IBM SmartCloud Control Desk 7.5 Configuration, Change and Release Management

Course#:TP370G
Duration:24 Hours
Price:2800.00

Course Description

This course introduces the functions in IBM SmartCloud Control Desk V7.5 that support the ITIL-based processes for Configuration, Change, and Release Management. In addition, the logical data model and hierarchies used to store and manage Configuration Items are discussed.

Objectives

 Describe the logical representation of assets and configuration items
 Create and specify Configuration Items manually or through promotion, or import
 Verify IT configurations through Configuration Item audit
 Articulate how IBM SmartCloud Control Desk support Service Asset Management
 Create and implement automated changes from response plans
 Perform impact analysis, schedule, and authorize changes
 Understand how IBM SmartCloud Control Desk supports the Release Management Process
 Perform mass updates of software from the Definitive Medial Library

Audience

This intermediate course is for IBM SmartCloud Control Desk Configuration, Change, and Release management practitioners responsible for administering, managing, or tailoring the solution.

Prerequisites

You should have:

 Familiarity with the ITIL Service Management processes
 Basic Understanding of the capabilities and initial customization of the Tivoli process automation engine environmentandIBM SmartCloud Control Desk V7.5 as taught in the IBM SmartCloud Control Desk V7.5 Foundations course

Content

Day 1:

  IBM SmartCloud Control Desk Configuration, Change, and Release Management Overview

  Organization of Configuration Item information

  Configuration Management Fundamentals

Day 2:

  Change Management Processes, Roles and Responsibilities

  Change Management Fundamentals

  Advanced Change Processing

Day 3:

  Release Management Fundmentals

  Loading and promoting CIs Overview