

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

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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 Service Desk Manager at a minimum

## 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 be able 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 JasperReports® Server - 6.2.0 (CABI 6.2), which is built around the TIBCO JasperSoft JasperReports Server 6.2.0. In this course, you will discover how to manage the reporting environment by identifying the architecture, components, and basic functions of CABI 6.2.0. You will understand the reporting options available to you for creating and managing reports and dashboards. You will also navigate the UI, manage users using role-based security, run and schedule reports, and troubleshoot reporting.

This class consists of 3.5 hours of SELF-DIRECTED learning including lab activities.

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## What You Will Learn

- Identify the reporting options available to you for creating and managing reports and dashboards
- Efficiently access the full functionality of CABI 6.2 needed to manage the reporting environment
- Control access to the data in the CA Service Management database through role-based security
- Automate the running of routine reports by scheduling them for regular execution and then placing the resulting report in a format and location accessible for the users of the report
- Enhance your ability to troubleshoot and resolve any issues by identifying the sources of log and diagnostic information and other resources

**WHO SHOULD ATTEND**

- Service Desk Managers
- Service Desk Administrators

**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 6.2 reporting environment in a CA SDM implementation.

**Course Agenda**

<b>Module 1: Describe CA Business Intelligence JasperReports Server 6.2</b>	<b>Module 2: Navigate the User Interface</b>
<ul style="list-style-type: none"> <li>▪ Describe the capabilities of CABI 6.2</li> </ul>	<ul style="list-style-type: none"> <li>▪ Navigate the user interface</li> </ul>
<b>Module 3: Manage Users Through Role-based Security</b>	<b>Module 4: Manage Reports</b>
<ul style="list-style-type: none"> <li>▪ Manage users through role-based security</li> </ul>	<ul style="list-style-type: none"> <li>▪ Access and edit report properties</li> <li>▪ Run reports</li> <li>▪ Define input controls</li> <li>▪ Schedule reports</li> <li>▪ Import and export reports</li> </ul>
<b>Module 5: Troubleshoot the Reporting Environment for CABI 6.2</b>	
<ul style="list-style-type: none"> <li>▪ Troubleshoot the reporting environment for CABI 6.2</li> </ul>	



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