

CA CMDB r12.x: Planning, Analysis, and Design 300

PRODUCT RELEASE

CA CMDB r12.x

COURSE TYPE, DURATION, & COURSE CODE

Instructor-led Training (ILT)

Virtual Learning (VL)

Three (3) Days

Course Code: 01CMD30071

PREREQUISITES

Existing knowledge of ITIL

An ITIL V3 Foundation Certificate in IT Service Management is highly recommended

CA CMDB r12: Administration and Federation 200

Course Code 01CMD20061

Five (5) Days (Recommended)

CA CMDB r12 Installation 200

Course Code 01CMD20080

One (1) Hour (Recommended)

WHO SHOULD ATTEND

Implementation Consultant

Business Analyst

System Administrator

Change Administrator

Change Manager

Configuration Administrator

Configuration Manager

Data Architect

IT Architect

IT Services Manager

Service Desk Manager

Service Support Manager

Course Overview

The relationship between investments in IT and support for business strategy has become a more direct and major economic driver in IT today and the IT Infrastructure Library (ITIL) is a major contributor. The challenge for IT is to dynamically articulate the relationship between IT resources and business value.

CA CMDB is an information repository that contains critical IT business resources and their relationships and is leveraged by the processes and functions of ITIL. Through successful design and deployment, CA CMDB becomes the blueprint for business capacity and availability.

In this technical training course, you will learn the fundamentals of CA CMDB and build a view of what you want to accomplish with CA CMDB. You will discuss the key advantages of successful Configuration Management (CM) using a holistic maturity model as a roadmap. You will be asked to consider how to build services from a resource point of view and question the assumptions you make when applying ITIL best practices. You will contrast Asset Management with CM and discuss key processes and steps needed to integrate CM with your business model. You will build a common service definition and discuss the benefits of building a gold standard for CMDB. You will also learn the optimal approach for collecting requirements and data and building and validating a CMDB blueprint. Finally, you will build the design and discuss creating a workable strategy of implementation.

You Will Learn How To

- Recognize the common benefits of using Configuration Management best practices
- Build a change and configuration management (CCM) model to fully support the set of ITIL processes provided through Service Lifecycle Management
- Create a CMDB program and project using systems design and project management best practices
- Identify the resources that are required to design and implement a comprehensive CMDB
- Build a service model by applying best practices for data collection, integration, and compliance verification

For Managers

The impact of change can result in downtime and reduced productivity. It is important that your employees can manage the process of implementing change and minimize the potential negative impact of change on the business. CA CMDB is a functional data repository that unifies and simplifies configuration information management and consolidates and reconciles disparate sources of data in the context of business priorities. This two-day workshop enables your staff to plan ahead, using best practices and the latest available technology, to ensure your organization maximizes productivity and minimizes downtime as it changes and grows.

RECOMMENDED NEXT COURSES

N/A

CA Education strives to be your preferred source for enterprise IT management education and best practices training solutions by delivering measurable results and a rewarding learning experience. Our training is designed to ease ramp-up time so your work teams are more productive sooner. We work to ensure your overall satisfaction with CA products and services.

Course Agenda

Module 1 – Describe Service Asset and Configuration Management ▪ Differentiate Between Change Management and Configuration Management ▪ Identify how CA CMDB Supports Key Configuration Management Steps ▪ Recognize the Common Benefits of Configuration Management ▪ Describe the CCM Best Practice Model ▪ Identify Commonly Missed CCM Considerations	Module 2 – Build a CCM Model to Support a Service Lifecycle ▪ Define the Service Lifecycle Model ▪ Design the Hierarchy for the Service Model ▪ Design a Service Model That Links CI Lifecycles, ITIL, and CMDB
Module 3 – Synchronize Asset Management with Configuration Management ▪ Assess Asset Management Risks	Module 4 – Identify CMDB Project Requirements ▪ Identify Key Business Drivers Influencing the Use of CMDB and CCM ▪ Identify Effective Interview and Workshop Questions
Module 5 – Design the CMDB Program and Project ▪ Describe the Role of Configuration Manager ▪ Plan the CMDB Project ▪ Select the Right CCM Project Team ▪ Design Quality Management into the CCM Solution	Module 6 – Design Project Process and Systems Design for CA CMDB ▪ Identify the Critical CCM Project Components ▪ Design the Management Process ▪ Design the Information Management Systems to Support the CMDB
Module 7 – Design a Federation Strategy ▪ Differentiate Between Data Integration and Data Federation	Module 8 – Develop a Common Service Definition ▪ Build a Service View ▪ Build a Service Perspective ▪ Build the Service Archetype ▪ Build the Common Service Definition
Module 9 – Build and Maintain a Service Model ▪ Describe the CA CMDB Object Model ▪ Define the Configuration Management Information Model Blueprint ▪ Plan a Gold Standard	Module 10 – Identify Key Documents Inside the CMDB Project ▪ Identify CCM Project Documentation ▪ Identify CCM Organization and Process Documentation ▪ Identify CCM Project and Workshop Documentation
Module 11 – Confirm Data Accuracy ▪ Validate CMDB Data Accuracy ▪ Assess CCM Data Sources	Module 12 – Manage CMDB Integration with MDRs ▪ Identify Data Correlation and Reconciliation Issues ▪ Identify Methods for Enforcing the CMDB Gold Standard

Course Agenda continued

Module 13 - Identify Key Technical Aspects of Data Population	Module 14 - Identify Common Myths About CMDB
▪ Identify Data Management Tasks	▪ Identify Conceptual Myths About Deploying a CMDB ▪ Identify Process Myths About Deploying a CMDB ▪ Identify Organizational Myths About Deploying a CMDB ▪ Identify Technology Myths About Deploying a CMDB

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