**BMC Remedy Action Request System**

From Wikipedia, the free encyclopedia

**BMC Remedy Action Request System** (**ARS**) is a proprietary [application server](https://en.wikipedia.org/wiki/Application_server) developed initially by [Remedy Corp](https://en.wikipedia.org/wiki/Remedy_Corp) and acquired by [BMC Software](https://en.wikipedia.org/wiki/BMC_Software) in 2002. It is best known as being part of the BMC Remedy IT Management Suite, a set of applications that runs over ARS.

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| BMC Remedy Action Request System | |
| [**Developer(s)**](https://en.wikipedia.org/wiki/Software_developer) | [BMC Software](https://en.wikipedia.org/wiki/BMC_Software) |
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| [**Operating system**](https://en.wikipedia.org/wiki/Operating_system) | [MS Windows](https://en.wikipedia.org/wiki/Microsoft_Windows); [AIX](https://en.wikipedia.org/wiki/IBM_AIX_(operating_system)), [HP-UX](https://en.wikipedia.org/wiki/HP-UX), [GNU/Linux](https://en.wikipedia.org/wiki/Linux), [Solaris](https://en.wikipedia.org/wiki/Solaris_(operating_system)) |
| [**Type**](https://en.wikipedia.org/wiki/List_of_software_categories) | [software application development environment](https://en.wikipedia.org/w/index.php?title=Software_application_development_environment&action=edit&redlink=1) |
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| **Website** | <http://www.bmc.com/> |

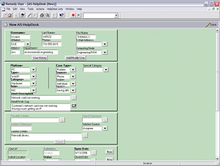
## ARS architecture

ARS main component is the AR Server that executes the workflow rules and performs the main tasks. AR Server is accompanied by a set of services like Atrium Integration Engine or the Email engine that complete the server functionality of the system.

Clients can connect to AR Servers to allow user interaction. The most common clients are:

* [BMC Remedy User](https://en.wikipedia.org/w/index.php?title=AR_System_User_Tool&action=edit&redlink=1) - Used to submit, modify, and search records. Currently discontinued, but still used for version 7.6.4 and previous.
* [BMC Remedy Developer Studio](https://en.wikipedia.org/w/index.php?title=BMC_Remedy_Developer_Studio&action=edit&redlink=1) - Development utility for ARS versions 7.x and up. Based on the [Eclipse IDE](https://en.wikipedia.org/wiki/Eclipse_(software))
* [BMC Remedy Mid-Tier](https://en.wikipedia.org/wiki/AR_Mid-Tier) - Web based user client. The mid-tier is the most commonly used client, allowing user to connect and execute Remedy applications from a browser.
* [BMC Remedy Import](https://en.wikipedia.org/w/index.php?title=AR_System_Import&action=edit&redlink=1) - Used to import data into the system.
* [BMC Remedy Alert](https://en.wikipedia.org/w/index.php?title=AR_System_Alert&action=edit&redlink=1) - Used to send instant notifications to users.

## ARS development

[](https://en.wikipedia.org/wiki/File:Action_Request_System.png)

Screenshot of an ARS based helpdesk application.

ARS development can be considered as a [fourth-generation programming language](https://en.wikipedia.org/wiki/Fourth-generation_programming_language) where the developer literally draws the application forms, set its properties and creates the workflow rules. The user interface and behavior are completely data driven, where all development items (workflow rules, forms, etc.) are coded and stored in tables. The system automatically creates the required database elements (like tables or indexes) and forces the execution of the defined workflow rules.

## Applications using Action Request System

BMC Software is also the main developer of ARS applications. Following is a list of the best known applications built within the Action Request System framework.

* BMC Atrium CMDB - an implementation of an ITIL-style configuration management database ([CMDB](https://en.wikipedia.org/wiki/CMDB))[[1]](https://en.wikipedia.org/wiki/BMC_Remedy_Action_Request_System#cite_note-1)
* [BMC Service Request Management](http://www.bmc.com/products/product-listing/77980702-148142-1630.html) (previously linked to [self-service](https://en.wikipedia.org/wiki/Self-service))
* BMC Remedy Help Desk (previously linked to [Helpdesk](https://en.wikipedia.org/wiki/Helpdesk))
* [BMC Remedy Service Desk](http://www.bmc.com/products/product-listing/22743834-121272-1370.html): Incident Management (previously linked to [Service Desk (ITSM)](https://en.wikipedia.org/wiki/Service_Desk_(ITSM)))
* [BMC Remedy Change Management](http://www.bmc.com/products/product-listing/22743830-121305-1170.html) (previously linked to [Service Desk (ITSM)](https://en.wikipedia.org/wiki/Service_Desk_(ITSM)))
* BMC Remedy Customer Support (previously linked to [Customer Support](https://en.wikipedia.org/wiki/Customer_Support))
* [BMC Service Level Management](http://www.bmc.com/products/product-listing/53174792-132703-1311.html) (previously linked to [Service Level Management](https://en.wikipedia.org/wiki/Service_Level_Management))
* [BMC Remedy Asset Configuration Management](http://www.bmc.com/products/product-listing/22743814-121270-1983.html) (previously linked to [Asset management](https://en.wikipedia.org/wiki/Asset_management))

**Links:**

<https://en.wikipedia.org/wiki/BMC_Remedy_Action_Request_System>

http://www.fusion.co.uk/serviceassurance.html

Note: You can create a workflow component for one form, or you can share

a component with several forms.

