



Enterprise Computing Solutions - Education Services

TRAINING OFFERING

You can reach us at:

Arrow ECS, Nidderdale House, Beckwith Knowle, Harrogate, HG3 1SA

Email: educationteam.ecs.uk@arrow.com

Phone: 0870 251 1000



IBM Control Desk 7.6.0.2 Fundamentals

CODE:	LENGTH:	PRICE:
TP352G	16 Hours (2 days)	£1,300.00

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

Programme

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

Session Dates

On request. Please [Contact Us](#)

Additional Information

[This training is also available as onsite training. Please contact us to find out more.](#)