

Connect with Remedy – Spring 2018 Feature Release Webinar Q&A

Presentation References

BMC Helix Overview

<http://www.bmc.com/helix>

BMC Community Spaces

- Remedy ITSM
- Remedy AR System
- Atrium CMDB
- Smart IT 18.05 Evaluation

<https://communities.bmc.com/welcome>

Smart IT 18.05 Controlled Availability Program Registration

http://bmc.co1.qualtrics.com/jfe/form/SV_cw2ux3IA6Ke4AHH

Release Notes

Remedy ITSM Suite 18.05

<https://docs.bmc.com/docs/itsm1805/release-notes-and-notices-804709053.html>

Remedy AR System 18.05

<https://docs.bmc.com/docs/ars1805/release-notes-and-notices-804712142.html>

BMC CMDB 18.05

<https://docs.bmc.com/docs/ac1805/release-notes-and-notices-803126576.html>

Remedy Single Sign-On 18.05

<https://docs.bmc.com/docs/rss1805/release-notes-and-notices-805358841.html>

Smart IT 18.05

<https://docs.bmc.com/docs/display/smartit1805/Release+notes+and+notices>

Q&A

Q: Will Remedy on-prem be "containerized" at some point in the future?

A: We are currently using Remedy containers for delivery of our BMC Helix Remedy SaaS offering. It enables us to efficiently deliver BMC Helix Remedy on the cloud of your choice, initially with BMC Cloud and AWS as options. However, we plan to make this available for Remedy on-premise deployments in future. No specific timelines for this.

Q: Will I be able to deploy to our own Docker/Kubernetes infrastructure in the future?

A: As stated above, we are currently using Remedy containers for delivery of our BMC Helix Remedy SaaS offering, and are using Kubernetes for orchestration. We plan to make this available for Remedy on-premise deployments in future. No specific timelines for this.

Q: So just to be clear ITSM is not Helix but they integrate. ITSM is not currently containerized only Helix is. Is that correct?

A: ITSM capabilities delivered via our Remedy solution are part of BMC Helix. It's not just the Remedy platform, it is the entire ITSM solution as a service. We often just abbreviate it as "Remedy-as-a-Service". The container technology mostly applies to the delivery of the Remedy platform SW.

Q: 18.05 just released. Was that a Remedy AR System release and ITSM will release on 18.08?

A: 18.05 Release was a full stack release and includes Remedy AR System Platform, CMDB, ITSM Apps, Smart IT, RSSO, Smart Reporting. Please note that Smart IT has only been released to "Controlled Availability" (CA).

Q: What is the difference between BMC Helix and Remedy OnDemand. Isn't Remedy OnDemand the cloud version for Remedy?

A: Remedy OnDemand was the old name for the Remedy-as-a-Service. BMC Helix Remedy Service Management is the new name. But it's not just a simple re-branding. With BMC Helix we introduce new options for Remedy-as-a-Service, e.g. to run the service on AWS cloud. . But the ITSM capabilities and value delivered by BMC Helix Remedy continue to be the same market-leading Remedy ITSM capabilities you had before.

Q: How will the new release cycle impact support for previous versions?

A: We have well defined product support policy which is date-based. For each version we offer 3 years of full support, plus 2 years of limited support. For example, the 18.05 release will be fully supported till May 2021 and will receive limited support until May 2023.

Q: Does 18.05 make all the components of ITSM's Asset Management available via Smart IT?

A: There is no change in 18.05 for the functional scope of Asset Management.

Q: Is Smart IT's version numbers also changing?

A: Yes, the new version of Smart IT is 18.05 - in line with Remedy release version. We have moved away from version 2.x naming.

Q: When will be able to add Custom forms in Smart IT?

A: This remains on the roadmap, but we don't have a specific date. You are welcome to drop an email to jon_hall@bmc.com to talk through what kinds of things you're looking to do.

Q: Will BMC Digital Workplace Advanced (formerly: MyIT Service Broker) be available on Windows server?

A: BMC Digital Workplace Advanced (formerly called MyIT Service Broker) is not the focus of the webinar today. Compatibility info for BMC Digital Workplace Advanced 18.05 is published in doc portal. We can't comment on future plans in this webinar.

