

CA Service Desk Manager 17.0: CA Process Automation 4.x Integration 300 Bundle



PRODUCT RELEASE

CA Service Desk Manager 17.0

CA Process Automation 4.x

*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
- 33SVD30275

PREREQUISITES

- CA Process Automation r4.0: Foundations 200
22PAM20190
Two and a Quarter (2.25) Hours
- CA Process Automation r4.0: Designer 200
22PAM20181
Three (3) Days

Course Overview

CA Service Desk Manager (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. CA Process Automation is a stand-alone CA Technologies product that automates tasks and manages user interactions, such as approvals and notifications, for compliance and accuracy within production environments. By integrating CA SDM and CA Process Automation, you can leverage the benefits of CA Process Automation workflow capabilities from key points in CA SDM.

This course provides a solid foundation in CA SDM IT process automation, enabling repeatable and extensible automation that maximizes business efficiencies across departments, and integrates and optimizes IT operations.

This class consists of 13 hours of SELF-DIRECTED learning including lab activities. CA SDM 14.1 & CA PAM 4.3

What You Will Learn

- Integrate CA SDM with custom CA Process Automation processes.
- Troubleshoot the CA SDM and CA Process Automation integration.

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.

CA SDM enables your users to prevent service disruptions and better manage change risks, and provides a 360-degree view into your IT services.

Integration with CA Process Automation will enable robust, enterprise-class

- CA Process Automation r4.0: Differences 200
22PAM20031
Half (0.5) Hour
- Familiarity with CA SDM 14.1 administrative functions

WHO SHOULD ATTEND

Anyone who wants to administer CA SDM automation using CA Process Automation, including:

- Application Developers
- Application Managers
- Build Engineers
- Development Managers
- Implementation Consultants
- IT Architects
- Service Desk Administrators

RECOMMENDED NEXT COURSES

- CA Service Desk Manager 14.1: Building Web Intelligent Reports 300
33SVD30169
Six and a Half (6.5) Hours
- CA Service Desk Manager 14.1: Managing the Report Environment 300
33SVD30179
Six and a Half (6.5) Hours

Course Agenda

<p>Module 1: Configure the Service Desk Module in CA Process Automation</p> <ul style="list-style-type: none"> ▪ Configure the Service Desk Module 	<p>Module 2: Work with CA SDM Tickets and Objects from CA Process Automation</p> <ul style="list-style-type: none"> ▪ Review the CA Process Automation Datasets ▪ Describe how CA SDM Operators work ▪ Review the types of Operators ▪ Create a Change Order ▪ Update a Change Order ▪ Retrieve and update detailed information ▪ Retrieve Change Order attributes ▪ Extend functionality using base Operators
<p>Module 3: Initiate Process Automation from CA SDM</p> <ul style="list-style-type: none"> ▪ Configure CA SDM Options Manager ▪ Initiate a Process based on a Change Category ▪ Initiate a Process based on CA SDM Events and macros 	<p>Module 4: Troubleshoot the CA SDM and CA Process Automation Integration</p> <ul style="list-style-type: none"> ▪ Troubleshoot the CA SDM and CA Process Automation integration
<p>Module 5: Implement a Use Case</p> <ul style="list-style-type: none"> ▪ Implement a use case 	



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