



**Enterprise Computing Solutions - Education Services**

## **TRAINING OFFERING**

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

CODE:	LENGTH:	PRICE:
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

## **Session Dates**

On request. Please [Contact Us](#)

## **Additional Information**

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