# ARROW

**Enterprise Computing Solutions - Education Services**

# TRAINING OFFERING

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# IBM Control Desk 7.6 Foundations

| CODE: | DURÉE: | PRIX H.T.: |
|-------|--------|------------|
| TP351G | 2 Jours | €1,390.00 |

## 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.

## Objectifs

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 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.

## Prérequis

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
- Change, Configuration, and Release Management

## Informations supplémentaires

Prior to enrolling, IBM Employees must follow their Division/Department processes to obtain approval to attend this public training class. Failure to follow Division/Department approval processes may result in the IBM Employee being personally responsible for the class charges.
GBS practitioners that use the EViTA system for requesting external training should use that same process for this course. Go to the EViTA site to start this process:
http://w3.ibm.com/services/gbs/evita/BCSVTEnrl.nsf
Once you enroll in a GTP class, you will receive a confirmation letter that should show:

- The current GTP list price
- The 20% discounted price available to IBMers. This is the price you will be invoiced for the class.

## Dates de session

| Date | Lieu | Time Zone | Langue | Type | Garanti | PRIX H.T. |
|------|------|-----------|--------|------|---------|-----------|
| 17 Oct 2022 | Virtual Classroom | CEDT | English | Instructor Led Online | | €1,390.00 |

## Informations Complémentaires

Cette formation est également disponible sous forme de formation sur site. Veuillez nous contacter pour en savoir plus.