



Federal Authority for Human Resources

User Guide – Self Service System (BMC Remedy)



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1 Introduction:

Self Service System provides a consistent user interface where you can request a service or report an issue to FAHR related to the services utilized by their entities/themselves.

The system is aligned with the latest ITIL v3 standards, which are associated with FAHR environment in order to manage the submitted requests efficiently with respect to the request lifecycle

The main goals of implementing and launching the Self Service System are:

- a) To improve the efficiency of FAHR support operations by:
 - Signing SLA's with the entities whom utilizing FAHR services.
 - Reducing the response and resolution times of the received Requests.
 - Increasing the FRR (First Request Resolution) rate of the received Requests.
 - Eliminating number of received repetitive Requests.
- b) Thus, to increase customers' experience and satisfaction.



2 Request Entry Console:

The Request Entry console provides an easy-to-use interface in which you can:

- Search the service catalog.
- Create, view, update, or cancel your service requests
- View the status of your submitted service requests.
- Enter requests on behalf of other users.

Additionally, the Request Entry console shows the most popular service requests to reduce the time that you spend browsing the service catalog.

2.1 Login Page:

You can access the system through your internet browser:

To Login to Self Service System:

1. Enter the link in your internet browser.
2. Enter your Email Address in the User Name field.
3. Tentatively, enter “123” as a default password.
4. Click Login Button.

BMC Remedy Action Request System



Please log in.

User Name

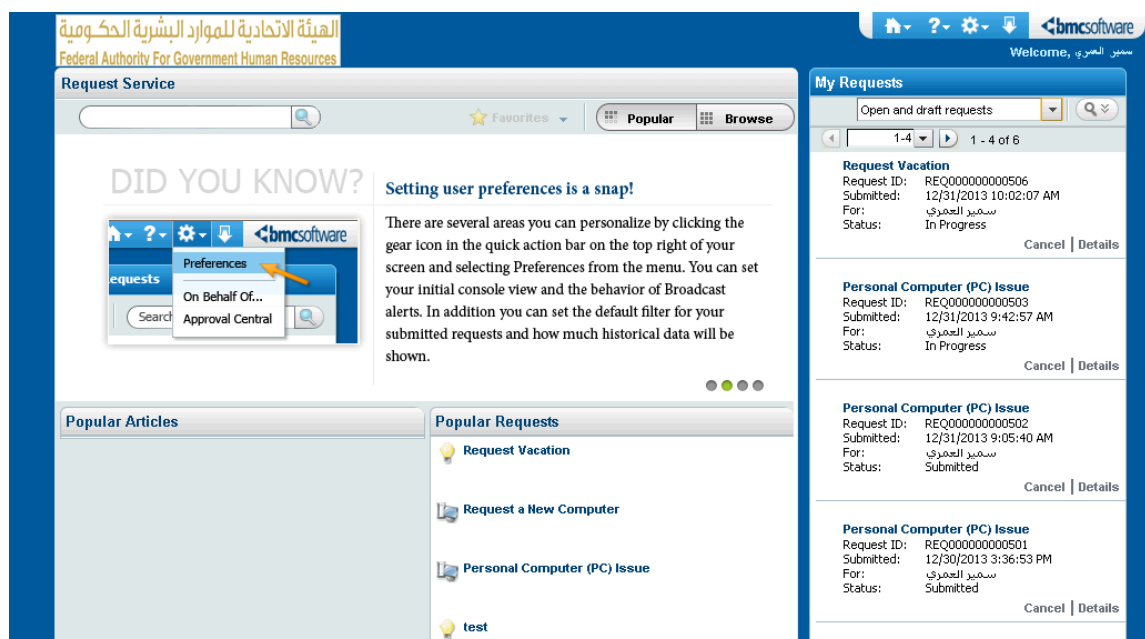
Password

Authentication

2.2 Home Page:

This section describes the areas of the Home Page of self-service portal and the features and functions that you can access from them.

The following figure illustrates the functional areas of the Home Page of the Self Service System:



The following table describes what you can do in each of the functional areas:

Functional Area	Purpose
Menu Bar	
Home Button	Takes you to home page
Question mark (Help)	Help — Click this link to view online help. Give Feedback — Click this option to submit your comments and suggestions. Complete Survey — Click this option to respond to surveys. For more information about surveys.
Gear (Settings)	Preferences — Click this option to modify your console settings Approvals — Click this link to view a list of individuals who must approve your requests On Behalf of — Click this option to search for users on whose behalf you can allowed to submit requests.
Down Arrow (Logout)	Click this icon to log out of the Request Entry console
Refresh	Updates the console with the latest information.



