

What's New in Remedy 8.1

The latest Remedy upgrade provides some new features that should improve your experience with the application.

Categories Have Been Moved

One of the biggest complaints we received about Remedy was that the categories weren't easily accessible. This issue has been addressed by the upgrade and now categories are under a tab on the main screen.

The screenshot shows the Remedy 8.1 interface with the 'Categories' tab selected. The top navigation bar includes 'Identification and Recording' (Normal), 'Investigation and Diagnosis', 'Resolution and Recovery', 'Incident Closure', and 'Closed'. The left sidebar contains fields for Incident ID, Company, Customer, Contact, Notes, Template, Summary, Service, CI, Target Date, Impact, Urgency, and Priority. The main area is divided into 'Work Detail' and 'Categorization' tabs. The 'Categorization' tab shows fields for Company, Operational Categorization (with a 'Show Resolution Categorization >>' link), Tier 1, Tier 2, Tier 3, Product Categorization (with Tier 1, Tier 2, Tier 3), Product Name, Model/Version, and Manufacturer.

New Columns Available in the Consoles

Many new columns are available in the Overview and Incident Consoles. You can now see things like Submit Date, Closed Date, Customer Name, Categorizations, and more.

Overview Console

Show Company

Showing 1 - 6 of 6

| Request ID | Submit Date ^ | Summary | Status | Priority | Assignee Group | Assignee |
|-----------------|----------------------|----------------|-------------|----------|----------------|--------------------|
| INC000000001112 | 4/10/2013 1:47:00 PM | Test | In Progress | Low | IT Help Desk | Brandon S Rodewald |
| INC000000001155 | 4/12/2013 3:49:19 PM | test | In Progress | Medium | IT Help Desk | Brandon S Rodewald |
| INC000000001344 | 8/7/2013 3:49:23 PM | ITSM8.1-IM0131 | In Progress | Medium | IT Help Desk | Brandon S Rodewald |
| INC000000001347 | 8/7/2013 4:03:50 PM | ITSM8.1-IM0145 | In Progress | Medium | IT Help Desk | Brandon S Rodewald |
| INC000000001348 | 8/7/2013 4:05:36 PM | ITSM8.1-IM0146 | In Progress | Medium | IT Help Desk | Brandon S Rodewald |
| INC000000001583 | 8/15/2013 4:42:04 PM | template test | In Progress | Medium | IT Help Desk | Brandon S Rodewald |

No More Pop-Up Windows When Selecting Templates

Now when you select a template from the list it automatically applies the changes to the incident. There is no longer a need to confirm the template in a pop-up window.

Application Menu Alphabetized

It is a small change, but applications are easier to find now that the menu has been alphabetized.

Work Info Search Has Moved

To search the Work Info Notes you now need to open the Incident Management Console (Applications menu > Incident Management > Incident Management Console). Select "Advanced Search" from the Functions menu on the left. Then select "Search Incident by Work Info."

Advanced Search Selection

3 entries returned - 3 entries matched Preferences ▾ Refresh

| Description |
|-------------------------------------|
| Search Incidents by Work Info |
| Search Incidents by Relationships |
| Search Incidents by Assignment Logs |

No More Links Menu on Incidents

The options that were previously under Links (except categories) are now under the Functions Menu.

Functions

- View REQ000000001555
- Search Knowledge Base
- Create Knowledge
- Decision Tree
- Initiator Script
- Impacted Areas
- Assignment Script
- Email System
- more
 - Financials
 - View Audit Log
 - Reminders
 - Paging System

Login ID moved on People Search

When you open the People Search window the Login ID field was moved from the bottom-left to the bottom-right.

The screenshot shows the 'People Search' window with the following fields:

| Organization Information | | Location Information | |
|--------------------------|----------------------|----------------------|----------------------|
| Company+ | <input type="text"/> | Region | <input type="text"/> |
| Organization | <input type="text"/> | Site Group | <input type="text"/> |
| Department | <input type="text"/> | Site+ | <input type="text"/> |
| Person Information | | Phone Number+ | <input type="text"/> |
| First Name+ | <input type="text"/> | Email Address+ | <input type="text"/> |
| Last Name+ | <input type="text"/> | Corporate ID+ | <input type="text"/> |
| Full Name+ | <input type="text"/> | Login ID+ | <input type="text"/> |

Buttons: Search, Clear

Service Request Interface Revamped

On the customer side, the service request interface got an overhaul. There aren't any new features, but the look and feel was updated.

The screenshot shows the BMC Service Request Management interface. The main area displays a request service for 'Division of IT - Help Desk' with a description: 'Request help from the Division of IT'. There are buttons for 'Add to Favorites' and 'Request Now'. On the right, the 'My Requests' panel shows a list of requests:

| Request Name | Request ID | Submitted | For | Status | Actions |
|---------------|----------------|------------------------|------------------|-------------|----------------------------------|
| testing tax | REQ00000001572 | 11/18/2013 12:37:52 PM | Brandon Rodewald | Pending | Request Again Details |
| template test | REQ00000001317 | 8/15/2013 4:42:04 PM | Brandon Rodewald | In Progress | Request Again Cancel Details |