

How To Approve a Change Request (CR) Using BMC Remedy Change Management System

There are three ways that you can approve a Change Request.

- Approving via the Email Interface
- Approving via the Remedy Web Tool
- Approving via the Remedy Web Approval Central (not strongly recommended due to the server slowness)

1. Approving Change Request via the Email Interface

- If you are configured as an approver of a Change Management Support Group (e.g. Application Support, IDG, Systems Admin, Storage, etc), you will immediately receive a Remedy email requesting your approval for the Change Request being submitted that involves your support group (please see the sample email in the next page).
- To approve the change request, simply reply to that Remedy email and replace XXXXXXXX in the subject line with either [Approve] or [Reject].
- So, if you were to *approve* the following sample change request, your ***subject line*** of the reply email would read like this:

RE: Remedy Change Request CRQ000000000192 [**Approve**], Upgrade Fozy

- Or, if you were to *reject* the change request, your ***subject line*** of the reply email would read like this:

RE: Remedy Change Request CRQ000000000192 [**Reject**], Upgrade Fozy

- Here is the sample Remedy Email Notification requesting Support Group Approval

-----Original Message-----

From: Remedy Change Management [mailto:change-management@remedyappuat.stanford.edu]

Sent: Friday, April 29, 2011 10:54 AM

To: nguyen75@stanford.edu

Subject: Remedy Change Request CRQ00000000192 [XXXXXXX], Upgrade Fozy

(To Approve via email: Use Reply and replace XXXXXXX in the subject line with either [Approve] or [Reject])

Change Summary: Upgrade Fozy

Change Description: Replace old hardware because it is failing.

Change Manager: Jose Rocha

Impact: 1-Extensive/Widespread

Timing: Normal

Scheduled Start Date: 05/25/2012 01:00:00 PM

Scheduled End Date: 05/25/2012 04:00:00 PM

Maintenance Window: Yes

Outage Start Date: 05/25/2012 02:00:00 PM

Outage End Date: 05/25/2012 03:00:00 PM

Support Organization: IT Services

Support Group Name: ITS Application Support

Affected Configuration Items:

r7-app1-dev.stanford.edu, tito, jonny, bobby

Impact Analysis: Very few end users will be impacted, and all are aware of the change.

Install Plan: Try not to unplug anything, plug new stuff in.

Backout Plan: Walk Backwards, Whistle, Look Around.

Tested: Yes

To Approve or review the details of this request, click here:

<https://remedywebuat.stanford.edu/arsys/forms/remedyappuat.stanford.edu/Approval%20Central>

2. Approving Change Request via the Remedy Web Tool

- Launch BMC Remedy Client Tool (if you have it installed) and log into the system using your SUNetID and password.
Start → All Programs → Action Request System → BMC Remedy User
- Alternatively, launch Remedy Change Management from a Web Browser:
<https://remedyweb.stanford.edu/arsys/forms/remedyapp.stanford.edu/SHR:OverviewConsole>
- At the Overview Console:
 1. Do a search for the Change Request of interest.
 - Click “Search”
 - Click the drop down arrow for a list of Request Type
 - Select “Infrastructure Change”
 - Click “Select”

Overview Console Refresh

Assigned Work NOTE: UAT SERVER ENVIRONMENT

Create-Date	Request ID	First Name	Last Name	Status	Request Type	Assignee	Assignee	Summary	Priority	Parent Reque
3/25/2011	CRQ0000000000036			Scheduled F	Change	ITS Busine	vkollias	test groups1	Low	
3/25/2011	CRQ0000000000040			Rejected	Change				Low	
3/31/2011	CRQ0000000000054			Scheduled F	Change				Medium	
3/31/2011	CRQ0000000000055			Request For	Change				Low	
3/31/2011	CRQ0000000000058			Request For	Change				Low	
4/5/2011 2:	CRQ0000000000073			Request For	Change				Low	
4/7/2011 1	CRQ0000000000080								High	
4/7/2011 2:	CRQ0000000000081								High	
4/7/2011 3:	CRQ0000000000082								Medium	
4/7/2011 3:	CRQ0000000000083								Medium	
4/8/2011 1	CRQ0000000000088								Medium	
4/25/2011	CRQ0000000000138								Medium	
4/25/2011	CRQ0000000000142								Medium	
4/27/2011	CRQ0000000000151								Medium	
4/28/2011	CRQ0000000000170								Medium	
5/3/2011 4:	CRQ0000000000201								Low	
5/12/2011	CRQ0000000000250								Medium	

Select Request Type (remedyappuat.sta...)