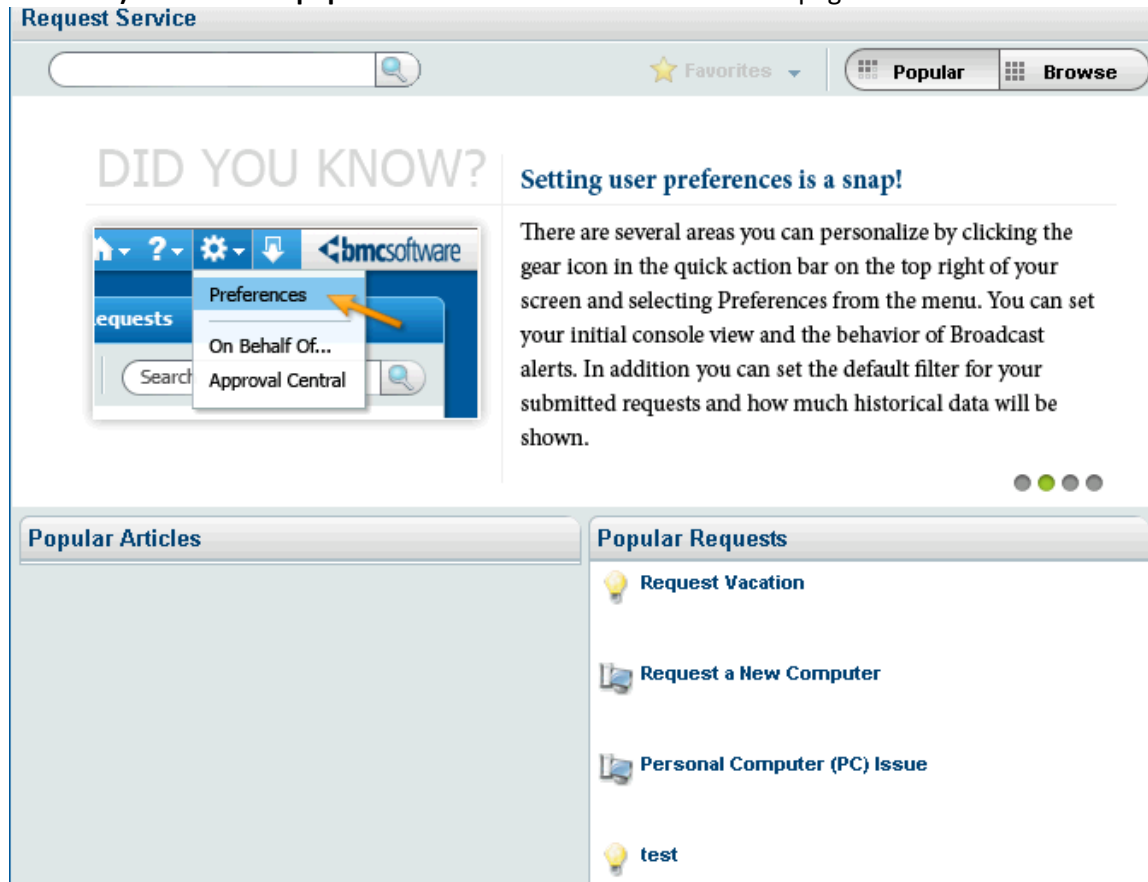
My Requests	
Functional Area	Purpose
Show	<p>This area contains the “Show” field , which enables you to filter the service requests records in the requests table:</p> <ul style="list-style-type: none"> ▪ All Open Requests- All open requests submitted by you. ▪ Draft Requests – All draft requests. ▪ Requests Needing Attention - all requests needs input from your side. ▪ Recently closed Requests – All recently closed requests. ▪ Requests Closed since Last Login – All closed requests since last time you logged in to system. ▪ Closed Requests – All Closed Requests
Requests List	<p>This is a list of requests that you submitted and, if any, requests that were submitted on your behalf by another user. By default, the system shows requests that are in the Open or Draft status, along with their request ID, submitted date, and status</p>
Activity Log	<p>when you are viewing your service requests in the Request Entry console, you can add summary information or an attachment to the activity log to provide more information about the service request</p>
Request Service Section	
Functional Area	Purpose
Search	<p>The Search field enables users to find matching requests and Knowledge Base articles using the type ahead functionality</p>
Popular Services	<p>This selection lists popular requests in your organization. These requests are added automatically, based on how many times users submits a request during a specified period of time.</p>
Browse Catalog	<p>show all services categories</p>
Popular Articles	<p>This is a list of the eight most popular Knowledge Base articles that are used to troubleshoot problems. This list appears only if the administrator has installed BMC Knowledge Management.</p>
Popular Requests	<p>This selection lists popular requests in your organization. These requests are added automatically, based on how many times users submits a request during a specified period of time.</p>

