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of requests you can create from the Overview console depend on the applications you have installed. BMC® Remedy® Service Desk: Incident Management 7.0 User Guide. 2-6CTA-1. BMC® Remedy® Service Desk: Incident Management 7.0 User Guide The BMC Remedy Problem Management application is used to manage problem investigations, known errors, and solution database entries. In the IT Infrastructure Library (ITIL) model, problem management focuses on reducing the number of incidents; either reactively, by preventing them from recurring, or proactively by preventing them from occurring.

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