**Note:** Trim, control, table, column, page holder, page, view, and display-only

fields do not require any storage in the data tables, so no column is created

for them

**Configuration management database**

A [**configuration management**](https://en.wikipedia.org/wiki/Configuration_management) **database** (**CMDB**) is a repository that acts as a [data warehouse](https://en.wikipedia.org/wiki/Data_warehouse) for information technology (IT) installations. It holds data relating to a collection of IT assets (commonly referred to as [configuration items](https://en.wikipedia.org/wiki/Configuration_item) (CI)), as well as to descriptive relationships between such assets. When populated, the repository provides a means of understanding:

* the composition of critical assets such as [information systems](https://en.wikipedia.org/wiki/Information_systems)
* the upstream sources or dependencies of assets
* the downstream targets of assets

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## Purpose and Benefits

CMDBs are used to keep track of the state of different things that are normally referred to as *assets*, such as products, systems, software, facilities, and people as they exist at specific points in time, as well as the relationships between such assets. The maintenance of such state related information allows for things like the reconstruction of such assets, at any point in their existence, as well as for things such as [impact analysis](https://en.wikipedia.org/wiki/Impact_evaluation), in the cases of root cause analysis or [change management](https://en.wikipedia.org/wiki/Change_management).

The [Information Technology Infrastructure Library](https://en.wikipedia.org/wiki/ITIL) framework, also known as [ITIL](https://en.wikipedia.org/wiki/ITIL), describes the use of CMDBs as part of infrastructure operations and support. In the [ITIL](https://en.wikipedia.org/wiki/ITIL) context, a CMDB represents the authorized configuration of the significant components of the IT environment.

A CMDB helps an organization understand the relationships between the components of a system and track their configurations. The CMDB is a fundamental component of the ITIL framework's [Configuration Management](https://en.wikipedia.org/wiki/Configuration_Management_(ITSM)) process. CMDB implementations often involve federation, the inclusion of data into the CMDB from other sources, such as Asset Management, in such a way that the source of the data retains control of the data. Federation is usually distinguished from ETL (extract, transform, and load) solutions in which data is copied into the CMDB.

CMDBs can be used for many things, including but not limited to business intelligence, software and hardware builds, and impact analysis for both [Change management](https://en.wikipedia.org/wiki/Change_management) [[1]](https://en.wikipedia.org/wiki/Configuration_management_database#cite_note-CMDB_for_Change_Management-1) and Incident management.

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The CMDB contains and records data records that are also called [configuration items](https://en.wikipedia.org/wiki/Configuration_item) (CI). It also provides details about the important attributes of CIs and the relationships between them

### CI attributes and data

Depending on the CI type or category, there are many attributes that might be captured:

1. CI Unique Identifier or Identification Code
2. CI Name or Label (often, both, long names and short names)
3. CI Abbreviations or Acronyms
4. CI Description
5. CI Ownership (organizations and people)
6. CI Importance

There can be many more, depending on the CI types. In some cases, there may be hundreds of attributes.

Because attributes are defined by metadata, CMDBs also contain metadata, and thus the concept overlaps with that of a [metadata](https://en.wikipedia.org/wiki/Metadata) repository, which is also used to more effectively run IT organizations. Configuration management addresses how the data is to be kept up to date, which has historically been a weakness of metadata repositories.

### Relationships between CIs

At minimum relationships are often composed of a Source CI that is related to a Target CI. In the case of more advanced relationships, such as [semantic relationships](https://en.wikipedia.org/w/index.php?title=Semantic_relationship&action=edit&redlink=1), it is desirable to have a descriptor between the Source CI and Target CI that helps provide context. For example, "Database X" is related as a "Component" of "Application Y". The descriptor is also known as a Predicate.

### Configuration item types

A [Configuration item](https://en.wikipedia.org/wiki/Configuration_item) type (or CI Type) is the data type of the element or [configuration item](https://en.wikipedia.org/wiki/Configuration_item) an enterprise wishes to store within the CMDB. At a minimum, all software, hardware, network, and storage CI Types are stored and tracked in a CMDB. As enterprises mature, they start to also track business CI Types in their CMDB, as well, such as organizations, people, markets, products, and 3rd party entities such as vendors and partners. This allows the relationships between CIs to become more meaningful and the CMDB to become stronger source for knowledge management.

**CI types are:**

* Hardware
* Software
* Communications/Networks
* Location
* Documentation
* People (Staff and Contractors)

A key success factor in implementing a CMDB is the ability to automatically discover information about the CIs (auto-discovery) and track changes as they happen.

