

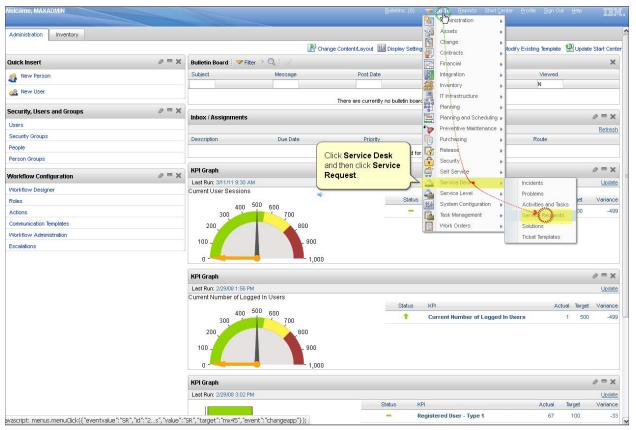
	IBM
Objectives:	
After completing this training module, you can accomplish these tasks:	
<ul> <li>Create a crossover domain to set the value for the ASSIGNOWNERGROUP attribute based on the owner group selected</li> </ul>	
<ul> <li>Reference the crossover domain on the OWNERGROUP attribute</li> </ul>	
<ul> <li>Add the new attribute to the Service Requests application screen using the Application Designer</li> </ul>	

	IBM
Introduction	
In the Service Request Ticket application, a ticket can have either an owner or an ownergroup. When an owner has been assigned to a ticket, the <b>Ownergroup</b> field is cleared.	
System users sometimes need know the ownergroup associated with the ticket, but the Ownergroup field is cleared when the owner is assigned to the ticket.	
It is possible to configure Maximo to track the ownergroup of a ticket for reporting purposes.	

Tivoli, software		BM.
Welcome to Ma	Ximo User Name: Texeadmin Reseword: Sign In	Enter a valid username and password.
	Mobile Login Forgot Password? New User? Register Now	
© Copyright IBM Corp. 2007-20	<ol> <li>All rights reserved. See product license details.</li> </ol>	e for



elcome, MAXADMIN					Bulletins: (0)	80 N Reports Start Center	Profile Sign (	Dut <u>H</u> elp	
						$\mathbf{X}$			
dministration Inventory				Move to t	he Service				
			Cha	nge Co Request a	application.	ate New Template 🔣 Modify	Existing Templa	e 🐏 Up	date Start Cen
Quick Insert	0 = x	Bulletin Board 🛛 🤝 Filter	> Q   2	First, clic	k Go To.				×
🚯 New Person		Subject	Message	Post Date	/	Expiration Date	Vieweo	l.	
Rew User							N		
				There are currently	no bulletin board me	ssages to view.			
Security, Users and Groups	0 = X	Inbox / Assignments			/				0 = X
Jsers									Refrest
Security Groups		Description	Due Date	Priority	m	Start Date	Route		
People Person Groups				No Assign	the found for MA	KADMIN			
-erson oroups		KPI Graph			-				0 = X
Vorkflow Configuration	0 = X	Last Run: 3/11/11 9:30 AM							Update
Norkflow Designer		Current User Sessions							ALC: NO
Roles		100 5	00 600		Status	KPI	Actua	Targe	t Varianci
Actions		300	700		-	Current User Sessions	1	500	-49
Communication Templates		200	800						
Workflow Administration									
Escalations		100	900						
		0	1,000						
		KPI Graph							0 = X
		Last Run: 2/29/08 1:56 PM							Update
		Current Number of Logge	ed in Users						
		400 5	00 600		Status Ki			ctual Tar	
		300	700		† C	urrent Number of Logged In Use	rs	1 :	500 -49
		200	800						
		100	900						
		100							
		0-	1,000						
		KPI Graph							0 = x
		Last Run: 2/29/08 3:02 PM							Update
				S	itatus KPI		Actual	Target	Variance
		60 -			- Regis	tered User - Type 1	67	100	-3
		00 7						1.1.207	



Service Requests								<u>B</u> ulletins: ((	)) 🛛 🤝 🦉	<u>Go To R</u> epo	orts Star	t <u>C</u> enter <u>P</u> r	ofile <u>Sig</u> n	Out <u>H</u> elp	IBM.
	▼ Find:	Q 💌 S	Select Action		▼ 🗑 📑	.2 4 4	) 💱 🚳 🗉	00	<b>4</b>	į 📖 🙎	1	3 4	8 D	4	
List Gervice R	Related Records	s Log	Specifications	Service A	ddress Map										
Q Advanced Se			okmarks												
Service Reque	Click the Service Request tab.		0 - 0 of	) Q										Dov	mload 🚦 🗖
Service Request				E	Reported By				Priority	<u>Status</u>		<u>Owner</u>		Owner Group	
		·						>>			Q		>>		>>
		•••	******	•	To find record For more searc To enter a r	h options, use the new record, select	is above and then pr Advanced Search but the Insert icon in the f	ton above. oolbar.							
						· · · · · ·	· · · · · · ·								
							in a sug								
								· · · · ·							
											• • • • • •		1000		
													··· (dh)		
avascript: sendEve	nt('click','mx276','');														

idress Information  Servine A stress  Formatted A stress  State Province:  State Province:	xu: ⊃∪EUED 	ettachments
Service Request     Feldtod Recourds	xu: ⊃∪EUED 	éttachments 💽
Service Recurst: 1001 Owne: CALDONE Owner Group: Stellue ess Information  Service Address: State Province:	»	Attachments 💽
Service A storage     Image: Carry of a storage       Service A storage     Image: Carry of a storage       Formatisal Address:     Image: Carry of a storage       Information     Image: Carry of a storage       Reported by:     LDCP1       Name:     Dane Liber      rone:     (817) 555-30	»	Attachmenis 💽
Service Address:	*	
Formated Address: State/Province: C	*	-
Sheet Address:	*	_
Reported by:         LDCPi         >         Attracted Person:         LECRit           Name:         Diane:         >         Name:         Diane:         Diane: </td <td></td> <td></td>		
Name         Dane Liber         Ware:         Eisene Liberi           -trone:         (617) 535-303         Phone:         (317) 555-3		
Name         Dane Liber         Ware:         Eisene Liberi           -trone:         (617) 535-303         Phone:         (317) 555-3	eri 📎	
	5-308	
E-NRI mean root @ ontracton E-NRI, mean root @	7@hotmal.com	
ce Request Lietais		
Durmary: Request for CS upgrade to Mindows X2	Cleasification:	>>
	Class Description:	Q
Font Size Format None Review Strate Windows 2001 In Windows 2001 Review	Reported Priority: 2	
	Internal Priority, 🛛 4 🔍	
	Service Group: 🖻 📎	
	Service: FC 🛛 🚿	
	Vendor 🎽	

nice Requests	Eulelins: (U) 🤝 Go I o Kepots start <u>C</u> err	ter <u>P</u> rofile Sign Cuit <u>H</u> elp 👔
💌 Find 📃 🔍 💌 Select Action 🔍 📜 📴 🏒 🐳 🧅 💱 🖓 🖳 🕯	0) () 🗛 👌 📖 💈 🕢 🗟 😓 😓 🛙	
iat Dervice Roquest Robatod Records Log Specifications Dervice Address Map		
Service Recuest: 1001 Owner: CALDONE Owner Grau	Ctetus: DUEUED	Attachments
Address information		
Service Address	City	
	Province:	
Street Address:		
liser Information		
Reported By. LDCPI >>	Antecled Person: LICERI >>>	
Name: Diane Liber >>>	Name: Dione Liberi	
-Prone: (617) 555-903	Phone: (317) 555-308	
E-mail Interind57@holmail.com	E-mai: maxino57@hotmal.com	
iervice Request Details		
Durmary: Request for CS upgrede to Mindows X2	Closeification:	>>
∜♥ %№ 🙆   B I U \$    E E E E   E = = # *	Class Description:	Q
Font Format None Iser is requesting an upgrade of her OS from Whichwys 2000 to Windows XP	Reported Priority: 2	
	hilemai Provity. 👍 🔍	
	Service Group: IF >>>	
	Service: FC >>>	

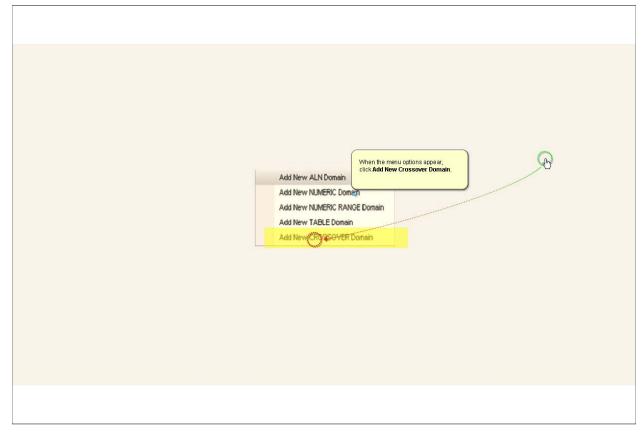
Requests	Eulerns (V) 🛛 🖉 G3 [ 3] Kepore start Lenter Krotie ≧yn Out Hep
🔍 Find 📃 🔍 🗸 Select Action 🔍 🐨 🔛 🔂 🦛 🦊 🖏 🖳 🖏	) 🖑 🗛 🕅 🖬 💈 💩 🗟 😓 🎂 🗉 🖨
Bervice Request Robitod Records Log Specifications Bervice Address Mop	
Service Rocuest: 1001 Ownet: CALDONE Ovynet: Orouge	Cietus: DUEUED Attachments 🚱
ss Information	
Service A stress:  Street A stress: Street A stress:	ticket.
tformation	
Reported By, LDCPI >> 44	nfected Person: LICERI »
Nang: Dianc Liber >>>	Name: Diene Liberi
-rone: (617) 555-905	Phone: (317) 555-306
E-mait rractino57@rotmail.con	E-mai: naxino57@hotnal.con
e Request Lietails	
Eurmary: Request for CS upgrede to Mindows XP	Cleasification:
∅ ♥   𝔥 № № № Ⅰ 및 𝔅   Ε Ε 𝔤 𝔄   Ξ Ξ Ξ Ξ Ø • 𝔅 • 𝔅 • 𝔅 • 𝔅 • 𝔅	Close Description:
Font Size Format None  Iser is requesting an upgrade of her OS from Windows 2000 to Vindows 20	Reported Provity: 2 🔍
	Internal Provity. 4
	Service Group:  F 👋
	Service: FC >>>

VALEUTRI; NAXADAN		First you move to the moving to the Domai					Starl Qenter <u>P</u> rofie Sjoj	n Oat <u>H</u> ep	
Administration Inventory								_	
Acaministration Investicary			Change	Content/ avout	114 Display S	Sections 18 Create New Ten	ipale 🔣 Modify Existing Temp	late 🎱 Lind	ate Start Certer
Quick Insert 🖉 🖙 🗙	Bulletin Board 🗸 🗸 Filt	er > 🔍 🕴 🌽				/****			×
Rew Herson	Bubject	Message	Post D	Xate	Jh	Expiration Date	Viewed		
All					~		N		
			Thare are c	urrently no kule	elin board mee	sages to view.			
Security, Users and Groups 🖉 🖛 🗙	inbox / Assignments								ØEX
Users									Refresh
Security Groups	Despription	Due Dale	Pri	.rily		Stert Date	Roule		
People Person Groups			Nu	Assignments (	Curre for MAX	ADMIN			
	KPI Graph								ØEX
Yvu kflow Configuration 🖉 🖛 🗙	Las: Run: 3/11/11 9:30 Al	И							Lipciate
Work'luw Designer	Current User Sessions								
Rhies	400	5UU 600		Status	K-I		Actual	larget	Variance
Actions	300	1 710		-	Curr	ent User Seccions	1	500	499
Conmunication Templates	230	.000							
Escalatons	100	900							
Locations	0-	1,00							
		1,000							
	KPI Graph								0 = ×
	Last Run: 2/29/06 1:56 PM Current Number of Logo								<u>Lipdate</u>
		500 000		Status	KP		Act	ual arqet	Variance
	400 300	720		•	Current F	lumber of Logged in User	B	1 500	499
	230	800							
	100.	. 200							

