

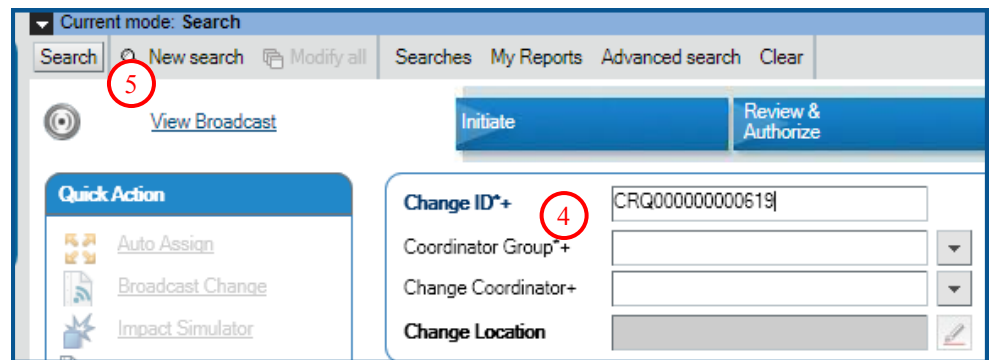
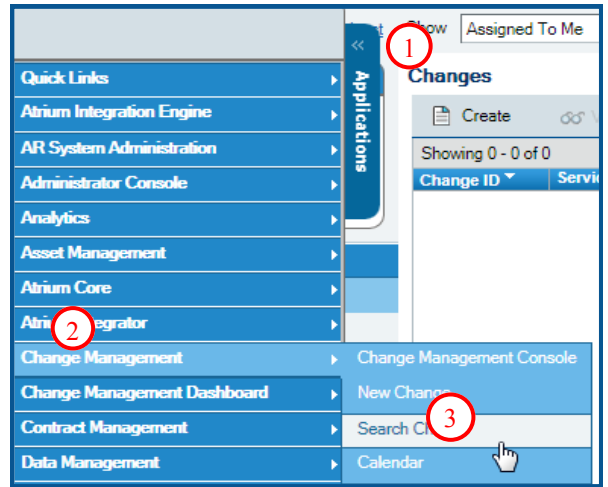
REMEDY ITSM

UPDATE/MANAGE CHANGE

SEARCHING FOR A CHANGE REQUEST

To retrieve a Change Request *when you know the Change ID*:

1. Expand **Application**
2. Select **Change Management**
3. Select **Search Change**
4. If you know the Change ID # then you can enter it in the **Change ID*+** field
5. **Click Search**

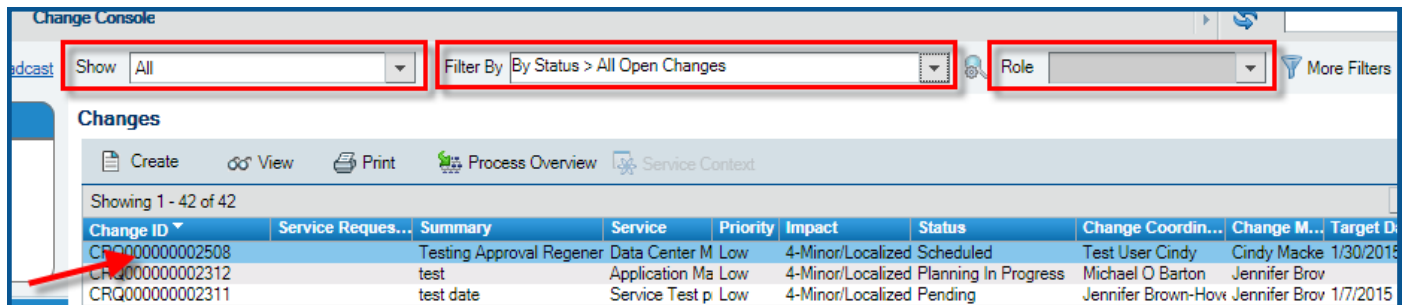


Note: You can enter any criteria that you know in order to find the Change; as you did with the Change ID

LOCATING A CHANGE USING THE CHANGE CONSOLE

When you do not know the Change ID then you have a few options for finding a Change Request:

From the Change Management Console you can use 1) Show, 2) Filter, and 3) Role to control the Change Requests that are displayed and narrow your search. You can then select the Change Request from the list provided by clicking on the Change Request number



UPDATING A REJECTED CHANGE

If all of the required information is not provided an approver can reject your Change. A notification email will be sent to the Change Coordinator to let them know the Change has been Rejected. You can see why a Change was Rejected by following these steps:

1. Open the Rejected Change using one of the previous methods.

2. In the Show Approvals drop down, select Rejected.

3. Double click on the approver who rejected the change.

Approval Sta...	Approvers	Name	Alternate
Rejected	BL65858:CY06836:PI07112:TR07480	Change Manag	CY06836

4. The Change Signature window will pop up.

5. By clicking on the text box icon next to the Justification field you can see the rejection details.

6. Once you have completed the requested update, select Restart in the current stage of the lifecycle bar at the top of the Change Request .

RESCHEDULING A CHANGE

If a Scheduled Change needs to be rescheduled it will need to be moved back to the Initiate approval phase to modify the dates.

1. Select **Back** in the current stage of the lifecycle bar at the top of the Change Request

2. Select the **Initiate** phase

This will moved the Change back to Draft status where the Scheduled dates can be modified.