Entity Relationship Details
Service Desk

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Introduction

This document describes the key tables and table relationships used by the Service Desk. It is intended for customers wishing to generate customized reports.

This is not a definitive guide to every single table in the Service Desk Schema, but aims to provide sufficient detail on the core entities to meet most reporting requirements. For any other queries, contact Novell Technical Support.

The documented entities are listed in an order that seems to flow through the relational structures, rather than being an alphabetical listing. This is to try and guide a logical flow through the schema. Please refer to the table of contents if information regarding specific entities is required.

Schema Notes

Many fields in the Service Desk schema are booleans being represented by integers. In these cases, **unless otherwise specified**, values of NULL or 0 represent false/no/off (depending on the option, whereas a value of 1 should be taken to mean true/yes/on.

Some relationships aren't defined as relationships in the schema, due to relational constraints on some platforms. If a defined relationship in this document is missing a Foreign Key Constraint in the deployed schema, this is why. When querying it should still be safe to construct this join in SQL but it will be slow (as the database won't have indexed the connecting fields).

Field descriptions that are 'Unused' are either not used at all, or no longer used in a consistent fashion. This approach has been chosen rather than provide an unreliable reference to an outdated purpose of a field, or a field that is used inconsistently.

INCIDENT Table (Requests)

Service Requests, Incidents, Problems and Change Requests

The data for these objects are all stored in the INCIDENT table within the Service Desk schema. The 'TYPE' column is used to distinguish between the types of entries, using the following values:

7000: Service Requests
1000: Incidents
2000: Problems
3000: Change Requests

When querying against this table, entries with a value of DELETED equal to 1 need to be filtered out of result sets, unless the intention is to report against deleted entries. Similarly, values with an 'ARCHIVE' value of 1 should be filtered out unless archived requests are of interest. It is expected these would be combined in any query, for INCIDENT in:
((in.DELETED is null OR in.DELETED = 0) and (in.ARCHIVE is null OR in.ARCHIVE = 0))

Primary Key
CASE_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
ASSET_ID	ITEM (ASSET_ID)	Configuration Item the request refers to
ASSIGNED_TECH_ID	CLIENT (CLIENT_ID)	Technician assigned to work on the request
CLIENT_ID	CLIENT (CLIENT_ID)	Customer of the request
CLIENT_ITEM_ID	ITEM (ASSET_ID)	Original Item selected by the customer
CLIENT_PROB_ID	PROBLEM_TYPE (PROBLEM_TYPE_ID)	Classification selected by the user or customer when the request was entered
CLOSED_BY_ID	CLIENT (CLIENT_ID)	The technician who moved the request into a closed state (or applied the handshake leading to a close)
CURRENT_APPROVAL_ID	INCIDENT_APPROVAL (ID)	Requests in an approval state have a tracking object to monitor & record the approvals (or rejections)
ESCALATION_ID	ESCALATION (ESCALATION_ID)	Assigned Escalation Layer
FIELDS_ID	INCIDENT_FIELDS (ID)	Custom field data for the request
FIRST_TECH_ID	CLIENT (CLIENT_ID)	The original technician assigned the request
IMPACT_ID	IMPACT (IMPACT_ID)	Impact rating of the request (initially derived using CI criticality)
INVOICE_ID	INVOICE (INVOICE_ID)	If the billing module is being used to enforce paid support models, this points to the invoice

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COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
KBA_SNAPSHOT_ID	KBA_SNAPSHOT (ID)	If control knowledge via RFCs is enabled, this contains the article state to be applied
LAST_TEAM_ID	TEAM (TEAM_ID)	The owning 'Team' when an OLA has caused a request to be assigned to an alternate team
LOGGED_BY_ID	CLIENT (CLIENT_ID)	User or Customer who entered the request
MAINT_CONTRACT_ID	MAINT_CONTRACT (MAINT_CONTRACT_ID)	If the contracts module is enabled, then this is the support contract that applies to the request
MONITOR_ID	CONTRACT_MONITOR (CONTRACT_MONITOR_ID)	If an OLA or Underpinning Contract are in effect, this points to the placeholder for the service times
OLA_ID	SLA (SLA_ID)	The OLA that applies to the request based on the current state the request is in
ORG_UNIT_ID	ORG_UNIT (ORG_UNIT_ID)	Org Unit of the customer reporting the issue, **at the time the request was raised**
PENDING_KBA_ID	KBA (KBA_ID)	If an article is to be created once the request is closed, this is a reference to the pending article
PRIORITY_TYPE_ID	PRIORITY_TYPE (PRIORITY_TYPE_ID)	Current request Priority
PROBLEM_TYPE_ID	PROBLEM_TYPE (PROBLEM_TYPE_ID)	Current classification of the request
PRODUCT_ID	ITEM_TYPE (PRODUCT_ID)	Item Type the request relates to
PROJECT_ID	INC_GROUP (PROJECT_ID)	Associated Request Group
QUICKCALL_ID	QUICKCALL (TEMPLATE_ID)	If a quickcall was used to generate this request, this is a reference to the originating template
RELEASE_ITEM_TYPE_ID	ITEM_TYPE (PRODUCT_ID)	The Item Type impacted by the request when it's a Deployment Task
RELEASE_NDX	RELEASE (ID)	The release associated with a Change Request
RESOLUTION_BREACH_ID	SLA_BREACH (BREACH_ID)	The most recent SLA resolution breach object for the request
RESPONSE_BREACH_ID	SLA_BREACH (BREACH_ID)	The most recent SLA response breach object for the request
RESTORATION_BREACH_ID	SLA_BREACH (BREACH_ID)	The most recent SLA restoration breach object for the request
ROOM_ID	ROOM (ROOM_ID)	The room the Configuration Item is located in (If defined)
SERVICE_ORG_ID	ORG_UNIT (ORG_UNIT_ID)	The service organization responsible for this request (if partner organizations are in use)
SLA_ID	SLA (SLA_ID)	Service Level Agreement that applies
SNAPSHOT_ID	ITEM_SNAPSHOT (ID)	If control CMS via RFC's is on, this is the pending state of the item

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COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
STATUS_TYPE_ID	STATUS_TYPE (STATUS_TYPE_ID)	Current workflow state of the request
SOL_KBA_ID	KBA (KBA_ID)	Solution Article assigned to the request
TEAM_ID	TEAM (TEAM_ID)	Team assigned to work on the request
TEAM_CC_ID	TEAM (TEAM_ID)	Team marked as requiring copies of correspondence
URGENCY_ID	URGENCY (URGENCY_ID)	Current request Urgency
WA_KBA_ID	KBA (KBA_ID)	Workaround Article assigned to the request
WORKFLOW_ID	WORKFLOW (WORKFLOW_ID)	Workflow assigned to the request

