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## IBM Control Desk 7.6 Foundations

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

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### 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.

### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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### Target Audience:

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

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### 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
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### Prerequisites:

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

- Basic browser navigation skills
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### Content:

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

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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