

Training: IBM  
IBM SmartCloud Control Desk Configuration, Change and Release  
Management



## TRAINING GOALS:

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.

- 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

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

## CONSPECT:

### 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 Fundamentals
- Loading and promoting CIs Overview

## REQUIREMENTS:

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

## Difficulty level