3. Managing Service Requests:

3.1 Selecting a Service Request through Self-Service (Request Entry):

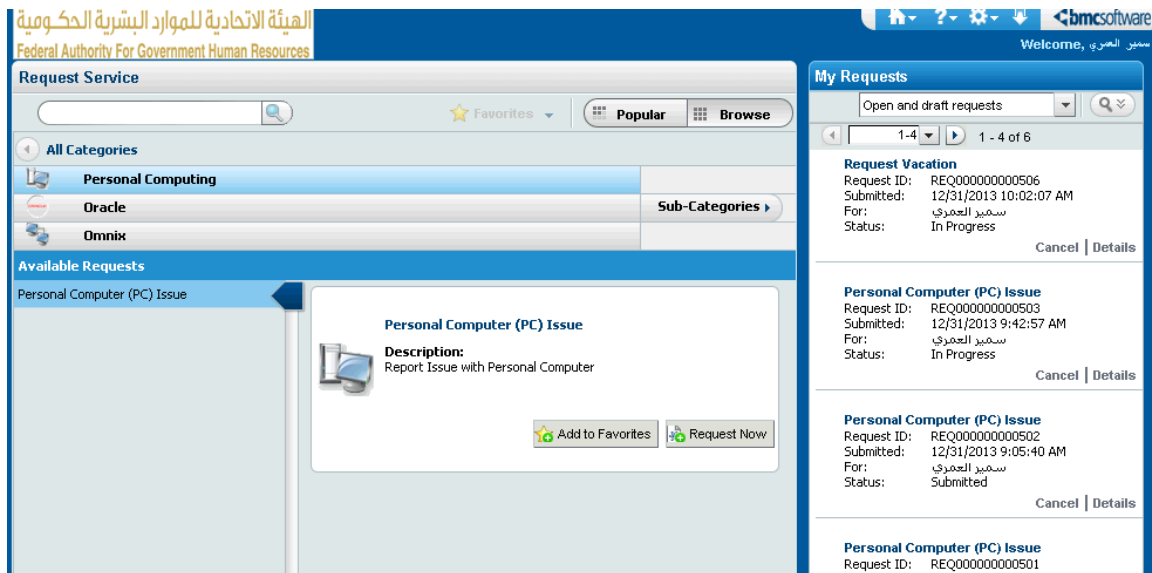
You may use one of the following methods to find the service to request from the Request Entry console, and then “Click” the “Next” and “Previous” buttons (if shown) to view all the available requests.

a) Review the popular service that is listed on the initial page.



For each service that appears you can also click:

- **Add to Favorites or Remove Favorite:** To add or remove the service from your favorite list. Your favorites appear first in the Popular Services view of the Service Request Console.
- **Request Now:** To Submit new request on this service



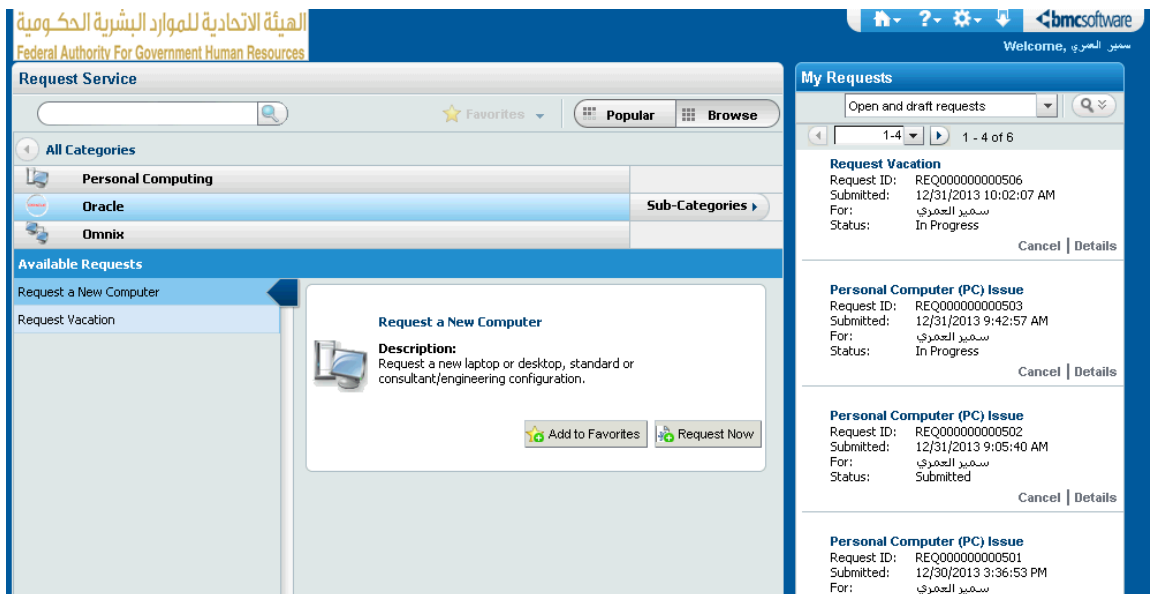
b) Enter a search term, and click the magnifying glass:

For example, if you have an “issue in printer”, you shall type in the search field “Issue with Personal Computer” and click search button:



c) Browse Catalog :

Click on “Browse” button on the home page and then all the services that you are authorized to view will be populated:



Or you may click on “Browse Subcategories” to view all services categorization.

After having the list of service requests under your selected category you shall “Click” on the icon or the name of the desired a request to request it:



طلب خدمة

الهيئة الاتحادية للموارد البشرية الحكومية
Federal Authority For Government Human Resources

أعدت كمين كلمة السر

الطلبات المرسله

المسودات و الطلبات المقترحة

1-4 1 - 4 of 47

...استفسار في طلب مساعدة عامة لخدمات

رقم الطلب: REQ0000000045263
تاريخ الإرسال: ٢٠٢٤/١٩/٢٥ م
العمل: App Admin
الحالة: Initiated

Committee to consider objections

رقم الطلب: REQ0000000037421
تاريخ الإرسال: ١٢/٢٣/٢٤ م
العمل: App Admin
الحالة: Initiated

Technical issue in OLM

رقم الطلب: REQ0000000032964
تاريخ الإرسال: ٢٠٢٤/١٠/١٢ م
العمل: App Admin
الحالة: Draft

Technical issue in OLM

رقم الطلب: REQ0000000032963
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العمل: App Admin
الحالة: Draft

