# Smart Reporting Template Incident form for Yellowfin

**\*Mandatory information**

**System information:**

|  |  |
| --- | --- |
| **\*Remedy/ Smart Reporting / TrueSight Version** |  |
| **\*YF Version**  |  |
| **Tomcat Version** |  |
| **Java Version** |  |
| **\*DB (SQL / Oracle) & version** |  |

-Note: Most of the above can be obtained via the systeminformation (or info.jsp)

**Incident information:**

|  |  |
| --- | --- |
| **\*Date raised with BMC** |  |
| **\*Customer / Internal**  | Was this raised by BMC or client. If client, provide client name. |
| **\*BMC Priority/Severity** |  |
| **\*Description of the Problem Statement** | Provide details on issue, request, along with logs screenshots where applicable.. |
| **\*Use Case Description / Business Impact of this issue** | How is this area/feature being used, and how does it impact the day-to-day of this feature/area? |
| **\*Issue on Prod / QA / Dev** | If multiple environments are used, is the problem present across all environments? |
| **\*Has this been escalated to BMC PE? Date** | If Yes, date escalated.  |
| **\*Go-Live Critical? Date** | If Yes, date expected to go-live. |
| **\*Custom Report or OOTB** | Custom or out of the box content |
| **\*Is the issue reproducible inhouse of BMC?** | Is the issue reproducible in-house description listed above?  |
| **\*Any workarounds available** | If Yes, provide details.  |