

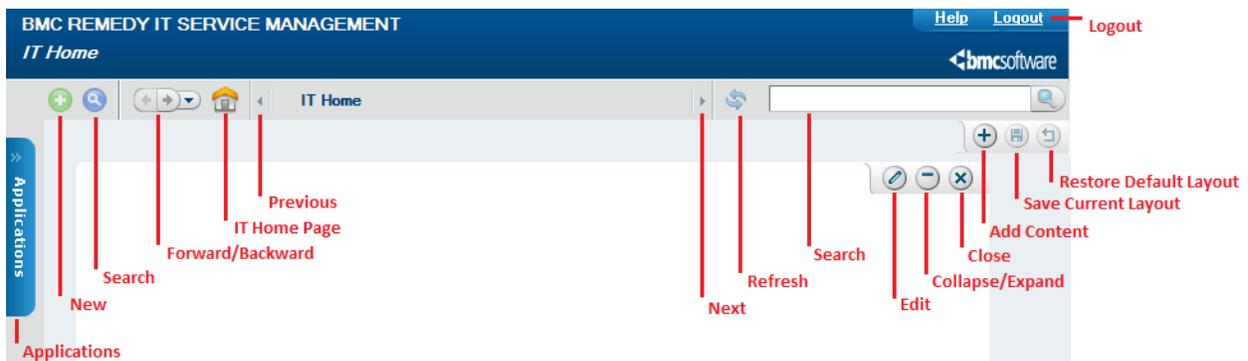
BLM REMEDY 8 SA GUIDE: CUSTOMIZING THE IT HOME PAGE

Use the following procedure to customize the IT Home Page.

1. Log on Remedy 8.

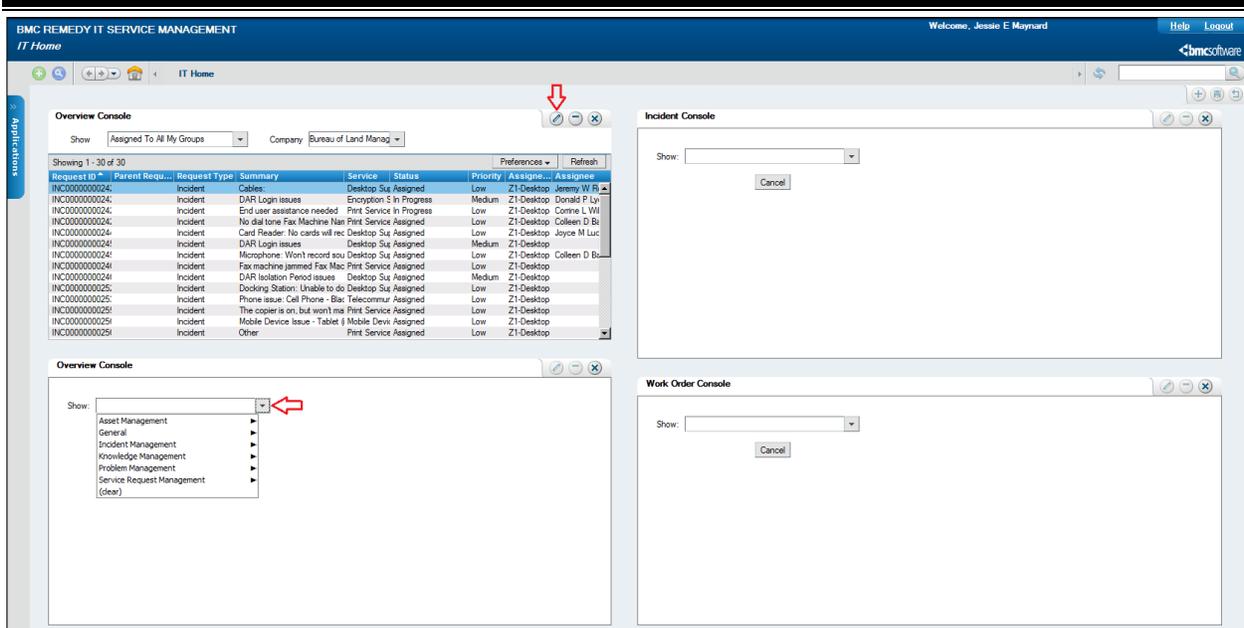
The IT Home Page has the following buttons/tabs at the top of the page:

- **Applications:** Click to view/use applications.
- **New:** Click to log a new problem, incident, work order request, knowledge article, etc.
- **Search:** Click to initiate a search.
- **Forward/Backward:** Click to navigate to previously viewed screens.
- **IT Home Page:** Click to go to the IT Home Page.
- **Previous:** When necessary, click to navigate to a layer of the page accessed previously.
- **Next:** When necessary, click to return to a later layer of the page.
- **Refresh:** Click to refresh the screen and data.
- **Search:** Enter text to initiate a word-based search.
- **Edit:** Click to change which console is displayed on the page.
- **Collapse/Expand:** Click to collapse or expand the console.
- **Close:** Click to close the console.
- **Add Content to Layout:** Click to add other consoles to the screen.
- **Save Current Layout:** Click to save the current layout as the default layout.
- **Restore Default Layout:** After making changes to the layout, click to restore the layout to the default view.
- **Logout:** Click to log out of Remedy 8.

