
(T U B)

ITSMConfigurationManagement

Release rel-10.0

Rother OSS GmbH

Dec 14, 2024

Contents

1	Description	3
2	System requirements	5
2.1	Framework	5
2.2	Packages	5
2.3	Third-party software	5
3	Usage	7
3.1	Setup	7
3.2	Configuration Reference	7
4	About	21
4.1	Contact	21
4.2	Version	21

(T U B)

CHAPTER 1

Description

The OTOBO::ITSM Configuration Management package.

2.1 Framework

OTOBO 10.0.x

2.2 Packages

ITSMCore 10.0.3

2.3 Third-party software

-

3.1 Setup

3.2 Configuration Reference

3.2.1 Core::BulkAction

ITSMConfigItem::Frontend::BulkFeature

Enables configuration item bulk action feature for the agent frontend to work on more than one configuration item at a time.

ITSMConfigItem::Frontend::BulkFeatureGroup

Enables configuration item bulk action feature only for the listed groups.

3.2.2 Core::Elasticsearch::Settings

Elasticsearch::ExcludedCIClasses

ConfigItems of the following classes will not be stored on the Elasticsearch server. To apply this to existing CIs, the CI migration has to be run via console, after changing this option.

Elasticsearch::ExcludedCIDeploymentStates

ConfigItems with the following deployment states will not be stored on the Elasticsearch server. To apply this to existing CIs, the CI migration has to be run via console, after changing this option.

Elasticsearch::ConfigItemStoreFields

Fields stored in the configuration item index which are used for other things besides fulltext searches. For the complete functionality all fields are mandatory.

Elasticsearch::ConfigItemSearchFields

Fields of the configuration item index, used for the fulltext search. Fields are also stored, but are not mandatory for the overall functionality. Inclusion of attachments can be disabled by setting the entry to 0 or deleting it.

Elasticsearch::QuickSearchShow###ConfigItem

Objects to search for, how many entries and which attributes to show. ConfigItem attributes have to explicitly be stored via Elasticsearch.

3.2.3 Core::Event::ITSMConfigItem

ITSMConfigItem::EventModulePost###100-History

Config item event module that enables logging to history in the agent interface.

ITSMConfigItem::EventModulePost###1000-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured Webservice.

3.2.4 Core::Event::Ticket

ITSMConfigItem::EventModulePost###042-ITSMConfigItemTicketStatusLink

Event module to set configitem-status on ticket-configitem-link.

Ticket::EventModulePost###042-ITSMConfigItemTicketStatusLink

Event module to set configitem-status on ticket-configitem-link.

3.2.5 Core::GeneralCatalog

GeneralCatalogPreferences###DeploymentStates

Parameters for the deployment states in the preferences view of the agent interface.

GeneralCatalogPreferences###DeploymentStatesColors

Parameters for the deployment states color in the preferences view of the agent interface.

GeneralCatalogPreferences###Permissions

Parameters for the example permission groups of the general catalog attributes.

3.2.6 Core::ITSMConfigItem

ITSMConfigItem::NumberGenerator

Selects the configuration item number generator module. “AutoIncrement” increments the configuration item number, the SystemID, the ConfigItemClassID and the counter are used. The format is “SystemID.ConfigItemClassID.Counter”, e.g. 1205000004, 1205000005.

ITSMConfigItem::CINameRegex

Defines regular expressions individually for each ConfigItem class to check the ConfigItem name and to show corresponding error messages.

ITSMConfigItem::Permission::Class###010-ClassGroupCheck

Module to check the group responsible for a class.

ITSMConfigItem::Permission::Item###010-ItemClassGroupCheck

Module to check the group responsible for a configuration item.

ITSMConfigItem::Hook

The identifier for a configuration item, e.g. ConfigItem#, MyConfigItem#. The default is ConfigItem#.

