

Connect with Remedy - Remedy 9.1.02 / Smart IT 1.5.01 Q&A

Date: Wednesday, December 14, 2016

Q: Are there any plans to enhance the UI of the EPD portal? It's quite dated, and can be tricky (and slow to navigate) to sometimes find the exact product download you are looking for.

A: Thanks, we'll provide that feedback to our EPD team. In our experience, the most usable approach is to start with the "Licensed Product" view and use the search option. If you have bought Remedy via our suite-based pricing model, you need to search for "Remedy IT Service Management" or "Remedy Service Management" (new pricing). That should give you access to all the bits coming with the Remedy ITSM Suite.

Q: Also, the product compatibility page has very limited confusing details, it would be great if that can also be addressed.

A: We'll provide that feedback too. But for Remedy, the compatibility info is very easy to access via another mechanism. Please check out <https://docs.bmc.com/docs/display/public/itsm91/BMC+Remedy+ITSM+Suite+compatibility+matrix> . You need to be logged in to the doc portal. That doc page has pointers to detailed compatibility info (pdf docs) for Remedy platform, apps and Smart IT.

Q: is there any enhancement in FTS features?

A: FTS indexing performance has been improved in this SP2 release.

Q: How about e-mail approval for SRM and Remedy Change Management?

A: Both are available today in the product.

Q: Is there any enhancement for email based approval?

A: Not in this service pack release 9.1 SP2. But we fixed some defects.

Q: Is there any plans for Skype integration with Smart IT/MyIT?

A: MyIT is already integrated with our Virtual Chat component, and Virtual Chat already has some integration points with MS Lync (which is now called Skype for Business) for some versions. Please review the latest product announcement at this topic at <https://docs.bmc.com/docs/display/public/vchat91/Product+announcements>

Q: Can you point me to documentation regarding the Virtual Chat/Skype integration?

A: Here's some information: <https://communities.bmc.com/docs/DOC-45282> and also - <https://docs.bmc.com/docs/display/public/vchat91/Integrating+with+Microsoft+Lync>

Q: Can the row-level security (RLS) permission setup be changed if moving from previous version? I want it to work like it did in 8.1, so it is a config change, correct?

A: The permissions model is configurable. There is a configuration setting to make it work like 8.1. When you upgrade from 8.1, that is the default configuration setting used during the upgrade.

Q: What if we have upgraded to 9.1 and don't want the RLS the new way, want it back to the old way? Will upgrade to SP2 default set it back to the old way or do we have to set something?

A: General rule is not to change configuration on upgrade. So if you are already on 9.1 and want to go back to the previous permission model then you will have to set the configuration.

Q: Have you upgraded the Yellowfin version in Smart Reporting?

A: Yellowfin version remains 7.1, but it has bug fixes and other enhancements available. Please see <https://docs.bmc.com/docs/display/public/itsm91/9.1.02%3A+Service+Pack+2#id-9.1.02:ServicePack2-BMCRemedySmartReportingenhancementsSmartReporting> for more details.

Q: Does the email notification from Smart Reporting include an URL to open a report directly or is the report embedded in the email?

A: Email includes URL which redirects you to MidTier Login page, once you login it will open the Report in Smart Reporting.

Q: So, is there no way to share a Smart Reporting report unless the user has a Remedy account?

A: There is a way. You can share reports to non-Remedy users via Broadcast function of Smart Reporting by typing email address in to list, it will send the email with report as an attachment.

Q: is it planned to integrate Remedy SSO with Smart Reporting?

A: Smart Reporting is already integrated with Remedy SSO, because both the mid-tier ITSM UI and Smart IT UI are integrated with Remedy SSO, and you have to launch Smart Reporting from mid-tier ITSM UI or Smart IT.

Q: For Remedy SSO, what about companies with multiple domains that use the same email address suffix?

A: They can configure a single realm with the multiple domains specified in 'Application domain'

Q: Did you change anything regarding management of Smart Reporting permissions?

A: Smart Reporting permission model remains same in this SP release. We are considering enhancements in this area as part of the future product roadmap.

Q: Is there any plan in the future to integrate Remedy SSO with TrueSight?

A: Yes, there are plans to integrate Remedy SSO with TrueSight in the future. All plans are subject to change, though.

