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
COURSE ABSTRACT

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

COURSE ACTIVITIES
» Presentations
» Quizzes
» Simulations

BMC HELIX ITSM LEARNING PATH

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 flashboards
» 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

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