

# IBM Control Desk 7.6.0.2 Fundamentals (TP352G)

ID TP352G Preis 1.490,- € (exkl. MwSt.) Dauer 2 Tage

## Zielgruppe

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

## Voraussetzungen

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

- Basic browser navigation skills

## Kursinhalt

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.

## Detaillierter Kursinhalt

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