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8.1

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Remedy Service Desk 9.1

Remedy Service Desk uses

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automated, ITIL-compliant incident management and problem management processes to help IT organizations respond quickly and efficiently to conditions that disrupt critical services. The incident

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management process focuses on getting users up and running after disruptions.

*Home - Documentation for
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The Remedy Help Desk 5.5

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User's Guide describes how to use the Remedy® Help Desk 5.5 application. Remedy Help Desk is one of four Remedy IT Service Management applications. The others are Remedy® Asset Management, Remedy® Change Management,

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application; includes new
features and overview.
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Quick start - Documentation for Remedy IT ... - BMC

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Software

BMC Atrium Configuration Management Database (BMC Atrium CMDB) stores information about the configuration items (CIs) in your IT environment and the relationships between them.

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Data providers, such as discovery applications, put data into BMC Atrium CMDB (known as BMC CMDB for version 1805), where it is partitioned into separate datasets.

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*BMC Atrium CMDB -
Documentation for Remedy
Asset ...*

Remedy IT Service Management
Suite (Remedy ITSM Suite)
and BMC Helix ITSM service
provide out of-the-box IT
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service support
functionality. Remedy ITSM
Suite and BMC Helix ITSM
service streamline and
automate the processes
around IT service desk,
asset management, and change
management operations.

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*Remedy IT Service Management
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Documentation*

BMC Service Desk provides a
single point of contact for
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submitted incidents, and

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track and manage enterprise configuration items (CIs) – and their changing relationships – throughout the entire asset life cycle.

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plugin and then from there you use standard Remedy workflow interact with the form(s) which is really utilizing REST.

*Calling external REST API
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