الرد على الاستفسارات القانونية

الوصف:

تم إنشاء عدد من قنوات التواصل وتم إدراجها على موقع الهيئة لتكون حلقة وصل بين موظفي الحكومة والهيئة يتم من خلالها حل المشكلات القانونية التي تصادف موظفي الوزارات، طبقاً لقانون الموارد البشرية ولائحته التنفيذية وموظفي الجهات الاتحادية الحكومية المستقلة طبقاً للوائح الموارد البشرية للجهات الاتحادية المستقلة، بما للهيئة من دور في مساعدة تلك الجهات على التنفيذ السليم للتشريعات واللوائح والأنظمة المتعلقة بالموارد البشرية، والمطابقة بالحكومة

أطلب الخدمة

أضافة للفضيلة

Or you may click on “Browse Subcategories” to view all services categorization.

After having the list of service requests under your selected category you shall “Click” on the icon or the name of the desired a request to request it:

طلب خدمة

الهيئة الاتحادية للموارد البشرية الحكومية
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أعدت كمين كلمة السر

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المسودات و الطلبات المقترحة

1-4 1 - 4 of 47

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أطلب الخدمة

أضافة للفضيلة



After selecting the type of request to be submitted, you shall fill-in all the needed information (including attachments), and then “Click” “Submit”. For example:

رد على الاستفسارات القانونية

App Admin المرسى ### تعديل الهاتف

App Admin العميل البريد الإلكتروني

المرفقات

الاسم الاول*

اسم العائلة*

المسمى الوظيفي*

الجنسية*

البريد الإلكتروني*

رقم الهاتف*

رقم الهاتف المتحرك*

نوع الجهة*

جهة العمل*

أخرى

نوع الاستفسار*

نص الاستفسار*

المرفقات

☒ الرجاء إضافة مرفقات أعلاه

الرجاء إضافة مرفقات أعلاه

اسأل الخبير القانوني

الخبير القانوني

رؤيتنا

اسأل الخبير القانوني

المحادثة المباشرة

التفاصيل

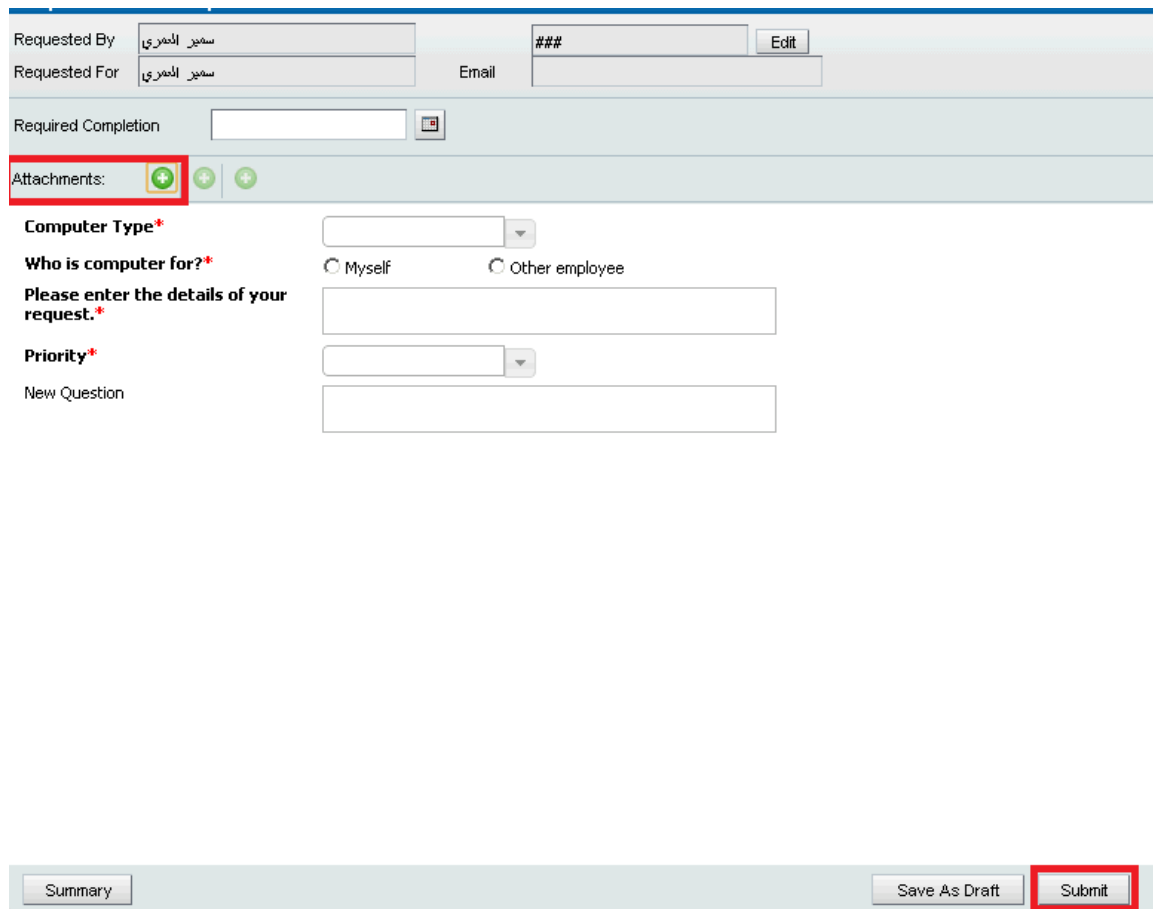
حفظ في المسودات

إرسال



3.2 Submitting a Service Request

After selecting the type of request to be submitted, you shall fill-in all the needed information (including attachments), and then “Click” “Submit”. For example:



Note: If you are not sure you have all the needed information, click “Save as Draft”. The request appears in the list of service requests in Draft mode.

