

REMEDY ITSM

END USER CONSOLE NAVIGATION

IT HOME PAGE

The IT Home Page within Remedy ITSM is a consolidated view of all user module consoles. The Overview capability allows you to view all record types in a single queue view, without having to change console views. This console is also user configurable and allows addition of upto 4 separate pods for viewing various work queues and process specific measurements (i.e: Backlog of records, breached targets, etc...)

The screenshot shows the Remedy ITSM IT Home page. It features a top navigation bar with a search icon, navigation arrows, and a home icon. The main content area is divided into several sections:

- Callout 1:** A button in the top right corner with a plus sign, used to add additional pods.
- Callout 2:** The Overview Console, which displays a table of request records with columns for Request ID, Parent Request, Request Title, Summary, Service, Status, Priority, Assignee, Scheduled Date, and Scheduler.
- Callout 3:** A dropdown menu for selecting different modules and criteria, such as Asset Management, Change Management, General, Incident Management, Knowledge Management, Problem Management, Release Management, Service Request Management, and Backlog of Incidents - Historical.
- Callout 4:** A set of control buttons (edit, minimize, close) for the Overview Console pod.
- Callout 5:** The Applications menu, which is visible on the left side of the page.

1. In this section you select the + sign to add additional pods, the **Save** option will allow you save the view that you have setup, and will keep settings for next time you log in.
2. This is the Overview Console setup in one of the 4 visible pods, this console provides a consolidated view of all record types.
3. This is the selection menu for adding a new Pod and will allow you to select various modules and criteria.
4. You can use the these buttons to Edit the module you have showing, minimize the Pod, and close it all together (NOTE: if you close it, you will have to add it back using the + as explained in #1)
5. This is the **Application** menu, visible through all user modules, this allows you to select various user modules, as well as links to create and search for records

Note: The overview console is the Primary console that all users are directed to on login. To change your default console you can do so on under User Preferences as outlined in User Profile QRG

The screenshot shows the Applications menu, which is a vertical list of links. The menu items include:

- Quick Links
- Atrium Integration Engine
- AR System Administration
- Administrator Console
- Analytics
- Asset Management
- Change Management
- Change Management Dashboard
- Contract Management
- Data Management

PROCESS SPECIFIC CONSOLES

Within Remedy ITSM, all Process specific consoles are arranged in the same manner, this will ensure consistency and ease of use as you navigate from each console.

Unlike the IT Home Page, the Process Consoles do offer the ability to quickly manager your records and offer many short cuts to do so. Frequently used Consoles include: Incident Management Console, Work Order Console; Change Management Console.

The screenshot displays the BMC Remedy IT Service Management Work Order Console. The interface includes a top navigation bar with the BMC logo and user information. A left sidebar contains navigation options for Work Orders and Functions. The main content area features a 'Work Orders' section with a table of records and a 'Work Info' section with a table of work information. Red callouts are placed over various elements: 1. Filtering options (Show, Assigned To Me, Filter By, By Status > All Open, More Filters); 2. The main table of Work Orders; 3. The 'Details and Tasks' section; 4. The 'Work Info' table; 5. A 'Show Tasks >>' link; 6. A summary area for Work Orders; 7. The 'Functions' sidebar.

1. Filtering options to view records based on the criteria you specify (i.e: Assigned to your groups, all open records, etc...)
2. This is the Queue where your records will be displayed
3. This section will provide details of the record you have highlighted on the queue
4. In this section you can view existing Work Info, as well as add new Work Info without having to open the record to do so
5. This link will allow you to toggle to view any Tasks associated to the record
6. This area will give you a breakdown of the Tickets you have filtered on in your queue view (i.e; For Work order it will display record counts by status)
7. Functions offers links to perform common activities within the console. Shared functions include: view your profile; configure application preferences; set reminders.