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Overview

Global Change Management (GCM) simplifies the change management process via the Verizon Enterprise Center and provides a common change ticket and reporting structure. Submit change requests as Standard, Express, or a billable Project Request for your Managed or current platform services.

- **Standard Request** - non-billable requests.
- **Express Change** - can be completed upon receipt, submitted during normal business hours, and must have complete information. The Express option supports one device at a time because it is for simple changes that require no scheduling or follow-up.
- **Latent** - changes submitted after the fact. The first change is performed, and then it is recorded in the system at a later date/time.
- **Project Request** - (optional change request) requires a design review and is billable.

Sign In

2. Enter your user name.
3. Click Sign In. The password screen appears.
4. Enter your password.
5. Click Continue. The Verizon Enterprise Center home page appears.

![Verizon Enterprise Center Home](image-url)
Access GCM

1. Click **Manage Account** at the top of the page. A drop-down menu appears displaying the tools to which you are entitled.
2. Click **Manage Requests**. The **Manage Requests** screen appears.
   -OR-
   Click **Create Service/Change Request**. The **Global Change Management - New Request** screen appears.
Standard Change Management Request

Create Request

You can submit a change request for your Managed or current platform services. A Standard Change Management (SCM) request is non-billable.

1. Click Manage Account | Create Service/Change Request.
   - OR -
   Click Create Request on the Manage Requests screen. The Create Request screen appears.

   ![Create Request Screen](image)

   Figure 3 Create Request

2. Select a Customer Name from the drop-down list. Additional fields display to assist you in creating a request.
3. Click **Work from Draft** at the top of the screen to continue a previous request that you saved.

   -OR-

   Search for a category/type/item in the search field, if applicable.

   -OR-

   Select a **Category** from the drop-down list.
   Select a **Type** from the drop-down list.
   Select an **Item** from the drop-down list.
4. Select the **Category>Type>Item** from the list at the bottom of the screen (hover your mouse over the ![image](image) to see a pop-up description of the item). The request summary screen appears allowing you to add detail to your request.

---

![Create Request](image)

**Figure 5 Create Request**
5. Enter a summary of the change you are submitting in the Title field.

6. Enter a description of the change in the Objective field.

7. Select the Change Type/Priority from the drop-down list: Standard, Express, or Latent. These options are product specific and you may not see all options.
   - **Standard** - Scheduled within 72 hours.
   - **Express** - Select a specific time; can be completed within 24 hours. The following SCMs are eligible for Express priority:
     - Activate Previously Configured LAN Interface
     - DHCP Configuration - Modify
     - Filters/Access-lists - Modify
     - Host Name Change
     - Interface – Modify
     - IP Address/Subnet Mask Changes
     - Password Change
     - Privilege Exec Commands - Modify
     - Request Copy of Router Configuration
     - Static Route - Modify
     - TACACS/Radius – Add
   - **Latent** - Changes submitted after the fact. The change is performed first, and then it is recorded in the system at a later date/time. The following rules apply to these requests when created in GCM.
     - Requires zero lead time.
     - Requested start and completion date/times are required and can be in the past.
     - No schedule window for these requests.
     - Auto-completed upon submission.

8. Check Implement Anytime if you do not require a start time.
   - OR -
     Enter a Requested Start Date/Start Time, if applicable. This field is not required.

9. Enter a Requested Completion Date/Time, if applicable. This field is not required.

10. Click Add Contacts to add contacts, if applicable.
    - OR -
      Click Select Existing Contact to select from a list of existing contacts, if applicable.

11. The Inventory Details are automatically populated. The system automatically selects the Support Team based on the Category, Type, and Item you selected. This cannot be changed.
Add Inventory

12. Click **Add Inventory** to search inventory items.

![Add Inventory](image)

**Figure 6 Create Request - Add Inventory**

13. Select the type of entity you want to search for from the *Search By* drop-down list.

14. Select **Equals** or **Begins With**.

15. Enter at least three characters in the search field.

16. Click **Search**. Matches are listed displaying the *DNS Entity Name*, *Entity Host Name*, *Equipment Type*, *Model*, and *IP Address*. Results are displayed on multiple pages if there are more than 25 records. You can specify the number of records per page.

17. Select inventory items and click **Add**.

18. Click **X** in the top right corner to close the *Add Inventory* pop-up. The request summary screen reappears and the inventory items you selected are added to the request.

19. Click **Browse Files** to add an attachment.

20. Click **Save as Draft** if you want to save your selections to complete later.

- **OR** -

   Click **Submit** to submit your change request. The confirmation screen appears.
Confirmation

Your request is assigned a request ID and will receive an email confirmation.

