

## CA Service Desk Manager Learning Path

CA Service Desk Manager is included in our [Learning Subscription](#).

If you are looking to purchase or register for any paid courses below (including eLearning, dynamic labs or instructor-led training), please [contact us](#) and include the name of the course or course code you are interested in.

To access free training login to [Broadcom's learning management system](#) (please note you may need to create a new account). Course search is available once logged in.

View our [training calendar](#) for upcoming instructor led training.



Web Based  
Training



Dynamic Lab








Instructor-Led  
Training















Video












\*\*Access to Dynamic Labs is available through our [Learning Subscription](#).

### All Roles



Course Name	Course ID	Length	Course Type	Cost
<b>CA Service Management 17.1: Solution Overview</b>	<a href="#">33SMO10070</a>	0.5 Hours		Free
<b>CA Service Desk Manager 17.1: Cumulative Differences 100</b>	<a href="#">33SVD20980</a>	1.5 Hours		Free
<b>CA Service Desk Manager 17.1: Using xFlow Analyst Interface 200</b>	<a href="#">33SVD20990</a>	2 Hours		Free
<b>CA Service Management YouTube Video Playlist</b>	<a href="#">Link</a>			Free
<b>CA Service Management 17.1: Feature Walkthrough</b>				Free





## Administrator

Course Name	Course ID	Length	Course Type	Cost
<b>CA Service Desk Manager 17.1: Basic Administration 200</b> (Choose one of the following options)				
	<a href="#">33SVD2100S</a>	19.5 Hours		Paid **
	<a href="#">33SVD2100I</a>	24 Hours		Paid
<b>CA Service Desk Manager 17.0: Configure Incident and Problem Management 200</b> (Choose one of the following options)				
	<a href="#">33SVD2081I</a>	8 Hours		Paid
	<a href="#">33SVD2081S</a>	6.5 Hours		Paid **
<b>CA Service Desk Manager 17.0: Configure Change Management 200</b> (Choose one of the following options)				
	<a href="#">33SVD2082I</a>	8 Hours		Paid
	<a href="#">33SVD2082S</a>	6.5 Hours		Paid **
<b>CA Service Desk Manager 17.0 Build Stored Queries for the Scoreboard 300</b>	<a href="#">33SVD30220</a>	1 Hour		Free
<b>CA Service Desk Manager 17.0 CMDB Overview 200</b>	<a href="#">33SVD10230</a>	1 Hour		Free
<b>CA Service Desk Manager 17.0 CMDB Population 200</b> (Choose from one of the following options)				
	<a href="#">33SVD2088S</a>	13 Hours		Paid **
	<a href="#">33SVD2088B</a>	16 Hours		Paid
<b>CA Service Desk Manager 17.0 CMDB Data Management 200</b> (Choose from one of the following options)				
	<a href="#">33SVD2089S</a>	6 Hours		Paid **
	<a href="#">33SVD2089B</a>	8 Hours		Paid
<b>CA Service Desk Manager 17.0 CMDB Audit and Control 200</b> (Choose from one of the following options)				





	<a href="#">33SVD2090S</a>	6 Hours		Paid **
	<a href="#">33SVD2090I</a>	8 Hours		Paid
<b>CA Service Desk Manager 17.0: Perform eMail Administration 300</b>	<a href="#">33SVD30300</a>	1 Hour		Free
<b>CA Service Desk Manager 17.0: Archive and Purge Data 300</b>	<a href="#">33SVD30290</a>	1 Hour		Free
<b>CA Service Desk Manager 17.0: Extract, Transform and Load Data 300</b>	<a href="#">33SVD30280</a>	2.5 Hours		Free
<b>CA Service Desk Manager 17.0: Implementing Advanced Availability 200</b> (Choose from one of the following)				
	<a href="#">33SVD2086B</a>	8 Hours		Paid
	<a href="#">33SVD2086S</a>	6.5 Hours		Paid **
<b>CA Service Desk Manager 17.0: Modify Forms and Database 300</b> (Choose from one of the following)				
	<a href="#">33SVD3026B</a>	16 Hours		Paid
	<a href="#">33SVD3026S</a>	13 Hours		Paid **
<b>CA Service Desk Manager 17.1 Managing Knowledge 200</b> (Choose from one of the following)				
	<a href="#">33SVD2102I</a>	16 Hours		Paid
	<a href="#">33SVD2102S</a>	13 Hours		Paid **

### Report Management / Jaspersoft

Course Name	Course ID	Length	Course Type	Cost
<b>CA Service Desk Manager 17.0: Building Web Intelligence Reports with CABI 4.x 300</b> (Choose from one of the following)				
	<a href="#">33SVD3024B</a>	8 Hours		Paid
	<a href="#">33SVD3024S</a>	6.5 Hours		Paid **
<b>CA Service Desk Manager 17.0: Managing the Report Environment with CABI 4.x 300</b> (Choose from one of the following)				

	<a href="#">33SVD3023B</a>	8 Hours		Paid
	<a href="#">33SVD3023S</a>	6.5 Hours		Paid **
<b>CA Service Desk Manager 17.0: Managing the Report Environment with CABI 6.2 300</b>	<a href="#">33SVD3025S</a>	3.5 Hours		Paid **
<b>CA Business Intelligence Reporting Transition from SAP BusinessObjects to TIBCO Jaspersoft 100</b>	<a href="#">99BIS10010</a>	0.25 Hours		Free

### Integration

Course Name	Course ID	Length	Course Type	Cost
<b>CA Service Desk Manager 17.0 Support Automation 200</b> (Choose from one of the following options)				
	<a href="#">33SVD2087B</a>	8 Hours		Paid
	<a href="#">33SVD2087S</a>	6.5 Hours		Paid **
<b>CA SDM 17.0: CA Process Automation Integration 4.x 300</b> (Choose from one of the following options)				
	<a href="#">33SVD3027B</a>	16 Hours		Paid
	<a href="#">33SVD3027S</a>	13 Hours		Paid **

### EnableStudio Content

Course Name	Course ID	Length	Course Type	Cost
<b>CA PA for CA Service Desk Manager 17.0: Incident and Problem Management 200</b>	33SVD20814	2 Hours	EnableStudio	Paid
<b>CA PA for CA Service Desk Manager 17.0: Change and Configuration Management 200</b>	33SVD20824	2 Hours	EnableStudio	Paid