

IBM Control Desk 7.6 Service Request Management Fundamentals

Course#: TP362G

Duration: 24 Hours

Price: 2800.00

Course Description

This course introduces you to the fundamental concepts of managing a Service Desk using IBM Control Desk. Through instructor-led discussion, demonstrations and hands-on labs, you learn how to create and resolve service requests, incidents and problems. You also learn to manage a service catalog, obtain user feedback through surveys, and generate reports.

Objectives

You should be able to perform the following tasks:

- Describe the features and applications of the Service Desk and Service Catalog
- Explain the purpose and goals of request fulfillment, incident management, and problem management processes
- Handle an issue from initial report to resolution using the Service Desk
- Follow an offering from shopping to fulfillment using the Service Catalog

Audience

This course is designed for anyone who implements or uses IBM Control Desk for Service Desk and Service Catalog functions, or anyone working with Service Requests, Incidents or Problems.

Prerequisites

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

- At a minimum, intermediate computer skills
- The ability to visualize complex scenarios

Content

Overview

Service Request Management challenges

Industry standards

Tivolis process automation engine

IBM Control Desk

Service management

IBM Service Management overview

Service operation

Support levels overview

Tickets overview

Working with other management processes

The Service Desk

Service Desk overview

The Service Requests application

Looking for new tickets

Creating new service requests

Filling out the service request

Time management

Information locations overview

Searching for information

Fulfilling the request

- Communications
- Documenting the solution
- Resolving tickets
- The Incidents application
 - Creating the incident ticket
 - Filling out the incident ticket
 - Resolving the incident
- The Problems application
 - Creating a problem ticket

Service requests, incidents, and problems

- Process flow
- Request Fulfillment roles
- Simple information request scenario
- Solution lookup scenario
- Solution creation scenario
- Complex issue scenario
- Incident management overview
- Global issues
- Event management
- Incident roles
- Incident management scenario
- Problem management overview
- Problem management roles
- Problem management scenario

The Service Catalog

- Service Catalog overview
- The Service Catalog process
- Scenario

Self-service

Overview

Role

Self-service tools

Scenarios

Navigating the Service Portal

Workflows

Overview

Workflow process maps

Task assignments

Routing workflow

Workflow actions

Scenarios

Service level agreements

Overview

Commitments

Escalations

Applying service level agreements

Surveys

Measuring satisfaction

Survey forms

Creating a survey

Sending surveys

Reporting

Overview

Running reports

Reports