



Enterprise Computing Solutions - Education Services

OFERTA FORMATIVA

Detalles de contacto

Avda Europa 21, 28108 Alcobendas

Email: formacion.ecs.es@arrow.com

Phone: +34 91 761 21 51



IBM SmartCloud Control Desk 7.5 Configuration, Change and Release Management

CÓDIGO:	DURACIÓN:	Precio:
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.