



Doble Consulting

## BMC Remedy Skills ITSM Subject Matter Expert

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Experienced Professional

20 Years Remedy Development Experience

30 Years IT Experience

Skilled in Remedy

- Needs Assessment
- Configuration
- Customization
- Development
- Deployment
- Specific expertise in versions
  - 5x-18x Remedy AR System
- Incident Management
- Change Management
- Asset Management
- Service Request Management
- Service Level Management
- Task Management
- Workorder Management
- Knowledge Management
- Business Process Improvement
- Requirements Analysis
- Testing – Creation & Deployment
- Training – Creation & Deployment
- Systems Engineering /Architecture
- Web Services

Skilled in ServiceNow

- Configuration
- Customization
- Development
- Deployment
- Administration
- Training

Skilled in Kinetic Data

- Survey
  - Configuration
  - Customization
  - Development
  - Deployment
  - Administration
  - Training
- Calendar
  - Configuration
  - Customization
  - Development
  - Deployment
  - Administration
  - Training