

CA Service Desk Manager 17.0: Modify Forms and Database 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
- Thirteen (13) Hours
- Course Code: 33SVD3026S

PREREQUISITES

- Familiarity with Windows server and desktop operating systems
- Familiarity with SQL and database theory (highly recommended)
- Familiarity with HTML and JavaScript (recommended)
- CA Service Desk Manager r17.0: Administration 200
33SVD2079S
Nineteen and a Half (19.5) Hours

Course Overview

One of the key challenges in an IT organization is the provisioning of cost-effective and high-quality IT service support. CA Service Desk Manager 17.0 (CA SDM) offers you an enterprise-class support system that helps you do just that by providing visibility into the IT infrastructure — to quickly identify and resolve issues — before they disrupt vital business operations. However, there is always a need to extend the product to embrace the unique aspects of your operation.

To that end, this course will instruct you in the broad spectrum of approaches to modify CA SDM to meet your unique needs: end-user personalization, system-wide configuration, and tool-based modification. On completion of this course, you will be prepared to modify CA SDM to match your business needs. This new skill will help to maximize your efficiency, improve productivity, and ensure that no matter how your business changes, you will be able to adapt CA SDM to better serve you and your organization.

This class consists of 13 hours of SELF-DIRECTED learning including lab activities.

What You Will Learn

- Adapt CA SDM to your business practices using Web Screen Painter (WSP) and Schema Designer.
- Adapt the Service Desk browser interface to your business needs to add new functionality to your implementation of CA Service Desk.
- Modify the look of CA SDM to match your branding.

For Managers

The service desk needs of your business will change throughout the lifecycle of your organization. It is important that your employees have the ability to modify your service desk to meet the challenges that these inevitable changes present. Your service desk needs to effectively capture and record system problems and resolutions while managing valuable IT assets and infrastructure change workflow. This workshop enables your staff to plan and execute modifications of

CA SDM using best practices and the latest available technology, ensuring your organization’s capacity to stay productive as it changes and grows.

WHO SHOULD ATTEND

- Service Desk Administrator
- System Administrator
- Implementation Consultant
- Database Administrator - Development
- Database Administrator – IT

Course Agenda

Module 1 – Describe Form and Database Modification	Module 2 – Configure WSP
<ul style="list-style-type: none"> ▪ Determine when to modify ▪ Identify types of modification 	<ul style="list-style-type: none"> ▪ Describe WSP architecture ▪ Identify WSP components ▪ Set up WSP security permissions
Module 3 – Modify the CA SDM Database with Schema Designer	Module 4 – Modify the Web Interface
<ul style="list-style-type: none"> ▪ Describe the CA SDM schema ▪ Modify the schema ▪ Change a schema after publishing ▪ Migrate schema changes from test to production 	<ul style="list-style-type: none"> ▪ Describe the CA SDM Web interfaces ▪ Modify existing forms ▪ Create forms ▪ Make forms available to users
Module 5 – Modify the Look of CA SDM	
<ul style="list-style-type: none"> ▪ Modify Cascading Style Sheets (CSS) ▪ Modify existing messages in the message catalog ▪ Modify menu bars ▪ Change default CA SDM branding 	



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