



BMC Remedyforce: Fundamentals of Change Management & Release Management (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-RFCR-2017

DELIVERY METHOD

» Web-based Training (WBT)

COURSE DURATION

» 2 Hours

PREREQUISITES

» NA

Course Overview

This online course is designed for BMC Remedyforce change managers. This self-paced course introduces participants to the features of Change Management & Release Management.

This course explains the concepts and procedures of Change Management & Release Management. These concepts and procedures will help change managers to create Change Requests and Releases in BMC Remedyforce.

Target Audience

» Users (Remedyforce Application Change Managers)

Learner Objectives

- » Explain Change Management & Release Management
- » Describe the components and services of Change Management & Release Management
- » Create Change Requests and Releases
- » Manage Change Requests and Releases
- » View the Change Schedule
- » Work with projected service outages
- » Work with Release templates
- » Work with the Release manifest



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COURSE ACTIVITIES

- » Presentations
- » Simulations
- » Quizzes


BMC REMEDYFORCE LEARNING PATH

- » <http://www.bmc.com/education/courses/remedyforce-training.html#A-3>

ACCREDITATION AND CERTIFICATION PATHS

- » This course is not part of a BMC Certification Path

DISCOUNT OPTIONS

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

Course Modules

Module 1: Using Change Management

- » Understanding Change Management
- » Managing Change Requests
- » Viewing the Change Schedule
- » Working with Projected Service Outages

Module 2: Using Release Management

- » Creating and Managing Releases
- » Working with Release Templates
- » Working with Release Manifest and Viewing Change Schedule

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