

General ITSM Instructions

How to Obtain Access

All HIT staff are eligible for an account. You or your supervisor needs to submit an HIT Access Request form for Remedy -> ITSM Coordinator or ITSM Manager at <https://www.healthsystem.virginia.edu/alive/computing/forms/Security/AccessRequest/AcctRequest.cfm>

Logging In

1. <http://service>
2. User your regular network login username/password

Understanding the Overview Console

The screenshot shows the BMC Remedy IT Service Management Overview Console. The interface includes a top navigation bar with the BMC logo and user information. Below the navigation bar is a search box and a refresh button. The main area displays a 'Console List' table with columns for Request ID, Submit Date, Request Type, Summary, Status, Priority, Assignee, and Product Name. The table contains multiple rows of request data. On the left side, there is a 'Functions' menu with options like 'Select Status Values', 'My Issues', and 'Application Preferences'. A 'flyout' menu is also visible on the left. Annotations with red arrows point to various UI elements: 'This icon returns you to the Overview Console' (pointing to a home icon), 'This shows when you are on the Overview Console' (pointing to the Overview Console title), 'Show your tickets and/or those assigned to your team' (pointing to a filter dropdown), 'Refresh button' (pointing to a refresh icon), 'Search box' (pointing to the search input field), 'Modify your application preferences' (pointing to the Application Preferences link), 'Create a new Change, Work Order or Incident' (pointing to the Create button), and 'Modify preferences for optional column display' (pointing to the Preferences dropdown menu).

Navigating Around

This flyout menu provides access to other ITSM features. Shown here is how to find the 'Search Change' form