3.3 Viewing your submitted Service Requests:

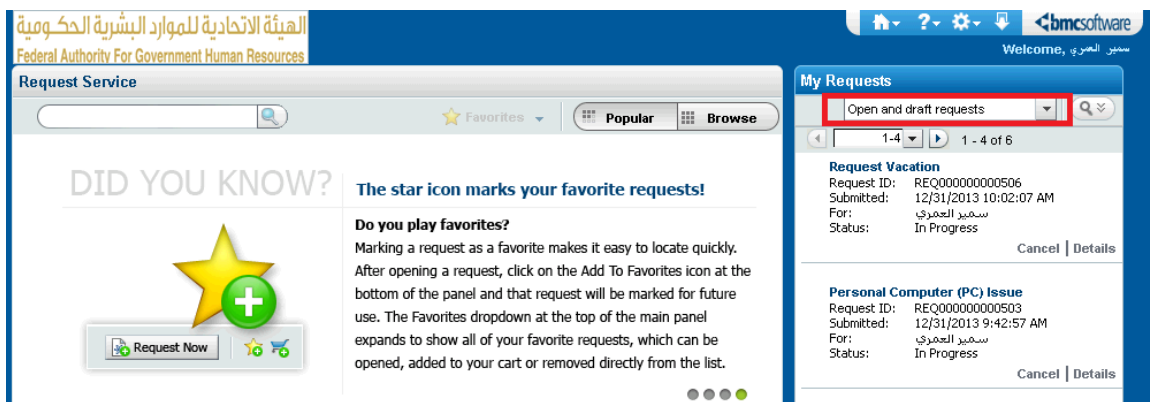
You can review a list of your service requests; a summary of their details; the activity log and their status levels. You can view requests by selecting the status from the “Show” field (for example, All Open Requests). In addition, each entry shown in the table of requests shows its relative status in the status bar.

To View Your Service Requests:

1. From the *My Request Section* of the Request Entry console, click a link in the Submitted Requests area:
 - Needs Attention.
 - Drafts.
 - Since Last Visit.
 - Open Requests.

2. Then, Select a service request:

The table and status bar summarize details about the service request , for example all Open And Draft Requests as shown below



3. Then, click “Request Details”:

The form appears in Details mode. You can view information about the service request (for example, its request ID, its status, submits and required dates, and so on).

3.4 Service Request Life Cycle

Once you submit your service request an incident will be created and assigned to the appropriate group based on the request classifications. You may notice the following statuses through the service request lifecycle:

- a) **Submitted:** The Incident has been submitted but not logged yet in the System.
- b) **Logged:** The Incident has been logged (created) in the System.
- c) **In Progress:** The Incident has been picked-up by a support staff to work on.
- d) **Completed:** The Incident has been resolved.

3.5 Adding an Entry to the Activity Log:

When you are viewing your service requests in the Request Entry console, you can add a summary information or an attachment to the activity log to provide more information about the service request.



To add an entry to Activity Log:

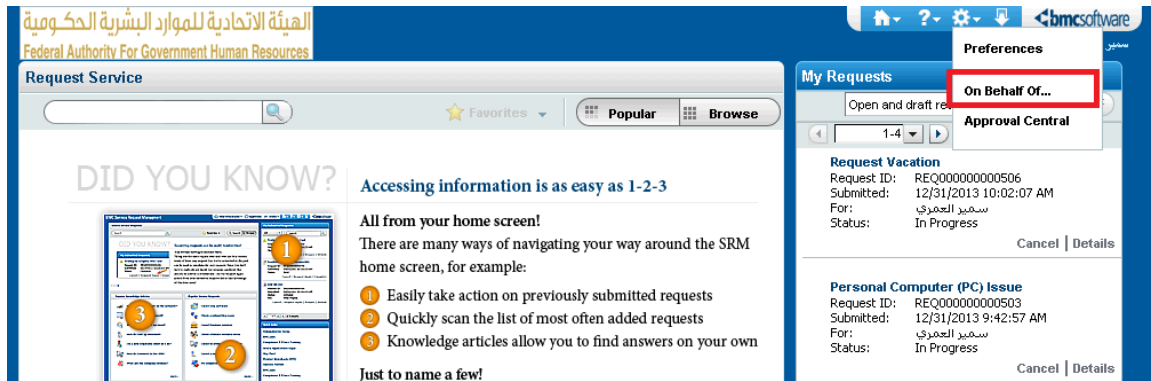
1. In the *My Requests Section* of the Request Entry console, click the Open Requests link.
2. Select a service request from the list.
3. Enter text in the “Notes” field.
4. To add an attachment, perform the following steps:
 - Click the folder next to the Attachment field.
 - From the Add Attachment dialog box, browse for an attachment.
 - Click OK.
 - You can add only one attachment for each activity record, but the service request can include multiple activity records.
 - To clear an attachment that you just added, click the Remove File icon.
5. Click Add. The activity log entry is added to the service request.

