

# System Overview

## Introduction

BMC's **Service Desk Express** (SDE) is an efficient and easy-to-use incident tracking system. This section describes the common system information and navigation you should know to use SDE.

- [Logging In](#)
- [The SDE Dashboard](#)
- [Customizing the Dashboard](#)
- [Query Screen Controls](#)

## Logging In

To log into SDE:

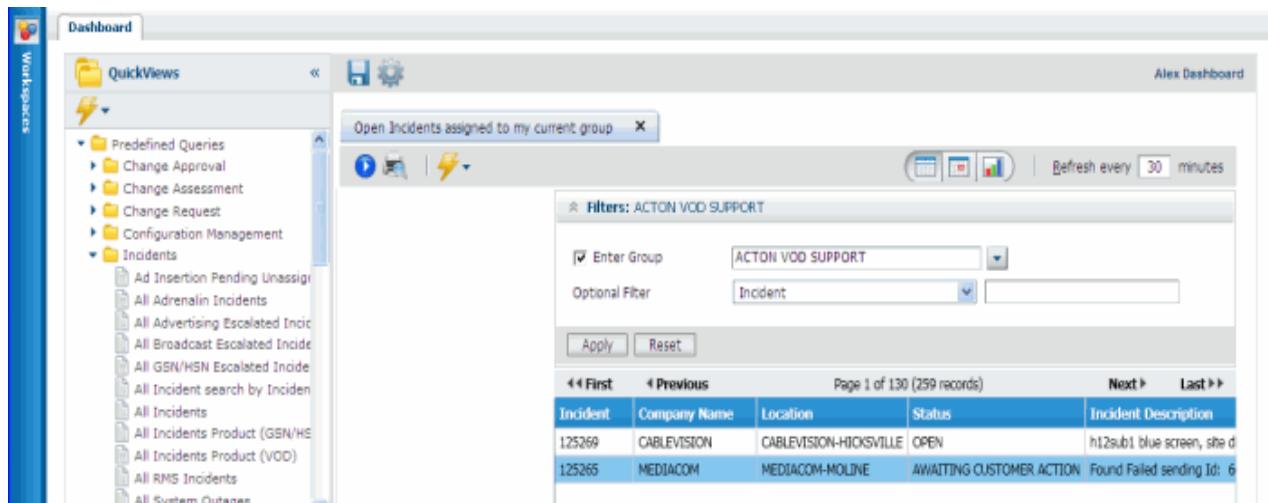
1. Open your Internet Explorer browser. (*SDE is only compatible with the Internet Explorer browser.*)
2. In the URL field, enter the internal URL to access SDE: <http://sdeprdap/sde/>

SDE logs you in and displays your dashboard, which is the primary workspace. Your username and password for SDE are your current company network credentials.

## The SDE Dashboard

The SDE dashboard is the main interface you use to manage your work. The dashboard displays previously-defined queries and their results, known as **QuickViews**. By default, the dashboard for technical support group members displays two QuickViews when opened, **Open Incidents Assigned to Me**, and **Open Incidents Assigned to my Current Group**. This default view is known as the **Support Incidents Dashboard**. The example below may not match exactly what you see, depending on your incidents.

### SDE Default Support Incidents Dashboard



Incident	Company Name	Location	Status	Incident Description
125269	CABLEVISION	CABLEVISION-HICKSVILLE	OPEN	h12sub1 blue screen, see d
125265	MEDIACOM	MEDIACOM-MOLINE	AWAITING CUSTOMER ACTION	Found Failed sending Id: 6

## Customizing the Dashboard

The dashboard may be customized to display your most commonly used queries, in addition to or in place of the default view.

You may:

- Use the **Dashboard Manager** to name and save a customized Dashboard view; and/or
- Use the **Add QuickView to Dashboard** function to add queries to your view, for a total of three.

