

CA Service Desk Manager 17.0: Managing the Report Environment with CABI 4.x 300



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
- 33SVD3023S

Course Overview

In today's complex business environment, IT services costs are being cut but service quality must still improve. When issues arise, you need to solve them as efficiently as possible. CA Service Desk Manager 17.0 (CA SDM) provides you with what you need to achieve this. A vital part of the solution is the ability to report on issues that arise to isolate problems.

CA SDM integrates with CA Business Intelligence (CABI), a web-based reporting component that packages SAP BusinessObjects Enterprise and its associated tools. In this course, you will discover how to manage the reporting environment using CABI security and the Central Management Console (CMC). You will explore how to set up and manage users, groups, access rights, and data partition security for reporting. By creating a custom derived universe and integrating the reports into the CA SDM Web interface, your organization can manage the reporting environment for effective enterprise IT management.

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

What You Will Learn

- Configure security for reports so users and groups have the appropriate level of access.
- Create a derived universe that enables you to include local adaptations and report on this universe.
- Add new reports to the CA SDM web interface.
- Migrate reports from your development environment to the production environment.
- Apply CA SDM data partitions to restrict user access to data in reports.

PREREQUISITES

- CA Service Desk Manager 17.0: Basic Administration 200 33SVD2079S
Nineteen and a Half (19.5) Hours
OR
A basic understanding of CA SDM
- CA Service Desk Manager 17.0: Building Web Intelligence Reports with CABI 4.x 300 33SVD3024S
Six and a Half (6.5) Hours

For Managers

When IT faults or service interruptions are reported, the time taken to identify and solve these problems leads to a drop in productivity and overall business performance suffers. A comprehensive reporting utility can help you speed up the problem identification and solution process, using sophisticated metrics and existing knowledge.

In this class, your IT staff will discover how to effectively manage the CABI reporting environment in a CA SDM implementation.

WHO SHOULD ATTEND

- Service Desk Managers
- Service Desk Administrators

Course Agenda

Module 1: Administer CABI Using the Central Management Console	Module 2: Manage the CA SDM Universe
<ul style="list-style-type: none"> ▪ Describe the CMC ▪ Configure content in the CMC ▪ Configure reporting destinations in the CMC ▪ Manage users and groups ▪ Configure CABI authentication ▪ Define access rights to documents 	<ul style="list-style-type: none"> ▪ Describe the CA SDM universe ▪ Create attribute aliases ▪ Create a derived universe ▪ Add custom dimension objects to a universe ▪ Add a custom measure object to a universe
Module 3: Migrate Reports and Perform CA SDM Integration	
<ul style="list-style-type: none"> ▪ Migrate reports from development to production ▪ Add a report to the CA SDM web interface ▪ Set up CABI to use data partitions and multi-tenancy 	



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.