

Connect with BMC Helix ITSM and Remedy

Remedy 19.02 / Helix ITSM 19.02 Feature Release Overview Webinar Q&A

Subscribe to the BMC Helix Remedy & Discovery Youtube Channel

<https://www.youtube.com/c/BMCRemedyandDiscovery>

Presentation References

Remedy ITSM Suite 19.02 Release Notes: Enhancements in 19.02

<https://docs.bmc.com/docs/display/itsm1902/19.02+enhancements>

ITIL 4

Axelos

<https://www.axelos.com/itil-update>

ITIL 4 BMC Blog

<https://www.bmc.com/blogs/itil-v4/>

Swarming

Consortium for Service Innovation

<https://www.serviceinnovation.org/intelligent-swarming>

BMC Blog

<https://www.bmc.com/blogs/swarming-support-tiered-support-differences/>

Q&A

Q: What version of Yellowfin is used with version 19.02?

A: Yellowfin 8 is embedded as part of Smart Reporting 19.02 release. Please note that this version will include new features from Yellowfin 7.4 as well for the first time since we are upgrading from 7.3 to Yellowfin 8 directly.

Q: Is there an option to use a custom SQL query for a report data source?

A: Yes, Custom SQL query option is enabled in 1902 for AR data source. The SQL needs to be ARJDBC compliant and you can leverage RDBMS functions using DBFN keyword. <https://docs.bmc.com/docs/display/itsm1902/Calculations>

Q: Is there documentation available that captures what freehand SQL is supported with ARJDBC in version 19.02? Or about how to use these DB functions?

A: Yes, please check these two links for more information - <https://communities.bmc.com/groups/get-started-with-smart-reporting/blog/2019/02/25/database-functions-support-in-smart-reporting-with-enhanced-ar-jdbc> and <https://docs.bmc.com/docs/display/itsm1902/Calculations>

Q: Will Smart Reporting 19.02 add the functionality to add multiple data sources in a single Smart Reporting instance (e.g.: ITSM and Digital Workplace Advanced catalog)?

A: The entitlements that comes with Remedy / Helix ITSM user licenses have always only included Remedy / Helix ITSM as a data source. Entitlements generally don't change with new version releases. Access to additional data sources can be added via additional licenses from Yellowfin.

Q: Can Smart Reporting do dashboards and/or heat maps?

A: Interactive Dashboards is key part of Smart Reporting solution. About heatmap, Smart Reporting supports GIS heatmaps or spatial heatmap.

Q: We currently use the DSO process to transfer data from the production environment to the reporting environment to use Smart Reporting. The DSO works very well for operational processes (incident, SRM, Work Order), but for Asset and CMDB data transfer is very problematic because of the large number of relationships between CMDB classes. Is there any other solution most recommended by BMC for data transfer specifically for CMDB?

A: BMC suggests customers to use database replication for such scenarios.

Q: How is Swarming concept going to impact the current support structure in Remedy the 3-tiered approach of (Company > Org > Support Group)?

A: It won't make any difference to that. This organizational structure of the support organization is still valid. Most swarming practices (e.g. those set out by the Consortium for Service Innovation) advocate that the group owning an issue retains it during swarming activity. Reducing reassign bounces is one benefit of swarming.

Q: How does the Swarming concept affect SLM? For example, if a ticket is not owned by a group how are OLA and/or SLA targets attached and resolved? Are they no longer department/group attached?

A: There's no immediate change to assignment or SLTs. Tickets can still be assigned / owned to a group. Targets may still be defined. We find we observe a lot of "off the record" collaboration behaviors in regular support situations today, so to some extent swarming more formally enables what happens anyway.

Q: Is this chat option available to all Remedy / Helix ITSM 19.02 users? Previously chat was restricted to DWP Advanced.

A: Yes, it's available to all Remedy / Helix ITSM 19.02 users with ITSM application-level user licenses. This is the agent-to-agent chat capability already available in Smart IT in previous versions and licensed as part of the standard ITSM user license. This is different than the customer-to-agent chat capability coming with Digital Workplace Advanced.

Q: Is this chat capability going to be available with Smart IT 19.02, or is this chatbot or AIML?

A: Agent-to-agent chat capability has been available in Smart IT since the first release.

Q: Is the chat interaction automatically added to the incident history?