Q: So, all features demonstrated today in 18.05 are available in Remedy as a Service / Helix

A: Yes, they are available to you as part of BMC Helix Remedy, when you have upgrade to that version. Please work with your BMC Helix Business Relationship Manager or submit a request via i.onbmc.com, if you are interested moving to this latest version.

Q: Smart IT is still recommended to host on a separate server or is it bundled with ARS like Smart Reporting?

A: It's still separate server and separate installer. Also note that with 18.05 CA release Smart IT and BMC Digital Workplace (DWP) are 2 separate products, both will have their own installers and web application - you may choose to use the same tomcat, though.

Q: What is the difference between the Request ID on this new screen versus the Service Request ID?

A: Service Request ID = SRM service request ID
Request ID - DWP (Service Catalog) request ID

Q: Is MongoDB totally removed in this version. If we plan to upgrade what happens to data already existing in MongoDB?

A: Yes, MongoDB is total removed in this version. After the successful upgrade, any data that went into MongoDB in prior versions of Smart IT now goes into Remedy forms. We also have [migration utilities for migrating existing data from MongoDB into Remedy forms](#). New installs don't have to be setup with MongoDB anymore. If BMC Digital Workplace is used together with Smart IT, then given that Smart IT 18.05 is dependent on BMC Digital Workplace 18.05, both components will have MongoDB removed.

Q: What is the migration path from MongoDB to SQL?

A: As part of 18.05 Smart IT no longer will use MongoDB. Bulk of the data (comments) is already copied to ITSM (work info), however social data like your followed items or system events can be migrated using the [migration utility](#) that is provided.

Q: is there any documentation for migrating MongoDB data to ITSM forms?

A: Yes. It's part of Smart IT 18.05 release documentation. See <https://docs.bmc.com/docs/smartit1805/migrating-social-data-from-mongodb-to-the-ar-system-database-809556832.html>

Q: Does BMC Digital Workplace still use Mongo DB in version 18.05?

A: No, BMC Digital Workplace has also moved away from MongoDB in version 18.05 and is using the regular database for storing social data. There is also a migration utility for MongoDB data of BMC Digital Workplace.

Q: Will Remedy have the ability to run on PostgreSQL any time soon?

A: Remedy support for PostgreSQL is on horizon. But we can not specify timeline for this.

Q: How is performance for this high level of transactional data related to a social experience after moving the data into the same database as the application?

A: Our internal performance tests have been positive. We didn't find any noticeable degradation of the Remedy ITSM application performance.

Q: Can you use the new version 18.05 of BMC Digital Workplace with any version of Remedy ITSM 9?

A: If you are on Remedy ITSM 9.1, you can upgrade BMC Digital Workplace to version 18.05 while staying on Remedy ITSM 9.1. This is documented in the doc portal for DWP.

Q: Will the Smart IT SQL DB that is now installed with Smart IT have additional tables now to hold the social data? Or the social data will go into existing ITSM tables?

A: Social data for Smart IT goes in ITSM forms. Social data for BMC Digital Workplace goes in Digital Workplace database.

Q: Is there any instance available for exploring the new capabilities?

A: if you use Remedy on-premise, you can setup your own dev/test instance of the latest 18.05 version to explore the new features. If you use BMC Helix Remedy (SaaS), then you can work with your Business Relationship Manager about upgrade of your dev instance. Also, if you haven't had a chance to experience Smart IT at all, then there's also the option to sign up for a trial at <http://try.onbmc.com>. That trial environment has not yet been upgraded to 18.05, though.

Q: I just upgraded to Remedy OnDemand 9.1.04 with Smart IT 2.0 and BMC Digital Workplace 18.02. Do I now need to upgrade again to have these new features?

A: If you are using Remedy via the SaaS delivery model, BMC will take care of the upgrade for you. Of course, some small effort is still needed to validate the new features, etc. If you intend to use the new features of Smart IT 18.05, then you need to upgrade all the components listed above to 18.05. If you intend to only use the new features which the Remedy AR System platform brings, then you can just upgrade platform to 18.05. Please work with your Business Relationship manager to clarify the details.

