

ITSM 'Create Request on Submit' to create a DWP-C Request

Since the very early versions of ITSM/SRM, there has been a setting in Incident/Change Rules called "Create Request on Submit" which would

- Create a record in **SRM:Request [REQ]** upon INC/CRQ submission
- Show the **REQ** to the end-user in the **SRM Console** and send notifications to the end-user for the **REQ**
- Keep the status and Work Logs synchronized between the REQ and corresponding INC/CRQ
- Allow the Technician/Agent to view the REQ via a link on the INC/CRQ

ITSM v8.1 - [Incident rules - Documentation for Remedy Service Desk 8.1 - BMC Documentation](#)

ITSM v20.02 - <https://docs.bmc.com/docs/servicedesk2002/configuring-incident-rules-908964347.html>

With the advent of DWP as the next-gen UI for end-users, It would be helpful to have another setting (or re-purpose this setting) to create a DWP Request upon Incident Submit

- Create a **DWP Request** upon INC/CRQ submission
- Show the **DWP Request** to the end-user in the **DWP Console** and send notifications to the end-user for the **DWP Request**
- Keep the status and Work Logs synchronized between the **DWP Request** and corresponding INC/CRQ
- Allow the Technician/Agent to view the **DWP Request** via a link on the INC/CRQ