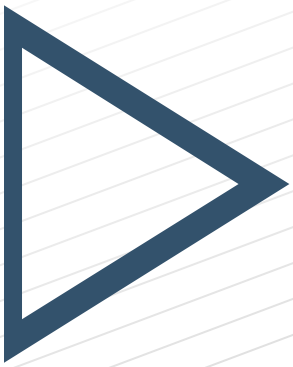

BMC Communities Product Forums and Ideas

Interacting with BMC employees and customers to share your ideas for new product functionality

09 May 2013

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Overview of BMC Communities and Ideas

BMC Communities Product Forums and Ideas provide an easy way for you to interact with BMC employees and customers to share your ideas for new functionality that you would like to see in future releases. Your ideas are important for creating great products.

KEY BENEFITS

- **SIMPLE AND TRANSPARENT PROCESS**
- **OPEN COMMUNICATIONS**
- **CROWD SOURCING IDEAS WITH COMMUNITY APPROACH AND VOTING**

Using BMC Communities

In BMC Communities, you can access product forums and view, vote on, or create ideas.

Accessing BMC Communities and forums

You do not need to log on to access BMC Communities and view many of the forums. However, logging on gives you access to community features such as the ability to create ideas and vote on ideas.

To access BMC Communities, perform the following actions:

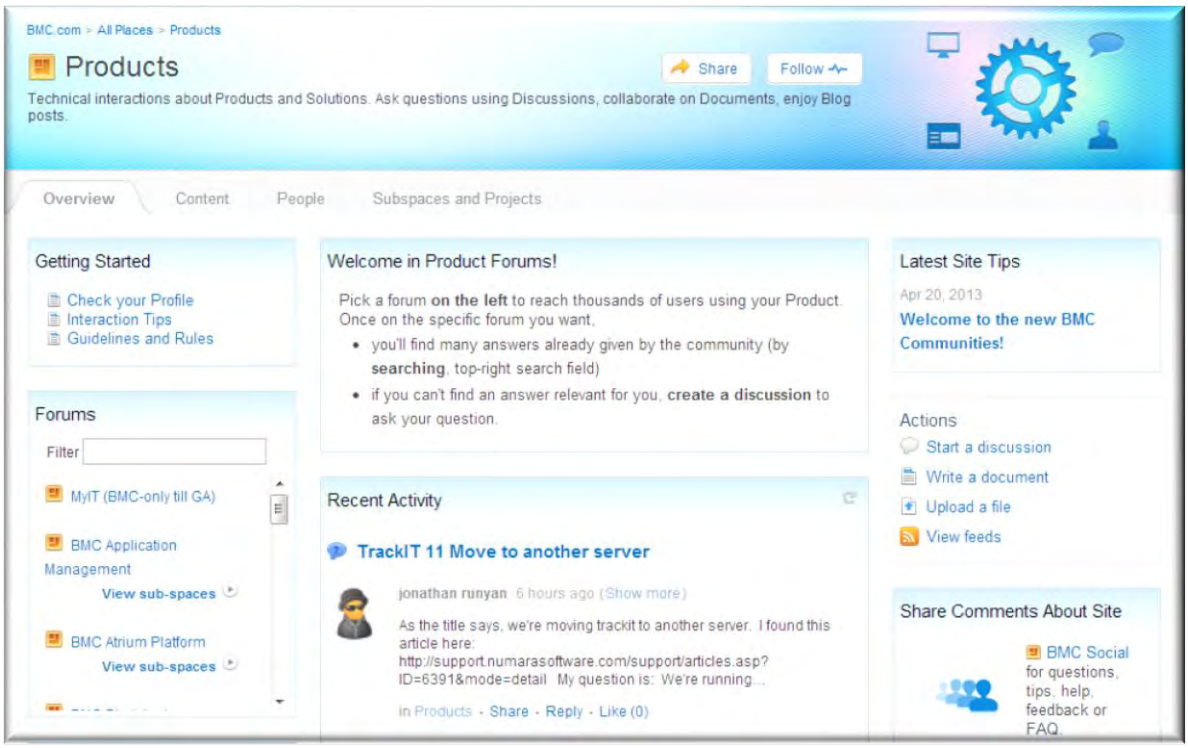
1. From the BMC Communities home page, click **Login** and enter your user name and password. If you do not have a BMC Communities account, click **Register** to register for an account.

   Tip: To track requests for your company, enter your company name and company email address. You can set this data to private so that it is not visible to the general community. For more information, see Account Tips.

2. Click **Log in**.
   The following window appears.

3. To close the **Say Something** prompt, click **Skip for now** or **Don't show again**.
4. In the **Products** box, click **Get Started**.

The Products window appears.

