

ITSM IM Quick Reference- Create a Change Request from an Incident

Creating a Change Request from an Incident

To create a Change Request from an Incident.

1. With the ticket displayed, first resolve the incident by changing **Status*** to 'Resolved', Changing **Status Reason** to the appropriate response, and selecting 'Save'.

The screenshot shows the BMC Remedy IT Service Management incident form. The 'Status*' dropdown is set to 'Resolved' and the 'Status Reason' dropdown is set to 'No Further Action Required'. These two fields are circled in red. Other fields include Incident ID (INC00000064911), Customer (Gearhart, Susan C), and Assigned Group (Security). The 'Add Work Info' section is also visible.

2. Under *Quick Actions*, select *Create Related Request*.

3. In the dropdown to the right, *select Infrastructure Change*.

The screenshot shows the BMC Remedy IT Service Management 'Quick Action' menu. The 'Create Related Request' option is selected, and a dropdown menu is open showing 'Infrastructure Change' as the selected option. Other options in the dropdown include Incident, Known Error, Problem Investigation, Release, Solution Database, and (clear). The 'Incident ID*' and 'Company*' fields are also visible on the right side of the screen.

4. Under Quick Actions, click Requestor For. Search by last name and select the requester from a list.
5. Click in the *Template*** field and begin typing the Group ID and with type ahead functionality, suggestions will be presented. Select the template.
6. Tip: Click save to see what other fields are required.
7. Now complete the Change process including plan, approval, implementation and completion.