Q: Is multi-tenancy still supported in Smart IT?

A: Row level multitenancy that is available through Remedy ITSM continues to be supported with Smart IT.

Q: When will customers and partners will receive the password needed to download latest version of BMC Digital Workplace from EDP?

A: BMC Digital Workplace 18.05 is a Controlled Availability release. The password to download the bits is provided as soon as a customer or partner is accepted to the CA program. If you haven't filled out the registration survey for the DWP 18.05 CA program, please do so (URL is in the EPD popup window). If you have, the DWP team will contact you after a few days of reviewing all the applicants.

Q: To be able to upgrade to Smart IT 18.05, do we also need to upgrade Remedy AR Server and Remedy ITSM applications to 18.05?

A: Yes. If BMC Digital Workplace is used, that also needs to be upgraded to 18.05. BMC Digital Workplace cannot be on an older version, if Smart IT is on version 18.05, but BMC Digital Workplace 18.05 does work with older versions of Smart IT.

Q: I'm curious to know about the roadmap for handling/capturing multiple items (like excel rows and columns) in a single request via BMC Digital Workplace - rather than from AIF. Also, about handling/showing data via REST API call in DWP.

A: We'll pass the question on to the DWP team. As far as I know, there is a REST API for DWP. We are also looking at options how to better handle complex request submittal interactions, which up to now have been handled via AIFs.

Q: Will this new Smart IT allow for configurations/customizations in Release Management?

A: No, Smart IT UI tailoring is not supported yet for Release Management screens. It's on the roadmap for one of the future releases.

Q: Will there be an ability to create relationships between CIs via new CMDB Explorer?

A: As of version 18.05, the new CMDB Explorer only displays existing relationships. Further enhancements are planned in future releases.

Q: Until Smart IT 2.0, BMC Digital Workplace and Smart IT share a common installer which install / upgrade both at the same time. Did this change now in 18.05? Can we upgrade DWP without upgrading Smart IT?

A: Yes. They are 2 separate products and separate installers starting with 18.05. BMC Digital Workplace needs to be upgraded first to 18.05 and then Smart IT. If you want to upgrade only Digital Workplace, it's okay. But it's not okay to upgrade only Smart IT to 18.05, if you are using Digital Workplace.

Q: Can you upgrade Smart IT to 18.05 with ITSM 9.x?

A: Smart IT 18.05 is only compatible with Remedy ITSM applications version 18.05. It is not compatible with Remedy ITSM 9.1.

Q: Having Smart IT, DWP, Mid-tier and Smart Reporting on same server, will that impact performance?

A: We do publish sizing guidelines which allow customers to extrapolate per user traffic that you expect and make the right deployment choice

Q: I can see that a lot of things are made in Smart IT for user experience. In future releases will there be something done to the Mid-Tier (for on premise customers with custom Remedy apps, not using ITSM apps)?

A: Remedy AR System remains fully supported as an application development platform. However, Innovation Suite, being our next generation development platform, is really the focus of our efforts to deliver a modern new experience for custom applications. If you use the CMDB for your custom Remedy applications, then you would be able to use the new CMDB user experience.

Q: When will this new CMDB User Experience be available in Smart IT?

A: Because we have customers that use the CMDB without Remedy ITSM applications, we decided to deliver the new CMDB UX as a separately deployable UI, but we ensure the user interactions between the two solutions are well defined. Specifically, we're looking at incorporating the CMDB Explorer widget into the user experience for Smart IT, enabling the support agent to harness the new Explorer and use it for key ITSM use cases (e.g. change impact analysis).

Q: Where is the entry point for this new CMDB Dashboard?

A: Through mid-tier in the left panel (flyout menu) OR using a direct link. Both are well documented.

Q: Will default level of depth be configurable for the new CMDB Explorer as it was in old Explorer?

A: It is not configurable as of 18.05. However, we expect to introduce this in a future release.

Q: So, Smart IT, Mid-tier and Smart Reporting in current version come with an option of separate tomcat installer? How is this taken care when all 3 are on same server?

