**IBM Control Desk 7.6 Foundations**



TP351 (Classroom)

# Course description

This 2-day course introduces you to the fundamental concepts of managing IT assets, service requests, and changes in your IT environment by 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.

This course includes hands-on lab exercises to reinforce the instructor-led discussion. Major topics in the exercises include these items:

The lab environment for this course uses the Windows 2003 Standard Server platform.

For information about other related courses, visit the IBM Training website:

<http://www.ibm.com/training>

# General information

**Delivery method**

Classroom or instructor-led online (ILO)

**Course level**

ERC 1.0

**Product and version**

IBM Control Desk 7.6

**Audience**

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

**Learning objectives**

* Describe the features of IBM Control Desk 7.6
* Explain the architecture
* List the primary installation scenarios
* Perform the initial configuration
* Explain the processes managed by IBM Control Desk 7.6

**Prerequisites**

Before taking this course, make sure that you have basic browser navigation skills.

**Duration**

2 days

**Skill level**

Basic

**Classroom (ILT) setup requirements**

Processor 2.5 GB or faster Duo Core

7 GB RAM

80 GB free disk space

Network requirements isolated

No Internet

Other requirements: See LSG for required software

# Notes

The following unit and exercise durations are estimates, and might not reflect every class experience.

The following durations reflect the actual length of recorded segments of the course. For most students, the total length of the course is greater than the sum of these segments.

This course is an update of TP350G IBM Control Desk 7.5 Foundations ERC1.0.

# Course agenda

The course contains the following units:

1. Overview

Estimated time: 1 hour 15 minutes

IBM Control Desk is a critical component to the IBM Service Management strategy. This unit provides an overview of Service Management from an Information Technology Infrastructure Library (ITIL) perspective and explains how IBM Service Management makes it actionable. You are also introduced to the role that IBM Control Desk plays in this strategy.

This unit has no exercises.

## Objectives

* + Describe a service
  + Explain the relationship between ITIL and IBM Service Management
  + List the components of IBM Control Desk
  + Describe the integration points for IBM Control Desk

1. Implementation

Estimated time: 1 hour 15 minutes

This unit provides an overview of the deployment steps for IBM Control Desk. You learn how to create a deployment plan and list the basic installation steps.

The exercises for this unit provide an introduction to the class image and how to navigate the IBM Control Desk user interface options, including the application user interface console and the Service Portal. Because of time considerations, there are no exercises on the installation process.

## Objectives

* + Create a deployment plan
  + List the basic installation steps
    - Enterprise installation
    - Cloud installation
  + Navigate the user interface
    - Application user interface
    - Service Portal

1. Basic configuration

Estimated time: 3 hour 15 minutes

This unit covers the basic configuration that is required for an IBM Control Desk implementation. This configuration includes the creation of foundation data for IBM Control Desk. The foundation data is the software constructs that are necessary in the basic configuration of the product. These constructs include organizations, sites, locations, classifications, and various engine financial configurations.

The exercises for this unit demonstrate how to perform the basic configuration steps. You follow a sample scenario to configure IT Foundation data. In the classroom lab image, a sample configuration has already been configured for an enterprise called PMSCIBM. This organization is headquartered in the US. In the scenario, the company has subsidiaries in Europe and Asia. Using the Quick Configuration tool and other application, you create the organizations, sites, and financial data to support these subsidiaries in IBM Control Desk.

## Objectives

* + Define IT foundation data
  + Perform basic configuration steps
  + Use the Quick Configuration tool

1. Service request management Estimated time: 1 hour 45 minutes

This unit provides an overview of the service request management features in IBM Control Desk. You learn the high-level flow of the Service Desk to manage service requests, incidents, and problems. You are also introduced to the concept of a service catalog.

The exercises for this unit demonstrate some of the basic feature of Service Request Management. First, you log in as an user to report an issue. Then you log in as a Service Desk Analyst to manage the service request. Finally, you also log in as an Incident Analyst to manage an incident.

## Objectives

* + Define a service request
  + List the service request management processes that can be managed with IBM Control Desk
  + Explain the Service Desk process flow
  + Define a Service Catalog
  + Navigate the Self Service Center

1. IT asset management

Estimated time: 1 hour 45 minutes

This unit provides an overview of the IT asset management features in IBM Control Desk. You learn what the IT asset lifecycle is and the basic components of the lifecycle. You also learn the basic requirements for software management.

The exercises for this unit demonstrate some of the basic features of IT asset management. You review common roles and the applications that are used by each role. You also perform common IT asset management tasks such as requesting an IT asset, purchasing an IT asset, and managing licenses.

## Objectives

* + Define an IT asset
  + List the IT asset management business priorities
  + Explain the IT asset lifecycle stages
  + List the components of software management

1. Configuration, change, and release management Estimated time: 2 hours

This unit provides an overview of the configuration, change, and release management features in IBM Control Desk. Business processes are most successful and efficient when they are running in a trusted environment. To ensure trust, you must control the components that support the business process. You learn how configuration, change, and release management are integral to controlling these components.

The exercises for this unit demonstrate some of the basic features of configuration and change management. In Unit 3, you learned how to import configuration items (CIs) by using the Quick Configuration tool. CIs that are imported in this manner are called actual CIs. In this unit, you learn two more methods for creating configuration items:

**Objectives**

* + Define a configuration item (CI)
  + Define a configuration management database (CMDB)
  + Explain the purpose of configuration, change, and release management
  + List the key IBM Control Desk functions that support configuration, change, and release

# For more information

To learn more about this course and other related offerings, and to schedule training, visit ibm.com/training.

To learn more about validating your technical skills with IBM certification, visit ibm.com/certify.