

IBM SMARTCLOUD CONTROL DESK 7.5 CONFIGURATION, CHANGE AND RELEASE MANAGEMENT

Course Code: 0943

This course introduces the functions in IBM SmartCloud Control Desk V7.5.

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.

What You'll Learn

After completing this course, students should be able to:

- Describe the logical representation of assets and configuration items
- Create and specify Configuration Items manually or through promotion, or import
- Verify IT configurations through Configuration Item audit
- Articulate how IBM SmartCloud Control Desk support Service Asset Management
- Create and implement automated changes from response plans
- Perform impact analysis, schedule, and authorize changes
- Understand how IBM SmartCloud Control Desk supports the Release Management Process
- Perform mass updates of software from the Definitive Media Library

Who Needs to 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

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VIRTUAL CLASSROOM LIVE

\$3,645 CAD

3 Day

Virtual Classroom Live Outline

Day 1:

- IBM SmartCloud Control Desk Configuration, Change, and Release Management Overview
- Change Management Processes, Roles and Responsibilities
- Release Management Fundamentals
- Organization of Configuration Item information
- Configuration Management Fundamentals

Day 2:

- Change Management Fundamentals
- Advanced Change Processing

Day 3:

- Loading and promoting CIs Overview

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