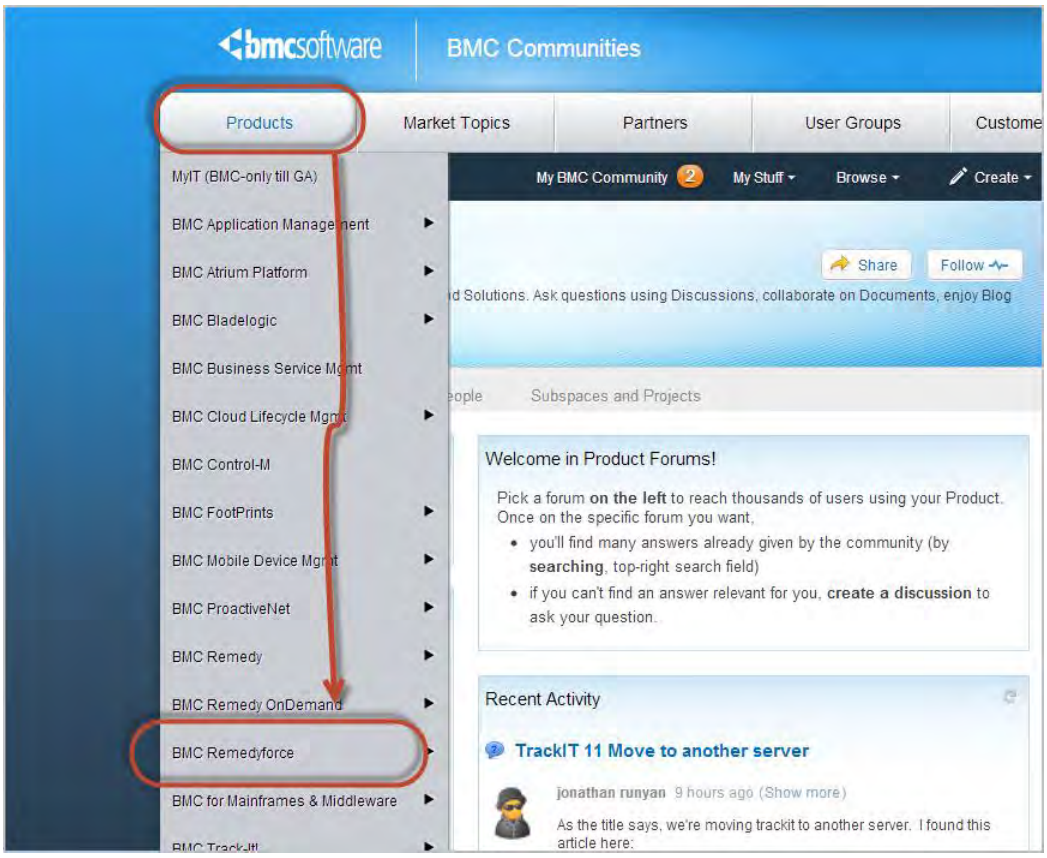


5. In the **Forums** section, scroll through the list and click a forum to reach users for a BMC product (for example, **BMC Remedy > ITSM Process Designer**).

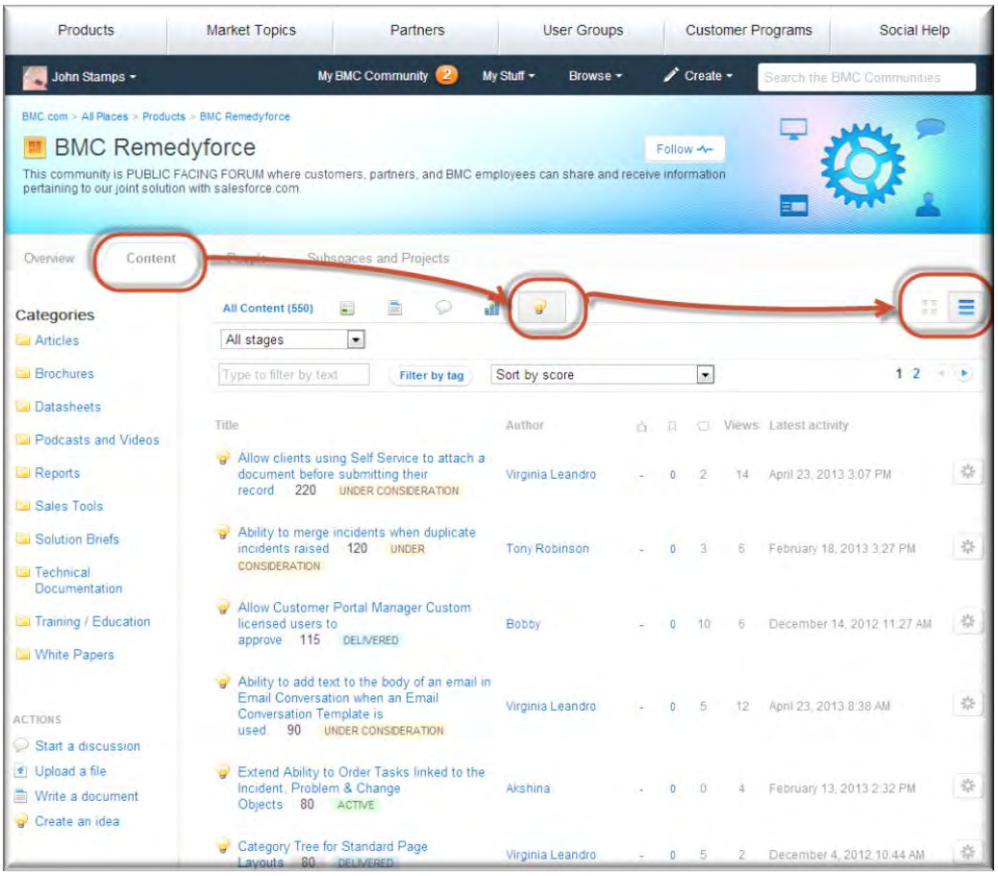
Viewing ideas

To view ideas that have already been submitted by a Product Community, perform the following actions:

