ARROW | Enterprise Computing Solutions - Education Services

NABÍDKA ŠKOLENÍ

Prosím kontaktujte nás zde

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IBM Control Desk 7.6.0.2 Fundamentals

Kód:	**DÉLKA:**	**CENA:**
TOD47G	16 Hours	Kč bez DPH 20,000.00

Description

This course introduces you to the fundamental concepts of managing IT assets, service requests, and changes in your IT environment by 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.

Cíle

After you complete this course you can

- Describe the features of IBM Control Desk 7.6.0.2
- Explain the architecture
- List the primary installation scenarios
- Perform the initial configuration
- Explain the processes managed by IBM Control Desk

Určeno pro

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

Vstupní znalosti

Before taking the course you should have the following skill:

- Basic browser skills

Program

- Overview
- Implementation
- Basic configuration
- Service Request Management
- IT Asset Management
- Configuration, Change, and Release Management

Termíny školení

Datum	Místo konání	Časové pásmo	Jazyk	Typ	Garance termínu	CENA
23 Nov 2024			English	Self Paced Training		Kč bez DPH 20,000.00

Dodatečné informace

Školení je možné zajistit na míru. Kontaktujte nás pro bližší informace.