Data

COLUMN	DESCRIPTION
APPROVAL_REMINDER	Boolean flag for has the automated approval reminder been sent?
ARCHIVE	Has this request been archived
ASSIGN_DATE	Used internally as a baseline for SLA calculations that allows for time spent 'on-hold'
CASE_CC	Customer notification target (0 = Customer, 1 = All Owners)
CASE_CC_TECH	Technician notification target (0 = Technician, 1 = Team)
CASE_TIME	The time in minutes that have been recorded as time 'worked' on this request
CLOSE_DATE	The date the request was closed (end of workflow)
CLOSE_REQUEST	The date the handshaking feature was applied to this request
CONTRACT_TYPE	When Contracts are enabled, is a Per Incident, Per Customer or Per Item contract in place to cover the service provided
CREATE_KBA	Should a knowledge base article be created from the solution content
CREATE_KBA_BY_USER	Who the owner of the generated knowledge base article will be
CUST_CC	The list of adhoc email addresses copied in on customer correspondence
CUST_NOTIFY	Notification style for customers (null/0 = None, 1 = Email, 2 = SMS)
CUSTOM_CLASSIFY	If the category allows custom classifications, this holds the customer text
DELETED	Has this request been deleted from the system
DUE_DATE	The calculated due date last time the request was processed. This can be updated by background processing to allow for time spent on-hold.
ESCALATION_ACTIVE	Boolean flag for is the escalation process active for this request?
EXTERNAL_ID	Unused
FIX_DATE	When the SLA Resolution phase was achieved

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COLUMN	DESCRIPTION
FIX_TIME	The time taken to achieve SLA Resolution (migrating to RESOLUTION_TIME)
FSC_DATE	For change requests, when they are scheduled to be implemented (the Forward Schedule of Change date)
KBA_LOCALE_COUNTRY	The country component of the locale for the created article (from CREATE_KBA)
KBA_LOCALE_LANGUAGE	The language component of the locale for the created article (from CREATE_KBA)
LAST_ACTION_DATE	The last time an action was taken against the request
LAST_ADDED_NOTE	The last note added to the request
LAST_READ_NOTE	The last note read by the assigned technician
NEXT_SLA_ACTION	The next time an SLA event is due to fire
NOTIFY_CUR_TEAM	Unused
ONHOLD_DATE	When this request was last moved into an on-hold state
ON_HOLD_TIME	The cumulative time this request has spent on hold
OPEN_DATE	When the request first entered an active state of the workflow
PHONE	Unused
QUESTION_TEXT	The description field of the request
REPORT_DATE	When the request was recorded in the system
REQ_ADDED	Boolean flag for if this is a new request, to control the UI 'new' icon display
REQ_UPDATED	Boolean flag for if this request has been updated, to control the UI 'update' icon
RESOLUTION_TIME	The time taken to achieve SLA Resolution
RESPONSE_DATE	When the SLA Response phase was achieved
RESPONSE_TIME	The time taken to achieve SLA Response
RESTORE_DATE	When the SLA Restoration phase was achieved
RESTORE_TIME	The time taken to achieve SLA Restoration
REVIEW_ALERT	Has the change request review alert been fired off for this request
REVIEW_DATE	For change requests, when they are due to be reviewed (if at all)
SCH_CUSTOM_CLASSIFY	If the category allows custom classifications, this holds the lowercase search version
SEQ_SPAWNED	For 'in sequence' request generation on group templates, this records the sequence number, for tracking future request generation on close
SLA_WARN	Unused
SOURCE	The original source of this request, 1000 (Technician portal), 2000 (Customer portal), 3000 (Email), 4000 (Web Services API, includes mobile apps), 5000 (Widget)
SUBJECT	The subject field of the request
SUR_SENT	Has a customer feedback survey been sent to the customer of this request

COLUMN	DESCRIPTION
TECH_CC	The list of adhoc email addresses copied in on customer correspondence
TECH_NOTIFY	Notification style for technicians (null/0 = None, 1 = Email, 2 = SMS)
TYPE	The type of request object (1000, 2000, 3000, 7000) per definitions
WARNING_SENT	When billing is activated, has a warning been sent with regards to the time available before automatic cancellation due to no contract existing to service the request

INCIDENT_FIELDS Table (Custom Field Data)

Incident custom field data resides in this table. Custom field is defined from two different sources - request type fields (Service Request Fields, Incident Fields, Problem Fields and Change Request Fields) or Item Type specific Request Fields. The first type of field differs with the request type (TYPE on the INCIDENT table). The second varies based on the ITEM_TYPE assigned to the request (associated with the ITEM of an INCIDENT).

Primary Key
ID is the primary key column for this table

Data

COLUMN	DESCRIPTION
REQ_CUSTOM_1	Data of 'Request Type' Field 1 (String representation of the selected field data type)
REQ_CUSTOM_2	Data of 'Request Type' Field 2 (String representation of the selected field data type)
REQ_CUSTOM_3	Data of 'Request Type' Field 3 (String representation of the selected field data type)
REQ_CUSTOM_4	Data of 'Request Type' Field 4 (String representation of the selected field data type)
REQ_CUSTOM_5	Data of 'Request Type' Field 5 (String representation of the selected field data type)
SOLUTION	Solution text where the solution content came from the customer, or technician where the solution is not contained in the Knowledge Base
TYP_CUSTOM_1	Data of 'Item Type' Field 1 (String representation of the selected field data type)
TYP_CUSTOM_2	Data of 'Item Type' Field 2 (String representation of the selected field data type)
TYP_CUSTOM_3	Data of 'Item Type' Field 3 (String representation of the selected field data type)
TYP_CUSTOM_4	Data of 'Item Type' Field 4 (String representation of the selected field data type)
TYP_CUSTOM_5	Data of 'Item Type' Field 5 (String representation of the selected field data type)

INCIDENT_NOTE Table

Incident notes contain the correspondence regarding a given request

Primary Key

NOTE_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
CASE_ID	INCIDENT (CASE_ID)	The request associated with the note
CLIENT_ID	CLIENT (CLIENT_ID)	Technician who created the note
CONTRACT_ID	MAINT_CONTRACT (MAINT_CONTRACT_ID)	The maintenance contract under which work undertaken pertaining to this note was performed (If contracts are enabled)
NOTE_RECIPIENTS_ID	NOTE_RECIPIENTS (NOTE_RECIPIENTS_ID)	The recipients of the note stored in one object. This will contain everyone who received the note
PROJECT_ID	INC_GROUP (PROJECT_ID)	Refers to the request group of the parent request if this is a group note
TIME_ID	INCIDENT_TIME (CASE_TIME_ID)	The time recorded against this note

Data

COLUMN	DESCRIPTION
CHAT_LOG	(Boolean Integer) Does this note represent a chat log
CUSTOMER_CC	(Boolean Integer) Was this note sent to the Customer cc list
CUSTOMER_RECIPIENTS	(Boolean Integer) Was this note sent to the Customer(s) (The /s refers to the team notification options)
DRAFT	(Boolean Integer) Is this a draft note
EMAIL_AUDIENCE	Data of 'Request Type' Field 5 (String representation of the selected field data type)
HIDDEN	Note visibility - Public (null or 0), Private = 1
NOTE_DATE	The date the note was created
NOTE_TEXT	The content of the note
POSSIBLE_SOLUTION	(Boolean Integer) Was this note a proposed solution
SEND_DATE	When this note was last emailed
TECHNICIAN_CC	(Boolean Integer) Was this note sent to the Technician cc list
TECHNICIAN_RECIPIENTS	(Boolean Integer) Was this note sent to the Technician(s) (The /s refers to the team notification options)