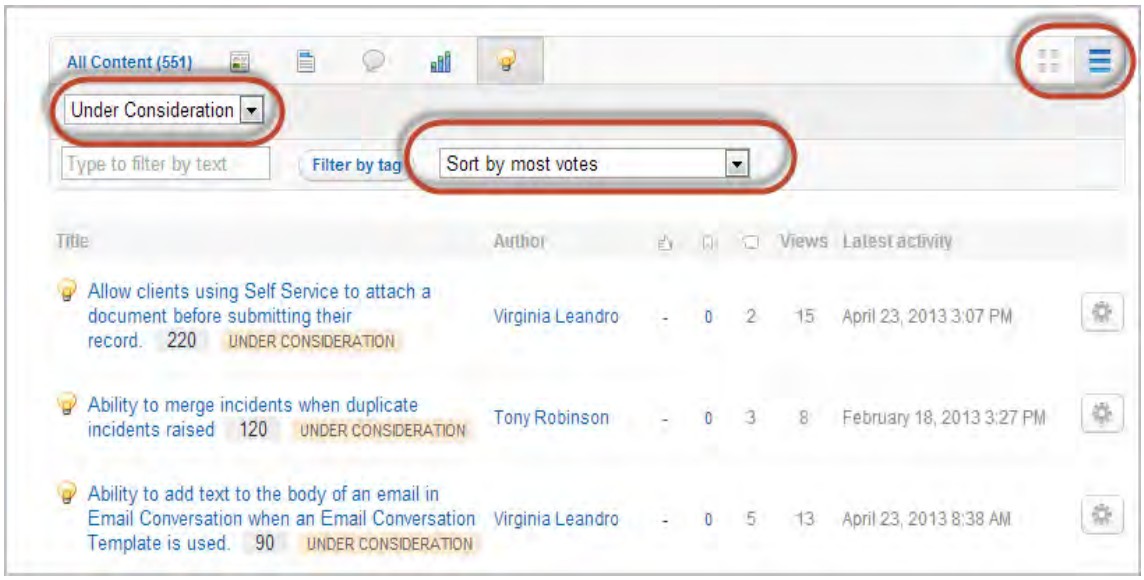
1. At the top of the BMC Communities window, click **Products** and select a community from the menu (for example, **BMC Remedyforce**).



2. After you are inside the community, click the **Content** tab, and then click the **Ideas** icon.

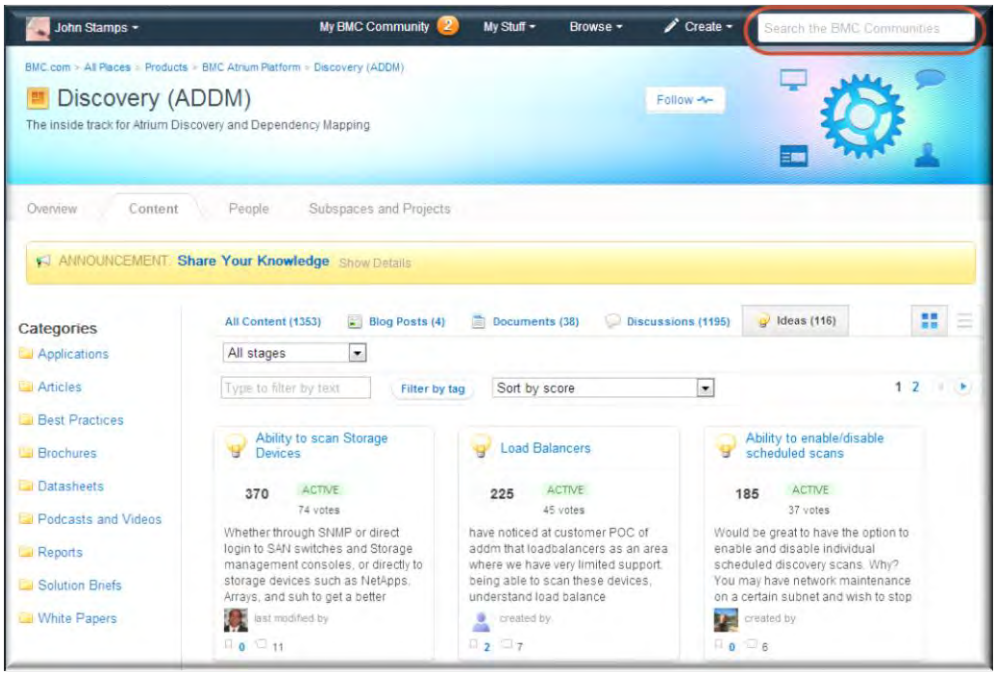


You can display ideas as **Thumbnails** or **Details**. You can also filter ideas. You can view ideas in a particular stage (for example, **Under Consideration** or **Delivered**), and then sort them by the most votes.

