

# BMC REMEDY CHANGE MANAGEMENT 8.0: USING

## COURSE CODE

» SPPT-CMUS-0800

## PRODUCT RELEASE

» BMC Remedy Change Management v8.0

## DELIVERY METHOD

» Web Based Training (WBT)

## COURSE DURATION

» 4 hours

## TARGET AUDIENCE

» Users  
» Managers

## PREREQUISITES

» User knowledge of Microsoft Windows graphical user interface (GUI)

## Course Overview

In this online course, students are introduced to the functionality of BMC Remedy Change Management 8.0, including the Release Management module. Students learn how to perform various tasks from these roles: requester, change coordinator, change or task implementer, change manager, release coordinator, and approver.

## Course Objectives

- » Describe the BMC Best Practice Flow for Change Management
- » Describe the BMC Best Practice Flow for Release Management
- » List the steps in the lifecycle of change requests
- » List the steps in the lifecycle of release requests
- » Identify the Change Management roles
- » Identify the Release Management roles
- » Identify the Social Collaboration tools
- » Use the Overview Console
- » Use the Requester Console
- » Log in to ITSM and customize the Home page
- » Navigate the Change Management Console
- » Create, assign, approve, and close change requests
- » Create and manage tasks for change requests
- » Navigate the Release Management Console
- » Create, assign, approve, and close release requests
- » Create and manage activities for release requests
- » Search for change requests and release requests
- » Create reports using business metrics
- » Define custom report queries
- » Identify dashboards (KPIs)
- » Modify user profiles
- » Open and modify application preferences
- » Create and view broadcasts and reminders

# BMC REMEDY CHANGE MANAGEMENT 8.0: USING


## COURSE ACTIVITIES

- » Customer case study
- » Module level quizzes
- » End of course exam
- » Product simulations

## CERTIFICATION PATH

- » NA

## DISCOUNT OPTIONS

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

## Course Modules

<b>1</b>	<b>INTRODUCTION TO CHANGE MANAGEMENT</b>	<b>2</b>	<b>NAVIGATING THE CONSOLES</b>
	<ul style="list-style-type: none"> <li>» Identifying ITSM Applications</li> <li>» Change and Release Management Roles</li> <li>» Change Management Process and Lifecycle</li> <li>» Release Management Process</li> </ul>		<ul style="list-style-type: none"> <li>» Accessing the Applications</li> <li>» Navigating the Change Management Console</li> <li>» Navigating the Release Management Console</li> <li>» Social Networking Overview</li> </ul>
<b>3</b>	<b>OVERVIEW AND REQUESTER CONSOLES</b>	<b>4</b>	<b>CREATING CHANGE REQUESTS</b>
	<ul style="list-style-type: none"> <li>» Overview Console</li> <li>» Requester Console</li> </ul>		<ul style="list-style-type: none"> <li>» Change Procedures Overview</li> <li>» Creating Change Requests</li> <li>» Assigning Change Requests</li> </ul>
<b>5</b>	<b>PLANNING AND APPROVING CHANGES</b>	<b>6</b>	<b>PROCESSING CHANGE REQUESTS</b>
	<ul style="list-style-type: none"> <li>» Change Procedures Overview</li> <li>» Planning a Change Request</li> <li>» Approving a Change Request</li> </ul>		<ul style="list-style-type: none"> <li>» Change Procedures Overview</li> <li>» Searching for Change Requests</li> <li>» Working with Tasks</li> <li>» Processing and Closing Changes</li> </ul>
<b>7</b>	<b>WORKING WITH RELEASES</b>	<b>8</b>	<b>USING COMMON FEATURES</b>
	<ul style="list-style-type: none"> <li>» Release Procedures and Lifecycle Overview</li> <li>» Creating a Release</li> <li>» Working with Activities</li> <li>» Processing and Closing Releases</li> </ul>		<ul style="list-style-type: none"> <li>» Working with Reports and Dashboards</li> <li>» Supplemental Features</li> </ul>
	<b>COURSE ASSESSMENT</b>		