UniqueCIName::EnableUniquenessCheck

Enables/disables the functionality to check ConfigItems for unique names. Before enabling this option you should check your system for already existing config items with duplicate names. You can do this with the script bin/otobo.ITSMConfigItemListDuplicates.pl.

UniqueCIName::UniquenessCheckScope

Check for a unique name only within the same ConfigItem class (“class”) or globally (“global”), which means every existing ConfigItem is taken into account when looking for duplicates.

3.2.7 Core::ImportExport::ObjectBackend::ModuleRegistration

ImportExport::ObjectBackendRegistration###ITSMConfigItem

Object backend module registration for the import/export module.

3.2.8 Core::LinkObject

LinkObject::DefaultSubObject###ITSMConfigItem

Defines the default subobject of the class 'ITSMConfigItem'.

LinkObject::ITSMConfigItem::ShowColumns

Defines the shown columns of CIs in the link table complex view for all CI classes. If there is no entry, then the default columns are shown.

LinkObject::ITSMConfigItem::ShowColumnsByClass

Defines the shown columns of CIs in the link table complex view, depending on the CI class. Each entry must be prefixed with the class name and double colons (i.e. Computer::). There are a few CI-Attributes that common to all CIs (example for the class Computer: Computer::Name, Computer::CurDeplState, Computer::CreateTime). To show individual CI-Attributes as defined in the CI-Definition, the following scheme must be used (example for the class Computer): Computer::HardDisk::1, Computer::HardDisk::1::Capacity::1, Computer::HardDisk::2, Computer::HardDisk::2::Capacity::1. If there is no entry for a CI class, then the default columns are shown.

3.2.9 Core::LinkStatus

ITSMConfigItem::SetIncidentStateOnLink

Set the incident state of a CI automatically when a Ticket is Linked to a CI.

ITSMConfigItem::LinkStatus::TicketTypes

Defines which type of ticket can affect the status of a linked CI.

ITSMConfigItem::LinkStatus::DeploymentStates

Defines the relevant deployment states where linked tickets can affect the status of a CI.

ITSMConfigItem::LinkStatus::IncidentStates

Defines the order of incident states from high (e.g. critical) to low (e.g. functional).

ITSMConfigItem::LinkStatus::LinkTypes

Defines which type of link (named from the ticket perspective) can affect the status of a linked CI.

3.2.10 Core::Stats

Stats::DynamicObjectRegistration###ITSMConfigItem

Module to generate ITSM config item statistics.

3.2.11 Frontend::Admin

Events###ITSMConfigItem

List of all Package events to be displayed in the GUI.

3.2.12 Frontend::Admin::ModuleRegistration

Frontend::Module###AdminITSMConfigItem

Frontend module registration for the agent interface.

3.2.13 Frontend::Admin::ModuleRegistration::AdminOverview

Frontend::NavigationModule###AdminITSMConfigItem

Admin area navigation for the agent interface.

3.2.14 Frontend::Admin::ModuleRegistration::MainMenu

Frontend::Navigation###AdminITSMConfigItem###003-ITSMConfigItem

Main menu item registration.

3.2.15 Frontend::Admin::View::ITSMConfigItemDefinition

ITSMConfigItem::Frontend::AdminITSMConfigItem###EditorRows

Defines the number of rows for the CI definition editor in the admin interface.

3.2.16 Frontend::Agent::ITSMConfigItem::MenuModule

ITSMConfigItem::Frontend::MenuModule###000-Back

Shows a link in the menu to go back in the configuration item zoom view of the agent interface.

ITSMConfigItem::Frontend::MenuModule###200-History

Shows a link in the menu to access the history of a configuration item in the its zoom view of the agent interface.

ITSMConfigItem::Frontend::MenuModule###300-Edit

Shows a link in the menu to edit a configuration item in the its zoom view of the agent interface.

ITSMConfigItem::Frontend::MenuModule###400-Print

Shows a link in the menu to print a configuration item in the its zoom view of the agent interface.