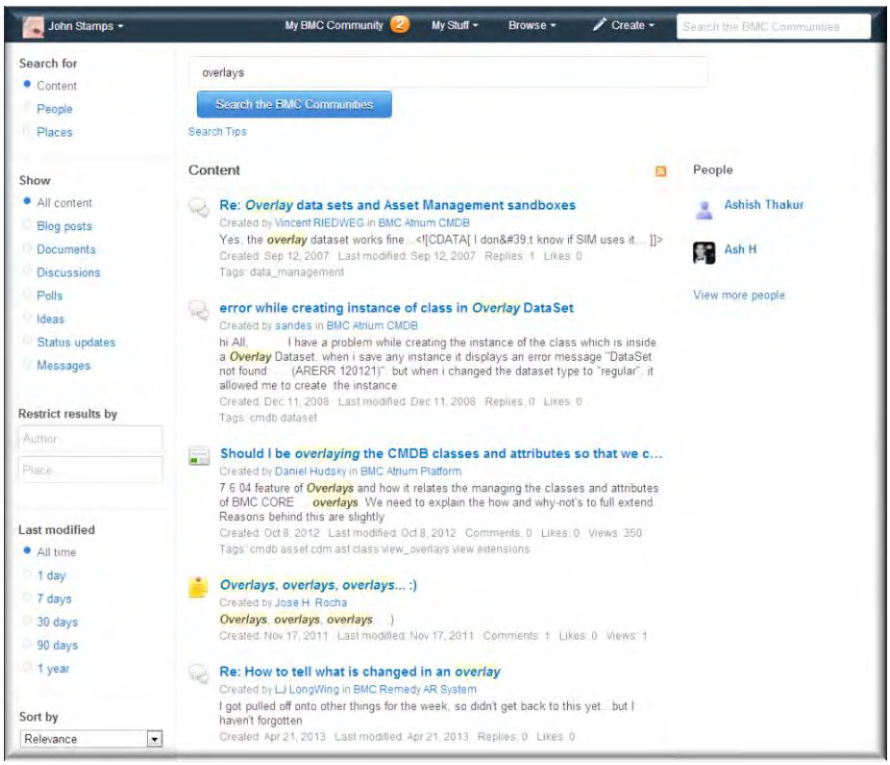


Searching for ideas

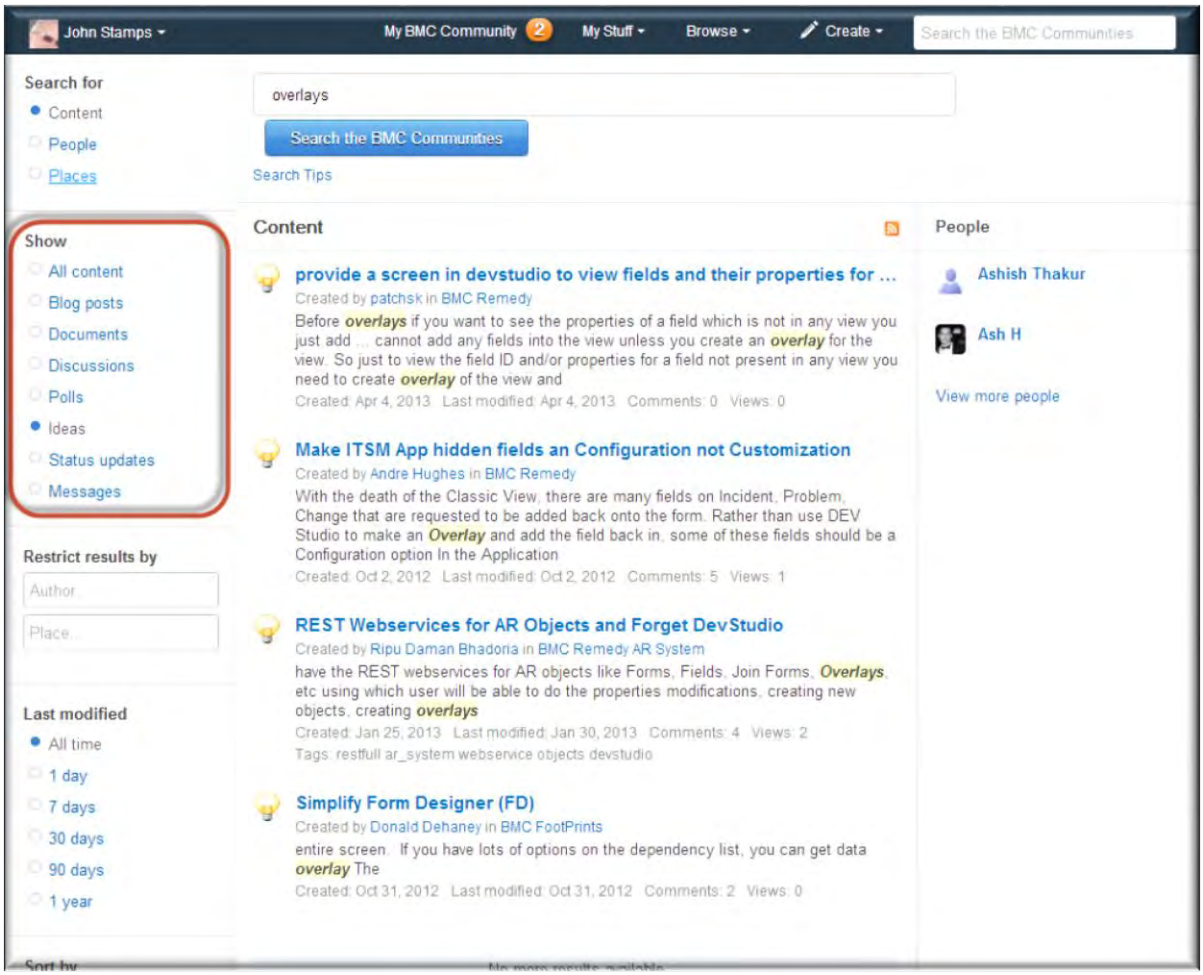
To search for an existing idea, type the idea you want to find in the **Search the BMC Communities** text box. You can then filter the results by showing only the **Ideas**.



For example, if you type **overlays** and then press **Enter**, all content related to overlays appears.



Then, if you click **Show > Ideas**, the content is filtered to include only the ideas submitted by BMC Communities, as shown in the following example.

