

IBM Control Desk 7.6.0.2 Fundamentals

Code: TOD47G-SPVC

URL: [View Online](#)

This IBM Self-Paced Virtual Class (SPVC) includes:

- PDF course guide available to attendee during and after course
- Lab environment where students can work through demonstrations and exercises at their own pace

This course introduces you to the fundamental concepts of managing IT assets, service requests, and changes in your IT environment by 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.

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Skills Gained

After you complete this course you can

- Describe the features of IBM Control Desk 7.6.0.2
- Explain the architecture
- List the primary installation scenarios
- Perform the initial configuration
- Explain the processes managed by IBM Control Desk

Who Can Benefit

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

Prerequisites

Before taking the course you should have the following skill:

- Basic browser skills

Course Details

Course Outline

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