

HP Service Manager

Software Version: 9.41

For the supported Windows® and UNIX® operating systems

Glossary help topics for printing

Document Release Date: September 2015
Software Release Date: September 2015



Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

© 1994-2015 Hewlett-Packard Development Company, L.P.

Trademark Notices

Adobe® is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

Oracle and Java are registered trademarks of Oracle and/or its affiliates.

UNIX® is a registered trademark of The Open Group.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

For a complete list of open source and third party acknowledgements, visit the HP Software Support Online web site and search for the product manual called HP Service Manager Open Source and Third Party License Agreements.

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: <https://softwaresupport.hp.com/>.

This site requires that you register for an HP Passport and to sign in. To register for an HP Passport ID, click **Register** on the HP Support site or click **Create an Account** on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support site at: <https://softwaresupport.hp.com>.

This website provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support website to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and to sign in. Many also require a support contract. To register for an HP Passport ID, click **Register** on the HP Support site or click **Create an Account** on the HP Passport login page.

To find more information about access levels, go to: <https://softwaresupport.hp.com/web/softwaresupport/access-levels>.

HPSW Solutions Catalog accesses the HPSW Integrations and Solutions Catalog portal website. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this website is <https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01702710>.

About this PDF Version of Online Help

This document is a PDF version of the online help. This PDF file is provided so you can easily print multiple topics from the help information or read the online help in PDF format. Because this content was originally created to be viewed as online help in a web browser, some topics may not be formatted properly. Some interactive topics may not

Glossary help topics for printing

be present in this PDF version. Those topics can be successfully printed from within the online help.

Contents

- Glossary 5
- HP Service Manager and HP Service Desk terminology map 6
- Send Documentation Feedback22

Glossary

All user types can read the topics in this information plug-in to learn the definitions of Service Manager terms.

The Search feature supports a keyword search. You can query the entire documentation set at once, or you can limit the search to a specific information plug-in. To search, type a value in the **Search** field and then click **Go**. To specify a search, click **Search Scope** and select only the information plug-ins to include in your list of returns.

To select a term from a list of terms, click a letter and then click on the corresponding term.

[A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [F](#) | [G](#) | [H](#) | [I](#) | [J](#) | [K](#) | [L](#) | [M](#) | [N](#) | [O](#) | [P](#) | [Q](#) | [R](#) | [S](#) | [T](#) | [U](#) | [V](#) | [W](#) | [X](#) | [Y](#) | [Z](#)

HP Service Manager and HP Service Desk terminology map

[A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [F](#) | [G](#) | [H](#) | [I](#) | [J](#) | [K](#) | [L](#) | [M](#) | [N](#) | [O](#) | [P](#) | [Q](#) | [R](#) | [S](#) | [T](#) | [U](#) | [V](#) | [W](#) | [X](#) | [Y](#) | [Z](#)

The following table contains a list of HP OpenView Service Desk 4.5 and HP ServiceCenter 6.2.2 terms and shows how they compare to terms in HP Service Manager.

A, B	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
administrator console export settings (ACES)	Load / Unload	Used to define and complete the export and import actions to transfer configuration information for ACES Views and ACES Groups. ACES Views are like other views in Service Desk. They are used to capture (part of the) Administrator Console information and create export files. ACES Views are grouped in an ACES Group.	Load/Unload implemented.
advanced customization	See tailoring .	Some tailoring can be achieved by writing web-API programs.	Tailoring implemented.
advanced find dialog box	Also known as expert search. A dialog box that enables you to search using SQL like queries.	With the Advanced Find dialog box, you can find items using customizable criteria and save search settings for later use.	Service Desk version implemented.
agent	SCAuto	A program or process running on a remote device or computer system that responds to management requests, performs management operations, or sends performance and event notification. An agent can provide access to managed objects	SCAuto implemented.