## CMDB schematic representations

CMDBs schematic structures, also known as database schemas (or just "schemas"), take on multiple forms. Two of the most common forms are those of a [relational data model](https://en.wikipedia.org/wiki/Relational_model) and a [semantic data model](https://en.wikipedia.org/wiki/Semantic_data_model).

[Relational data models](https://en.wikipedia.org/wiki/Relational_model) are based on first-order predicate logic and all data is represented in terms of tuples that are grouped into relations. In the relational model, related records are linked together with a "key", where the key is unique to an entry's data type definition. Such relational models provide declarative methods for specifying data and queries. In other words, users directly state what information the database contains and what information they want from it, and let the database system take care of describing data structures for storing the data and retrieval procedures for answering queries.

[Semantic data models](https://en.wikipedia.org/wiki/Semantic_data_model) typically rely on the [resource description framework](https://en.wikipedia.org/wiki/Resource_description_framework) and use a model that simply relates anything to any other thing through the use of a relationship descriptor, giving context to how things are related to each other.

## Challenges

There are three core challenges to creating and maintaining a CMDB.

* The first challenge has to do with what it takes to get all relevant data into a CMDB. In this case, collecting all the data, throughout each record's or CI's life cycle becomes critical. This means putting in processes and tools to collect the most recent changes to data as it occurs.
* The second challenge has to do with maintaining the data, once it is in the CMDB, as it will change regularly and rapidly. Organizations that spend the investment to build out their CMDBs often find that one of the biggest challenges is the work and investment to maintain the data, after it is stored. This is because data about CIs and the relationships between them are constantly changing. Enterprises soon learn that manual maintenance of relationships is a significant undertaking that is often not planned for or expected.
* The third challenge has to do with making the data usable and useful, after it is in the CMDB. Most CMDBs are just databases. This means they have no traits, features, or benefits of more complex applications. They lack tools to view data via complex visualizations or tools for advanced discovery. This means that most enterprises need to invest the funds, time, and energy to develop an application layer that adds such constructs to their CMDB, which adds a layer of complexity and cost that most enterprises do not plan for or expect. However, implementing features that ensure the database is up to date or allow it to interact with systems to run commands, apply updates, or deploy new applications extend the functionality and usefulness of the CMDB significantly.

It is because of the above three challenges that most enterprises opt to purchase their CMDBs, rather than designing, building, delivering, and supporting them themselves.

**Release notes and notices**

This section provides information about what is new or changed in this space, including resolved issues, documentation updates, maintenance releases, service packs, and patches. Release notes in this documentation are specific to install and upgrade. For complete release notes, refer to the product documentation of the respective component.

**Note**

This section only includes information about changes since the *most recent* release of BMC Remedy IT Service Management (ITSM) Suite. If you are upgrading from a previous release, review the release notes for all applicable versions of the product. For example, if you are upgrading from version 7.6.04, review the release notes for *both* versions 8.0 and [8.1](https://docs.bmc.com/docs/display/brid81/Release+notes+and+notices)

The following information is provided:

1[What's new](https://docs.bmc.com/docs/display/public/brid90/Release+notes+and+notices#Releasenotesandnotices-What'snew)

2[What's changed](https://docs.bmc.com/docs/display/public/brid90/Release+notes+and+notices#Releasenotesandnotices-What'schanged)

3[Known and corrected issues](https://docs.bmc.com/docs/display/public/brid90/Release+notes+and+notices#Releasenotesandnotices-Knownandcorrectedissues)

4[Product announcements](https://docs.bmc.com/docs/display/public/brid90/Release+notes+and+notices#Releasenotesandnotices-Productannouncements)

5[Related release notes](https://docs.bmc.com/docs/display/public/brid90/Release+notes+and+notices#Releasenotesandnotices-Relatedreleasenotes)

# Why choose BMC Remedy? Key benefits and features of the ITSM suite

## The Business Challenge for IT: Reduce Costs, Innovate - or Both

As business leaders know, the effectiveness of IT will be crucial to the success of most kinds of organizations over the next decade. Whether Information Technology is seen as simply an enabler for the business or as the driver of innovation, IT competence is a basic necessity and the very minimum expected of a CIO. But IT organizations increasingly need to be excellent rather than competent - because great IT performance is what creates competitive advantage.

And yet the reality in much organization’s today is that in IT the majority of time, money and effort is spent on basic management of the IT estate. Huge resources are consumed in making sure that services, systems and applications are able to change to meet business needs, and are secure and compliant. Meanwhile, other teams are dedicated to dealing with incidents and problems, making sure that current service are available when the business needs them and managing changes to ensure that IT remains fit for purpose.

The challenge for businesses today is to liberate some of these IT resources, either in order to reduce costs or to use IT to drive innovation and the move into new markets. BMC Remedy is all about meeting the challenge of managing IT in a way that is efficient, effective and uses scarce business resources in the most effective way possible.