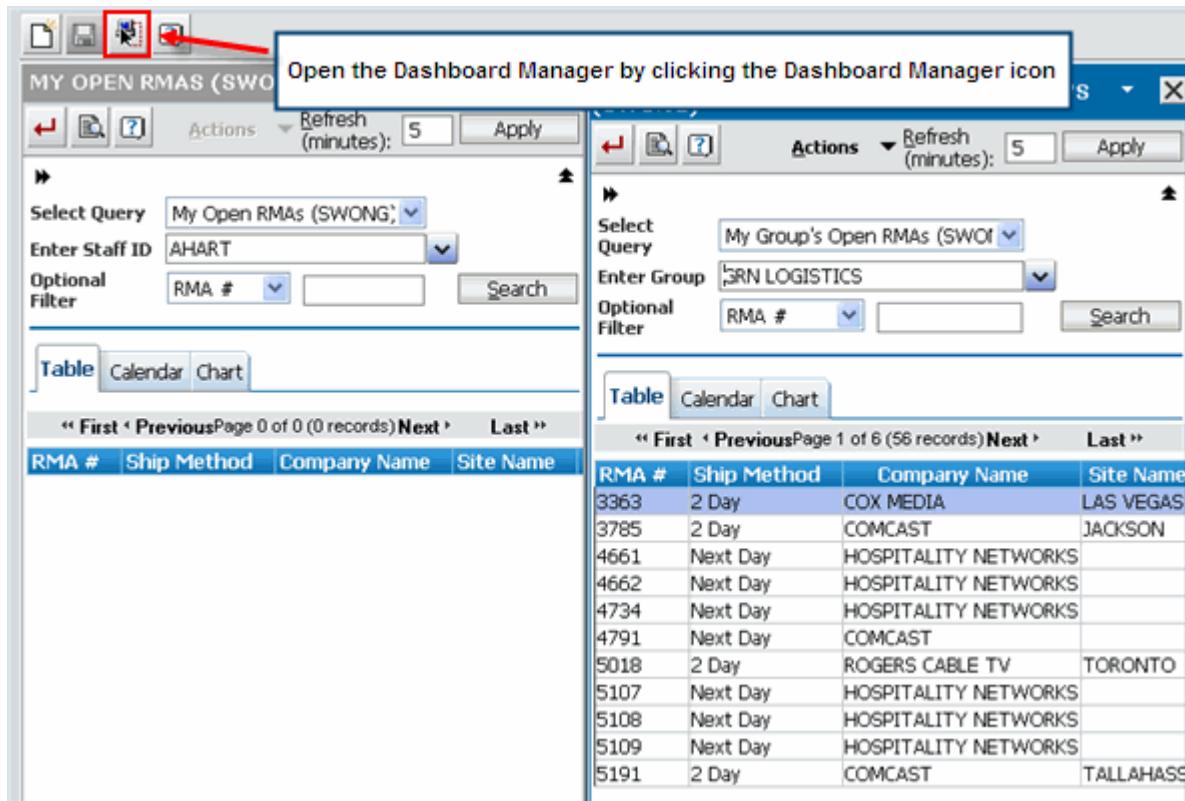
### The Dashboard Manager

The **Dashboard Manager** allows you to create your own Dashboard and then add QuickViews (queries) of your choice to it.

Use the following steps to create your own Dashboard:

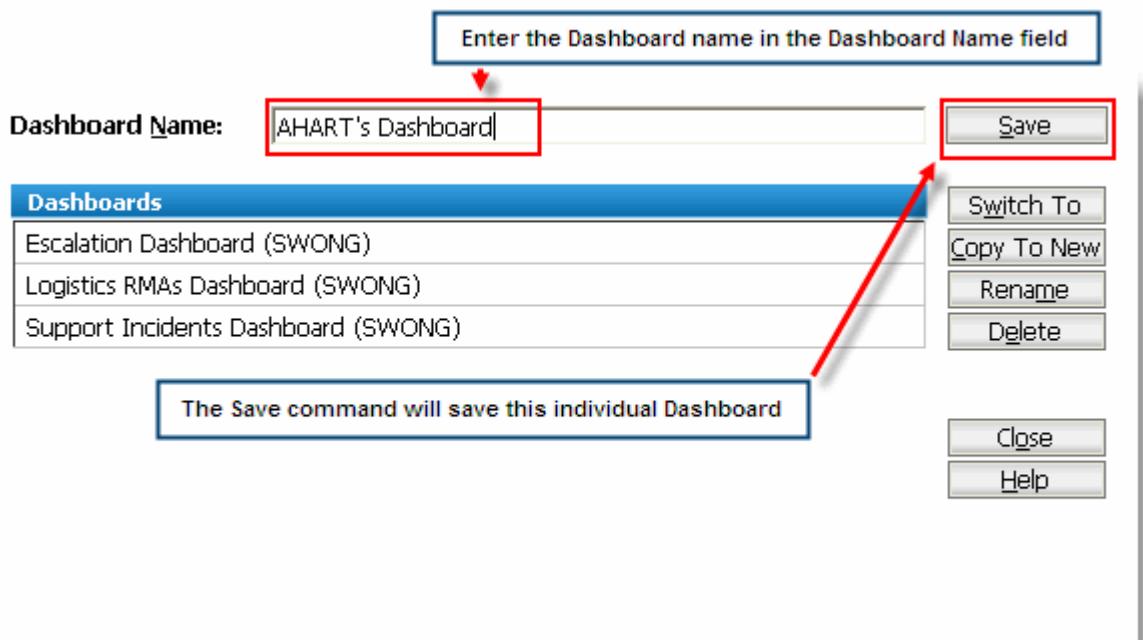
1. Click the **Dashboard Manager icon** to open the Dashboard Manager.

