

HP OpenView Service Desk 4.5
Addendum to the Administrator's Guide
First Edition



i n v e n t

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Preface

This document is an addendum to the *HP OpenView Service Desk Administrator's Guide, First Edition* and contains updated information that replaces the information in Chapter 14, "Database Sizing".

This information is intended for system administrators who configure the databases used with Service Desk. It is assumed that users of this manual have an understanding of databases.

This addendum contains detailed information to assist in calculating the amount of database storage space required to run Service Desk 4.5. The manual is organized as follows:

- Chapter 1 contains general information about database storage requirements for both Oracle 8 and Oracle 9 and SQL Server 2000.
- Appendix A presents a listing of the Oracle storage requirements for each Service Desk table and its associated indexes.
- Appendix B presents a listing of the SQL Server storage requirements for each Service Desk table and its associated indexes.

Revision History

When an edition of a manual is issued with a software release, it has been reviewed and tested and is therefore considered correct at the date of publication. However, errors in the software or documentation that were unknown at the time of release, or important new developments, may necessitate the release of a service pack that includes revised documentation. Revised documentation may also be published on the Internet, see “We Welcome Your Comments!” in this preface for the URL.

A revised edition will display change bars in the left-hand margin to indicate revised text. These change bars will only mark the text that has been edited or inserted since the previous edition or revised edition.

When a revised edition of this document is published, the latest revised edition nullifies all previous editions.

Table 1

Revision History

Edition and Revision Number	Issue Date	Product Release
HP OpenView Service Desk Administrator's Guide, First Edition	July 2002	Service Desk 4.5
Addendum to HP OpenView Service Desk Administrator's Guide, First Edition	March 2003	Service Desk 4.5, Service Pack 1

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The latest versions of OpenView product manuals, including Service Desk manuals, are available on the HP OpenView Manuals Web site at the following URL:

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1 Database Sizing

This chapter contains information to assist you in calculating the amount of database storage space needed to run Service Desk 4.5. Information is provided for Oracle 8, Oracle 9 and SQL Server 2000.

NOTE

The estimates in this chapter refer only to storage required for datafiles, and not to the RDBMS software. For the latter's requirements, see the supplier's documentation.

Oracle Database

This section contains information on the sizing of a database for HP OpenView Service Desk 4.5 running on Oracle. Oracle version 8.1.7 was used in calculating the requirements. However, this information can be used for database sizing on Oracle 8 and Oracle 9.

An Excel spreadsheet is supplied with the Service Desk 4.5 SP1 download to enable you to calculate the database sizes easily. The calculations on the spreadsheet correspond to the figures shown below. Instructions for using the spreadsheet are provided within the Excel file. The Oracle database spreadsheet, `sd oracle8 sizing.xls`, can be found in the `doc\database sizing` subfolder of the SP1 extraction folder. For example, `C:\temp\SD 4.5 SP1\doc\database sizing\sd oracle8 sizing.xls`.

Database sizes will be provided for two separate Oracle accounts. One account facilitates the storage of the Service Desk repository; that is, the data that describes the application. The second account is used for the data related to the processes managed by Service Desk, such as the helpdesk process.

For both accounts an estimate will be provided of the storage space that will always be needed, and the additional space needed when adding large amounts of managed data. These numbers will be broken down into the space used for the actual tables, and the space required for supporting indexes.

This information is based on the analysis of seven actual Service Desk 4.5 implementations of medium and large size on Oracle databases., and can be considered representative for a medium-sized Service Desk database. Table 1-1 provides an impression of the size of the databases involved.

Table 1-1 **Number of Objects in Databases Analyzed**

Main item	Non-zero counts	Minimum count	Maximum count
Organization	7	3	63,417
Person	7	787	170,947
Workgroup	7	11	2,108
Configuration Item	5	4	27,934
Maintenance contract	3	1	329
Change	5	7	17,125
Service call	7	3,416	1,079,618
Incident	4	1	306,477
Service	6	2	337
Service level	7	1	322
Service level agreement	4	2	322
Problem	6	6	4,618
Project	3	1	59
Workorder	7	1	11,765
Analyzed data	1	15,221	15,221

Appendix A, “Individual Table Data on Oracle,” on page 37 contains a listing of the storage requirements for each table and its associated indexes. This can be used for more detailed planning of the database space required.

Repository Database Account

When creating a Service Desk database on Oracle using the Database Configuration Wizard, a choice is made to create the database for a small, medium or large environment. The space required for the repository is determined by this choice according to Table 1-2:

Table 1-2 Repository Storage Space for Selected Sizing

Sizing Selection	Repository Storage (KB)	Table Storage (KB)	Index Storage (KB)
Small	35,920	5,840	30,080
Medium	43,080	7,960	35,120
Large	43,560	8,280	35,280

The repository contains several groups of data that are used to define the structure of the Service Desk application (metadata). This data is defined by HP OpenView, and is essentially static after installation. Table 1-3 lists the storage space required for this data according to the selected repository sizing:

Table 1-3 Fixed-Size Repository Tables for Selected Sizing

Sizing Selection	Table Storage (KB)	Index Storage (KB)
Small	2,480	12,160
Medium	3,160	14,040
Large	3,240	14,200

A large number of repository objects are open to the addition of new instances after installation. This can be done by the implementors, but also by the end users. In either case, the addition of a certain amount of data is likely to occur. The main items to which this applies are listed in Table 1-4. For each of these main items, the amount of storage space required for an additional number of objects is indicated.

Table 1-4 Variable-Size Repository Tables

Main Item	Number Added	Table Storage (KB)	Index Storage (KB)
Accounts	1,000	1,096	2,000
Roles	1,000	328	696
Actions and rules ¹	1,000	1,680	3,488
Attachments	1,000	104	48
Codes ²	1,000	104	248
Data exchange	1,000	3,152	3,600
Forms	1,000	1,752	4,600
Languages	1	424	904
Templates	1,000	336	624
Views	1,000	664	336

¹ Because the number of rules significantly influences performance, it is recommended that these are kept to a minimum.

² Folders are stored in the tables for codes as well.

A very limited number of tables in the repository are used to store information on the Service Desk system as it is running. The extent to which these tables are used depends on the use made of Service Desk. Within these tables sufficient space must be available when running Service Desk. Table 1-5 lists these tables and their main use for Service Desk administration:

Table 1-5 Dynamic Repository Tables

Table Name	Use in Service Desk Administration
rep_servers	Service Desk application servers available, load-balancing
rep_sessions	Active Service Desk sessions
rep_javaobjects	Scheduled tasks to be executed

Service Desk Database Account

Service Desk contains a number of entities that are static after installation, such as priority settings, support hours, and so on. These take 640 KB of storage space for the tables, and 3760 KB for the associated indexes.

The operation of Service Desk is centered around a limited number of main items. For each of these main items, the amount of storage space required for an additional 1000 objects has been determined.

