



IBM Control Desk 7.6.0.2 Fundamentals
Information

Length:	16.0 Hours
Ref:	TP352G
Delivery method:	ClassroomInstructor Led Online
Price:	AUD

Overview

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.

Public

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

Prerequisites

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

- Basic browser navigation skills

Topics

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