Enterprise Computing Solutions - Education Services

OFERTA FORMATIVA

Detalles de contacto

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IBM SmartCloud Control Desk 7.5 Foundations

CÓDIGO:	DURACIÓN:	Precio:
TOS34G	16 Hours	€750.00

Description

Online Enrollment Information:
Before you enroll, review the machine requirements listed below to ensure that your system meets the minimum requirements for this course.
Within 48 hours of after you submit the online form, you will receive a confirmation e-mail containing your online link, your ID and password, and additional instructions for starting the course. You may start the course at any time. Once you start the course, you have 30 days to complete it. You are billed for the course when you submit the enrollment form.
ONCE YOU ARE ENROLLED IN THIS COURSE, YOU WILL NOT BE ABLE TO CANCEL YOUR ENROLLMENT.
This course introduces you to the fundamental concepts of managing IT assets, service requests, and changes in your IT environment using IBM SmartCloud 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 SmartCloud Control Desk.
If you are enrolling in a Self Paced Virtual Classroom or Web Based Training course, before you enroll, please review the **Self-Paced Virtual Classes and Web-Based Training Classes** on our Terms and Conditions page, as well as the system requirements, to ensure that your system meets the minimum requirements for this course.
http://www.ibm.com/training/terms

Objetivos

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

Público

This basic course is for implementers and administrators of IBM SmartCloud Control Desk.

Requisitos Previos

There are no prerequisites for this course

Programa

Unit 1: Overview

- Lesson 1: Service Management
- Lesson 2: Information Technology Infrastructure Library (ITIL)
- Lesson 3: IBM Service Management

Unit 2: Implementation

- Lesson 1: Planning deployment
- Lesson 2: Deploying virtual machine images
- Lesson 3: Performing a custom installation
- Lesson 4: Navigating the console

Unit 3: Basic configuration

- Lesson 1: IT foundation data
- Lesson 2: Initial configuration

Unit 4: Service Request Management

- Lesson 1: Service Request Management overview
- Lesson 2: Service Desk
- Lesson 3: Service Catalog
- Lesson 4: Self-service center

Unit 5: IT Asset Management

- Lesson 1: IT Asset Management overview
- Lesson 2: Financial management
- Lesson 3: IT asset life cycle management
- Lesson 4: Software asset management and audit readiness

Unit 6: Change, Configuration, and Release Management

- Lesson 1: Change, Configuration, and Release Management overview
- Lesson 2: Configuration Management
- Lesson 3: Change Management
- Lesson 4: Release Management

Fechas Programadas

Fecha	Localización	Zona horaria	Idioma	Modalidad de impartición	Impartición garantizada	Precio
29 Mar 2024			English	Self Paced Training		€680.00

Información Adicional

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