

# BMC REMEDY IT SERVICE MANAGEMENT - Incident Management

## Incident Request

View Broadcast

Quick Actions

Assign to Me

Auto Assign

Broadcast Incident

Customer's Incidents

Incident Matching

Select Operational

Select Product

SLM Status

Details...

Links

Functions

Advanced Functions

Create Other Requests

Consoles

Identification and Recording

Investigation and Diagnosis

Resolution and Recovery

Incident Closure

Close

Incident ID\*

INC0000000005413

22

Company\*

Galco Services

Customer\*

Ramirez, Manuel

Contact\*

Albrook, Allen

Notes

User hasn't yet received messages sent to him 30 minutes ago.

Template\*

Email issue

Summary\*

Email service is dog slow

Service\*

Email Service

Site\*

Outlook server

Target Date\*

10/14/2009 6:57:41 AM

Impact\*

3-Moderate/Limited

Urgency\*

2-High

Priority\*

High

Incident Type\*

User Service Restoration

Work Detail

Relationships

Data/System

Show Related

3 entries returned - 3 entries matched

Preferences

| Relationship Type | Request Type          | Request Summary                     |
|-------------------|-----------------------|-------------------------------------|
| Impacts           | Configuration Item    | Email Service                       |
| Related to        | Configuration Item    | Email Service                       |
| Related to        | Problem Investigation | PB0000000003211<br>Email response s |

View

Remove

Request Type

Quick Actions

U

P

H

H

ESC

X

# Bmc Remedy Service Request Management User Guide

**Richard Johnson**



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