

Smart Reporting Overview

For questions or help, contact the ITSM Team.

Accessing Smart Reporting

To access Smart Reporting, after logging into ITSM, click the applications tab. At the bottom is the link for the Smart Reporting Console.

The screenshot shows the BMC Remedy IT Service Management console interface. The browser address bar displays the URL: <https://hscitsm.healthsystem.virginia.edu/arsys/forms/hscitsm/SHR%3ALandingConsole/Default+Administrator+View/?cacheid=628e0640>. The page title is "BMC REMEDY IT SERVICE MANAGEMENT Overview Console" and the user is logged in as "Welcome, Scott Harlow".

The left navigation pane is expanded to show the "Applications" tab. The "Smart Reporting" link is highlighted, and a black arrow points to it. The main content area displays a "Console List" table with columns for Request ID, Product Name, Request Type, Summary, Status, and Submission Date.

Request ID	Product Name	Request Type	Summary	Status	Operation...	Operational...	Operational Categorization Tier 3	Submit Date
INC000000010235	Interqual	Incident	Interqual will not launch from Morrisey for Stacey Hill staff	Assigned				9/9/2016 10:11:06 AM
WO0000000017651	Remedy ITSM	Work Order	Develop a Smart Reporting curriculum	Assigned	Request	Software		9/2/2016 9:32:56 AM
WO0000000017604	Morrisey Concurrent Care Manager	Work Order	LOS Report	In Progress	Request	Report	Create	8/26/2016 3:13:16 PM
WO0000000017575	Morrisey Concurrent Care Manager	Work Order	Morrisey Application Support Request	Assigned	Request	Software		8/25/2016 1:25:05 PM
WO0000000017574	Morrisey Concurrent Care Manager	Work Order	Morrisey Application Support Request	Assigned	Request	Software		8/25/2016 1:21:40 PM
WO0000000016326	Morrisey Concurrent Care Manager	Work Order	Morrisey Application Support Request	Assigned	Request	Software		8/25/2016 1:18:16 PM
WO0000000017573	TeleTrackingXT	Work Order	TeleTracking Application Support Request	Assigned	Request	Software		8/25/2016 1:05:50 PM
WO0000000017572	Morrisey Concurrent Care Manager	Work Order	Morrisey Application Support Request	Assigned	Request	Report	Create	8/25/2016 1:04:56 PM
WO0000000017571	Morrisey Concurrent Care Manager	Work Order	Morrisey Application Support Request	Assigned	Request	Report	Create	8/25/2016 12:59:18 PM
WO0000000017570	Morrisey Concurrent Care Manager	Work Order	Morrisey Application Support Request	Assigned	Request	Report	Create	8/25/2016 12:46:09 PM
WO0000000017569	Morrisey Concurrent Care Manager	Work Order	Morrisey Application Support Request	Assigned	Request	Report	Create	8/25/2016 12:44:00 PM
WO0000000014507	Morrisey Concurrent Care Manager	Work Order	Morrisey Application Support Request	In Progress	Request	Report	Create	7/13/2016 1:54:12 PM
WO0000000013490	Morrisey Concurrent Care Manager	Work Order	Morrisey Application Support Request	In Progress	Request	Software		7/4/2016 10:33:20 AM
WO0000000012278	Morrisey Concurrent Care Manager	Work Order	Morrisey Application Support Request	Assigned	Request	Report	Create	6/30/2016 2:10:18 PM
WO0000000012272	Morrisey Concurrent Care Manager	Work Order	Create a Crystal Report to collect daily admissions by Unit.	In Progress	Request	Report	Create	6/30/2016 10:21:30 AM
WO0000000010512	Remedy ITSM	Work Order	Develop dashboard for Medical Labs	In Progress	Request	Software		6/22/2016 8:28:22 AM
WO0000000003923	Morrisey Concurrent Care Manager	Work Order	Behavioral Health Inpatient Initial Review Form	In Progress	Request	Report		2/19/2016 11:34:24 AM
WO0000000004013	Morrisey Concurrent Care Manager	Work Order	Behavioral Health Concurrent Review Fax Form	Assigned	Request	Report		2/19/2016 11:33:39 AM
WO0000000004012	Morrisey Concurrent Care Manager	Work Order	MH-Net First Concurrent Review	Assigned	Request	Report		2/19/2016 11:32:40 AM
WO0000000004011	Morrisey Concurrent Care Manager	Work Order	MH-Net Concurrent Review	Assigned	Request	Report		2/19/2016 11:08:47 AM
WO0000000004010	Morrisey Concurrent Care Manager	Work Order	MH-Net Discharge Summary	Assigned	Request	Report		2/19/2016 11:08:02 AM
WO0000000004009	Morrisey Concurrent Care Manager	Work Order	Insurer Access Request Form	Assigned	Request	Report		2/19/2016 11:07:22 AM
WO0000000004008	Morrisey Concurrent Care Manager	Work Order	CHRP Patient Request Form	Assigned	Request	Report		2/19/2016 11:06:50 AM

Initial Navigation

Once you access Smart Reporting (it will open in a new tab), here are some tips for navigation.

