

CA Service Desk Manager Subscription Playlist

All Roles

Course Name	Length	Course Type
CA Service Desk Manager 17.1: Using xFlow Analyst Interface 200	2 Hours	eLearning
CA Service Management 17.1: Feature Walkthrough		Media Asset

Administrator

Course Name	Length	Course Type
CA Service Desk Manager 17.1: Basic Administration 200	19.5 Hours	Dynamic Lab
CA Service Desk Manager 17.0: Configure Incident and Problem Management 200	6.5 Hours	Dynamic Lab
CA Service Desk Manager 17.0: Configure Change Management 200	6.5 Hours	Dynamic Lab
CA Service Desk Manager 17.0 Build Stored Queries for the Scoreboard 300	1 Hour	eLearning
CA Service Desk Manager 17.0 CMDB Overview 200	1 Hour	eLearning
CA Service Desk Manager 17.0 CMDB Population 200	13 Hours	Dynamic Lab
CA Service Desk Manager 17.0 CMDB Data Management 200	6 Hours	Dynamic Lab
CA Service Desk Manager 17.0: Perform eMail Administration 300	1 Hour	eLearning
CA Service Desk Manager 17.0: Archive and Purge Data 300	1 Hour	eLearning
CA Service Desk Manager 17.0: Extract, Transform and Load Data 300	2.5 Hours	eLearning
CA Service Desk Manager 17.0: Implementing Advanced Availability 200	6.5 Hours	Dynamic Lab
CA Service Desk Manager 17.0: Modify Forms and Database 300	13 Hours	Dynamic Lab
CA Service Desk Manager 17.1 Managing Knowledge 200	13 Hours	Dynamic Lab

Report Management / Jaspersoft

Course Name	Length	Course Type
CA Service Desk Manager 17.0: Building Web Intelligence Reports with CABI 4.x 300	6.5 Hours	Dynamic Lab
CA Service Desk Manager 17.0: Managing the Report Environment with CABI 4.x 300	6.5 Hours	Dynamic Lab
CA Service Desk Manager 17.0: Managing the Report Environment with CABI 6.2 300	3.5 Hours	Dynamic Lab
CA Business Intelligence Reporting Transition from SAP BusinessObjects to TIBCO Jaspersoft 100		eLearning

Integration

Course Name	Length	Course Type
CA Service Desk Manager 17.0 Support Automation 200	6.5 Hours	Dynamic Lab
CA SDM 17.0: CA Process Automation Integration 4.x 300	13 Hours	Dynamic Lab