Within the findings, the following groups can be distinguished:

- Items for which storage requirements have been calculated in relation to the number of history lines (HLs) entered with each item. In these cases, the number of history lines serves as an indication for the verbosity of the end-user organization's policies. In the following tables, the storage requirements for these items are presented in the form of a simple formula, resulting in a number of KBs.
- Items for which a definite amount of storage space has been calculated, based on a number of databases containing larger numbers of the item in question. Where applicable, this has been determined for an item with 10 associated history lines. Storage space requirements for these items are listed in KBs.
- Items for which the amount of storage space has been calculated based on limited data. These figures are based on a limited set of the items in each of the databases analyzed. The storage space requirements for these items are listed in KBs, but the items are highlighted with an asterisk (*). Hence, the asterisk indicates a lesser degree of reliability for the figures relating to this item.

Table 1-6 Basic Operational Data

Main Item	Table Storage (KB)	Index Storage (KB)
Address	112	112
Location	64	112
Telephone	64	112

Table 1-7 Personnel and Organizational Data

Main Item	Table Storage (KB)	Index Storage (KB)
Organization	1,200	1,600
Person	540	704
Workgroup	480	960

Table 1-8 Configuration Management Data

Main Item	Table Storage (KB)	Index Storage (KB)
Configuration Item	HLs * 180	(HLs * 180) + 400
Maintenance contract*	600	912

Table 1-9 Change Management Data

Main Item	Table Storage (KB)	Index Storage (KB)
Change	(HLs * 170) + 500	(HLs * 165) + 250

Table 1-10 Helpdesk Management Data

Main Item	Table Storage (KB)	Index Storage (KB)
Service call	HLs * 175	HLs * 175
Incident	2,000	2,240

Table 1-11 Service-Level Management Data

Main Item	Table Storage (KB)	Index Storage (KB)
Service*	320	480
Service level*	480	1,000
Service level agreement*	840	1,000

Table 1-12 Problem Management Data

Main Item	Table Storage (KB)	Index Storage (KB)
Problem	2,384	2,448

Table 1-13 Project Management Data

Main Item	Table Storage (KB)	Index Storage (KB)
Project*	800	1,000
Workorder	HLs * 180	HLs * 120

Table 1-14 Analyzed Data (Reporting Support)

Main Item	Table Storage (KB)	Index Storage (KB)
Analyzed data	196	336

NOTE

When using the figures in the above tables, the following should be considered:

- The figures for actions and rules specify storage requirements for the combination of actions, UI rules, database rules and audit rules.
- The figures for attachments do not represent the actual attachments, but the administrative data. The attachments are stored independent of the Service Desk database.
- The figures for data exchange are computed for 1,000 “import mappings”, where each import mapping defines mappings for 3.5 entities (average) with four attributes each.
- Estimating the sizing for the `rep_javaobjects` table is especially difficult because not only are scheduled tasks stored in this table, but also audit rules, database rules, UI rules, copy attributes and view information.
- The figures for telephone numbers include numbers for fax machines, cellular phones, pagers, and so on.
- The figures for organization assume an average organization is registered with four addresses and three telephones.
- The figures for person assume that an average person is a member of single workgroup.
- The figures for workgroup assume that an average workgroup counts ten members.

Computations

A rough estimate of the database storage needed can be obtained by filling in figures in the table below. Alternatively, you can use the Excel spreadsheet, `sd oracle8 sizing.xls` located in the SP1 extraction folder. For example, `C:\temp\SD 4.5 SP1\doc\database sizing\sd oracle8 sizing.xls`.

Table 1-15 Repository Table Storage Computations (KB)

Installed Contents	5,480 / 7,960 / 8,280		
Language	each	x 424	
Account	per 1000	x 1,096	
Role	per 1000	x 328	
Action, Rule ¹	per 1,000	x 1,680	
Attachment	per 1,000	x 104	
Code ²	per 1,000	x 104	
Data exchange	per 1,000	x 3,152	
View	per 1000	x 664	
Form	per 1000	x 1,752	
Templates	per 1000	x 336	
Total:	>		

¹ Because the number of rules significantly influences performance, it is recommended that these are kept to a minimum.

² Folders are stored in the tables for codes as well.

Table 1-16 Repository Index Storage Computations (KB)

Installed contents	30,080 / 35,120 / 35,280		
Language	each	x 904	
Account	per 1000	x 2,000	
Role	per 1000	x 696	
Action, Rule ¹	per 1000	x 3,488	
Attachment	per 1000	x 48	
Code ²	per 1000	x 248	
Data exchange	per 1000	x 3,6000	
Form	per 1000	x 4,600	
Templates	per 1000	x 624	
Views	per 1000	x 336	
Total	>		

¹ Because the number of rules significantly influences performance, it is recommended that these are kept to a minimum.

² Folders are stored in the tables for codes as well.

Table 1-17 Service Desk Table Storage Computations (KB)

Static data	640		
Address	per 1,000	x 112	
Location	per 1,000	x 64	
Telephone	per 1,000	x 64	
Organization	per 1,000	x 1,200	
Person	per 1,000	x 540	
Workgroup	per 1,000	x 480	
Configuration item	per 1,000	x (180 * HLs)	
Maintenance contract	per 1,000	x 600	
Change	per 1,000	x (500 + (170 * HLs))	
Service call	per 1,000	x (175 * HLs)	
Incident	per 1,000	x 2,000	
Service	per 1,000	x 320	
Service level	per 1,000	x 480	
Service level agreement	per 1,000	x 840	
Problem	per 1,000	x 2,384	
Project	per 1,000	x 800	
Workorder	per 1,000	x (180 * HLs)	
Analyzed data	per 1,000	x 196	
Total	>		

Table 1-18 Service Desk Index Storage Computations (KB)

Static data	3760		
Address	per 1,000	x 112	
Location	per 1,000	x 112	
Telephone	per 1,000	x 112	
Organization	per 1,000	x 1,600	
Person	per 1,000	x 704	
Workgroup	per 1,000	x 960	
Configuration Item	per 1,000	x (400 + 180 * HLs))	
Maintenance contract	per 1,000	x 912	
Change	per 1,000	x (250 + (165 * HLs))	
Service call	per 1,000	x (175 * HLs)	
Incident	per 1,000	x 2,240	
Service	per 1,000	x 480	
Service level	per 1,000	x 1,000	
Service level agreement	per 1,000	x 1,000	
Problem	per 1,000	x 2,448	
Project	per 1,000	x 1,000	
Workorder	per 1,000	x (120 * HLs)	
Analyzed data	per 1,000	x 336	
Total	>		

The following assumptions are made when estimating the amount of table space needed:

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- 8 KB database blocks are used.
- An average of 10 history lines is entered with an entity.
- An index block contains at least 333 entries.

SQL Server Database

This section contains information on the sizing of a database for HP OpenView Service Desk 4.5 running on SQL Server 2000. SQL Server SP 1 was used in calculating the requirements.