Select Request Type

Request Type: **Infrastructure Change**

Select **Cancel**

Infrastructure Change

Search

2. Locate the Change Request of interest
 - Type in CR# in the “Change ID” text field
 - Click “Search”

Change ID*+

99

Approval Status

Change Request Information

Change Type*

Status*

Summary*

...

Status Reason

Impact*

Urgency*

Description

...

Priority

Requester

Classification

Details

Work Info

Assignment

Relationships

Approvers

Dates

Requested By

Support Company*+

First Name*

Email

Last Name*+

Phone Number+

Organization

Department

Support Organization

Support Group Name

Clear

Requested For

First Name+

Last Name+

Change Location

Company*+

Region

Site Group

Site+

Details

Clear

Search

Print

Close

- Once the search result displays the CR of interest, select “Approvers” tab and select “Show: Pending” to see your pending approval signature.

Changes - Matching

Change ID*+	Company*+	Status*	Summary*	Priority	Scheduled Start Date+	Scheduled End Date+
CRQ000000000099	Stanford University	Request For Change	Reboot of r7-db database server	Medium	4/20/2011 5:00:00 AM	4/20/2011 5:30:00 AM

Change CRQ000000000099 (Modify)

BMC REMEDY IT SERVICE MANAGEMENT - Change Management

Infrastructure Change

[Help](#)

Quick Links

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Functions

Advanced

Create Other Requests

Consoles

Change ID*+

CRQ000000000099

Approval Status

☐ Current
 ☐ Overall

Change Request Information

Change Type*

Change

Status*

Request For Change

Impact*

2-Significant/Large

Summary*

Reboot of r7-db database

Status Reason

Urgency*

3-Medium

Description

We will be rebooting the

Priority

Medium

Requester

Classification

Details

Work Info

Tasks

Assignment

Relationships

Approvers

Dates

Approvers

Current Approval Phase

Business Approval

Show

Pending

Approval Status	Approver Group or Approver Full Name	Approvers	Approver Signature	Alternate Signature
Pending	Thuylynh Nguyen	nguyen75		

- **For Business Approval:**

- o If you are configured as the business owner of the “Product Categorization” (Tier 1, 2, and 3) specified in the change request under the "Classification" tab, then you are the business approver for that change request. Your name would show as an approver on the “Approvers” tab for the “Business Approval” phase.
- To approve the change request, go to “Approvers” tab, select the entry pending your approval and click “Approve”
- As soon as you approved it, the record would immediately disappear and move from the “Pending” to “Approved” approval status display.

Change ID*+ **Approval Status** ☐ Current ☐ Overall

Change Request Information

Change Type* **Status*** **Impact***
Summary* **Status Reason** **Urgency***
Description **Priority**

Approvers

Approval Status	Approver Group or Approver Full Name	Approvers	Approver Signature	Alternate Signature
Pending	Thuylynh Nguyen	nguyen75		

This is you as a business approver for the Product Categorization (Tier 1, 2, and 3) specified in the "Classification" tab.

Product Categorization

Tier 1	Business Applications (University)
Tier 2	Remedy 7
Tier 3	* General

- o If you would like to make sure you have approved the change request, you can select Show “Approved” from that same “Approvers” tab you’ve been working on. Notice that the “Approval Status” now says “Approved”.

Change ID*+

Approval Status

☐ Current
 ☐ Overall

Change Request Information

Change Type*

Status*

Impact*

Summary*

Urgency*

Description

Priority

Requester
 Classification
 Details
 Work Info
 Tasks
 Assignment
 Relationships
 Approvers
 Dates

Approvers

Current Approval Phase

Show

Approval Status	Approver Group or Approver Full Name	Approvers	Approver Signature	Alternate Signature
Approved	Thuylynh Nguyen	nguyen75	nguyen75	

▪ **For Implementation Approval:**

- o If you are one of the approvers of the “Support Group” specified in the change request under the "Assignment" tab, then you are one of the implementation approvers for that change request on the “Approvers” tab. Your name and the names of other approvers of the same support group would show as an approver for the “Implementation Approval” phase. Only one approval signature is needed from multiple-member groups.
- To approve the change request, go to “Approvers” tab, select the entry pending your approval and click “Approve”
 - As soon as you approved it, the record would immediately disappear and move from the “Pending” to “Approved” approval status display.