A: Yes. That even happens today, if agent-to-agent chat in Smart IT is used.

Q: Has reminder function been introduced in Smart IT yet?

A: No, not yet as of 19.02.

Q: Will copy change include custom fields or the ability to?

A: Not out-of-the-box, but we suggest a custom filter could do this.

Q: Is the copy change feature only available in 19.02? ... not 18.08?

A: It was added as a new feature in 19.02. With earlier versions, it's possible to implement a custom provider action to implement a copy change function.

Q: Can you copy an Incident as well?

A: That's an existing feature in Smart IT. You can use the Create function in the "Related Items" tab.

Q: Is adding Status Reason information in Activity timeline event implemented for all ticket types or only for some?

A: It is implemented for all ticket types.

Q: I reviewed a DWP Basic and DWP Advanced capabilities matrix and chat was part of DWP Advanced only. Can you explain?

A: The capability that is included in DWP Advanced is customer-to-agent chat (i.e. Service Desk agent supporting customers via live chat). What we discussed in this webinar is the agent-to-agent chat within Smart IT. That is part of the standard ITSM user licenses. Version 19.02 improve this agent-to-agent chat capability.

Q: About the new call log capability of Smart Recorder: where are these call logs stored in Remedy?

A: Call log records are stored in SMT:Smart Recorder Call Log. See [Smart IT 19.02 release notes](#) for more detail.

Q: It was mentioned that knowledge view access is a new feature in 19.02. Does this mean if you have ITSM 'Knowledge Viewer' permission, you will now have access to Smart IT?

A: No. The base permissions required to be able to gain a Smart IT role and thus be able to log into Smart IT still apply. See <https://docs.bmc.com/docs/display/smartit1902/Smart+IT+Permissions>. But with Smart IT 19.02, users with the Knowledge Viewer permission can now search, view, share, follow, and unfollow knowledge articles in the Knowledge Console.

Q: Can you explain better what “hangups” and “wrong numbers” in Smart Recorder are?

A: With version 19.02, Smart IT added the option to log call events from Smart Recorder without creating one of the standard ITSM records (incident, workorder, ...). Such call events could include a caller hanging up or the caller stating that they called the wrong number. Those events can now be logged in a Remedy form (SMT:Smart Recorder Call Log). The types of call events that can be logged from Smart Recorder are configurable and localizable (via form SYS:Menu Items). Please refer to documentation at <https://docs.bmc.com/docs/smartit1902/creating-call-log-events-for-smart-recorder-841110626.html> for more details

Q: Can a user have both KCS user permissions and previous ITSM knowledge permissions at the same time?

A: No, the solution design is that a user can only have one or the other.

Q: Can Smart IT agent-to-agent chat from be used, even when Smart IT is used an intranet application, without exposure to internet?

A: Yes. Smart IT agent-to-agent chat capability is built on Openfire chat technology, and Openfire can be installed and run on-premise.

Q: Is the new CMDB UI available at general ITSM or only in Smart IT?

A: The CMDB UI is available independently of Smart IT, though closely integrated. We have a number of customers who use the CMDB without the ITSM applications, and those can use the new CMDB UI as well.

Q: How can we show the Business Service Catalog for the end users and all organization in a simple and friendly way? I know that SRM / Digital Workplace exists with the catalog of service request types. However, we need to show a Service Catalog with all the business services registered in our CMDB.

A: The high-level list of business services can be exposed to business users via Digital Workplace UI, including basic service health info. Business users can mark certain business services as favorites, which allows them to receive notifications. For a more comprehensive, business user friendly description of a business service, knowledge articles can be used. Some customers also provide such a business user friendly description on a standard web page, and then point to it from DWP promotional banners.

Q: About CMDB, there is new attributes in the Element Location relationship, how asset end users are supposed to view those new attributes?

A: Asset users can easily cross-launch to the CMDB UI, and if they then click on relationship, they can see detail attributes.

Q: Is Developer Studio concept there in Helix Platform?

A: Yes, Helix Platform (aka Innovation Suite) includes Studio. Learn more about it here - <http://www.bmcsoftware.in/it-solutions/helix-platform.html>

Q: Are connectors extra cost?

