

CA Service Desk Manager 17.0: CMDB Population 200



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
- Thirteen (13) Hours
- 33SVD2088S

PREREQUISITES

- CA Service Desk Manager 17.0: Solution Overview 100 33SVD10220 One (1) Hour

WHO SHOULD ATTEND

- Configuration Manager
- Configuration Administrator
- Configuration Analyst

Course Overview

Failure to predict and understand the impact of change can result in system downtime and reduced productivity. You need a solution that provides insight into changes and the scope of those changes. CA Configuration Management Database (CA CMDB) is a functional data repository that unifies and simplifies the management of configuration information. It enables you to manage the process of implementing change and minimize the potential negative impact of change on the business.

In this technical training course, you will be taught about managing configuration items (CIs) with CA CMDB Visualizer and how to populate the CA CMDB with data using the GRLoader. This training will help enable you to quickly populate the CA CMDB with trusted data.

This class consists of 13 hours of SELF-DIRECTED learning including lab activities using CA SDM 14.1.

What You Will Learn

- Administer and enforce CI management to support business-critical IT functions.
- Efficiently manage CIs using CMDB Visualizer.
- Perform a bulk load or update of CIs using the GRLoader.

For Managers

When personnel spend time sourcing IT information from across your organization and managing IT relationships and dependencies, this consumes many of your valuable resources. CA CMDB delivers greater management control over your IT environment by providing a comprehensive view of IT service configurations, their relationships and interdependencies, helping you improve IT processes and streamline change management.

To populate CA CMDB with trusted data, your staff will be taught about managing CIs with CMDB Visualizer and populating CA CMDB with data using the GRLoader.

**RECOMMENDED
NEXT COURSES**

- CA Service Desk Manager 17.0: CMDB Data Management 200 33SVD2089S
Six (6) Hours
- CA Service Desk Manager 17.0: CMDB Audit and Control 200 33SVD20909
Six and a Half (6.5) Hours

Course Agenda

<p>Module 1 - Administer CA CMDB</p> <ul style="list-style-type: none"> ▪ Manage CIs with the CA SDM web interface ▪ Organize CIs into families and classes ▪ Update reference data ▪ View data using the MDR Launcher 	<p>Module 2 - Edit CIs</p> <ul style="list-style-type: none"> ▪ Identify logging features ▪ Edit CIs using the Edit in List function ▪ Assign families to base object CIs ▪ Assign and compare CIs using the versioning function
<p>Module 3 - Manage CIs Using CA CMDB Visualizer</p> <ul style="list-style-type: none"> ▪ Search and display CIs and their relationships ▪ Create filters 	<p>Module 4 - Import CI Information Using the GRLoader</p> <ul style="list-style-type: none"> ▪ Describe the GRLoader ▪ Import data using the GRLoader ▪ Describe GRLoader usage guidelines and considerations



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