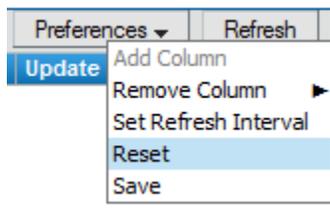
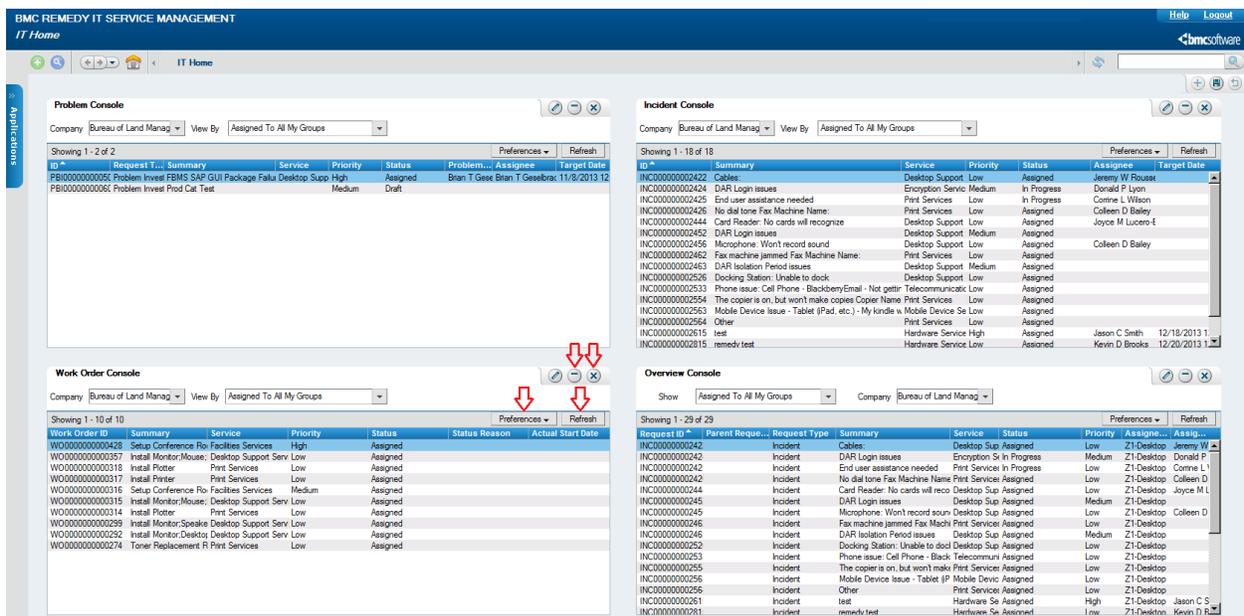


2. Adjust the content display.

- Click **Add Content**. Four content panes display.
- For each content pane, under **Show**, click the desired content.
- If necessary, click **Edit** to change the content displayed in the pane.



- If necessary, click **Collapse** or **Close** to minimize/close unneeded content panes.
- For each content pane, click **Preferences** to configure the console content.



3. Review the consoles.

The **Overview Console** provides a combined view of all request types (e.g., problems, incidents, work orders).

| Request ID | Parent Requi... | Request Type | Summary | Service | Status | Priority | Assigne... | Assignee |
|---------------|-----------------|------------------|--------------------------------|----------------|----------|----------|------------|--------------|
| INC0000000030 | | Incident | Radio Issue - Link - SCv | Radio Servic | Assigned | Low | Z1-Desktop | |
| INC0000000030 | | Incident | Radio Issue - Mobile Radio - C | Radio Servic | Assigned | Low | Z1-Desktop | |
| INC0000000030 | | Incident | Need to identify how many pa | Print Service | Assigned | Low | OC-Systems | |
| PBI0000000005 | | Problem Investig | FBMS SAP GUI Package Faili | Desktop Sur | Assigned | High | OC-Systems | Brian T Gese |
| WO0000000000 | | Work Order | Toner Replacement Request | Print Service | Assigned | Low | Z1-Desktop | |
| WO0000000000 | | Work Order | Install Monitor;Desktop | Desktop Sur | Assigned | Low | Z1-Desktop | |
| WO0000000000 | | Work Order | Install Monitor;Speakers | Desktop Sur | Assigned | Low | Z1-Desktop | |
| WO0000000000 | | Work Order | Install Plotter | Print Service | Assigned | Low | Z1-Desktop | |
| WO0000000000 | | Work Order | Install Monitor;Mouse;Keyboar | Desktop Sur | Assigned | Low | Z1-Desktop | |
| WO0000000000 | | Work Order | Setup Conference Room at th | Facilities Ser | Assigned | Medium | Z1-Desktop | |
| WO0000000000 | | Work Order | Install Printer | Print Service | Assigned | Low | Z1-Desktop | |
| WO0000000000 | | Work Order | Install Plotter | Print Service | Assigned | Low | Z1-Desktop | |
| WO0000000000 | | Work Order | Install Monitor;Mouse;Keyboar | Desktop Sur | Assigned | Low | Z1-Desktop | |
| WO0000000000 | | Work Order | Setup Conference Room at th | Facilities Ser | Assigned | High | Z1-Desktop | |

