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Course Code: 8D512G

Course Title: IBM TRIRIGA Operations & Maintenance

### **Description:**

This course explores the Operations Maintenance life cycle and how to enable using IBM TRIRIGA. Operations and maintenance are the decisions and actions regarding the control and upkeep of property and equipment/assets. Students will learn the tools for deploying a service management system both online and through Perspective apps that can be utilized on mobile devices. The course addresses both corrective and preventive maintenance along with task and inventory management. Students will also understand how to complete facility assessments and targeted facility projects.

### **Objectives:**

At the conclusion of this training attendees will understand:

- How to set up a Service Management program
- How to manage corrective and preventive maintenance work orders
- How to manage inventory of parts and equipment
- How to conduct Facility Assessments
- How to manage targeted Facility Projects

### **Duration:**

40 Hrs

### **Topics:**

At the conclusion of this training attendees will understand:

- How to set up a Service Management program
- How to manage corrective and preventive maintenance work orders
- How to manage inventory of parts and equipment
- How to conduct Facility Assessments
- How to manage targeted Facility Projects

### **Audience:**

The typical student for this course may be a Corporate Real Estate or facilities manager or business analyst with a large enterprise. Also, consultants, systems integrators and IT architects may take this course as well