CA Service Desk Manager r12.6 Learning Paths
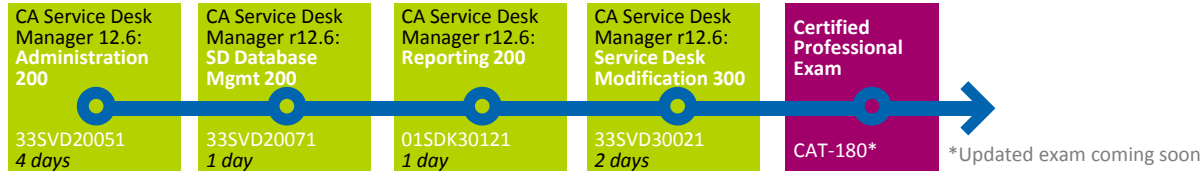
Certification Exam

Take charge of your path to success. Select a path based on your role, follow the suggested learning in the order we recommend, and also choose from common elective courses which suit your specific role. Where applicable, take advantage of accreditation exams focused on courses, and certification exams focused on bodies of knowledge.

Instructor Led In-class or Virtual

Web-based Self-paced

Bundle

Click on the icon to see additional course/exam information in the CA Education Portal
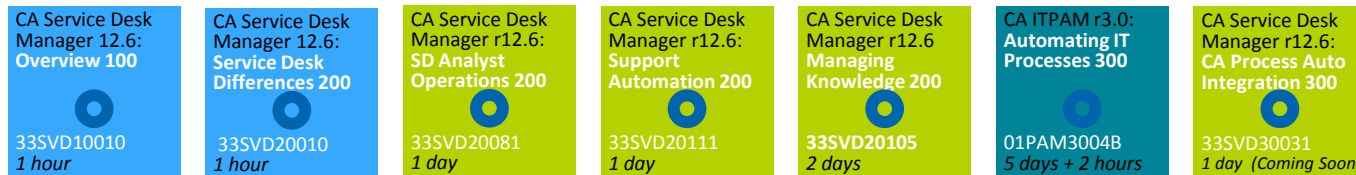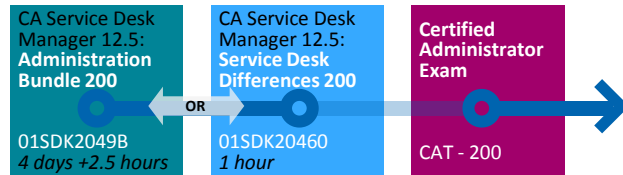
CA Certified Service Desk Manager r12 Professional

CA Service Desk Manager 12.6: **Administration 200**	CA Service Desk Manager r12.6: **SD Database Mgmt 200**	CA Service Desk Manager r12.6: **Reporting 200**	CA Service Desk Manager r12.6: **Service Desk Modification 300**	**Certified Professional Exam**
33SVD20051 *4 days*	33SVD20071 *1 day*	01SDK30121 *1 day*	33SVD30021 *2 days*	CAT-180*

*Updated exam coming soon

Applicable Roles:
Implementer

CA Certified Service Desk Manager r12 Administrator

CA Service Desk Manager 12.6: **Administration Bundle 200**	**Certified Administrator Exam**
33SVD2015B *4 days + 2 hours*	CAT-200*

*Updated exam coming soon

Applicable Roles:
Administrator

Optional Courses for all roles

CA Service Desk Manager 12.6: **Overview 100**	CA Service Desk Manager 12.6: **Service Desk Differences 200**	CA Service Desk Manager r12.6: **SD Analyst Operations 200**	CA Service Desk Manager r12.6: **Support Automation 200**	CA Service Desk Manager r12.6 **Managing Knowledge 200**	CA ITPAM r3.0: **Automating IT Processes 300**	CA Service Desk Manager r12.6: **CA Process Auto Integration 300**
33SVD10010 *1 hour*	33SVD20010 *1 hour*	33SVD20081 *1 day*	33SVD20111 *1 day*	**33SVD20105** *2 days*	01PAM3004B *5 days + 2 hours*	33SVD30031 *1 day (Coming Soon)*

OTHER LEARNING PATHS YOU SHOULD CONSIDER

CA Identity Manager ➤ **CA Role & Compliance Manager** ➤

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CA Service Desk Manager 12.5 Learning Paths

Take charge of your path to success. Select a path based on your role, follow the suggested learning in the order we recommend, and also choose from common elective courses which suit your specific role. Where applicable, take advantage of accreditation exams focused on courses, and certification exams focused on bodies of knowledge
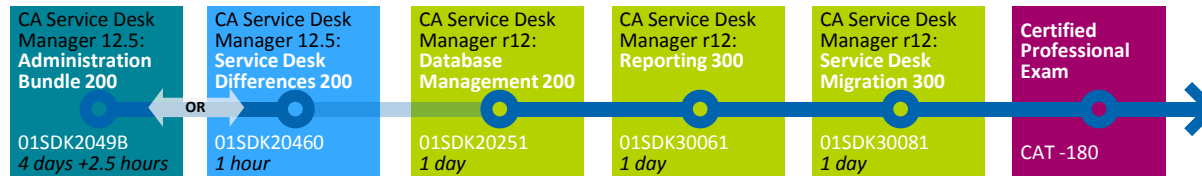
Instructor Led In-class or Virtual

