



CA Service Desk Manager Get Started Subscription Playlist

All Roles

Course ID	Course Name	Length	Course Type	
33SMO10070	CA Service Management 17.1: Solution Overview	0.5 Hours	eLearning	
33SVD20980	CA Service Desk Manager 17.1: Cumulative Differences 100	1.5 Hours	eLearning	
33SVD20990	CA Service Desk Manager 17.1: Using xFlow Analyst Interface 200	2 Hours	eLearning	*Subscription Only
Link	CA Service Management 17.1: Feature Walkthrough		Media Asset	*Subscription Only

Administrator

Course ID	Course Name	Length	Course Type	
33SVD30220	CA Service Desk Manager 17.0 Build Stored Queries for the Scoreboard 300	1 Hour	eLearning	
33SVD10230	CA Service Desk Manager 17.0 CMDB Overview 200	1 Hour	eLearning	
33SVD30300	CA Service Desk Manager 17.0: Perform eMail Administration 300	1 Hour	eLearning	*Subscription Only
33SVD30290	CA Service Desk Manager 17.0: Archive and Purge Data 300	1 Hour	eLearning	
33SVD30280	CA Service Desk Manager 17.0: Extract, Transform and Load Data 300	2.5 Hours	eLearning	



Report Management / Jaspersoft

Course ID	Course Name	Length	Course Type	
99BIS10010	CA Business Intelligence Reporting Transition from SAP BusinessObjects to TIBCO Jaspersoft 100		eLearning	

Certification: Proven Professional, CA Service Desk Manager 17.0 Implementation

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33SVD20980	CA Service Desk Manager 17.1: Cumulative Differences 100	1.5 Hours	eLearning	
33SVD20990	CA Service Desk Manager 17.1: Using xFlow Analyst Interface 200	2 Hours	eLearning	*Subscription only
33SVD30220	CA Service Desk Manager 17.0 Build Stored Queries for the Scoreboard 300	1 Hour	eLearning	
99BIS10010	CA Business Intelligence Reporting Transition from SAP BusinessObjects to TIBCO Jaspersoft 100		eLearning	
33SMO20390	CA Service Management 17.1: Developing Reports with Insights 200	0.5 Hours	eLearning	
33SVD30290	CA Service Desk Manager 17.0: Archive and Purge Data 300	1 Hour	eLearning	
33SVD30280	CA Service Desk Manager 17.0: Extract, Transform and Load Data 300	2.5 Hours	eLearning	
33SVD10230	CA Service Desk Manager 17.0 CMDB Overview 200	1 Hour	eLearning	