HP OpenView Service Desk 4.5

Migration Guide

First Edition

Legal Notices

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Preface

This guide explains the migration from IT Service Manager 5.6 & 5.7 to Service Desk 4.5. If you are using an earlier version of ITSM you will first need to upgrade to 5.6. With the information in this guide, you can install, configure and perform all tasks to migrate ITSM data.

This guide is intended for IT administrators who will be conducting the data migration. You must have an understanding of the Data Exchange features in Service Desk prior to performing the migration.

This guide is organized as follows:

- Chapter 1, "Overview of ITSM 5.6 & 5.7 Features that are Not Implemented in Service Desk 4.5," on page 27, provides an overview of what can be migrated and the differences between ITSM 5.6 & 5.7 and Service Desk 4.5.

- Chapter 2, "Data Migration," on page 57 provides an overview of items and the intended migration process for those items.

- Chapter 3, "Migration Tools," on page 69 describes how to use the migration tools and scripts for migrating your data, to include the installation configuration tasks.

- Appendix A, "Mapping Overview with Field Lengths," on page 119 provides an overview of the mapping from ITSM Tables and fields to the XML classes and attributes, and finally into Service Desk entities (items) and attributes.

- Chapter B, "Detailed mapping," on page 141 explains the mapping in greater detail to include relations, filters and joined tables.

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
First Edition	July, 2002	Service Desk 4.5

Related Publications

This section helps you find information that is related to the information in this guide. It gives an overview of the Service Desk documentation you may need to refer to when using this guide.

The Service Desk Documentation

Service Desk provides a selection of books and online help to assist you in using Service Desk and improve your understanding of the underlying concepts. This section illustrates what information is available and where you can find it.

NOTE   This section lists the publications provided with Service Desk 4.5. Updates of publications and additional publications may be provided in later service packs. For an overview of the documentation provided in service packs, please refer to the readme file of the latest service pack. The service packs and the latest versions of publications are available on the Internet, at http://support.openview.hp.com/cpe/patches and http://ovweb.external.hp.com/lpe/doc_serv respectively. See the section "We Welcome Your Comments!" in this preface for the URLs.

- The Readme.htm files on the Service Desk CD-ROMs contain information that will help you get started with Service Desk. The Readme files also contain any last-minute information that became available after the other documentation went to manufacturing.

    The Service Desk 4.5 server is coded in Pure Java and is platform independent. The installation software for each platform varies. Service Desk is therefore distributed on three CD-ROMs, one each for Microsoft Windows (2000 and NT4), HP-UX, and Sun Solaris. A different readme file is available on each CD-ROM.

- The *HP OpenView Service Desk: Release Notes* give a description of the features that Service Desk provides. In addition, they give information that helps you:

    — compare the current software's features with those available in previous versions of the software;

    — solve known problems.

The Release Notes are available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM . The file name is `Release_Notes.pdf`.

- The *HP OpenView Service Desk: User's Guide* introduces you to the key concepts behind Service Desk. It gives an overview of what you can do with Service Desk and explains typical tasks of different types of Service Desk users. Scenario descriptions are provided as examples of how the described features could be implemented.

  The User's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `User's_Guide.pdf`.

- The *HP OpenView Service Desk: Supported Platforms List* contains information that helps you determine software requirements. It lists the software versions supported by Hewlett-Packard for Service Desk 4.5.

  The Supported Platforms List is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Supported_Platforms_List.pdf`.

- The *HP OpenView Service Desk: Installation Guide* covers all aspects of installing Service Desk.

  The Installation Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Installation_Guide.pdf`.

- The *HP OpenView Service Desk: Administrator's Guide* provides information that helps application administrators to set up and maintain the Service Desk application server for client usability.

  The Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Administrator's_Guide.pdf`.

- The *HP OpenView Service Desk: Data Exchange Administrator's Guide* explains the underlying concepts of the data exchange process and gives instructions on exporting data from external applications and importing it into Service Desk. The data exchange process includes importing single service events and batches of data.

  The Data Exchange Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Data_Exchange.pdf`.

- The *HP OpenView Operations Integration Administrator's Guide* explains the integration between Service Desk and HP OpenView Operations for Windows and UNIX®. This guide covers the installation and configuration of the integration and explains how to perform the various tasks available with the integration.

  The OpenView Operations Integration Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `OVO_Integration_AG.pdf`.

- The *HP OpenView Service Desk: Migration Guide* provides a detailed overview of the migration from ITSM to Service Desk, to include an analysis of the differences in the two applications. Detailed instructions in this guide lead through the installation, configuration and other tasks required for a successful migration.

  The Migration Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Migration_Guide.pdf`.

- The *HP OpenView Service Desk: Web API Programmer's Guide* contains information that will help you create customized integrations with Service Desk using the Service Desk Web API. This API is particularly suited for developing Web applications.

  The Web API Programmer's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Web_API_pg.pdf`.

- The *HP OpenView Service Desk: Data Dictionary* contains helpful information about the structure of the application.

  The Data Dictionary is available as an HTML file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Data_Dictionary.htm`.

- The *HP OpenView Service Desk 4.5 Computer Based Training* (CBT) CD-ROM is intended to assist you in learning about the functionality of HP OpenView Service Desk 4.5 from both a user and a system administrator perspective. The CD-ROM contains demonstration videos and accompanying texts that explain and show how to perform a wide variety of tasks within the application. The CBT also explains the basic concepts of the Service Desk application.

The *HP OpenView Service Desk 4.5 Computer Based Training* (CBT) CD-ROM will be shipped automatically with the regular Service Desk software. The CBT will be available for shipment shortly after the release of the Service Desk software.

- The online help is an extensive information system providing:

  — procedural information to help you perform tasks, whether you are a novice or an experienced user;

  — background and overview information to help you improve your understanding of the underlying concepts and structure of Service Desk;

  — information about error messages that may appear when working with Service Desk, together with information on solving these errors;

  — help on help to learn more about the online help.

  The online help is automatically installed as part of the Service Desk application and can be invoked from within Service Desk. See the following section entitled "Using the Online Help" for more information.

Reading PDF Files
You can view and print the PDF files with Adobe® Acrobat® Reader. This software is included on the HP OpenView Service Desk 4.5 CD-ROM. For installation instructions, see the `readme.htm` file on the CD-ROM.

The latest version of Adobe Acrobat Reader is also freely available from Adobe's Internet site at http://www.adobe.com.

Using the Online Help
You can invoke help from within Service Desk in the following ways:

- To get help for the window or dialog box you are working in, do one of the following:

  — Press **F1**.

  — Click the help toolbar button .

  — Choose `Help` from the `Help` menu.

  — Click the help command button in a dialog box.

- To search for help on a specific subject using the table of contents or the index of the help system: choose `Help Contents & Index` from the `Help` menu.

When you are in the help viewer, you can find help on how to use the help system itself by clicking the `Help` toolbar button:

Service Desk also provides tooltips and "What's This?" help for screen items like buttons, boxes, and menus.

A *tooltip* is a short description of a screen item. To view a tooltip, rest the mouse pointer on the screen item. The tooltip will appear at the position of the mouse pointer.

"What's This?" help is a brief explanation of how to use a screen item. "What's This?" help generally gives more information than tooltips. To view "What's This?" help:

1. First activate the "What's This?" mouse pointer in one of the following ways:

   - Press **Shift+F1**.

   - Click the "What's This?" toolbar button .

   - Choose `What's This?` from the `Help` menu.

   - In dialog boxes, click the question mark button in the title bar.

   The mouse pointer changes to a "What's This?" mouse pointer .

2. Then click the screen item for which you want information. The "What's This?" help information appears in a pop-up window.

To close the pop-up window, click anywhere on the screen or press any key on your keyboard.

Typographic Conventions

The table below illustrates the typographic conventions used in this guide.

Font	What the Font Represents	Example
Italic	References to book titles	See also the *HP OpenView Service Desk: Installation Guide*.
	Emphasized text	*Do not delete* the System user.
Bold	First-time use of a term that is explained in the glossary	The **service call** is the basis for incident registration.
`Courier`	Menu names	You can adjust the data view with the commands in the `View` menu.
	Menu commands	Choose `Save` from the menu.
	Button names	Click `Add` to open the Add Service Call dialog box.
	File names	To start the installation, double-click `setup.htm`.
	Computer-generated output, such as command lines and program listings	If the system displays the text `C:\>dir a:` `The device is not ready` then check if the disk is placed in the disk drive.
`Courier bold`	User input: text that you must enter in a box or after a command line	If the service call must be solved within 30 minutes, enter **`30`**.

Font	What the Font Represents	Example
Courier italic	Replaceable text: text that you must replace by the text that is appropriate for your situation	Go to the folder *X*:\\Setup, where *X* is your CD-ROM drive.
Helvetica bold	Keyboard keys A plus sign (**+**) means you must press the first key (**Ctrl** in the example), hold it, and then press the second key (**F1** in the example).	Press **Ctrl+F1**.

We Welcome Your Comments!

Your comments and suggestions help us understand your needs, and better meet them. We are interested in what you think of this manual and invite you to alert us to problems or suggest improvements. You can submit your comments through the Internet, using the HP OpenView Documentation Comments Web site at the following URL:

http://ovweb.external.hp.com/lpe/comm_serv

If you encounter errors that impair your ability to use the product, please contact the HP Response Center or your support representative.

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

http://ovweb.external.hp.com/lpe/doc_serv

Software patches and documentation updates that occur after a product release, will be available on the HP OpenView Software Patches Web site at the following URL:

http://support.openview.hp.com/cpe/patches

1 Overview of ITSM 5.6 & 5.7 Features that are Not Implemented in Service Desk 4.5

This chapter contains a series of tables organized by ITSM feature. The tables with the heading "Alternative solutions" depict features in ITSM that are not directly migrated into Service Desk. In most instances this is due to differences in system architecture. The Service Desk alternative column in these tables explains how the feature can be implemented in Service Desk, when applicable. Additional tables with the heading "New Features in Service Desk 4.5", show features that were added after Service Desk 4.5 to improve the migration path for ITSM users:

General

Table 1-1   **General - not planned**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
User Interface on Unix® (Motif UI).	Not applicable
Business Objects integration for flexible reporting	Not applicable
Use of proportional elapsed time (% of open time to target) for progress checks => as in ITSM progress monitor). Use of absolute time is supported.	Not applicable
In ITSM the 'Closed Status' default setting indicates what the first closed status is. It is used as a filter in all features that automatically display a list of open items (for example; Open service call help desk'). It is also used to automatically enter system date and time in the 'close date' attribute of a service call, problem, change, or work order when this status or any status with a higher number is assigned.	Not applicable
Printing of applied selection values in a report	Not applicable
Archiving.	Not applicable
Relating multiple items to another item (for example; service calls to problem) in a single action.	Not applicable

Table 1-1   **General - not planned (Continued)**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Check on remaining open work orders when item (call, incident, problem, change) is closed.	Define UI rule that invokes an overview action "Open …" when item status is changed to 'Closed'.
Spent time in progress lines	Not applicable
Updateable who-field for manually entered progress lines (Service Desk automatically generates the value for 'who' from the logged on account for automatic progress lines as well as for manually entered progress lines).	Actions performed by external people or organizations can be registered as work orders
Pop-up messages based on UI entries (open calls, changes, SLA applies etc.).	Define UI rule that invokes an overview action when, for example, caller name is entered.
Holiday schedule by time zone (Service Desk has global holiday schedule).	Not applicable
Synchronization between workgroup and specialist optional through system setting (making it possible to choose a specialist that doesn't belong to the selected workgroup).	Not applicable
Database and OPS$ user.	Not applicable

Table 1-2   **General - planned**

Planned for Service Desk 4.5
Description
Use of time zones in target calculations.
Global update prices.
Second currency (dependant on primary currency).
Password settings.

NOTE   The implementation of other defaults and automated actions is supported, but handled differently in Service Desk. For example, setting defaults for initial values (like the initial status for service calls) is handled within Service Desk Templates. The Service Desk Rule Manager supports automatic entry of the close date based on entry of a status.

Authorization

Table 1-3 **Authorization - not planned**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Menu access.	Not applicable
Data access based on "select pools" and "store pools".	Not applicable

Table 1-4 **Authorization - planned**

Planned for Service Desk 4.5
Description
Data access authorization based on pools (called folders in SD 4.5).
Data access authorization based on assignment (group & specialist level).
Data access authorization based on status range.
Authorization for assignment of statuses within a particular range.

System Administration

Table 1-5   **System administration- planned**

Planned for Service Desk 4.5
Description
Session monitor.
Standard reports: Overview of code tables by module.