## How Remedy ITSM can help

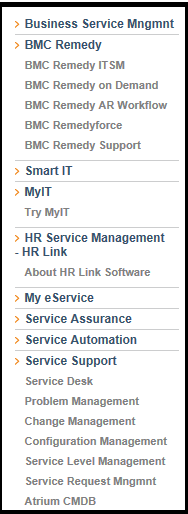
* Comprehensive support and automation of IT processes in line with best practice while being adaptable to specific business needs. Benefit: slicker, more efficient processes leading to greater service availability, fewer disruptions and lowered costs
* Remedy ITSM enables and automates process interfaces so that IT staff no longer work in silos. Benefit: better teamwork and clearer accountability
* Enterprise capability enables interfaces with non-IT processes such as HR. Benefit: business strategy can be delivered by teams working together across the organization, using automation wherever possible
* Increase self-service of IT solutions with improved web interfaces and a variety of automated ways to get help, including mobile applications and email. Benefit: higher user satisfaction, lower costs and more agile responses to business needs
* A range of integrated communication tools. Benefit: Improved collaboration and productivity
* Extensive management control and reporting capabilities. Benefit: understand and manage the costs of IT as well as improvements to IT services
* Drag and drop process design tool. Benefit: deploy applications more quickly and manage them effectively
* Business Service impact analysis prioritizes monitored incidents. Benefit: respond effectively to incidents based on business needs in order to minimize impact on business services

# Remedy with Smart IT

## Part of the Remedy IT Service Management Suite

Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile service desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles, not modules.

* Experience an elegant, friction-free app designed for specific ITSM roles
* Access all relevant information in a single window, for a 360-degree view of your customer, service history, and related incidents
* Mobile-first design gives field technicians anytime, anywhere access to complete ITSM functionality
* Crowd-sourcing connects experts and requesters to enable real-time knowledge sharing and collaboration
* Combines with MyIT to deliver an amazing user experience to both sides of the service desk



# Remedy ITSM - Our Top Tips

Fusion asked some its experts for their best advice on getting the most out Remedy ITSM. Here's what they came up with...

## Two ways to reduce operational costs, plus advice on reducing resolution times

**Graham Hammonds - Best Practice Leader:**

### Cost saver 1 - ITSM email integration

"My first tip is a cost saver. It can be really beneficial to integrate your email system with ITSM to remove the need to cut and paste incidents between the two systems. The time that can be saved is often significant, particularly in a large organization.   
Sending an email from within ITSM is simple to do and the content of the email, and any response from the end customer, will automatically be created as a work information entry in the incident log. In large companies this has removed the need for several service desk staff spending all day monitoring a central mailbox and cutting and pasting data from each email into ITSM... making these resources available to once again take calls directly from the end customer.

This is a simple way to increase available resources and to reduce in costs overnight."

### Cost Saver 2 - Using templates in ITSM

"Use templates to speed up the logging of, and increase the accuracy of the minimum data set for both frequently recurring incidents and often repeated changes.

Incident Templates created for the Top 10 most frequent telephone calls to your help desk can save significant time in creating and assigning incident records. The data captured is of a high quality and consistent in nature and Service Desk staff, and the customer, are able to quickly get on with their next task.   
Change Templates deliver a similar benefit where frequently repeated (or Standard) changes are performed on a regular basis. These templates can be combined with task templates which are able to trigger a series of sequenced tasks for different support groups to carry out the work activity needed to build and implement a change. Once again these templates save time and increase accuracy and consistency of change management data."

### Increase First Time Fix and reduce resolution times

"For every problem that is investigated there should be either a Known Error record, a Solution record or a Knowledge Article created - and then related to the Problem record in ITSM.

All three of these will help Service Desk and other IT support staff to search for these records using Incident Matching. Using the historic resolution information contained in these records is one of the best ways of increasing first time fix rates (thereby improving customer satisfaction ratings) and reducing resolution times (thereby reducing costs as well).

If none of these records can be created then a problem should either still be under investigation or classed as Irresolvable and be reviewed on a regular basis to see if the situation has changed in the interim."

## Processes and KPIs - when you are serious about service

**Michael Woods - Customer Relationship Director:**

Process, Process, Process

"Where there are clearly defined processes that need to be mapped to and supported by a new toolset the implementation of any new product set is straightforward. Where an implementation project becomes problematic is when processes are not defined or documented and no KPI’s have been specified.as output."

### More on Key Performance Indicators

"Where customers have published KPI’s to their end users generally indicates management are serious about service excellence."

## Risk reduction, Investment Strategy and Continual Improvement

**Murray Sherwood - Managing Director, Worldwide Professional Services**

### Consider SaaS – to reduce risk.

"Implementing ITSM or BSM solutions is an important step for your company – so try and reduce the risk where you can. Consider fixed price contracts or SaaS so that the supplier takes on some of the risk. Suppliers who have confidence in their solutions will offer these options."

### Best of Breed vs. Suites

"The top Vendors (such as BMC, IBM and HP) have all assembled their ITSM solutions by buying up 2nd tier companies. They have then worked very hard on developing a level of integration between the components.

