

# SKYBOX CHANGE MANAGER

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## TRAINING COURSE

## OVERVIEW

The students will learn how to operate and use Change Manager. The following lessons provide practical knowledge needed to implement and use Change Manager Workflows in order to manage and monitor the firewall change management process.

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 change management process
- Overview of Change Manager functionality
- Navigating Change Manager

### Lesson 2: General Ticket Workflow

- Change Manager ticket stages
  - Create request
    - Basic and advanced change request types
  - Technical details
  - Risk assessment
  - Implementation details
  - Verification

### Lesson 3: Recertification ticket workflow

- Overview of recertification ticket workflow

## 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 of the lab exercises. Failure to meet these requirements may compromise the value of the training. Please contact [customer.training@skyboxsecurity.com](mailto:customer.training@skyboxsecurity.com) if you are unable to meet any of these requirements.

### Basic Requirements

- Stable internet access (for downloading software/updates)
  - Outgoing connections should be allowed over TCP/8443, TCP/22 and TCP/444
- Browsing self-signed websites should be allowed
- Installation of new software should be allowed (Java-based management client)
- SSH and SCP clients (we suggest Putty and WinSCP) installed
- Acrobat Reader (PDF viewer)



## Minimum Student Computer Hardware Requirements

- Intel® Core® 2.0 GHz or higher
- 4 GB of RAM
- 80 GB free disk space

## Software Requirements

- Microsoft® Windows 7 or later operating system. See Skybox Security website for [system requirements](#).
- User must have admin rights to install Skybox software on computer, or Skybox full Server suite must be pre-installed with latest update.
- Installation of the Skybox Management software should be installed to a directory **other than** c:\skybox to avoid interference with any production deployments.