

```

graph LR
    Start([User contacts service desk  
Request form submitted by user or specialist]) --> 1[1. Incident Request Registration]
    1 --> 2[2. Incident Request Assignment]
    2 --> 3{Change Management required?}
    3 -- Yes --> CM[To Change Management]
    3 -- No --> 3a[3. Incident Request Tracking]
    3 -- No --> 4[4. Incident Request Resolution by Specialist]
    3a --> 4
    4 --> PM[To Problem Management]
    4 --> 5{Escalation required?}
    5 -- Yes --> 5a[5. Incident Escalation Handling]
    5 -- No --> 6[6. Incident Request Closure]
    5a --> 5b{Recovery at continuity site most efficient way to resolve incident?}
    5b -- Yes --> CM2[To Continuity Management]
    5b -- No --> CM3[To Change Management]
    CM4[From Change Management] --> 6
    CM5[From Release Management] --> 6
    CM6[From Continuity Management] --> 6
    6 --> 7[7. Solution Approval]
  
```

The flowchart illustrates the Incident Management Process, starting with a user contacting the service desk or a specialist submitting a request form. This leads to the registration of the incident request, followed by its assignment. A decision is then made on whether change management is required. If yes, the process moves to change management. If no, it proceeds to tracking and resolution by a specialist. From resolution, the process can lead to problem management or an escalation decision. If escalation is required, it moves to escalation handling, followed by a decision on the most efficient recovery site. Depending on this decision, it may lead back to change management or to the closure of the incident request. Finally, the solution is approved.

Bmc Remedy 7 User Guide

RD Boyd



Bmc Remedy 7 User Guide:

Decoding **Bmc Remedy 7 User Guide**: Revealing the Captivating Potential of Verbal Expression

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