

SKYBOX CHANGE MANAGER

TRAINING COURSE

Overview

Change Manager training provides the practical experience required to implement and execute Change Manager workflows used to manage and monitor firewall change management processes.

The concepts discussed are reinforced with interactive exercises to give learners hands-on experience in using and navigating the user interface and data flow within the product.

Who Should Attend This Training Course?

This course is intended for the following participants:

Firewall administrators, security analysts, network operations engineers, compliance officers, security auditors, risk managers, change agents, etc.

Training Course Format

This instructor-led course is designed to be taught virtually or in a classroom setting. The estimated duration of the class is 4 hours.



AGENDA

Lesson 1: Introduction to Skybox Security and Change Manager

- Introduction to Skybox Security
- Overview of the common change management process
- What is Change Manager?
- Demonstration

Lesson 2: General Ticket Workflow

- Introduction to Change Manager Workflows
- General Ticket workflow stages
 - Request
 - Basic and advanced change request types
 - Technical details
 - Risk assessment
 - Implementation details
 - Verification
- Exercise

Lesson 3: Recertification ticket workflow

- Introduction to Rule recertification
- Overview of the Recertification workflow
- Exercise

Student Setup Guide

Skybox training conducts classes in a lecture with labs format. The requirements listed in this section are in place to ensure that the trainer can conduct effective discussions and demonstrations and that the students can perform all the lab exercises. Failure to meet these requirements may compromise the value of the training. Please contact customer.training@skyboxsecurity.com if you are unable to meet any of these requirements.

Basic Requirements

- Stable internet access
- Up to date HTML5 capable browser