IBM Control Desk 7.6.0.2 Fundamentals

Course#:TP352G
Duration:16 Hours
Price:1900.00

Course Description

This course introduces you to the fundamental concepts of managing IT assets, service requests, and changes in your IT environment using IBM Control Desk. You learn how managing these processes with a unified solution provides significant advantages to your organization. Through instructor-led discussion, demonstrations, and hands-on labs, you learn how to plan a deployment, perform basic configuration, and navigate IBM Control Desk.

Objectives

After you complete this course, you can perform the following tasks:

Describe the features of IBM Control Desk

Explain the architecture

List the primary installation scenarios

Perform the initial configuration

Explain the processes managed by IBM Control Desk

Audience

This course is suitable for all roles, including installers, administrators, and service desk agents.

Prerequisites

Before taking this course, you should have the following skills:

Basic browser navigation skills

Content

Overview

Implementation

Basic configuration

Service Request Management

IT Asset Management

Configuration, Change, and Release Management