		and MIB variables, interpret policy for resources and do configuration of resources.	
application	<p>A HP ServiceCenter service includes:</p> <ul style="list-style-type: none"> • Change Management • Configuration Management • Incident Management • Problem Management • Request Management • Scheduled Maintenance • Service Level Management (SLM) • Service Desk <p>Prior to version 6.1, applications were called modules.</p>	<p>Packaged software that provides functionality that is designed to accomplish a set of related tasks.</p> <p>An application is generally more complex than a tool.</p>	HP ServiceCenter version implemented.
auto formatting	DVD	Relates to views and the ability to format rows based on a condition	Table views implemented.
C	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
calendar	<p>The utility supporting the definitions of working hours for different work groups.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p>Note: Be aware of time zone differences when executing events within HP ServiceCenter. The Calendar is based on a single time zone and will not compensate for time zone differences.</p> </div>	Not used.	HP ServiceCenter calendars implemented.
card view	Not used.	In a card view information is shown as cards. Each item appears in an individual card. Each line in the card shows a detail of the item.	Card views not implemented. Only table views were implemented.

		Use a card view to quickly retrieve or view items that you can order in alphabetic order. For example, to find information to contact persons, the card view is best used.	
category	<p>A broad identification of a classification of calls, incidents, changes, quotes, change documents, service desk interactions, incidents, quotes, requests, and tasks.</p> <p>In Service Catalog, a category describes similar IT products or services that users can select from an online catalog.</p> <p>HP ServiceCenter includes out-of-box categories and subcategories. Administrators can create new categories to meet their operational needs.</p>	<p>One of two methods of grouping items, category and classification. Not all items have a category field; all items have a classification field.</p> <p>The category is used to group the item while the item is being worked on. For example, 'complaint' may be a category for a service call.</p> <p>The classification is used to group the results of the item. A service call categorized as complaint could be classified as 'user error' when the complaint is investigated and solved.</p>	HP ServiceCenter version implemented.
change list	<p>List of changes assigned to an operator.</p> <p>The change list is displayed in a Change Management inbox.</p>	Change View	To-do list implemented.
chart view	Charts and dashboards	<p>Use a chart view to display data in one of the many charts possible.</p> <p>The chart is created from the data of any item in Service Desk.</p> <p>Applications of the chart view may range from reporting on organization performance to an overview of the work ahead of you when planning.</p>	Charts and dashboards implemented.

		You can easily change the type of chart and the way the chart is displayed.	
chart	A graphical representation on a menu or form that summarizes the status of one or many areas managed by HP ServiceCenter and the ESD: for example, components, changes, and records.	See chart view.	Charts and dashboards implemented.
client console	Windows client	An instance of the user interface that appears on the client system while the application runs on a server.	HP ServiceCenter version implemented.
contact	A person who contacts the service desk to initiate a service desk interaction, incident, or change, or a person who uses components tracked in Configuration Management. This is a generally larger group than the HP ServiceCenter operators, but may include them.	Caller	HP ServiceCenter version implemented.
customization	See tailoring	The process of designing, constructing or modifying software to meet the needs and preferences of a particular customer or user.	Tailoring implemented.
D	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
data exchange	Connect-It	The process of exporting data from one data source and importing it into Service Desk.	Connect-It implemented.
drop-down menu	Menu accessed from a field with an arrow button, usually a down arrow.	List of Values (LOV)	HP ServiceCenter version implemented.
E	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
explorer view	Not used.	The explorer view is a	Explorer view

		<p>combination of a navigation pane and one or more table views. The top table view shows the main information.</p> <p>The subsequent table views show detailed information of the main information.</p>	<p>not implemented. Only table views were implemented.</p>
F	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
file	<p>A collection of related records using the fields and keys of a particular database dictionary record. For example, all device records are contained in the device file. A file is roughly equivalent to an RDBMS table and contains a number of similarly structured elements that can be retrieved for manipulation using keyed search methods. All files are mapped and converted to one or more equivalent Relational Database Management System (RDBMS) tables.</p>	RDBMS tables	RDBMS tables implemented.
fill	<p>The Fill function enables you to quickly project related data into a record, based on a source field and its relation rules defined in a link record.</p> <p>For example, you can click Fill to enter a caller's name in the Reported by field in a service desk interaction record.</p> <p>The caller's full name, phone number, location, and email address are automatically filled into the appropriate fields in the service desk interaction record.</p>	Tab or enter	Fill implemented.
find	<p>The Find function enables you to look up information from a source field.</p> <p>Like the Fill function, Find is controlled by relation rules defined in a link record.</p> <p>With the cursor in a source field, the</p>	See advanced find dialog box .	Advanced Find implemented.