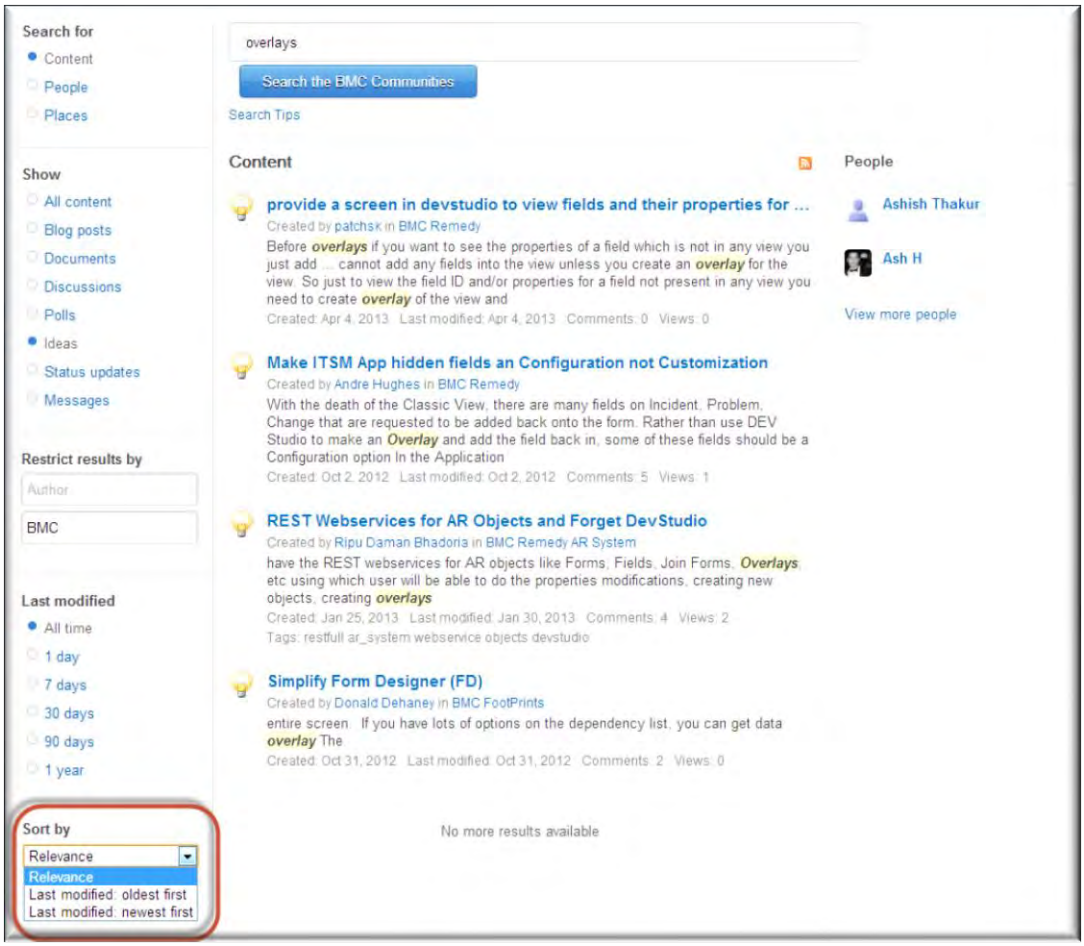


Sorting ideas

After you search for an idea, you can sort the list of ideas by the following criteria:

- Relevance
- Last modified (for example, within **1 year**)
- Author
- Place (location of group, for example, **Finland BMC Group**)

In the **Sort by** box, select the criteria that you want to sort by (for example, **Last modified: oldest first**).

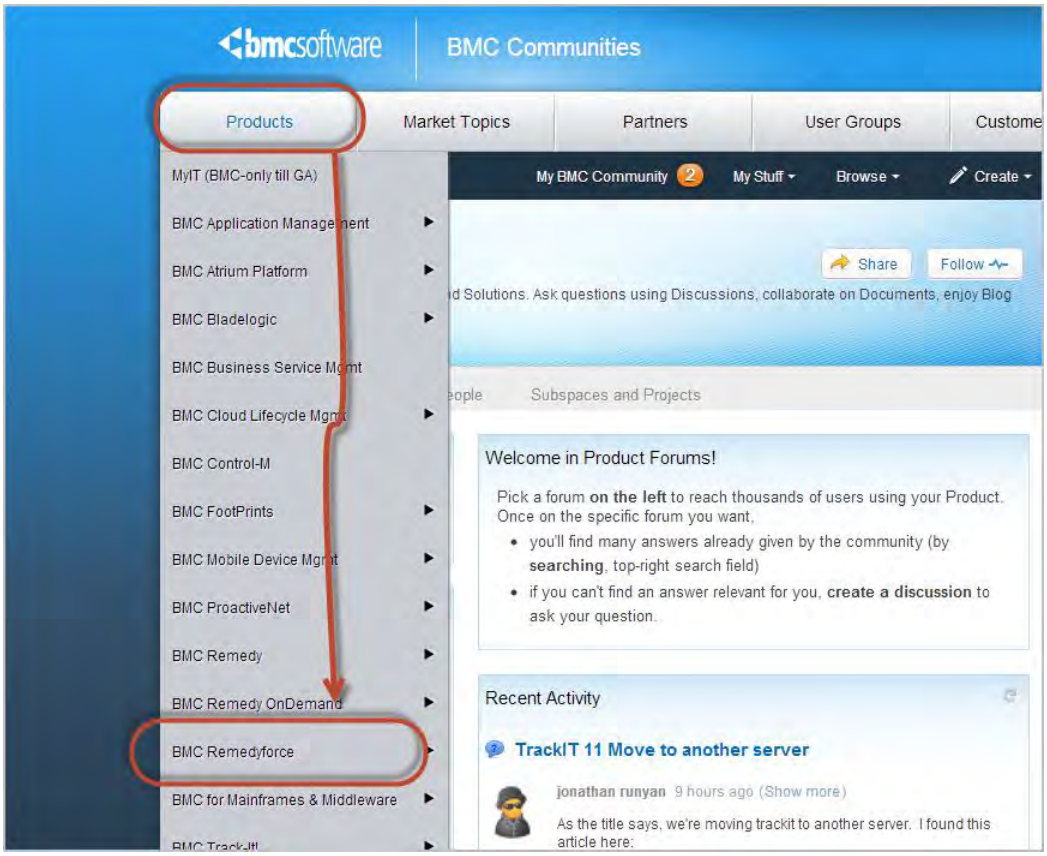


The results are sorted by the criteria that you selected.

