Course Code: TP370G

Course Title: IBM SmartCloud Control Desk 7.5 Configuration, Change and Release Management

Description:

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.

Objectives:

- 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 Medial Library

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

Duration:

24 Hrs

Topics:

Day 1:

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

Day 2:

- Change Management Processes, Roles and Responsibilities
- Change Management Fundamentals
- Advanced Change Processing

Day 3:

- Release Management Fundmentals
- Loading and promoting CIs Overview

Audience:

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