INCIDENT_TIME Table

Incident time contains all time recorded against a given request. Note that an Incident Note can refer to an Incident Time object, but it's not currently possible to get to the note content from the Incident Time recorded, this is because not all time objects have a note, but all note objects can have a time recording

Primary Key
CASE_TIME_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
CASE_ID	INCIDENT (CASE_ID)	The request associated with the time
CLIENT_ID	CLIENT (CLIENT_ID)	Technician who recorded the time spent
ESCALATION_ID	ESCALATION (ESCALATION_ID)	The escalation layer of the request when the time was recorded
STATUS_TYPE_ID	NOTE_RECIPIENTS (NOTE_RECIPIENTS_ID)	The status of the request when the time was recorded

Data

COLUMN	DESCRIPTION
CASE_TIME	The number of minutes recorded, note this can be negative for corrections (like when people leave requests in edit mode by accident)
LOGGED_TIME	When the time was recorded

HISTORY_ENTRY Table

This table is ultimately responsible for maintaining the audit trail of a request. This includes references to various key attributes of requests. Access to the approval history of a request can be reached through this entity

Primary Key
ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
ASSIGNED_ID	CLIENT (CLIENT_ID)	Refers to assigned technician of the request holding this audit entry
CASE_ID	INCIDENT (CASE_ID)	The request associated with the history entry
ESCALATION_ID	ESCALATION (ESCALATION_ID)	The escalation layer of the request when the time was recorded
INCIDENT_APPROVAL_ID	INCIDENT_APPROVAL (ID)	The approval object for the history entry
NOTE_ID	INCIDENT_NOTE (NOTE_ID)	If a note was recorded, this is a reference to it
PRIORITY_TYPE_ID	PRIORITY_TYPE (PRIORITY_TYPE_ID)	The priority of the request
STATUS_TYPE_ID	STATUS_TYPE (STATUS_TYPE_ID)	The status of the request at the time the history entry was recorded
TECH_ID	CLIENT (CLIENT_ID)	The user responsible for the update

Data

COLUMN	DESCRIPTION
ENTRY_DATE	When the audit trail entry was recorded
ENTRY_TEXT	The contents of the changes (as a text description)
HISTORY_TYPE	General = 0, ZENWorks Remote control = 10, ZENWorks Bundle action = 11
SHOW_CLIENT	(Boolean Integer) Should this history entry be customer visible (Future)

INCIDENT_APPROVAL Table

Incident approval table contains the tracking data for the latest approval object for any given request. This must be accessed from the Incident itself. Note that approvals work on a fast-approve or fast-fail basis. For example, if 7 out of 10 approves are required (70%) and this is achieved with only 8 people having voted, this will be moved on (as it can't be rejected regardless what those last two votes are).

Primary Key
ID is the primary key column for this table

Data

COLUMN	DESCRIPTION
ACTION_DATE	When the approval was actioned (Approved or Rejected)
APPROVE_COUNT	The number of approvals from the designated 'approvers'
APPROVED	(Boolean Integer) Was the approval state approved (1) or rejected (0)
REJECT_COUNT	The number of rejections from the designated 'approvers'

STATUS_APPROVAL Table

Status approval records the individual approval responses by individuals in the request approval process, and associated this with the INCIDENT_APPROVAL object, so the actions can be traced.

Primary Key
CASE_TIME_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
CLIENT_ID	CLIENT (CLIENT_ID)	Technician who approved or rejected
INCIDENT_APPROVAL_ID	INCIDENT_APPROVAL (ID)	The Incident Approval Object this is a component of

Data

COLUMN	DESCRIPTION
APPROVED	(Boolean Integer) Was the approval state approved (1) or rejected (0)

SLA_BREACH Table

The SLA Breach object is a container for recording details of SLA breaches.

Primary Key
SLA_BREACH_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
BREACH_CODE_ID	BREACH_CODE (BREACH_CODE_ID)	The breach code that was assigned
INCIDENT_ID	INCIDENT (CASE_ID)	The request the breach pertains to
SLA_ID	SLA (SLA_ID)	The SLA that was breached
SLA_CONTRACT_ID	SLA_CONTRACT (SLA_CONTRACT_ID)	The SLA priority level that was in use
TECH_ID	CLIENT (CLIENT_ID)	The technician responsible

Data

COLUMN	DESCRIPTION
ADD_INFO	Text reason for the breach (entered by the responsible technician)
DELETED	(Boolean Integer) Has the breach object been deleted
EVENT_DATE	When the breach occurred
PHASE	The SLA Phase that was breached (100 = Response, 200 = Restore, 300 = Resolve)

BREACH_CODE Table

Breach codes are simply bucket reasons for breaches that have occurred

Primary Key
BREACH_CODE_ID is the primary key column for this table

Data

COLUMN	DESCRIPTION
DELETED	(Boolean Integer) Has the breach object been deleted
DESCRIPTION	Description of when this breach code applies / should be used.
NAME	The name of the breach code (or number, user defined)

SYSTEM	(Boolean Integer) Is this an internally (to Service Desk) defined code (default)

SLA Table

The SLA represents the service terms for a given object (client, org unit or item) and may or may not be associated with a maintenance contract (if contracts are enabled). The SLA entity is also used to model the OLA and Underpinning Contract entities as they are in essence the same data structures.

Primary Key
SLA_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
PREF_C_WF_ID	WORKFLOW (WORKFLOW_ID)	The preferred Change Management workflow for Change Requests serviced under this SLA
PREF_I_WF_ID	WORKFLOW (WORKFLOW_ID)	The preferred Incident Management workflow for Incidents serviced under this SLA
PREF_P_WF_ID	WORKFLOW (WORKFLOW_ID)	The preferred Problem Management workflow for Problems serviced under this SLA
PREF_R_WF_ID	WORKFLOW (WORKFLOW_ID)	The preferred Request Fulfilment Management workflow for Service Requests serviced under this SLA
SLM_ID	CLIENT (CLIENT_ID)	The Service Level Manager responsible for this service level
TIMEZONE_ID	TIME_ZONE (TIME_ZONE_ID)	The timezone that the SLA time frames are applicable for (if not customer timezone)
VENDOR_ID	VENDOR (VENDOR_ID)	The vendor responsible if this request is actually an underpinning contract

Data

COLUMN	DESCRIPTION
ANNUAL_COST	The 'Annual Cost' of this SLA (cost to service desk)
ANNUAL_PRICE	The 'Annual Price' of this SLA (charge to end user)
CC_BREACH	(Boolean Integer) CC the SLM on Breaches
CHG_WINDOWS	(Boolean Integer) Does this SLA have change windows defined
CUST_TIMEZONE	Do the times defined in the SLA relate to the customers' timezone
CUSTOM_1	SLA Custom Field 1 (Data Storage)
CUSTOM_2	SLA Custom Field 2 (Data Storage)
CUSTOM_3	SLA Custom Field 3 (Data Storage)