The decision that many companies consider is whether to buy Best-of-Breed point solutions and integrate them themselves – or buy the vendor’s suite. In my experience, the suite is always the best approach because of the investment the top vendors have made in their products. Companies often buy into best of breed because it is perceived as being better or easier only to be caught out by the complexity of integrating these disparate components.  Buy a suite, let the vendor do this work!"

### Design for Continuous Improvement

"When implementing an ITSM solution thinks about and designs the Key Performance Indicators (KPIs) and the reports that will be used to drive continuous improvement in each of the processes. Establish regular meetings between your support teams to review and make it your mission to drive improvement.

If you implement an ITSM process and then sit back satisfied thinking "job Done" - then you don't really understand. Continuous Improvement should be part of the culture."

## Architectural Considerations, plus Business and IT engagement for Service Request Management

Architecture

"When implementing ITSM it's important to perform due diligence on architecture design of the solution. This requires:

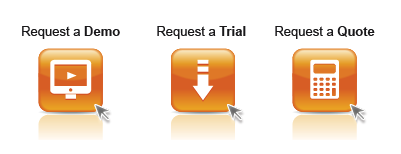
* Analyzing the number of users (maximum and concurrent) and expected numbers of transactions per month to provide information for sizing web, application and database layers
* Allow extra processing power for future integrations with your ITSM solution
* Always have at least one Admin/Integration server which should not be part of the load balanced user traffic. This is used for back end operations and intensive CMDB jobs such as reconciliation and normalization of data
* Assuming sufficient budget, performance test your ITSM solution to identify any potential bottlenecks and ensure non-functional requirements for end users of the solution are met"

### Service Request Management

Starting your service catalogue program can be difficult. The best ways to start are:

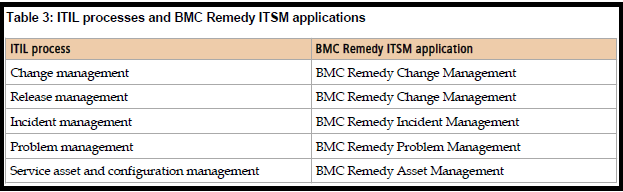
* Engage with the business to ensure that IT is providing the services that meet business needs
* Engage with business users so that the services available in the catalogue are designed with their needs – not IT’s
* Lastly engage with IT who fulfil the request of the service and try to keep it simple
* You don’t want huge forms that have to be filled in which wastes business users' time and creates end user satisfaction issues
* Another great source of information when building your service catalogue are the Service Desk. They are the people speaking to end users the most and get a great feel for what is required. Analyzing existing ticket information for trends is a great source of service catalogue information"

## Learn more about BMC Remedy ITSM



**This offering provides:**

* A rock solid enterprise solution for IT Service Management
* Full OOTB catalog of services to accelerate your value realization
* 24x7 customer support and upgrades
* On-premise / Off-premise integration support
* Global availability and performance management
* ITIL/Industry Best Practices
* Compliance with SAS 70 guidelines to minimize risk



**\*\* Execution order of active links and filters**

More than one active link can fire on the same firing condition. The same is true for filters. For each component, you can specify what order you want it to fire in relation to the other active links or filters. One reason to do this is that the output of one active link can affect another active link. By carefully

Ordering a group of active links, you can perform very complex operations. When the active links and filters are bundled into active link guides and filter guides, execution order within the guide is ignored. Instead, workflow executes in positional order within the guide. This allows the guide procedure to run without worrying about affecting the order of workflow outside the guide.

**\*\* Simple Network Management Protocol (SNMP) Monitor and Management Interface**

The SNMP interface enables system administrators and IT personnel to use SNMP-compliant management consoles (such as BMC Patrol) to monitor AR System statistics and state. In addition, users can stop or start AR System using the BMC Remedy SNMP agent.

**\*\* SQL Database Access** Because the AR System database is fully open and documented, third-party applications can read data from the AR System database. AR System can also read and write to third-party databases.

**\*\* Vendor Forms** Vendor forms allow direct read and write access to data located in database tables and external data sources, such as text files and spreadsheets, which are not owned by AR System. This allows direct access to this data without database replication; however, some programming is required to link to the external data source.

**\*\* View Forms** View forms allow direct read and write access to data located in database tables that are not owned by AR System. This allows direct access to these tables, as if they were owned within AR System, without programming, database replication, or synchronization.

**\*\* Web Services** Integration technology (XML, WSDL, UDDI, and SOAP) that easily allows you to build B2B or A2A distributed applications without programming. You can now perform the following tasks:

- Use the Set Fields workflow action and a Web Services object to “consume” third-party web services in AR System applications.

- Use AR System to create and “publish” a Web Services object.

