

Connect with Remedy - Smart IT: SP1 News and Installation Tips & Tricks Webinar - Q&A

Presenters: Jon Hall, Ashish Bhurat, Tom Adrian

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Q: I have installed Smart IT and when logged in with user its showing offline..

A: If Chat is setup properly for Smart IT then you would find Allen online once he logs in.

Q: Is smartphone app supported for both iOS and Android?

A: Yes, that's correct. For a complete list of enhancements delivered in Smart IT 1.0 SP1, please see: <https://docs.bmc.com/docs/display/public/itsm81/Service+Pack+1+for+Smart+IT+version+1.0%3A+1.0.01>

Q: What determines the status of a user when logged in to Smart IT (e.g. Available or Unavailable)?

A: It defaults to Available but you can toggle yourself to Unavailable.

Q: Can we exclude sources from Smart Recorder search? We have thousands of tickets and speed of search is especially important on a phone. I'd like to be able to limit Smart Recorder to RKM and Problem Solutions, for speed of search reasons.

A: Not with Smart Recorder or Global Search at this time, though it is optimised for a fast delivery of results. If performance is a concern, we'd recommend using the Smart IT console view with a user-defined filter. It's straightforward to set filters to different result types.

Q: Are there currently any plans to be able to integrate the chat functionality with other chat tools such as Microsoft Lync?

A: We have limitations how much we can say about future releases, but we have heard from a number of customers that they like to connect chat directly to MS Lync vs. OpenFire. It's not a short-term enhancement, but we evaluate for future releases.

Q: Often when you login the user defaults to Unavailable and you can't toggle. Why is that?

A: Sounds like the Chat engine isn't running. If suspect it's a defect, please contact BMC Support.

Q: Is Java 1.8 (and/or Tomcat 8) supported?

A: Please check out the BMC policy about 3rd-party support (<http://media.cms.bmc.com/documents/Third+Party+Component+Policy.pdf>). If the 3rd-party vendor (Oracle in this case) has ensured backwards compatibility, there should be no issue, and customers can call support. We haven't tested with 1.8 explicitly yet. At this point in time it would fall under "Pre-Certification Support". You can call BMC Support, assuming 3rd-party vendor has ensured backwards compatibility.

Q: Java 64 bit or 32 bit java?

A: It needs 64 bit Java. For Linux platform we support both 32 bit as well as 64 bit Java.

Q: Is there a way to add simple client-side (java-script type) validations to OOTB or custom fields, for the browser view? For example, i would like to validate if "@" exists in the email id field?

A: The webinar covered what is supported in terms of configuration. At this point you can't insert client-side validation. You can add validations as filters in the Remedy ITSM backend. Given that the field validations often should apply to all interfaces / APIs, it may make sense to build this into the backend. The recommendation on how to handle this scenario - mainly using backend filters.

Q: Are there any dates for the new personas? For example change/problem manager etc?

A: We plan to continue with a 3 month release cycle for Smart IT. There's limitations how much we can say publicly about roadmap, but change management is fairly high on the priority list. Though it won't fit completely into one release cycle. We may release this in phases, i.e. specific personas who interact with change management first, others later. Problem coordinator persona is a bit lower priority, but given the frequent releases, we should get to that soon too. On key point: you can start rolling out Smart IT even without these personas being covered. These user can continue to work as they do today while you initially rollout Smart IT only to Service Desk users. Then incrementally expand persona coverage, as BMC rolls this out.

Q: Has SSO (other than BMC Atrium SSO) been tested with Smart IT (both apps and the web interface)?

A: We tested only with BMC Atrium SSO so far. 3rd-party vendors would have to certify their SSO solution with Smart IT themselves.

Q: What is the technology used to build Smart IT?

A: In terms of browser based technology, its based on HTML5/CSS/AngularJS

Q: Does the upcoming change in AngularJS affect the future of Smart IT / MyIT? The change is quite large.

A: With regards to Angular 2.0 we are keeping an eye on it and evaluating how it would impact Smart IT / MyIT future releases.

Q: When an incident goes to Pending status the user needs to enter a free text description of the reason for this. One solution is to use the work log entry created as a note when the status changes to Pending via filters and notify customer. How does this translate to Smart IT?

A: As you correctly state, when as Smart IT user changes status of an incident to Pending, they need to enter a Status Reason and then can add an additional comment. That comment is not mandatory in Smart IT UI at this time. Any server-side workflow that you may have created to take that information and send it to the customer via email should still work, because the data is stored in the same backend fields as when the mid-tier UI is used.

Q: What are the skills required for Smart IT development / admin?

A: There is no specific development interface for Smart IT at this time. You can easily implement customizations server-side in the Remedy ITSM system. That would require Remedy development skills. And you can configure Smart IT with company-wide or personal settings. From administration perspective, installation of Smart IT is documented well.

Q: Are these comments about customizations valid for MyIT as well?

A: No, the customization information presented here only relates to Smart IT customizations and not to MyIT customizations.