COLUMN	DESCRIPTION
CUSTOM_4	SLA Custom Field 4 (Data Storage)
CUSTOM_5	SLA Custom Field 5 (Data Storage)
DELETED	(Boolean Integer) Has the SLA/OLA/UC object been deleted
HOURLY_COST	The 'Hourly Cost' of this SLA (cost to service desk)
HOURLY_PRICE	The 'Hourly Price' of this SLA (charge to end user)
INCIDENT_COST	The 'Event Cost' of this SLA (cost to service desk)
INCIDENT_PRICE	The 'Event Price' of this SLA (charge to end user)
INTERNAL	'Type' field: 0 = SLA, 1 = OLA, 2 = UC
PAUSE_HOLIDAY	Does this SLA pause for public holidays
PER_PROCESS	Are there different timers in this SLA depending on the ITIL process
REVIEW_ALERT	Does there need to be an alert raised when this SLA is due for review
REVIEW_DATE	When should the review alert be raised
SCH_SLA_NAME	Lowercase SLA name for searching
SLA_NAME	SLA Name
SYSTEM	System flag (warranty = 1, all others = 0)
TIME_DAYS	The uptime calculation interval
UPTIME_REQ	The % uptime requirement
VALID_CHAIN	If an OLA, does this fit within the parent SLA(s)

SLA_CONTRACT Table

The SLA_CONTRACT entity represents a priority level within an SLA, defining the timers that need to be met at a given request priority

Primary Key
CONTRACT_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
PRIORITY_ID	PRIORITY_TYPE (PRIORITY_TYPE_ID)	The priority level of this contract
SLA_ID	SLA (SLA_ID)	The Service Level this contract belongs to

Data

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COLUMN	DESCRIPTION
CONTRACT_NAME	The name of this contract entity (priority label)
END_FRIDAY	The end time of the opening hours on a Friday
END_MONDAY	The end time of the opening hours on a Monday
END_SATURDAY	The end time of the opening hours on a Saturday
END_SUNDAY	The end time of the opening hours on a Sunday
END_THURSDAY	The end time of the opening hours on a Thursday
END_TUESDAY	The end time of the opening hours on a Tuesday
END_WEDNESDAY	The end time of the opening hours on a Wednesday
FIX_TIME	The minutes (or hours) available to meet the resolution timer
NOTIFY_OVERRIDE	Should the notification options be overridden for requests under this contract
PROCESS	If contracts are pre process - this tracks which process this contract applies to
RESPONSE_TIME	The minutes (or hours) available to meet the response timer
RESTORE_TIME	The minutes (or hours) available to meet the restoration timer
ROUND_CLOCK	Round Clock = 1, Defined Hours = 0
SLA_LABEL	'Type' field: 0 = SLA, 1 = OLA, 2 = UC
START_FRIDAY	The start time of the opening hours on a Friday
START_MONDAY	The start time of the opening hours on a Monday
START_SATURDAY	The start time of the opening hours on a Saturday
START_SUNDAY	The start time of the opening hours on a Sunday
START_THURSDAY	The start time of the opening hours on a Thursday
START_TUESDAY	The start time of the opening hours on a Tuesday
START_WEDNESDAY	The start time of the opening hours on a Wednesday
TECH_NOTIFY	The technician notification setting for requests (overrides other settings)
TIME_MINS	Is the SLA/OLA/UC time recoded in minutes (1) or hours (0)

PRIORITY_TYPE Table

The PRIORITY_TYPE entity represents request priority. This can be directly assigned or calculated based on Impact and Urgency, the former coming from CI criticality, the latter from the customer

Primary Key
PRIORITY_TYPE_ID is the primary key column for this table

Data

COLUMN	DESCRIPTION
DISPLAY_ORDER	Integer for sorting based on highest urgency to lowest
LOWER_BOUND	Floor weight value for this urgency
PRIORITY_TYPE_NAME	Name of this urgency
UPPER_BOUND	Ceiling weight value for this urgency

IMPACT & URGENCY Tables

These tables are addressed collectively as they are internally identical

The Impact entity represents the impact of the request on the environment. When creating a request against an item, the criticality of the item is the default impact allocated to the request.

Impact Primary Key
IMPACT_ID is the primary key column for the IMPACT table

The Urgency entity represents the customer determined urgency of a request.

! **Urgency Primary Key**
URGENCY_ID is the primary key column for the URGENCY table

Common Data

COLUMN	DESCRIPTION
LABEL	The label of the impact (used to lookup the localized name)
WEIGHT	Weighting of the impact used in priority calculations
IS_DEFAULT	The default if no other impact applies
DISPLAY_ORDER	Integer for sorting based on highest impact to lowest

CLIENT Table (Users & Customers)

Customers and Users have essentially the same content and so have a shared data structure, being the client table. The table has a DELETED column with values of Null/0 or 1 like all integer representations of booleans within Service Desk . As a result, unless looking for deleted records, all queries should filter out DELETED records, for CLIENT cl: (cl.DELETED is null OR cl.DELETED = 0).

Primary Key
CLIENT_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
ALIAS_ID	EMAIL_ALIAS (ALIAS_ID)	The email alias where this customer is sent all email communications
CLIENT_DASH_ID	CLIENT_DASH (DASH_ID)	Refers to the dashboard object this client has access to
CLIENT_PARTNER_ID	ORG_UNIT (ORG_UNIT_ID)	The service organization responsible for this client (if partner organizations are in use)
CLIENT_TYPE_ID	CLIENT_TYPE (CLIENT_TYPE_ID)	The default client type of this client (super/tech/ partner/manager/finance are all treated the same now, customer and admin have meaning).
CONTRACT_ID	MAINT_CONTRACT (MAINT_CONTRACT_ID)	If Contracts are enabled, this is the maintenance contract covering this user (if applicable)
COUNTRY_ID	COUNTRY (COUNTRY_ID)	The country this customer is located in
DATE_STYLE_ID	DATE_STYLE (DATE_STYLE_ID)	The desired date format of the customer / user
ENTERED_BY	CLIENT (CLIENT_ID)	The user who created this account in the system
LDAP_CLIENT_SRC_ID	LDAP_CLIENT (ID)	Refers to the ldap client object for this customer if the customer comes from an ldap source
LINE_ITEM_ID	INVOICE_LINE_ITEM (INVOICE_LINE_ITEM_ID)	If Contracts are enabled, this is the invoice line item relating to the service contract for this customer
LINE_MGR_ID	CLIENT (CLIENT_ID)	The line manager of this customer
NOTE_ID	CLIENT_NOTE (CLIENT_NOTE_ID)	The client note object related to this customer
ORG_UNIT_ID	ORG_UNIT (ORG_UNIT_ID)	Customers can be assigned to companies and departments - this is the reference
PARTNER_ORG_ID	ORG_UNIT (ORG_UNIT_ID)	If this user is a partner, this is the partner organization they belong to (work for)
PENDING_CONTRACT_ID	MAINT_CONTRACT (MAINT_CONTRACT_ID)	The next contract queued up for this client (if contracts are enabled)