ITSMConfigItem::Frontend::MenuModule###500-Link

Shows a link in the menu that allows linking a configuration item with another object in the config item zoom view of the agent interface.

ITSMConfigItem::Frontend::MenuModule###600-Duplicate

Shows a link in the menu to duplicate a configuration item in the its zoom view of the agent interface.

ITSMConfigItem::Frontend::MenuModule###700-ConfigItemDelete

Shows a link in the menu to delete a configuration item in its zoom view of the agent interface.

3.2.17 Frontend::Agent::ITSMConfigItem::MenuModulePre

ITSMConfigItem::Frontend::PreMenuModule###100-Zoom

Shows a link in the menu to zoom into a configuration item in the configuration item overview of the agent interface.

ITSMConfigItem::Frontend::PreMenuModule###200-History

Shows a link in the menu to access the history of a configuration item in the configuration item overview of the agent interface.

ITSMConfigItem::Frontend::PreMenuModule###300-Duplicate

Shows a link in the menu to duplicate a configuration item in the configuration item overview of the agent interface.

3.2.18 Frontend::Agent::ITSMConfigItem::Permission

ITSMConfigItem::Frontend::AgentITSMConfigItem###Permission

Required permissions to use the ITSM configuration item screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemEdit###Permission

Required permissions to use the edit ITSM configuration item screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemAdd###Permission

Required permissions to use the add ITSM configuration item screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemHistory###Permission

Required permissions to use the history ITSM configuration item screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemPrint###Permission

Required permissions to use the print ITSM configuration item screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemZoom###Permission

Required permissions to use the ITSM configuration item zoom screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Permission

Required permissions to use the ITSM configuration item search screen in the agent interface.

3.2.19 Frontend::Agent::ITSMConfigItemOverview**ITSMConfigItem::Frontend::Overview###Small**

Defines an overview module to show the small view of a configuration item list.

3.2.20 Frontend::Agent::LinkObject**LinkObject::ComplexTable::SettingsVisibility###ITSMConfigItem**

Define Actions where a settings button is available in the linked objects widget (LinkObject::ViewMode = "complex"). Please note that these Actions must have registered the following JS and CSS files: Core.AllocationList.css, Core.UI.AllocationList.js, Core.UI.Table.Sort.js, Core.Agent.TableFilters.js and Core.Agent.LinkObject.js.

3.2.21 Frontend::Agent::ModuleRegistration**Frontend::Module###AgentITSMConfigItem**

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemZoom

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemEdit

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemPrint

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemDelete

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemAdd

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemSearch

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemHistory

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemBulk

Frontend module registration for the agent interface.

3.2.22 Frontend::Agent::ModuleRegistration::Loader

Loader::Module::AgentITSMConfigItemZoom###003-ITSMConfigItem

Loader module registration for the agent interface.

Loader::Module::AgentITSMConfigItemEdit###003-ITSMConfigItem

Loader module registration for the agent interface.

Loader::Module::AgentITSMConfigItemAdd###003-ITSMConfigItem

Loader module registration for the agent interface.

Loader::Module::AgentITSMConfigItemSearch###003-ITSMConfigItem

Loader module registration for the agent interface.

Loader::Module::AgentITSMConfigItem###003-ITSMConfigItem

Loader module registration for the agent interface.

Loader::Module::AgentITSMConfigItemHistory###003-ITSMConfigItem

Loader module registration for the agent interface.

3.2.23 Frontend::Agent::ModuleRegistration::MainMenu**Frontend::Navigation###AgentITSMConfigItem###003-ITSMConfigItem**

Main menu item registration.

Frontend::Navigation###AgentITSMConfigItemAdd###003-ITSMConfigItem

Main menu item registration.

Frontend::Navigation###AgentITSMConfigItemSearch###003-ITSMConfigItem

Main menu item registration.

