Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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IBM Control Desk 7.6.0.2 Fundamentals

CODE:	LENGTH:	PRICE:
TOD47G	16 Hours	$700.00

Description

This course introduces you to the fundamental concepts of managing IT assets, service requests, and changes in your IT environment by 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.

Objectives

After you complete this course you can

- Describe the features of IBM Control Desk 7.6.0.2
- Explain the architecture
- List the primary installation scenarios
- Perform the 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.

Prerequisites

Before taking the course you should have the following skill:

- Basic browser skills

Programme

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

Session Dates

Date	Location	Time Zone	Language	Type	Guaranteed	PRICE
17 Apr 2023			English	Self Paced Training		$700.00

Additional Information

This training is also available as onsite training. Please contact us to find out more.