**Workflow: in general and in the AR System**

Workflow can be defined as the set of processes that your company uses to run itself, for example, tracking defects or administering employee benefits. In that sense, workflow exists whether or not a single computer is present. What workflow does in the AR System is automate these processes through

The use of active links, filters, and escalations. So, for example, if your organization decides that purchase orders for amounts above a certain level need director approval, you can design workflow that allows only correctly approved purchase orders to be automatically forwarded to the purchasing department. Active links filters, and escalations consist of descriptions (also called definitions or rules) that specify what actions to take under what circumstances. The actions can be triggered by the state of data (for example, the value in a field) or by the amount of time data has been stored. The triggers of the actions are called firing conditions. Some of the actions that the workflow components can take to automate

Processes and ease data entry are:

\_ changing the values in fields to values you specify, for example, to override a value a user has entered.

\_ manipulating a form, for example, enabling or disabling fields, or changing menus associated with fields.

\_ Error checking.

\_ Enabling cross-application integration using OLE or DDE.

\_ Opening new windows for data entry or display.

\_ communicating with users by means of onscreen messages or notifications sent by email, BMC Remedy Alert, or other methods.

\_ running a guide as a subroutine—that is, a predefined sequence of commands.

**Note:** You can create a workflow component for one form, or you can share a component with several forms.

**Component Triggered by: events or passage of time where it is performed:**

**Client or server**

Active link Events Client

Filter Events Server

Escalation Time Server

**Change characteristics of a field**

An active link can change the following characteristics of a field:

\_ Move the cursor or keyboard focus to the field. For example, after a user fills in the Employee ID field, two more fields (first and last name) could be automatically filled in by using a Set Fields action and the cursor then moved to the Problem Category field.

\_ Allow the field to be visible or hidden. For example, you can design an active link that hides all fields related to telephone problems if a user is reporting a network problem.

\_ Change how the field can be accessed—whether it is read only, read/write, or disabled (grayed out). For example, you can make all fields in a request read-only after the request is closed.

\_ Change the color of the field label or trim text.

\_ Change the character menu attached to a data field. For example, a form for scheduling a meeting could have a field for the building. Depending on which building you are going to meet in, the menu of meeting rooms attached to the meeting room field would change.

\_ Refresh the data in a table field.

\_ Change the label of a field.

**Perform an alternate action in the processing sequence**

All workflow is performed in a specific order—the execution order. However, there are times when it is useful to jump to a different place within the flow and continue executing. The Goto and Go to Guide Label actions are similar to the Goto command in programming languages. These actions allow you to jump to a fixed location or to a location indicated by a field value. With this functionality, you can jump out of the execution flow (for example, skip to order 1000). This is useful if you encounter an error and

Want to skip the remaining processing or if you have found the answer and do not need to perform further steps that search other places. You can set up a loop that will prompt the user, check the value, and then jump back to prompt again if the value is out of range or incomplete. The workflow will continue to loop until a legal value is specified. You can attach a menu to any character field on a form to help users fill in the field. Menus can provide suggestions for entering data into a field, or they can be mandated as the only possible choices. Menus can be statically defined, dynamically built by searching AR System databases and external databases, or read from text files written by other applications. Menus are separate objects stored independent of a form. This means that you can create a single menu and then reuse it for multiple forms. You can also use the same menu for as many fields as you want.

Forms, with the help of menus, capture the crucial data needed to run your business. Doing something with that data is the function of workflow. You use three workflow components—active links, filters, and escalations—to enforce business rules in a variety of ways, including notifying people of events, escalating problems to the next level, automatically routing information, and checking that key data is correctly entered.

Unrestricted access: If a user needs to access data for all companies, you can set the user's access to Unrestricted.

RESOLUTION:

1) BPCU report doesn't

Capture purely customized objects. So in your case it's working as expected.

2) Your BPCU report is

Clean, we don't see any non-permitted customization, So you are good to

Perform upgrade.

# Incident Management integrations

You use the interface forms in Incident Management to:

* Create or modify an incident
* Query an incident or a list of incidents

When creating an incident, if necessary, you can also associate the incident to an existing CI and create a work information entry.

Note

You can also create a work information entry during an incident modification.

The following web service functions are available for Incident Management. These functions are described in the rest of this section.

* [**HPD\_IncidentInterface\_Create\_WS**](https://docs.bmc.com/docs/display/servicedesk81/HPD_IncidentInterface_Create_WS) creates and submits incident tickets with work information and CI associations.
* [**HelpDesk\_Modify\_Service**](https://docs.bmc.com/docs/display/servicedesk81/HelpDesk_Modify_Service) modifies incident tickets with work information.
* [**HelpDesk\_Query\_Service** and **HelpDesk\_QueryList\_Service**](https://docs.bmc.com/docs/display/servicedesk81/HelpDesk_Query_Service+and+HelpDesk_QueryList_Service+functions) allow searches for specific incident tickets (using the query service) or a set of incident tickets (using the query list service).
* [**HelpDesk\_GetWorkInfoList**](https://docs.bmc.com/docs/display/servicedesk81/HelpDesk_GetWorkInfoList+function) retrieves a list of work info records for a list of incidents.
* [**GetListOfRelatedIncidents**](https://docs.bmc.com/docs/display/servicedesk81/GetListOfRelatedIncidents+function) retrieves a list of related incidents.

