

# Crystal Reports For SDE

Using Crystal Reports to report on SDE



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BUSINESS SOLUTIONS

## Who should Attend?

This course is aimed at personnel who have been identified within their organisation as the Service Desk Express (SDE) Report Analyst, or personnel who are looking to find out exactly what SDE is capable of reporting.

## Pre-requisites

Personnel should be IT literate before attending this course. It is recommended that personnel should have an understanding of the core modules in SDE. Attendance on the 5 day SDE Administrator Course would be beneficial, but not compulsory.

## Before the course

It is useful for Ibertek to have knowledge of the types of reports that personnel are looking to produce from SDE, so if possible sending an email to [training@ibertek.com](mailto:training@ibertek.com) prior to attending with a list of the types of reports you are looking to produce would be greatly received.

## Course Duration

1 Day

## Course Content

- Connecting to SDE & Selecting Modules
- An overview of the Crystal Reports Screen
  - Understanding Sections
  - Understanding the Field Explorer
- Adding Fields to the Detail Section
- Using the Selection Expert to set Criteria
- Running a Report
- Understanding the Views of Crystal Reports
  - Design View
  - Print Preview
- Adding & Formatting
  - Titles using Text Boxes
  - Report Footer data such as Print Date
- Saving the Report
- Inserting Groups
  - Adding Group Totals
  - Adding Grand Totals
  - Adding & formatting Lines & Logos
- Parameters
  - Adding a Single Parameter
  - Adding Multiple Parameters
- Formulas
  - Using the Formula field to add a Title containing data from the Parameter
  - Using a Formula field to Summarise Data
- Using Running Totals
- Reports with multiple modules
  - Understand and set the appropriate relationships between the modules
- Using the Chart Expert
- Linking a Crystal Report to SDE using Report Configuration tool