



Enterprise Computing Solutions - Education Services

## OFERTA FORMATIVA

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# IBM SmartCloud Control Desk 7.5 Configuration, Change and Release Management

<b>CÓDIGO:</b>	<b>DURACIÓN:</b>	<b>Precio:</b>
TP370G	24 Hours (3 días)	€1,600.00

## 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.

## Objetivos

- 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 Media Library

## Público

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

## Requisitos Previos

You should have:

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

## Programa

### 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 Fundamentals

- Loading and promoting CIs Overview

## **Fechas Programadas**

A petición. Gracias por [contactarnos](#).

## **Información Adicional**

Esta formación también está disponible en modalidad presencial. Por favor contáctenos para más información.