



---

## IBM Control Desk 7.6.0.2 Fundamentals (TP352G)

**ID** TP352G **Price** CHF 1,890.—(excl. VAT) **Duration** 2 days

### Who should attend

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

### Prerequisites

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

- Basic browser navigation skills

### Course Content

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.

# IBM Control Desk 7.6.0.2 Fundamentals (TP352G)

---

## Training Centres worldwide



### Fast Lane Institute for Knowledge Transfer (Switzerland) AG

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

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