Q: Does Smart IT have its own value for the \$CLIENT-TYPE\$ keyword? (for example, mid-tier is 9)

A: Smart IT has its own ways of detecting client types, though it doesn't use AR's \$CLIENT-TYPE\$ keyword.

Q: Is Atrium SSO confirmed to work with Smart IT?

A: Yes, we have verified BMC Atrium SSO with Smart IT

Q: Mentioned that the field could be hidden, but does the custom fields need to be in a view to use in Smart IT.

A: Custom fields need to be of a specific type, and they have to be on specific forms. For incidents e.g. the fields have to be on HPD:HelpDesk, HPD:IncidentInterface, and HPD:IncidentInterface_Create forms. Please see <https://docs.bmc.com/docs/display/public/itsm81/Adding+custom+fields+to+your+views+using+Smart+IT> for more details.

Q: I can see , you have added this field using base development mode.. can we do the same using best practice mode?

A: Yes, you should only use Best Practice Mode for customizations. The demo during the webinar was incorrectly set to base mode.

Q: Is there a way, using workflow on the AR Server, to detect if a user is using Smart IT vs the normal Mid-Tier?

A: If there are customization currently implemented via active links these can be converted to filters. If you leave them for mid-tier client users, then the filters implemented on the backend can validate fields are populated or value is correct. This would address the requirement without having specific code to a particular client and if the client type changes would not be affected.

Q: Has there been any improvements with Broadcasts? In 1.0 you were able to create a new broadcast, but you weren't able to manage them within the broadcast console or anywhere. This is important to have for RSS feed capabilities

A: No, the functionality around broadcasts hasn't changed in SP1. Given that broadcasts created in Smart IT are stored in the standard Remedy ITSM broadcast form, the RSS feed capability should not be impacted by Smart IT.

Q: Are the RSS feed functionality supported with Smart IT?

A: Given that data created in Smart IT such as incidents, tasks, broadcasts, etc. is stored in the standard Remedy ITSM forms, the RSS feed capability in ITSM should not be impacted by Smart IT. However we don't support it from Smart IT at this time.

Q: Is the configuration defined on the Smart IT configuration tab specific to each and every user and stored for when a user logs back in i.e. they will get there unique view each time?...

A: These are global settings not specific to a single user.

Q: Should Smart IT be on its own server or can it be co-located on the Mid-Tier server

A: We recommend to have Smart IT to have its own server but if you want to install Smart IT on same mid-tier machine then its possible if you have good configuration of machine

Q: How is FTS impacted with installing Smart IT? Are there any thing that needs to be modified or reconfigured?

A: Additional FTS indexes are part of UX patch - template forms (for smart recorder template searching). FTS in general - Smart IT leverages FTS heavily and you will see a larger load with FTS with Smart IT.

Q: I see you verified BMC Atrium SSO, I am asking about others like JSS, which now works with MyIT 2.0.1. Is JSS SSO supported with Smart IT?

A: Per comment from another attendee, it seems that the JSS plugin is supported with Smart IT from a JSS perspective. See link here <http://www.javasystemsolutions.com/jss/news/list/106#article-106>
Official statements about compatibility of integrated 3rd-party solutions with Smart IT have to come from 3rd-party vendors.

Q: Can we get the floating user license timeout reduced, so we can set to something less than 1 hour?

A: No, 1 hour is the minimum timeout period for Remedy floating user licenses. The pricing for floating user licenses has been set based on that assumption. If we modified the timeout period, we'd have to adjust the price as well. Note that license timeout period is different from session timeout period.

Q: Is client-side validations something that is being considered for future releases? As customers will always ask for moving the fields, adding UI customisations / simple client-side tweaks.

A: BMC is certainly aware that many of our customers have interest in UI customization that go beyond what the initial release allows. We plan to extend these capabilities quickly and we have a strategy how we will get to full flexible UI development in future, but we can't talk about this publicly here.

Q: Will there be any improvements with future installers for built in Mongo and Elasticsearch installation?

A: Yes. We plan for improvements in many areas and with our rapid release cycle (3 months) we will get those to you quickly.

Q: Are templates indexed in the context of what groups use that template?

A: No. We just add MFS on certain field on the templates, so we can use FTS to search based on them.

Q: Can we work and save offline with our mobile devices and sync back when network access is accessible?

A: No, offline support is not supported currently. When we interviewed customers, we heard that network access is pretty pervasive these days. But we evaluate that requirement for future releases.

Q: How do we install as a non-root user, we cannot get full admin access to the environment according to our system admin

A: Smart IT 1.0 SP1 can be installed as non-root. Currently, mongoDB, Social, Virgo, Tomcat and Openfire services would need to be started manually. Refer to Knowledge Article KA420920

Q: How does the floating user license reservation work? If I keep the mobile app open in the background, does it constantly reserve

A: This is handled by server so the 'client' doesn't matter.

Q: I cannot choose product categorization from Smart IT, I can do so from ITSM

A: Product categorization can be chosen via Smart IT UI, but we expose the resolution product categorization fields in the UI, if users want to set product categorization manually. Note that with a recent change this in this area, resolution product categorization can be used to drive incident routing, etc.
