Fast Lane

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

Fast Lane Institute for Knowledge Transfer GmbH

Husacherstrasse 3
CH-8304 Wallisellen
Tel. +41 44 832 50 80

info@flane.ch, https://www.flane.ch