3.6 Creating a Request On Behalf of other Users:

You might create requests on behalf of other users as the following:



1. Open the Request Entry console (Home Page).
2. From Menu Bar select setting button then click “on Behalf of”.



3. From the On Behalf of Selection form, enter search criteria, and click “Search”.
4. From the list of available users, choose a name, and click Select.



On Behalf Of Console

bmcsoftware

Search Criteria

Organization Information

Company
 Organization
 Department

Location Information

Region
 Site Group
 Site

Person Information

First Name Employee ID
 Last Name
 Full Name

Select a user to act "On Behalf Of"

13 entries returned - 13 entries matched

Remedy ...	Full Name	Company	Department	Organizat...	Region	Site Group	Site	Corporat...	Comp...
Allen	Allen Allbrook	Calbro Service	Customer Ser	Information Te	Americas	United States	Headquarters	123	
Bob	Bob Baxter	Calbro Service	Customer Ser	Information Te	Americas	United States	Headquarters		
Francie	Francie Staffc	Calbro Service	Customer Ser	Information Te	Americas	United States	Headquarters	444	
Hans	Hans Mueller	Calbro Service		Human Resou	Europe	Amsterdam	Amsterdam St		
Ian	Ian Plyment	Calbro Service	Customer Ser	Information Te	Americas	United States	Headquarters		
Jeyad	جيداد الجباشنة	Calbro Service	Benefits	Human Resou	Americas	United States	Boston Suppo		
Joe	Joe Unser	Calbro Service		Human Resou	Americas	United States	Headquarters		
Manuel	Manuel Ramir	Calbro Services		Human Resou	Americas	United States	Headquarters		
Marv	Marv Mann	Calbro Service	Customer Ser	Information Te	Americas	United States	Headquarters		

- Create a service request. When you act on behalf of another user, your view of the Request Entry console is as if that user is logged in to the system. You see their open requests, their most popular services, and so on.
- When you finish, click On Behalf Of Self. The Welcome message in the Request Entry console returns to its default mode

3.7 Closing a Submitted Request:

When a request status is changed from **In Progress** to **Completed**, and in order to close it please provide in activity log information to the concerned user to close the request.

NOTE: after specific time period the request will be closed automatically.

3.8 Filling out the Service Survey:



You are notified through an email to respond to a survey after your service request is marked "Completed". Each service request generates a separate survey. **To respond to a survey:**

1. From Menu Bar of the Request Entry console, click "Help Menu" then complete survey.
2. Select a survey, and click "Respond".
3. Enter your responses to the statements:

Survey

Select a Survey from the list, then complete and submit it.

Survey For: Add user access to network (REQ000000007694)

Question 1 Was the service provided timely?

Lowest Highest

Rating: 1 2 3 4 5 6 7 8 9 10

Comment:

Question 2 Was the problem solved to your satisfaction?

Lowest Highest

Rating: 1 2 3 4 5 6 7 8 9 10

Comment:

Question 3 Was the technician knowledgeable?

Lowest Highest

Rating: 1 2 3 4 5 6 7 8 9 10

Comment:

Question 4 Was the technician courteous?

Lowest Highest

Rating: 1 2 3 4 5 6 7 8 9 10

Comment:

Submit and Close this request Submit and Reopen this request Close

4. Perform one of the following actions:
 - a. Click Close the service request to save your answers and complete your service requests.
 - b. If you are no satisfied with the actions performed on your service request you can reopen the service request again.



- c. Click Submit.

4. Providing Suggestions to FAHR:

As your opinion is highly appreciated to FAHR, you are encouraged to provide your feedback and suggestions by:

1. From the menu bar of the Request Entry console, click Help menu Button then *GIVE FEEDBACK*.

2. From the Suggestions form, select a category for your suggestion (e.g. Common Requests or Metrics).
3. Enter the Title and the Suggestion to create your suggestion.
4. Click Save.



5. To view your suggestion, click the Previously Submitted Suggestions tab.

5. Setting Request Entry (Self Service) Preferences

When the Request Entry console opens, you can determine the following:

- Default console settings, which you can use to determine the console view that appears initially (for example, submitted Requests).
- Display of service requests (for example, All Open).
- Requests closed since the last time you logged in to the Request Entry console.
- Reset password.
- View your profile in self-service portal system.

To set your preferences:

- From the Request Entry console, click Preferences.

- From the “**Submit Confirmation**” list, select the option you prefer:
 - Yes → A confirmation dialog box will appear when you submit a request.
 - No → A confirmation dialog box will not appear when you submit a request.
- From the “**Initial Console View**” field in the “**General setting**” area, select whether you want the Popular Services, Service Categories, or Submitted Requests view to appear



when the Request Entry console opens. The default setting is Submitted Requests. When you click the Home button in the Request Entry console, you return to the view that you specify here. If there is no setting, the Home link returns you to the Submitted Requests view.

- Modify The Preferred Language and select console Language (Arabic, English). Please note that you need to re-login to change the language.

6. Search Knowledge Base

This section describes a new feature which is the knowledge base functionality.