An Excel spreadsheet is supplied with the Service Desk 4.5 Windows SP 1 download to enable you to calculate the database sizes easily. The calculations on the spreadsheet correspond to the figures shown below. Instructions for using the spreadsheets are provided within the Excel file. The SQL Server database spreadsheet, `sd sql server sizing.xls`, can be found in the Service Pack extraction folder. For example,
C:\temp\SD4.5 SP1\doc\database sizing\sd sql server sizing.xls.

Database space requirements will be presented for two separate groups of data. One group contains the Service Desk repository; that is, the data that describes the application. The second group is the data related to the processes managed by Service Desk, such as the helpdesk process.

For both groups an estimate will be provided of the storage space that will always be needed, and the additional space needed when adding large amounts of managed data. These numbers will be broken down into the space used for the actual tables, and the space required for supporting indexes.

This information is based on the analysis of four actual Service Desk 4.5 implementations of medium and large size using an SQL Server database, and can be considered representative for a medium-sized Service Desk database. Table 1-19 provides an impression of the size of the databases involved:

Table 1-19 Number of Objects in Databases Analyzed

Main Item	Non-Zero Counts	Minimum Count	Maximum Count
Organization	4	2	930
Person	4	512	11,879
Workgroup	4	1	199
Configuration item	3	1,787	31,102
Maintenance contract	1	5	5
Change	2	3,485	5,810
Service call	4	1,908	86,323
Incident	3	352	25,293
Service	2	3	173
Service level	4	1	48
Service level agreement	1	676	676
Problem	2	317	4,618
Project	2	1	22
Workorder	3	8,891	34,617
Analyzed data	1	15,221	15,221

Appendix B, “Individual Table Data on SQL Server,” on page 53 contains a listing of the storage requirements for each table and its associated indexes. This can be used for more detailed planning of the database storage required.

Repository Database

When a new Service Desk database is created using the Database Configuration Wizard, a complete repository is created. When demo data is inserted, this repository takes 6,392 KB of storage space for the tables, and 12,000 KB for the associated indexes.

The repository contains several groups of data that are used to define the structure of the Service Desk application (metadata). This data is defined by HP OpenView, and is essentially static after installation. This metadata takes 1,928 KB for tables, and 4,352 KB for the associated indexes.

Table 1-20 Variable-Size Repository Tables

Main Item	Number Added	Table Storage (KB)	Index Storage (KB)
Accounts	1,000	1,904	1,848
Roles	1,000	560	480
Actions and rules ¹	1,000	3,944	4,776
Attachments	1,000	352	72
Codes ²	1,000	232	240
Data exchange	1,000	6,560	3,000
Forms	1,000	3,528	5,760
Languages	1	960	1,344
Templates	1,000	824	912
Views	1,000	880	288

¹ Because the number of rules significantly influences performance, it is recommended that these are kept to a minimum.

² Folders are stored in the tables for codes as well.

A very limited number of tables in the repository are used to store information on the Service Desk system as it is running. The extent to which these tables are used depends on the use made of Service Desk. Within these tables, sufficient space must be available when running Service Desk. Table 1-21 lists these tables and their main use for Service Desk administration:

Table 1-21 **Dynamic Repository Tables**

Table Name	Use in Service Desk Administrator
rep_servers	Service Desk application servers available, load-balancing
rep_sessions	Active Service Desk sessions
rep_javaobjects	Scheduled tasks to be executed.

Service Desk Data

Service Desk contains a number of entities that are static after installation, such as priority settings, support hours, and so on. These take 616 KB of storage space for the tables, and 816 KB for the associated tables.

The operation of Service Desk is centered around a limited number of main items. For each of these main items, the amount of storage space required for an additional 1000 objects has been determined.

For a number of items it is only possible to calculate storage space based on limited data. These figures are based on a limited set of the items in each of the databases analyzed. The storage space requirements for these items are listed, but the items are highlighted with an asterisk (*). Hence, the asterisk indicates a lower degree of reliability for the figures relating to this item.

Table 1-22 Basic Operational Data

Main Item	Table Storage (KB)	Index Storage (KB)
Address	208	192
Location	320	160
Telephone	96	128

Table 1-23 Personnel and Organizational Data

Main Item	Table Storage (KB)	Index Storage (KB)
Organization	1,680	1,584
Person	3016	2,552
Workgroup	1,616	2,168

Table 1-24 Configuration Management Data

Main Item	Table Storage (KB)	Index Storage (KB)
Configuration Item	3,096	2,752
Maintenance contract*	4,000	3,600

Table 1-25 Change Management Data

Main Item	Table Storage (KB)	Index Storage (KB)
Change	4,264	3,272

Table 1-26 Helpdesk Management Data

Main Item	Table Storage (KB)	Index Storage (KB)
Service call	6,528	3,848
Incident	4,960	4,008

Table 1-27 Service-Level Management Data

Main Item	Table Storage (KB)	Index Storage (KB)
Service*	2,064	1,272
Service level*	744	1,216
Service level agreement*	7,568	3,656

Table 1-28 Problem Management Data

Main Item	Table Storage (KB)	Index Storage (KB)
Problem	4,920	3,184

Table 1-29 Project Management Data

Main Item	Table Storage (KB)	Index Storage (KB)
Project*	2,592	1,192
Workorder	3,272	2,392

Table 1-30 Analyzed Data (Reporting Support)

Main Item	Table Storage (KB)	Index Storage (KB)
Analyzed data	432	512

NOTE

When using the figures in the above tables, the following should be considered:

- The figures for actions and rules specify storage requirements for the combination of actions, UI rules, database rules and audit rules.
- The figures for attachments do not represent the actual attachments, but the administrative data. The attachments are stored independent of the Service Desk database.
- The figures for data exchange are computed for 1,000 “import mappings”, where each import mapping defines mappings for 3.5 entities (average) with four attributes each.
- Estimating the sizing for the `rep_javaobjects` table is especially difficult because not only are scheduled tasks stored in this table, but also audit rules, database rules, UI rules, copy attributes and view information.
- The figures for telephone numbers include numbers for fax machines, cellular phones, pagers, and so on.
- The figures for workgroup assume that an average workgroup counts ten members.
- The figures are based on average numbers of history lines for the different items according to Table 1-31:

Table 1-31 Assumed Average Number of History Lines

Main Item	Average Number of History Lines
Person	8
Configuration item	5
Change	8
Service call	13
Incident	9
Problem	11
Workorder	8

- Because storage data for SQL Server databases are provided in terms of the number of 8 KB database blocks used, the data obtained on tables with limited contents are not very precise. Where appropriate, data on these sparsely filled tables has been corrected using a theoretical maximum row size. This theoretical maximum is based on a summation of each column’s storage size, where the variable-sized columns are taken for 30% of their maximum size.
- An index block is assumed to contain at least 333 entries.