#### Dashboard Manager Icon



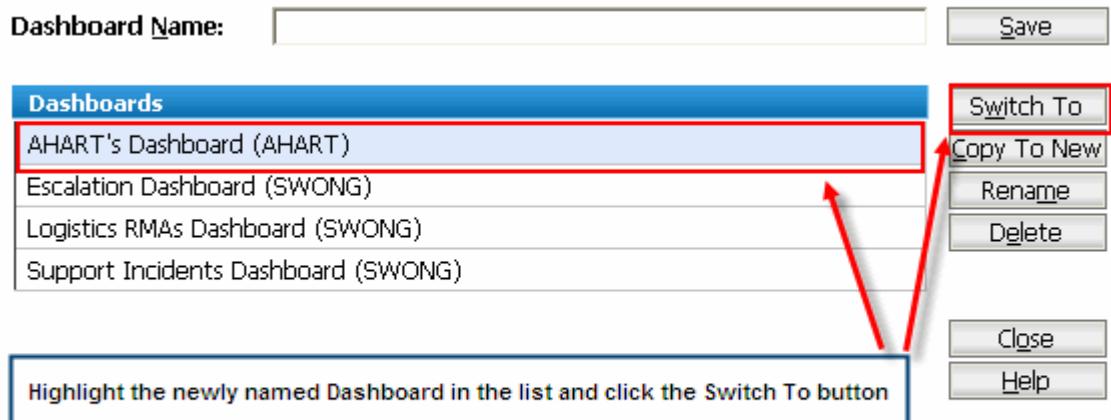
2. In the Dashboard Manager Name field, type in an alphanumeric name for your new dashboard. This name can also include common punctuation, such as apostrophes, e.g. jsmith1's Dashboard, CJONES, etc.
3. Click the **Save** button to save this customized dashboard.

## Dashboard Manager Screen



4. **Highlight** the newly created dashboard in the List.
5. Click the **Switch To** button in order to switch to your new dashboard.

## Switch to the New Dashboard



## Let Me Try: Customizing the Dashboard

Try out the dashboard customization technique in an interactive simulation.