Welcome, MAXADMIN								enter <u>P</u> rofie Sign O.	at <u>H</u> ep	IIM
						<u> </u>				
Administration Inventory				062		Display Setting	Change		-01	
1	1			Change	Content/ synut	🚻 Display Setting	) Contracts	Andity Existing Template	1 Indah	e Start Certer
Quick Insert	0 = X	Rulletin Board : 😎 Filter 🗦 🔍					Financial	•		ж
Sever Ferson		Subject	Message	Pust	Dale	E		Viewed		
A New Uppr							0 (((((((((((((((((((((((((((((((((((((	N		
				Thore are e	ourrently ne kullet	in board incosages	T Intractructure	·		
Security, Users and Groups	0 = X	Inhox / Assignments					Planning and Scheculing			0=×
Users		indux / Assignments					<ul> <li>Provoiti vo Maintonance (</li> </ul>			
Security Groups		Description	Due Cate	P1	Icrity			Roure		Refresh
Peuple				1005			2			
Person Groups				PC.	J Assignments to		Becurity			
Workflow Configuration	0 = X	KPI Graph				Į.	Self Service			0 = ×
		Las: Run: 3/11/11 5:30 AM				4	Service Deek	·		Update
Work'Icw Designer		Current User Sessions				4		Silley .	Cance and	Variance
Roles		400 <sup>500</sup> 600		em Configur	ration the	nclick		Pletform Configu	ration 🖡 🗕	-400
Actions Communication Templates		300		Configuration				Migration		
Workfluw Administration		200		seringerater			Work Orders	ISM Concent Insta	aler	
Escalatons		100.				J				
			1.00							
			1,000							
		KPI Graph								0 = ×
		Last Run: 2/29/08 1:56 PM								Update
		Current Number of Logged In Use	rs		Status	KP		Actual	Target	Variance
		400 500 600			- Sidius		of Logged in Users	Actual	SCO	-400
		300	700			our our number	or Loggod in oborto			
		200	800							
		100 -	300							

VVelcome; MAXADMIN				Bulleths: (	Administration	Lenter Profile Sign Out Hep	
Administration Inventory					Bystein Properties ⊥cqqinq		
	1	l.		Click Damaina	alorraios	Andity Existing Template 😤 I Indi	
Quick Insert	0 = X	Bulletin Board 🛛 🎔 Filter		Click Domains.	Database Configuration		×
a New Ferson		Subject	Message		Application Jesigner	Viewed	
an New Uppr					Communication Templates	N	
				There are currently no kullotin board inc	Actions		
Security, Users and Groups	0 = X	Inbox / Assignments			Roles		0 = X
Users					Wurkflow Designer		Refresh
Security Groups		Description	Due Cale	Pricrity	Workflow Administration	Route	
Peuple				No Assignments found for MA	Cron Tack Setup		
Persm Groups					E-mall Listeners		
Workflow Configuration	9 = X	KPI Graph			Web Services Library		0 = x
Workflow Designer		Last Run: 3/11/11 9:30 AM Current User Sessions			_cunch in Contoxd	1	Update
Roles				Starus K <sup>o</sup> l	instant Messaging Configuration		Variance
Actions		400 5 300	00 000 730	- Cure	Automation Scripts	Platform Configuration	-400
Communication Templates		200	800		Tesk Menagement //weik Orders	<ul> <li>Migraeen</li> <li>ISM Current Installer</li> </ul>	
WorkTow Admistration					- Holk Orders	P ISIN SUILS IL INSUIGI	
Escalations		100.	. 200				
		u- <b></b>	1,LUU				
		KPI Graph					0 = X
		Last Run: 2/29/08 1:56 PM Current Number of Logge					Update
				Status KP		Actual Target	Variance
		400 <sup>5</sup> 300	00 600 700	1 Current No	umber of Logged in Users	1 500	-400
		230	800				
		100 -	300				

ARFA	Demographic area	AIN	AI N	<u>.</u>	भ	n (
ARTICLETYPE	ARTICLET *PES	SYNONYM	UPHER	2	12	υ 🗊
A3SET2TCKT	Create Tickel from Asset	CROSSOVE	R	2		1
ASSET2AO	Create Winkorder from Asset	CROSSOVE	R	9,		1
		When the Domain screen page. At th Add New Domain	e bottom of the Dor	s, scroll down t nains applicati	to the bottom of the on screen page click th	le



Slide 17

A the	ton	▣ 🖉 🛃 🖸 🗃							
	Comain	Description			Do nain Type	Cala Type		<u>Length</u>	<u>Boale</u>
							C.		
1	ABCTYPE	ABC enalysis types		Enter a domain name, f		UFPER	_ C <u>.</u>	1	<u> </u>
	ACTIONTYPE	Types of action	CROSSOVER Domain	OWNERGROUP.	or example,	HEP=B	e.,	26	1
1	ACTIONUSEW	Where the action is accessible				≣R	e,	18	0
1	ACTIVEJSER	Active maxuser useric		V	. <b>M</b> )	_R	e,		1
1	ADAPTER	Асартэт Туре	* Domain: OVVVERGROU			ER	e,	.0	0
	AIRDUCTTYPE	Air Duct Type	CR0SSOVER Domain		Ocf D DE Devenion	1 C m	<u>e</u> ,	30	י 👘
3	ALIGN	ALIGN	Object Lis: Where				e,	7	1
1	ALLA_NANDE	All ALN and SYNONYM Joman ice	SMOLE ES. WIETO	. No rows to display			e,		1
1	ALTKEYDOM	Allen ata Keys		. HOTOWS to display	New	NOW	e,		1
1	AMCREMPOSI					=K	e,	20	Ô
1	AMMOSTATE:	WO Status on Assignment Completion	Crossover Fields ; 👂	Filter 0 . A	nff Contraction	== =R	e,	R	1
1	ANDORCOND	And / Or Conditions for Relation Rules Groups	Source Fielo Destinatio	n Field Accept NLL_value?	o Cverwrite? Si	equence ER	e,	·2	1
1	APPACTION	Applicatio ( Actio is		. No rows to display		-	6,	22	1
	APPENDERI YI	lyce of appenders			Nos	Row	R	255	1
1	APPNTUSEAT	Applications that will make use of the Object Stu			OK	ancel =R	e,	18	(m)
-	APPTYPES	Application Type			* (1993)00	Som PER	6	26	2 m
3	AREA	Demographic area			ALN	ALN	6.	00	י ה
1	ARTICLETYPE	ARTICLETYPES			SYNONYM	UFPER	C,	· 2	) 🕅
1	ASSET2TOKT	Create Ticket from Asset			CROSSOVER		e,		() ()
	ASSET2MO	Create Workcrider from Asset			CROSSOVER		e,		0
								_	Add New Doman

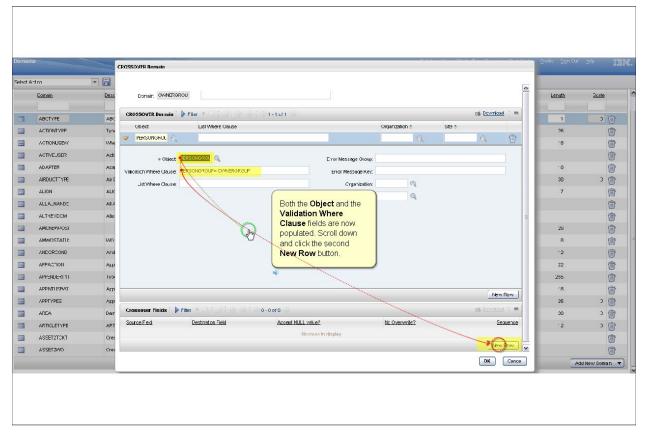
rtm				_	_	_	
<u>Comain</u>	Description		<u>Εσπαίη Τγρα</u>	<u>Cala Ty</u>	20	Length	<u>3cele</u>
					C.		
ABCTYPE	ABC enalysis types		ALK	UFPER		1	) C
ACTIONTYPE	Types of action		CVNORVM	HEP=R	e.,	26	0
ACTIONUSEV	Where the action is accessible	CROSSOVER Domain		ER	6	<b>'8</b>	1
ACTIVEJSER	Active maxuse · useric			IR	e,		ſ
ADAPTER	Acapter Type	+ Domain: OWVIERGROU		ER	6	.0	1
AIRDUCTTYPE	Air Duct Type		Click the New Row button	aload : m	er,	30	ן כ
ALIGN	ALIGN	CROSSOVER Domein : P	o add a row to the newly		e,	7	1
ALLA_NANDE	All ALN and SYNONYM Joman ics		reated OWNERGROUP	ite :	e,		
ALT-REYDOM	Allemate Keys		rossover domain.	0	G,		1
AMCHEVPOSI				=R	R	20	
AMWOSTATH:	WO Status on Assignment Completion	Crossover Fields   Filter >	0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i	1031 ; = =R	e,	8	1
ANDORCOND	And / Or Conditions for Relation Rules Groups	Source Fielo Dectination Field	Acces L_value? No Cverwrite?	Sequence	e,	·2	1
APPACTION	Applicatio ( Autio is		. No rowe to display		6	22	1
APPENDERT YI	lyce of appenders		<u></u>	Now Row	R	255	1
APPINTUSEAT	Applications that will make use of the Object St		OK	Cancel =R	6	<b>^8</b>	1
APPTYPES	Application Type		4.11441144	UNPER	e,	26	5
AREA	Demographic area		ALN	ALN	6	30	D
ARTICLETYPE	ARTICLETYPES		SYNONYM	UFPER	G,	· 2	5
ASSET2TCKT	Create Ticket from Asset		CROSSOVER		Щ.		1
ASSET2M/0	Creete Workcrider from Asset		CROSSOVER		e,		1
						A	dd New Doma

			CROSSOVFR Romain	Profile Sign Out	ich III
Select A	rton				
	<u>Comain</u>	Desc	Donair: OWNERGROU	Length	<u>3cale</u>
			CROSSOVER Durnein Filer > 1-1uf1 Deventoed =		
	ABCTYPE	ABC	Ubject List Where Claup Organization & Site &	1	) ()
	ACTIONTYPE	Type	Versonikardu      Enter PERSONGROUP	26	1
	ACTIONUSEVA	Whe	in the Object field.	18	1
	ACTIVEJSER	Acti	* Object PERSONOROL Q		1
	ADAPTER	Aca	Valiceum Where Clause Error Message Key:	.0	1
	AIRDUCTTYPE	Air (	List Where Gause	30	י 👘
	ALIGN	ALK	Ster	7	ি
	ALLA_MANDE	AII.4			1
	ALTKEYDOM	Alle			1
	AMCREWPOSI			20	1
	AMWOSTATE:	WO		8	()
	ANDORCOND	And		12	1
	APPACTION	App		22	1
	APPERDERTYL	IYO		255	1
	APPINTUSEAT	Arn	Now Row	18	1
	APPTYPES	Vicio		26	י 💮
	AREA	Der	Crossover Fleids Filter 3 0 0 0 010	00	י 👘
	ARTICLETYPE	ART	Source Field Destination Field Accept NLL value? Mc Overwrite? Sequence	· 2	э 🍈
	ASSET2TOKT	Crea	No revis to display		1
	ASSET2MO	Cres	New Rnw		1
			OK Cance	Add	i Nev/ Doman 🔻