	<p>Find function enables you to directly access the related table.</p> <p>For example, you can click Find when the cursor is in the Reported By field in a service desk interaction record to access the related contacts record and view complete details about the caller.</p>		
Folder entitlement	Not Used.	An administrator can enable or disable folder entitlement for Operator Records. With folder entitlement enabled, operators are able to view specific folders, as specified in the Folder Entitlement tab for the Operator Record. When folder entitlement is disabled, the Folder Entitlement tab is no longer visible to operators.	Folder entitlement implemented.
folder	Not Used.	A grouping of stored items. Although all Service Desk items are stored in one database, folders may be used to identify different focus areas, such as customers or customer groups.	Folders implemented.
format control (FC)	<ul style="list-style-type: none"> • Background processing rules that HP ServiceCenter applies automatically when opening, updating, saving or closing a record. • A utility that enables administrators to build rules to activate behind-the-scenes processing under controlled conditions. 	UI rules	Format Control implemented.
forms designer (FD)	A utility used to build, modify, copy, and rename forms, and then validate them against associated tables.	Not used.	Forms Designer implemented.

G, H	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
history lines	See Pages	What happened to an item and comments that can be helpful for handling the item. There are two types of history lines, system generated lines and user created lines.	Pages implemented.
I	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
inbox	A predefined search displayed in an operator's queue. Inboxes enable you to save queries that conduct predefined searches with parameters you specify, so that you can quickly and easily repeat searches.	View	Table views implemented.
Incident Management (IM)	<ul style="list-style-type: none"> The ITIL term for the process of restoring normal operations as quickly as possible after an incident, to minimize the adverse affect on business operation, and ensure the best possible levels of service quality. The application used to manage and track the resolution of incidents. 	<p>In contrast to the ITIL guidelines, Service Desk distinguishes between service calls and incidents.</p> <p>In ITIL terminology, Incident Management covers both Service Desk service calls and Service Desk incidents, whereas Service Desk distinguishes between these two processes.</p>	HP ServiceCenter version implemented.
incident queue	List of incident records based on inboxes. Typically, records assigned to an operator or to his/her assignment groups.	View	Views implemented.
incident	The ITIL term for an event that causes an interruption to or a reduction in service. Typically, when the service desk personnel cannot immediately resolve a service desk interaction, they use Incident Management to create an incident record. The difference between an interaction	<p>In contrast to the ITIL guidelines, Service Desk distinguishes between service calls and incidents.</p> <p>In ITIL terminology, an incident covers both a Service Desk service call and a Service Desk incident, whereas Service</p>	HP ServiceCenter version implemented.

	<p>and an incident is the level of support required for the resolution.</p> <p>This may be based upon the complexity of the issue, number of individuals involved, or amount of work required.</p> <p>Any number of interactions may relate to one incident.</p> <p>The resolution of an incident results in the resolution of any related interactions.</p>	<p>Desk distinguishes between these two processes.</p> <p>Incidents are based on information about the status of a service or configuration item, or both. They are created with information coming from specialists, network management tools or system management tools. Incidents transfer information among specialists.</p> <p>Service calls are created with questions, remarks or requests coming from customers. They support feedback to the customers.</p>	
J, K, L	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
lookup item buttons	find / Fill	A button with a small triangle that points to other items.	Find/Fill implemented
M, N, O	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
message	Notifications	A structured, readable notification that is generated as a result of an event, the evaluation of one or more events relative to specified conditions, or a change in application, system, network, or service status.	Notifications implemented.
operator	<p>A person who logs on to HP ServiceCenter to work.</p> <p>This is a smaller group than the contacts who use the devices, software, and services that HP</p>	Account	HP ServiceCenter version implemented.

