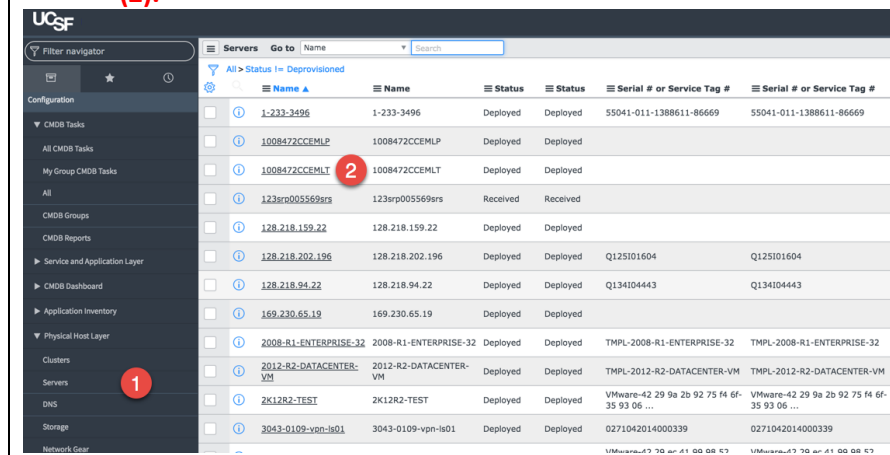


Update Request Definition
The purpose of this of this process is to allow users with an ITIL Role to create an Update Request Task against any Item in the CMDB.

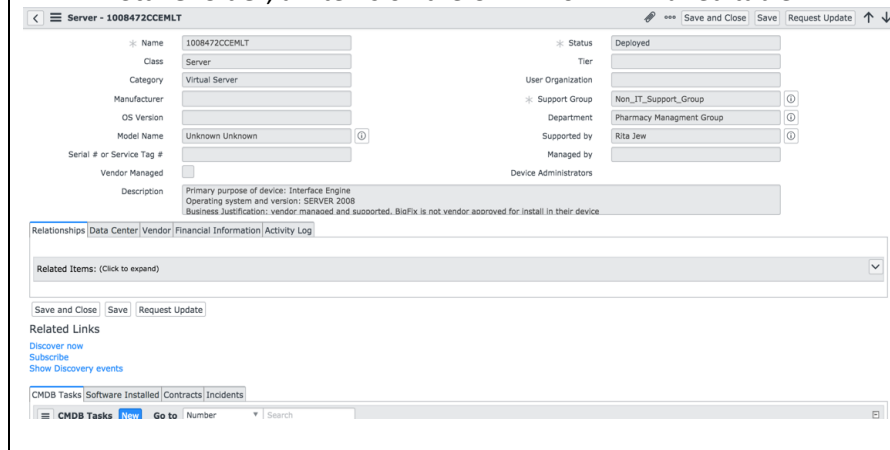
The following steps describe how to create an update request task.

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

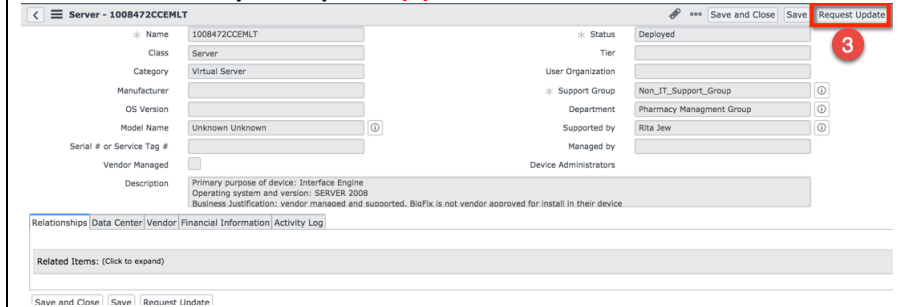
1. Navigate to a **Class in the CMDB (1)** and select an **CMDB Record (2).**



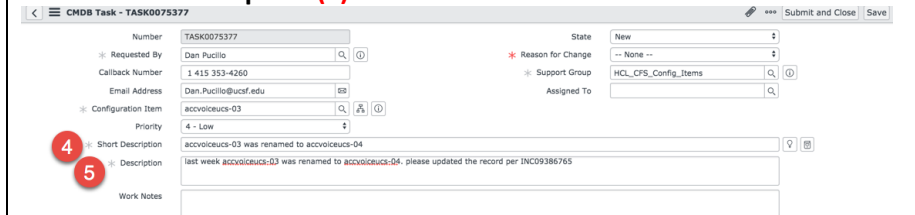
2. If the logged in ITIL User is not a **Class Owner or CMDB Stakeholder**, all items on the CMDB form will uneditable.



3. Select **Request Update (3).**

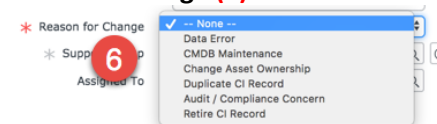


4. Complete all the following required fields: **Short Description (4)** and **Description (5).**



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.