Computations

A rough estimate of the database storage needed can be obtained using the figures outlined below, or in the Excel spreadsheet:

Table 1-32 Repository Table Storage Computations (KB)

Installed Contents	>	>	6,392
Language	each	x 960	
Account	per 1000	x 1,904	
Role	per 1000	x 560	
Action, Rule ¹	per 1000	x 3,944	
Attachment	per 1,000	x 352	
Code	per 1000	x 232	
Data exchange	per 1000	x 6,560	
View	per 1000	x 880	
Form	per 1000	x 3,528	
Templates	per 1000	x 824	
Total:	>		

¹ Because the number of rules significantly influences performance, it is recommended that these are kept to a minimum.

Table 1-33 Repository Index Storage Computations (KB)

Installed Contents	>		12,000
Language	each	x 1,344	
Account	per 1000	x 1,848	
Role	per 1000	x 480	
Action, Rule ¹	per 1000	x 4,776	
Attachment	per 1000	x 72	
Code ²	per 1000	x 240	
Data exchange	per 1000	x 3,000	
Form	per 1000	x 5,760	
Template	per 1000	x 912	
View	per 1000	x 288	
Total	>		

¹ Because the number of rules significantly influences performance, it is recommended that these are kept to a minimum.

² Folders are stored in the tables for codes as well.

Table 1-34 Service Desk Table Storage Computations (KB)

Static data	>		616
Address	per 1,000	x 208	
Location	per 1,000	x 320	
Telephone	per 1,000	x 96	
Organization	per 1,000	x 1,680	
Person	per 1,000	x 3,016	
Workgroup	per 1,000	x 1,616	
Configuration Item	per 1,000	x 3,096	
Maintenance contract	per 1,000	x 4,000	
Change	per 1,000	x 4,264	
Service call	per 1,000	x 6,528	
Incident	per 1,000	x 4,960	
Service	per 1,000	x 2,064	
Service level	per 1,000	x 744	
Service level agreement	per 1,000	x 7,568	
Problem	per 1,000	x 4,920	
Project	per 1,000	x 2,592	
Workorder	per 1,000	x 3,272	
Analyzed data	per 1,000	x 432	
Total	>		

Table 1-35 Service Desk Index Storage Computations (KB)

Static data	>		816
Address	per 1,000	x 192	
Location	per 1,000	x 160	
Telephone	per 1,000	x 128	
Organization	per 1,000	x 1,584	
Person	per 1,000	x 2,552	
Workgroup	per 1,000	x 2,168	
Configuration Item	per 1,000	x 2,752	
Maintenance contract	per 1,000	x 3,600	
Change	per 1,000	x 3,272	
Service call	per 1,000	x 3,848	
Incident	per 1,000	x 4,008	
Service	per 1,000	x 1,272	
Service level	per 1,000	x 1,216	
Service level agreement	per 1,000	x 3,656	
Problem	per 1,000	x 3,184	
Project	per 1,000	x 1,192	
Workorder	per 1,000	x 2,392	
Analyzed data	per 1,000	x 512	
Total	>		

A Individual Table Data on Oracle

This appendix presents a listing of the Oracle storage requirements for each Service Desk table and its associated indexes.

Data on fixed-size repository tables and static Service Desk tables are presented as they are after the creation of a “small environment” using the Database Configuration Wizard. Data on all other tables is presented for the storage required for 1,000 rows in a single table.

Please be aware that the figures given here are only examples. Especially the figures presented on variable-size repository tables (Table A-2), and those on Service Desk tables (Table A-4) are just snapshots. In an operational environment, tables must be sized with sufficient free space to allow for growth, which will almost always result in (much) more space being needed than indicated here.

Table A-1 Fixed-Size Repository Tables

Table Name	Row Count	Table Blocks	Table KBs	Index Blocks	Index KBs
ifc_attributes	2052	30	240	85	680
ifc_attributes_memos	153	5	40	20	160
ifc_attribute_ui_types	91	5	40	45	360
ifc_attr_types	36	5	40	45	360
ifc_columns	2859	25	200	60	480
ifc_columns_memos	12	5	40	20	160
ifc_columntype	36	5	40	40	320
ifc_displayformat	68	5	40	35	280
ifc_entities	402	10	80	95	760
ifc_entity_memos	49	5	40	20	160
ifc_importances	3	5	40	30	240
ifc_indexes	498	5	40	35	280
ifc_index_columns	6	5	40	35	280
ifc_index_memos	0	5	40	20	160
ifc_modules	2	5	40	25	200
ifc_module_dependencies	1	5	40	25	200

Table A-1 Fixed-Size Repository Tables (Continued)

Table Name	Row Count	Table Blocks	Table KBs	Index Blocks	Index KBs
ifc_primitive_type	6	5	40	30	240
ifc_rdbms	2	5	40	30	240
ifc_sequences	41	5	40	20	160
ifc_system	1	5	40	0	0
ifc_systemtype	10	5	40	30	240
ifc_tables	251	5	40	40	320
ifc_table_memos	73	5	40	20	160
ifc_versions	403	5	40	20	160
rep_appl_text_status	4	5	40	25	200
rep_attr_per_category	0	5	40	35	280
rep_attr_per_status	30	5	40	35	280
rep_attr_prop_per_entity	33	5	40	35	280
rep_cartridges	1	5	40	40	320
rep_email_commands	10	5	40	45	360
rep_email_templates	12	5	40	30	240
rep_general_settings	122	5	40	40	320
rep_labels	3856	35	280	70	560
rep_label_category	6	5	40	30	240
rep_licenses	0	5	40	30	240
rep_messages	403	10	80	35	280
rep_servers	0	5	40	35	280
rep_sessions	0	5	40	40	320

Table A-1 Fixed-Size Repository Tables (Continued)

Table Name	Row Count	Table Blocks	Table KBs	Index Blocks	Index KBs
rep_severity	3	5	40	30	240
rep_time_zones	32	5	40	35	280
rep_ui_items	74	5	40	35	280
rep_webapiselections	2	5	40	35	280
rep_whatsthis	1225	15	120	35	280

Table A-2 Variable-Size Repository Tables (per Main Entity)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
Main Entity: Account					
rep_accounts	1	27	216	18	144
rep_attribute_access	2.155	5	40	12	96
rep_entity_access	4.893	9	72	14	112
rep_item_account_defaults	0.155	5	40	16	128
rep_view_access	10.571	5	40	12	96
Main Entity: Role					
rep_roles	1	8	64	6	48
rep_roles_include	0.333	5	40	12	96
rep_roles_per_account	6.2	5	40	12	96
Main Entity: Actions and Rules					
rep_action_access	4.061	5	40	12	96