A: The Integration Service component of BMC Helix Platform and BMC Helix Multi-Cloud Service Management are now licensed via connectors. BMC offers a set of basic connectors as part of the BMC Helix Platform, at no additional costs, and a set of premium connectors that have to be licensed separately. The Helix ITSM/ Remedy connector is considered a basic connector and thus doesn't cost anything extra. Jira connector is a premium connector, and customer will have to purchase a license for such connector.

Q: Is the copy change action committing the record right away?

A: Yes.

Q: The request catalog item that a user would be referred to as part of the cognitive auto-reply to an inbound email – is that an SRD defined in Remedy?

A: No. In the demo during the webinar, this capability pointed to Digital Workplace Advanced catalog items. But you can train the Cognitive Service with whatever URLs you want - whether it's a URL to a DWP catalog item or an SRM catalog item (SRD). The cognitive email auto-reply uses what it has been trained on.

Q: Can the sender of these emails be customized or the content?

A: Yes, the system has email templates that can be customized. The sender needs to be present in CTM:People. System is expecting content in the text format.

Q: Can you point to me where this can be viewed/reviewed?

A: The cognitive auto-reply to an inbound email is sent along in the Incident Submission email notification. So, the notification email includes pointers to Knowledge Article and/or DWP item.

Q: Does archive of a CI include archiving of its relationships?

A: Yes, when a given CI gets archived, all its relationships get archived as well.

Q: The CMDB archive do both AST and CI records?

A: The CI's will be archived from the CMDB forms.

A: AST forms do not really store CI information they are typically Join forms with the CMDB forms.

Q: What are the new Location Attributes in the CDM?

A: I recommend going to [docs](#) for details. At high level the new attributes are Floor, Room, Rack, and Shelf.

Q: For Remedy Archive, what are new multithread limits? Based on Pool Threads?

A: Earlier there used to be a single thread doing the archiving. Now if configured multiple threads will be doing it. But by default, no of threads is 1. No change post upgrade

Q: So, are there limits to number of threads (Min/Max) for Archive. For example, like there are limits for FTS threads.

A: it is a function of available computing power. In system there is no limit on no of max threads to be configured assuming underlying hardware supports it.

Q: Are you able to have cognitive features in DWP? For example, being suggesting Knowledge Articles while user is filling out questions.

A: Helix Chatbot provides this interaction in an end-user facing interaction. DWP already provides a set of knowledge articles to the end-user based on the request description. Further enhancement ideas can be submitted via the [BMC Communities space for BMC Digital Workplace](#).

Q: With 19.02, can you consume REST API?

A: You can, but you either have to develop a plug-in or use an existing community-delivered plugin.

Q: Is BMC Discovery 11.1 compatible with this version of Remedy?

A: Yes, BMC Discovery 11.1 is compatible with CMDB 19.02.

Q: Can 19.02 support CentOS?

A: CentOS support is limited to mid-tier component of the Remedy suite. Other components do not support CentOS.

Q: In a Swarming scenario, in a case like this, do the people who worked on the ticket need to be in the Remedy system at that time to be able to receive the chat?

A: As of today, using Smart IT agent-to-agent chat, yes.

Q: What about PostgreSQL support?

A: PostgreSQL is not supported in 19.02 release. If you are interested in PostgreSQL support, please contact BMC or create an enhancement idea in [BMC Communities space for Remedy AR System](#).

Q: Do you plan to offer any Ubuntu support in the future?

A: Currently not. Please create an enhancement idea in [BMC Communities space for Remedy AR System](#).

Q: Are there any Kanban or Scrum based section on this release?

A: Not currently. It's something that is raised sometimes by customers but not very frequently. it'd be great to collaborate on the Ideas section of BMC Communities.

Q: Any plan to rebrand mid-tier pages? It still it shows the old BMC company logo.

A: Please see relevant post on communities <https://communities.bmc.com/people/aparweka/blog/2019/03/27/user-themes-in-midtier-1902>

Q: Does 19.02 support container technology for easy installation/upgrade of the whole ITSM stack (on premise)? If yes, which tech (Docker, etc.)?

A: Currently containerized Remedy platform is not available for on-premise installation/upgrades It is currently only used by BMC to operate the BMC Helix ITSM SaaS service.

Q: For Artificial Intelligence, instead of integration with IBM Watson, can AR System integrate with opensource like H2O or any other ML tool?

A: BMC is planning to add other AI technologies in the backend to give customers more choice. We currently cannot make public statements about specifics here.

