



Enterprise Computing Solutions - Education Services

OFERTA FORMATIVA

Detalles de contacto

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IBM Control Desk 7.6.0.2 Fundamentals

CÓDIGO:	DURACIÓN:	Precio:
TP352G	16 Hours (2 días)	A consultar

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.

Objetivos

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

Público

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

Requisitos Previos

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

- Basic browser navigation skills

Programa

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

Fechas Programadas

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

Información Adicional

[Esta formación también está disponible en modalidad presencial. Por favor contáctenos para más información.](#)