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
PENDING_INVOICE_ID	CLIENT (CLIENT_ID)	If Contracts are enabled, this is the invoice for a service contract for this customer
PREF_CLIENT_ID	PREF_CLIENT (PREF_CLIENT_ID)	The client preferences
ROOM_ID	ROOM (ROOM_ID)	The room the customer is located in
SLA_ID	SLA (SLA_ID)	This is the service level expected by this customer
SMS_SERVICE_ID	SMS_SERVICES (SERVICE_ID)	Unused
STATE_ID	STATE_PROVINCE (STATE_ID)	The state/province this client is located in
SUPERVISOR_ID	CLIENT (CLIENT_ID)	The supervisor of the user
TIMEZONE_ID	TIME_ZONE (TIME_ZONE_ID)	The timezone of the user, typically derived from the Country/State combo. Can be manually set.
TITLE_ID	CLIENT_TITLE (TITLE_ID)	The user's Title (if applicable), eg. Mr, Ms, Dr, etc.
WAGE_TYPE_ID	WAGE_TYPE (WAGE_TYPE_ID)	Unused
WORK_HRS_ID	TECH_WORK_HRS (TECH_WORK_HRS_ID)	A reference to a representation of the working hours of a technician

Data

COLUMN	DESCRIPTION
ADDRESS	1st Address line of the customer
ADDRESS_TWO	2nd Address line of the customer
ADMIN_FORUMS	(Boolean Integer) Forum Administrator
ADMIN_SURVEYS	(Boolean Integer) Survey Administrator
BATCH_COUNT	Unused
CHAT_AVAILABLE	(Boolean Integer) Available for chat
CITY	The city component of the address
CREATE_DATE	The date this client was created in Service Desk
CUSTOM_1	Customer custom field 1 storage
CUSTOM_2	Customer custom field 2 storage
CUSTOM_3	Customer custom field 3 storage
CUSTOM_4	Customer custom field 4 storage
CUSTOM_5	Customer custom field 5 storage
CUSTOM_SMS	(Boolean Integer) Override the default SMS gateway with a custom address

Novell Service Desk Entity Relationship Details

COLUMN	DESCRIPTION
CUSTOM_SMS_EMAIL	The address to send the SMS (email) if a customer requires an alternate gateway
DELETED	(Boolean Integer) Deleted flag
EMAIL	Email address of this client
EMAIL_NOTIFY	Default communication style (if defined) Email = 1, SMS = 2
EMAIL_SHARE	Unused
EMPLOYMENT_STATUS	Unused
FIRST_NAME	First name of the client
GROUP_ID	Unused
HOURS_PER_DAY	Unused
HOST_ADDRESS	The last IP this user logged in from
LAST_LOGIN	The last time this client logged in
LAST_LOGOUT	The last time this client logged out
LAST_NAME	Last name of the client
LAST_POST	The last forum post from this client
LAT	The geo-location latitude
LON	The geo-location longitude
NOTIFY_ON_NEW	(Boolean Integer) Whether the user configured notification for new incident
NOTIFY_ON_ESCALATE	(Boolean Integer) Whether the user configured notification for incident escalation
NOTIFY_ON_UPDATE	(Boolean Integer) Whether the user configured notification for incident update
ON_VACATION	(Boolean Integer) Vacation flag
OUT_OF_OFFICE	(Boolean Integer) Out of office (prevents assignment?)
PASSWORD	The password (hash) of this user
PHONE	Phone Number (Land)
PHONE_2	Phone Number (Mobile)
PHONE_3	Phone Number (Pager)
PHONE_4	Phone Number (Fax)
POSTAL_CODE	Address post code
POSTS	Number of forum posts
RESERVED	Is this a reserved account
SALARY	Salary of the user
SALARY_INTER	Salary interval for the user
USER_NAME	The username for this client
VACATION_DAYS	Unused
WEB_ACCESS	(Boolean Integer) Can a Customer access the customer portal?

SCH_FIRST_NAME	Lowercase first name for searching

Novell Service Desk Entity Relationship Details

COLUMN	DESCRIPTION
SCH_LAST_NAME	Lowercase last name for searching
SCH_PHONE	Lowercase phone number for searching
PROCESS_CHANGE	(Boolean Integer) Assigned Change Management Process
PROCESS_INCIDENT	(Boolean Integer) Assigned Incident Management Process
PROCESS_PROBLEM	(Boolean Integer) Assigned Problem Management Process
PROCESS_REQUEST	(Boolean Integer) Assigned Service Request Management Process
PROCESS_RELEASE	(Boolean Integer) Assigned Release Management Process
PROCESS_DEPLOYMENT	(Boolean Integer) Assigned Deployment Management Process
PROCESS_PROJECT	(Boolean Integer) Assigned Project Management Process (Unused)
PROCESS_SLM	(Boolean Integer) Assigned Service Level Management Process
PROC_KB	(Boolean Integer) Assigned Knowledge Management Process
PROC_KB_ADD	(Boolean Integer) Knowledge Management Add Content Privilege
PROC_KB_EDIT	(Boolean Integer) Knowledge Management Edit Content Privilege
PROC_KB_DEL	(Boolean Integer) Knowledge Management Delete Content Privilege
PROC_KB_PUB	(Boolean Integer) Knowledge Management Publish Content Privilege
PROC_CFG	(Boolean Integer) Assigned Configuration Management Process
PROC_CFG_ADD	(Boolean Integer) Configuration Management Add Content Privilege
PROC_CFG_EDIT	(Boolean Integer) Configuration Management Edit Content Privilege
PROC_CFG_DEL	(Boolean Integer) Configuration Management Delete Content Privilege
DEF_COM_METHOD	Desired Communication Method (1 = Email, 2 = SMS)
LOCALE_STRING	Desired email language for customer notifications
TRAINING	(Boolean Integer) Training mode flag
ASSIGNMENT	Unused (only zero for default admin account)
LDAP_UID	Internal GUID from an LDAP Server, if LDAP Sourced

CLIENT_ROLE Table

This is a simple link table to associate one or more CLIENT_TYPE objects with any given CLIENT object.

Primary Key
ROLE_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
CLIENT_ID	CLIENT (CLIENT_ID)	The client object the access level (role) has been granted to
CLIENT_TYPE_ID	CLIENT_TYPE (CLIENT_TYPE_ID)	The access level (CLIENT_TYPE) assigned

CLIENT_TYPE Table

The ClientType entity represents a level of access to Service Desk .

Primary Key
CLIENT_TYPE_ID is the primary key column for this table

Data

COLUMN	DESCRIPTION
CLIENT_TYPE	The name of this access level (Administrator, Supervisor, etc)
CLIENT_TYPE_INDEX	A numeric identifier for the access level
MGT_CFG_ADD	Default access for Configuration Management, CI Creation
MGT_CFG_DEL	Default access for Configuration Management, CI Deletion
MGT_CFG_EDIT	Default access for Configuration Management, CI Modification
MGT_KB_ADD	Default access for Knowledge Management, Article Creation
MGT_KB_DEL	Default access for Knowledge Management, Article Deletion
MGT_KB_EDIT	Default access for Knowledge Management, Article Modification
MGT_KB_PUB	Default access for Knowledge Management, Article Publication

ORG_UNIT Table

The Org Unit table represents a company, department or partner organization within Service Desk . This is another shared entity as these things have essentially the same attributes, and leverages a discriminator much like Incidents or SLAs.