		CROSSOVER Romain				<u>Profile</u> <u>Sio</u> n Ou	l <u>H</u> clp
Arton	-						
<u>Comain</u>	Desc	Donaln: 0WMERGROU				Length	<u>Bodle</u>
		CROSSOVER Dunnain Filler		Dcwnload	-		
ABCTYPE	ABC	Ubect List Where Clause	Urganization 🚖	Ste e		1	) (
ACTIONTYPE	Tyn		Organiza.cn e		7	26	1
ACTIONUSEVV	Whe				5	18	(
ACTIVEJSER	Acti	* Object 🙆 🔍 Error Message Group:					1
ADAPTER	Aca	Valication V/here Clause: PERSONSTOUF= Error Message Key:				.0	1
AIRDUCTTYPE	Air (	_istWhere Gause				30	) 🗊
ALIGN	ALK		9			7	1
ALLALNANDE	AI A		1.27				1
ALTKEYECM	Alle	4			8		1
AMCREWPOSI						20	(
AMWOSTATH:	140					8	()
ANDORCOND	And					12	(
APPACTION	App					22	1
APPERDERI YI	IYO					255	1
APPINTUSEAT	Arp			New Dev		18	1
APPTYPES	Vicio			New Row		26	) (
AREA	Der	Crossouer Fleids Filter 0 - 0 of 0	dimension annual	66 Download	=	00	) 🗊
ARTICLETYPE	ART	Source Fed Destination Field Accept NLLL value?	Nc Overwrite?	Seque	ice i	· 2	э í
ASSET2TOKT	Crea	No more to display					1
ASSET2M/0	Crea			New Row	/ w		(
				OK C	ance	_	dd New Doman

			CROSSOVFR Romain	Profile Sign Cu	a Tolo III
elect Action	•	5			
Cor	main	Desc	Donair: 0VMID9R0U	<u>Length</u>	<u>Boole</u>
_		_	The Dewrioad =		
	BCTYPE	ABC	Click Object. List Where Objuse Urganization & Ste &	1	) ()
	CTIONTYPE	Tyn		26	1
5346	CTIONUSEV/	Whe		18	0
	CTIVEJSER	Acti	+ Okjec 💭 🛀 🔍 Error Message Group:		1
	DAPTER	Aca	Valication Where Clause: PERSONGROUF= CVINERGROUP Error Message Key:	.0	1
_	RDUCTTYPE	Air (	List Where Gause:	30	ז 🗊
AL ا	.IGN	ALIC	Ste	7	⑦
<b>]</b> AL	LALNANDE	AllA			1
AL	TKEYDOM	Alle	8		1
AN AN	MCREMPOSI			20	1
an 🕹	MWOSTATI:	WO		8	()
AA 🗧	NECROONE	٨rd		12	1
AP	PACTION	Ath		22	1
AP	PERDERLYI	IYO		255	٢
AP	PENTLISEAT	Arp	New Row	18	1
AP	PPTYPES	٨ĸp		26	> 🍈
AD	REA	Der	Crossover Fields Filter 3 0.0010	30	י 🗊 נ
AR	RTICLETYPE	ART	Source Fed Destination Tield Accept NULL value? No Overwrite? Sequence	· 2	2 💮
AS	SSET2TOKT	Crea	Nin move th display		1
a As	SSET2W/O	Cres	New Row /		1
			OK Cance		Add New Doman 🔻

	-	CROSSOVER Romain	Profile Sign Out	-telp
ntm	-			
<u>Comain</u>	Desc	Donair: 0/WIETRIBROU	<u>Length</u>	<u>Bode</u>
	_	CROSSOVER Dunian Filer > - 1 of 1	10. In 199	
ABCTYPE	ABC	Ublect List Where Clause Organization & Stells	1	) c
ACTIONTYPE	Type	<b>₽ &gt; ₽</b> < <b>.</b>	26	
ACTIONUSEV/	Whe		18	(
ACTIVE JSER	Acti	* Object, R. Q. Select Value	.0	(
AIRDUCTTYPE	Aca	Valication Where Clause   FERSONGROUF= CVAL	30	<u>ا</u> ۲ م
AIRDUCT THE	Ait (	ListVitere Clause These volues.	7	U
ALLA_NANDE	ALA			1
ALTKEYECM	Alle	Object Description TERSONGROU		ĺ
AMCREMPOSI	~~~~	Select PERSONGROUP.	20	1
AMWOSTATI:	1740	Pépsonépsonép	8	ť
ANECROONE	Ard	PERSUNGROUPLEAN persongroups team table	12	1
APPACTION	ALP	PERSON-ROUPV EVV View from person and person and persongroudlean	22	ĺ
APPENDERI YI	i qqa Iyo	Cancel	255	C
APPNTUSEA1	Arn		18	ť
APPTYPES	App	New Row	26	2 (
AREA	Der	Crossover Fields : Dremain : 0.0010	00	) (
ARTICLETYPE	ART	Source Field Destination Field Accept NLL value? No Overwrite? Sequence	· 2	- U
ASSET2TOKT	Crea	No most to display		(
	Cres	New Rnw V		6
ASSET2MMO		OK Cance		10



	-	ROSSOVER Romain					Profile Sign Out	icho II
Arton		CROSSOVER Bornein	1-1 cf 1			C& [		
<u>Comain</u>	Desc	Object List Where	Clause		Crganization 🕤	Site e	<u>Length</u>	<u>Boale</u>
		PERSONGROL			Q	Q [		10
ABCTYPE	ABC						1	2 🕡
ACTIONTYPE	Type	* Object: FERSONGROU		Error Message Group:				
ACTIONUSE//	Whe	Velidation Where Clause: FERSONGROUP= OV	INERGROUP	Error Message Key;			18	1
ACTIVEJSER	Acti	ListWhere Cleuse:		Organization:	R.			1
ADAPTER	Aca			Ste			· 0	
AIRDUCTTYPE	Air ( ALK					Ξ	30	י 💮
							/	(m)
ALLALNANDE	ALA							1
ALTKEYDOM	Alle							<b>(</b>
AMCREWPOSI	WO						20	0
AMWOSTATH: ANDCROOND							8	偷
	Ard			ter PERSONGROUP in t SSIGNEDOWNERGROU			22	1
APPACTION	App		A.	SSIGNEDOWNERGROO				1
APPENDERT YI	IVO	Crossover Fields	1+1 of 1			i 40 i	255	0
	Arp	Source -reld	Jestinatio	nhed	Accent NULL	value? No Overwrite?		1
AREA	Акр D <del>а</del> т	PERSONGROUP	Q				26	י (ד ה נ
			16					
ARTICLETYPE ASSET2TOKT	ART Crea	* Source Tield: PERSONORCUP	Q	Condition on Bource	*		· 2	2 💮
ASSELTION		+ Liestination - ield:		Condition on Destination	*	×		0
ASSET2M/0								1

		CROSSOVER Romain					Profile Sign Out	
Arton		L T				Cito + 1		
<u>Comain</u>	Desc	the second se	ere Claube		Organization :	<u>one</u> -	Length	<u>Boole</u>
		PERSONGROL			Q	Q	in the second	
ABCTYPE	ABC	# Ubject: FERSONGROL		Error Message Group			1	) (j
ACTIONTYPE	Tyn	Validation Where Clause: FFRSONGROUP=		Error Messaga Key			26	1
ACTIONUSEV	Whe	List Where Clause.		Organization			<b>'</b> 8	1
ACTIVEUSER	Acti	List III o o cloude.		Ste				1
ADAPTER	Aca			316			· 0	1
AIRDUCTTYPE	Air (	(					30	э 🍵
ALIGN	ALK			equired to create the crossover do	main	=	7	偭
ALLA_NANDE	AII.4		have now been p	opulated. Click OK.				0
ALTKEYDOM	Alle							1
AMCREWPOSI		0					20	(ii
AMMOSTATI:	140						R	1
ANDORCOND	And	<u></u>					·2	0
APPACTION	ALP						22	Ű
APPENDERI YI	IYO	Crossouer Fields 🔰 Filter	1.* of1			ra t	255	C
APPINTUSEAU	Arp	Source Field		2cotination Field	Accopt NUL	value? <u>No Overwrte?</u>	·8	1
APPTYPES	Акр	PERSONOROUP	2	ASDIONEDCV/NERORGUP			26	3 (
AREA	Der	+ Source Field PERSONGROUP		Condition on Source	»		00	) (
ARTICLETYPE	ART						· 2	) c
ASSET2TOKT	Crea	Destination Field: ASSIGNEDOWNEFGROU  Accept NULL value?		Constition on Destination	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>		7	(
ASSET2MO	Cres			Sam anna III				(m
						OK Cance		dd New Doman

					<b>(</b>	155	Help 🧵
	l Action 💽 🕞 🏄		Start on the menu path to the	e Database			
Don		🖉 i 🔂 🦆 i 🌩 1 - 20 ur 498 🌩	Configuration application. C			1	wnload ?
	Domain	Description			$ \leq \lambda $	Length	Scale
					_ <u>q</u> \		
3	CRONACTIVITY	Crontask activities	ALN	UFFER	- 9 Jon	10	Û
3	CREWID	Crew ID	ALN	ALN	a (m	12	0 🔒
3	DAYNAME	Name of Day	SYNONYM	ALN	Q	10	0 🗊
3	DISPTYPE	Mairtenance type	ALN	UFFER	Q	15	0 📋
	DOMCE	Internal Use of Domain	SYNONYM	UFFER	0	22	0 💼
3	DOMTYPE	Coman Tyse	EYNONYM	UFFER	Q	23	0 🧃
3	DOWNCODE	Downtime Coce	ALN	UFFER	9	12	0 🗃
	FREQUNT	Frequercy Unit	EYNONYM	UFFER	9	З	0 📋
3	CLOATYPE	GL Deta Type	EYNONYM	UFFER	Q	З	0 🇃
	INVCXTYP	Invoice Transaction Type	EYNONYM	UFFER	Q	12	0 🗊
	INVTYPE	Invoice Type	EYNONYM	UFFER	Q	12	0 🧃
3	ISSUETYP	Issue Type	EYNONYM	UFFER		20	0 📋
	ITTYTE	Inventory Transaction Type	EYNONYM	UFFER	0,	13	0 🧃
Ξ	I∀STATUS	Invoice Status	EYNONYM	UFFER	Q	10	0 谊
	LOOBTAT	Location status	EYNONYM	ULLER	9	14	0 🍵
Ξ	LOCTYPE	Location Type	EYNONYM	UFFER	Q	13	0 🔒
	LOTTYPE	Lot Type	EYNONYM	UFFER	Q	13	0 🍵
	LTTYPE	Laber Reporting Type	EYNONYM	UFFER	Q	13	0 👕
	MAXTYPE	M/MMO Data Type	ALN	UFFER	Q.	Э	0 🍵
		Easting Mathad	SAFUNIAN	HEEFD	<b>A</b>	12	n 📾

