



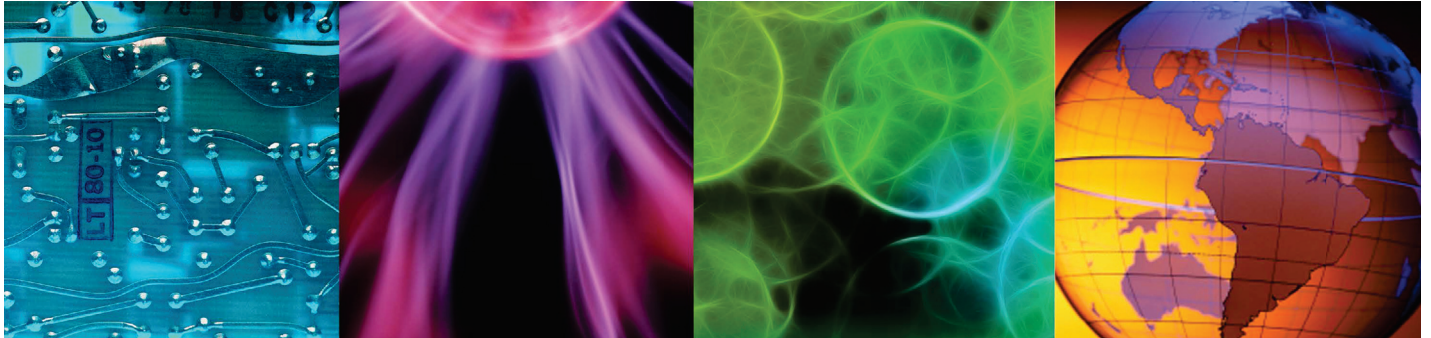
IBM Training

IBM SmartCloud Control Desk 7.5.1 Service Request Management Fundamentals

Student Notebook

Course code TP361 ERC 1.0

October 2013



Cloud & Smarter Infrastructure



About this course

This course introduces you to the fundamental concepts of managing a Service Desk using IBM SmartCloud 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.

After an introduction to IBM Service Management, the ITIL library, and IBM Tivoli Unified Process, the course covers the main components of Service Request Management in IBM SmartCloud Control Desk.

The lab environment for this course uses the Windows 2003 Standard Server x64 platform.

For information about other related Cloud & Smarter Infrastructure courses, visit the Cloud & Smarter Infrastructure education training paths website:

ibm.com/software/software/tivoli/education/

	Details
Delivery method	Classroom or instructor-led online (ILO) or self-paced (SPVC)
Course level	ERC 1.0 This course is an update of the following previous courses: <ul style="list-style-type: none">• TP360, 8P360: IBM SmartCloud Control Desk 7.5 Fundamentals ERC1.0
Product and version	IBM SmartCloud Control Desk 7.5.1
Duration	3 days
Skill level	Basic

About the student

This course is designed for anyone who implements or uses SmartCloud Control Desk for Service Desk and Service Catalog functions, or anyone working with Service Requests, Incidents, or Problems. Before taking this course, make sure that you have the following skills:

- Basic skills with operating systems, database administration, IPv4 networking, and service desk concepts.

Learning objectives

After you complete this course, you can 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

Course agenda

The course contains the following chapters:

1. [Overview](#)

IBM® SmartCloud Control Desk provides a wide range of functions. This chapter provides an overview of the Service Desk and Service Catalog features of the product.

There are no student exercises for this chapter.

2. [Service management](#)

This chapter covers service-related definitions and an introduction to service desk activities.

There are no student exercises for this chapter.

3. [The Service Desk](#)

This chapter details the Service Desk, listing its functions and benefits. Details of how the Service Requests, Incidents, and Problems applications work are covered. Start Centers, searching for solutions, communications, and logs are also covered.

In these exercises, you ensure that the lab environment is operational by logging in, checking the network settings, and starting IBM SmartCloud Control Desk.

4. [Service requests, incidents, and problems](#)

This chapter details service requests, incidents, and problems. Topics include the differences between the ticket types, the process flows involved in handling the tickets, and the roles involved.

These exercises continue the handling of a complex issue.

5. [The Service Catalog](#)

This chapter defines workflows, shows how they are used in IBM SmartCloud Control Desk, and details scenarios in which they are used.

In these exercises, you follow an offering from ordering to fulfillment:

6. [Self-service](#)

This chapter explains the Self Service Center, self- service users, and self-service tools.

These exercises introduce you to the Self Service Center, and show you how a typical user searches solutions, checks status, and orders services with it. You also use the email interface to request a service.

7. [Workflows](#)

This chapter defines workflows, shows how they are used in IBM SmartCloud Control Desk, and details scenarios in which they are used.

These exercises demonstrate the use of workflows to simplify processing of tickets. Many of the exercises you performed previously are automated by using templates and workflows in a production environment. Workflows are created and customized to meet your business needs.

8. [Service level agreements](#)

This chapter covers service level agreements (SLAs), including their purpose and use.

These exercises cover Service Level Agreements. You enable SLA hold, create and apply an SLA, and use SLA hold to pause the timer.

9. [Surveys](#)

With SmartCloud Control Desk, you can create and send customer satisfaction surveys. This chapter describes the various survey techniques and tools that you can use to create a survey.

These exercises take you through the process of creating and sending surveys.

10. [Reporting](#)

This chapter provides an overview of the reporting capability in SmartCloud Control Desk.

In these exercise, you log in as the Service Desk Manager, who runs reports to evaluate what percentage of service requests are created from the Service Catalog. Next, you generate a report that shows the number of service requests that are created by internal priority.