Q: Is fallback option available for SAML protocol in Remedy SSO?

A: No fallback option for SAML authentication, but SAML authentication can be used as fallback for Kerberos and CAC authentication.

Q: Can the Microsoft DLP integration identify security data in Remedy tickets (notes, work infos)?

A: No, the solution depends on Microsoft DLP module to detect the data compliance violations, and DLP only detects this for Microsoft Office 365 document and emails.

Q: What kind of automation tools are supported by this Change Automation workflow?

A: BladeLogic Server Automation is the automation tool which is supported with this SP release. You can use Atrium Orchestrator to implement something similar for other automation tools. We pre-built a seamlessly connected solution for Remedy and BladeLogic Server Automation, which makes the setup super easy, but the concept can be applied to other tools.

Q: I may have missed it, but what does Change Automation integrate with? BladeLogic, I see was one. Is Control-M supported?

A: In this SP release Change Automation is supported only with Blade Server Automation. Control-M is not part of this integration. See above answer as well.

Q: is there any enhancement in Change Calendar/Collision detection or risk derived factor areas in Change Management?

A: Nothing new in this SP. But depending on which Remedy version you're on today and whether you use Smart IT or not, you will see enhancement from previous release around collision management when you move to 9.1 SP2 / Smart IT. 1.5.01

Q: Is Remedy ITSM 9.1 SP2 required to install Smart IT 1.5 SP1?

A: Smart IT 1.5 SP1 works with ITSM 8.0 or higher. See the compatibility info for Smart IT at <https://docs.bmc.com/docs/display/public/itsm91/BMC+Remedy+ITSM+Suite+compatibility+matrix> .

Q: Do you have a list of features / typical tasks per person for Smart IT? What I'm looking for is a complete list of personas and the features / user stories they support.

A: The online doc portal is the reference for what features / capabilities are included in a specific Smart IT release. A good starting point is

<https://docs.bmc.com/docs/display/public/smartit15/Getting+started>. Please see <https://docs.bmc.com/docs/display/public/smartit15/Smart+IT+Permissions> for more details about Smart IT roles & personas (jobs).

The persona concept is a very valuable concept to understand and prioritize user needs during the design of Smart IT, but the functional capabilities ultimately depend on existing Remedy ITSM user permissions, because Smart IT is based on that. We document on this doc page above how Smart IT behaves and what features it provides based on different Smart IT roles, which in turn are driven by ITSM user permissions.

Q: Can Smart IT desktop support feature be used with other tools than BMC Client Management?

A: We put a lot of effort to pre-build a seamless solution based on BMC components, but some of the same concept can be applied to other tools. The action mechanism in Smart IT can be used to launch 3rd-party tools or trigger Remedy server workflow. See also FYI, the current workaround to execute other client actions like start RDP session. --> <https://communities.bmc.com/docs/DOC-45174>

Q: Is Decision Tree article support available in Smart IT 1.5.01?

A: Yes, you can search for, view and use Decision Tree articles in Smart IT 1.5.01 - both in the Web UI and in mobile app.

Q: Does the 9.1 SP2 upgrade also include the Smart IT upgrade? They can be upgraded simultaneously?

A: Smart IT is still a separate upgrade from Remedy ITSM. Smart IT upgrade is very easy.

Q: The release date for Smart IT will be the same as 9.1 SP2?

A: All the product versions we talk about in this webinar are already released. Remedy 9.1 SP2 and Smart IT 1.5 SP1 were both released on Dec 5, 2016

Q: Any future plans to make Work Order templates support Smart IT 'authored for support group' filter?

A: No, but it could be submitted as an idea.

Q: Is the approval phase visible on the approval overview of Smart IT?

A: Not as of Smart IT 1.5 SP1

Q: What hotfixes does SP2 include?

A: Please check the SP2 release notes in the doc spaces for the respective Remedy products for known and corrected issues list. If you are unable to find a specific item you can contact support.

Q: Does Smart Reporting take Remedy accounts and put them into Smart Reporting or how is this gated?

A: In Smart Reporting, there is a wizard to help with the user onboarding process. It can be based on individual user or based on a group. This will add them with "view" permissions. You can later update if they need create permissions.
