



## TRAINING OFFERING

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# IBM SmartCloud Control Desk 7.5 Configuration, Change and Release Management

<b>CODE:</b>	<b>LENGTH:</b>	<b>PRICE:</b>
TP370G	24 Hours (3 days)	£1,950.00

## 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 Media 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 Fundamentals

- Loading and promoting CIs Overview

## Further Information

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: <https://b25acidbw07.con.can.ibm.com/BCS/BCSVTEnr.nsf/Billing%20Info?OpenPage>

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.

## Session Dates

On request. Please [contact us](#)

## Additional Information

[This training is also available as onsite training. Please contact us to find out more.](#)