



Pirean

Unlock Your Business Potential

IBM Tivoli

Change and Configuration Management Database (TM11GB)

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Course Summary

Format: Classroom

Duration: 5.0 Days

Price: 2125.00 GBP plus VAT, 2496.88 GBP incl VAT

Description:

This course provides the information necessary to successfully implement the Change and Configuration Management Database in a customer environment.

Audience

IT Administrator, Configuration Librarian, Configuration Manager, Change Manager, Process Manager, Implementer.

Prerequisites

- LDAP administration
- DB2 administration
- WebSphere Administration
- Other Recommended Courses:
 - DB2 SQL Workshop (CF120)
 - DB2 Universal Database Administration Workshop (CF211 or CF231)
 - IBM WebSphere Portal Version 5 Fundamentals (SW741)
 - WebSphere Portal 5.1 Installation, Deployment and Administration (PW331)



About Pirean

Pirean deliver effective learning strategies of every kind (from practical education sessions to industry-leading seminars) to meet changing business need and technical drivers.

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Pirean are an Authorised Independent Training Provider for IBM Software.

Course Objectives

After completing this course, students will be able to accomplish the following:

- Describe the CCMDB
- Install and configure the CCMDB
- Mapping LDAP Users to ITSM Roles
- Gather data, perform discoveries and populate the CCMDB
- Manage configuration items (CI) life cycle
- Manage requests for change (RFC) life cycle
- Manage processes with Process Templates
- Manage activities with Activity Templates
- Manage planned change life cycle
- Describe process integration points
- Troubleshoot and maintain the CCMBD

Course Contents

- Overview of CCMDB
- Product Architecture and Infrastructure
- Roles and Security of the CCMDB
- Configuring the CCMDB
- Data Gathering - Creating and Populating the a Baseline CMDB
- Overview of Discovery Library Adapters
- Overview of Integration Modules
- Controlling CIs
- Reporting on CIs
- Requests for Change (RFC)
- RFC Types and Extended Attributes
- Planned Changes
- Forward Schedule of Change
- Custom Views and Searches
- Reporting on RFCs
- Process Templates
- Activity Templates
- Integration with Service Desk Tools
- Troubleshooting, Problem Resolution and Maintenance



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