



Enterprise Computing Solutions - Education Services

TRAINING OFFERING

Skontaktuj się z nami

Email: szkolenia.ecs.pl@arrow.com
Phone: 12 616 43 00



IBM Control Desk 7.6 Foundations

Kod: **Czas trwania:** **Cena netto:**

TP351G 16 Hours (2 days) zł4,300.00

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.

Cel szkolenia

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

Uczestnicy

This course is suitable for all roles, including installers, administrators, and service desk agents.

Wymagania wstępne

Before taking this course, you should have the following skills:

- Basic browser navigation skills

Program szkolenia

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

Terminy

Na żądanie. [Prosimy o kontakt](#)

Dodatkowe informacje

[Jeśli interesują Cię inne szkolenia tego producenta - skontaktuj się z nami.](#)