Table A-2 Variable-Size Repository Tables (per Main Entity) (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
rep_actions	1	10	80	5	40
rep_actions_locale	0.639	9	72	24	192
rep_applications	0.041	11	88	8	64
rep_columninfo	5.878	5	40	10	80
rep_conditioninfo	5.51	4	32	5	40
rep_filterinfo	2.054	3	24	8	64
rep_overview_conditions	0.429	6	48	18	144
rep_smart_action_params	0.279	7	56	8	64
rep_sorted_attribute	17.082	5	40	14	112
Main Entity: Attachments					
rep_attachments	1	13	104	6	48
Main Entity: Codes					
rep_codes	1	5	40	9	72
rep_codes_text	1	7	56	24	192
Main Entity: Data Mapping					
rep_data_exchange_batch	Not in demo database				
rep_data_exchange_batch_task	Not in demo database				
rep_data_exchange_tasks	0.786	9	72	12	96
rep_export_view	4.286	46	368	11	88
rep_export_view_set	0.429	4	32	4	32
rep_export_view_set_element	3.429	5	40	12	96

Table A-2 Variable-Size Repository Tables (per Main Entity) (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
rep_external_attributes	12.929	5	40	9	72
rep_external_entities	3.5	6	48	12	96
rep_externattr_mappings	14.643	5	40	12	96
rep_load_settings	1	4	32	6	48
rep_value_mappings	0.714	5	40	12	96
Main Entity: Email Settings					
rep_email_filter_allowed	Not in demo database				
rep_email_filter_denied	Not in demo database				
rep_inbound_email_addresses	1	5	40	9	72
Main Entity: Forms					
rep_form_access	1.106	5	40	12	96
rep_forminfos	1	5	40	9	72
rep_forms_locale	1	8	64	24	192
rep_pageattributes	15.282	5	40	10	80
rep_pageattributes_locale	15.282	6	48	19	152
rep_pageinfos	2.67	4	32	8	64
rep_pages_locale	2.67	7	56	23	184
Main Entity: Languages					
rep_appl_text_status_locale	4	5	40	24	192
rep_labels_locale	3856	8	64	21	168
rep_locales	1	3	24	6	48

Table A-2 Variable-Size Repository Tables (per Main Entity) (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
rep_messages_locale	403	14	112	26	208
rep_whatsthis_locale	1225	14	112	18	144
Main Entity: Templates					
rep_tmpl_entityset_values	0.283	5	40	12	96
rep_template_access	2.522	5	40	12	96
rep_template_values	5.035	6	48	14	112
rep_templates	1	7	56	12	96
Main Entity: Views					
rep_javobjects	1	68	544	6	48
rep_view_title_infos	1	6	48	12	96
rep_view_title_locale	1	9	72	24	192

Table A-3 Static Service Desk Tables

Table Name	Row Count	Table Blocks	Table KBs	Index Blocks	Index KBs
Itsm_approver_votes	0	10	80	50	400
Itsm_checklist_questions	26	10	80	40	320
Itsm_codes_locale	196	5	40	60	480
Itsm_email_hostnames	1	5	40	25	200
Itsm_free_days	3	5	40	30	240
Itsm_holidays	28	5	40	30	240

Table A-3 Static Service Desk Tables (Continued)

Table Name	Row Count	Table Blocks	Table KBs	Index Blocks	Index KBs
itsm_holiday_calendars	3	5	40	25	200
itsm_locations	10	5	40	25	200
itsm_mailpriority_mapping	3	5	40	30	240
itsm_openings_schedules	4	5	40	25	200
itsm_prioritydurationsettings	10	5	40	35	280
itsm_sc_rec_organizations	34	5	40	35	280
itsm_sc_rec_persons	12	5	40	35	280
itsm_workflow_statuses	34	5	40	25	200

Table A-4 Service Desk Tables

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
Main Entity: Problem					
itsm_problems	1	32	256	58	464
itsm_pro_custom_fields	1	5	40	10	80
itsm_pro_information	0.998	48	384	3	24
itsm_pro_solution	0.872	20	160	4	32
itsm_pro_4k1	Not in database				
itsm_pro_4k2	Not in database				
itsm_pro_4k3	Not in database				
itsm_pro_4k4	Not in database				

Table A-4 Service Desk Tables (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_pro_4k5	Not in database				
itsm_pro_ass_information	0.014	12	96	4	32
itsm_historylines_problem	10.72	14	112	15	120
itsm_hist_info_problem	5.667	4	32	3	24
itsm_service_relations	2.743	7	56	18	144
Main Entity: Person					
itsm_persons	1	25	200	40	320
itsm_per_custom_fields	1	7	56	4	32
itsm_historylines_person	1.63	11	88	13	104
itsm_hist_info_person	1.629	2	16	3	24
itsm_ci_users	0.299	5	40	12	96
itsm_members	0.066	5	40	12	96
itsm_addresses	0.429	14	112	14	112
itsm_telephones	0.384	7	56	13	104
Main Entity: Organization					
itsm_organizations	1	13	104	32	256
itsm_org_custom_fields	1	5	40	6	48
itsm_historylines_organization	2.667	11	88	16	128
itsm_hist_info_organization	2.667	2	16	4	32
itsm_addresses	0.333	10	80	12	96
itsm_telephones	12.667	6	48	12	96

Table A-4 Service Desk Tables (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_ci_orgs	Not in database				
Main Entity: Workorder					
itsm_workorders	1	21	168	36	288
itsm_wor_custom_fields	1	9	72	4	32
itsm_wor_information	1	7	56	4	32
itsm_wor_4k1	Not in database				
itsm_wor_4k2	Not in database				
itsm_wor_4k3	Not in database				
itsm_wor_4k4	Not in database				
itsm_wor_4k5	Not in database				
itsm_wor_ass_information	Not in database				
itsm_historylines_workorder	1	10	80	16	128
itsm_hist_info_workorder	1	2	16	4	32
itsm_workorder_cis	Not in database				
itsm_work_order_predecessors	Not in database				
itsm_planned_ci_values	Not in database				
Main Entity: Change					
itsm_changes	1	43	344	76	608
itsm_cha_custom_fields	1	79	632	20	160
itsm_cha_information	0.996	73	584	3	24
itsm_cha_4k1	Not in database				

Table A-4 Service Desk Tables (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_cha_4k2	Not in database				
itsm_cha_4k3	Not in database				
itsm_cha_4k4	Not in database				
itsm_cha_4k5	Not in database				
itsm_cha_ass_information	0.001	11	88	4	32
itsm_historylines_change	34.671	14	112	15	120
itsm_hist_info_change	34.665	3	24	3	24
itsm_change_predecessors	Not in database				
itsm_service_relations	1.708	6	48	16	128
Main Entity: Service Call					
itsm_servicecalls	1	34	272	72	576
itsm_ser_custom_fields	1	14	112	7	56
itsm_ser_information	0.541	7	56	3	24
itsm_ser_solution	1	9	72	3	24
itsm_ser_workaround	Not in database				
itsm_ser_4k1	Not in database				
itsm_ser_4k2	Not in database				
itsm_ser_4k3	Not in database				
itsm_ser_4k4	Not in database				
itsm_ser_4k5	Not in database				
itsm_ser_ass_information	0.001	13	104	4	32