Organization

Table 1-6   **Organization - not planned**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Rank field ("position") for specialist.	Add as custom field.

Configuration Management

Table 1-7   **Configuration management - not planned**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Bar code inventory processing.	Not applicable
Articles not planned.	Templates can be used.
Settings for unique numbering.	Not applicable
Stock features.	Not applicable
Consolidation mode in data exchange (as available in IRM).	Not applicable
Type ('Asset', Include', 'Logical').	Add as custom field.
Default Status (default system setting). Value is copied as default in new, empty configuration items.	Define in template.
Service Navigator service tree configuration.	-
Standard reports: Quantity by CI classification.	Reporting is possible, but does not aggregate to a total for higher category.
Standard reports: Overview configuration breakdown.	Not applicable

Table 1-8 **Configuration management- planned**

Planned for Service Desk 4.5
Description
Manipulating search codes when generating CIs.
Unique search code.
Functional ID.
Standard reports: CI detail.
Standard reports: CI multi-record.
Standard reports: Quantity 1. by brand, 2. by name.
Standard reports: Overview configuration value.
Standard reports: Overview configuration purchase.

Help Desk Management

Table 1-9   **Help desk management - not planned**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Customer satisfaction.	Not applicable
Service call registration timer.	Not applicable
Automatic generation of service call number after entry of caller.	Generation of service call number after creation of service call or after saving service call (system setting) is supported.
Relating service calls to service calls (relating service calls to incidents is supported).	Not applicable
Service call replication.	Depending on the use, alternative solution is possible with service events.
View planned progress monitor actions from service call.	-

Table 1-9   **Help desk management - not planned (Continued)**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Desktop beeper.	Service Desk 4.5 has various alternatives for simple notification of newly assigned calls (for example, using database rules or you can set up Service Desk so that a flashing icon appears in your Windows® tray bar with a sound alerting you that you have new unopened items in Service Desk that need your attention).
Selection for LOVs and search screens for CIs and services on personal or organizational level (caller field compared to CI user field, and so on.).	Not applicable
Caller type (employee, contact, organization, telephone, location).	Can be added as custom field but without any additional functionality (like adapted selection for search screens or LOVs for caller).
Default Status, Category, Medium and Priority values are copied as defaults in new, empty service calls.	Define in template.

Table 1-9   **Help desk management - not planned (Continued)**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Standard call.	Templates can be used.
Standard reports: Quantity by CI classification	Reporting is possible, but does not aggregate to a total for a higher category.
Standard reports: Progress time by group.	Not applicable
Standard reports: Open time by priority.	Not applicable
Standard reports: Open time by category.	Not applicable
Standard reports: Client Impact.	Reporting is possible, but without the minimum number of calls the caller must have made in order to be listed in the report.
Standard reports: Open and closed calls.	Reporting is possible, but only per status. Does not aggregate to open and closed statuses.
Standard reports: SLA impact analysis.	Not applicable

Table 1-10 **Help desk management - planned**

Planned for Service Desk 4.5
Description
1. Checklist (general, services).
2. Find matching service calls using the entered description as search criterion.
3. Indicate which service call fields should be copied when a new service call is entered and the contents of an existing call must be copied into it.
4. Caller and CI details in service call screen.
5. Standard reports: Overview service call detail.
6. Standard reports: Overview service call multi-record.
7. Standard reports: Overview service calls 1. by specialist, 2. by support group, 3. by external provider.
8. Standard reports: Overview service calls by CI breakdown.
9. Standard reports: Unassigned service calls.
10. Standard reports: Service call registration peaks.
11. Standard reports: Quantity 1. by category, 2. by status, 3. by incident code, 4. by closure code, 5. by impact, 6. by priority.
12. Standard reports: Quantity 1. by CI supplier, 2. by CI name.

Problem Management

Table 1-11   **Problem management - not planned**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Priority – maximum duration.	The objective of problem management is to identify and analyze quality issues in IT services. This is a tactical process to which a fixed priority-duration setting does not apply very well. The deadline set for problem completion, to the point of a solution proposal, will be a result of planning rather than being system generated.
Default Status, Category, Priority. Values are copied as defaults in new, empty problems.	Define in template.
Standard reports: Quantity by CI classification.	Reporting is possible, but does not aggregate to a total for a higher category.
Standard reports: Overview problem with related service calls.	Not applicable
Standard reports: Open time by priority.	Not applicable

Table 1-11   **Problem management - not planned (Continued)**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Standard reports: Open and closed problems.	Reporting is possible, but only per status. Does not aggregate to open and closed statuses.

Table 1-12   **Problem management - planned**

Planned for Service Desk 4.5
Description
Copying field values from service call to problem.
Standard reports: Overview problem detail.
Standard reports: Overview problems multi-record.
Standard reports: Overview problems 1. by specialist, 2. by support group, 3. by external provider.
Standard reports: Overview problems by CI breakdown.
Standard reports: Unassigned problems.
Standard reports: Problem registration peaks.
Standard reports: Quantity 1. by category, 2. by status, 3. by problem code, 4. by closure code, 5. by impact, 6. by priority.
Standard reports: Quantity 1. by CI supplier, 2. by CI name.

Change Management

Table 1-13   **Change management - not planned**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Transferred status (system setting) to indicate which status must be transferred to the related work orders when the change reaches the status indicated as the closed status for change.	Define database rule.
Reason.	Add as custom field
Standard change.	Templates can be used.
Default Status, Category, and Priority (default system settings) values are copied as defaults in new, empty changes.	Define in template.
Default Status, Category, Priority (default system settings). Values are copied as defaults in new, empty changes.	Define in template.
Standard reports: Overview change with related service calls.	Not applicable
Standard reports: Overview change with related problems.	Not applicable

Table 1-14   **Change management - planned**

Planned for Service Desk 4.5
Description
Planned CI location, status and relations and corresponding automatic CMDB update.
Outage planning and the related OVO integration.
Standard reports: Overview change detail.
Standard reports: Overview changes multi-record.
Standard reports: Overview changes 1. by specialist, 2. by support group, 3. by external provider.
Standard reports: Quantity 1. by closure code, 2. by category, 3. by change code, 4. by priority, 5. by impact.
Standard reports: Implementation rate.

Work orders

Table 1-15   **Work orders - not planned**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Classification ('Appointments', 'Risk and Impact analysis' and 'Work order').	Use field Category.
Standard work order.	Templates can be used.
Priority – maximum duration.	Work orders are more likely to be scheduled based on: the overall planning of the item, (such as the change, or problem) to which they belong, and their place in the order of execution when there are multiple work orders related to that item. The planning fields 'planned start' and 'planned duration' are therefore more suitable for managing the timely execution of work orders rather than priority.
Default Status, Classification, Impact, Priority (default system settings). Values are copied as defaults in new, empty work orders.	Define in template.
Sequence number.	Add as custom field.

Table 1-16   **Work orders - planned**

Planned for Service Desk 4.5
Description
Standard reports: Overview work order detail.
Standard reports: Overview work order multi-record.
Standard reports: Overview work order 1. by specialist, 2. by group, 3. by company, 4. by contact, 5. by CI.
Standard reports: ToDo overview specialist.
Standard reports: Implementation rate.

Service Level Management

Table 1-17 **Service level management - not planned**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Multiple services per Service Level Agreement (SLA).	Define a new SLA for each service.
SLA type (customer or provider).	Add a custom field.
Scheduled action (through Progress Monitor) that takes service hours into account.	Rules are used in Service Desk for scheduled actions.
Scheduled action (through Progress Monitor) is carried out after a specific amount of time measured in <u>proportional</u> terms has passed (for example, 10% of the solution time).	Rules are used in Service Desk for scheduled actions but they allow only for <u>absolute</u> time
SLA Wizard.	Not applicable
SLM Evaluation report.	Not applicable
Checklist for combination of receiver and service	Not applicable

Table 1-17   **Service level management - not planned (Continued)**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Service hours and impact-priority rules associated to an SLA separately. More than one impact-priority rule can be combined with the same service hours.	In Service Desk service hours and impact-priority rules are combined in one association. Migrate only the service hours and add impact-priority rules manually, extend the set of service levels when necessary and update SLAs that need to reference a newly added service level.
Days notice (system setting). Indicates how many days before the expiration of an SLA the system should start displaying a message.	Define database rule.

Table 1-18   **Service level management - planned**

Planned for Service Desk 4.5
Description
Checklist for services.
Assignment fields (company, contact, group, specialist)

Web Connect (replaced by Service Pages in Service Desk)

Before migrating, we advise you to investigate your Web Connect usage pattern in order to assess whether Service Pages or a full client installation covers your requirements when migrating to Service Desk.

Web Connect was designed to accommodate both performance over low bandwidth, as well as thin client requirements for users with limited functional requirements and limited application usage frequency.

The Service Desk full client, as the table below shows, covers most Web Connect functions. Service Desk performs well over low bandwidth, providing a fully functional Service Desk application and thus providing an excellent migration path for Web Connect users.

For customers who need all of the features in Web Connect, we advise using the full client of Service Desk.

For specialists who use Web Connect predominantly to log calls, modify assigned calls, or incidents on remote sites on an infrequent basis, Service Pages might be a good solution. However, not all Web Connect features are available in Service Pages:

Table 1-19 **Web connect (Service pages)- not planned**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Search service calls (End user option).	Search features allow you to query Frequently Asked Questions (FAQs) for specific text (in the Description and Information fields). In Service Pages, FAQs are used as a knowledge base.

Table 1-19   **Web connect (Service pages)- not planned (Continued)**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
Extended search service calls (Specialist option).	Suggest migrating to full client
ConText search option (Specialist option).	Service Desk does not support this feature because of its platform independent architecture.
View personal CIs.	When logging on to Service Pages, the CI field will show the end user CI names without details. Verification of CIs will be possible to this extent.
Help option.	Links to help content can be defined with URLs in Service Pages.
About option.	Not applicable
Beeper screen.	Not applicable
Message option	The definable URLs in Service Pages can be used to create messages for users.
Print option	Not applicable
Create, view and modify work orders in service call screen.	To view and modify work orders, select the work order menu.

Table 1-19   **Web connect (Service pages)- not planned (Continued)**

Not planned for Service Desk 4.5	
Description	**Possible workaround**
User can set maximum number of records displayed on one page.	Not applicable
Use of Variable fields	Use full client

Table 1-20   **Web connect (Service pages)- planned**

Planned for Service Desk 4.5
Description
'Service request'. (End user option). The following fields in Web Connect are not available though in SP: status and caller + caller details.
'Service call entered by…' (Specialist option). The following fields in Web Connect are not available though in SP: status, caller + caller details, caller location, caller telephone, CI details, incident code, pool and close code. Not available either is the overview of CIs.
'View service calls'. (End user option). No search criteria available: the system administrator defines the underlying query within Service Desk.
'View/modify service call'. (End user option). The following fields in Web Connect are not available though in SP: caller + details.
'Open service calls'. (Specialist option). No search criteria available: the system administrator defines the underlying query within Service Desk.
'View/modify service call'. (Specialist option). The following fields in Web Connect are not available though in SP: caller + details, caller location, caller telephone, CI details, incident code, pool and close code, or the overview of CIs.

Table 1-20 **Web connect (Service pages)- planned (Continued)**

Planned for Service Desk 4.5
Description
'Open changes'. No search criteria available: the system administrator defines the underlying query within Service Desk.
'Viewing open changes'.
'Open work orders'. No search criteria available: the system administrator defines the underlying query within Service Desk
'Viewing and modifying work order details'. The following fields in Web Connect are not available though in SP: classification, pool and closure code.
Subject and a text search option extend the FAQ feature, which was already available with 4.5, to include explorer navigation. Free text searching in the database as was possible with Web Connect, is not deemed to be a good solution from a performance perspective.
Password and time zone settings.
View and add progress lines.

Software control and distribution

This module will not be implemented. Most of the features in this module will eventually be replaced by extending change management, configuration management and integrations to include software distribution tools.

Reporting

Different customers have different reporting needs. Service Desk 4.5 offers flexible reporting to meet those needs. In contrast to ITSM, a standard reporting tool containing examples and a report viewer is not provided with Service Desk 4.5. Instead two types of views are supplied for creating reports: Console views making it possible to create basic reports, containing the data from one item per view and its relations (Person – workgroup for example); and database views for creating complex reports that combine information from different items.

The console view is a powerful tool to create basic reports. These reports can be used to group, and filter information. Table views and explorer views offer different ways of grouping the information. Chart views and card views offer different ways of presenting the information. Not all standard reports supplied with ITSM can be duplicated with console views.

