

IBM Control Desk 7.6 Service Request Management Fundamentals Training

COURSE CONTENT

GET IN TOUCH



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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

IBM Control Desk 7.6 Service Request Management Fundamentals Training by Multisoft Systems is designed to empower IT professionals with the skills and knowledge to efficiently manage service requests and streamline IT operations.

Module 1: Overview

- ✓ Service Request Management challenges
- ✓ Industry standards
- ✓ Tivoli9s process automation engine
- ✓ IBM Control Desk

Module 2: Service management

- ✓ IBM Service Management overview
- ✓ Service operation
- ✓ Support levels overview
- ✓ Tickets overview
- ✓ Working with other management processes

Module 3: The Service Desk

- ✓ Service Desk overview
- ✓ The Service Requests application
- ✓ Looking for new tickets
- ✓ Creating new service requests
- ✓ Filling out the service request
- ✓ Time management
- ✓ Information locations overview
- ✓ Searching for information
- ✓ Fulfilling the request
- ✓ Communications
- ✓ Documenting the solution
- ✓ Resolving tickets
- ✓ The Incidents application
- ✓ Creating the incident ticket
- ✓ Filling out the incident ticket

- ✓ Resolving the incident
- ✓ The Problems application
- ✓ Creating a problem ticket

Module 4: Service requests, incidents, and problems

- ✓ Process flow
- ✓ Request Fulfillment roles
- ✓ Simple information request scenario
- ✓ Solution lookup scenario
- ✓ Solution creation scenario
- ✓ Complex issue scenario
- ✓ Incident management overview
- ✓ Global issues
- ✓ Event management
- ✓ Incident roles
- ✓ Incident management scenario
- ✓ Problem management overview
- ✓ Problem management roles
- ✓ Problem management scenario

Module 5: The Service Catalog

- ✓ Service Catalog overview
- ✓ The Service Catalog process
- ✓ Scenario

Module 6: Self-service

- ✓ Overview
- ✓ Role
- ✓ Self-service tools
- ✓ Scenarios

- ✓ Navigating the Service Portal

Module 7: Workflows

- ✓ Overview
- ✓ Workflow process maps
- ✓ Task assignments
- ✓ Routing workflow
- ✓ Workflow actions
- ✓ Scenarios

Module 8: Service level agreements

- ✓ Overview
- ✓ Commitments
- ✓ Escalations
- ✓ Applying service level agreements

Module 9: Surveys

- ✓ Measuring satisfaction
- ✓ Survey forms
- ✓ Creating a survey
- ✓ Sending surveys

Module 10: Reporting

- ✓ Overview
- ✓ Running reports
- ✓ Reports