A: Whatever is provided with the installer is generally for quick deployment and check; best to leverage an external tomcat version that is standardized by your IT and matches our compatibility guidelines. Either way install in 3 separate Tomcat instances.

Q: Do you really need AR System Administrator permission to access the new CMDB UI?

A: Yes. Please see <https://docs.bmc.com/docs/ac1805/configuring-the-url-and-user-permissions-to-access-the-new-cmdb-ui-805370133.html>

Q: Are there plans to replace/enhance the change impact analysis functionality with the same CMDB explorer capabilities to be consistent with CMDB and Discovery?

A: Yes, we're looking at incorporating the CMDB Explorer widget into the user experience for Smart IT, enabling the support agent to harness the new Explorer and use it for key ITSM use cases (e.g. change impact analysis).

Q: Do custom attributes display and can they be used in the search functionality

A: For Smart IT, you can add custom attributes on the form, pretty much wherever you want, and you can filter on them on the ticket console. This now applies to Work Order and Task (18.05) in addition to Incident and Change (already present since 2.0). For new CMDB UX, yes, custom attributes can be searched and appear appropriately

Q: Is this Jira integration part of the basic Remedy ITSM license?

A: The out of the box Jira integration is part of [BMC Helix Multi-Cloud Service Management](#). It is not part of basic ITSM license.

Q: Is the Jira integration feature available for on premise installations? If not, when will it be available?

A: With BMC Helix Multi-Cloud Service Management (MCSM), you can integrate with Remedy ITSM on-premise or BMC Helix Remedy (SaaS), and with Jira Software on-premise or in the cloud. BMC Helix Multi-Cloud Service Management solution itself is a SaaS service, though.

Q: So, is Multi-Cloud Service Management a package of different integrations between Remedy and 3rd party Apps?

A: BMC Helix Multi-Cloud Service Management is a cloud application that leverages integration service to provide out of box integrations with third party apps like AWS, Jira Software, Service Cloud (Salesforce), Rally, or any other custom application. Additionally, it provides add-on capabilities to better manage cloud-based services through Cloud Service Dashboard.

The business value of the solution is that it automates the collaboration between your ITSM team and different parties. Yes, integration is a big part of it, but we also deliver the right user experience and the right analytical capabilities.

Q: Is there a separate price on each of the OOTB integrations delivered via BMC Helix Multi-Cloud Service Management?

A: BMC Helix Multi-Cloud Service Management is licensed via a combination of base subscription and consumption-based pricing i.e. based on the number of transactions. The individual integrations are not charged for separately.

Q: Are these Integration Service connectors installed on-premise?

A: The connectors for BMC Helix Multi-Cloud Service Management are deployed in our Integration Services platform, which is running in the cloud. For on-premise integrations, there is an agent which needs to be installed on-premise which is the integration controller. The integration controller downloads a docker image from the Integration Service platform and it runs the connectors for the on-premise applications locally and communicates back to the cloud platform as needed.

Q: Since BMC Helix Innovation Suite is the future for developers, when will it be provided for on premise customers? There are some cases that customer just can't move to public cloud because security restrictions.

A: Our current plan is to continue to offer Innovation Suite as SaaS offering under Helix branding.

Q: Is there a plan to allow Remedy on premise to directly connect to Jira on premise, without using the Multi-Cloud?

A: Remedy has always had an enormous amount of integration options (APIs). Of course, it's possible today to integrate Remedy on-premise and Jira on-premise without BMC Helix Multi-Cloud Service Management, using one of these API options. Note that BMC Helix Multi-Cloud Service Management include out of the box integration with Smart IT, Collaboration and the Service Dashboards.

Q: Is the old Atrium Explorer still available for normal support users to look for impacted CIs, etc.?

A: Yes, the classic Flash/Flex UI elements are available for analysts etc.

Q: What all are the components of BMC Helix Multi-Cloud Service Management?

