

# IBM Control Desk 7.6 Service Request Management Fundamentals (TP362G)

**ID TP362G** Preis CHF 2'750.– (exkl. MwSt.) **Dauer 3 Tage**

## Zielgruppe

This course is designed for anyone who implements or uses IBM Control Desk for Service Desk and Service Catalog functions, or anyone working with Service Requests, Incidents or Problems.

## Voraussetzungen

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

- At a minimum, intermediate computer skills
- The ability to visualize complex scenarios

## Kursziele

This course introduces you to the fundamental concepts of managing a Service Desk using IBM Control Desk. Through instructor-led discussion, demonstrations and hands-on labs, you learn how to create and resolve service requests, incidents and problems. You also learn to manage a service catalog, obtain user feedback through surveys, and generate reports.

## Kursinhalt

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## Weltweite Trainingscenter



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