*[link inactivated]*

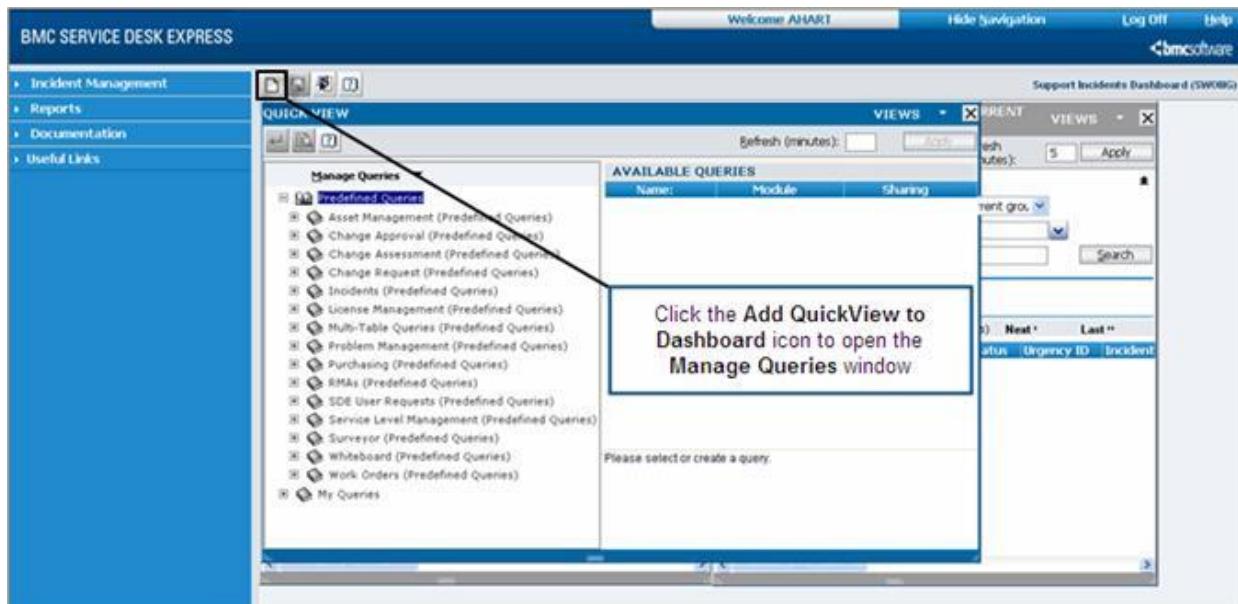
## Add QuickView to Dashboard

You can customize which queries are presented in your dashboard by adding QuickViews (for a total of three), or by only displaying one QuickView and changing the query as needed.

Use the following steps to add another QuickView to the Dashboard:

1. Click the **Add QuickView to Dashboard** icon . The **Manage Queries** window opens.

### Add QuickView to Dashboard Icon



2. Expand each heading in the left pane list to access an individual query, and select it by highlighting.

As you select the query, it will run and appear in the right pane.

3. Click **Apply** to add the selected query to your dashboard.

## Add Selected Query to Dashboard

Click Apply to add the selected query to your Dashboard

Support Incidents Dashboard (SWONG)

Incident Management, Reports, Documentation, Useful Links

OPEN INC

Actions Refresh (minutes): 30 Apply

Select Query optional Filter Incident # Search

Table Calendar Chart

First Previous Page 1 of 18 (197 records) Next Last

Incident # Company Name Site Name Location

7333	TIME WARNER	CYPRESS	
7331	COMCAST	NEW CASTLE	
7330	VIRGIN MEDIA	LUTON	
7325	VERIZON	VH010	
7324	COMCAST	YORK	
7323	COMCAST	RIO-MOND	
7320	TVWORKS CANADA INC. TV WORKS		
7317	VERIZON	VH06	
7311	VIRGIN MEDIA	LEWISHAM	
7308	COMCAST	CHAMBERSBURG	
7306	TIME WARNER	CLEVELAND HEIGHTS	

4. Use the **Views** dropdown menu to specify how many queries to display at once.
5. Modify the size and location of each query on your dashboard by dragging the query windows.
6. Click **Save** to save the customized dashboard.

## Save and Views Commands

Save icon

Views dropdown menu

Welcome AHART Hide Navigation Log Off Help

Support Incidents Dashboard (SWONG)

Incident Management, Reports, Documentation, Useful Links

OPEN INCIDENTS PRODUCT (VOD) (SWONG)

Actions Refresh (minutes): 30 Apply

Select Query optional Filter Incident # Search

Table Calendar Chart

First Previous Page 1 of 18 (198 records) Next Last

Incident # Company Name Site Name Location Name Status Urgency ID Incident Description

7387	MEDACOM	GBISON CITY		Open	client having tune errors, lost service
7300	TIME WARNER	CYPRESS		Open	SRM8000 errors coming from SWONG
7301	COMCAST	NEW CASTLE		Open	Unable to ID to MDG1 after ap...
7300	VIRGIN MEDIA	LUTON		Open	Get 3.5.3 upgrade a few days...
7325	VERIZON	VH010		Open	Site getting a rash up network
7324	COMCAST	YORK		Open	Getting ClientError_NetworkRel...
7323	COMCAST	RIO-MOND		Open	Got about 160 tune errors in a...
7320	TVWORKS CANADA INC. TV WORKS			Open	TVP-CERT APP Error 406 when...
7317	VERIZON	VH06		Open	145 position errors on VH06_10...
7311	VIRGIN MEDIA	LEWISHAM		Open	Lewisham data warehouse has...
7308	COMCAST	CHAMBERSBURG		Open	Subscriber can not order prem...

