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Course Code: TP362G

Course Title: IBM Control Desk 7.6 Service Request Management Fundamentals

### **Description:**

This course introduces you to the fundamental concepts of managing a Service Desk using IBM Control Desk. Through instructor-led discussion, demonstrations and hands-on labs, you learn how to create and resolve service requests, incidents and problems. You also learn to manage a service catalog, obtain user feedback through surveys, and generate reports.

### **Objectives:**

You should be able to perform the following tasks:

- Describe the features and applications of the Service Desk and Service Catalog
- Explain the purpose and goals of request fulfillment, incident management, and problem management processes
- Handle an issue from initial report to resolution using the Service Desk
- Follow an offering from shopping to fulfillment using the Service Catalog

### **Prerequisites:**

Before taking this course, you should have the following skills:

- At a minimum, intermediate computer skills
- The ability to visualize complex scenarios

### **Duration:**

24 Hrs

### **Topics:**

#### **Overview**

- Service Request Management challenges
- Industry standards
- Tivoli's process automation engine
- IBM Control Desk

#### **Service management**

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

#### **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

## **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

## **The Service Catalog**

- Service Catalog overview
- The Service Catalog process
- Scenario

## **Self-service**

- Overview
- Role
- Self-service tools
- Scenarios
- Navigating the Service Portal

## **Workflows**

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

- Scenarios

## **Service level agreements**

- Overview
- Commitments
- Escalations
- Applying service level agreements

## **Surveys**

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

## **Reporting**

- Overview
- Running reports
- Reports

## **Audience:**

This course is designed for anyone who implements or uses IBM Control Desk for Service Desk and Service Catalog functions, or anyone working with Service Requests, Incidents or Problems.