



# BMC Helix ITSM – Change Management 20.x: Fundamentals Using (WBT)

## COURSE ABSTRACT

### COURSE CODE

» SPPT-CMUS-2002

### APPLICABLE VERSIONS

» BMC Helix ITSM9.0, 9.1, 18.05, 18.08, 19.02 and 20.02

### DELIVERY METHOD

» Web-based Training (WBT)

### COURSE DURATION

» 7 Hours

### PREREQUISITES

» None

## Course Overview

The BMC Helix ITSM - Change Management 20.x: Fundamentals Using (WBT) course introduces you to Change Management concepts, features and functionality. Students learn how to perform various tasks from the perspectives of a Release Coordinator, Change Coordinator, Change Manager and Specialist.

**NOTE:** The content of this course is focused on using Change Management with mid-tier consoles. To learn how use Change Management using the Smart IT console, BMC recommends that you take the *BMC Helix ITSM – Smart IT 19.x: Fundamentals Using (WBT)* course.

## Target Audience

- » Change Manager
- » Change Coordinator
- » Release Coordinator
- » Specialist

## 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
  - Release Coordinator
  - Specialist
- » 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 various supplemental features such as KPI and ROI functionality, updating user profile, and creating reminders and broadcasts
- » Explain how to create, assign, review, and close change requests

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2020 BMC Software, Inc. All rights reserved.

For more information about BMC Education Services, visit [www.bmc.com/education](http://www.bmc.com/education).





# BMC Helix ITSM – Change Management 20.x: Fundamentals Using (WBT)

## COURSE ABSTRACT

### COURSE ACTIVITIES

- » Presentations
- » Quizzes
- » Simulations


### BMC HELIX ITSM LEARNING PATH

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

### ACCREDITATION AND CERTIFICATION PATHS

- » This course is part of the BMC Helix ITSM Accreditation Path

### DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » [Contact us for additional information](#) 

## Course Modules

### Course Overview

#### Module 1: BMC Change Management: Concepts

- » Discuss the purpose, goals, and objectives of BMC Change Management
- » Discuss various terms and concepts used in BMC Change Management
- » List various roles related to BMC Change Management
- » Describe various procedures involved in the Change Management Process Flow
- » Discuss the Change Request Lifecycle

#### Module 2: BMC Change Management: For Change Coordinators

- » List the responsibilities of the Change Coordinator role
- » List the permissions for Change Coordinators
- » Explain the Change Management process flow
- » Highlight the procedures undertaken by a Change Coordinator

#### Module 3: BMC Change Management: For Change Managers

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

#### Module 4: BMC Change Management: For Release Coordinators

- » Define Release Management
- » Explain the various Release Management terms
- » Define risk mitigation by Release Management
- » Describe the ITIL Release cycle
- » Explain the Release Management Process flow
- » Explore the Release Management lifecycle stages
- » Describe the Release Process Flow Status area
- » Explain a Release Lifecycle Automation with a use case

#### Module 5: BMC Change Management: For Specialists

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

#### Module 6: BMC Change Management: Supplemental Features

- » Discuss KPI and ROI dashboards
- » Describe how to view and update personal profile
- » Explain how to set notification preferences
- » Explain how to specify Change Management application preferences
- » Explain how to view and create broadcast messages
- » Describe how to create reminders

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2020 BMC Software, Inc. All rights reserved.