	ServiceCenter supports.		
owner organization	Not used.	Organization the owner belongs to.	Not used.
owner person	Not used.	Configuration item owner. The owner holds financial responsibilities for the configuration item.	Not used.
P	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
page	An individual history record in a set of common records. For example, each time a change is updated, a new page can be written if this option is turned on for the change phase. The new page then becomes part of the change's history.	history lines	Pages implemented.
person	See contact . See user .	A person item holds information necessary to contact the person represented by the item. Contact information includes e-mail addresses, telephone numbers or otherwise. A person in Service Desk is used in three ways: <ul style="list-style-type: none"> • To make this person the origin of a service call or problem • To make this person the creator of an item • To assign work to this person 	User and contact implemented.
Problem Management (PM)	<ul style="list-style-type: none"> • The ITIL term for the process of identifying and resolving Problems and Known Errors before they become incidents, and the process of resolving existing Problems. • The application used to control 	Contains aspects that are both reactive - attempting to reach the root cause of a service call or incident, and proactive - identifying and solving incidents and known errors before they	HP ServiceCenter version implemented.

	<p>Problems and Errors.</p> <p>Note: Prior to version 6.1, Problem Management was called Root Cause Analysis.</p>	occur.	
problem	<p>The ITIL term for the unknown underlying cause of one or more incidents.</p> <p>Use the Problem Management application to resolve Problems.</p> <p>Note: Prior to version 6.1, problems were called root causes.</p>	<p>A service call, or an incident, that cannot be solved until it is investigated further.</p> <p>The Service Desk definition of a problem is: The unknown root cause of one or more service calls or incidents.</p> <p>This is adapted from the ITIL definition, and is modified slightly to include the Service Desk distinction between service calls and incidents.</p> <p>The definition implies that the problem has arisen from one or more service calls and incidents. In other words, an error has occurred in the IT infrastructure, which has been reported by service calls or incidents.</p>	HP ServiceCenter Version implemented.
Q	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
Query-By-Example (QBE)	<p>A search based on values you enter in the appropriate fields on a search form.</p> <p>If the search returns multiple records, you can select the record you want to view or update from a record list.</p>	View	Views implemented.
quick find dialog box	Find	With the Quick Find dialog box, you can find an item from a list of items relevant to your current situation.	Views and Find / Fill implemented

		<p>You can also use the Quick Find dialog box to search for codes, such as folders, categories, and brands.</p> <p>You can use the View field to select how you would like to see the results displayed.</p> <p>The Quick Find dialog allows sorting of columns shown in lists.</p>	
R	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
rule	Format Control	<p>A rule is the combination of one or more actions and the set of conditions that determine when the action (s) will take place.</p> <p>The rule may contain multiple sets of conditions that are logically ordered together so that the first condition set to evaluate to TRUE allows the action to take place.</p>	Format Control implemented
run-time environment (RTE)	The binary, load library, or executable layers of HP ServiceCenter containing server and client code.	Not used.	RTE implemented.
S	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
Service Call Management	Not used.	<p>In @SD@, service calls originated from customers and incidents referred to information originating from specialists, network management tools, or system management tools.</p> <p>Caution: In contrast to the ITIL guidelines, Service Desk distinguished between</p>	Incident Management implemented.

		<p>service calls and incidents.</p> <p>In ITIL terminology, an incident covers both a Service Desk service call and a Service Desk incident. Service Desk distinguishes between these two processes.</p>	
service call	Interaction	<p>In contrast to the ITIL guidelines, Service Desk distinguishes between service calls and incidents. In ITIL terminology, an incident covers both a Service Desk service call and a Service Desk incident, whereas Service Desk distinguishes between these two processes.</p> <p>Service calls are created with information coming from customers. Incidents are created with information coming from specialists, network management tools or system management tools.</p> <p>Service calls support feedback to the customers. Incidents transfer information among specialists.</p> <p>Service calls are based on questions, remarks or requests concerning services. Incidents are based on information about the status of a service or configuration item.</p>	Interactions implemented.
Service	A group responsible for resolving a	Not Used.	HP