The knowledge base contains useful solutions for various types of issues and other information that might help you to complete your work.

The powerful of the knowledge base that you can find the resolution or the required information by yourself without calling/submitting the request for IT support and wait their action which will reduce the time to resolve your issues.

The knowledge base allow you to search for the useful information that is required for you before submitting your request to the IT support, its available on the Self Service console.


Accessing the knowledge base search form:



To search the knowledge base follow the following steps:

- 1- Login to the Self Service system normally using the [URL](#)
- 2- In the **search box** type your keywords for the search and check the **search knowledge base** checkbox and click on the **search** icon.







Request Service





issue 

★ Favorites  Popular  Browse

Knowledge Articles

 Network printer issue Network printer issue	 Printer Issue Printer Issue
 Printer is not printing Instructions for resolving Printing problem Please follow these steps to resolve this issue	 Order processing screens not display... issues with some systems. If you feel that you are experiencing problems with Concur, please follow



Requests [more..](#)

 *Report issue with printer Use this service request definition to report an issue you have with a locally attached printer or network printer....	 Report an Issue Use this to report any type of IT issue, unless there is a more specific catalog entry available (e.g. for printer,...
 Telecommunications Issue Report a Telecommunications Issue with your desk phone, voice mail, or mobile device.	 Email Service is Down Report an issue that the email service is down.


- 3- The knowledge base search form will display and will list all records that matched your search keywords.





Request Service


Search:  Favorites  Popular Browse

Knowledge Articles


 **Network printer issue**
Network printer **issue**


 **Printer Issue**
Printer **Issue**


 **Printer is not printing**
Instructions for resolving Printing problem Please follow these steps to resolve this **issue**


 **Order processing screens not display...**
issues with some systems. If you feel that you are experiencing problems with Concur, please follow

Requests [more..](#)

 ***Report issue with printer**
Use this service request definition to report an issue you have with a locally attached printer or network printer....

 **Report an Issue**
Use this to report any type of IT issue, unless there is a more specific catalog entry available (e.g. for printer,...)

 **Telecommunications Issue**
Report a Telecommunications Issue with your desk phone, voice mail, or mobile device.

 **Email Service is Down**
Report an issue that the email service is down.

- 4- Select the article from the list of the articles in the search results form to view the full details of the article.
- 5- The article form will display and show the article details.



Title

hand quantity

Article ID

KBA00000701

Version

1

Content

Details

How To

Question

How to create HQ report

Answer

1- from the left navigatio pane click on reports

2- Select HQ link and click Ok

3- Run the report and export it to your PC

Technical Notes

Use

Feedback

Email

Close

Working with knowledge base articles:

When you find the article which contains the useful information that you are looking for you can do the following actions:

- ➔ **Use the article:** find the resolution or the required information and click **Use**.
- ➔ **Provide feedback:** send your feedback on the article to indicate whether it's useful or not.
- ➔ **Send the article by email:** you can share the resolution or the information provided in the article by sending it by email to your colleagues in order to be used by them.

To Use the article follow the following steps:

- Open the article as mentioned before.
- Find your required information and click Use to indicate that you used the article.



Title: hand quantity Article ID: KBA00000701 Version: 1

Content Details

How To

Question: How to create HQ report

Answer:

- 1- from the left navigatio pane click on reports
- 2- Select HQ link and click Ok
- 3- Run the report and export it to your PC

Technical Notes:

Click to indicate that you used the article

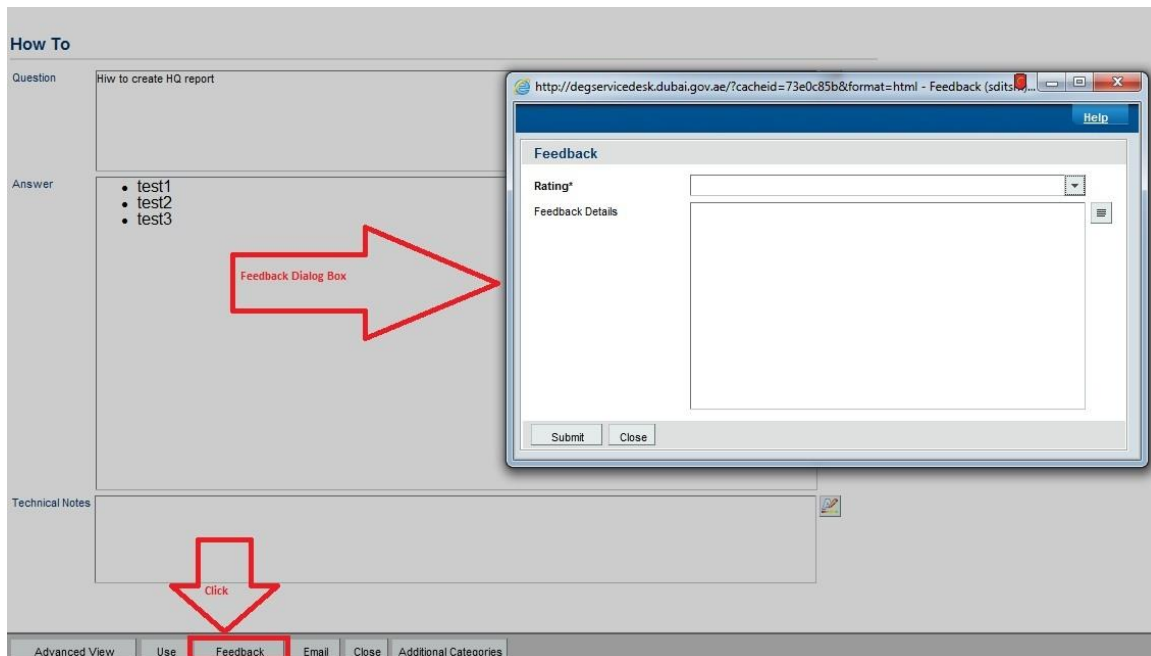
Use Feedback Email Close

1
The resolution or the provided information

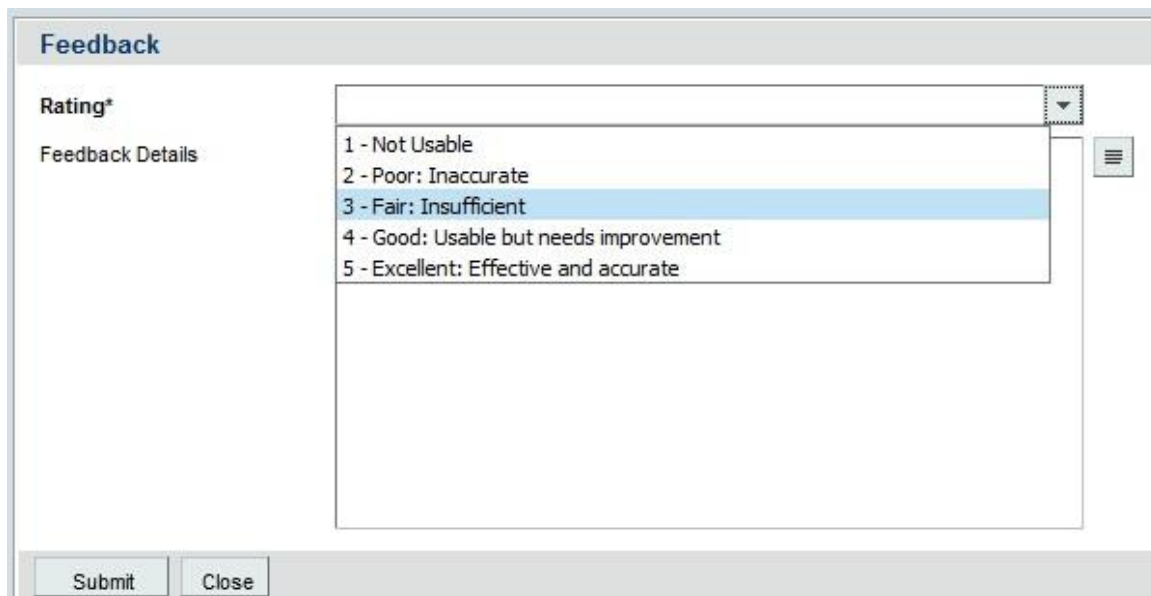
2

To provide your feedback on the article follow the following steps:

- Open the article using the mentioned procedure before.
- To the bottom of the screen click **Feedback** button, the feedback dialog box is display.



- From the Rating dropdown list select value for your feedback.



- Type any additional details in the Feedback Details text box.
- Click on submit to send your feedback.



Feedback

Rating* 3 - Fair: Insufficient

Feedback Details

I would appreciate if you add more details about the confirmation message details

Submit Close

To send the articles by email follow the following steps:

- Open the article using the mentioned procedure before.
- To the bottom of the screen click on Email Button, the email message form is display and the email **subject** will be filled automatically with the article number and email **body** will be filled by the article URL.

Question: How to create HQ report

Answer:

- test1
- test2
- test3

Technical Notes

Email Message Form

Click to send the article by email

Last Name*

Select Current Customer Select Current Assignee Clear

Search View

0 entries returned - 0 entries matched

First Name	Middle Name	Last Name	Login ID	Business Phone Nu...	Internet E-mail
------------	-------------	-----------	----------	----------------------	-----------------

Preferences Refresh

Email Information

Internet E-Mail*

Email Subject Line* Knowledge Article KBA00000701

Email Message Body* http://servicedesk.dubai.gov.ae/arsys/forms/addtm.msg.dubai.gov.ae/RKM%3AKnowledgeArticleManager/Display+View/?eid=KBA00000000701

Insert Current Field Value Into Email Message Body

Status

Summary

Details

Resolution

Send Email Now

Email Attachment (Limit 1 Attachment)

File Name	File Size	Attach Label
Add		Email Attachment

Close

Advanced View Use Feedback Email Close Additional Categories



- In **To** field type the receiver email address. To add more than one email address you have to separate the emails with semicolon “;” → for example:
ahmad@fahr.gov.ae;feras@fahr.gov.ae;ali@fahr.gov.ae
- Click send email now button to send the email.

Note: *the receiver must have access to Self Service system in order to view the article.*

7. Submitting a Service Request by Email

You can submit the service request through email by following the following steps:

- 1- Open your email and send email to adminbmc@fahr.gov.ae
- 2- in the subject type “Open Call”
- 3- in the email body enter the request / issue description
- 4- click send to send the request