Figure 7  Confirmation

1. Click the request number to track the progress of the request.
2. Click **CREATE ANOTHER REQUEST** to submit another change request.
3. Click **CLONE THIS REQUEST** to copy the request details to create a new one.
Optional Change Management Request

Create Request

Optional Change Management Requests are projects requests and are billable.

1. Click **Manage Account | Create Service/Change Request**.
   - **OR**-
   
   Click **Create Request** on the *Manage Requests* screen. The *Create Request* screen appears.

   ![Create Request Screen](image)

   **Figure 8 Create Request**

2. Select a *Customer Name* from the drop-down list. Additional fields display to assist you in creating a request.
3. Select **Managed Network** from the **Category** drop-down list.

4. Select **Optional Change** from the **Type** drop-down list.

5. Select **Project Request** from the **Item** drop-down list. The **Category**, **Type**, and **Item** you selected are listed.

6. Select the **Category>Type>Item** from the list at the bottom of the screen (hover your mouse over the 📌 to see a pop-up description of the item). The request summary screen appears allowing you to add detail to your request.
Figure 10 Create Request

7. Enter a title in the *Title* field.

8. Enter the objective of the change in the *Objective* field.

9. Check *Implement Anytime* if you do not require a start time.

-OR-
Enter a Requested Start Date/Start Time, if applicable. This field is not required.
Enter a Requested Completion Date/Time, if applicable. This field is not required.

10. Select a Managed Network Customer if you have more than one.

Add OCM Activities

11. Click **Add OCM Activities** to select the change activities. The Optional Change Activities pop-up appears.

![Optional Change Activities](image)

**Figure 11 Create Request - Optional Change Activities**

12. Click [+](+) to select the activities you want. The icon changes to [-](−) if you want to remove the activity.

13. Click [X](X) in the top right corner to close the Optional Change Activities pop-up. The activity is listed under Select Optional Change Activities.
14. Click **Add Locations**. The **Add Inventory** pop-up appears.

21. Select the type of entity you want to search for from the **Search By** drop-down list.
22. Select **Equals** or **Begins With**.
23. Enter at least three characters in the search field.
24. Click **Search**. Matches are listed displaying the **DNS Entity Name**, **Entity Host Name**, **Equipment Type**, **Model**, and **IP Address**. Results are displayed on multiple pages if there are more than 25 records. You can specify the number of records per page.
25. Select inventory items and click **Add**.
26. Click **X** in the top right corner to close the **Add Inventory** pop-up. The request summary screen reappears and the inventory items you selected are added to the request.
27. Add any applicable comments. Comments are visible to other users.
28. Click **Add Contacts** to add contacts, if applicable.
   - **OR-**
     Click **Select Existing Contact** to select from a list of existing contacts, if applicable.
29. Click **Browse Files** to add an attachment.
30. Click **Save as Draft** if you want to save your selections to complete later.
   - **OR-**
     Click **Submit** to submit your change request. You will get a ticket ID and email confirmation after submission.
Manage Requests

My Work

The My Work tab displays your requests, approvals, preferences, and saved searches.

1. Click Manage Account | Manage Requests at the top of the screen. The Manage Requests screen appears.
2. Click the My Work tab at the top of the screen.

3. Click Create Request to create a new request. Refer to Standard Change Management Request or Optional Change Management Request for details.
4. Click to refresh the list of requests.
5. Click to clone (copy) the request.
6. Click a Request Number to view the details and track the progress of the request (next page).
Track Requests

You can track the progress of your requests. View details, comments, contacts, attachments, and related requests. The status bar at the top of the screen shows the stage of the request. In the example below, the request is in the Asses stage because it was just submitted. The bottom of the screen lists the configurations items you included in your request.

![Figure 14 Change Request Status](image-url)
Search

You can search for change and service requests.

1. Click **Search** on the **Manage Request** screen.

![Figure 15 Search](image)

2. Specify search criteria.

3. Click **Search**. A list of requests matching your criteria display at the bottom of the screen.
Resources

Customer Support

Contact customer support for any Verizon Enterprise Center issues. They can assist you with product and general platform questions, errors, and password resets.

Contact your account team with any account specific questions on equipment or service, pricing information, or adding additional users to Verizon Enterprise Center.

Click your name in the top right corner of the screen. Click **Contact Us & Send Feedback**.

- Call toll-free at 1-800-569-8799
- LiveChat if you have questions or need help
- Live chat or email vec_support@verizon.com

Training

Go to https://customertraining.verizon.com to enroll in training and/or download user and reference guides.