Update Request Definition

The purpose of this process is to allow users with an ITIL Role to create an Update Request Task against any Item in the CMDB.

The following steps describe how to create an update request task.

IMPORTANT: This process is only for users with an ITIL Role who are not a class owner or stakeholders of a specific class.

1. Navigate to a Class in the CMDB (1) and select an CMDB Record (2).

2. If the logged in ITIL User is not a Class Owner or CMDB Stakeholder, all items on the CMDB form will uneditable.

3. Select Request Update (3).

4. Complete all the following required fields: Short Description (4) and Description (5).

Note: The Requested By, Configuration Item, Support Group fields will automatically be populated with the logged in ITIL users information. However, the field can be changed if the Request Update is being submitted on behalf of someone else.

5. Select Reason for Change (6).

6. Click Submit and Close (7) to complete the process.