Frontend::Navigation###AgentITSMConfigItemBulk###003-ITSMConfigItem

Main menu item registration.

3.2.24 Frontend::Agent::ModuleRegistration::MainMenu::Search**Frontend::Search###ConfigItem**

Configuration item search backend router of the agent interface.

Frontend::Search::JavaScript###ConfigItem

JavaScript function for the search frontend.

3.2.25 Frontend::Agent::View::CustomerInformationCenter**AgentCustomerInformationCenter::Backend###0060-CIC-ITSMConfigItemCustomerCompany**

Parameters for the dashboard backend of the customer company config item overview of the agent interface . “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin.

Frontend::Agent::CustomerInformationCenter::ITSMConfigItem###ShowColumnsByClass

Defines the shown columns of CIs in the config item widget depending on the CI class. Each entry must be prefixed with the class name and double colons (i.e. Computer:). There are a few CI-Attributes that are common to all CIs (example for the class Computer: Computer::Name, Computer::CurDeplState, Computer::CreateTime). To show individual CI-Attributes as defined in the CI-Definition, the following scheme must be used (example for the class Computer): Computer::HardDisk::1, Computer::HardDisk::1::Capacity::1, Computer::HardDisk::2, Computer::HardDisk::2::Capacity::1. If there is no entry for a CI class, then the default columns are shown as defined in the setting AgentCustomerInformationCenter::Backend###0060-CIC-ITSMConfigItemCustomerCompany (key DefaultColumns).

3.2.26 Frontend::Agent::View::CustomerUserInformationCenter

AgentCustomerUserInformationCenter::Backend###0060-CUIC-ITSMConfigItemCustomerUser

Parameters for the dashboard backend of the customer company config item overview of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin.

Frontend::Agent::CustomerUserInformationCenter::ITSMConfigItem###ShowColumnsByClass

Defines the shown columns of CIs in the config item widget depending on the CI class. Each entry must be prefixed with the class name and double colons (i.e. Computer:). There are a few CI-Attributes that are common to all CIs (example for the class Computer: Computer::Name, Computer::CurDeplState, Computer::CreateTime). To show individual CI-Attributes as defined in the CI-Definition, the following scheme must be used (example for the class Computer): Computer::HardDisk::1, Computer::HardDisk::1::Capacity::1, Computer::HardDisk::2, Computer::HardDisk::2::Capacity::1. If there is no entry for a CI class, then the default columns are shown as defined in the setting AgentCustomerInformationCenter::Backend###0060-CIC-ITSMConfigItemCustomerCompany (key DefaultColumns).

3.2.27 Frontend::Agent::View::ITSMConfigItem

ITSMConfigItem::Frontend::AgentITSMConfigItem###SearchLimit

Defines the search limit for the AgentITSMConfigItem screen.

ITSMConfigItem::Frontend::AgentITSMConfigItem###ShowColumns

Defines the shown columns in the config item overview. This option has no effect on the position of the column. Note: Class column is always available if filter ‘All’ is selected.

ITSMConfigItem::Frontend::AgentITSMConfigItem###ShowColumnsByClass

Defines the shown columns of CIs in the config item overview depending on the CI class. Each entry must be prefixed with the class name and double colons (i.e. Computer:). There are a few

CI-Attributes that are common to all CIs (example for the class Computer: Computer::Name, Computer::CurDeplState, Computer::CreateTime). To show individual CI-Attributes as defined in the CI-Definition, the following scheme must be used (example for the class Computer): Computer::HardDisk::1, Computer::HardDisk::1::Capacity::1, Computer::HardDisk::2, Computer::HardDisk::2::Capacity::1. If there is no entry for a CI class, then the default columns are shown as defined in the setting ITSMConfigItem::Frontend::AgentITSMConfigItem###ShowColumns.

3.2.28 Frontend::Agent::View::ITSMConfigItemBulk

ITSMConfigItem::Frontend::AgentITSMConfigItemBulk###DeplState

Sets the deployment state in the configuration item bulk screen of the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemBulk###InciState

Sets the incident state in the configuration item bulk screen of the agent interface.