Change ID*+

Approval Status

☐ Current
☐ Overall

Change Request Information

Change Type*
Change

Status*
Scheduled For Approval

Impact*
2-Significant/Large

Summary*
Reboot of r7-db database

Status Reason

Urgency*
3-Medium

Description
We will be rebooting the

Priority
Medium

Requester
Classification
Details
Work Info
Tasks
Assignment
Relationships
Approvers
Dates

Approvers

Current Approval Phase
Implementation Approval

Show
Pending

This is you as an approver of your Support Group specified in the "Assignment" tab. There might be multiple approvers for each support groups, but only one signature is needed.

Support Company*
Stanford University

Support Organization*
IT Services

Support Group Name*
ITS Application Support

Add
Approve
Reject

▪ **For CAB Approval:**

- o If you are the CAB approver, your name would show as a CAB approver for the “Implementation Approval” phase.
- o Note that only “Impact” of “1-Widespread” and “2-Significant” would require CAB approvals, which only happen after the weekly Change Advisory Board meetings.
 - To CAB approve the change request, go to “Approvers” tab, select the entry pending CAB approval and click “Approve”
 - As soon as you approved it, the record would immediately disappear and move from the “Pending” to “Approved” approval status display.

Change ID*+

Approval Status

Current
 Overall

Change Request Information

Change Type*

Status*

Impact*

Summary*

Status Reason

Urgency*

Description

Priority

Requester
Classification
Details
Work Info
Tasks
Assignment
Relationships
Approvers
Dates

Approvers

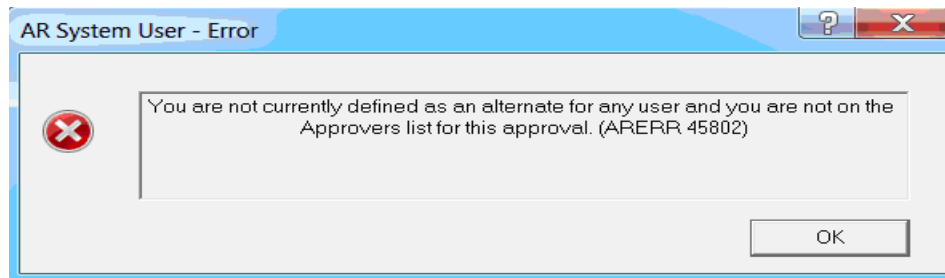
Current Approval Phase Implementation Approval

Show Pending

Approval Sta	Approver Group or Approver Full Name	Approvers	Approver Signa	Alternate Signat
Pending	ITS CAB	clundin:nguyen75		

CAB Approver(s)

- If you are **NOT** an approver for the Business Group, the Support Group(s), or the CAB specified in the change request, you'll get an error message for attempting to approve it.



- The following snapshot shows all approved signatures of the Business, Implementation, and CAB approvals. In many cases, there may be more than one required implementation approval depending on the number of support groups involved in the change. However, there should only be one CAB approval.

Change ID*+ **Approval Status** ☐ Current ☐ Overall

Change Request Information

Change Type* **Status*** **Impact***
Summary* **Status Reason** **Urgency***
Description **Priority**

Requester Classification Details Work Info Tasks Assignment Relationships **Approvers** Dates

Approvers Current Approval Phase

Approval Status	Approver Group or Approver Full Name	Approvers	Approver Signature	Alternate Signature
Approved	Thuylynh Nguyen	nguyen75	nguyen75	
Approved	ITS Application Support	jrocha;gjanicki;apink	gjanicki	
Approved	ITS CAB	clundin;nguyen75	nguyen75	

3. Approving Change Request via the Remedy Web Approval Central

Follow the URL below to get to the Approval Central:

<https://remedyweb.stanford.edu/arsys/forms/remedyapp.stanford.edu/Approval%20Central>

- Search CRs that are pending your approval
 - Select “Approval Status = Pending”
 - Click “Search”

- Select the CR of interest, then click “Approve” (or “View” the CR details before approving it)

[illegible]