All of the reports can be accessed within the folder option. Once you click the folder any reports in that folder will be shown on the right.

(Not all reports will be visible, based on permissions)

BMC Remyedy Smart Reporting

Search Content

Sort By

Layout

My Content

- 🌐 All
- ★ My Favourites
- 🕒 Recent
- 👁 Hidden

By Folder

- 📁 All
- 📁 Analytics and Reporting
- 📁 BMC Remyedy Operation...
- 📁 Development Reports
- 📁 Draft
- 📁 Business Systems
- 📁 Analytics
- 📁 Epic
- 📁 Finance
- 📁 HIS
- 📁 Medical Labs
- 📁 PMO

30 Day Completed/Closed...

Active Work Orders

Address Region	Address Country	Sum Invoiced Amount	Sum Consolidated Fee	Sum Cost of Goods
Asia	China	\$1,296,017.42	\$6,322.87	\$793,821.71
	Cyprus	\$47,269.22	\$0.00	\$42,816.87
	India	\$24,823.94	\$172.00	\$22,524.27
	Iran	\$12,897.42	\$3,185.98	\$85,897.22
	Japan	\$89,897,094.09	\$29,199.28	\$4,199,349.20
	Korea, Republic of	\$91,162,992.20	\$0.00	\$190,912.10
	Turkey	\$4,319,214.94	\$0.00	\$124,892.82
Australia	Australia	\$12,822,028.25	\$198,214.42	\$798,775.28
	New Zealand	\$88,291.22	\$0.00	\$88,291.22
Europe	Austria	\$23,428.42	\$0.00	\$174,529.28
	Austria	\$93,448,816.11	\$225,142.28	\$3,897,268.89
	Belgium	\$296,779.89	\$2,147.79	\$190,142.22
	Brazil and Netherlands	\$292,298.89	\$0.00	\$227,241.28
	Bulgaria	\$113,897.89	\$982.83	\$179,291.28
	Denmark	\$2,914,993.84	\$1,291.42	\$228,842.20
	Finland	\$74,471.47	\$0.00	\$74,571.48
	Germany	\$12,717,219.89	\$148,844.89	\$893,897.89
	Italy	\$12,842,897.27	\$198,222.75	\$7,285,262.87
	Netherlands	\$200,299.22	\$0.00	\$87,244.89
	Norway	\$200,299.22	\$0.00	\$74,442.72

Categorization report for PCS

Change Analysis by Suppo...

Clicking the ellipsis will open the user box

BMC Remedy Smart Reporting

Search Content | Sort By | Layout | i

My Content

- All
- My Favourites
- Recent
- Hidden

By Folder

- All
- Analytics and Reporting
- BMC Remedy Operation...
- Development Reports
- Draft
- Business Systems
- Analytics
- Epic
- Finance
- HIS
- Medical Labs
- PMO

30 Day Completed/Closed...

Active Work Orders

Address Region	Address Country	Rate Invoiced Amount	Rate Consumption	Rate Cost of
Asia	China	\$1,268,877.62	\$5,832.87	\$763,821.71
	China	\$47,285.32	\$2.00	\$42,216.87
	India	\$34,923.84	\$973.85	\$25,234.21
	Iran	\$152,897.42	\$5,155.86	\$85,897.32
	Japan	\$69,281,244.48	\$24,192.26	\$8,155,244.20
	Korea, Republic of	\$51,155,983.22	\$2.00	\$784,872.10
	Turkey	\$4,216,234.24	\$2.00	\$24,898.82
Australia	Australia	\$1,525,228.22	\$198,714.42	\$782,772.22
	New Zealand	\$58,881.22	\$2.00	\$48,848.22
Europe	Austria	\$228,428.42	\$2.00	\$714,228.22
	Austria	\$22,444,216.11	\$22,142.22	\$2,222,222.22
	Belgium	\$268,775.22	\$2,147.75	\$162,142.22
	Belgium and Netherlands	\$262,228.22	\$2.00	\$227,241.22
	Belgium	\$21,222.22	\$2.00	\$7,222.22
	Denmark	\$2,216,228.24	\$1,221.42	\$228,244.22
	France	\$75,471.42	\$2.00	\$75,471.42
	Germany	\$1,271,218.22	\$148,844.88	\$852,857.22
	Italy	\$12,842,287.27	\$188,222.75	\$7,222,222.27
	Netherlands	\$268,228.22	\$2.00	\$87,244.22
	Norway	\$268,221.22	\$2.00	\$75,442.72

