



IBM SmartCloud Control Desk 7.5.1 Service Request Management Fundamentals
Information

Length: 3.0 Days
Ref: TP361G-X
Delivery method: Classroom
Price: AUD

Overview

This course introduces you to the fundamental concepts of managing a Service Desk using IBM SmartCloud Control Desk. Through instructor-led discussion, demonstrations, and hands-on labs, you learn how to create and resolve service requests, incidents, and problems. You also learn to manage a service catalog, obtain user feedback through surveys, and generate reports.

Public

This basic course is for anyone who uses SmartCloud Control Desk for Service Desk and Service Catalog functions, or works with Service Requests, Incidents, or Problems.

Prerequisites

You should complete one of the following courses **or** have equivalent knowledge **and** work experience:

- *IBM SmartCloud Control Desk 7.5 Foundations (Self-Paced) (TOS34)*
- *IBM SmartCloud Control Desk 7.5 Foundations (Instructor-Led) (TP350)*

Objective

- Describe the features and applications of the Service Desk and Service Catalog
- Explain the purpose and goals of request fulfillment, incident management, and problem management processes
- Handle an issue from initial report to resolution using the Service Desk
- Follow an offering from shopping to fulfillment using the Service Catalog

Topics

- Overview
- Service Management
- The Service Desk
- Service Requests, Incidents, and Problems
- The Service Catalog

- Self Service
- Workflows
- Service Level Agreements
- Surveys
- Reports