Table A-4 Service Desk Tables (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_historylines_servicecall	11.218	13	104	14	112
itsm_hist_info_servicecall	11.216	2	16	3	24
itsm_service_relations	Not in database				
itsm_sla_report_neg_indication	Not in database				
itsm_slareportresults	Not in database				
itsm_servicedeskmetrics	Not in database				
Main Entity: Configuration Item					
itsm_configuration_items	1	29	232	53	424
itsm_cit_custom_fields	1	28	224	26	208
itsm_cit_4k1	Not in database				
itsm_cit_4k2	Not in database				
itsm_cit_4k3	Not in database				
itsm_cit_4k4	Not in database				
itsm_cit_4k5	Not in database				
itsm_historylines_config	13.135	13	104	14	112
itsm_hist_info_conf	13.135	2	16	3	24
itsm_cicomponents	0.651	5	40	11	88
itsm_ci_relations	0.103	6	48	16	128
itsm_ci_users	Not in database				
itsm_ci_orgs	Not in database				
itsm_workorder_cis	0.039	6	48	13	104

Table A-4 Service Desk Tables (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_service_cis	0.651	5	40	11	88
itsm_planned_ci_values	0	7	56	12	96
Main Entity: Workgroup					
itsm_workgroups	1	11	88	28	224
itsm_wog_custom_fields	1	3	24	4	32
itsm_historylines_workgroup	1	11	88	16	128
itsm_hist_info_workgroup	1	2	16	4	32
itsm_members	4.455	5	40	12	96
Main Entity: Incident					
itsm_incidents	1	43	344	61	488
itsm_inc_custom_fields	1	2	16	5	40
itsm_inc_information	0.963	37	296	3	24
itsm_inc_4k1	Not in database				
itsm_inc_4k2	Not in database				
itsm_inc_4k3	Not in database				
itsm_inc_4k4	Not in database				
itsm_inc_4k5	Not in database				
itsm_inc_ass_information	0.016	16	128	4	32
itsm_historylines_incident	10.986	13	104	15	120
itsm_hist_info_incident	10.978	2	16	3	24
itsm_service_relations	0.571	7	56	20	160

Table A-4 Service Desk Tables (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_sla_report_neg_indication	Not in database				
itsm_slareportresults	Not in database				
itsm_servicedeskmetrics	Not in database				
Main Entity: Service					
itsm_services	1	15	120	31	248
itsm_service_custom_fields	1	2	16	4	32
itsm_srv_description	0.899	8	64	4	32
itsm_srv_4k1	Not in database				
itsm_srv_4k2	Not in database				
itsm_srv_4k3	Not in database				
itsm_srv_4k4	Not in database				
itsm_srv_4k5	Not in database				
itsm_historylines_service	1.033	12	96	16	128
itsm_hist_info_service	1.033	2	16	4	32
itsm_serv_relations	Not in database				
itsm_service_cis	0.086	5	40	12	96
itsm_underpin_serv_relations	Not in database				
Main Entity: Service Level					
itsm_service_level	1	7	56	9	72
itsm_priorityimpactsettings	5.888	6	48	16	128
itsm_support_hours	3.031	5	40	9	72

Table A-4 Service Desk Tables (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
Min Entity: Service Level Agreement					
itsm_service_level_agreements	1	20	160	35	280
itsm_sla_custom_fields	1	16	128	14	112
itsm_sla_information	0.009	6	48	4	32
itsm_sla_4k1	Not in database				
itsm_sla_4k2	Not in database				
itsm_sla_4k3	Not in database				
itsm_sla_4k4	Not in database				
itsm_sla_4k5	Not in database				
itsm_historylines_sla	4.286	14	112	15	120
itsm_hist_info_sla	4.286	2	16	4	32
itsm_slareportresults	Not in database				
itsm_sla_report_neg_indication	Not in database				
itsm_internetservicesmetrics	Not in database				
itsm_ismtargets	Not in database				
itsm_servicedeskmetrics	Not in database				
itsm_ismlocations	Not in database				
Main Entity: Project					
itsm_projects	1	28	224	64	512
itsm_proj_custom_fields	1	2	16	4	32
itsm_prj_information	0.909	19	152	4	32

Table A-4 Service Desk Tables (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_prj_4k1	Not in database				
itsm_prj_4k2	Not in database				
itsm_prj_4k3	Not in database				
itsm_prj_4k4	Not in database				
itsm_prj_4k5	Not in database				
itsm_prj_ass_information	Not in database				
itsm_historylines_projects	2.909	13	104	15	120
itsm_hist_info_project	2.909	7	56	4	32
Main Entity: Analyzed Data					
itsm_analyzed_data	1	24	192	42	336
Main Entity: Maintenance Contract					
itsm_maintenance_contracts	1	18	144	33	264
itsm_mct_custom_fields	1	7	56	8	64
itsm_historylines_mct	3.79	11	88	15	120
itsm_hist_info_maincon	3.79	2	16	4	32

B Individual Table Data on SQL Server

This appendix presents a listing of the SQL Server storage requirements for each Service Desk table and its associated indexes.

Data on fixed-size repository tables are presented as they would be after creation of a database using the Database Creation Wizard. Data on static Service Desk tables represents the situation in one particular database. Data on all other tables is presented for the storage required for 1,000 rows in single table.

Table B-1 Fixed-Size Repository Tables

Table Name	Row Count	Table Blocks	Table KBs	Index Blocks	Index KBs
ifc_attributes	2052	60	480	97	776
ifc_attributes_memos	153	2	16	2	16
ifc_attribute_ui_types	91	2	16	12	96
ifc_attrib_types	36	1	8	12	96
ifc_columns	2859	38	304	57	456
ifc_columns_memos	12	1	8	2	16
ifc_columntype	36	1	8	10	80
ifc_displayformat	68	1	8	8	64
ifc_entities	402	15	120	63	504
ifc_entity_memos	49	1	8	2	16
ifc_importances	3	1	8	6	48
ifc_indexes	498	6	48	16	128
ifc_index_columns	6	1	8	8	64
ifc_index_memos	0	0	0	0	0
ifc_modules	2	1	8	4	32
ifc_module_dependencies	1	1	8	4	32
ifc_primitive_type	6	1	8	6	48
ifc_rdbms	2	1	8	6	48
ifc_sequences	41	1	8	2	16

Table B-1 Fixed-Size Repository Tables (Continued)

Table Name	Row Count	Table Blocks	Table KBs	Index Blocks	Index KBs
ifc_system	1	1	8	1	8
ifc_systemtype	10	1	8	6	48
ifc_tables	251	4	32	12	96
ifc_table_memos	73	2	16	2	16
ifc_versions	403	2	16	2	16
rep_appl_text_status	4	1	8	4	32
rep_attr_per_category	0	0	0	0	0
rep_attr_per_status	30	1	8	8	64
rep_attr_prop_per_entity	33	1	8	8	64
rep_cartridges	1	1	8	10	80
rep_email_commands	10	1	8	12	96
rep_email_templates	12	3	24	6	48
rep_general_settings	122	2	16	10	80
rep_labels	3856	49	392	70	560
rep_label_category	6	1	8	6	48
rep_licenses	0	0	0	0	0
rep_messages	403	10	80	14	112
rep_servers	0	0	0	0	0
rep_sessions	0	0	0	0	0
rep_severity	3	1	8	6	48
rep_time_zones	32	1	8	8	64
rep_ui_items	74	2	16	8	64