## Query Screen Controls

The screenshot below identifies the Query Screen icons and controls.

## Query Screen Icons and Controls

The screenshot shows the BMC Service Desk Express interface with the following controls highlighted:

- Run the selected query**: A button in the top right corner.
- Preview and/or print query**: A button in the top right corner.
- Refresh the records shown**: A button in the top right corner.
- Select a query**: A dropdown menu in the top right corner.
- Refresh (minutes): 5**: A dropdown menu in the top right corner.
- Optional Filter**: A dropdown menu in the top right corner.
- Actions**: A dropdown menu in the top right corner.
- Table, Calendar, Chart**: Tabs at the top of the main content area.
- Select Query**: A dropdown menu in the top left of the main content area.
- Optional Filter**: A dropdown menu in the top left of the main content area.
- Table View Data**: The main content area showing a table of incident data with columns: Incident #, Company Name, Site Name, Location Name, Status, Urgency ID, Incident Description, and Due Date.

## Alternate Query Screen Views

The default query screen view is the *Table View*, which is the most convenient for selecting an individual incident. However, a *Calendar* and *Graph View* are also available from the view tabs.

### Query Screen Default Table View

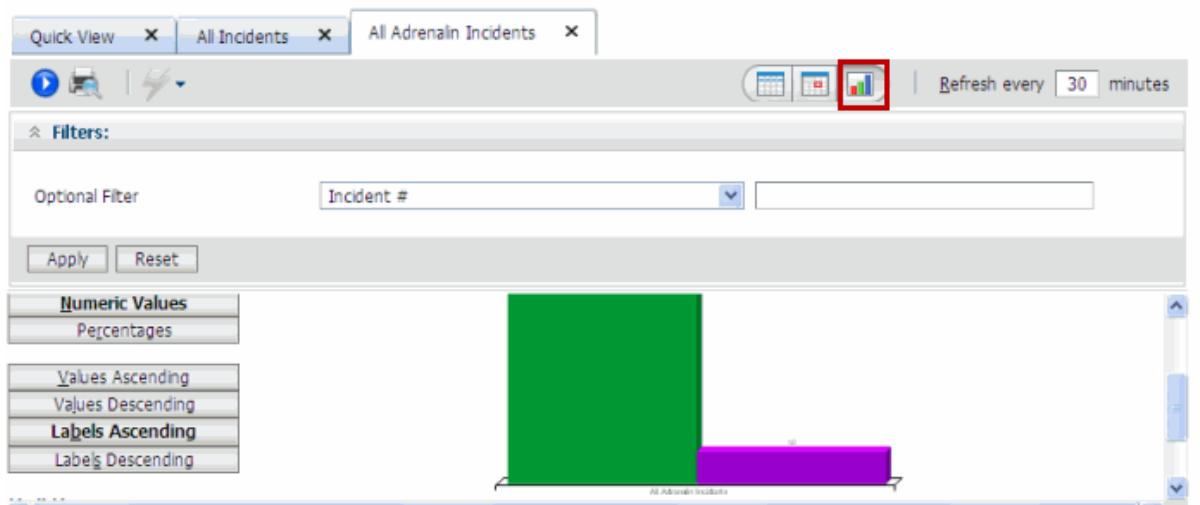
The screenshot shows the BMC Service Desk Express interface with the following tabs selected:

- Table**: The tab selected and highlighted with a red border.
- Calendar**: A tab in the top left of the main content area.
- Chart**: A tab in the top left of the main content area.

The main content area displays the **Default Table View** of incident data, with the following columns: Incident, Company Name, Site Name, Status, Urgency ID, Incident Description, and Due Date. The data is a subset of the previous table, showing incidents 16976 through 16986.

The *Query Screen Chart View* creates graphs or charts using the incident data in that query, and is selected from the **Chart tab**.

## Query Screen Chart View



Fields may be selected from a dropdown menu for the primary chart criteria, and different charts may be selected.

## Query Screen Chart View Criteria Selection and Options