Database views are created with ITSMs standard reports – and more – in mind. Database table views can be used to simplify your table structure without the complex task of joining tables. Analyzed table views can be used to quickly summarize data from history lines, shortening the otherwise lengthy analysis process. The information gathered by these views can then be formulated into a report by a reporting tool, such as BusinessObjects or Crystal reports.

Database views in Service Desk 4.5 can be localized. After implementing Service Desk, you can generate database views and build reports based on those views. The views are generated in the language that was used on the Service Desk client. As a result, you can choose the language of your report by choosing the language on the client.

Because BusinessObjects is no longer supplied as the standard reporting tool, there are no universes. Database views must be accessed in the Service Desk database. Security, and authorization features are not supplied with the views. Security must be set on the database level. Authorization must be set using the report definitions in your third-party reporting tool.

Specifically for Business Objects users

For standard reports a supplier providing migration solutions for BusinessObjects reports has been identified. Please contact your BusinessObjects supplier for details. Also, contact your BusinessObjects supplier for details on migrating BusinessObjects licenses from ITSM to Service Desk.

2　Data Migration

The following criteria were checked to determine if automatic migration of data from ITSM to Service Desk is possible and sensible:

- The data items to be migrated from ITSM must exist in Service Desk.

- A clean migration must be possible (no or little need for post-migration restructuring of data).

- The automatic migration must not have a negative impact on the usability of Service Desk features.

The tables on the following pages provide an overview of items in ITSM and the intended migration path of those items. A Yes or No in the Migr column is used to identify items that can or cannot be directly migrated. Comments and advice for the migration of each item are provided whenever possible:

System Data

Table 2-1   **System data**

System data	Migr	Comment	Advice
Profiles	No	Profile (called roles in Service Desk) structure in Service Desk is hierarchical. Migrating profiles from ITSM would force degraded use of profiles in Service Desk.	Consider the possibilities of the new structure and manually enter new profiles in Service Desk after migration.
Profile settings (authorization and defaults)	No	Many settings are specific to Service Desk and they are administered in relation to the new 'roles' structure. Partly migrating and then adjusting would be more work to the customer than adding roles and settings manually.	Add roles and settings manually after migration.
Codes	Yes	Service Desk has several hierarchical code lists which are flat lists in ITSM (e.g. service call category). These code lists will be migrated to flat code lists in Service Desk, and can be reorganized to hierarchical code lists after migration (without deleting codes). This will not impact the references made to these codes from service calls, changes, etc.) In Service Desk, impact and priority codes use the same value list for service calls, incidents, problems and changes. Therefore, a 1:1 migration of these	For impact and priority codes; new, general codes should be entered in Service Desk before migration and then the respective lists in ITSM should be mapped to these new values.

Table 2-1   System data (Continued)

System data	Migr	Comment	Advice
Default values	No	New Template capabilities.	Manual entry in templates after migration.
Service Hours and Free Days	Yes	In Service Desk 4.5, service levels can be defined for multiple 'service hour windows' within the same SLA. This addresses the fact that the importance of services may vary over time.	
Variable Field definition	No	In Service Desk, variable field definition are category-based for all items, not just CIs. Some variable field formats are not supported yet; like upper, lower and money.	When ITSM variable fields do not have an equivalent standard field in Service Desk, new fields must be created in Service Desk before migration, to which the ITSM fields can be mapped.
Customer Satisfaction	No	Not included in Service Desk 4.5.	
Checklist	Yes		
Languages, messages and window titles	No	ITSM specific text, like messages, window and field titles are not migrated, because they are not relevant to Service Desk. System administrators can perform code translations in Service Desk 4.5.	

Table 2-1   System data (Continued)

System data	Migr	Comment	Advice
Pools	Yes	Pools are called Folders in Service Desk 4.5.	In Service Desk 4.5 folders are applicable to people and organization data. Customers should consider whether there are attributes (like organization or location) that can be used to map against a folder value.
Query Restriction	No	New architecture with default query restriction. In ITSM this was possible per item for each user profile. Especially for users needing to make reports on large amounts of data, it must be possible to bypass the query restriction. This has been added to reporting requirements for Service Desk 4.5.	Set query restriction in Service Desk manually.

Operational Data

Table 2-2   **Operational data**

Opera-tional data	Migr	Comment	Advice
Persons	Yes		
Organiza-tions	Yes		
Work orders	Yes		
Changes	Yes		
Spent time	Yes	Only for ITSM 5.7.3	
Problems	Yes		
Service calls	Yes	Service calls to service call relations cannot be migrated. This relationship is not supported in Service Desk 4.5.	
CMDB	Yes		
CI Barcodes	No	Bar code inventory taking is not supported in service Desk 4.5.	
CI stock	No	The ITSM features supporting issue, intake and replacement of CIs are not supported in service Desk 4.5.	
Services	Yes		
Service Level Agreements	Yes	In ITSM an SLA can contain multiple services. In Service Desk an SLA contains one service. For example: an SLA with 5 services will generate 5 SLAs, each with one service, within Service Desk.	

Table 2-2   **Operational data (Continued)**

Opera- tional data	Migr	Comment	Advice
Software Control and Distribution	No	SC&D features are not imple-mented in Service Desk 4.5	
Variable Field values	Yes	Need to be mapped to Service Desk (standard or custom) fields.	
Attachments	No	New architecture	Potential workaround: place attachments in central directory and link using smart link.
Archived data	No	New architecture	Assess the feasibility of retain-ing a small ITSM environment to enable access to archived ITSM data.

Standard Entities

Table 2-3   **Standard entities**

Standard entities	Migr	Comment	Advice
Standard Service Call	No	Not supported	After migration use templates in Service Desk.
Standard Change	No	See previous.	
Standard Work Order	No	See previous.	
Configuration Item Template	No	See previous.	
Configuration Item Article	No	Service Desk does not include an article item.	After migration use templates in Service Desk.

Profile Security

Table 2-4   **Profile security**

Profile Security	Migr	Comment	Advice
User profiles (incl. module, mode, menu, item access)	No	New security architecture based on roles. There are too many differences between the user profiles and roles to enable a timesaving conversion. Adjusting such a conversion afterwards is likely to be a more tedious task than setting up new roles.	Set up user profiles and settings in Service Desk manually.

Reports

Table 2-5   **Reports**

Reports	Migr	Comment	Advice
Standard reports	Yes/ partly	New architecture based on views. Service Desk 4.5 covers about 70% of the standard reports available in ITSM.	
Flexible reports	No	The BusinessObjects integration with specifically designed universes for ITSM will not be continued because it does not fit the new architecture of Service Desk. Support of multiple databases and XML for data exchange are the primary factors in discontinuances.	The alternative offered is extended internal reporting capability, which offers more extensive query features and an object model – database table relationship description to support users of any reporting tool that can operate on relational databases (Oracle and SQL Server). The capability for statistical reporting has improved in Service Desk 4.5, compared to Service Desk 4.5.

Integrations

Table 2-6 **Integrations**

Integra-tions	Migr	Comment	Advice
User applica-tions	No		Set up links to external applica-tions after migration by defining 'Smart actions'.
IRM	No	New architecture.	Set up data exchange after migration.
EIDK	No	New architecture.	Set up service events after migration.
Sites	No	ITSM Service Call replication.	Re-configure with service events.

Actions

Table 2-7   **Actions**

Actions	Migr	Comment	Advice
Progress Monitor	No	New architecture.	Set up database rules after migration.
Escalation	No	New architecture.	Set up actions with database rules after migration.
Task Manager events, actions and conditions	No	New architecture.	Set up rules with Rule Manager manually after migration.

3   Migration Tools

The Data Exchange features in Service Desk make it possible to export
your ITSM data and import it into Service Desk. The process and tools
used to migrate your ITSM data and the configuration tasks you will
need to perform are explained in the following sections.

Data Exchange Process

Data Exchange is the process of exporting information from a data source, formatting it and then importing it into Service Desk. A configurable extractor is used to export the data into a data exchange file in extensible markup language (CIM-XML).

Figure 3-1   **Data exchange process**
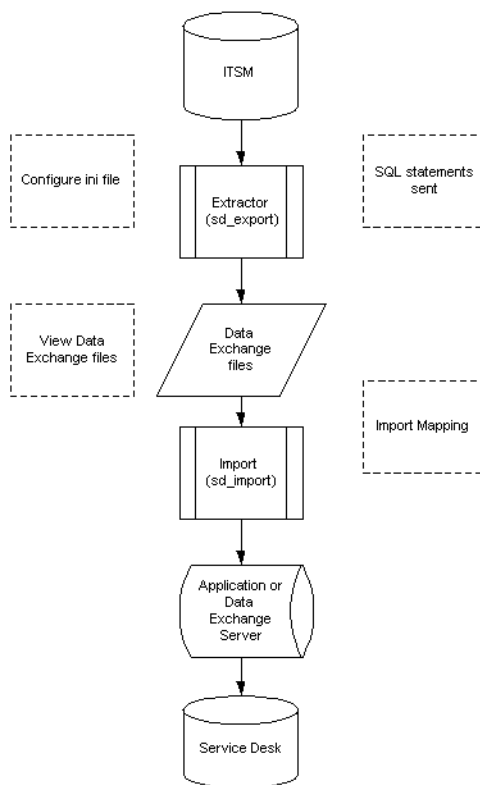
The exchange file can be viewed in an object-tree format. This makes it possible for you to verify that the data was exported correctly before you import it into Service Desk. If the data was not exported correctly you can adjust the configurable extractor and export the data again.

When the command is given to import the data, the import mapping is applied and the data in the exchange file is reorganized then imported through the server into the Service Desk database.

The migration process is divided into a series of tasks. Each task has its own configurable extractor used to export the data and its own import mapping for importing the data. For example, one task is to export then import configuration items, while another task is to export and then import service call data. This makes it easier to manage the data and the order in which the data is imported.

Migration Task List

The following task list shows the major steps required when migrating from ITSM to Service Desk:

1. Identify what you will migrate, See "Overview of ITSM 5.6 & 5.7 Features that are Not Implemented in Service Desk 4.5" on page 27 and "Data Migration" on page 57 for additional information

2. Upgrade ITSM to the correct version, if necessary, including any necessary service packs.

3. Install Service Desk with an empty database.

4. If the Client/Server is already installed run the installation again and choose the modify option, select `Data Exchange` and then `Migration` and follow the instructions. If this is a fresh installation choose the `Custom` option and select `Data Exchange` and then `Migration`.

5. Install other Service Desk items as needed, for example: Service Pages, and agents.

6. Install Service Desk license key.

7. Identify the number of user accounts.

8. Set the Time Zone settings.

9. Add the Contact Organization field to the service call form (optional).

10. Modify the export configuration files to reflect the correct username and password for each migration task.

11. Modify the export configuration files for language (optional)

12. Configure the export configuration file ITSM_Varfields.ini to export your variable fields (optional)

13. Set up pre_check_itsm.sql on the application server so it can find the ITSM database.

14. Adjust the regional setting for dates.

15. Establish an ODBC connection for the ITSM database.

16. Update your Service Desk data.

17. Update your ITSM data using the pre_check_itsm.sql script.

18. Add configuration item administrators to workgroups in ITSM.

19. Run the script auth.sql on the ITSM database to determine mode access (new, modify, view, delete) for each profile, a file called auth.lst will be generated.

20. Run the Pre_migration action on the Service Desk database and check dbconfconsole.log for errors.

21. Modify the import mapping for each migration task

22. Export your ITSM data.

23. Examine the XML file and the log files.

24. Import your ITSM data in the order specified.

25. Run the Post_migration action on the Service Desk database

26. Complete configuring Service Desk. See the HP OpenView Service Desk: System Administrator's Guide for more information.

Installing Service Desk and Migration Tools

To install the migration:

1. Install the Service Desk application server. For installation instructions refer to the HP OpenView Service Desk 4.5 Installation Guide.

2. Install an "empty" Service Desk database.

3. Install Integrations. Perform a custom installation and select Data Exchange and Migration from the list of optional integration components

The export configuration files (ITSM_ xxx.ini files) will be automatically installed in: `Service Desk Path\Server\data_exchange\config`. The default location is: `Program Files\Hewlett-Packard\OpenView\ServiceDesk 4.5\Server\data_exchange\config`

Preparing Service Desk for Migration

This section explains the configuration tasks you need to perform in Service Desk to prepare the application for migration.

NOTE To speed up the migration, turn off the auditing rules and the analyzed data options in Service Desk. If you do not, unnecessary information will be put in the history lines, slowing down the import considerably.

To turn off auditing rules: from the Administrator Console in your Service Desk application, select Security, then Audit, and then Audit Rules. Open each item, select the Do Not Audit option, and then OK.