Web-based Self-paced

Bundle

⬡ *Click on the icon to see additional course/exam information in the CA Education Portal*

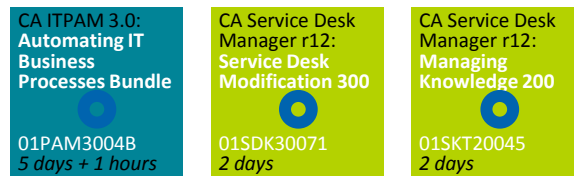---

CA Certified Service Desk Manager r12 Administrator

CA Service Desk Manager 12.5: **Administration Bundle 200**		CA Service Desk Manager 12.5: **Service Desk Differences 200**	**Certified Administrator Exam**
01SDK2049B *4 days +2.5 hours*	OR	01SDK20460 *1 hour*	CAT - 200

Applicable Roles:
Administrator

Certifed Service Desk Manager r12.5 Professional

CA Service Desk Manager 12.5: **Administration Bundle 200**		CA Service Desk Manager 12.5: **Service Desk Differences 200**	CA Service Desk Manager r12: **Database Management 200**	CA Service Desk Manager r12: **Reporting 300**	CA Service Desk Manager r12: **Service Desk Migration 300**	**Certified Professional Exam**
01SDK2049B *4 days +2.5 hours*	OR	01SDK20460 *1 hour*	01SDK20251 *1 day*	01SDK30061 *1 day*	01SDK30081 *1 day*	CAT -180

Applicable Roles:
Implementer

Optional Courses for Implementer:

CA ITPAM 3.0: **Automating IT Business Processes Bundle**	CA Service Desk Manager r12: **Service Desk Modification 300**	CA Service Desk Manager r12: **Managing Knowledge 200**
01PAM3004B *5 days + 1 hours*	01SDK30071 *2 days*	01SKT20045 *2 days*

OTHER LEARNING PATHS YOU SHOULD CONSIDER

CA Identity Manager ➤ **CA Role & Compliance Manager** ➤

NOT SURE WHERE TO BEGIN? OUR FREE EDUCATION NEEDS ASSESSMENT CAN HELP!

GET LINKED-IN WITH CA EDUCATION

GET ACTIVE IN CA COMMUNITIES

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CA Service Desk Manager r12.6 - CMDB Learning Paths

Accreditation Exam

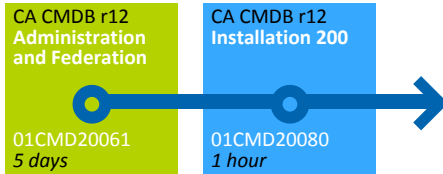Certification Exam

Instructor Led In-class or Virtual

Web-based Self-paced

Bundle

Take charge of your path to success. Select a path based on your role, follow the suggested learning in the order we recommend, and also choose from common elective courses which suit your specific role. Where applicable, take advantage of accreditation exams focused on courses, and certification exams focused on bodies of knowledge
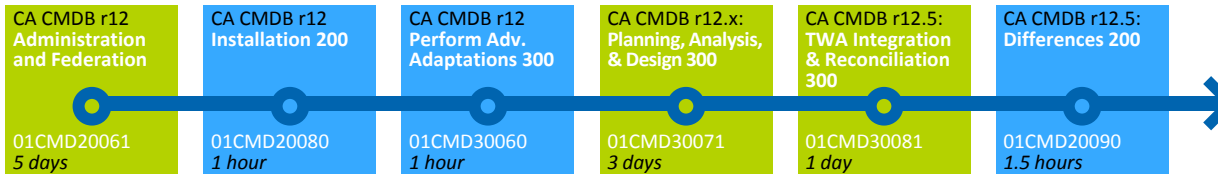
Click on the icon to see additional course/exam information in the CA Education Portal

Administrator

CA CMDB r12 **Administration and Federation**	CA CMDB r12 **Installation 200**
01CMD20061 *5 days*	01CMD20080 *1 hour*

Implementer

CA CMDB r12 **Administration and Federation**	CA CMDB r12 **Installation 200**	CA CMDB r12 **Perform Adv. Adaptations 300**	CA CMDB r12.x: **Planning, Analysis, & Design 300**	CA CMDB r12.5: **TWA Integration & Reconciliation 300**	CA CMDB r12.5: **Differences 200**
01CMD20061 *5 days*	01CMD20080 *1 hour*	01CMD30060 *1 hour*	01CMD30071 *3 days*	01CMD30081 *1 day*	01CMD20090 *1.5 hours*

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