Delivery Unit (SDU)	particular type of incident.		ServiceCenter version implemented.
Service Desk (SD)	<ul style="list-style-type: none"> The ITIL term for the single point of contact within the IT organization for users of IT services. The application used to document and track Service Desk interactions received by a service desk, including creating new incidents and associating those incidents to existing problems. 	Always refers to @SD@.	HP ServiceCenter version implemented.
Service Level Management (SLM)	<ul style="list-style-type: none"> The ITIL term for the process of defining, documenting and managing levels of IT support. The application used to manage levels of IT support. 	<p>The process of managing delivered IT services between an IT service provider and its customers.</p> <p>The set of management functions that enables the process of measuring, reporting, and improving the quality of service being provided.</p>	HP ServiceCenter version implemented.
service today	See inbox	<p>Service Today is a comprehensive overview of the work that is assigned to you.</p> <p>Service Today shows all service calls, incidents, work orders, problems and changes that have you as the responsible person.</p>	Service Manager To-do list implemented.
status	The current state of a record or device.	The position of the item in its lifecycle.	HP ServiceCenter version implemented.
system generated history lines	Pages	System generated history lines are created by the system. For example, when an item is changed a history line could be generated revealing when the item was changed, who applied the change, and	Pages

		what the change was.	
T	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
table view	Database Dictionary and Database Manager	<p>In a table, the information is shown in a grid of rows and columns. Each row represents the information of one item. The details of an item are shown in each column.</p> <p>Use a table view for overviews. In the table view you can add fields to add more detail to the item or remove fields to focus on specific differences between the items.</p> <p>Table views are the basis for explorer views.</p>	ServiceDesk version implemented.
tailoring	<p>Changes made to HP ServiceCenter by creating and modifying control records using system utilities.</p> <p>Tailoring is the normal method of adapting HP ServiceCenter to each installation's requirements.</p> <p>Tailoring involves no Rapid Application Development (RAD) programming or coding changes.</p>	See customization and advanced customization .	Tailoring implemented.
To-do list	Inboxes	Service today	To-do overview implemented.
toolbars	Not used.	<p>Toolbars allow you to organize the commands in Service Desk.</p> <ul style="list-style-type: none"> You can modify existing toolbars, by adding or removing menus or buttons. You can create new toolbars to include only those buttons and 	Not implemented.

		<p>menus you need.</p> <ul style="list-style-type: none"> You can hide or display toolbars, and move the toolbars to any position on the screen. <p>This way you can create a desktop that feels comfortable and supports common tasks.</p>	
tree view	Not used.	<p>In a tree, the information is shown as a tree of hierarchically related items. Each node in the tree view represents one item.</p> <p>Parent-child relations between items are easily shown in a table view. Child items are shown as sub-items of parent items.</p> <p>Tree views are used for giving insight in hierarchically related items. For example, you can show the organizational structure of all organizations involved in using Service Desk.</p>	Not implemented.
U, V	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
user	<p>A HP ServiceCenter operator.</p> <p>An end user or contact.</p>	<p>A person who uses a software application, a computer or service.</p> <p>The user of the configuration item.</p>	HP ServiceCenter Version implemented.
view type	Not used.	A categorization of the presentation format for a view. View types include table, chart, graphical, tree, and explorer.	table views implemented.
view	Inboxes	A data presentation usually	table views

		<p>in graphical or tabular format.</p> <p>Views allow users to obtain information on the objects (for example, status) and may allow interaction with the objects.</p>	implemented.
W, X, Y, Z	HP ServiceCenter	HP OpenView Service Desk	HP Service Manager
work order	Task	<p>A tool that allows helpdesk users to plan, schedule and assign tasks, and follow up on the resulting activities. Once a workgroup has been assigned a service call, a work order provides the workgroup with the planning details it needs to resolve the call.</p> <p>For example, the workgroup will need information on CIs affected by the work, the planned outage, the allocated time and costs, and other procedures associated with resolving the call.</p>	Tasks implemented.
workgroup	Group or work group	<p>A collection of helpdesk users or specialists that are collectively responsible for performing specific tasks.</p> <p>For example, a group of web specialists can form a Web Administrator workgroup; similarly you could create a Database Administrators workgroup, or an Escalations workgroup for handling emergencies or service calls with an extremely high priority.</p>	Groups implemented.

Send Documentation Feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Glossary help topics for printing (Service Manager 9.41)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to ovdoc-ITSM@hp.com.

We appreciate your feedback!