To turn off the analyzed data option: from the Administrator Console open the system panel, select Report Settings, open the Enable 'Generate Analyzed Data' for items tab, clear all item check boxes and click OK.

Checking the Number of User Accounts

With Service Desk 4.5, all accounts are migrated as concurrent users. You only need 1 concurrent user license for migration in addition to the correct module licenses. For more information on licensing, refer to the Service Desk Installation Guide.

To see the number accounts you have, pre_check_itsm.sql generates a report containing information about your licensed accounts. The "xx" in the following lines represents the number of concurrent users:

```
"Check number of Service Desk user accounts"

" Minumum number of Licenses needed"

"xx"
```

NOTE All migrated accounts will be given the password "ITSM".

Adjusting the Regional Settings

To ensure that your dates are imported into Service Desk in the correct format, you need to set your Windows NT® regional settings to English (United States) so that dates can be migrated correctly.

The date settings should be set to MM/dd/yyyy. You will also need to set your currency settings to the US standard. After migration you can return the settings to their original configuration. To adjust your regional settings:

1. From your Windows Start button, select Settings, then Control Panel.

2. From the Control Panel, double-click the Regional Settings (Options) icon.

3. Set the regional setting to English (United States), (for Windows 2000 users this is set in the General tab.).

4. Select the Currency tab and adjust the currency to the following (US English) standard format:

Figure 3-2 **Currency format**
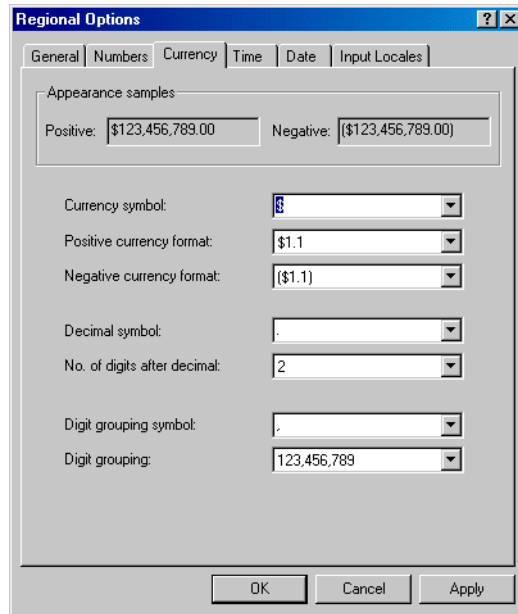
5. From the Date tab use the drop-down arrow to select MM/dd/yyyy in the Short date style field.

6. Click OK to finish.

NOTE No currency is specified at database level. If you have specified all values in one currency in ITSM you must use the same currency in Service Desk for migration.

Adjusting the Time Zone Settings

Set the time zone setting on the Service Desk application server you are using for migration, to the same time zone as your ITSM database. To change the time zone on your application server:

1. Double-click the clock in your task bar and select the time zone tab.

2. Select the same time zone you are using for your ITSM database.

The import process will use local time for all time fields in the XML files. It will then use the time zone settings of the computer you are using to adapt the data to database GMT values.

The time zone of your ITSM database and your PC need to be the same before you perform the import process.

Running the Pre-migration action

The pre_migration action must be run on the Service Desk database before migration can be started. The script inserts a number of necessary elements and configures settings.

All errors will be logged in the dbconfconsole.log. This file will be created in the location you run the script from.

The script performs the following tasks:

Creates indexes to improve the migration's performance on the following tables:

- rep_accounts (on acc_loginname)
- itsm_persons (on per_sourceid)
- itsm_configuration_items (on cit_sourceid)
- itsm_services (on srv_sourceid)
- itsm_organizations (on org_sourceid)
- itsm_workgroups (on wog_sourceid)

Removes all non-integration accounts except "system" and "mailmanager"

Removes all templates for:

- Changes
- Service calls
- Work orders
- Problems
- Services and Configuration items except default templates and templates for DTA, NNM, PSP or SMS.

Removes all codes for the following entities:

- Pool
- SE Relation Type
- Brand
- CI Category, CI relation type, CI status
- Location
- StatusService
- Sc. Category, Sc. Closure code, Service Call classification, Servicecall status
- Medium,
- Problem category, Problem classification, Problem status,
- Pro. Closure code
- Change category, Change status, ChangeClosureCode, ClassificationCha
- Category workorder, Wor. Closure code, and Workorder status
- Free Days records

Removes previous inserted migration elements (all elements starting with ITSM), in case this is an update:

- migration account
- migration Templates
- migration Import mappings
- migration Data exchange tasks
- migration External entities
- migration External attributes
- migration External attribute mappings
- migration Value mappings

Inserts the new migration elements:

- migration account
- migration templates
- migration Import mappings

- migration Data exchange tasks
- migration task group
- migration external entities
- migration external attributes
- migration external attribute mappings
- migration value mappings
- an UNDEFINED ci relation type with a reverse relation to itself
- a Done assignment status

Changes the following settings:

- Switches the Caller field of Service Calls to "not mandatory".
- Switches the Organization field of Persons to "not mandatory".
- Switches the City of an address to "not mandatory
- Switches the Password field of Accounts to "not mandatory
- Switches the ID After Creation setting to "off".
- Activates the servicecall custom field "Ser.Shorttext1" and call it "Contact Organization",
- Activates the CI user organization custom field.

The following diagram shows the flow of the pre-migration sql script:

Figure 3-3   **Pre-migration script**
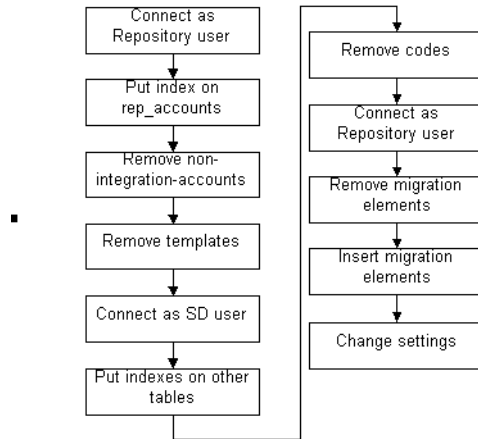
Adding the Contact Organization Field

If you import servicecall.callername2 data and want to view it in Service Desk, you will need to add the field called Contact Organization to the service call form in Service Desk. For migration the ITSM servicecall.callername2 field is mapped the Contact Organization field of a service call item in Service Desk. This field is available in Service Desk but needs to be manually added to the service call form in Service Desk 4.5

Information on creating custom fields is available in the Service Desk Online help.

Modifying the Export Configuration Files

A series of configuration files are provided for exporting data from ITSM. The configuration files need to be adapted to fit your environment. The configuration files contain information necessary to extract the data from the data source. The configuration files map the ITSM entities and attributes into a format meeting CIM-XML standards that can be imported into Service Desk.

All of the migration configuration files follow the naming convention: `ITSM_ *.ini` and are installed by default in:

```
Program Files\Hewlett-Packard\OpenView\ServiceDesk
4.5\Server\data_exchange\config
```

To open the configuration files:

1. From the Tools menu, select System.

2. From the Administrator Console, open the Data folder and then Data Exchange.

3. Select the migration task you want to use, and click Edit in the Data Exchange dialog box.

The names between [] brackets in the configuration file are the entities you will be extracting. ATT and PARENT_RELATION_NAME in the configuration file determine the fields that will be exported. The field names are mapped to attributes of Service Desk items in the import mapping.

The following example will be used to explain the different parts of the configuration file:

```
[DSN]

NAME=migration

USR=itsm_user

PWD=itsm_pwd

[SYSTEM]

LOG=TRUE

XML=TRUE

LOG_FILE=C:\ITSM_Organization.log

OUTPUT_FILE=C:\ITSM_Organization.txt

XML_OUTPUT_FILE=C:\ITSM_Organization.xml

APPLICATION_NAME=ITSM

[CLASSES]

NAME= CL_CODE_WORKGROUP, CL_CODE_ORG_LOC,
      CL_EXT_ORGANIZATION, CL_EXT_ORGANIZATION_RELATION,

---------------------

-- WORKGROUP CODES --

---------------------

[CL_CODE_WORKGROUP]

SOURCE= [APP_CODE_TEXTS]

ATT= [TEXT], [SEARCHCODE], [SOURCE_ID]

COLUMNS= [APP_CODE_TEXTS].[COX_TEXT] AS [TEXT],

    REPLACE(REPLACE(REPLACE(REPLACE(REPLACE(DECODE(
    LTRIM(SUBSTR([COX_SEARCHCODE],1,1),'0123456789'
    ),NULL,DECODE([COX_SEARCHCODE],NULL,NULL,CONCAT('#',
    [COX_SEARCHCODE])),[COX_SEARCHCODE]),'*','-'),'?','-
    '),'_','-'),'%','-'),' ','-') AS
    [SEARCHCODE],[APP_CODE_TEXTS].[COX_COD_ID] AS
    [SOURCE_ID]
```

```
CONDITION= [COX_COD_ID] BETWEEN 900000 AND 999999 AND
     [COX_LNG_ID] = 'GB'

ORDERBY= [COX_COD_ID]

LOADTABLE= TRUE

--------------------------------

-- ORGANIZATION LOCATION CODES --

--------------------------------

[CL_CODE_ORG_LOC]

SOURCE= [APP_CODE_TEXTS]

ATT=     [TEXT]

COLUMNS=
     REPLACE(REPLACE(REPLACE(REPLACE(REPLACE(DECODE(LTRIM
     (SUBSTR([COX_TEXT],1,1),'0123456789'),NULL,DECODE
     ([COX_TEXT],NULL,NULL,CONCAT('#',[COX_TEXT])),[COX_T
     EXT]),'*','-'),'?','-'),'_','-'),'%','-'),' ','-')
     AS [TEXT]

CONDITION= [COX_COD_ID] BETWEEN 800000 AND 899999 AND
     [COX_LNG_ID] ='GB'

ORDERBY= [COX_COD_ID]

LOADTABLE= TRUE

--------------

-- EXTERNAL ORGANIZATIONS --

---------------------------

[CL_EXT_ORGANIZATION]

SOURCE= [ADDRESS]

ATT=     [EMAIL], [NAME1], [NAME2], [REMARK],
         [SEARCHCODE],[ORG_ID], [CATEGORY], [STATUS]

COLUMNS= [ADDRESS].[EMAIL] AS [EMAIL], [ADDRESS].[NAME1]
         AS [NAME1], [ADDRESS].[NAME2] AS [NAME2],
         [ADDRESS].[REMARK] AS [REMARK],
```

```
                REPLACE(REPLACE(REPLACE(REPLACE(REPLACE(DECODE(
                LTRIM(SUBSTR([SEARCHCODE],1,1),'0123456789'),NU
                LL,DECODE([SEARCHCODE],NULL,NULL,CONCAT('#',[SE
                ARCHCODE])),[SEARCHCODE]),'*','-'),'?','-'),'_'
                ,'-'),'%','-'),' ','-') AS
                [SEARCHCODE],CONCAT('EO',[ADDRESS].[ID]) AS
                [ORG_ID], 'EXTERNAL' AS [CATEGORY], 'ACTIVE' AS
                [STATUS]
```

CONDITION= [ADDRESS].[SUB_TYPE]=1

LOADTABLE= TRUE

```
--------------------------------------

-- EXTERNAL ORGANIZATIONS RELATIONS --

--------------------------------------
```

[CL_EXT_ORGANIZATION_RELATION]

SOURCE= [ORGANIZATION]

ATT=   [ORG_ID], [PARENT_ID]

COLUMNS= CONCAT('EO',[ORGANIZATION].[ADDRESS]) AS
         [ORG_ID],CONCAT('EO',[ORGANIZATION].[PARENT])
         AS [PARENT_ID]

CONDITION= [ORGANIZATION].[PARENT] IS NOT NULL

LOADTABLE= TRUE

[DSN]

DSN is the data name source. Under this header the data source will be defined. The NAME is used to specify what ODBC data source will be used and, depending on the source a username and password are needed for the owner of the database. The ODBC data source name used in the configuration file must be the same as the one used when you make your ODBC connection.

[SYSTEM]

Under the system header the settings and data files are defined. The first four headers are used to specify if a log file will be created (LOG=TRUE), if the output file is of the XML type (XML=TRUE).

[CLASSES]

The classes section is where the entities are defined that will be exported. The class name is important later on for the import mapping. In the example the class names are:

CL_CODE_WORKGROUP, and CL_CODE_ORG_LOC, CL_EXT_ORGANIZATION, and CL_EXT_ORGANIZATION_RELATION.