# HPD\_IncidentInterface\_Create\_WS

# https://docs.bmc.com/docs/display/public/servicedesk81/HPD\_IncidentInterface\_Create\_WS

Notes

Prior to version 7.6.04, this web service was named as HelpDesk\_Submit\_Service.

The following tables list the values needed to submit an incident through the **HPD:IncidentInterface\_Create** form. You can create incident records either through web services, or through the interface form.

**Required input fields to return customer information**

This table lists fields that are required to get the custo

mer information from the People form.

| **DB field on interface form** | **Displayed on web services** | **Field value** | **Notes** |
| --- | --- | --- | --- |
| **DB field on interface form** | **Displayed on web services** | **Field value** | **Notes** |
| Last\_Name | Last\_Name |  | Used to populate the customer information section on the HPD:Help Desk form |
| First\_Name | First\_Name |  | Used to populate the customer information section on the HPD:Help Desk form |
| Middle Initial | Middle\_Initial |  | Used to populate the customer information section on the HPD:Help Desk form |
| Login\_ID | Login\_ID |  | Used to populate the customer information section on the HPD:Help Desk form |
| Contact\_ Company | Customer\_Company |  | Used to populate the customer information section on the HPD:Help Desk form |
| Corporate ID | Corporate\_ID |  | Used to populate the customer information section on the HPD:Help Desk form |

Note

You can pass all of the fields in this table to the interface to get the customer information from the People form, or just one of the following subsets:

* Login\_ID (Login\_ID is considered a unique identifier on its own)
* Customer\_Company and Corporate\_ID (when used together, these two fields are consider a unique identifier)
* First\_Name, Middle\_Initial, and Last\_Name (this subset of fields might not guarantee a unique identification, depending on how data is delimited in your system)

**Required core attribute fields**  
This table lists the required core attribute fields.

| **DB field on interface form** | **Displayed on web services** | **Field value** | **Notes** |
| --- | --- | --- | --- |
| **DB field on interface form** | **Displayed on web services** | **Field value** | **Notes** |
| z1D\_Action | Action | CREATE | Keyword triggers workflow that initiates the submit operation |
| Status | Status |  |  |
| Service\_Type | Service\_Type |  |  |
| Impact | Impact |  |  |
| Urgency | Urgency |  |  |
| Description | Summary |  | Maps to Summary on the HPD:Help Desk form |
| Reported Source | Reported\_Source |  |  |

