BMC Remedy Change Management 9.0: Overview

COURSE ABSTRACT

COURSE CODE
» SPPT-CMOV-0900

PRODUCT RELEASE
» BMC Remedy Change Management 9.0

DELIVERY METHOD 🌐
» Web-Based Training (WBT)

COURSE DURATION
» 30 minutes

TARGET AUDIENCE 🌐
» Change Coordinators
» Change Managers
» Specialists
» Infrastructure Change Approvers and CAB

PREREQUISITES
» N/A

Course Overview

The *BMC Remedy Change Management 9.0: Overview* course provides you with the basic understanding of the Change Management process. In addition to this, it gives you a glimpse of how Change Management forms a part of the complete IT Service Management Suite. In addition, it familiarizes you with the different consoles that are used in the Change Management processes.

Course Objectives

» Describe the components, terminology, and purpose of BMC Remedy IT Service Management Suite, BMC Remedy ITSM applications
» Discuss BMC Remedy Change Management
» Elaborate on the benefits of Change Management
» Describe the Change Management lifecycle and Change Request lifecycle, roles, responsibilities, and permissions related to BMC Remedy Change Management
» Give a walkthrough of the IT Home page and other consoles integrated with the Change Management application

For more information about BMC Education Services, visit **www.bmc.com/education**.

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COURSE ACTIVITIES

» Presentations

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: Introduction to Change Management

» Identify the components, terminology, and purpose of BMC Remedy IT Service Management Suite
» Explore BMC Remedy ITSM applications
» Identify the benefits of Change Management
» Describe the Change Management Lifecycle
» Identify the roles, responsibilities, and permissions related to BMC Remedy Change Management

Lesson 2: Accessing the Change Console

» Describe how to log in to the BMC Remedy Action Request System
» Identify the IT Home page
» Describe various functional elements of the IT Home page
» Identify the Change Console
» Identify the Overview Console

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