



BMC Remedy Change Management 9.0: For Infrastructure Change Approvers/CAB

COURSE ABSTRACT

COURSE CODE

» SPPT-CMCA-0900

PRODUCT RELEASE

» BMC Remedy Change Management v9.0

DELIVERY METHOD

» Web-Based Training (WBT)

COURSE DURATION

» 1 Hour

TARGET AUDIENCE

» Change Approvers

PREREQUISITES

» *BMC Remedy Change Management 9.0: Concepts (WBT)*

Course Overview

This course provides you with a detailed understanding of the Infrastructure Change Approver/Change Advisory Board (CAB) role in the Change Management process.

In this course, you will learn about the Change Management process tasks that you will perform, such as change approval and rejection.

Note: Other suggested training for the Infrastructure Change Approvers/Change Advisory Board (CAB) role is the *BMC Remedy Change Management 9.0: Supplemental Features (WBT)* course. Although this suggested course is not mandatory, BMC strongly recommends that you take this training.

Course Objectives

- » Discuss the responsibilities of the Change Approver role
- » Discuss the role of a Change Approver in the Change Management and Change Request lifecycle
- » List the permissions of a Change Approver
- » Explain the Change Management procedure performed by a Change Approver
- » Explain different approval phases and change status values
- » Describe the Approval Central
- » Explain how to approve or reject a change request as a IT and non-IT staff member



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COURSE ACTIVITIES

- » Presentations
- » Quizzes

CERTIFICATION PATH

- » N/A

DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

Course Lessons

Lesson 1: Change Approver Overview

- » Identify the responsibilities of Change Approver
- » Identify the role of Change Approver in the Change Request lifecycle
- » List the permissions for the Change Approver role

Lesson 2: Change Approval

- » Describe the change status and approval phases
- » Describe how to add approvers
- » Describe how to approve and reject a change request
- » Describe the Approval Central

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