

# 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

Incident ID\*  

Company\*  

Customer\*   

Contact\*   

Notes  

Template\*

Summary\*  

Service\*  

Site   

Target Date  

Impact\*  

Urgency\*  

Priority\*  

Incident Type\*  

### Investigation and Diagnosis

### Resolution and Recovery

### Incident Closure

[Close](#)

### 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

# Bmc Remedy It Service Management Administration Guide

**Jayashankar Lingaiah**



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