Categorization report for PCS

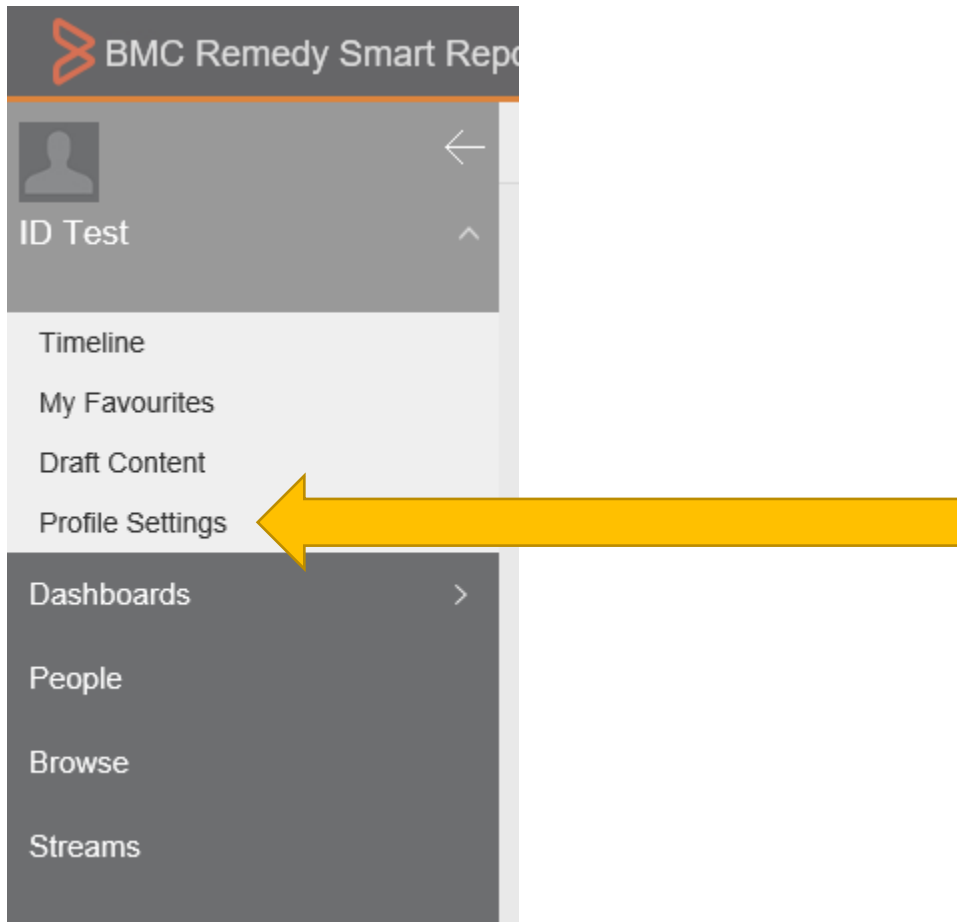
Change Analysis by Suppo...

BMC Remedy Smart Reporting

ID Test

- Timeline
- My Favourites
- Draft Content
- Profile Settings
- Dashboards**
- People
- Browse
- Streams

Let's look at the profile settings



Profile Settings

Let's make this easy.

You can edit your personal details here and personalise your SmartReporting experience.

Remember to save your changes before you leave this page.



ID

Test

testid@hscmail.mcc.virginia.edu

Job Title

Write something about yourself

Interests

[+ Add tags](#)

Select tags that interest you. These will be used to suggest content to you.

Notification & Privacy



Display Preferences



Regional Settings



Group Membership



The main features here are you can add a picture, job title, etc. You can also adjust a few other items, but the main one would be display preferences.

Display Preferences ^

Entry Page
When you login you will be directed to this page

Dashboard
Browse Page
Timeline

Draft Content List
How many items you will see in your draft content list

Recent Content List
How many items you will see in your recent content list

Dashboard Width Default Custom
How wide is your dashboard

Animated Charts
Charts will animate when they first display

The main setting is the Entry Page. By default, it is set to whatever the last dashboard you accessed. But if you prefer to go straight into the reports, setting this to Browse Page will accomplish that.

The Timeline setting shows an interactive view of reports you have viewed, as well as any reports you are following.

Here are some links to documentation from the vendor:

Accessing Smart Reporting:

<https://docs.bmc.com/docs/itsm91/accessing-and-navigating-the-bmc-remedy-smart-reporting-interface-608490706.html>

Navigating the interface:

<https://docs.bmc.com/docs/itsm91/accessing-bmc-remedy-smart-reporting-content-using-browse-options-608490749.html>