Slide 27

Domai			🕑 Web Replay 🛛 Bulletin:	s: (U) 🔻 📢		rts Start Center Pro irristration	lle Sich (	Out Help 🔢
elect	Action 💌 🕞 🥔			_	a Assi	ils.		
Dom		🖉 : 🕆 🗣 : 🗢 1 - 20 ur 498 🔿			Char	-	) C4	Download : ?
	Domain	Description	Domain Type	Lata Type	🖬 Cont			Scale
					100 C	irastructure	1	
1	CRONACTIMITY	Crontask activities	ALN	UFFER	🗢 Integ	ration	۰p	10
3	CREWID	Crew ID	ALN	ALN	Inver		2	0 🕤
1	DAYNAME	Name of Day	EYNONYM	ALN	E Flan	ning ning anc Scheduling	þ	0 🔒
3	DISPTYPE	Maintenance type	ALN	UFFER		entive Maintenarce	, 5	0 🗊
1	DOMCE	Internal Use of Domain	EYNONYM	UFFER	E Furd	hasing	+ 2	0 💼
1	DOMTYPE	Conan Type	EYNONYM	UFFER	🖗 Ree		* o	0 💼
1	DOWNCODE	Downtime Coce	ALV	UFFER	Georg	nt Managemen: urte	2	0 🍙
8	FREQUNT	Frequercy Unit	EYNONYM	UFFER	· het		, 3	0 🔒
3	CLOATYPE	GL Deta Type	EYNONYM	UFFER	🔺 Sev	ce Desk	+ B	0 💼
8	INVCXTYP	Invoice Transaction Type	EYNONYM	UFFER	Ø Sev		12	0 谊
3	INVTYPE	Invoice Type		<i>Y</i>		oo Providor (S⊇) ge Request Managar Ca	2	0 🗊
3	ISSUETYP	Issue Type	Click System Configuration			ce Request Manager Ca	talog 🕴	Platform Configurati
3	דדעי≡	Inventory Transaction Type				Management	÷.	Nigrat on
1	IVSTATUS	Invoice Status	EYNONYM	UFFER	C Worl	k Orcers		ISM Content Installe
1	LOOBTAT	Location status	EYNONYM	UFFER	٩		14	0 🍵
1	LOCTYPE	Location Type	EYNONYM	UFFER	Q		13	0 🔒
8	LOTTYPE	Lot Type	EYNONYM	UFFER	Q		13	0 💼
8	LTTYPE	Labcr Reporting Type	EYNONYM	UFFER	Q		13	0 🗊
3	MAXTYPE	MAXIMO Data Type	ALN	UFFER	Q		з	0 💼
	DAGENTHIN t: vod(C);	Easing Mathod		HECED	0		12	n 🖘

٦

Slide 28

Γ

omains		C Hophophay Ban	(cinits: (o)	To Reports Start Center Profile S	ion occorneip	12
elect Action 🔄 🛃	2 🗟			a Assels		
Domains 🔝 Filler > 🤇	🕽 🖉 🔂 🗣 🗄 🌳 1 - 20 ur 496 🌩			System Properties	the Download	? =
Domain	Description	Domain Type	Cata Type	Logging Domains	n <u>Sc</u>	ale
			-	Database Configuration		
CRONACTIVITY	Crontask activities	ALN	UFFER	Application Designer Communication Templates	þ	Û
CREWID	Crew ID	ALN	ALN	Actions	2	0 👕
DAYNAME	Name of Day	EYNONYM	ALN	Rules	P	0 🗊
DISPTYPE	Maintenance type	ALN	UFFER	Esca ations Workflow Designer	5	0 📋
DOMCE	Internal Use of Domain	GYNONYM	UFFER	Workflow Designer (Advanced)	2	0 💼
DOMTYPE	Comain Type	EYNONYM	UFFER	Workflow Administration Workflow Administration (Acvanced)	D	0 谊
DOWNCODE	Cowntime Coce	ALN	UFFER	Workflow Launcher	2	0 谊
FREQUNT	Frequercy Unit	EYNONYM	UFFER	Cron Task Getup	в	0 👕
CLOATYPE	GL Deta Type	EYNONYM	UFFER			0 🗊
INVCXTYP	Invoice Transaction Type	EYNONYM	UFFER	Click Platform Configur	ation	0 😭
	Invoice Type	EYNONYM	UFFER	Escalator s (or,	FV	0 💼
ISSUETYP	Issue Type	EYNONYM	UFFER	Domains (SP) Instantificessacing Configuration	Platforr C	onfigurat
	Inventory Transaction Type	EYNONYM	UFFER	🚨 Task Hanagement	and and	
	Invoice Status	EYNONYM	UFFER	Work Orcers	ISM Conte	nt Instal
LOOBTAT	Location status	EYNONYM	UFFER	9,	14	0 谊
LOCTYPE	Location Type	EYNONYM	UFFER	Q	13	0 🔒
LOTTYPE	Lot Type	EYNONYM	UFFER	Q	13	0 谊
LTTYPE	Labor Reporting Type	EYNONYM	UFFER	Q	13	0 🗊
MAXTYPE	MAXIMO Data Type	ALN	UFFER	0,	З	0 💼
REPARENTED	Easing Marbod		HEEFD	•	12	n 🔒

Slide 29

elect Action 💌 🗖 🤞				<ul> <li>Administration</li> <li>Assets</li> </ul>		
	- 🗸 🕀 🦆 : 🗢 1 - 20 ur 496 🔿			System Properties	C	Download
Domain	Description	Click Database Configur	ation.	Logging Domains Database Configuration	a	Scale
CRONACTIMITY	Crontask activities	ALN	UFFER	Application Designer	D	Û
CREWID	Crew ID	ALN	ALN	Communication Templates Actions	2	0 🔒
DAYNAME	Name of Day	EYNONYM	ALN	Rules	Þ	0 谊
DISPTYPE	Maintenance type	ALN	UFFER	Esca ations Workflow Designer	Ð	0 💼
DOMCE	Internal Use of Domain	EYNONYM	UFFER	Workflow Designer (Advanced)	2	0 🗃
DOMTYPE	Domain Type	EYNONYM	UFFER	Workflow Administration	D	0 💼
DOWNCODE	Downtime Coce	ALN	UFFER	Workflow Administration (Acva Workflow Launcher	<sup>ncea)</sup> 2	0 🛱
FREQUNT	Frequercy Unit	EYNONYM	UFFER	Cion Task Setup	Э	0 💼
CLOATYPE	GL Deta Type	EYNONYM	UFFER	E-mail Listeners Web Services Library	з	0 🗊
INVCXTYP	Invoice Transaction Type	EYNONYM	UFFER	Launch in Context	2	0 🔒
	Invoice Type	EYNONYM	UFFER	Escalations (SP)	2	0 🔒
ISSUETYP	Issue Type	EYNONYM	UFFER	Domains (SP) Instant Messacing Configuratio	n	Antom Configurat
ברצדדו 📕	Inventory Transaction Type	EYNONYM	UFFER	🚨 Task Management	÷	Nigrat on
	Invoice Status	EYNONYM	UFFER	Work Orcers	b .	ISM Content Instal
LOCETAT	Location status	EYNONYM	UFFER	9	14	0 🗃
LOCTYPE	Location Type	EYNONYM	UFFER	Q	13	0 🔒
LOTTYPE	Lot Type	EYNONYM	UFFER	9	13	0 💼
LTTYPE	Labor Reporting Type	EYNONYM	UFFER	Q	13	0 🔒
MAXTYPE	MAXIMO Data Type	ALN	UFFER	Q	з	0 🍙
ם אמבאידאה vascript: vod(C);	Earling Marhod		HEEFD	•	12	n 🔿

Database Configuration		N/eh Reniav	Bulletins: (1) VG0 To Renords	Start Center Profile Sign Out Help 1994
💌 Find: 🔍 💌 Select Action 💌 😓 🗄	3 🥖 🧼 🧄 🕰			
List Object Attributes Indexes Relationships				
🔍 Acvariced Baarch 💌 🔚 Save Query 💌 🗍 Bookmarks				
Objects: ▼Filer > Q 📝 🕀 🗣 🏟				c∰ <u>Download</u> : ? : =
Status <u>Object</u> • <u>Description</u>		Service	Descript on	
ticket				
	To find records, use the filter fields e search options, use the A	dvanced Search butto	n above.	
Type ticket in the Object field and press ENTER.	nter a new record, select th	e Incort icon in the too	) bar.	
Selact Red				
<u>.</u>				.2

Slide 31

tabas	e Configuration		🙂 Web Replay	Bulletins: (0) 🔻 Go To Reports S	tart Center Profile Sign Out Help 🔢
	* Find:	🔍 💌 Select Action 💌 🎦 🗔 🥢 🦇 🧅 🖌			
ist		IXes Relationships			
1.000	rced Baarch 🔻 🔚 Save Que				
	: 🕶 Filler > 🔍 📝 👉 🗣				ct Download : ? :
tus	Otject *	Description	Sevica	Description	
	ticket				
	TICKET	he Ticket table	TICKET	Ticket	4
	IICKETCRA Select Tic	Ket. ew Hierarchy Grand Intals	T CK⊢1	Linket	٩
		he TicketSpec table	TCKET	Ticket	4
	TICKETTOTAL	Totals	TCKET	Ticket	4
261501	Records				
561501	HEFOILIS				
101301	Recuis				
101301	recults				
101301	rocul 3				
261301	rocul 3				
	MBLUI JS				
	MBLUI JS				
201201	MBLUI JS				
101201	MBLUI JS				
	MBLUI JS				
	Mouri JS				
	MBUUIJS				

Database Configuration Click the J Find: List Cbject Arrivatos Indexes	Attributes tab.		feb Replay Bulletins: (0) <b>▼⊂GoTo</b> Reports Start-Cent	er Profile Sign Out Help <u>百靈輕</u> ,
	ie Ticke: taola		Status:	
Description Ticket Entity: TICKET Class: oodi.app.ticket.T Extends Objec:: Level SYSTEM	icketSe:	Main Ob, est?	Table  * Storage Parition MAXDATA Q Unicue Couron TICKETUID Language Table Lenguage Couron LANGCODE Alternare Index Triquer Ruit TICKET	Add Rowstamp? 🗹 Is Language Table? 📄 Is Audit Table? 📄 Tex: Search Enabled? 📄
View View?	Jon to Object. View Select.	٩	Automatically Select? 🔲 View From	
Audit Hnahled?  Audit Table: javescript: tabClck(mx252°);	⊢a uld hiter		H-signature Hiter	

List Cbject	▼ Find:		0	tatus:	
Attributes   )					nload i ? i
Status		Description	Туре	Length Scale Requi	
	AGCUVULATEDHOLDTIME	Field that accumulates the amount of time the	DURATION	8 0	Ż
	ACCUMULATESLAHOLDTIME	SLA applied to the ticket that acids the accumu	YORN 🔍	1 0 🗆	Z
	ACT_ABCOST	Actual Labor Cost	AMOUNT 🔍	10 2 🗹	Z
	ACT_ABHRS	Actual Labor Hours	DURATION 🔍	з о 🗹	Z
	ACTJALCONTACTDATE	Actual contact date		10 🗆	1
	ACTJALFINISH	Actua Finish Data	DATETIME 🔍	10 0 🗆	Z
	ACTJALSTART	Actual Start Date	DATETIME 🔍	10 🗆	1
	ADJUSTEDTARGETCONTACTTIME	Target Contact + Accumu ated Hold Time : Dyr	DATETIME 🔍	10 🗆	1
	ACJUSTEDTARGETRESOLUTIONTIME	Target Resolution + Accumulated Hold Time : 0	DATETIME 🔍	10 0 🗆	1
	ACJUSTEDTARGETRESPONSETIME	Target Response + Accumulated Hold Time : D	CATETIME Q	13 0 🗆	X
					New Kov

