

BMC REMEDY IT SERVICE MANAGEMENT - Incident Management

Incident Request

[View Broadcast](#)

Quick Actions

[Assign to Me](#)[Auto Assign](#)[Broadcast Incident](#)[Customer's Incidents](#)[Incident Matching](#)[Select Operational](#)[Select Product](#)

SLM Status

[Details...](#)[Links](#)[Functions](#)[Advanced Functions](#)[Create Other Requests](#)[Consoles](#)

Identification and Recording

Incident ID*

INC0000000005413

22

Company*

G&S Services

▼

Customer*

Ramirez, Manuel

●

●

Contact:

Atbrook, Allen

●

●

Notes

User hasn't yet received messages sent to him 30 minutes ago.

■

Template*

Email issue

Summary*

Email service is dog slow

■

Service*

Email Service

▼

Site

Outlook server

▼

Target Date

10/14/2009 6:57:41 AM

■

Impact*

3-Moderate/Limited

▼

Urgency*

2-High

▼

Priority*

High

▼

Incident Type*

User Service Restoration

▼

Investigation and Diagnosis

Resolution and Recovery

Incident Closure

[Close](#)[Work Detail](#)[Relationships](#)[Data/System](#)[Show Related](#)

3 entries returned - 3 entries matched

[Preferences](#)

Relationship Type	Request Type	Request Summary
Impacts	Configuration Item	Email Service
Related to	Configuration Item	Email Service
Related to	Problem Investigation	PS0000000003211 Email response s

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Request Type

▼

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Bmc Remedy Service Request Management User Guide

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Telecommunications Directory ,2007 *BMC Remedy Action Request System 7.6.04* BMC Software, Inc,2011

Network World ,1989-11-13 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce

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