The **Problem Console** is for tracking large-scale, known issues being worked.

| ID | Request T... | Summary | Service | Priority | Status | Problem... | Assignee | Target Date |
|---------------|----------------|----------------------------|--------------|----------|----------|--------------|-------------------|--------------|
| PBI0000000005 | Problem Invest | FBMS SAP GUI Package Failu | Desktop Supp | High | Assigned | Brian T Gese | Brian T Geselbrac | 11/8/2013 12 |
| PBI0000000006 | Problem Invest | Prod Cat Test | | Medium | Draft | | | |

The **Incident Console** is for tracking small-scale, known issues being worked.

| ID | Summary | Service | Priority | Status | Assignee | Target Date |
|-----------------|---|-------------------|----------|-------------|------------------|---------------|
| INC000000002422 | Cables: | Desktop Support | Low | Assigned | Jeremy W Rousse | |
| INC000000002424 | DAR Login issues | Encryption Servic | Medium | In Progress | Donald P Lyon | |
| INC000000002425 | End user assistance needed | Print Services | Low | In Progress | Comine L Wilson | |
| INC000000002426 | No dial tone Fax Machine Name: | Print Services | Low | Assigned | Colleen D Bailey | |
| INC000000002444 | Card Reader: No cards will recognize | Desktop Support | Low | Assigned | Joyce M Lucero-E | |
| INC000000002452 | DAR Login issues | Desktop Support | Medium | Assigned | | |
| INC000000002456 | Microphone: Won't record sound | Desktop Support | Low | Assigned | Colleen D Bailey | |
| INC000000002462 | Fax machine jammed Fax Machine Name: | Print Services | Low | Assigned | | |
| INC000000002463 | DAR Isolation Period issues | Desktop Support | Medium | Assigned | | |
| INC000000002526 | Docking Station: Unable to dock | Desktop Support | Low | Assigned | | |
| INC000000002533 | Phone issue: Cell Phone - BlackberryEmail - Not gettir | Telecommunicatio | Low | Assigned | | |
| INC000000002554 | The copier is on, but won't make copies Copier Name | Print Services | Low | Assigned | | |
| INC000000002563 | Mobile Device Issue - Tablet (iPad, etc.) - My kindle v | Mobile Device Se | Low | Assigned | | |
| INC000000002564 | Other | Print Services | Low | Assigned | | |
| INC000000002615 | test | Hardware Service | High | Assigned | Jason C Smith | 12/18/2013 1: |
| INC000000002815 | remedy test | Hardware Service | Low | Assigned | Kevin D Brooks | 12/20/2013 1: |

NOTE: The Incident Console and Problem Console have a command for broadcasting the incident/problem to inform all Remedy users of the problem/incident. For more information, refer to the SOPs for creating/addressing an incident or problem.

The **Work Order Console** is for tracking hardware/software-related work order requests (e.g., installing monitor, replacing printer toner).

| Work Order ID | Summary | Service | Priority | Status | Status Reason | Actual Start Date |
|-----------------|-------------------------|-----------------------|----------|----------|---------------|-------------------|
| WO0000000000428 | Setup Conference Roo | Facilities Services | High | Assigned | | |
| WO0000000000357 | Install Monitor;Mouse;K | Desktop Support Servi | Low | Assigned | | |
| WO0000000000318 | Install Plotter | Print Services | Low | Assigned | | |
| WO0000000000317 | Install Printer | Print Services | Low | Assigned | | |
| WO0000000000316 | Setup Conference Roo | Facilities Services | Medium | Assigned | | |
| WO0000000000315 | Install Monitor;Mouse;K | Desktop Support Servi | Low | Assigned | | |
| WO0000000000314 | Install Plotter | Print Services | Low | Assigned | | |
| WO0000000000299 | Install Monitor;Speaken | Desktop Support Servi | Low | Assigned | | |
| WO0000000000292 | Install Monitor;Desktop | Desktop Support Servi | Low | Assigned | | |
| WO0000000000274 | Toner Replacement Re | Print Services | Low | Assigned | | |

The **Knowledge Console** is for viewing the available knowledge articles.

| Article ID | Title | Source Name | Status | Assignee | Modified Date | Update Requests |
|------------|-------|-------------|--------|----------|---------------|-----------------|
|------------|-------|-------------|--------|----------|---------------|-----------------|

4. Review the **Applications** tab.

The **Applications** tab is for accessing specific consoles and capabilities. The most commonly used applications for SAs are Foundation Elements, Incident Management, Knowledge Management, and Problem Management. To obtain dashboard data, managers often use the Service Level Management and Service Request Management applications. Refer to their respective SOPs for instructions on how to use those consoles and capabilities. While the IT Home Page allows the user to view more than one console/capability at a time, the user can access only one console/capability at a time when using the **Applications** tab.



You have successfully customized the IT Home Page.