Slide 34

Objec	ct: TCKET The Ticket :able			Status:		
Attributes 💎	Filter 🔹 🔍 🕜 🐥 🏟 1 - 10 of 177 🏟				C& Downloa	<u>d</u> ; ? ;
Status	Attribute	Descript on	Туре	Length	<u>Scale</u> <u>Required</u>	
	at we interesting	Field that accumu ates the amount of time the	DURATION	8		Z
	Type assignedownergroup in	SLA applied to the ticket that adds the accumu	YORN 🔍	1	0 🗆	1
	the Attribute field.	Actual Labor Cost	AMCUNT 🔍	10	2 🗹	1
		Actual Labor Hours	DURATION 🔍	8	0 🗹	1
	ACTUALCONTACTDATE	Actual contact date	DATETIME Q	10	0 🗆	1
	ACTUALFINISH	Actual Finish Date	DATETIME 🔍	10	0 🗆	Ż
	ACTUALSTART	Actual Star: Date	DATETIME 🔍	10	o 🗖	X
	ADJUSTEDTARGETCONTACTTIME	Target Contact + Accumulated Hold Time : Dyr	DATETIME 🔍	10	0 🗆	1
	ADJUSTEDTARGETRESOLUT ONTIME	Target Resolution + Accumulated Hold Time : D	DATETIME 🔍	10	0 🗆	X
	ADJUSTEDTARGETRESPONSETIME	Target Response - Accumulated Hold Time : D		10	0 🗆	X
						New Rev

Object	TCKET The Ticket :able				Status:		
2	trer 🖻 🍳 🖉 🔮 🐥 🗇 1 - 10 nf 177 🌩			da ser		C& <u>Download</u>	? :
Status	Attribute assigned.cwnargroup	Now, press the ENT		Туре	Length	Scale Required	
	ACCUMULATEDHOLDTIME	key on the keyboard.	Jates the amount of time the	DJRATION	8		1
-	ACOUMJLATESLAHOLDTIME		men of the licket that adds the accumu	YORN Q	1	0 -	1
	AJTLAECOST		Labor Cost	AVICUNT	10	2 🗹	1
	AUTLAEHRS		Labor Hours	DURATION Q	8	0 🗹	1
	ACTUALCONTACTDATE	Actual	contact date	DATETIME Q	10	0 🗆	1
	AUTUALFINISH	Actual	Firish Date	DATETIME 🔍	10	0 🗆	1
	ACTUALETART	Actual	Star: Data	DATETIME 🔍	10	0 🗆	1
	ADJUSTEDTARGETCONTACTTIVE	Target	Contact + Accumulated Hold Time : Dyr	DATETIME 🔍	10	0 🗆	1
	ADJUSTEDTARGETRESOLUT ONTIME	Target	Resolution + Accumulated Hold Time : C	DATETIME 🔍	10	0 🗆	X
	ADJUSTEDTARGETRESPONSETIME	Target	Response – Accumulated Hold Time : D	DATETIME	10	0 🗆	1
						Ne	ew Rov

Database Configuration	🙂 Web Replay	Bulletins: (0) 🔻 Go To Reports	Start Center Profile Sign Out Help 🔢
▼ Find: Q ▼ Select Action ▼ 10 20 20 List Cbject Attributes Indexes Relationships	<b>4 4 A</b>		
Object: TCKET The Ticket table			Status:
Attributes 🔻 Filter 🖓 🔍 🥒 🕀 👘 1 - 1 rf 1 🍛			C& Download ? ? =
Starus <u>Attriburg</u> aksibnadckmargroup	Description	<u>Type</u>	Length Scale Recuree
ASSIGNEDOWNERGROUP	Assigned Cwner Group of the ticket recorc. Thi	U>>ER Q	8 0 Z C
Click the arrow to expand the table window.			
javescript; void(0);			38

Database Configuration	• Web Raplay - B	Bulletins: (0) 🔝 Go To Reports Start Center Proble Sign Out Help IIIII
Liet Cbject Attributes Indexes Ralationshipe Object: TICKET The Ticke: table Attributes V Filter > Q : 2 : 2 : - 1 - 1 rf1 >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>		Status:
Starue Atrbute assignecownergioup ASSISNEDOWNERGROUF Detaile Atribute: ASSIGNEDOWNERGROUP * Description: Assigned Owner Group of the ticket record. Thi * Type: UPPER * Length: Scale: Required?	Class: Demair: Default Value:	Type     Lancth     Scale     Required       UPPER     0     0     0     0       Assigned Owner Group     0     0     0     0       Type     ownergroup in the Domain field.       AssignedOwnEpgeroup
Advanced Emity: TICKET Column: ASSIGNEDOW Same as Object: PERSONGROUP Autonumoer:	Persioton? // Vlust Be?   Fostive?   User Defined?   Car Autor an ber?	Aucit Encolod? Multilanguage Supported? Multilanguage in Use? E-signature Encoled? Primary Column:

	🔍 Web Replay - E	Bulletins: (0) <b>▼∕GoTo</b> Raports Stan Center Profile Sign Out Help <u>Titer</u>
List Object Attributes Indexes Relationships Object: TICKET The Ticke: table Attributes: Velter 2 2 2 2 2 3 2 3 1 - 1 of 1		Status:
Starue Attrbute assignecownergroup ASSISNEDOWINERGROUF	Description Assigned Owner Group of the ticket repord. Th	Langth Scale Required
Attribute: ASSIGNEDOWNERGROUP * Description: Assigned Owner Group of the ticket record. Th * Type: UPPER * Length: Scale: Required?	ni Claes: Demair: Dsfault Yalus:	: owrorgroup >>
Advanced Entity: TICKET Column: ASSIGNEDOW Same as Object: PERSONGROUP Autonumser.	Persistent? Vust Be? Fositive? User Defined? Car Autor un ber?	Multilanguage Suopoteel? Multilanguage in Use? ⊟-signature Encoled? Primary Column:

Database Configuration	🛛 Web Raplay 🛛 D	ulletins: (0) 🛛 🔻 Go To 🛛 Reports	: Start Center Profile Sign Out Help	IIN.
💌 Find: 🔍 💌 Select Action 💌 🌠	🖉 🧇 🧼 🗥 🗟			
List Cbject Attributes Indexes Relationships	we Object CTRL+ALT+S			^
Objec::         TICK⊑T           From the Database         Configuration application screen click Save.	<u>×</u>		Status:	7 =
Status Attribute	Description	Турэ	Lancth Scale Required	
assignecownergroup				
Change ASSIGNEDOWNERGROUF	Assigned Owner Group of the ticket record. Th	UPPER 🔍	8 0 0	1 0
Details				
Attribute: ASSIGNEDOWNERGROUP	* Title: 🖪	Assigned Owner Group		1
* Description: Assigned Owner Group of the ticket record. Thi	Clase			
* Түре: UPPEF	Demair:	DWNERGROUI »		
+ Length:	Default Value:	$\square$		
Scale:	Alias: A	ASSIGNEDOWNERGROUP		
Required?	Status: 🖸	Change		
Advanced				
En:ity: TICKET	Persistent? 🗹		Aucit Encoled? 🔲	
Column: ASSIGNEDOW	Must Be?	1	Multilanguage Supported? 🔲	
Same as Object: PERSONGROU 🔍	Fositive?		Multilanguage in Use? 🔲	
Same as Attribute: PERSONGROUP	User Defined? 🔲		E-signature Enabled?	
Autonumpor:	Car Autorumber? 🔲		Primary Column:	5
javascript; void(0)				3

Database Cor	nfiguration	🕒 Web Replay	Bulletins: (0) 🛛 🐨 Go To 🛛 Repo	rts Start Center Profile Sign Out Help	III.
		BMXAA42051 - Record has been saved.	200 - 10-		
	💌 Find: 🔍 💌 Select Action	▪ ♥�� � � � &			
Chief Chief	cl				<u>^</u>
Click the	List tab.			Status: To De Changed	
Attributes	🗸 Filter 🤉 🔍 i 🖉 🖓 i 🖓 1 - 1 rf 1 🍛			C& Download	<u>d</u> ; ? =
Status	<u>Attr bute</u>	Description	<u>-урэ</u>	Lancth Scale Required	
	assignecownergroup		Q.		
🔝 Change	ASSIGNEDOWNERGROUP	Assigned Owner Group of the ticket repord. Th	UPPER 🔍	8 0 -	20
Details					
	Attribute: ASSIGNEDOWNERGROUP	* <sup>−</sup> itle:	Assigned Owner Group		
	escription: Assigned Owner Grcup of the ticket record. Thi	Class:			
		Domain:	DWNERGROUI >>		
	* Length: D	Default Value:			
	Scale:	Alias	ASSIGNEDOWNERGROUP		
ſ	Required?		Change		
			i nongo		
Advanced					
	En:ity: TICKET	Persistent? 🗹		Aucit Encolod? 🔲	
	Column: ASSIGNEDOW	Must Be?		Multilanguage Supported? 📃	
Sam	ne as Object: PERSONGROU Q	Fositive?		Multilanguage in Use? 📃	
Same	as Attribute: PERSONGROUP	🐂 📜 User Defined? 🔲		E-signature Enabled?	
	Autonumper:	Car Autor un ber?		Primary Column:	
					¥

	iration		Green Habia) – Diller	tins: (0) 🗢 Go To Reports Start Center	r Profile Siçn Out Help 👔
Card and a second s	1994	Select Action 😥 🔄 🥒 🧅 🛶 🕰			
Acvarced Bearc	h 🖛 🔚 Save Query 🖛 🛔				
	> 🔍 🦧 🔂 🦆 🎼 🗘 1 - 4 u				Cle Download 1 ? 1
tatus	Object	Lescrption	Service	Description	
	ticket				
Be Changed	TICKET	The Ticket table	TICKET	Ticket	2
	LICKETISRAND () TAL	View Hierarchy Grand Intels	IICKE1	licket	4
	TICKETSPEC	The TicketSpec table	TICKET	Ticket	٩
Selact Records	TICKETTOTAL	Totals	TICKET	Ticket	4

List Cbject		Select Antion	<u>s</u>		
	Attributes Indexes Rals	Apply Configuration Changes Select	Nanage Admin Mode.		
	> Q 211 + + + + + + + + + + + + + + + + + +	Discard Configuration Changes			c <b>⊪</b> <u>Download</u> : ? :
tatus	Object •		Service	Description	
	ticket	Refresh Index Tables		Bootiplior	
Be Changed	TICKET	Field Length and Format Services	TICKET	Ticket	6
	LICKETGRAND ()TAL	GL Account Configuration	ПСКЕТ	licket	4
	TICKETSPEC	Manago oSig Actions Messages	TICKET	Ticket	
Selact Records	TICKETTOTAL	Run Reports	TICKET	Ticket	*

List Cbject	▼ Find: Q ▼	ticnships 3cokmarka	Web Raplay Bulletins: (0)	Go To Reports Start Cent	er Protile Sign OLt Help 正論論, Ce <u>Download</u> : ? : =
Status	Object *	Lescrption		or ption	
	ticket		All servers are currently in Admin Model Click the button below to turn Admin Model OFF.		
To Be Changed	TICKET	The Ticket 1	Aunin wate 5-r.	et	₩
	LICKEUGRAND OTAL	View Hierard	Turn Admin Mude OF	at	44
	TICKETSPEC	The TicketSp	Status:	ət	*
Select Records	TICKETTOTAL	Totals	an den gener	et	*
<.			Click Turn Admin Mode OFF, then click Close		8