For each class defined in the section [CLASSES] a definition of the content must be provided.

The destination of the data must be given via the attributes (ATT) that will be stored in the XML output file. The attributes can literally be the same as the columns or aliases. The attributes will be captured from the columns that are written in the COLUMNS section.

For additional information on configuring the extractor, see the section "Configuring the Extractor" in the HP OpenView Service Desk: Data Exchange Administrator's Guide.

Adapting the Export Configuration Files for Language

If you want to migrate code tables from ITSM that contain another language ID, you will need to modify the export configuration files by replacing GB wherever it occurs in the configuration file with the appropriate language ID. In the export configuration files, code tables are retrieved with conditions that include a language identifier, for example [X].[Y]=GB. The default code identifier is GB for English. Only the code tables with that language identifier will be retrieved. The following example shows a small portion of the Service Call export configuration file with the language identifier in bold:

```
--------------------------------
-- SERVICE CALL CATEGORY CODES --
--------------------------------

[CL_CODE_SC_CAT]

SOURCE= [APP_CODE_TEXTS]

ATT=     [TEXT]

COLUMNS= [APP_CODE_TEXTS].[COX_TEXT] AS [TEXT]
```

```
CONDITION= [COX_COD_ID] BETWEEN 13900000 AND 13999999
           AND[COX_LNG_ID] = 'GB'

ORDERBY= [COX_COD_ID]

LOADTABLE= TRUE

-------------------------------

-- SERVICE CALL CLOSURE CODES --

-------------------------------

[CL_CODE_SC_CLO]

SOURCE= [APP_CODE_TEXTS]

ATT=    [TEXT]

COLUMNS= [APP_CODE_TEXTS].[COX_TEXT] AS [TEXT]

CONDITION= [COX_COD_ID] BETWEEN 14000000 AND 14099999
           AND [COX_LNG_ID] = 'GB'

ORDERBY= [COX_COD_ID]

LOADTABLE= TRUE
```

NOTE   It is possible to import one language. The migration will not function
                 properly if you try to import more than one language, both English and
                 Dutch, for example.

Migrating ITSM Variable Fields

A configuration file called ITSM_Varfields.ini is available for migrating
variable fields. Refer to "Migrating Variable Fields" on page 96 for an
example of how you can modify the configuration file and modify the
import mapping to import your particular variable fields.

The script is designed to identify all category descriptions that need to be
adapted because they occur more than once in ITSM or because they
already exist as codes in Service Desk

Creating an ODBC Connection to the ITSM Database

The ODBC Connection needs to be set on your Service Desk application server prior to exporting or importing data into Service Desk.

1. From the Windows Start button, select Settings, then Control Panel, then select ODBC Data Sources.

2. Open the System DSN tab and click Add.

3. Select the Microsoft® ODBC for Oracle® option and enter the following:

   - Data source name: migration

   - Description: migration ITSM

   - User name: ITSM database user

   - Server: connect string used to connect to the ITSM database user.

4. Click Save.

The ODBC data source name entered needs to match the name used in the DSN section of each export configuration file. Check the data source name section of all of the configuration files you will use to make sure they contain the correct information. The following example shows the default settings in quotation marks:

```
[DSN]
NAME=name of the ODBC data source, "migration"
USR=login name for database user "itsm_user"
PWD=password "itsm_user"
```

Running pre_check_itsm.sql to prepare ITSM

This section contains information about tasks you will want to perform in ITSM application prior to migrating. The pre_check_item.sqlscript is provided to identify help identify areas in your ITSM environment they may need modification.

Pre_check_itsm.sql is provided with the migration tools and needs to be run on your ITSM server prior to migration. After modifying the category descriptions identified you can run the script again to verify that all of the corrections were made. To run the script:

1. Start Oracle SQL*Plus® from your Start menu.

2. Log on to your ITSM database.

3. Start the script with the following command: `SQL>start c:\pre_check_itsm.sql`

Figure 3-4   **pre_check_itsm.sql script**
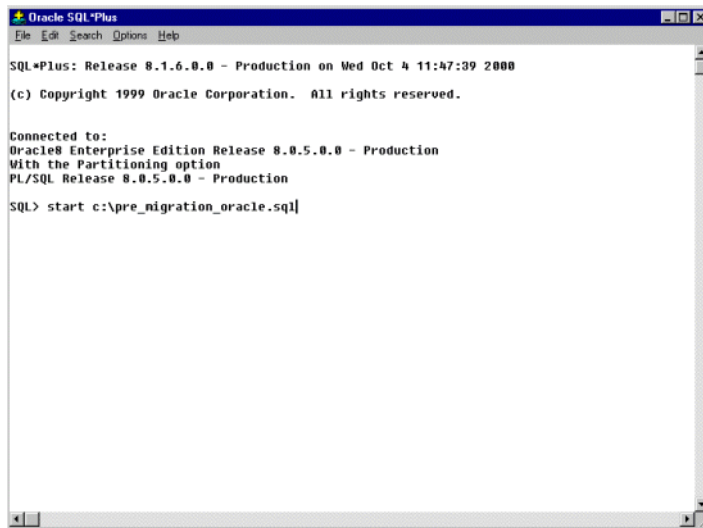
Configuration Item Administrators without a Workgroup

To migrate information about Configuration Item administrators to Service Desk the administrators must first be added to a workgroup in ITSM.If a person is registered as an administrator for a configuration item in ITSM and they are not registered to a workgroup, the person will not be imported as an administrator.

Overview priority and impact texts.

Can be used to add value mappings for Priority and impact codes.

Truncated Fields

The following fields are truncated because the ITSM field is longer than
the corresponding Service Desk 4.5 field. During migration the truncated
data will be lost:

Table 3-1   Truncated with Data Loss During Migration

ITSM	Char length	Service Desk	Char Length
Contact. Attn	60	Person.Name	50
Employee.Attn	60	Person.Name	50
Service.Srv_description	2000	Service.Description	80

The following table shows truncated fields where the truncated portion
of the data will be placed in the Service Desk history lines:

Table 3-2   Truncated with Data Loss During Migration

ITSM	Char length	Service Desk	Char Length
Progress.Action	2000	History Line Ser-vicecall.Subject	255
Problem_Progress.Action	2000	History Line Prob-lem.Subject	255
WO_progress.Wop_Action	2000	History Line Worko-rder.Subject	255
Change_Progress.Action	2000	History Line Change.Subject	255

ITSM Category descriptions

If you import a CI category description that matches the description of
any of the codes already present in Service Desk, the error more than one
item found will occur and the import will fail. For the same reason
importing ITSM categories that have the same description will also fail.
All CI categories imported into Service Desk can have a parent category.
During the import process a search is conducted for the parent category

based on the category description. In Service Desk 4.5 this search is conducted on all codes, including incident classification codes already present in Service Desk.

Modifying the Import Mapping

Import mapping is used to tell Service Desk where to store data that is imported. Default import mappings of ITSM entities and fields to Service Desk items and attributes are provided. You may need to change the import mapping so that all of the data you export is mapped in Service Desk. Review the import mapping carefully, some data from ITSM cannot be imported into Service Desk because of differences in the two applications, and in some cases information from one ITSM entity may be mapped to multiple items in Service Desk.

The appendices in this guide include an overview of the import mapping, and a detail description of the import mapping. Chapters 2 and 3 of this manual provide an overview of the differences in ITSM compared to Service Desk.

For detailed information on how to conduct import mapping in Service Desk, see "Configuring the Import Settings" in the HP OpenView Service Desk 4.5: Data Exchange Guide.

CAUTION   Typographical errors in your import mapping will result in a loss of data during migration.

Checking the Value Mapping for Locale Codes

It is important to check the ITSM values that are mapped to locale codes in Service Desk. If the codes have been changed, the import mapping provided for those values by default will fail. For example, the ITSM value MAIL is mapped to Mail in Service Desk, if Mail has been changed to Post the mapping will not work. If differences exist in ITSM or Service

Desk for any of the values in the following list, you will need to modify the value mapping, the mappings in the table that follows the Import mapping represents ITSM Organization:

Table 3-3   Value mapping for Locale Codes

Ext. Class	Ext. Attribute	ITSM value	Service Desk Value
CL_ADDRESS_CONTACT_POSTAL	TYPE	MAIL	Mail
CL_ADDRESS_CONTACT_VISITING	TYPE	BUSINESS	Business
CL_ADDRESS_EMP	TYPE	HOME	Home
CL_ADDRESS_EXTORG_POSTAL	TYPE	MAIL	Mail
CL_ADDRESS_VISITING	TYPE	BUSINESS	Business
CL_CONTACT	CATEGORY	CONTACT	Contact
CL_CONTACT	GENDER	Female	Female
CL_CONTACT	GENDER	Male	Male
CL_CONTACT	STATUS	ACTIVE	Active
CL_EMPLOYEE	CATEGORY	EMPLOYEE	Employee
CL_EMPLOYEE	GENDER	Female	Female
CL_EMPLOYEE	GENDER	Male	Male
CL_EMPLOYEE	STATUS	ACTIVE	Active
CL_EMPLOYEE_ACTIVE	STATUS	ACTIVE	Active
CL_EMPLOYEE_INACTIVE	STATUS	INACTIVE	Inactive / Retired
CL_EXT_ORGANIZATION	CATEGORY	EXTERNAL	Company
CL_EXT_ORGANIZATION	STATUS	ACTIVE	Active
CL_INT_ORGANIZATION	CATEGORY	INTERNAL	Organization
CL_INT_ORGANIZATION	STATUS	ACTIVE	Active
CL_TEL_CONTACT1	TYPE	BUSINESS	Business

Table 3-3   **Value mapping for Locale Codes (Continued)**

Ext. Class	Ext. Attribute	ITSM value	Service Desk Value
CL_TEL_CONTACT2	TYPE	BUSINESS	Business
CL_TEL_CONTACT3	TYPE	FAX	Fax
CL_TEL_CONTACT4	TYPE	HOME	Home
CL_TEL_EMP1	TYPE	BUSINESS	Business
CL_TEL_EMP2	TYPE	BUSINESS	Business
CL_TEL_EMP3	TYPE	HOME	Home
CL_TEL_EMP4	TYPE	FAX	Fax
CL_TEL_EXTORG1	TYPE	BUSINESS	Business
CL_TEL_EXTORG2	TYPE	BUSINESS	Business
CL_TEL_EXTORG3	TYPE	BUSINESS	Business
CL_TEL_EXTORG4	TYPE	FAX	Fax
CL_TEL_INTORG1	TYPE	BUSINESS	Business
CL_TEL_INTORG2	TYPE	FAX	Fax

Mapping Impact and Priority Code Values

The import mapping provided for this migration does not include value mapping for Impact and Priority fields associated with service calls, work orders, changes, and problems in ITSM.

If you want to migrate Priority and Impact values you need to create your own import mapping for them. You will need to decide what Service Desk values the ITSM values should be mapped to.

When mapping priority and impact codes it is important to realize that Service Desk items use only one code range for Priority codes and one code range for Impact codes. In ITSM it is possible to have a code range for each module, for example a service call, problem, and change can all have a different set of priority and impact codes. Before importing it is

important to check that the import and priority codes in ITSM are mapped to existing Service Desk Priority and Impact codes. If the codes are not mapped correctly you will need to map the values for those attributes. Refer to the HP OpenView Service Desk 4.5: Data Exchange Administrator's Guide for information on import mapping.

NOTE   An alternative to modifying the value mapping, is to change your values in the ITSM database.

Migrating Variable Fields

The default mapping provided for migration contains an example export configuration file ITSM_Varfields.inithat can be modified for exporting and importing variable fields. If you have added or changed the variable fields in ITSM you will need to modify the example configurable extractor ITSM_Varfields.ini, and create an import mapping in Service Desk. It may also be necessary to add fields in Service Desk before you import your ITSM variable fields. For example, if you migrate the field extra information from the service call class in ITSM to the field extra infoin Service desk you will need to adjust the ITSM_Varfields.inifile.

The following examples show the unchanged file with the areas to be changed marked in bold. The first example shows a portion of the unchanged ITSM_Varfields.ini file. The second example shows the modifications made to export the variable field extra information.

This example is a portion of the ITSM_Varfields.inifile, the file supplied with the migration includes every entity, (service call, change, problem, work order, organization, department, contact, employee, configuration item), and every type of variable field (char, code, date, lower, upper, money, number).