Q: Is Kerberos authentication supported for Smart IT mobile app in 19.02?

A: Smart IT mobile app supports RSO & Non SSO authentication.

Q: I am asking where I can view what comes with the basic connectors and premium connectors

A: Documentation and each connector in the system is planned to be specifically marked as Basic or Premium connector. As of 19.02, Jira, Jira Service Desk, Agile Central, AWS, Service Cloud are Premium connectors and the rest are all Basic.

Q: Are there any major enhancements for Digital Workplace with version 19.02?

A: Yes. Most importantly the switch to Progressive Web App (PWA) as UI technology. You can find a summary here: <https://communities.bmc.com/community/bmcdn/digital-workplace/blog/2019/02/25/whats-new-in-bmc-digital-workplace-1902>

Q: How is the chat capability licensed?

A: Smart IT agent-to-agent chat capability is part of the standard ITSM user licenses. Customer-to-agent (live) chat is licensed as part of Digital Workplace Advanced user licenses. Chatbot capability is licensed separately.

Q: So, if we are running an on-premise Remedy system and planning on migrating to BMC Helix ITSM, but BMC Discovery (formerly: ADDM) will remain on premises, will this be easily connected to BMC Helix ITSM?

A: Yes, it can be easily connected to BMC Helix ITSM.

Q: Is Progressive Web App UI for Smart IT still scheduled for release in 19.05?

A: We can't give a public roadmap statement about PWA for Smart IT. It's under active evaluation. Note that there is no 19.05 release planned for Smart IT. Smart IT follows a 6-month release cycle.

Q: When will Guides be available in the Deployment Management Console (Active Link Guides, Filter Guides)? Also, more enhancements to the errors reported during a failed deployment.

A: You can already today make the guides as part of packing list and add that to deployment management package.

Q: Is the installation process for new environments or in place upgrades the same as for 9.1.04?

A: For installation / upgrade of Remedy platform (incl. AR System, CMDB) it is the same, although we improved the zero-downtime capabilities. For ITSM Applications, the installation process is different. As part of technical install/upgrade steps, you will first need to install/upgrade to ITSM Applications 18.05 and then apply deployment packages to go to the required version (e.g. 19.02). Here is a short video that discusses the process - <https://youtu.be/pZCV6w-l2D4>

Q: What components of the solution can be used in on-premise and what can be a part of Cloud i.e. Hybrid Model?

A: All the ITSM solution components that have traditionally been available on-premise continue to be available on-premise. There are a few solution components that are exclusively available as SaaS service, such as: BMC Helix Multi-Cloud Service Management, BMC Helix Cognitive Automation or BMC Helix Chatbot. Those can be combined with Remedy ITSM on-premise to build a hybrid solution.

Q: I need to know the future of Remedy AR System platform. Does die in the coming years and we should learn the new development on Helix?

A: BMC invests in the Remedy platform in significant way. BMC has released new feature releases every 6 months. There is long list of new capabilities BMC has added to the Remedy platform over the past years. Any comments about Remedy platform dying is probably based on rumors from our competition. However, we also continue to invest in new BMC Helix Platform (Innovation suite) for rapid innovation in the cloud, and we recommend that you familiarize yourself with BMC Helix Platform as well.

Q: Is there an end of life date for mid-tier?

A: Absolutely not. While we continue to invest in different technologies and UI for users (and also to be competitive in market), we continue to invest in mid-tier as well.

Q: Are the new CMDB location attributes tied in any way to the AST location attributes?

A: No, they are not tied to any AST attributes. These new attributes will be available in AST forms once the CMDB Sync runs.

Q: Hi, I know at this time we can export one KA at a time as a PDF in Smart IT, will there be functionality to export more than one or all KA's in Smart IT or not? This would be valuable for us.

A: Please submit enhancement ideas to the BMC Communities space for Remedy ITSM.

Q: Are all the fill in aids, as in ITSM via the mid-tier now available via Smart IT (Templates, Assignment and Initiation Scripts and Decision Trees)?

A: No. Please note, however, that the proactive presentation of templates or knowledge reduces the need for guided scripts.

Q: With 19.02 is BMC stopping the delivery of native mobile app and moving towards PWA instead?

A: Only for BMC Digital Workplace. Please note that PWA technology allows for most of the capabilities and the same great user experience that come with native mobile app technology.
