



# Remedy Application for IT

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## 1 Benefits

There are several benefits to implementing Remedy Change Request for not only the IT Department, but for the entire District. The following are just a few:

- Create an individual Change Request in addition to one with multiple tasks, which would need to be arranged in a particular order and assigned to various people.

For instance, the task of upgrading the operating system on workstations for an entire organization can involve the following tasks:

1. Verifying who needs/has hardware and software
  2. Ordering necessary hardware/software
  3. Performing actual installation
- End-users follow a guide to “step” them through the process of creating, maintaining and closing a Change Request. This guide is one the District creates.
  - View a bulletin board where messages are posted by managers about particular tickets.
  - Attach a timed reminder to yourself that prompts you to follow up on its implementation, for instance.

## 2 Roles and Responsibilities (Suggested by Remedy)

There are several employee functions or roles suggested by Remedy that allow the Change Request system to flow more smoothly. Listed below, they would take place in the following order:

1. *Application Administrator:*

The Application Administrator/Programmer installs, maintains and attends to Remedy's licensing.

2. *Requester:*

A Requester is an employee (i.e. Control Room or an employee outside of IT) who requests changes from the support staff. The Requester requests a 'ticket' in the "Remedy Requester" tool. The requester screen looks similar to the following:



Once submitted it is then automatically sent to the appropriate Change Supervisor based upon its categorization.

### 3. *Change Supervisor:*

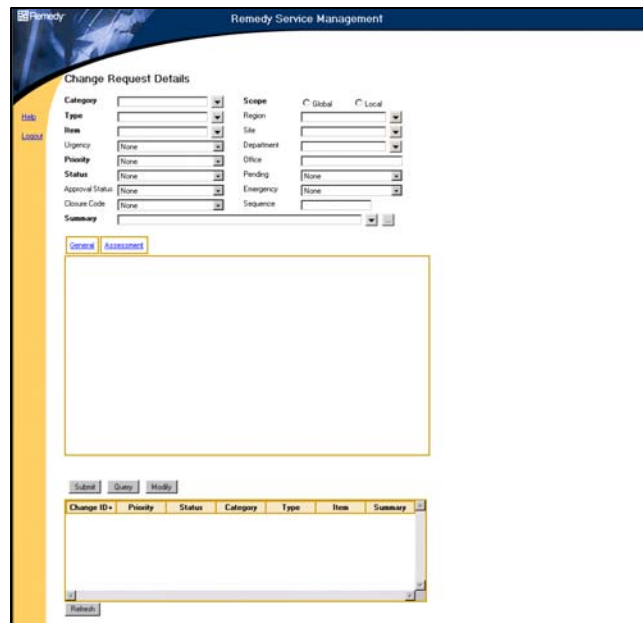
Notified by pager or email that a request has been generated, the Change Supervisor creates and inputs the plans and tracks the Change Request. He/she also:

- assesses risks
- identifies, creates and sequences affiliated tasks
- schedules people and resources to implement
- requests approvals

#### Note:

- Planning activities include identifying, creating and assigning the tasks that must be performed to accomplish the change; determining the impact by assessing the different kinds of risks; and writing plans.

The form completed by Change Supervisor looks similar to the following:



The screenshot shows the 'Remedy Service Management' interface for 'Change Request Details'. The form includes several input fields and dropdown menus for various attributes:

- Category:** dropdown menu
- Type:** dropdown menu
- Item:** dropdown menu
- Urgency:** dropdown menu (set to None)
- Priority:** dropdown menu (set to None)
- Status:** dropdown menu (set to None)
- Approval Status:** dropdown menu (set to None)
- Close Code:** dropdown menu (set to None)
- Scope:** radio buttons for Global and Local (Local is selected)
- Region:** dropdown menu
- Site:** dropdown menu
- Department:** dropdown menu
- Office:** dropdown menu
- Pending:** dropdown menu (set to None)
- Emergency:** dropdown menu (set to None)
- Sequence:** dropdown menu

Below the form fields are buttons for 'Submit', 'Query', and 'Modify'. At the bottom, there is a table with columns: Change ID, Priority, Status, Category, Type, Item, and Summary. The table is currently empty.

### 4. *Task Implementor:*

Once a change has been approved, it is automatically assigned to the appropriate task implementors who are responsible for conducting the change. Task Implementors log their progress as they complete the tasks in the Change Request form. When all are completed and closed, the requestor and supervisor (above) are notified.