A: Multi-Cloud Service management is a cloud-based application that is built on the Innovation Suite Platform. It also leverages Integration Services as the platform for data transfer. It also has an extension in Smart IT which allows for tight integration to the Smart IT UI. The connection to third party vendors are via connectors which run in the Integration Services platform. See more info here - <http://www.bmcsoftware.in/it-solutions/helix.html>

Q: At the end of this can BMC elaborate on the level of effort to go to ITSM 18.05 from ITSM 9.x. Is it a similar effort like upgrading ITSM versions in the past?

A: In general, the approach for upgrading Remedy ITSM apps is similar as the approach to upgrade from 9.1.03 to 9.1.04. But with the introduction of 3-way reconciliation in Remedy 9, we've seen a reduction in effort. Plus, the amount of changes in the backend ITSM workflow is very limited - that means that the number of areas which you must review is much smaller. So, there should be less effort for upgrades from Remedy ITSM 9.x to 18.05 than with previous Remedy ITSM upgrades.

Q: It appears you could use PDP to search for any type of sensitive information not just PII, possibly scrubbing IP addresses etc. Is this correct? Does it search across all forms or just the main ITSM Forms and can it be extended to custom-forms?

A: It does cover custom forms but when you look for something like IP addresses, you probably want to search for a pattern, rather than for a specific string (specific IP address). That pattern search is not possible today, but we're reviewing this idea. Also, there is provision for excluding one or more forms from the search operation using the PDP exclusion list form. More information is available in the PDP documentation.

Q: Does this PDP allow you to do something like "show me all fields that have what looks like a social security number in it", or are you limited to looking for specific SSNs?

A: See above comment about IP addresses. SSN situation is similar.

Q: How to handle larger amounts of Data with this PDP utility? For example, forget 20 people?

A: One PDP job can contain personal data for multiple people. So yes, it can be done at one go.

Q: Is PDP already tuned for large DBs or are customers supposed to optimize it based on their current DB footprint?

A: It depends on the volume of search results. The search operation may take minutes to hours based on volume of data. There is no specific optimization done OOTB for PDP. DB optimization may be done based on a need basis.

Q: Do you have to enter all the search attributes for the privacy jobs manually in the PDP utility?

A: Yes, entering personal data info to search and anonymize need to be entered manually.

Q: Does this Remedy Management Console fully support a single AR System Server environment?

A: Yes, it does.

Q: Can you download the log files to your local PC from the server via the new logging control form?

A: Remedy Management Console also provides an option to download log file - <https://docs.bmc.com/docs/ars1805/managing-the-server-group-logs-805997927.html>

Q: What is the minimum version from Remedy to directly upgrade to version 18.05?

A: You can upgrade from 7604 SP2 directly. If you are on an older version, you can upgrade in two steps.

Q: What is upgrade path from 9.1.03 to 18.05?

A: You can directly upgrade from 9.1.03 to 18.05.

Q: Can someone re-post the URL for the demo from the last slide - deployments via Jenkins?

A: Deployment for Remedy Applications: CI/CD Video - <https://communities.bmc.com/docs/DOC-105557>

Q: Can packages be transferred across networks OR do you need to connect to the dev servers directly to make use of D2P packaging.

A: Transfer package options can help you to export a package in a zip format and import it on another server

Q: Is approval mapping/custom approval part of the deployment packaging in service request? As of now we prepare one package for SRD and one for SLM for a service request

A: No, in general, approval rules are not part of OOTB packaging options for Remedy Deployment application. As mentioned in webinar, we now have an extensible framework, so you could build your own workflow to add that to the D2P packaging interactions. See documentation here - <https://docs.bmc.com/docs/itsm1805/integrating-a-custom-application-with-bmc-remedy-deployment-application-805365737.html>

As to what is packaged with SRDs: that hasn't changed with 18.05. See product documentation.

Q: Does Smart Reporting allow clicking directly to any items contained in the report via URL?

A: If reference is about URL in the report fields, then its supported. It's possible via '*Distribute*' feature in Smart Reporting.

Q: If I have a list of CRQs in a report (Smart Reporting), can the ticket numbers be URLs so I can click to a ticket?

A: Yes.

Q: Is there schedule for 18.05 to be available on BMC Demo Cloud (for partners)?

A: Generally, we take 4 weeks after GA for making BDC Demo cloud upgraded.