Table B-1 Fixed-Size Repository Tables (Continued)

Table Name	Row Count	Table Blocks	Table KBs	Index Blocks	Index KBs
rep_webapiselections	2	1	8	8	64
rep_whatsthis	1225	17	136	14	112

Table B-2 Variable-Size Repository Tables (per Main Entity)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
Main Entity: Account					
rep_accounts	1	60	480	24	192
rep_attribute_access	2.155	6	48	9	72
rep_entity_access	4.893	20	160	18	144
rep_item_account_defaults	0.155	9	72	18	144
rep_view_access	10.571	6	48	9	72
Main Entity: Role					
rep_roles	1	34	272	6	48
rep_roles_include	0.333	6	48	9	72
rep_roles_per_account	6.2	6	48	9	72
Main Entity: Actions and Rules					
rep_action_access	4.061	6	48	9	72
rep_actions	1	20	160	5	40
rep_actions_locale	0.639	22	176	21	168
rep_applications	0.041	38	304	6	48

Table B-2 Variable-Size Repository Tables (per Main Entity) (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
rep_columninfo	5.878	11	88	9	72
rep_conditioninfo	5.51	10	80	6	48
rep_filterinfo	2.054	4	32	6	48
rep_overview_conditions	0.429	12	96	24	192
rep_smart_action_params	0.279	13	104	6	48
rep_sorted_attribute	17.082	11	88	25	200
Main Entity: Attachments					
rep_attachments	1	44	352	9	72
Main Entity: Codes					
rep_codes	1	11	88	9	72
rep_codes_text	1	18	144	21	168
Main Entity: Data Mapping					
rep_data_exchange_batch	Not in demo database				
rep_data_exchange_batch_task	Not in demo database				
rep_data_exchange_tasks	0.786	85	680	9	72
rep_export_view	4.286	100	800	9	72
rep_export_view_set	0.429	9	72	3	24
rep_export_view_set_element	3.429	7	56	9	72
rep_external_attributes	12.929	12	96	9	72
rep_external_entities	3.5	9	72	9	72

Table B-2 Variable-Size Repository Tables (per Main Entity) (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
rep_externattr_mappings	14.643	6	48	9	72
rep_load_settings	1	7	56	6	48
rep_value_mappings	0.714	25	200	9	72
Main Entity: Email Settings					
rep_email_filter_allowed	Not in demo database				
rep_email_filter_denied	Not in demo database				
rep_inbound_email_addresses	1	10	80	9	72
Main Entity: Forms					
rep_form_access	1.106	6	48	9	72
rep_forminfos	1	11	88	9	72
rep_forms_locale	1	22	176	21	168
rep_pageattributes	15.282	9	72	13	104
rep_pageattributes_locale	15.282	13	104	27	216
rep_pageinfos	2.67	8	64	6	48
rep_pages_locale	2.67	16	128	21	168
Main Entity: Languages					
rep_appl_text_status_locale	4	30	240	21	168
rep_labels_locale	3856	18	144	31	248
rep_locales	1	7	56	6	48
rep_messages_locale	403	31	248	24	192
rep_whatsthis_locale	1225	31	248	32	256

Table B-2 Variable-Size Repository Tables (per Main Entity) (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
Main Entity: Templates					
rep_tmpl_entityset_values	0.283	6	48	9	72
rep_template_access	2.522	6	48	9	72
rep_template_values	5.035	15	120	15	120
rep_templates	1	10	80	12	96
Main Entity: Views					
rep_javobjects	1	78	624	6	48
rep_view_title_infos	1	13	104	9	72
rep_view_title_locale	1	19	152	21	168

Table B-3 Static Service Desk Tables

Table Name	Row Count	Table Blocks	Table KBs	Index Blocks	Index KBs
Itsm_approver_votes	Not in database				
Itsm_checklist_questions	Not in database				
Itsm_codes_locale	875	21	168	54	432
Itsm_email_hostnames	Not in database				
Itsm_free_days	Not in database				
Itsm_holidays	Not in database				
Iitsm_holiday_calendars	Not in database				
Itsm_locations	625	15	120	30	240

Table B-3 Static Service Desk Tables (Continued)

Table Name	Row Count	Table Blocks	Table KBs	Index Blocks	Index KBs
Itsm_mailpriority_mapping	3	1	8	6	48
Itsm_openings_schedules	Not in database				
Itsm_prioritydurationsettings	6	1	8	8	64
Itsm_sc_rec_organizations	674	6	48	19	152
Itsm_sc_rec_persons	17	1	8	8	64
Itsm_workflow_statuses	42	1	8	4	32

Table B-4 Service Desk Tables per Main Item

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
Main Entity: Problem					
itsm_problems	1	73	584	107	856
itsm_pro_custom_fields	1	30	240	38	304
itsm_pro_information	0.999	105	840	1	8
itsm_pro_solution	0.873	43	344	1	8
itsm_pro_4k1	Not in database				
itsm_pro_4k2	Not in database				
itsm_pro_4k3	Not in database				
itsm_pro_4k4	Not in database				
itsm_pro_4k5	Not in database				
itsm_pro_ass_information	0.014	32	256	3	24

Table B-4 Service Desk Tables per Main Item (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_historylines_problem	10.72	28	224	16	128
itsm_hist_info_problem	5.667	6	48	1	8
itsm_service_relations	2.743	12	96	26	208
Main Entity: Person					
itsm_persons	1	53	424	69	552
itsm_per_custom_fields	1	27	216	51	408
itsm_historylines_person	8.354	26	208	17	136
itsm_hist_info_person	8.354	4	32	1	8
itsm_ci_users	0.917	7	56	15	120
itsm_members	0.01	6	48	15	120
itsm_addresses	0.834	29	232	19	152
itsm_telephones	0.963	12	96	16	128
Main Entity: Organization					
itsm_organizations	1	65	520	66	528
itsm_org_custom_fields	1	55	440	33	264
itsm_historylines_organization	1.203	32	256	18	144
itsm_hist_info_organization	1.203	4	32	0	0
itsm_addresses	0.119	26	208	24	192
itsm_ci_orgs	5.236	8	64	14	112
itsm_ci_telephones	Not in database				
Main Entity: Workorder					