Primary Key
ORG_UNIT_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
CLIENT_ID	CLIENT (CLIENT_ID)	The primary contact for this org unit
CONTRACT_ID	MAINT_CONTRACT (MAINT_CONTRACT_ID)	Maintenance contract in effect for this Org Unit
COUNTRY_ID	COUNTRY (COUNTRY_ID)	The Country component of the address for this org unit
DEFAULT_ITEM_ID	ITEM (ASSET_ID)	The default item to raise requests against for customers of this org unit
LINE_ITEM_ID	INVOICE_LINE_ITEM (LINE_ITEM_ID)	The line item associated with the maintenance contract in effect
NOTE_ID	ORG_UNIT_NOTE (ID)	The note content for this org unit
PARENT_ID	ORG_UNIT (ORG_UNIT_ID)	The parent org unit (for department org units)
PARTNER_ORG_ID	ORG_UNIT (ORG_UNIT_ID)	The service organization assigned to this org unit (if partner orgs are in use)
PENDING_CONTRACT_ID	MAINT_CONTRACT (MAINT_CONTRACT_ID)	The next maintenance contract to be assigned to this org unit
PENDING_INVOICE_ID	INVOICE (INVOICE_ID)	The invoice associated with the pending contract
SLA_ID	SLA (SLA_ID)	The Sla of the assigned maintenance contract
STATE_ID	STATE_PROVINCE (STATE_ID)	The state component of the address of this org unit

Data

COLUMN	DESCRIPTION
ADDRESS	1st Address line
ADDRESS_TWO	2nd Address line
CITY	City component of the address
CUSTOM_1	Custom field data storage (Field 1)
CUSTOM_2	Custom field data storage (Field 2)

COLUMN	DESCRIPTION
CUSTOM_3	Custom field data storage (Field 3)
CUSTOM_4	Custom field data storage (Field 4)
CUSTOM_5	Custom field data storage (Field 5)
DELETED	(Boolean Integer) deleted flag
DISPLAY_STRING	Full name of the org unit (includes company name on departments)
EMAIL	Email address for this org unit
HANDSHAKE_DAYS	If we override the default handshaking days, what should it be
HANDSHAKE_OVERRIDE	(Boolean Integer) Should the default handshaking timeframe be overridden?
INHERITED	Unused
NAME	Name of the org unit
ORG_UNIT_CODE	Unused
PARTNER_ROLE	(Boolean Integer) Partner Org Unit flag (1 for partner org, 0 for client org)
PHONE	Phone number of the org unit
SCH_NAME	Lowercase org unit name for searching
SCH_DISP_STR	Lowercase display string for searching
URL	URL for the org unit web page
USE_CUSTOM_BANNER	If a partner org, should this be sending it's own banner rather than the default
ZIP	ZIP / Postal code address component

ITEM_CLIENT Table

This join table associates an Item with a client or org unit, representing ownership (or usage, depending on your perspective). In any case this assigns an item to a person or group of people (org unit). There can be any number of these for a given item.

Primary Key
ITEM_CLIENT_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
ASSET_ID	ITEM (ASSET_ID)	The item we are associating with an owner
CLIENT_ID	CLIENT (CLIENT_ID)	A client we record as an owner or user (Null if assigned to an Org Unit)
ORG_UNIT_ID	ORG_UNIT (ORG_UNIT_ID)	An Org Unit we record as an owner or user (Null if assigned to a Client)

ITEM Table

This join table represents a configuration item, including service items.

Primary Key
ASSET_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
CONTRACT_ID	MAINT_CONTRACT (MAINT_CONTRACT_ID)	The contract this item holds
DESCRIPTION_ID	ITEM_DESCRIPTION (ID)	The description of the configuration item
IMPACT_ID	IMPACT (IMPACT_ID)	The impact this item can cause on a request raised against this item
INTERVAL_ID	DURATION (INTERVAL_ID)	The most recent SLA breach object for the request
INVOICE_ID	INVOICE (INVOICE_ID)	The invoice generated against this item
ITEM_ID	ITEM (ASSET_ID)	Parent item of this item
LINE_ITEM_ID	INVOICE_LINE_ITEM (INVOICE_LINE_ITEM_ID)	Invoice line item this item refers to
ORG_UNIT_ID	ORG_UNIT (ORG_UNIT_ID)	The org unit this item belongs to
PENDING_CONTRACT_ID	MAINT_CONTRACT (MAINT_CONTRACT_ID)	Any pending contract this item holds
PENDING_CR_ID	INCIDENT (CASE_ID)	Pending Change request raised against this item
PO_ITEM_ID	PO_ITEM (PO_ITEM_ID)	The PO Line Item this Item was generated from (if using purchase orders)
PRODUCT_ID	ITEM_TYPE (PRODUCT_ID)	The item type of this item
PURCHASE_ORDER_ID	PURCH_ORD (PURCHASE_ORDER_ID)	Purchase order raised against this item
ROOM_ID	ROOM (ROOM_ID)	The room this item belongs to
SLA_ID	SLA (SLA_ID)	The SLA this item refers to
STATUS_ID	ITEM_STATUS (ID)	Current Status of the item
TEAM_ID	TEAM (TEAM_ID)	The incident team assigned to this item
TEAM_CHANGE	TEAM (TEAM_ID)	The change team assigned to this item
TEAM_PROBLEM	TEAM (TEAM_ID)	The problem team assigned to this item
TEAM_REQUEST	TEAM (TEAM_ID)	The service request team assigned to this item

Data

COLUMN	DESCRIPTION
AM_GUID	AMIE Field representing the GUID of an Item on an asset management system (Only mapped for ZENWorks by default at present)
AM_SYSTEM_ID	Unused
ASSET_GROUP_ID	Unused
ASSET_NUMBER	The Item Number presented in the UI
AUDIT_DATE	The date this item was last audited, per the user entry in the costs tab of a CI
AVG_REP_TIME	MTTR (Mean Time To Repair), calculated each time an item returns to an online state
AVG_UP_TIME	MTTF (Mean Time To Failure), calculated each time an item is taken offline
COST	The cost of the item, as recorded in the costs tab
DELETED	(Boolean Integer) Is this item Deleted
DELETED_DATE	When the item was marked as deleted
DEPLOYED	Unused
DEPRECIATION	Unused
FIELD_1	Category Field 1 Data Storage (as a String representation of the specified data type)
FIELD_2	Category Field 2 Data Storage (as a String representation of the specified data type)
FIELD_3	Category Field 3 Data Storage (as a String representation of the specified data type)
FIELD_4	Category Field 4 Data Storage (as a String representation of the specified data type)
FIELD_5	Category Field 5 Data Storage (as a String representation of the specified data type)
FIELD_6	Category Field 6 Data Storage (as a String representation of the specified data type)
FIELD_7	Category Field 7 Data Storage (as a String representation of the specified data type)
FIELD_8	Category Field 8 Data Storage (as a String representation of the specified data type)
FIELD_9	Category Field 9 Data Storage (as a String representation of the specified data type)
FIELD_10	Category Field 10 Data Storage (as a String representation of the specified data type)
FIELD_11	Category Field 11 Data Storage (as a String representation of the specified data type)
FIELD_12	Category Field 12 Data Storage (as a String representation of the specified data type)
FIELD_13	Category Field 13 Data Storage (as a String representation of the specified data type)
FIELD_14	Category Field 14 Data Storage (as a String representation of the specified data type)
FIELD_15	Category Field 15 Data Storage (as a String representation of the specified data type)
FIELD_16	Category Field 16 Data Storage (as a String representation of the specified data type)
FIELD_17	Category Field 17 Data Storage (as a String representation of the specified data type)
FIELD_18	Category Field 18 Data Storage (as a String representation of the specified data type)

