

IBM Control Desk 7.6 Foundations

Duration: 2 Days Course Code: TP351G

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.

Target Audience:

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

Objectives:

- 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

Prerequisites:

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

- Basic browser navigation skills

Content:

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

Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

training@globalknowledge.com.eg

www.globalknowledge.com/en-eg/

Global Knowledge, 16 Moustafa Refaat St. Block 1137, Sheraton Buildings, Heliopolis, Cairo