Database Configu			NAMES OF STREET			Current Delle Circou	11-1
Database configu	Itation		O web Repl			Start Center Prolile Sign Out	te Help <u>III.</u> ,
1	* Find: 🔍 💌	Select Anticn 🕕 🗄 🖉 🐗 🤘	Maa 💫				
		tice line					
Acvard Click	the Select Action menu						
Objects	the beleet Action mena					G	Download : ? : =
Status	Object :	Lescrption	Servin	е	Description		
	tisket						
To Be Changed	TICKET	The Ticket table	тіск	ET	Ticket		4
	LICKETGRAND OTAL	View Hierarchy Grand Intals	ПСКІ	-1	licket		44
	TICKETSPEC	The TicketSpec table	ТІСКІ		Ticket		*
Select Records	TICKETTOTAL	Totals	TICKI	T	Ticket		*
				æ			
(K)							2

	ration		🕑 Web Replay 🛛 Bulleti	ins: (0) 🛛 🕶 Go To Reports Start Cente	r Profile Siçn Out Help 🔢
	💌 Find: 🔍 💌	Select Action 🔏 🗋 🗐 🖉 🍁 斗 🗟			
List Cbject	Attributes Indexes Rais	Manage Art Made			
🔍 Acvariced Beard	h 💌 🔚 Save Query 💌 🛔	Apply Configuration Changes	y Configuration Changes		
Objects 🔽 Filer	> 🔍 🏒 🔂 🗣 🗇 1 - 4 u		,		Gli <u>Download</u> : ?
tatus	Object 🔹	Update Statistica	Service	Description	
	tipket	Refresh Index Tables			
Be Changed	TICKET	Field Length and Format Services	TICKET	Ticket	4
	LICKETGRAND ()TAL	GL Account Configuration	IICKET	licket	44
	TICKETSPEC	Manage eSig Actions	TICKET	Ticket	
	TICKETTOTAL	Messagas Run Raports	TICKET	Ticket	-

Database Configu				<b>▼GoTo</b> Reports StartCem	ter Profile Siçn Out Help	INA,
		Select Action	10 🖬 🧷 🍬 🛶 🕰			
		ticnships				
	h 💌 🔚 Save Query 💌 🖡 E	~~~				
Objects 💎 Filer	> 🝳 🦧 🔂 🗣 🗇 1 - 4 u 4		Non Structural Database Configuration	?	Cl Download	:?:≡
Status	Object *	Lescrption		prior		
	ticket		and Click the button below to run Non-Structural Database Configuration.			
To Be Changed	TICKET	The Ticket t	a violi ne zatori polovilo na von oraziare patabase comiga anon.	et		
	LICKETISRAND OTAL	View Hierard	Start Configuring the Database   Refresh Status	at		44 64
	TICKETSPEC TICKETTOTAL	The TicketSp Totals	Status:	et .		**
< <u>(</u>			Click Start Configuring the Database			2

Database Configu	ration		Of Web Replay B.	ulletins: (0) 🛛 🤝 Go To Reports Start Cent	ter Proile Sign Out Help III,
List Cbject	Attributes Indexes Relation	lect Antion 💌 🎦 🗟 🥒 🔇 nahipa okmarka	a (d) : 🕰 🗟		
Objects 🗇 Filler Status	> Q 2 + + + + + + + + + + + + + + + + + +	Lescrptior Non Structural D	Patabase Configuration	? prp:ior	c≱ <u>Download</u> : ? : ≡
To Be Changed	TICKET ICK2-USKAND OIAL TICKETSPEC ICKCITOTAL	The Ticket 1 2 Clock the b Eloctronic Signature Authonic + Paseverce: Reason For Charge:	SON Enter the Password and Reas	***	

Database Configu	ration		Ovveb Replay Bulletins: (0)	🐨 Go Ta 🛛 Reports	Start Center Proile Siçn Oct Help <u>IIIM</u> ,
	• Find:	Select Action	05244		
List Cbject		icnships			
🔍 Acvanced Beard	h 🖛 🔝 Save Query 🖛 📗 I	Bookmarks			
Objects 😎 Filler	> 🔍 🥔 🖓 🗣 🖗 🖓 1 - 4 u 1	9	on Structural Database Configuration	?	C≱ <u>Download</u> : ? : ≡
Status	Object *	Lescrption	on structural bacabase configuration	crption	
	tisket		Click the button below to run Non-Structurel Database Configuration.		
To Be Changed	TICKET	The Ticket 1		et	<b>→</b>
	TICKETIGRAND () TAL	Electronic Sign	ature Authentication	?	44 44
	TICKETTOTAL		or Name:: WILSON Mike Wilson 1	4	4
Select Records				*	
		100 C	aboword::		
			BMXAA3841E - You have selected an action that requires an e	octronic signours	
			and the second se		
			01	Cancel	
			Click OK.		
		L			
				-	
5					13

Database Configu	ration		Uvveb Replay Bulletins: (0)	🐨 Go To Reports Start C	enter Profile Siçn Oct Help	IIN.
List Cbject	Attributes Indexes Ralat n 👻 🔚 Save Query 👻 📗 B	icnahipe Bookmarka				
	> 🔍 🥔 🔂 🗣 🗇 1 - 4 u ' 4	Terre and the	Non Structural Database Configuration	?	C& Download	: ? : =
Status	Object * ticket	Lescrption		crption		
To Be Changed	TICKET	The Ticket 1	2 Click the button below to run Non-Structurel Database Configuration.	ot		44
	LICKEUGRAND OTAL	View Hierarch		at		44
	TICKETSPEC	The TicketSp	Start Configuring the Database Refresh Status	et		-
Select Records	TICKETTOTAL	Totals	Statu: System Message	et		**
C.			BKXAA3575I - You started the database configuration. You can cick Refrash Status at any time to see the latest status. Review the System Message and click OK.			2

	-4	<b>n</b>   B	▼ GoTo Reports Start Cent	er Prolie Siçn Out Help ce <u>Pownbad</u>	· ? : =
Status <u>Object</u> *	Lescrption Non Structural Database	Configuration	? crptior		
ticket		low to run Non-Structural Database Con			
To Be Changed <u>TICKET</u>	THE TICKET	low to rur Non-Structurel Database Con Click Refres	sh Status		44
TICKETSPEC	View Hierarc The TicketSp	Detabase Refeets Status	et		**
TICKETTOTAL	Tatala Status: EMXAA6818	<ul> <li>ConfigDB started for schema MAXIVO, connected to c db2.// sm.tide.ibm.com.50C05/maxdb71</li> </ul>	et		**
		OK			2

List Cbject	▼ Find: Q ▼ : At:ributes Indexes Ralar	ticnshipe 3cokmarks	OWeb Raplay Bulletins: (0)	<b>t≪ Go To</b> Reports Start Center	Profile Sign Oct Help 亚語論, ISB Download : ? : = ]
Status	Object *	Lescrption	Non Structural Database Configuration	? crption	
	tipket				
To Be Changed	TICKET	The Ticket 1	Click the button below to run Non-Structural Database Configuration.	et	<u>چ</u> ند
	HCKEUGRAND OTAL	View Hierarch	Start Configuring the Detabase Fieldersh Status	at	44
	TICKETSPEC	The TicketSp	Status System Message	et	4
Select Records	TICKETTOTAL	Totals	Status of System Measage	et	4
<			BMXAA35771 - The database configuration is complete. You can view the log file to see the data led status.		

List Cbject	▼ Find: Q ▼ Attributes Indexes Rala	ticnships 3co <marks< th=""><th>O Web Raplay Bulletins: (1)</th><th>❤ GoTo Reports Start Cent</th><th>er Profile Sign Out Help 正建建, Cle Download : ? : =</th></marks<>	O Web Raplay Bulletins: (1)	❤ GoTo Reports Start Cent	er Profile Sign Out Help 正建建, Cle Download : ? : =
Status	Object *	<u>Lescrptior</u>	Non Structural Database Configuration	? cription	
	tisket				
To Be Changed	TICKET	The Ticket 1	Click the button below to run Non-Structurel Database Configuration.	et	4
	LICKETIGRAND () TAL	View Hierard	Start Configuring the Detabase	et	44
	TICKETSPEC	The TicketSp		ət	*
Select Records	TICKETTOTAL	Totals	Status: EMXAA6818I - ConfigDB started for schema MAXIMO, connected to database jdbc db2.//ism.tide.ibm.com.50005/maxdb71	et	*
<u>&lt;</u> [			Hefreshing object melarata ENXAA66201 - ConfigDB completed without enors. Click OK.		2

List	Finc. ⊃bect Attributes Index	CQ. → Balest Action → 1 🚺 🔂 🖉 🖨 🗘 4	© Web Realay Click <b>Go To</b> to start mo Database Configuration	ving from the		
<u>u</u>	uced Bearch :▼ 🔚 Save Que		the Application Designe			_
Objects	🤝 Filter 🔿 🔍 : 🏄 🚽 🦊	🔅 🗢 1 - 4 of 4 🌩	4		ra <u>Cown oad</u>	7 0
talus	<u>Object</u>	Description	Genvice	Description		
	t cket					
	TICKET	The Ticket table	TICKET	Ticket		64
	TICKETGRANDTOTAL	view Hererchy Crand Tota s	TICKET	Tcket		64
	TICKETSPEC	The TicketSpec table	TICKET	T cket		84
	TICKETTOTAL Records	Totals	TICKET	Tcket		<u>.</u>
				1		
				(h)		

Slide 54

Database	e Configuration		🕑 Web Re		o To Reports Statt Center Profile	Sign Our Eelp	<u>19</u> 17. •
	T T T	🗸 🖛 Balest Action 🕞 🌓 🕞 🥒 🧼 🧼	<b>4</b> B		Assets		
	Dbject Attributes Indexes	-telationships			Contracto		
-	🗢 Filter > 🔍 : 🏄 🕁 🐥 : 🍃 1				Thirastructure	P& Eown cat	7 . =
Status	Object	Description	Genvice	Description	the second and	i towitodu	r
oraida	t cket		Genes	Description	💇 nvertory		
	TICKET	The Ticket table	TICKET	Ticket	Anning and Scheduling ■		64
	TICKETCRANDTOTAL	view Hererchy Crand Tota s	TICKET	T cket	Preventive Maintenance		94
	TICKETSPEC	The TicketSpec table	TICKET	Tcket	C Purchasing	r	84-
E Select	TICKETTOTAL	Totals	TICKET	Tcket	<ul> <li>Release</li> <li>Boript Management</li> </ul>	·	<u> -</u>
javascijct v	ad(C);		Click System Configura	ation.	Self Service     Service Desk     Service Desk     Service Desk     Service Desk     Service Provider (SP)     Service Product (SP)     Service Product Manager Catalog     Service Request Manager Catalog     Service Request Manager Catalog     Work: Ordere	Hattorn Conngu Higration ISM Content Inst	

Slide 55

Γ

itabase	Configuration		⊙Web Replay	Bulletins: (0) 🛛 🔻 I	Go To Reports Start Center Profile S Main Administration	ilgn Our - Eelp	IEM
	▼ Finc.	🔍 🕶 Belest Action 🔹 🌪 🔚 🖉 🧼 🗼 🚳			Assets		
	Object Attributes Index				Eystem Properties		
	nced Bearch 💌 🔚 Save Que				Logging L'omains		
Dbjects	😎 Filter 🗦 🔍 🏒 🔂 🦑	: 🗢 1 - 4 of 4 🎲			Database Configuration	ru <u>Eown oad</u>	7 6
ilus	<u>Object</u>	Description	Service	Descriptio	Application Designer Communication lemplates		
	t cket				Actions		
	TICKET	The Ticket table	TICKET	Ticket	Foles Escalations		40
	TICKETCRANDTOTAL	view Hererchy Crand Tota s	TICKET	T cket	Escalations Workflow Designer		4
	TICKETSPEC	The TicketSpec table Totals	TICKET	T ck et T ck et	Workflow Designer (Advanced)		€¥ (A)
	TICKETTOTAL Records	lotais	IUKLI	I CKST	Workflow Administration Workflow Administration (Advanced)		44
					Launch Chick and	Hatform Conngr Migration ISM Content Ins	,