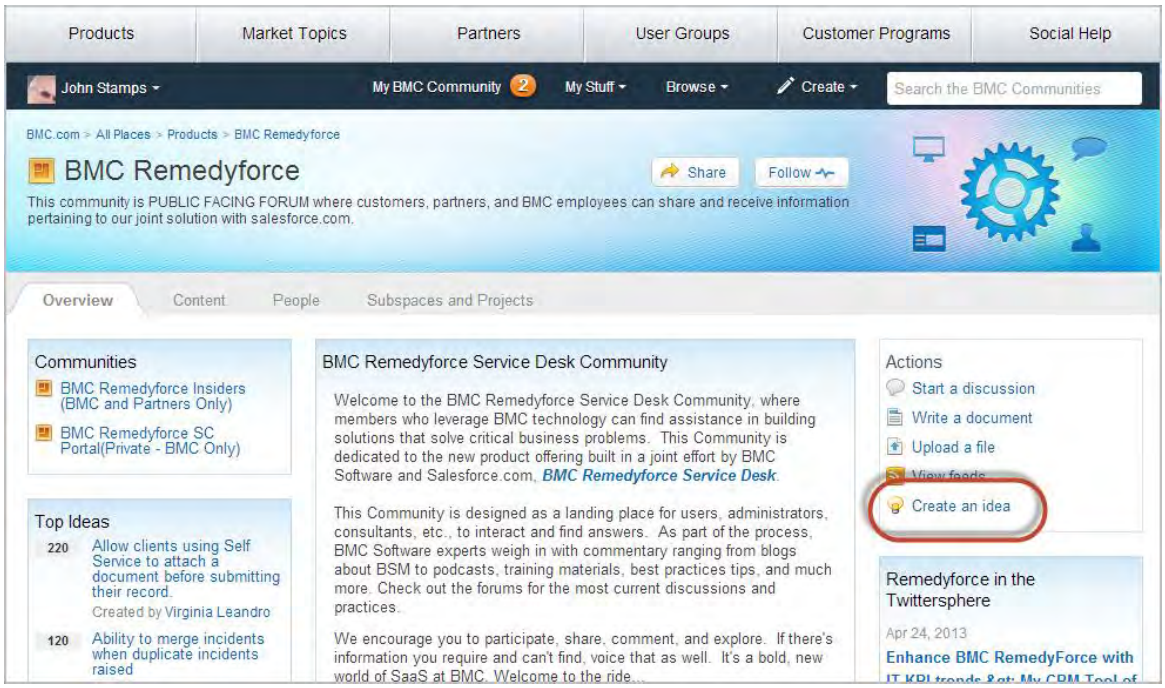
Creating ideas

Use the following recommended steps to create an idea in BMC Communities. They ensure that your new idea is seen by the correct product community.

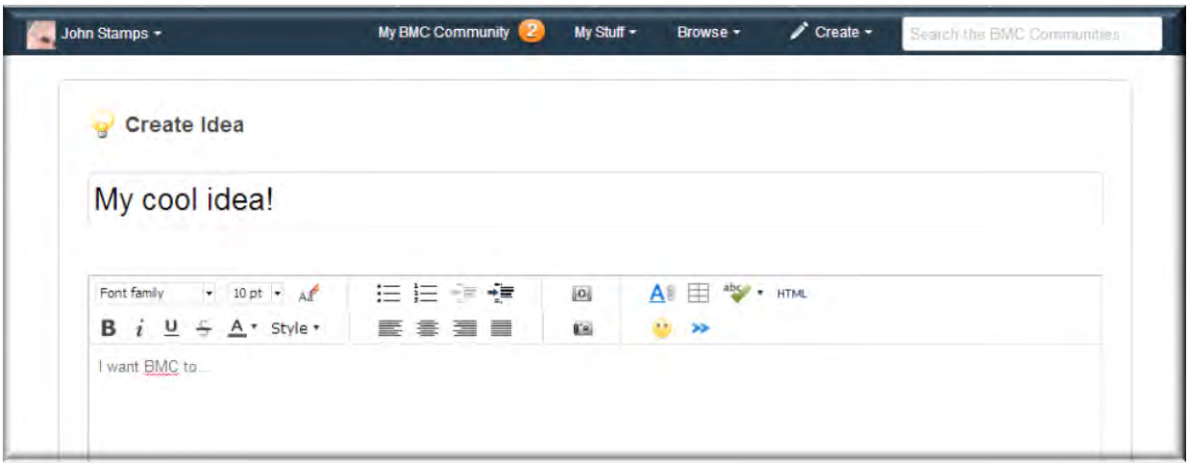
1. Click **Products** and select a community from the menu (for example, **BMC Remedyforce**).



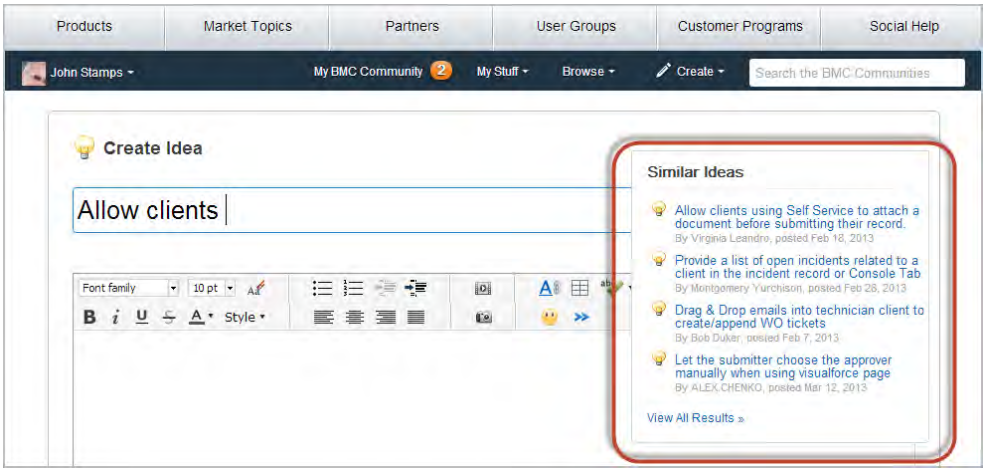
2. From the **Actions** list, select **Create an idea** to create an idea that others can see and vote on.



