.ca.com/education to explore the many course offerings, training options, and education solutions available to meet your skill development needs, budget, and travel requirements.