Databas	e Configuration		🗩 Web Replay 🖪	julletinst (0) 🏾 🔻	Go To Reports Start Center Profile S	Sign Our Eelt 正照。
1	Finc.	🔪 💌 Belest Action 💿 🌪 🔚 🌽 🧼 🛶 🛃			Assets	
List	Dbiect Attributes Indexes	-velationships				
	nced Bearch 💌 🔝 Save Query 💌				Eystem Properties Logging	
-	rced Search ← 🚮 Seve Query ←				L'omaine	rs <u>Eown oad</u> r ? : =
			(		Catabase Configuration Application Cesigner	rs <u>Eown oad</u> ? =
Status	Object +	Description	Click Application Desig	gner.	Communication lemplates	
	t cket				Actions	
	TICKET TICKETORANDTOTAL	The Ticket table View Hersrchy Crand Tota s	TICKET	пскеt Ticket	Foles Escalations	
	TICKETSPEC	The TicketSpec table	TICKET	T cket	Workflow Designer	64 64
	TICKETTOTAL	Totals	TICKET	Tcket	Workflow Designer (Advanced)	**
E Select		locais	IISALI	TCKSL	Workflow Administration Workflow Administration (Advanced)	**
					Workflow _auncher	Retform Connectation > Rigration ISM Content Installer
javascript	vald(C);					×

cation.Designer         * Finc.         Workspace         Filter > Q: @: @: @: @: @: @: @: @: @: @: @: @: @:	Mair Object           Vair Object           va and then prase inter- ced Search button above.	Go To Eepons Start Center E	rodie Sign Dur Eel; III ret Donn cent 7 In Mebile
Finc.     Q → Sale:t Action     P     G    P     G    P     G    P     G     G     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C     C	Mair Object           Vair Object           va and then prase inter- ced Search button above.		ce Comost   ?    2 Mcbilo
Interiors Workspace  Filter > Q : 2 : : : : : : : : : : : : : : : : :	Mair Object	Original App isotion	<u>lo Mcbilo</u>
Interiors Workspace  Filter > Q : 2 : : : : : : : : : : : : : : : : :	Mair Object	<u>Original App ication</u>	<u>lo Mcbilo</u>
aton + Description	ve an 1 then press Enter ced Search button above.	<u>Original App isation</u>	<u>lo Mcbilo</u>
In the teaching, use the biter telds and For more search options, use the Adva	ve an 1 then press Enter ced Search button above.	Original App leadion	
For more search options, use the Advar	ced Search button above.		
For more search options, use the Advar	ced Search button above.		

Applications Workspa				_
🕴 🤝 Fliter 🔸 🔍 🗄 🌽 🗄 🔐				c∔ <u>Cown oad</u> ?
Splication +	Descript on	<u>Vair Object</u>	Original Application	
REATESR	Create Service Request	SR	do l	
	Enterprise Services	VAMFACEIN		
LUSPSR	Service Requests (SP)	BR	73	
	Service Address (SF)			
	Service Items (SP)		GRVITEM	
<u>ACOVER</u>	Process Requests	PMCOMSR		
14	Service Requests	3R		
Select SR.	Service Request Manager Search	OBJECTSEARCH		
RMSSOTR	Self Service Center	ЗR		
RVCOMMOD	Service Gloups	COMMODITIES		
RVITEM	Service Items	BERVICEITEMS		
R_EV	Service Requests (Everyplace)	SR	SR	I
IEWAPPRSR	View Approval Service Recuests	SR	VIEWSR	
EWSR	View Service Requests	SR		
SREGISTRY	Web Services Library	VAXWSREG STRY		

Application Designer		9 Web Repla	y Bulletins: (0) 🔻 Go To	Eeports Start Cent	ier <u>Profile Sign</u> Our Eelp	III.
Applications Workspace	- 1 6 🖉 🔶 🗟 6	ð = = = = <b>* × </b>   <b>(</b>				^
Application Click the Service Request tab.		ls Mobie? 🔲	V ewport:		Main Object: SR	
poge tabgroup List Series Squeet Activities Related Records Advanced Series Service Requests Filter Service Requests Filter	Solution Detailsog Sevce A	Acdress Specifications		<u> </u>		
tabletody	Reported By	Customer >>>	Internel Priority S			
				E CARACTER CONTRACTOR		
4						<b>M</b>

plication Designer	🗢 Web Replay <u>B</u> ulletins: (0) 🔝 <u>G</u> o To <u>E</u> eports	Start Center Erofile Sign Our Help 👔
💌 Finc. 🔍 👻 3elect Action 💌 🎲 🔂 🥒 💠 着 aplications 🛛 Workspace		
Application SR Service Requests	Click the Control Palette icon.	Vair Object SR
9 1709 Just Service Repucet Activities Helecoics Solution Details Log Servic	e Acdress Specifications	
strn_		
a <u>rdinn</u>	section	
Service Request.		
Datalog Request L2 >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>		
ser Information		
octicn		
Peported Hy: >>>		
Name » W		
<u>E-mail:</u>		
awica Request Cetails		
entron cajet void(3)	ijep	

Application Designer Web Realay Eul Web Realay Eul Finc. Q  Select Action  Q  Select Action  Q  Workspace	erins: (0) 🤝 <b>Go To</b> Eeports Start Ce	enter Etatile Sign Our Eelt 正正规。
Application SR       Service Requests       Is Mobile?       Ye         Page	Controls     ? **       Lat.ex.     Sin.v*     Ortid       Lat.ex.     Sin.v*     Ortid       Applor AlachendsRikk i Indirector untos     Sin.v*     Ortid       Rithm     Creation     Ortidox     Sunce       Defoul     Itale Ortid Upset Link     Image       Indirect I tale Orid Upset Link     Image     Image       Multied I tale Orid Upset Link     Image     Image       Multied I tale Orid Upset Link     Image     Image       Multied I tale Orid Ingestink     Image     Image       Socion Ortidon     Notice State Foot     Social       Social Ortidon     Ortidon     Social       Social Ortidon     Ortidon     Social       Tale Ortidon     Social     Social       Defound     Regress     Trale Ortigen       Social Ortidon     Ortigen     Social       Defound     Regress     Trale Ortigen       Social Ortidon     Regress     Trale Ortigen       Defound     Regress     Trale Ortigen	Vair Upject 57
		5,10

Slide 62

Г

Application Designer	)		(0) 🔻 Go To Ee	oorts Start <u>C</u>	enter Erotie Sign Our Eelp	IIM. 🖸
Application SR Service Requests	etaisogService AcdressS 	pecthcations Anna First Grue Left. Construction of the second sec	s. Sin.w Ortus	Data Source	Vair Üjjett. <mark>SR</mark>	
Section	» 🕅	noo noo ni ni ni ni ni ni ni ni ni ni ni ni ni	on Scotion Soction nn Heacer Prive Bagroup Table :	Statio Text Table Column		
l iserhrn ≪			j <sub>ee</sub>			X

plication Designer	Properties icon.	Web Replay Bulletins: (0)	) 🔻 (	<b>≩o To</b> <u>E</u> eports Start <u>C</u>	enter Erotile <u>S</u> ign Our Help 🚊
	Textbox Properties		<b>?</b> : 🗵		
Application SR Service Requests	Control ID Default Lapel	: 23703833214€ Textbox	^	? : 🗵	Vair Object: SR
<u></u>	Label Hide _abel?			Hds	
st Service Request Activities Related Records Solu	Attribute			tsBlank Line Breadcrumbs	
<u>hrn .</u>	Menu ype				
ction	Lookup		-	I HyperLink Image	
Service Recuest. >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	Detail Image			Menutar Multine	
Classification	inpit Miche Size OBE Prepend	Q	é	Usel	
iecifcationa 🕨 Filtor > 🔍 🥔 🚱 🗣 🗇 🖓	Changa Event			In Record Section	
atistord Attriaute Desc	Tu⊤ Smant Fil O†? Readon lylong Jescription?			abc Soction Static Text	
<u>``</u>	Gc To Applications	8		Table Table Column	
	Display Type			Tree Tree Node	
	Move To Data Source ID		~	Altribule	
Attr bute:					
<u>Data Type:</u>					
Unit of Measure.					

	xtbox Properties	OWeb Replay Bulletins:	(0) 🚿		Çenter Erotile <u>S</u> ign Out Help	III
Application SR Samica Requests  Application SR Type ASSIGNEDOWNERGROUT  List Service -loquest the Attribute field.	Default Lapel  Lapel Lapel Hide _abel? Attribute		2	? i ⊗ OHus tsBlank lineBreatcumbs < Controbeck Data Source	Vair Ooject   33	
Seriin Seriir Regres.  (catalon-degrest U) Stemal D: Section.  Deepinted Hy: Name	Menii ype Lookup Detail Image Inpi 1 Minde Size OBE Propend Change Event Turr Smart Fil 072 Readanly Inng Jescription// Got To Applications	N		I lypeLirk Inage  I lypeLirk Inage  Menutry INABING  Bottox  Paranter Pushbuttcn  Values  Groups Stukur  Inage Stukur  Inage Stukur  Prov. Stuko Toxt  The Column  Table Table Column		
Pronz: @	Display "ype More To Data Source D		•	Tree Altricute Rep		

<ul> <li>Fine.</li> <li>Select Action</li> </ul>		SWeb Replay			ienter Erbfile Sign Out Help	IIM
lications Workspace	Textbox Properties		7 :			
Application SR Service Requests	Control ID	1337038332145	^	? i 🗵	Vair Object SR	
A series request	Default Lasel	Assigned Owner Group		OHda	Tan object Dit	
<u>.</u>	Lapel			ak>cd		
t Service Reguest Activities Related Records !!	Hide _abel?			rtsBlank Line Rreadcrumbs		
	Attribute	ASSIGNEDOWNERCROUP	2	> Combobex Data Source		
Type person the Lookup f						
	Lookup			n HyperLink Image		
Service Reques	Detail Image			URL: Multiine		
Catalog Request ID: >>>	Inpit Minde	*		Menura' lextbox		
<u>Ixternal ID:</u>	5 ze			r Paraneter Pushbutton		
Information	OBE Prepend			Values		
	Changa Event	· ·		in Record Section		
<u>ticn</u>	Turr Smart Fil Off?			abc		
Pennited By:	Readonly Long Description?			Prive Static lext		
Name	Gc To Applications		9,	p Table Table Column		
Phona:	Display Type			Tree		
E-mail:	Move To Data Source ID			Altribute		
		,	~			
ice Request Cetails						
ticn				Bee		

	extbox Properties	O Web Replay – Bulletinst (	0) 🔻	_	Center Erofile Sign Out Help	IIM
Application SR Sanica Requests  apun tet Senice Request Actinities Related Records Selu  attin Both the Attribute field and the Lo	Dofault Lasel Lasel Hide _abel? Attribute	S3703833214E	•	P I ⊠ OHda IsBlank I ine Breadroumbs × Controbeck Data Source S I Source	Vair Ügect 57	
Service Request       Catalog Leagest ID:       Date:       External ID:	Lookup Detail Imsge Inpit Minde Size OBE Prøpend Change Event Tur Smart Fil Of?	persorgrcup	10	I HyperLink Inage Mutar M.Bine Istbox Paraneter Pushtutton Values In Record Section Inage		
Arms Pronz: C-mail:	Headholyl ong Description? Gc ToApplications Display Type Move TuData Source D		×	Soction State Text		
entro				T <sub>se</sub>		

tion Designer		• Web Replay Eullerins: (	D) 🔻	<u>G</u> otto <u>F</u> eports Start !	Genter Brotile Signi Our Help 📱
▼ Finc. Q ▼ Belest Action	Textbox Properties		<b>?</b> : [x		
pplication SR Service Requests	Control ID Dofault Label	1237038332145 Assigned Owner Group	^	7:×	Vair Object: SR
	Hide _ates?			OHds	
Senice Request Activities Records So	Attribute	ASSIGNEDOWNERCROUP		Combobe: Data Source	
<u> </u>	Menii ype Lookup	PERSONCHOUP	=	s 🗐	
Service Request. Catalog Request ID: >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	Detail Image Input Micrie	×		Menukar Iextbox	
External ID:	S ze OBE Prepend			er Paraneter Values	
formation	Changa Event			in Record Section Incge abc	
n <u>Heported By:</u> >>>	Readonly Long Description?			Soction Static Text	
Name Prona:	Gc To Applications Display Type		1	n Table Table Column	
E-mail:	Move To Data Source ID		~	Allribule Tree NLCE	
e Fequest Cetails	**				
n				Ice	