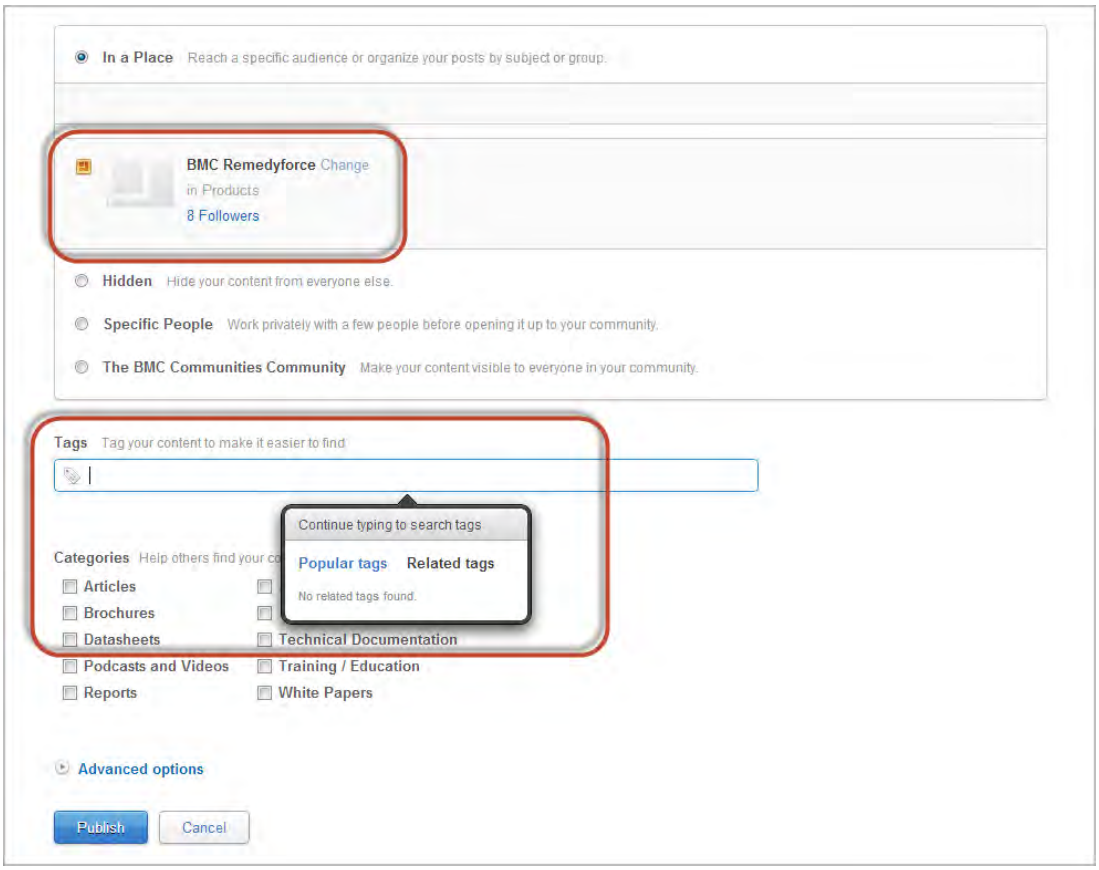
3. In the editor, type a title for your idea, and then type a description.
   You can format your idea with bulleted and numbered lists, attach videos, insert tables, or even insert an emoticon.



When you start typing the title, the editor prompts you with similar ideas so that you can see if a similar idea has already been submitted.



4. Add other options as needed.
   For example, click **Tags** to include popular or related tags on which the BMC Community can search. The default selection **In a Place** means that your idea will be easy to find because it is correctly placed in the **BMC Remedyforce** product community.

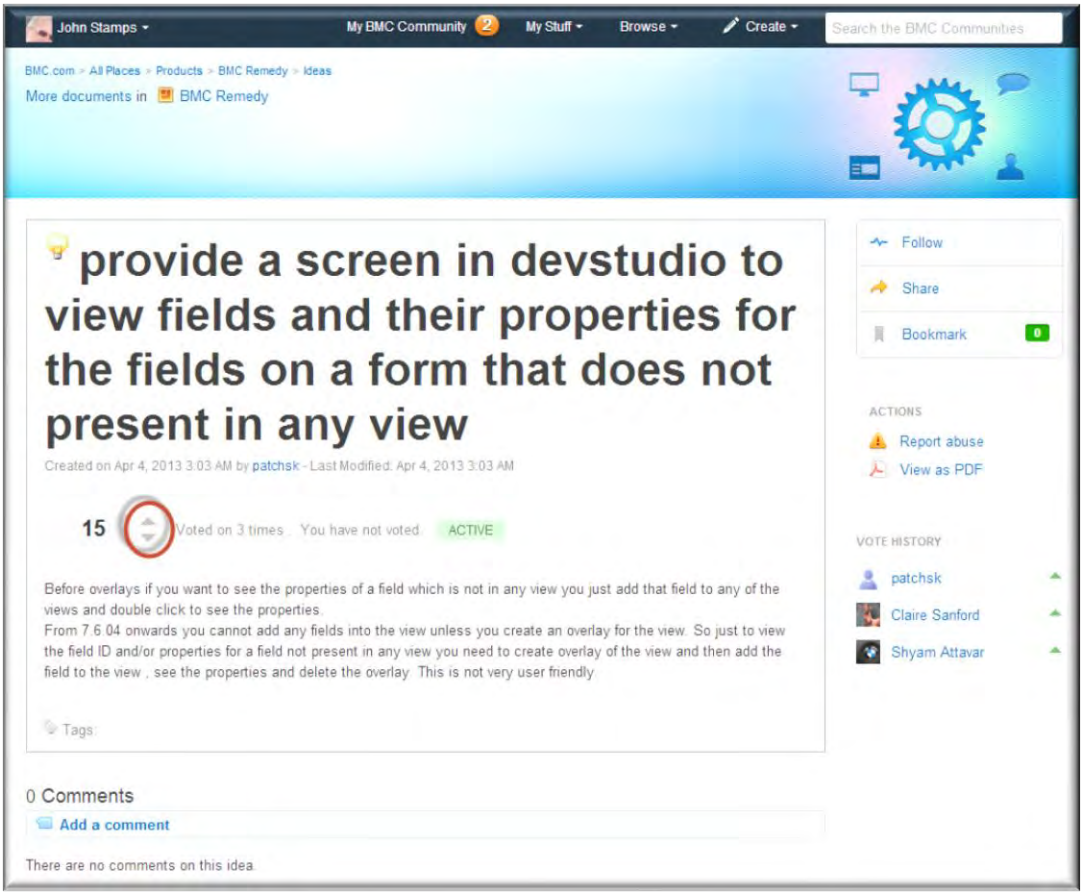


5. When you are finished, click **Publish**.

Voting on ideas

In addition to searching for and creating ideas, you can vote on existing ideas.

