

# CA Service Desk Manager 17.0: Build Stored Queries for the Scoreboard 300



## Course Overview

CA Service Desk Manager 17.0 (CA SDM) is a versatile and comprehensive IT service support solution, designed to help deliver superior end-user support, and request, incident, problem, and knowledge management processes.

This course provides you with the skills and knowledge needed to correctly and efficiently build stored queries for the scoreboard. This course will identify uses of stored queries and give you comprehensive, step-by-step instructions on how to create stored queries for the scoreboard as well as how to create time-based stored queries.

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### PRODUCT RELEASE

CA Service Desk Manager 17.0

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### COURSE TYPE, LENGTH & CODE

- Web Based Training (WBT)
- One (1) Hour
- 33SVD30220

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### PREREQUISITES

- Familiarity with Microsoft Windows operating systems (Microsoft Windows 7, 8, and 9, Microsoft Windows Server 2008, 2012, and 2016)
- CA Service Desk Manager 17.0: Basic Administration 200 33SVD2079S Nineteen and a Half (19.5) Hours

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### WHO SHOULD ATTEND

- Service Desk Manager
- Service Desk Administrator
- System Administrator
- Change and Configure Administrator
- Service Desk Implementer

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## What You Will Learn

- Identify uses of Stored Queries
- Create Stored Queries for the Scoreboard
- Create Time-based Stored Queries

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## For Managers

To survive in today's economy, your IT organization faces increasing pressure to do more with less. Savvy IT organizations are taking a comprehensive approach to service support by treating individual functions within service support as an integrated whole. CA SDM enables your users to prevent service disruptions and better manage change risks, and provides a 360-degree view into your IT services.

Overall, this course covers all areas and provides the step-by-step instructions your staff needs to build stored queries for the scoreboard in CA SDM.

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## Course Agenda

### Module 1 – Uses of Stored Queries

- Identify uses of Stored Queries
- Create Stored Queries for the Scoreboard
- Create time-based Stored Queries



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