Application Designer	OWeb BMXXVV12051 Record has been as		Begin moving from the	
Applicators Workspace	Control ID: 15:4/16:542124 Default Label: Aboigrod Owner Group Label:	P 0	Application Designer to the Service Request application. Click <b>Go To</b> .	
Name       Piona:       Q       E-mail:       Service Fequect Details       Service Fequect Details	(Sr. o Apriliations: Dicpley Typo: Move To Data Source ID:		The The Cruim Tree Trae NCOS	2 2

Applications Workspace	↑ , , , , , , , , , , , , , , , , , , ,	Convert Clast Control Dentition Sign Out Leip      Atministration     Assets     Control of Control     Control of
Application SR Service Requests  age  age  begroup List Service Request Activities Ablaned Hecores Solute  service Request D:  Service Request D:  List Service Request D:  List Service Request D:  Service Request Request D:  Service Requ	Cionral ID: 1::4/II8::49/IZ4 De'aut Lasel: Actigred Owner Group Lasel: Actigred Owner Group Lasel: Attribute: ASSIGNEDOWNEEGGOUP Maru Type: uukup. PERSD/VG6OUP Ustai Image: Input Mcde: Size: Open the Service Request Manager Catalog menu and Click Service Request. Ger n Applications: Display Type: Display Type: Cibbal Search	<ul> <li>Financial</li> <li>Financia</li></ul>
risertien vasoipt void(C);		Hep

Service Requests				<b>9</b> Web Replay <u>B</u>	ulle:ins: (0) 🛛 😿 <u>G</u> o To 🛛 Ee	iports Start <u>C</u> enter <u>P</u>	ofile <u>S</u> ign Our <u>H</u> elp	IIX.
- Fine.	🔍 💌 Belest Action	- 🔃 🚽 🔶 🌼	💱 🗔 🍓 🖪 💩	0000 A	1 💷 🛛 🕭 🔂 👕			
List Service Request Activities	Helatec Records	x x		1				
🔍 Advanced Bearch 💌 🔚 Save Quer		To test the new <b>Owner</b>		the New icon				
Service Requests 😎 Filter 🕴 🔍 🤞	10 + O < "	o create a new service	request record.				rt Down or:	7 - <b>-</b>
<u>Service Reques:</u> * Summary		Reported Ey		Customer	Internal Priority Status	Owner	<u>Owner Group</u>	
	Grand Contraction of the second secon	For more sean	<ul> <li>we the filter fields ab an options, use the Advance new record, select the in</li> </ul>	need Search button ab	IOVE.	Q	*	**
Select Records								
javascript void(3)								(2)

ce Requests				Si Web Replay <u>B</u> i	illetinst (0) 🛛 🔻 🗗 To				
Fine.	🔍 💌 Belest A	1	The second	1. a 🙂 🖉 🔕 🗛 (	i 💷 💈 💩 🖪 '	<b>* *</b> E # 4	\$		
Service Request Activities	s Helatec Records	Soution Defails L	og Service Address						_
ervice Request: 1319	0	Owner		lick the Select Owner i	con.	Status: 1	JEW	Attachments	Ċ
	C Ba	Eource:	4	🔍 Created	I By: WILSON				
	Assigned (	Cwner Group:	2						
Information									
	-1.000 (								
Reported By: Name	*	» 🕱		Affected Person:	*		>> W		
Phone.	9	20 14		Phore.	0		20 VC		
Hone.	~			Finite.	~				
ice Request Details									
Summary:		<b></b>			Classification:				
Detais:					Classification Path			**	
					Clace Description:			<b>N</b>	
					Indicated Priority:				
Asset:	*				Reported Priority:				
Location:	>>		<b>t</b>		Fripault.				
Vrtualized Ervronmert? 🔲					Urgency:				
Configuration Itam:		>>			Service Group:	»			
t void(D)					ABOULE COUNTY 1				

Finc.	🔍 🔻 Belect Action	Select Owner		Q			? <b>``</b>	y e s	
List Service Request Activities	Helatec Records						^		
Service Request: 1319				ት 🐓 🔤 🖓 - 15 nt 783	Dow	nloac ? =		Status: NEW	Attachments 🔗
		Person Droup *	Person	Vame	Shift	Doen Work		di <del>llen a</del>	
	Assigned Cwne	1001	MILLER	Steve Miller	DAY	Oben work			
		1001	GORMLEY	Jir Gomley	DAY	0			
lser Information		1001	WILSON	Mike Wilson	DAY	2			
		СЛВ	AWAN	Arran White		0			
Reported By:	**	CAB	MILLER	Bieve Miller	DAY	0			
Name		CAB	KAZMIER	Tom Kazmier	EVENINC	0	-	>> <b>W</b>	
Phone.	٩	CAB	ROCERS	Fred Rogers	E⊻ENINC	0			
H-mail:		CAB	LOU	Ondy Lou		0		5	
		CATERING	SMITHERS	Julie Smithers		0	-	8	
ervice Request Details		CUSTODA	WATTERS	Ray Watters		0			
Summary:		EMAIL	ROWLANDS	<u> 3:even Rowlands</u>		1			@
Details:		ENG	SCHAFER	_eumarc Schafer	DAY	0	-		
Details.		ENG	ROGERS	Fied Rugers	EVENING	0			
		ENV	MILLER			0			0
		ERP	REY	In this example		1			
Asset	*		MILLER	selected. Click	MILLER.			Q	
Location:	>>>		(				×		
Vrtualized Ervronmert?						Cancel		0	
					10	Internal Prorit	ж. [		
Configuration Item:		>			69	Service Grou		>>	

vice Requests					Eeports Start Center Profile S	Win Or. Feb	
▼ Finc. st service kequest Activities	Q ▼ Belest Action ▼	🐄 🖬 🗶 💝 🗇 💱 🗔 🍇 🗉 Jetails 🛛 Log 🔹 Service Address	🛓 🗶 🥸 🖑 🔍 4	🔤 👘 📖 🛛 💩 😼 🌱	'Y Ess		
						Attachments	
Service Request: 1319	Owner: Eource:	MILLER		ner Group: ireated By: WILSON	Status: QVEVED	Attabilments	CK.
	Assicned Cwner Group:	ENV Q		reated by: Miccon			
	Acaigine Conta Credp.	Assigned Owner Group: ENV					
ser Information							-
Reported By:	*	The Assigned Owner Group field has been	Affected Per	scn: 🏾 🎽			
Name	>>	populated. The Person	N:	arie	» W		
Phone.	0	Group field from Select	Ph	ле. 📃 🔍			
H-mail:	2	Owner showed that the ENV group is responsible	⊢.r	nait	52		
ervice Request Details		for the ticket.					=
Summary: Detais:				Classification:		<u></u>	
Details.				Classification Park Class Description:		*	
				Indicated Priority:		~	ſ
Asset	»	1		Reported Priority:			
Location:	»			In paul.			
Vrtualized Ervronmert?		~ ~ ~		Urgency:	Q.		
Configuration Itam:		»	5	Internal Priority:			
T		7 🗗		Service Group	*		

	IBM
Summary:	
Now that you have completed this training module, you can accomplish these tasks:	
<ul> <li>Create a crossover domain to set the value for the ASSIGNOWNERGROUP attribute based on the ownergroup selected</li> </ul>	
<ul> <li>Reference the crossover domain on the Ownergroup attribute</li> </ul>	
<ul> <li>Add the new attribute to the Service Requests application screen using the Application Designer applic</li> </ul>	cation

Slide 75

Trademarks, copyrights, and disclaimers Machines Corp. registered in many jurisdictions word/wide. Other product and service names might be trademarked of IBM or other companies A current list of dure IBM trademarks is available on the web at "copyright and trademark information" at http://www.ibm.com/legal/copytrade shim! THE INFORMATION CONTAINED IN THIS PRESENTATION IS PROVIDED TOR INFORMATIONAL PURPOSES ONLY WHILE EFFORTS WEEP MADE TO VERTY THE COMPLETENESS AND ACCURACY OF THE INFORMATION CONTAINED IN THIS PRESENTATION, IT IS PROVIDED "AS IS" WITHOUT WARRATING CAN YIKIND EXPRESS OR INFLUE. IN ADDITION, IT IS INFORMATION CONTAINED ACCURACY OF THE UNFORMATION CONTAINED IN THIS PRESENTATION IS INFORMATION CONTAINED ACCURACY OF THE UNFORMATION CONTAINED IN THIS PRESENTATION FOR MATCONIS BASED ON IBM'S CURRENT PRODUCT PLANS AND STRATEGY. IN ADDITION, IT IS INFORMATION SHOW WITHOUT WARRATING CAN HALL NOT BE RESPONSIBLE FOR ANY DAMAGES ARISING OUT OF THE USE OF, OR OTHERWISE RELATED TO, THIS PRESENTATION IS INTERDED TO SHALL HAVE THE EFFECT OF, CREATING ANY WARRAVITIES ON REPRESENTATION IS INTERIOR ANY OTHER DOCUMENTATION INFORE IBM SHALL IN OTHE REPRESENTATION IS INTERIOR ANY ARREEMENT OF ULCENSE OCURRING THE USE OF BIN MRODUCTS OR SOMATIONS OF ANY ARREEMENT OF ULCENSE OCURRING THE USE OF BIN MRODUCTS OR SOMATIONS OF ANY ARREEMENT OF ULCENSE OCURRING THE USE OF DEMIN RODUCTS OR SOMATIONS OF ANY ARREEMENT OF ULCENSE OCURRING THE USE OF DEMIN DROLOUTS OF ANY ARREEMENT OF ULCENSE OCURRING THE USE OF DEMINDOL ON DRIVARE. PORPIDED TO A LICENSE OCURRING THE USE OF DEMINDOL TO ANY ON ARRESS ARREEMENT OF ULCENSE OF OUVERNMENT THE USE OF BIN MRODUCTS OR SOMATIONS OF ANY ARREEMENT OF ULCENSE OF OUVERNMENT OF THE USE OF DEMINDIC ON DRIVARE.