Enterprise Computing Solutions - Education Services

TRAINING OFFERING

You can reach us at:

9201 Dry Creek Rd. Centennial, CO 80112, United States

Email: arrow_learning@arrow.com
Phone: 303 790 2330

IBM SmartCloud Control Desk 7.5 Configuration, Change and Release Management

CODE:	LENGTH:	PRICE:
TP370G	24 Hours (3 days)	$2,250.00

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.

Objectives

- 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 Medial Library

Audience

This intermediate course is for IBM SmartCloud Control Desk Configuration, Change, and Release management practitioners responsible for administering, managing, or tailoring the solution.

Prerequisites

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

Programme

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 Fundmentals

- Loading and promoting CIs Overview

Session Dates

On request. Please Contact Us

Additional Information

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