

# CA Service Desk Manager 17.0: Building Web Intelligence Reports with CABI 4.x 300



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## 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.*

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## COURSE TYPE, LENGTH & CODE

- Dynamic Labs
- Six and a Half (6.5) Hours
- 33SVD3024S

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## 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

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## WHO SHOULD ATTEND

- Service Desk Managers
- Service Desk Administrators

## 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, a web-based reporting component that packages SAP BusinessObjects Enterprise and its associated tools including Web Intelligence. In this course, you will discover how to create, format, and share Web Intelligence reports to meet your ad hoc reporting needs. By building these reports, your organization can analyze and present vital information that is required for effective enterprise IT management.

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

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## What You Will Learn

- Explore the CA SDM universe and how it enables Web Intelligence users to more efficiently perform data analysis and create reports.
- Reduce the time and cost of building reports by using Web Intelligence.
- Enhance Web Intelligence reports using special formatting and graphs.
- Share Web Intelligence reports with other users so they are more accessible and can be analyzed outside of InfoView.

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## For Managers

To survive in today's economy, your IT organization faces increasing pressure to do more with less. Shrewd IT organizations are taking a comprehensive approach to service support by treating individual functions within service support as an integrated whole.

In this class, your IT staff will discover how to build, format, and distribute reports using Web Intelligence. This will enable your organization to perform more efficient data analysis that will help drive your critical IT business decisions.

**RECOMMENDED  
NEXT COURSES**

- CA Service Desk Manager 17.0: Managing the Report Environment with CABI 6.x 300 33SVD3025S  
Three and a Half (3.5) Hours

## Course Agenda

<b>Module 1: Describe CA Business Intelligence</b>	<b>Module 2: Explore the CA SDM Universe</b>
<ul style="list-style-type: none"> <li>▪ Identify the features and functions of CA Business Intelligence</li> <li>▪ Identify the components of the CA Business Intelligence reporting environment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Identify the elements of the CA SDM universe</li> <li>▪ Navigate the CA SDM universe</li> </ul>
<b>Module 3: Build a Web Intelligence Query</b>	<b>Module 4: Format Web Intelligence Reports</b>
<ul style="list-style-type: none"> <li>▪ Build a basic query</li> <li>▪ Add filters and prompts to a query</li> <li>▪ Perform calculations using measures</li> <li>▪ Create a complex query</li> </ul>	<ul style="list-style-type: none"> <li>▪ Format a table</li> <li>▪ Create charts</li> <li>▪ Display data using table templates</li> <li>▪ Create sections and breaks</li> <li>▪ Create variables to perform calculations in reports</li> </ul>
<b>Module 5: Share Web Intelligence Reports</b>	
<ul style="list-style-type: none"> <li>▪ Save reports to public folders</li> <li>▪ Schedule reports</li> <li>▪ Export reports</li> </ul>	



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