BMC Remedy Change Management 9.0: Using (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-CMUS-0900

APPLICABLE VERSIONS

» BMC Remedy 9

DELIVERY METHOD 🌐

» Web-based Training (WBT)

COURSE DURATION 🌐

» 7 Hours

PREREQUISITES

» None

Course Overview

The *BMC Remedy Change Management 9.0: Using (WBT)* course consists of a series of individual web-based training courses that provide a comprehensive introduction to BMC Remedy Change Management. Each of these individual courses provides information on core product concepts, user roles and responsibilities, supplemental features as well as an introduction to the tasks performed by the different Change Management roles.

This course includes the following web-based courses:

Course Name	Duration
BMC Remedy Change Management 9.0: Concepts (WBT)	1 Hour
BMC Remedy Change Management 9.0: For Change Coordinators (WBT)	2 Hours
BMC Remedy Change Management 9.0: For Change Managers (WBT)	1 Hour
BMC Remedy Change Management 9.0: For Release Coordinators (WBT)	1 Hour
BMC Remedy Change Management 9.0: For Specialists (WBT)	1 Hour
BMC Remedy Change Management 9.0: Supplemental Features (WBT)	1 Hour

Target Audience

» Users
  – BMC Remedy Users

Learner Objectives

» Describe the Change Management process flow/lifecycle and the Change Request lifecycle
» Discuss the roles, responsibilities, permissions, and terminology used in Change Management
» Describe how to access the IT Home page and identify its features and functionality
» Describe and identify the functional areas of the Change Console and the Change form
» Understand the Release Administrator and Customer Representative roles in the Change Management process flow/lifecycle
» Examine the responsibilities and permissions for the following roles in the Change Management and Change Request lifecycle:
  – Change Coordinator
  – Change Manager
  – Specialist or Task Implementer
  – Release Coordinator
» Explain how to create, assign, review, and close change requests
» Explain how to approve or reject a change request as an IT staff member and as a non-IT staff member
» Describe the Release Management process
» Explain how to create a release and a manifest
» Explain how to implement and close tasks
» Discuss how to create reports using the Smart Reporting and Report Console
» Discuss various supplemental features such as KPI and ROI functionality, updating user profile, and creating reminders and broadcasts

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

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COURSE ABSTRACT

COURSE ACTIVITIES

» Presentations
» Quizzes
» Simulations

BMC REMEDY SERVICE MANAGEMENT LEARNING PATH

» http://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html

ACCREDITATION AND CERTIFICATION PATHS 🌐

» This course is not part of a BMC Accreditation or Certification Path

DISCOUNT OPTIONS 🌐

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

Course Content

BMC Remedy Change Management 9.0: Concepts (WBT)
» Lesson 1: Introduction to Change Management
» Lesson 2: Navigating the Change Console
» Lesson 3: Change Form Overview
» Lesson 4: Searching for Change Requests
» Lesson 5: Release Administrator and Customer Representatives

BMC Remedy Change Management 9.0: For Change Coordinators (WBT)
» Lesson 1: Change Coordinators Overview
» Lesson 2: Request for Change Review
» Lesson 3: Assigning Change Requests
» Lesson 4: Change Planning

» Lesson 5: Application Change Implementation
» Lesson 6: Planned Change Closure
» Lesson 7: Emergency Change Closure

BMC Remedy Change Management 9.0: For Change Managers (WBT)
» Lesson 1: Change Manager Overview
» Lesson 2: Review and Assign a Change Request

BMC Remedy Change Management 9.0: For Release Coordinators
» Lesson 1: Release Management Overview
» Lesson 2: Release Coordinators Overview
» Lesson 3: Request Handlings, Defining Releases, and Business Justification

» Lesson 4: Navigating the Release Form and the Release Console

BMC Remedy Change Management 9.0: For Specialists
» Lesson 1: Specialists Overview
» Lesson 2: Infrastructure Change Implementation
» Lesson 3: Other Change Management Procedures

BMC Remedy Change Management 9.0: Supplemental Features
» Lesson 1: Introduction to Smart Reporting
» Lesson 2: Using the Report Console
» Lesson 3: Additional Functionality

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