EXAMPLE 1

```
[DSN]

NAME=ODBC data source name, (default is "migration")

USR=login name of user who owns the data source tables
and views (default is "itsm_user")

PWD=Database user's password (default is "itsm_user")

[SYSTEM]
```

```
LOG=TRUE

XML=TRUE

LOG_FILE=C:\ITSM_Varfields.log

XML_OUTPUT_FILE=C:\ITSM_Varfields.xml

APPLICATION_NAME=ITSM

[CLASSES]

NAME= SC_CHAR, …
```

The following example class is for variable fields of Service calls of type CHAR. During import use SOURCE_ID to search for items by ID.

```
[SC_CHAR]

SOURCE=  [VARIABLE_FIELD], [VARIABLE_VALUE],
         [APP_CODE_TEXTS]

ATT=     [SOURCE_ID], [FIELD_VALUE]

COLUMNS= [VARIABLE_VALUE].[ID1] AS [SOURCE_ID],

         [VARIABLE_VALUE].[COLUMN_VALUE] AS
         [FIELD_VALUE]

CONDITION=
         [VARIABLE_FIELD].[CATEGORY]=[VARIABLE_VALUE].
         [CATEGORY]AND[VARIABLE_FIELD].[ID]=[VARIABLE_VA
         LUE].[COLUMN_NUMBER] AND
         [VARIABLE_FIELD].[CATEGORY]=TO_CHAR([APP_CODE_T
         EXTS].[COX_COD_ID]) AND
         ([APP_CODE_TEXTS].[COX_LNG_ID]='GB' OR

         [APP_CODE_TEXTS].[COX_LNG_ID] IS NULL) AND

         [APP_CODE_TEXTS].[COX_SEARCHCODE]='SC' AND

         [VARIABLE_FIELD].[ID]=Field_ID

LOADTABLE= TRUE
```

1. Changing the class names in the ini file is optional. It may make it easier to identify the variable fields you are importing. You can give classes any name you want but the two instances must match. In the second example we have renamed the class SC_EXTRAINFO. This is

what the variable field will be called in the XML file after export. This is the external term you will need to map to a Service Desk field.

2. Replace Field_ID in the CONDITION section with the ID of the variable field you want to import from ITSM. The field we are exporting in the second example has ID 10. For the variable field of configuration items, you need to fill in the Field_ID as well as the search codes for the variable fields that belong to your three CI subcategories. If you do not want to migrate a subcategory, replace the search code by IS NULL. If you will not be using a subcategory-value, completely remove the following condition:

```
[ACT...].[COX_SEARCHCODE]='Subcategory..._searchcode'
```

The following code example shows how the classes section of the ITSM_Varfields.ini file was changed to export the variable field called extra information:

EXAMPLE 2

```
[CLASSES]

NAME= CL_VARFIELD_SC_EXTRAINFO

[CL_VARFIELD_SC_EXTRAINFO]

SOURCE=  [VARIABLE_FIELD], [VARIABLE_VALUE],
         [APP_CODE_TEXTS]

ATT=     [SOURCE_ID], [FIELD_VALUE]

COLUMNS= [VARIABLE_VALUE].[ID1] AS [SOURCE_ID],

         [VARIABLE_VALUE].[COLUMN_VALUE] AS
         [FIELD_VALUE]

CONDITION=
         [VARIABLE_FIELD].[CATEGORY]=[VARIABLE_VALUE]
.        [CATEGORY] AND
         [VARIABLE_FIELD].[ID]=[VARIABLE_VALUE].[COLU
         MN_NUMBER] AND

         [VARIABLE_FIELD].[CATEGORY]=TO_CHAR([APP_COD
         E_TEXTS].[COX_COD_ID]) AND
         ([APP_CODE_TEXTS].[COX_LNG_ID]='GB' OR

         [APP_CODE_TEXTS].[COX_LNG_ID] IS NULL) AND

         [APP_CODE_TEXTS].[COX_SEARCHCODE]='SC' AND
```

```
                       [VARIABLE_FIELD].[ID]=10
```

LOADTABLE= TRUE

To locate the ID number for your variable field in ITSM, from the System menu select General and then Variable fields. The ID number is visible in the left portion of the Variable fields dialog box, in the Nr: column:

Figure 3-5   Variable field ID number
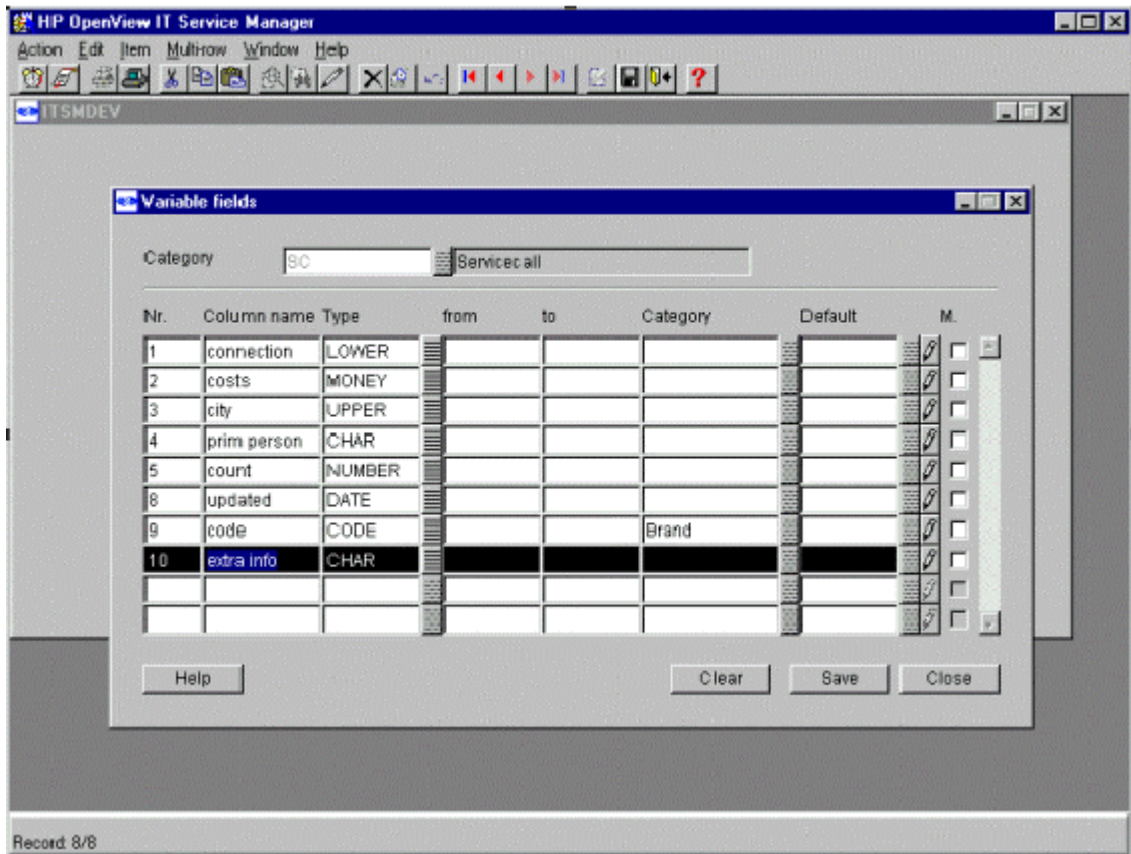
3. The variable field extra info does not exist in Service Desk. You can map the variable field to an existing field in Service Desk with a different name, or add a custom field in Service Desk. The type of

field you create can be important, for example variable fields of the type Money in ITSM may contain a dot as separator, and need to be migrated to a Text type field in Service Desk. To create custom fields:

a. From the Tools menu; select System.

b. In the Administrator console navigate to the correct file by clicking Data, then Custom Fields, and then Service Call.

c. Adjust the dialog box as shown in the following example. Additional information on how to create custom fields and add fields to forms can be found in the online help:

Figure 3-6   Service call custom fields
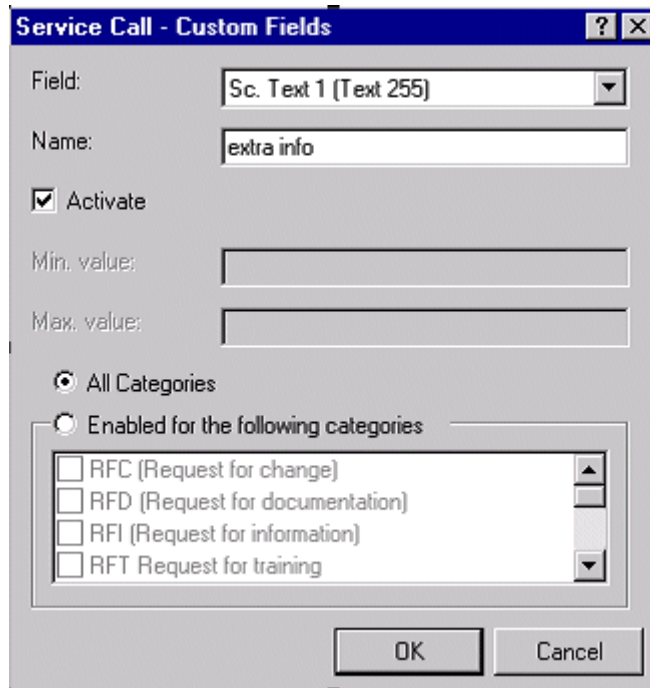
4. Create an import mapping for ITSM_Varfields, for example:

a. Map CL_VARFIELD_SC_EXTRAINFO to Service Call, using template ITSMDummy.

b. Relate SOURCE ID to ID as a binding key (unique key). This will find the correct service call. For Service calls, Changes, Problems and Work orders, map SOURCE_ID to ID. For Contacts, Employees, Organizations, Departments and Configuration items map SOURCE_ID to Source ID.

c. Relate extra info to FIELD_VALUE, using additional value mapping if you want

Figure 3-7   Custom fields
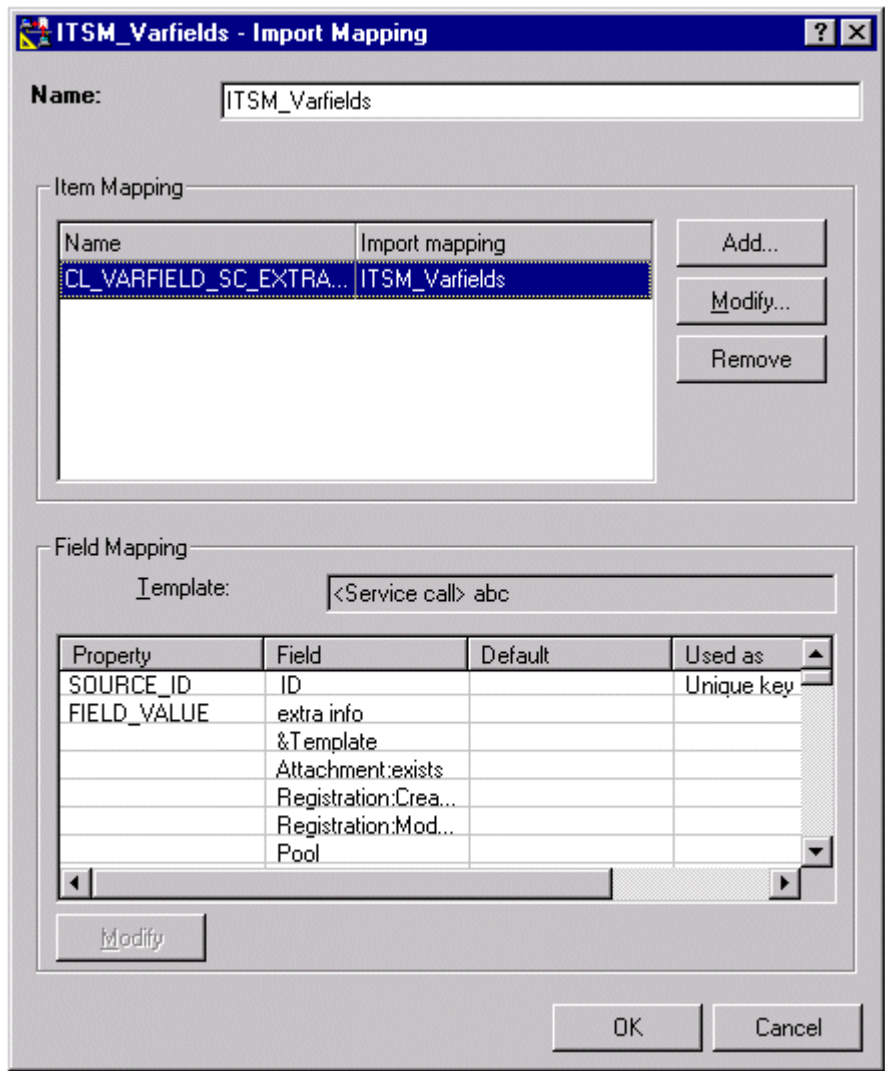
You can create a Data Exchange Task to export and import the variable
fields. For information on creating a Data Exchange Task see "Creating
Data Exchange Tasks" in the HP OpenView Service Desk 4.5 Data
Exchange Administrator's Guide.

