CA– Service Desk Analysts Workshop

Workshop Aim:
The aim of this workshop is to teach Service Desk Analysts and Resolvers the tools and functionality of the CA Service Desk tool to perform their work tasks and to follow the required business processes when performing these tasks.

Learning Objectives:

Upon completion of this workshop, attendees will be able:

- Define an ITIL-based Service Desk
- Understand their role
- Use the scoreboard
- Search for tickets
- Update a customer’s profile
- Search and submit knowledge
- Create and edit Service Requests and Incidents
- Find e-learning and guides on how to create and manage Change Orders
- Create Parent/Child relationships for tickets
- Assign and reassign tickets
- Review ticket history in the activity log
- Change the status of a ticket
- Send and view manual notifications
- Attach and access documents
- Understand the end-to-end process of Incident and Service Request Management and recognise why it is important to follow this process

Training Methodology

- Presentation, role plays, use of training environment

Training material provided:

- Training Guide
Duration – 3 hours