1. Open the idea on which you want to vote.
2. To vote for the idea, click the up arrow. To vote against the idea, click the down arrow.
3. *(Optional)* Add your own comment to the idea.



Idea submission process

The BMC product teams consider input through BMC Communities and other channels when planning each release. Ideas will provide a forum for our customers to directly log an enhancement request instead of submitting an RFE through support for many of BMC's products. Initially, this process will not apply to Control-M, MainView, Solutions for IMS, Solutions for DB2, and Middleware Management.

In BMC Communities, the ideas that get the most consideration have the following characteristics:

- Focus on a business need or solve a problem, rather than dictate implementation
- Are championed by members of the BMC Community. You discuss and invite collaboration on your ideas so that they resonate widely across multiple companies.
- Are shared with colleagues and other community members to build momentum and earn votes
- Are reviewed and prioritized by BMC Product Management, based on input from many channels (votes are just one channel). Some ideas might not align with BMC strategies or priorities, so BMC does its best to communicate the status and to support development by others, when possible. The following table outlines the stages of an idea:

Stage 1	Description	Vote?
Active	Default stage when idea is created. All users can vote up or down.	Yes
Stage 2	**Description**	**Vote?**
Duplicate	Idea has already been posted (vote up on the master idea)	No
Already Offered	Capability is already provided, natively or with a business partner	No
Declined	Idea declined, explanation to be provided by a Product Manager.	No
Stage 3	**Description**	**Vote?**
Under Consideration	Capability being requested might be integrated into a future release	Yes
Stage 4	**Description**	**Vote?**
Delivered	Idea has been implemented and is available in GA code	No

Note: BMC does not guarantee that any given idea will be added to the product roadmap, because BMC must balance community input with strategic direction. However, BMC greatly values the collective brain power of the BMC Communities and continues to work with all of you to innovate at BMC.

Post your request as an idea, or vote and comment on existing ideas. Rally your fellow community members to get more votes and push your ideas to the top.

FAQ

- I can't find a Product forum for my product, what do I do now?

  Product Forums with Ideas exist for BMC's products with the exception of Control-M, MainView, Solutions for IMS, Solutions for DB2, and Middleware Management. Sometimes your product will be a sub-forum. For example, **Discovery (ADDM)** is a sub-forum of **BMC Atrium Platform**. Use the fly-out menu under **Products** to quickly search forums and sub-forums.

- When will I hear about the status of ideas? How often will BMC review submitted ideas?

  The BMC Product team reviews ideas on an on-going basis and more formally as part of the normal release planning process. BMC will periodically inform you about idea status, but you can check the stage of a specific idea at any time.

- What do I do if my idea remains without a response (in **Active** status)?

  Try to engage the community. Some ideas rise quickly while others need refinement and many comments to clarify details before they start garnering broad support. Expanding the support for your idea is the most effective way to promote your idea.

- Will community participants from BMC be visible as BMC employees? Will their job titles be available?

  Although it is technically possible to restrict viewing of specific company information just like any other community member, as a best practice the BMC employees in the community are proud to share their job titles. You will notice that BMC employees are among the most active members of the community as they respond to your ideas and discussions.

- Do I need to provide information on product version and environment information?

  Ideas are largely free form, and you are not required to include specific environment and version details. In most cases, ideas being implemented will be delivered on the most current generally available release or service pack.

- Are the ideas included in the results of the BMC Support search?

  No. Ideas are part of BMC Communities, which has extensive search capabilities.

- Enhancement requests have historically been linked to Support Issues; will ideas be linked to tickets in the future?

  No. Ideas are an independent process with no association to BMC's existing Customer Support tools.

- Can I review only my own submitted ideas?

  Yes. Use the My Stuff tab to view a list of your submitted ideas.

- Can I comment on an existing idea, and if so, how?

  Yes, registered users can comment on ideas. Select the Comment field to add comments.

- How can the creation of duplicate ideas be avoided?

  As an idea is written the system automatically generates a list of potentially related subject matter on the right side of the display window, which will allow the user to quickly determine if they may be submitting a duplicate idea. Users can also search the Community for similar ideas already logged.

- Will the idea submitter, or interested users, be notified if the status of an idea changes?

  Each idea has an associated status; the BMC Product Manager will be responsible for updating status as the idea is progressed. Users can follow specific ideas or subscribe to e-mail notification for the related forum to track all related updates.

- Can I restrict access to my own or my company's ideas?

  No. However, privacy settings can be used to restrict visibility to personal data (i.e. name, company name).

- Are all BMC products supported?

  No. Although you can create ideas for many of the BMC product areas, BMC has not yet activated the Ideas functionality for BMC Control-M, BMC MainView, BMC Solutions for IMS, BMC Solutions for DB2, and BMC Middleware Management. Contact Support to request enhancements.

- Can I still open an RFE via the Support Web?

  Only for those products that do not yet have an Ideas forum in BMC Communities. You should post your request as an idea, or vote and comment on existing ideas.

- What will happen with the RFEs I currently have open with Support?

  BMC Product Management will address and or close all outstanding RFEs in the coming months.

- Why didn't my idea make it into my BMC product?

  You have awesome ideas, but BMC cannot guarantee that they will be added to the product roadmap. BMC must balance community input with strategic direction. BMC greatly values your collective brain power and will continue to work with you to innovate at BMC.

- Will I be financially compensated if my idea is actually delivered?

  If BMC uses your idea, BMC owns it. You will be compensated by knowing that your idea is in the product, adding value to your company and others.

BMC Communities YouTube channel:

- Introducing Ideation
- Accessing ideas
- Interacting with Ideas
- Submitting ideas

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