



RealIT[®] Management Inc.

Crystal Reports for HP OVSD

Course Number	E4091U
Course Length	1 day
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Course Description:

This one-day course offers practical hands-on knowledge to create reports for HP OpenView Service Desk. Attendees to this course is expected to know how to use Crystal Reports already. However, we do include a refresher on how to develop reports using Crystal Reports.

Attendees will be introduced to OVSD schema and how to use Crystal Reports to create custom reports. The course is structured with 60% lecture and 40% labs

Course Outline:

- Introduction to Crystal Reports
 - What is Crystal Reports
 - Reporting Flow and Automation
 - Types of Reports
 - Report Anatomy
 - Report Design Concept
 - Creating a Report
- OVSD Schema and Views
 - Database Tables
 - Common Data Model
 - Service Desk Specifics
 - Repository
 - Service Level Management
 - Custom Data Fields
 - Code Fields
 - OVSD Database Views
 - OVSD Data Dictionary
- Reporting from OVSD
 - Database Connection and Report Setting
 - Sub-Report
- Custom OVSD Reports
 - Mean time to respond
 - Mean time to resolve
 - Opened service calls by category, status, and medium
 - Closed service calls by group
 - Closed service calls by category
 - Wrap-up
- Working With the CMDB
 - Configuration Item
 - Organization
 - Person