Novell Service Desk Entity Relationship Details

COLUMN	DESCRIPTION
FIELD_19	Category Field 19 Data Storage (as a String representation of the specified data type)
FIELD_20	Category Field 20 Data Storage (as a String representation of the specified data type)
FIELD_21	Category Field 21 Data Storage (as a String representation of the specified data type)
FIELD_22	Category Field 22 Data Storage (as a String representation of the specified data type)
FIELD_23	Category Field 23 Data Storage (as a String representation of the specified data type)
FIELD_24	Category Field 24 Data Storage (as a String representation of the specified data type)
FIELD_25	Category Field 25 Data Storage (as a String representation of the specified data type)
FIELD_26	Category Field 26 Data Storage (as a String representation of the specified data type)
FIELD_27	Category Field 27 Data Storage (as a String representation of the specified data type)
FIELD_28	Category Field 28 Data Storage (as a String representation of the specified data type)
FIELD_29	Category Field 29 Data Storage (as a String representation of the specified data type)
FIELD_30	Category Field 30 Data Storage (as a String representation of the specified data type)
FIELD_31	Category Field 31 Data Storage (as a String representation of the specified data type)
FIELD_32	Category Field 32 Data Storage (as a String representation of the specified data type)
FIELD_33	Category Field 33 Data Storage (as a String representation of the specified data type)
FIELD_34	Category Field 34 Data Storage (as a String representation of the specified data type)
FIELD_35	Category Field 35 Data Storage (as a String representation of the specified data type)
FIELD_36	Category Field 36 Data Storage (as a String representation of the specified data type)
FIELD_37	Category Field 37 Data Storage (as a String representation of the specified data type)
FIELD_38	Category Field 38 Data Storage (as a String representation of the specified data type)
FIELD_39	Category Field 39 Data Storage (as a String representation of the specified data type)
FIELD_40	Category Field 40 Data Storage (as a String representation of the specified data type)
HOUR	Unused
INHERIT_COST	(Boolean Integer) Is cost inheritance being applied to this item
INHERIT_STRAT	Financial Management, cost inheritance split strategy
INHERITED_CAP	The capital costs inherited by this item from parent items
INHERITED_PCM	The running costs inherited by this item from parent items
IS_PARENT	Unused
ITEM_CC	Unused
LAST_UPDATE	When the item was last updated
MARKED_FOR_CREATE	If using RFC management of CI changes, this is for items pending creation
MONTHLY_COST	The monthly costs for this item itself (which would be in addition to any inherited costs)

NAME	Generally unused, except for some isolated usage to locate the Unknown item
NOTIFY_CHANGE	(Boolean Integer) Are change notifications sent when this item is modified
PARENT_ID	Unused
PURCHASE_DATE	The date the item was purchased
SCH_ITEM_NUM	The item number presented in the UI, in lower case, for searching
SYSTEM	(Boolean Integer) Is this item the 'Unknown' service
USAGE_UNIT_COST	The unit usage costs for this item (which would be in addition to any inherited costs)
WARRANTY_DATE	The warranty start date

ITEM_NOTE Table

This join table represents a note recorded against an Item

Primary Key
ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
ASSET_ID	ITEM (ASSET_ID)	The item this note relates to
CLIENT_ID	CLIENT (CLIENT_ID)	The technician who recorded the note

Data

COLUMN	DESCRIPTION
HIDDEN	(Boolean Integer) Private flag (1), Public otherwise
NOTE_DATE	The date the note was added
NOTE_TEXT	The note contents

ITEM_DESCRIPTION Table

This join table represents a text description of an item.

Primary Key
ID is the primary key column for this table, and is shared with the PK of the item

Data

COLUMN	DESCRIPTION
DESCRIPTION	Item description

ITEM_STATUS Table

Item Status reflects an Item Lifecycle state defined in a CMDB Category.

Primary Key
ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
ASSET_TYPE_ID	CATEGORY (ASSET_TYPE_ID)	The category this status belongs to, as an item lifecycle state
ESCALATION_ID	ESCALATION (ESCALATION_ID)	This refers to the group of technicians that is responsible for items in this state when using service portfolio management

Data

COLUMN	DESCRIPTION
DELETED	(Boolean Integer) Has the state been deleted
DISPLAY_NDX	Unused

ENTRY_STATE	(Boolean Integer) Is this a lifecycle entry point

COLUMN	DESCRIPTION
EXIT_STATE	(Boolean Integer) Is this a lifecycle exit point
LISTENER_CLASS	A listener class, if custom code has been created to perform external actions on item state change actions.
NAME	The name of the lifecycle state
PORTAL_STATUS	(Boolean Integer) Do items in this state appear on the customer portal?
PRE_PRODUCTION	(Boolean Integer) Is this a pre-production state (for service portfolio management)
STATE_ACTIVE	(Boolean Integer) Is the state an active state (i.e. is the item 'deployed')
STATE_OFFLINE	(Boolean Integer) Is the item offline?

ITEM_TYPE Table

An Item Type is essentially a product that is purchased. An Item is an instance of an Item Type. For example, someone buys a laptop (which is the item type), and the particular laptop they ended up with (i.e. the physical item with a particular serial number) is the Item

Primary Key
ASSET_TYPE_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
ASSET_TYPE_ID	MAINT_CONTRACT (MAINT_CONTRACT_ID)	The contract this item holds
DEF_URGENCY_ID	URGENCY (URGENCY_ID)	The default urgency of requests created against items of this type
DESCRIPTION_ID	ITEM_TYPE_DSC	The description of the item type
DISPLAY_FIELD_ID	CUSTOM_FIELD (CUSTOM_FIELD_ID)	The 'identifier' field which points to one of the 20 fields defined against the category, which serves as an additional identifier for the item
ICON_ID	CMDB_ICON (ICON_ID)	The icon image (png) representing this item type, which will over-ride that of the category in the UI.
IMPACT_ID	IMPACT (IMPACT_ID)	The default criticality of items generated from this type, which ends up being the default impact of requests created against items of this type
INTERVAL_ID	DURATION (INTERVAL_ID)	The default warranty period, as a relational entity
MANUFACTURER_ID	MANUFACTURER (MANUFACTURER_ID)	The manufacturer of this item.
SLA_ID	SLA (SLA_ID)	The default SLA of Items of this type
TEAM_CHANGE	TEAM (TEAM_ID)	The default Change Request Team assigned to items of this type

