



## Designing Advanced HEAT Reports with Seagate Crystal Reports Course Agenda\*

Version 3.0 Last Updated 12/30/2007

**Description:** Designing Your Own Crystal Reports is an intensive three-day course focused on equipping students to use the Crystal Reports design tools to create reports from a HEAT database that meet their organization's needs.

### **DAY ONE** (8:30 a.m. to 4:30 p.m.)

Starting with the very first screens encountered when loading and launching Crystal, a foundation is built to help understand all the key tools and concepts available in this program. Even for those having some Crystal experience, this provides a powerful refresher course for basic report design against a HEAT database. Topics will include:

- Introductions and Administration
- Crystal Overview and Design Fundamentals
- Loading the Program
- Configuring Crystal for Operation
- Creating Your First Report
- Formatting
- Using Crystal's Formula Editor

### **DAY TWO** (8:30 a.m. to 4:30 p.m.)

The principles learned on Day One are now expanded to learn how data being retrieved from a HEAT database can be managed to better understand what it means. Raw data is rarely enough. Summarizing the data and analyzing it will help leadership make better and more expedient decisions. Time will be spent on design concepts that will be useful for leadership on the Help Desk itself and as high as the executive level. Topics will include:

- Sorting, Grouping, and Totaling Records
- Making Use of Additional Tables
- Selecting Records
- Formatting Sections



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### **DAY THREE** (8:30 a.m. to 3:00 p.m.)

Day Three is an expansion of Day Two. The formal class presentation, depending on class needs, may conclude at the 11:30 a.m. lunch break, or may continue until 3:00 PM. The instructor will be available after the conclusion for consulting on report designs. Topics on Day three include:

- Fundamentals of Charting
- Report Alerts
- Troubleshooting Crystal
- Exam

*\* Subject to change at the instructor's discretion. Activities are fully integrated into the daily curricula and training manual.*