

## IBM Control Desk 7.6 Foundations

**Duration: 2 Days**    **Course Code: TP351G**    **Delivery Method: Virtual Learning**

### 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.

#### Virtueel en Klassikaal™

Virtueel en Klassikaal™ is een eenvoudig leerconcept en biedt een flexibele oplossing voor het volgen van een klassikale training. Met Virtueel en Klassikaal™ kunt u zelf beslissen of u een klassikale training virtueel (vanuit huis of kantoor) of fysiek op locatie wilt volgen. De keuze is aan u! Cursisten die virtueel deelnemen aan de training ontvangen voor aanvang van de training alle benodigde informatie om de training te kunnen volgen.

### 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:

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

### Further Information:

For More information, or to book your course, please call us on 030 - 60 89 444

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