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
TEAM_ID	TEAM (TEAM_ID)	The default Incident Management Team assigned to items of this type
TEAM_PROBLEM	TEAM (TEAM_ID)	The default Problem Management Team assigned to items of this type
TEAM_REQUEST	TEAM (TEAM_ID)	The default Service Request Team assigned to items of this type

Data

COLUMN	DESCRIPTION
CAPITAL	AMIE Field representing the GUID of an Item on an asset management system (Only mapped for ZENWorks by default at present)
CLIENT_CREATE	(Boolean Integer) Can clients create instances of this type?
CUSTOM_CLASSIFY	(Boolean Integer) Does this item type allow for custom issue classifications
DELETED	(Boolean Integer) Has this item type been deleted (no longer usable)
IGNORE_SHARE	(Boolean Integer) Should the shared visibility options be ignored for this type?
INTERNAL	(Boolean Integer) Should this item only be visible to technicians
OWNED	Unused
PRODUCT_NAME	The name of the item type
RECOV_AMT	Financial Management cost recovery amount
RECUR_AMT	Financial Management Recurrent Cost for items of this type
SCH_TYPE_NAME	Lowercase item type name for searching
SYSTEM	(Boolean Integer) Is this a system type (for Unknown service CI)
UNIT_PRICE	The 'cost' of this item type (product)

ITEM_TYPE_DSC Table

This join table represents a text description of an item type.

Primary Key
ID is the primary key column for this table, and is shared with the PK of the type

Data

COLUMN	DESCRIPTION
DESCRIPTION	Item description

ITEM_TYPE_FORECAST Table

This represents a cost forecast for financial management, and should be considered in the context of inherited costs of items and the recovery strategies defined in the UI. This is applicable to costing of services to be provided.

Primary Key
ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
ITEM_TYPE_ID	ITEM_TYPE (ITEM_TYPE_ID)	The item type this forecast relates to
SLA_ID	SLA (SLA_ID)	The SLA the forecast is based on, and thus the associated service delivery costs

Data

COLUMN	DESCRIPTION
FC_USERS	The forecast number of users of an item (typically expected to be a service)
PRICE	The price the item type will be charged to people for access
RECORD_DATE	The date the forecast was made

CATEGORY Table

This join table represents a configuration item, including service items.

Primary Key
ASSET_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
CAT_MAP_ID	CATEGORY_MAP (ID)	AMIE Field mappings for items of this category. Defines the AMIE source for each of the defined fields
DEF_OFFLINE_ID	ITEM_STATUS (ID)	Default offline status when items of this category go offline
DESCRIPTION_ID	CATEGORY_DSC (ID)	The description of the configuration category
ICON_ID	CMDB_ICON (ICON_ID)	The CMDB Icon for items of this category

PROBLEM_TYPE_ID	PROBLEM_TYPE (PROBLEM_TYPE_ID)	The default problem type (classification) for requests raised against items in this category

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
TEAM_ID	TEAM (TEAM_ID)	The service portfolio team responsible for this category (when using Service Portfolio Management)

Data

COLUMN	DESCRIPTION
ASSET_TYPE	The name of the category
CUSTOM_CLASSIFY	Unused
DELETED	(Boolean Integer) Is this category deleted
FIELD_ORDER	Are fields for items in this category to be displayed in their natural order, by alphabetical label, or by a custom sort index defined by the user
INPUT_MASK	Regular expression to have item numbers in this category conform to a certain format
ITEM_NBR_VLD	(Boolean Integer) Should the item number be validated by regular expression, for items of this category?
SCH_CATEGORY	Lower case category name for searching
SERVICE	(Boolean Integer) Is this a service item category
SYSTEM	(Boolean Integer) Is this a system category
USER_MASK	A user friendly representation of the regular expression for display

CUSTOM_CATEGORY Table

This join table represents a configuration item, including service items.

Primary Key
CATEGORY_ID is the primary key column for this table

Data

COLUMN	DESCRIPTION
CATEGORY_NAME	Name of the custom category. May or may not be used as a localization key, depending on location.
CATEGORY_TYPE	Category Index for internal lookups of each category. There are many indexes, but key values are: Customers = 2000000, Incidents = 3000000, Problems = 3200000, Change Requests = 3300000, Service Requests = 3600000, Users = 4000000, LDAP Users = 5000000, Mixed Mode Users = 5500000, SLA = 17000000, Item Category = 19000000, Item Type = 6000000
SYSTEM	(Boolean Integer) Is this a system category container for custom fields (Should always be Yes (1) as of v6.5)

CUSTOM_FIELD Table

This join table represents a configuration item, including service items.

The importance of the PARENT_OBJECT_ID field in this table can't be understated. For Item Category fields, and Item Type Request Fields this is used in conjunction with the defined category id to identify the field definitions. This is critical for reports that are intended to use custom data defined in either of these two sources.

Primary Key
FIELD_ID is the primary key column for this table

Relationships

COLUMN	DESTINATION - TABLE (COLUMN)	DESCRIPTION
CATEGORY_ID	CUSTOM_CATEGORY (CATEGORY_ID)	The custom category this field is associated with
CURRENCY_ID	CURRENCY (CURRENCY_ID)	If a field is of a currency type, this is the currency in use

Data

COLUMN	DESCRIPTION
ACTIVE	(Boolean Integer) is this field in use
CLIENT_EDITABLE	(Boolean Integer) Can clients edit the contents of this field
CLIENT_VISIBLE	(Boolean Integer) Is this field shown to customers (if not, and it's required, a default value is required)
DATA_TYPE	The data type (Number, String, Date, Currency, Boolean)
DEFAULT_VALUE	The default value of this field
DESCRIPTION	The description of this field, if in use
DSC_ENABLE	(Boolean Integer) Is there a description of this field to instruct users as to it's purpose
FIELD_INDEX	The field index, used for ordering the fields in the UI
FIELD_NAME	The field label
FIELD_TYPE	The style of this field (String can be text or list, boolean can be yes/no or true/false, dates can be just dates, or include the time, etc)
INPUT_MASK	Regular expression input validation mask for custom field content
INPUT_VALIDATION	(Boolean Integer) Is regular expression content validation in use?
PARENT_OBJECT_ID	The parent object for category or item type fields.
REQUIRED	(Boolean Integer) Is this field required to be completed

Novell Service Desk Entity Relationship Details

COLUMN	DESCRIPTION
TARGET_FIELD	The field in the data model that this field updates
VALUE_TYPE	The style of this field (String can be text or list, boolean can be yes/no or true/false, dates can be just dates, or include the time, etc)
UNIQUE_VALUE	(Boolean Integer) Should this be a unique value
USER_MASK	A user friendly representation of the regular expression input validation mask