3.2.29 Frontend::Agent::View::ITSMConfigItemDelete

ITSMConfigItem::Frontend::AgentITSMConfigItemDelete###Permission

Required privileges to delete config items.

3.2.30 Frontend::Agent::View::ITSMConfigItemHistory

ITSMConfigItem::Frontend::HistoryOrder

Shows the config item history (reverse ordered) in the agent interface.

3.2.31 Frontend::Agent::View::ITSMConfigItemSearch

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###SearchLimit

Defines the search limit for the AgentITSMConfigItemSearch screen.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###ShowColumns

Defines the shown columns in the config item search. This option has no effect on the position of the column.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###ShowColumnsByClass

Defines the shown columns of CIs in the config item search depending on the CI class. Each entry must be prefixed with the class name and double colons (i.e. Computer::). There are a few CI-Attributes that are common to all CIs (example for the class Computer: Computer::Name, Computer::CurDeplState, Computer::CreateTime). To show individual CI-Attributes as defined in the CI-Definition, the following scheme must be used (example for the class Computer): Computer::HardDisk::1, Computer::HardDisk::1::Capacity::1, Computer::HardDisk::2, Computer::HardDisk::2::Capacity::1. If there is

no entry for a CI class, then the default columns are shown as defined in the setting ITSMConfigItem::Frontend::AgentITSMConfigItem###ShowColumns.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###SearchCSVData

Data used to export the search result in CSV format.

3.2.32 Frontend::Agent::View::Preferences

PreferencesGroups###ConfigItemOverviewSmallPageShown

Parameters for the pages (in which the configuration items are shown).

3.2.33 Frontend::Base::Loader

Loader::Agent::CommonJS###100-ConfigurationManagement

List of JS files to always be loaded for the agent interface.

3.2.34 Frontend::Base::NavBarModule

Frontend::AdminModuleGroups###200-ITSMConfigurationManagement

Defines available groups for the admin overview screen.

3.2.35 GenericInterface::Invoker::ModuleRegistration

GenericInterface::Invoker::Module###Elasticsearch::ConfigItemManagement

GenericInterface module registration for the invoker layer.

3.2.36 GenericInterface::Operation::ConfigItemCreate

GenericInterface::Operation::ConfigItemCreate###Permission

Defines Required permissions to create ITSM configuration items using the Generic Interface.

3.2.37 GenericInterface::Operation::ConfigItemDelete

GenericInterface::Operation::ConfigItemDelete###Permission

Defines Required permissions to delete ITSM configuration items using the Generic Interface.

3.2.38 GenericInterface::Operation::ConfigItemGet

GenericInterface::Operation::ConfigItemGet###Permission

Defines Required permissions to get ITSM configuration items using the Generic Interface.

3.2.39 GenericInterface::Operation::ConfigItemSearch

GenericInterface::Operation::ConfigItemSearch###Permission

Defines Required permissions to search ITSM configuration items using the Generic Interface.

3.2.40 GenericInterface::Operation::ConfigItemUpdate

GenericInterface::Operation::ConfigItemUpdate###Permission

Defines Required permissions to update ITSM configuration items using the Generic Interface.

3.2.41 GenericInterface::Operation::ModuleRegistration

GenericInterface::Operation::Module###ConfigItem::ConfigItemCreate

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###ConfigItem::ConfigItemGet

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###ConfigItem::ConfigItemUpdate

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###ConfigItem::ConfigItemSearch

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###ConfigItem::ConfigItemDelete

GenericInterface module registration for the operation layer.

4.1 Contact

Rother OSS GmbH
Email: hello@otobo.de
Web: <https://otobo.de>

4.2 Version

Author: Rother OSS GmbH / Version: rel-10.0 / Date of release: 2024-12-14