Purpose
This training material highlights the new ticket system, and how to manage, create, and understand reports and dashboards in the BMC Remedyforce.

Audience
This training material is designed for University staff that will be entering and managing reports and dashboards in BMC Remedyforce.

Learning Objectives
Upon completion of viewing this training material, you will be able to:

- Define incident and service requests
- Create and manage incident and service requests
- Dispatch and change ownership