Fast Lane

IBM SmartCloud Control Desk 7.5 Configuration, Change and Release Management Fundamentals (TP370G)

ID TP370G   **Price** CHF 2,450.—(excl. VAT)   **Duration** 3 days

Who should attend

This intermediate course is for IBM SmartCloud Control Desk Configuration, Change, and Release management practitioners responsible for administering, managing, or tailoring the solution.

Prerequisites

You should have:

- Familiarity with the ITIL Service Management processes
- Basic Understanding of the capabilities and initial customization of the Tivoli process automation engine environment and IBM SmartCloud Control Desk V7.5 as taught in the IBM SmartCloud Control Desk V7.5 Foundations course

Course Objectives

This course introduces the functions in IBM SmartCloud Control Desk V7.5 that support the ITIL-based processes for Configuration, Change, and Release Management. In addition, the logical data model and hierarchies used to store and manage Configuration Items are discussed.

Course Content

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Training Centres worldwide

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