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industry leading BMC Remedy ITSM Platform. IT Helpdesk Self-Service or BMC Service Request Management provides an online service catalog from which employees can view and request services that are available to them. A web user interface, users can review the available requests to which they are entitled, submit requests, and see their status online.

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Videos on user onboarding and content import in BMC Remedy Smart Reporting are now available. February 26, 2016: Documentation enhancements: Enhanced information is now available for accessing and navigating the BMC Remedy Smart Reporting interface.

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This section describes how to navigate around BMC Remedy ITSM consoles, forms, and modules. In most cases, when you open consoles, forms, and modules from the IT Home page, they open inside the IT Home page view. Similarly, if you open a form from a console, the form replaces the console in the view.

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Remedy IT Service Management Suite (Remedy ITSM Suite) and BMC Helix ITSM service provide out-of-the-box IT Information Library (ITIL) service support functionality. Remedy ITSM Suite

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and BMC Helix ITSM service streamline and automate the processes around IT service desk, asset management, and change management operations.

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The Remedy Help Desk 5.5 User's Guide describes how to use the Remedy® Help Desk 5.5 application. Remedy Help Desk is one of four Remedy IT Service Management applications. The others are Remedy® Asset Management, Remedy® Change Management, and Remedy® Service Level Agreements.

Remedy Help Desk 5.5 User's Guide

The BMC Remedy Change Management 7.0 User's Guide describes how to use the BMC® Remedy® Change Management application. Change Management is one of five BMC Remedy IT Service Management applications. The BMC® Remedy® IT Service Management Suite (BMC® Remedy® ITSM Suite) includes: The BMC® Remedy® Asset Management application.!

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Support can also participate in the problem management process, as described in the BMC Remedy Service Desk: Problem Management 7.0 User's Guide. They can also participate in the change management process, as described in the BMC Remedy Change Management 7.0 User's Guide. Incident manager.

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For more information, see the BMC Remedy Asset Management User's Guide. BMC Remedy Change Management Using best practices that are compatible with the IT Infrastructure Library® (ITIL®), BMC Remedy Change Management provides IT organizations with the ability to manage changes by enabling them to assess impact, risk, and resource

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BMC Remedy ITSM 7.5.00 Data Management Administrator's Guide

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