



CA Service Desk Manager Learn More Subscription Playlist

All Roles

Course ID	Course Name	Length	Course Type	
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	
33SVD2100S	CA Service Desk Manager 17.1: Basic Administration 200	19.5 Hours	Dynamic Lab	*Subscription Only
33SVD2081S	CA Service Desk Manager 17.0: Configure Incident and Problem Management 200	6.5 Hours	Dynamic Lab	
33SVD2082S	CA Service Desk Manager 17.0: Configure Change Management 200	6.5 Hours	Dynamic Lab	
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	
33SVD2088S	CA Service Desk Manager 17.0 CMDB Population 200	13 Hours	Dynamic Lab	
33SVD2089S	CA Service Desk Manager 17.0 CMDB Data Management 200	6 Hours	Dynamic Lab	

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	
33SVD2086S	CA Service Desk Manager 17.0: Implementing Advanced Availability 200	6.5 Hours	Dynamic Lab	
33SVD3026S	CA Service Desk Manager 17.0: Modify Forms and Database 300	13 Hours	Dynamic Lab	
33SVD2102S	CA Service Desk Manager 17.1 Managing Knowledge 200	13 Hours	Dynamic Lab	*Subscription Only

Report Management / Jaspersoft

Course ID	Course Name	Length	Course Type	
33SVD3024S	CA Service Desk Manager 17.0: Building Web Intelligence Reports with CABI 4.x 300	6.5 Hours	Dynamic Lab	
33SVD3023S	CA Service Desk Manager 17.0: Managing the Report Environment with CABI 4.x 300	6.5 Hours	Dynamic Lab	
33SVD3025S	CA Service Desk Manager 17.0: Managing the Report Environment with CABI 6.2 300	3.5 Hours	Dynamic Lab	
99BIS10010	CA Business Intelligence Reporting Transition from SAP		eLearning	



	BusinessObjects to TIBCO Jaspersoft 100			
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Integration

Course ID	Course Name	Length	Course Type	
33SVD2087S	CA Service Desk Manager 17.0 Support Automation 200	6.5 Hours	Dynamic Lab	
33SVD3027S	CA SDM 17.0: CA Process Automation Integration 4.x 300	13 Hours	Dynamic Lab	

Certification: Proven Professional, CA Service Desk Manager 17.0 Implementation

Course ID	Course Name	Length	Course Type	
33SVD20990	CA Service Desk Manager 17.1: Using xFlow Analyst Interface 200	2 Hours	eLearning	*Subscription only
33SVD2100S	CA Service Desk Manager 17.1: Basic Administration 200	19.5 Hours	Dynamic Lab	*Subscription only
33SVD2081S	CA Service Desk Manager 17.0: Configure Incident and Problem Management 200	6.5 Hours	Dynamic Lab	
33SVD2082S	CA Service Desk Manager 17.0: Configure Change Management 200	6.5 Hours	Dynamic Lab	
33SVD30220	CA Service Desk Manager 17.0 Build Stored Queries for the Scoreboard 300	1 Hour	eLearning	
33SVD2086S	CA Service Desk Manager 17.0: Implementing Advanced Availability 200	6.5 Hours	Dynamic Lab	
33SVD3024S	CA Service Desk Manager 17.0: Building Web Intelligence Reports with CABI 4.x 300	6.5 Hours	Dynamic Lab	



99BIS10010	CA Business Intelligence Reporting Transition from SAP BusinessObjects to TIBCO JasperSoft 100		eLearning	
33SVD3025S	CA Service Desk Manager 17.0: Managing the Report Environment with CABI 6.2 300	3.5 Hours	Dynamic Lab	
33SMO20390	CA Service Management 17.1: Developing Reports with Insights 200	0.5 Hours	eLearning	
33SVD3026S	CA Service Desk Manager 17.0: Modify Forms and Database 300	13 Hours	Dynamic Lab	
33SVD2102S	CA Service Desk Manager 17.1 Managing Knowledge 200	13 Hours	Dynamic Lab	*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	
33SVD10230	CA Service Desk Manager 17.0 CMDB Overview 200	1 Hour	eLearning	
33SVD2088S	CA Service Desk Manager 17.0 CMDB Population 200	13 Hours	Dynamic Lab	
33SVD2089S	CA Service Desk Manager 17.0 CMDB Data Management 200	6 Hours	Dynamic Lab	