**Optional input field values**  
The following table lists optional input field values:

| **DB field on interface form** | **Displayed on web services** | **Notes** |
| --- | --- | --- |
| **DB field on interface form** | **Displayed on web services** | **Notes** |
| Detailed\_Description | Notes |  |
| Status\_Reason | Status\_Reason |  |
| Assigned Support Company | Support\_Company | Required when status is set to greater than or equal to Assigned |
| Assigned Support Organization | Support\_Organization | Required when status is set to greater than or equal to Assigned |
| Assigned Group | Assigned\_Group | Required when status is set to greater than or equal to Assigned |
| Assigned Group Shift Name | Assigned\_Group\_Shift\_Name | Required when status is set to greater than or equal to Assigned |
| Assignee | Assignee | Required when status is set to greater than or equal to Assigned |
| Product Categorization Tier 1 | Product\_Categorization\_ Tier\_1 | Displayed under the Product Categorization section on the interface and main forms |
| Product Categorization Tier 2 | Product\_Categorization\_ Tier\_2 |  |
| Product Categorization Tier 3 | Product\_Categorization\_ Tier\_3 |  |
| Product Name | Product\_Name |  |
| Product Model/Version | Product\_Model\_Version |  |
| Manufacturer | Manufacturer |  |
| Categorization Tier 1 | Categorization\_Tier\_1 | Displayed under the Operational Categorization section on the interface and main forms |
| Categorization Tier 2 | Categorization\_Tier\_2 |  |
| Categorization Tier 3 | Categorization\_Tier\_3 |  |
| Closure Product Category Tier1 | Closure\_Product\_Category\_ Tier\_1 | Displayed under the Resolution Product Categorization Section on the interface and main forms |
| Closure Product Category Tier 2 | Closure\_Product\_Category\_ Tier\_2 |  |
| Closure Product Category Tier 3 | Closure\_Product\_Category\_ Tier\_3 |  |
| Closure Product Name | Closure\_Product\_Name |  |
| Closure Product Model/Version | Closure\_Product\_Model\_ Version |  |
| Closure Manufacturer | Closure\_Manufacturer |  |
| Resolution Category Tier 1 | Resolution\_Category\_Tier\_1 | Displayed under the Resolution Categorization Section on the interface and main forms |
| Resolution Category Tier 2 | Resolution\_Category\_Tier\_2 |  |
| Resolution Category Tier 3 | Resolution\_Category\_Tier\_3 |  |
| Direct Contact Company | N/A |  |
| Direct Contact First Name | Direct\_Contact\_First\_Name |  |
| Direct Contact Last Name | Direct\_Contact\_Last\_Name |  |
| Direct Contact Phone Number | N/A |  |
| Direct Contact Internet E-mail | N/A |  |
| Direct Contact Organization | N/A |  |
| Direct Contact Department | N/A |  |
| Direct Contact Site | N/A |  |
| CI Name | CI\_Name | For more information about this element, see [Associating entries with configuration items](https://docs.bmc.com/docs/display/itsm81/Associating+entries+with+configuration+items). |
| Lookup Keyword | Lookup\_Keyword | For more information about this element, see [Associating entries with configuration items](https://docs.bmc.com/docs/display/itsm81/Associating+entries+with+configuration+items). |
| z1D\_WorklogDetails | Work\_Info\_Summary | Required for creating work information |
| z1D\_ActivityType | Work\_Info\_Type | Optional for creating work information. Defaults to General Information if left null. |
| z1D\_Secure\_Log | Work\_Info\_Locked | Optional for creating work information. Defaults to No if left null. |
| z1D\_View\_Access | Work\_Info\_View\_Access | Optional for creating work information. Defaults to Internal if left null. |
| z1D\_Details | Work\_Info\_Notes | Optional for creating work information |
| z1D\_ActivityDate\_tab | Work\_Info\_Date | Optional for creating work information |
| z1D\_CommunicationSource | Work\_Info\_Source | Optional for creating work information |
| Flag\_Create\_Request | Create\_Request | A Yes or No selection. Used to automatically generate a request entry when set to Yes. For more information about this, see [Creating a service request entry](https://docs.bmc.com/docs/display/itsm81/Creating+a+service+request+entry). |
| ServiceCI | ServiceCI | For more information about this element, see [Associating entries with configuration items](https://docs.bmc.com/docs/display/itsm81/Associating+entries+with+configuration+items). |
| ServiceCI\_ReconID | ServiceCI\_ReconID | For more information about this element, see [Associating entries with configuration items](https://docs.bmc.com/docs/display/itsm81/Associating+entries+with+configuration+items). |
| HPD\_CI\_ReconID | HPD\_CI\_ReconID |  |
| Middle Initial | Middle\_Initial | If specified, the Middle Initial can make the customer information more unique. Otherwise, it will get populated automatically, if applicable. |
| Status\_Reason | Status\_Reason |  |
| Direct Contact Middle Initial | Direct\_Contact\_Middle\_Initial | If specified, the Middle Initial can make the direct contact information more unique. Otherwise, it will get populated automatically, if applicable. |
| TemplateID | TemplateID | Optional for creating an incident using Incident Templates. Specify the Template InstanceID (FieldID 179) which can be found on the HPD:Template form. |

**Fields set through workflow**  
the following table lists the fields set through workflow:

| **DB field on interface form** | **Notes** |
| --- | --- |
| **DB field on interface form** | **Notes** |
| Incident Number |  |
| Contact\_Company |  |
| Company |  |
| Client Type |  |
| Client Sensitivity |  |
| VIP |  |
| Middle Initial |  |
| Priority | Set from impact and urgency values |
| Priority Weight | Set from impact and urgency values |
| Person ID |  |
| Site Group |  |
| Site |  |
| Site ID |  |
| Organization |  |
| Region |  |
| Desk Location |  |
| Mail Station |  |
| Internet E-mail |  |
| Phone\_Number |  |
| Department |  |
| Reported Date |  |
| CC Business | Label is--Country Code |
| Area Business | Label is--Area Code |
| Local Business | Label is--Local Phone |
| Extension Business |  |
| Incident\_Entry\_ID |  |
| Assignee Login ID | Set from the Assignment workflow |
| Schema Name | Set from the CI Association |
| HPD\_CI | Set from HPD\_CI\_ReconID value |
| HPD\_CI\_FormName | Set from HPD\_CI\_ReconID value |
| z1D\_CI\_FormName | Set from HPD\_CI\_ReconID value |
| State Province | Set by the specified customer information |
| Street | Set by the specified customer information |
| Zip/Postal Code | Set by the specified customer information |
| Corporate ID | Set by the specified customer information |
| Time Zone | Set by the specified customer information |
| Direct Contact Region | Set by the specified direct contact information |
| Direct Contact Site Group | Set by the specified direct contact information |
| Direct Contact Street | Set by the specified direct contact information |
| Direct Contact State/Province | Set by the specified direct contact information |
| Direct Contact City | Set by the specified direct contact information |
| Direct Contact Zip/Postal Code | Set by the specified direct contact information |
| Direct Contact Time Zone | Set by the specified direct contact information |
| Direct Contact Desk Location | Set by the specified direct contact information |
| Direct Contact Mail Station | Set by the specified direct contact information |
| Direct Contact Site ID | Set by the specified direct contact information |
| Direct Contact Country Code | Set by the specified direct contact information |
| Direct Contact Area Code | Set by the specified direct contact information |
| Direct Contact Local Number | Set by the specified direct contact information |
| Direct Contact Extension | Set by the specified direct contact information |
|  |  |