### 5. *Approver:*

Usually by the manager of the initial requestor, the manager contacts the approvers by email to notify that an approval is required and needs to be reviewed.

6. *Manager:*

Managers also approve requests and generate reports from Remedy to monitor activity.

### 3 Change Request Life Cycle Flow Chart

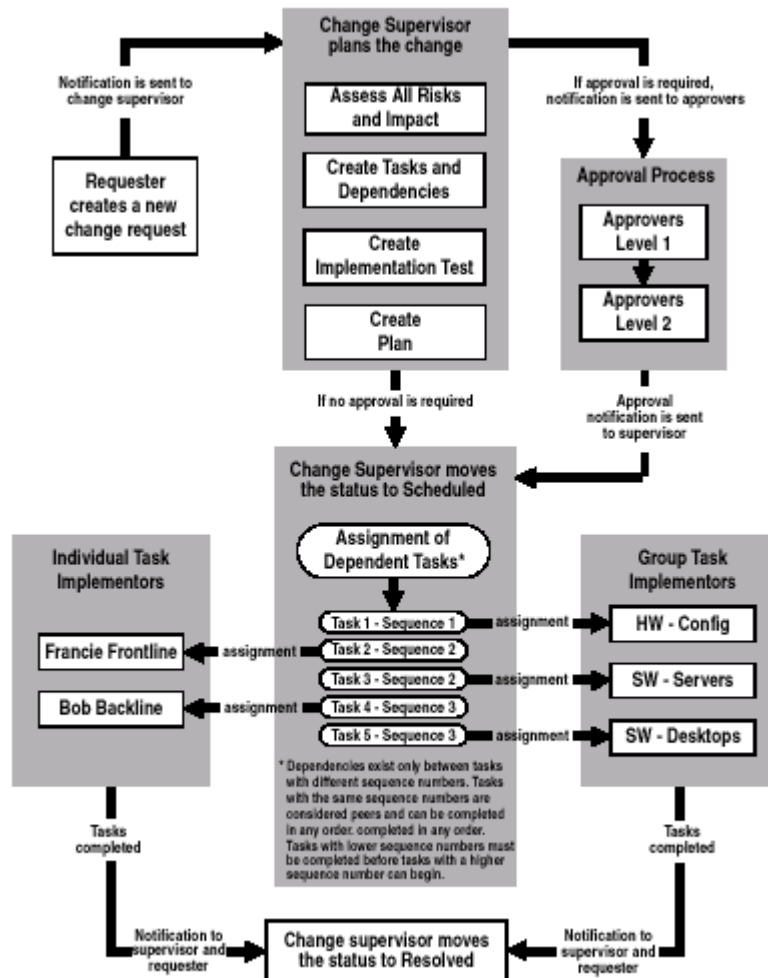


Figure 1-1 Life Cycle of a Change Request

## 4 Change Request Life Cycle Process

The normal cycle of a Change Request consists of these stages:

- A new Change Request is generated through a requester by entering it in the Requester system.
- A Change Request is automatically assigned to the appropriate supervisor.
- The Change Supervisor plans the request.
  - If requiring approval, Change Supervisor initiates.
  - Once approved, Change Supervisor sets status to 'Scheduled'.
  - Tasks are assigned automatically to appropriate implementors.
- Implementors and support staff logs their progress as they work to implement.
  - As tasks are complete, the implementor for the next number in sequence is notified of their task assignment.
- When all tasks are complete and marked *closed*, the system notifies requester.
- Requester closes the Change Request.



## 5 "Current" Field Options

The Remedy Change Management is canned - yet, can be modified here at the District - and displays the following in the first two fields of the form (Category and Type) that are IT related:

**Change Request Details**

<b>Category</b>	<input type="text"/>	<b>Scope</b>	<input type="radio"/> Global <input type="radio"/> Local
<b>Type</b>	<input type="text"/>	Region	<input type="text"/>
<b>Item</b>	<input type="text"/>	Site	<input type="text"/>
Urgency	None	Department	<input type="text"/>
<b>Priority</b>	None	Office	<input type="text"/>
<b>Status</b>	None	Pending	None
Approval Status	None	Emergency	None
Closure Code	None	Sequence	<input type="text"/>
<b>Summary</b>	<input type="text"/>		

Category

Type