Order of Migration

We recommend executing the tasks to import data one at a time, in the following order for optimum results. The following table contains the configuration file names, import mapping names and description of the data they are configured to migrate:

Table 3-4   **Configuration file information**

Export Configuration file	Import mapping	Description
ITSM_Pools.ini	ITSM_Pools	Pools
ITSM_Accounts.ini	ITSM_Accounts	Accounts
ITSM_Organization.ini	ITSM_Organization	Contacts, External organizations (companies), Internal organizations (departments), Employees
ITSM_Cmdb.ini	ITSM_Cmdb	Configuration items
ITSM_Services.ini	ITSM_Services	Services
ITSM_ServiceLevel.ini	ITSM_ServiceLevel	Service Levels
ITSM_SLA.ini	ITSM_SLA	Service Level Agreements
ITSM_Freedays.ini	ITSM_Freedays	Freedays
ITSM_Servicecalls.ini	ITSM_Servicecalls	Servicecalls
ITSM_Problems.ini	ITSM_Problems	Problems
ITSM_Changes.ini	ITSM_Changes	Changes
ITSM_Workorders.ini	ITSM_Workorders	Workorders
ITSM_Checklist.ini	ITSM_Checklist	Checklist
ITSM_Varfields.ini	ITSM_Varfields	Varfields

NOTE   Due to differences between ITSM 5.6 and ITSM 5.7 there are two
                different export configuration files available for the Organization and
                Workorder modules. One for ITSM 5.6 users and one for ITSM 5.7 users.
                There is only one import mapping required.

Exporting ITSM Data

The migration tasks, can be run individually to migrate the parts of ITSM you want in Service Desk or as a group. We recommend you run each task individually, and check the log file for errors before importing running the import task.

To export data from ITSM, from the Tools menu select System, open the Data folder and double-click the task you want to execute, for example if you want to export service calls then double-click the task "ITSM_Servicecalls":

1. In the Data Exchange dialog box, select Export data from a storage device.

2. Enter the ITSM_*.ini file configured for the data exchange task you want to execute.

3. Enter the name of the exported file. This will be the name of the XML file created by the export process. For example, ITSM_Servicecalls.xml.

4. Clear all other fields and click OK at the bottom of the screen to export.You can also export from the command line with:

```
sd_export <config file> <log file> <xml file>
```

NOTE   When migrating data we recommended that you execute the data exchange tasks in the sequence specified.

Checking for Errors After Exporting

There are two ways to check for errors. One is to check the log file, this can be viewed at any time either during or after the export. Syntax errors that prevent data from being exported properly will show up in the log file. You can also use the Viewer, to view the data exported from ITSM before you import it into Service Desk. The Viewer in Data Exchange converts the XML file to HTML format and presents it in an object-tree format. To view exported data files:

1. In the Data Exchange dialog box, enter the XML file you want to view, and click View.

2. Verify that all items you want to import where exported correctly.

3. Compare the file with the import mapping. Only correctly mapped entities, attributes and values will be mapped.

NOTE   IExplorer is used to view XML files. Iexplorer will try to load the whole file in memory, causing a "System running low on virtual memory" warning if the XML files are very big. If your XML files are large open them for viewing in a text editor instead.

Importing ITSM Data

After you have performed a task to export your ITSM data into an XML file and have checked it, you are ready to import it into Service Desk. You could select to export and import the task at one time, but that will not allow you the opportunity to check that your data was exported correctly before you import it. You can run the import data task from the Data Exchange dialog box by selecting the Tools menu, then System, open the Data directory and double click on the task you want to execute. A task is available for all major areas of the migration process. For example, tasks exist for you to export and import service calls, and another task exists for Service Level Agreements. When you double-click a task it will be opened in the Data Exchange dialog box with the default task information already filled in the fields. The following fields should be filled for importing data:

1. Name field. This is the name of the exported file. This will be the name of the XML file created by the export process.

2. Select the Import data into the Service Desk database check box.

3. Enter the Account established for importing data from ITSM. For importing the data, you must fill in the migration-user password "migration".

4. In the Import Mapping field, enter the name of the import mapping created for this task.

5. Select the Debug check box to create a detailed log file while importing.

6. Clear all other fields and click OK at the bottom of the screen to import.

7. You can also import from the command line with: `sd_import <input file> <username/password> <mapping> debug <import log> <tempdir>`

For additional information on importing data, see "Importing Data in Batches" in the HP OpenView Service Desk 4.5 Data Exchange Administrator's Guide.

NOTE	Running the pre-migration.script creates a special migration account for you to use.

This migration account provides additional access to the Service Desk database that is needed for migrating. Do not use this account for purposes other than migration.

Verifying the Data Migration

You can evaluate the status of the migration by looking at the log file and the error log file during and after exchanging data. The log files are located in data_exchange\log after they are created. To create a detailed log, select the Debug mode in the Data Exchange dialog box for each task. When the export process is completed, the sentence Extractor finished will appear in the log file. When the import process is finished, the sentence Finished loading relations at… will be shown in the log file.

Running the Post- Migration Action

The Post_migration action must be run on the Service Desk database after the migration has been completed. It drops the indexes that were created in the pre-migration script and resets all necessary settings.

NOTE   All errors will be logged in the file dbconfconsole.log. This file will be created at the location where you are running the script

The action performs the following tasks:

- Drops the indexes that were created in the pre-migration action on the following tables:

   `rep_accounts (on acc_loginname), itsm_persons (on per_sourceid),`

   `itsm_configuration_items (on cit_sourceid), itsm_services (on srv_sourceid),`

   `itsm_organizations (on org_sourceid) and itsm_workgroups (on wog_sourceid)`

- Changes the following settings: puts the ID After Creation setting to "on"
- Gives all migrated accounts the password "itsm"
- Switches the account field of an Account to "mandatory".

The diagram below shows the flow of the post-migration action.

Figure 3-8   **Post migration action**
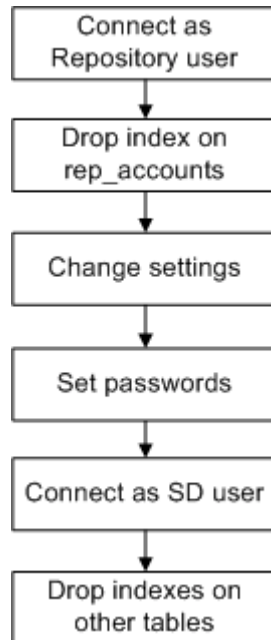
Parallel import option

Import sessions can be time consuming. An option to speed up the import process is the use of parallel import sessions. A general approach of setting up parallel import sessions can be found in the "HP OpenView Service Desk 4.5 Data Exchange Administrator's Guide". This section will explain the steps needed to use the parallel mechanism for the migration.

About the Parallel Import Process

The parallel import process cannot be used from the user interface. Therefore command line and/or scripts are needed. This means the parallel import is more complex compared with a single import session.

The most import reason to use the parallel import option is because of time saving. One should consider the following disadvantages:

*   More hardware required

*   More Service Desk installations

- Higher complexity of the process

- Command line / script approach

If you decide to use the option the following import tasks will be of interest because they are often large files containing many of the same class items:

ITSM_Organizations, ITSM_Cmdb, ITSM_Servicecalls.

Using The parallel option

Parallel processing requires synchronization between dependent classes. Example: Before one can import the members of a workgroup, all persons have to be imported. Within the context of a single import process, this dependency is defined in the sequence of extracted classes. The parallel import process is XML-file orientated, each object in the XML-file should be independent of all other objects within the context of the file. In the prescribed example, there should be two XML-files, one with the persons and one with the workgroups. In the migration, one doesn't need to determine all these dependencies manually: the export process has an option that overrules the name of the XML file to output an XML file per class.

The option (in the [SYSTEM] section) is:

`CLASS_TO_XML=TRUE`

This option results in one XML file per class.

For example, the output of the extraction of: ITSM_Servicecalls (in the directory "C:\Program Files\Hewlett-Packard\OpenView\ServiceDesk\4.5\Client\data_exchange\xml\") would be:

CL_CODE_SC_CAT.xml

CL_CODE_SC_CLO.xml

CL_CODE_SC_INC.xml

CL_CODE_SC_MED.xml

CL_CODE_SC_STA.xml

CL_SERVICECALL.xml

CL_SC_HISTORY.xml

CL_SC_HISTORY_INFO.xml

CL_SC_CAUSEDBY_RELTYPE.xml

CL_SC_RELATED_RELTYPE.xml

Each of these XML files can be processed with the parallel option.

Configuring Script Files

Two script files are needed. One that starts up each "master-session" and one to startup a "client-session".

The Master Sessions:

The master session script file should contain a separate entry for each class (that is not a child class) to import. The sequence is determined in the NAME tag of the section [CLASSES] of the export configuration file.

A sample script file for ITSM_Servicecalls:

```
REM
REM @(#)$Workfile: ImportMasterSample.bat $
REM
REM Import Master Sample Script file, based on
    ITSM_Servicecalls.
REM Inside ITSM_Servicecalls.ini one finds the following
entry:
REM
REM [CLASSES]
REM NAME= CL_CODE_SC_CAT, \
REM CL_CODE_SC_CLO, \
REM CL_CODE_SC_INC, \
REM CL_CODE_SC_MED, \
REM CL_CODE_SC_STA, \
REM CL_SERVICECALL, \
REM CL_SC_HISTORY, \
REM CL_SC_HISTORY_INFO, \
REM CL_SC_CAUSEDBY_RELTYPE, \
```

```
REM CL_SC_RELATED_RELTYPE

REM

REM None of these classes is a child class (i.e.: no
parent     child relations are

REM defined). So each class needs a separate entry of
    sd_import.

REM For an extensive description of the sd_import
    parameters see the

REM Data Exchange Guide.

REM Define the bin directory of SD

SET BINPATH=Adjust to the installation\bin path of SD

REM Define the application server to be used

SET SERVER=Adjust to application server

REM Define the full path to the shared directory

SET DATA_EXCHANGE=Adjust to your shared directory

REM Define the right import mapping

SET MAPPING=ITSM_Servicecalls

REM Define Login

SET USER=migration

SET PASSWD=migration

REM Pack the command including the shared arguments

SET COMMAND=%BINPATH%\sd_import %USER% %PASSWD% %SERVER%
"- parallel=%DATA_EXCHANGE%" -mapping=%MAPPING%

REM shorten the log dir argument

SET LOG_DIR=-logfile=%DATA_EXCHANGE%\log

%COMMAND% "-data=CL_CODE_SC_CAT.xml"
"%LOG_DIR%\CL_CODE_SC_CAT.log"

%COMMAND% "-data=CL_CODE_SC_CLO.xml"
"%LOG_DIR%\CL_CODE_SC_CLO.log"

%COMMAND% "-data=CL_CODE_SC_INC.xml"
"%LOG_DIR%\CL_CODE_SC_INC.log"
```

```
%COMMAND% "-data=CL_CODE_SC_MED.xml"
"%LOG_DIR%\CL_CODE_SC_MED.log"

%COMMAND% "-data=CL_CODE_SC_STA.xml"
"%LOG_DIR%\CL_CODE_SC_STA.log"

%COMMAND% "-data=CL_SERVICECALL.xml"
"%LOG_DIR%\CL_SERVICECALL.log"

%COMMAND% "-data=CL_SC_HISTORY.xml"
"%LOG_DIR%\CL_SC_HISTORY.log"

%COMMAND% "-data=CL_SC_HISTORY_INFO.xml"

"%LOG_DIR%\CL_SC_HISTORY_INFO.log"

%COMMAND% "-data=CL_SC_CAUSEDBY_RELTYPE.xml"

"%LOG_DIR%\CL_SC_CAUSEDBY_RELTYPE.log"
```

Each sd_import command consists of one line, including all of its
parameters.

