

# CA Business Service Insight 8.3: Differences 200



---

## PRODUCT RELEASE

CA Business Service Insight 8.3

---

## COURSE TYPE, LENGTH & CODE

- Web Based Training (WBT)
- Five (5) minutes
- Course Code: 33BSI20360

---

## PREREQUISITES

- Good understanding of previous version of Business Service Insight

---

## WHO SHOULD ATTEND

- Project Manager
- IT Manager
- Architect
- System Administrator

## Course Overview

Organizations need the ability to define a service catalog and measurement metrics, establish contractual obligations and performance targets, and monitor performance against these targets in real time. They need to take action based on this performance data and collaboratively report performance to the service provider and consumer.

CA Business Service Insight (BSI) is the leading Service Level Management (SLM) solution that automates, activates, and accelerates the management, monitoring, and reporting of all Service Level Agreements (SLAs) and service delivery for enterprises and service providers.

This course for CA Business Service Insight 8.3 covers the new features and enhancements for this new release. Topics include an overview of enhancement requests, installation, quality improvements, and new BSI tools.

---

## What You Will Learn

- New enhancements added to this release
- Updates to the installation
- The new tools for BSI such as ACE2 Monitoring Tool and Jasper Soft

---

## For Managers

CA Business Service Insight enhances your organization's ability to reduce cost and increase productivity surrounding SLM, and improve customer acquisition, satisfaction, and retention. This enables you to improve corporate governance and reduce business risk, while understanding the cost implications of SLAs—in real time—for penalties, credits, and ongoing performance.

This course will enable your staff to understand the new features and enhancements of CA BSI to have a better understanding and control over the quality and value of your IT service portfolio.