Table B-4 Service Desk Tables per Main Item (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_workorders	1	80	640	108	864
itsm_wor_custom_fields	1	45	360	49	392
itsm_wor_information	0.882	43	344	1	8
itsm_wor_4k1	Not in database				
itsm_wor_4k2	Not in database				
itsm_wor_4k3	Not in database				
itsm_wor_4k4	Not in database				
itsm_wor_4k5	Not in database				
itsm_wor_ass_information	0.006	41	328	3	24
itsm_historylines_workorder	7.568	28	224	16	128
itsm_hist_info_workorder	4.826	5	40	1	8
itsm_workorder_cis	0.66	10	80	18	144
itsm_work_order_predecessors	0.01	6	48	9	72
itsm_planned_ci_values	Not in database				
Main Entity: Change					
itsm_changes	1	73	584	121	968
itsm_cha_custom_fields	1	66	528	60	480
itsm_cha_information	0.993	83	664	1	8
itsm_cha_4k1	Not in database				
itsm_cha_4k2	Not in database				
itsm_cha_4k3	Not in database				

Table B-4 Service Desk Tables per Main Item (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_cha_4k4	Not in database				
itsm_cha_4k5	Not in database				
itsm_cha_ass_information	0.005	56	448	3	24
itsm_historylines_change	7.869	29	232	16	128
itsm_hist_info_change	4.057	9	72	1	8
itsm_change_predecessors	Not in database				
itsm_service_relations	3.634	12	96	26	208
Main Entity: Service Call					
itsm_servicecalls	1	85	680	170	1360
itsm_ser_custom_fields	1	25	200	68	544
itsm_ser_information	0.988	298	2384	3	24
itsm_ser_solution	0.789	36	288	2	16
itsm_ser_workaround	Not in database				
itsm_ser_4k1	Not in database				
itsm_ser_4k2	Not in database				
itsm_ser_4k3	Not in database				
itsm_ser_4k4	Not in database				
itsm_ser_4k5	Not in database				
itsm_ser_ass_information	Not in database				
itsm_historylines_servicecall	13.158	25	200	17	136
itsm_hist_info_servicecall	13.158	4	32	1	8

Table B-4 Service Desk Tables per Main Item (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_service_relations	Not in database				
itsm_sla_report_neg_indication	Not in database				
itsm_slareportresults	Not in database				
itsm_servicedeskmetrics	Not in database				
Main Entity: Configuration Item					
itsm_configuration_items	1	71	568	97	776
itsm_cit_custom_fields	1	110	880	99	792
itsm_cit_4k1	Not in database				
itsm_cit_4k2	Not in database				
itsm_cit_4k3	Not in database				
itsm_cit_4k4	Not in database				
itsm_cit_4k5	Not in database				
itsm_historylines_config	5.383	30	240	21	168
itsm_hist_info_conf	5.383	5	40	1	8
itsm_cicomponents	0.964	8	64	13	104
itsm_ci_relations	0.073	10	80	23	184
itsm_ci_users	0.336	8	64	14	112
itsm_ci_orgs	0.11	8	64	14	112
itsm_workorder_cis	0.194	12	96	21	168
itsm_service_cis	0.011	6	48	12	96
itsm_planned_ci_values	Not in database				

Table B-4 Service Desk Tables per Main Item (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
Main Entity: Workgroup					
itsm_workgroups	1	30	240	54	432
itsm_wog_custom_fields	1	31	248	30	240
itsm_historylines_workgroup	2.553	30	240	18	144
itsm_hist_info_workgroup	2.553	4	32	0	0
itsm_members	5.864	9	72	24	192
Main Entity: Incident					
itsm_incidents	1	148	1184	212	1696
itsm_inc_custom_fields	1	165	1320	85	680
itsm_inc_information	0.019	9	72	0	0
itsm_inc_4k1	Not in database				
itsm_inc_4k2	Not in database				
itsm_inc_4k3	Not in database				
itsm_inc_4k4	Not in database				
itsm_inc_4k5	Not in database				
itsm_inc_ass_information	Not in database				
itsm_historylines_incident	8.641	29	232	20	160
itsm_hist_info_incident	8.641	5	40	1	8
itsm_service_relations	0.699	15	120	31	248
itsm_sla_report_neg_indication	Not in database				
itsm_slareportresults	Not in database				

Table B-4 Service Desk Tables per Main Item (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_servicedeskmetrics	Not in database				
Main Entity: Service					
itsm_services	1	29	232	45	360
itsm_service_custom_fields	1	29	232	27	216
itsm_srv_description	1	58	464	0	0
itsm_srv_4k1	Not in database				
itsm_srv_4k2	Not in database				
itsm_srv_4k3	Not in database				
itsm_srv_4k4	Not in database				
itsm_srv_4k5	Not in database				
itsm_historylines_service	3.491	32	256	18	144
itsm_hist_info_service	3.491	5	40	0	0
itsm_serv_relations	Not in database				
itsm_service_cis	1.965	6	48	12	96
itsm_underpin_serv_relations	Not in database				
Main Entity: Service Level					
itsm_service_level	1	34	272	12	96
itsm_priorityimpactsettings	4	7	56	15	120
itsm_support_hours	3.771	8	64	21	168
Min Entity: Service Level Agreement					
itsm_service_level_agreements	1	35	280	57	456

Table B-4 Service Desk Tables per Main Item (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_sla_custom_fields	1	138	1104	30	240
itsm_sla_information	0.166	27	216	0	0
itsm_sla_4k1	Not in database				
itsm_sla_4k2	Not in database				
itsm_sla_4k3	Not in database				
itsm_sla_4k4	Not in database				
itsm_sla_4k5	Not in database				
itsm_historylines_sla	15.349	45	360	23	184
itsm_hist_info_sla	15.349	5	40	1	8
itsm_slareportresults	Not in database				
itsm_sla_report_neg_indication	Not in database				
itsm_internetservicesmetrics	Not in database				
itsm_ismtargets	Not in database				
itsm_servicedeskmetrics	Not in database				
itsm_ismlocations	Not in database				
Main Entity: Project					
itsm_projects	1	91	728	75	600
itsm_proj_custom_fields	1	46	368	27	216
itsm_prj_information	0.909	50	400	3	24
itsm_prj_4k1	Not in database				
itsm_prj_4k2	Not in database				

Table B-4 Service Desk Tables per Main Item (Continued)

Table Name	Rows per main table row	Table Blocks per 1000	Table KBs per 1000	Index Blocks per 1000	Index KBs per 1000
itsm_prj_4k3	Not in database				
itsm_prj_4k4	Not in database				
itsm_prj_4k5	Not in database				
itsm_prj_ass_information	Not in database				
itsm_historylines_projects	2.909	32	256	15	120
itsm_hist_info_project	2.909	16	128	0	0
Main Entity: Analyzed Data					
itsm_analyzed_data	1	54	432	64	512
Main Entity: Maintenance Contract					
itsm_maintenance_contracts	1	32	256	36	288
itsm_mct_custom_fields	1	130	1040	21	168
itsm_historylines_mct	21.8	32	256	18	144
itsm_hist_info_maincon	21.8	10	80	0	0