

CA Service Desk Manager 17.0: CMDB Data Management 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
- Six (6) Hours
- 33SVD2089S

PREREQUISITES

- CA Service Desk Manager 17.0: CMDB Population 200 33SVD2088S
Thirteen (13) Hours

WHO SHOULD ATTEND

- 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.

The transaction work area (TWA) of CA CMDB enables your organization to stage, organize, and commit to a gold standard across multiple data stores and helps ensure the integrity of the CMDB. In this technical training course, you will increase the scope of information that is available and the relevance of the CMDB to a wider audience of stakeholders by using the TWA and SQL to add additional management data repositories (MDRs) to your CMDB.

This class consists of 6 hours of SELF-DIRECTED learning including lab activities.

What You Will Learn

- Gain an understanding of the relationship of configuration management and configuration items (CIs) to CA CMDB.
- Efficiently deliver the correct data to CA CMDB through data reconciliation and the TWA.

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 and their relationships and interdependencies, helping you improve IT processes and streamline change management.

To maximize the value of CA CMDB to your organization, your staff needs to understand the relationship of configuration management and CIs to CA CMDB, the challenges presented by those relationships, and how to mitigate the risks inherent in managing multiple data sources.

**RECOMMENDED
NEXT COURSES**

- CA Service Desk Manager 17.0: CMDB Audit and Control 200 33SVD2090S
Six and a Half (6.5) Hours

Course Agenda

Module 1: Identify Data Management Aspects of CA CMDB	Module 2: Stage Data Using the TWA
<ul style="list-style-type: none"> ▪ Describe a data gold standard ▪ Describe the reconciliation process ▪ Describe data federation ▪ Identify data management best practices ▪ Identify methods for enforcing the CMDB gold standard 	<ul style="list-style-type: none"> ▪ Describe the reconciliation process ▪ Navigate the TWA ▪ Load CIs and relationships into the TWA ▪ Update transactions in the TWA using SQL queries



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