The Client Session

The script file for the client session is much simpler. The master supplies
clients with work. A client only needs to know the shared directory.

```
REM

REM @(#)$Workfile: ImportClientSample.bat $

REM Import Client Sample Script file

REM Define the bin directory of SD

SET BINPATH=Adjust to the installation\bin path of SD

REM Define the application server to be used

SET SERVER=Adjust to application server

REM Define the full path to the shared directory

SET DATA_EXCHANGE="Adjust to your shared directory"

REM Define Login

SET USER=migration

SET PASSWD=migration

REM Pack the command including the shared arguments
```

```
SET COMMAND=%BINPATH%\sd_import %USER% %PASSWD% %SERVER%
"- parallel=%DATA_EXCHANGE%"
```

REM Execute the client import session

REM One import session serves multiple master sessions

```
%COMMAND%
```

**The sample script files can be found in:
<ProductPath>\Migrations\Itsm\ParallelImport**

Tips and Troubleshooting

This section contains additional problem-solving information, along with a few tips that may or may not be useful for you during the migration process. Refer to the readme file for additional information. If you experience poor performance when exporting, it is possible that an equipment fault is to blame. To isolate the problem check the following items in this order:

1. Database
2. Network
3. Application server

If you experience performance problems when importing, check the following in this order:

1. Application server
2. Network
3. Database

Memory Problems

If you encounter memory problems when exporting from ITSM to the XML file, the export configuration files can be adapted as follows: Replace "LOADTABLE=TRUE" with "LOADTABLE=FALSE" for every table that causes memory problems. The export process will take longer, but it will use less memory. The attribute: LOADTABLE, is used to specify whether the records are cached in memory to process parent-child relations faster, or queries are run for each parent to find its children.

Low Import Speeds for CIs

You have noticed that it takes a number of seconds to import one CI. A possible problem is that there is a CI to almost every other CI, an example of this being a floppy disk drive being related to hundreds of computers. This situation will result in a large result set when the relations are assured. If the database is not allowed to cache this kind of query the result is a low performance.

This situation can be traced in the following way, assuming that the database is running on a different host than the application server and/or client.

1. CPU of the application server and client are low

2. CPU of the database server is slow.

3. Check the IO access of the database server, if it is high it is almost certain that there is a prepetative query with a large result set that is not being cached.

Message in Logfile

There is a message in the log file that "Insertion of item (ID=...) because the required fields (fieldname=....) are missing"

Although this message is technically correct the real reason for the error can be found earlier.

Data exchange has the behavior that if an item has a relation to another item and that item doesn't exist it will be created. However if the item has a required field it is almost certain that the insertion of the item will fail.

In general the item should have existed in the import process so some backward tracing is required.

1. Use the ID in the XML file to look for the appropriate item and identify the value that caused the message to appear. If the value looks reasonable the remaining question is why isn't it the database.

2. Determine where the item should have been created, fetch the ISD from the XML file, open the import log of the XML file and search for the ID. If a message stating that the item has not been created the "required field missing" message is caused by the first failure.

A Mapping Overview with Field Lengths

Here you find a complete overview of all fields migrated from ITSM to Service Desk. Field lengths are noted, to identify the cases in which

truncating should be done.

Table A-1   Pools

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
DATA_SET	DESCRIPTION	50	CL_POOL	TEXT	Pool	Text	255

Table A-2   Organization

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
APP_CODE_TEXTS SPECIALIST_GROUP	APP_CODE_TEXTS.COX_TEXT	30	CL_CODE_WORKGROUP	TEXT	Workgroup	Name	50
	APP_CODE_TEXTS.COX_SEARCHCODE	10		SEARCHCODE		Searchcode	50
	APP_CODE_TEXTS.COX_COD_ID	10		SOURCE_ID		Source ID	80
SPECIALIST_GROUP	'EMP' + SGR_EMPLOYEE		CL_WORKGROUP_EMP	EMP_ID	Person	use to search Person	
				Parent		use to search Members:Workgroup	
APP_CODE_TEXTS	COX_TEXT	30	CL_CODE_ORG_LOC	TEXT	Location	Searchcode	50
ADDRESS	VISITING_ADDRESS1	30	CL_ADDRESS_EXTORG_VISITING	STREET1	Address	Street1	50
	VISITING_ADDRESS2	30		STREET2		Street2	50
	VISITNG_ZIPCODE	30		ZIP		Zip/Postal code	50
	VISITING_CITY	30		CITY		City	50
	VISTING_REGION	30		STATE		State/Province	50
	COUNTRY	30		COUNTRY		Country/Region	50
	'EO' + ID	2 + 10		ORG_ID		use to search Organization	
	'BUSINESS'			TYPE		Address type	
ADDRESS	POSTAL_ADDRESS1	30	CL_ADDRESS_EXTORG_POSTAL	STREET1	Address	Street1	50
	POSTAL_ADDRESS2	30		STREET2		Street2	50
	POSTAL_ZIPCODE	30		ZIP		Zip/Postal code	50
	POSTAL_CITY	30		CITY		City	50
	POSTAL_REGION	30		STATE		State/Province	50
	COUNTRY	30		COUNTRY		Country/Region	50

Table A-2   Organization (Continued)

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
	'EO' + ID	2 + 10		ORG_ID		use to search Organization	
	'MAIL'			TYPE		Address type	
ADDRESS	ADDRES.TELEPHONE1	30	CL_TEL_EXTORG1	TELNO	Telephone	Number	30
	'EO' + ADDRES.ID	2 + 10		ORG_ID		use to search Organization	
	'BUSINESS'			TYPE		Type	
ADDRESS	ADDRES.TELEPHONE2	30	CL_TEL_EXTORG2	TELNO	Telephone	Number	30
	'EO' + ADDRES.ID	2 + 10		ORG_ID		use to search Organization	
	'BUSINESS'			TYPE		Type	
ADDRESS	ADDRES.TELEPHONE3	30	CL_TEL_EXTORG3	TELNO	Telephone	Number	30
	'EO' + ADDRES.ID	2 + 10		ORG_ID		use to search Organization	
	'BUSINESS'			TYPE		Type	
ADDRESS	ADDRES.FAX	30	CL_TEL_EXTORG4	FAXNO	Telephone	Number	30
	'EO' + ADDRES.ID	2 + 10		ORG_ID		use to search Organization	
	'FAX'			TYPE		Type	
ADDRESS	EMAIL	80	CL_EXT_ORGANIZATION	EMAIL	Organization	E-mail	80
	NAME1	30		NAME1		Name1	50
	NAME2	30		NAME2		Name2	50
	REMARK	255		REMARK		Remark	255
	SEARCHCODE	10		SEARCHCODE		Search code	50
	'EO' + ID	2 + 10		ORG_ID		Source ID	80
	'EXTERNAL'			CATEGORY		Category	
	'ACTIVE'			STATUS		Status	
ORGANIZATION	'EO' + ADDRESS	2 + 10	CL_EXT_ORGANIZATION_RELATION	ORG_ID	Organization	use to search Organization	
	'EO' + PARENT	2 + 10		PARENT_ID		use to search Parent	
ORGANIZATION_UNIT	TELEPHONE	30	CL_TEL_INTORG1	TELNO	Telephone	Number	30
	'IO' + ID	2 + 10		ORG_ID		use to search Organization	
	'BUSINESS'			TYPE		Type	
ORGANIZATION_UNIT	FAX	30	CL_TEL_INTORG2	FAXNO	Telephone	Number	30

Table A-2   Organization (Continued)

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
	'IO' + ID	2 + 10		ORG_ID		use to search Organization	
	'FAX'			TYPE		Type	
ORGANIZATION_UNIT	NAME	50	CL_INT_ORGANIZATION	NAME	Organization	Name1	50
	REMARK	255		REMARK		Remark	255
	SEARCHCODE	10		SEARCHCODE		Search code	50
	'IO' + ID	2 + 10		ORG_ID		Source ID	80
	'INTERNAL'			CATEGORY		Category	
	'ACTIVE'			STATUS		Status	
ORGANIZATION_UNIT	'IO' + ID	2 + 10	CL_INT_ORGANIZATION_RELATION	ORG_ID	Organization	use to search Organization	
	'IO' + PARENT	2 + 10		PARENT_ID		use to search Parent	
CONTACT ADDRESS APP_CODE_TEXTS	ADDRESS.EMAIL	80	CL_CONTACT	EMAIL	Person	E-mail	80
	CONTACT.FIRST_NAME	20		FULLNAME_FIRSTNAME		Full name: First name	50
	ADDRESS.NAME1	30		FULLNAME_LASTNAME		Full name: Last name	50
	CONTACT.TITLE1	20		FULLNAME_TITLE		Full name: Title	50
	CONTACT.BIRTHDAY			BIRTHDAY		Date of Birth	
	ACT.COX_TEXT	30		GENDER		Gender	
	CONTACT.INITIALS	20		INITIALS		Initials	50
	ACT.COX_TEXT	30		JOBTITLE		Job title	50
	CONTACT.ATTN ADDRES.NAME1	60 30		NAME		Name	50
	'EO' + CONTACT.ORGANIZATION	2 + 10		ORG_ID		use to search Organization	
	ADDRESS.REMARK	255		REMARK		Remark	255
	ADDRESS.SEARCHCODE	10		SEARCHCODE		Search code	50
	'CON' + CONTACT.ADDRESS	3 + 10		CONTACT_ID		Source ID	80
	'CONTACT'			CATEGORY		Category	
	'ACTIVE'			STATUS		Status	
ADDRESS CONTACT	ADDRESS.VISITING_ADDRESS1	30	CL_ADDRESS_CONTACT_VISITING	STREET1	Address	Street1	50

Table A-2   Organization (Continued)

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
	ADDRESS.VISITING_ADDRESS2	30		STREET2		Street2	50
	ADDRESS.VISITNG_ZIPCODE	30		ZIP		Zip/Postal code	50
	ADDRESS.VISITING_CITY	30		CITY		City	50
	ADDRESS.VISTING_REGION	30		STATE		State/Province	50
	ADDRESS.COUNTRY	30		COUNTRY		Country/Region	50
	'CON' + ADDRESS.ID	3 + 10		CONTACT_ID		use to search Person	
	'BUSINESS'			TYPE		Address type	
ADDRESS CONTACT	ADDRESS.POSTAL_ADDRESS1	30	CL_ADDRESS_CONTACT_POSTAL	STREET1		Street1	50
	ADDRESS.POSTAL_ADDRESS2	30		STREET2		Street2	50
	ADDRESS.POSTAL_ZIPCODE	30		ZIP		Zip/Postal code	50
	ADDRESS.POSTAL_CITY	30		CITY		City	50
	ADDRESS.POSTAL_REGION	30		STATE		State/Province	50
	ADDRESS.COUNTRY	30		COUNTRY		Country/Region	50
	'CON' + ADDRESS.ID	3 + 10		CONTACT_ID		use to search Person	
	'MAIL'			TYPE		Address type	
ADDRESS CONTACT	ADDRES.TELEPHONE1	30	CL_TEL_CONTACT1	TELNO	Telephone	Number	30
	'CON' + ADDRES.ID	3 + 10		CONTACT_ID		use to search Person	
	'BUSINESS'			TYPE		Type	
ADDRESS CONTACT	ADDRES.TELEPHONE2	30	CL_TEL_CONTACT2	TELNO	Telephone	Number	30
	'CON' + ADDRES.ID	3 + 10		CONTACT_ID		use to search Person	
	'BUSINESS'			TYPE		Type	
ADDRESS CONTACT	ADDRES.TELEPHONE3	30	CL_TEL_CONTACT3	TELNO	Telephone	Number	30
	'CON' + ADDRES.ID	3 + 10		CONTACT_ID		use to search Person	
	'HOME'			TYPE		Type	
ADDRESS CONTACT	ADDRES.FAX	30	CL_TEL_CONTACT4	FAXNO	Telephone	Number	30
	'CON' + ADDRES.ID	3 + 10		CONTACT_ID		use to search Person	

Table A-2   Organization (Continued)

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
	'FAX'			TYPE		Type	
EMPLOYEE	PRIVATE_ADDRESS	30	CL_ADDRESS_EMP	ADDRESS	Address	Street1	50
	PRIVATE_ZIPCODE	30		ZIP		Zip/Postal code	50
	PRIVATE_CITY	30		CITY		City	50
	PRIVATE_REGION	30		REGION		Country/Region	50
	'EMP' + ID	3 + 10		EMP_ID		use to search Person	
	'HOME'			TYPE		Address type	
EMPLOYEE	TELEPHONE1	30	CL_TEL_EMP1	TELNO	Telephone	Number	30
	'EMP' + ID	3 + 10		EMP_ID		use to search Person	
	'BUSINESS'			TYPE		Type	
EMPLOYEE	TELEPHONE2	30	CL_TEL_EMP2	TELNO	Telephone	Number	30
	'EMP' + ID	3 + 10		EMP_ID		use to search Person	
	'BUSINESS'			TYPE		Type	
EMPLOYEE	PRIVATE_TELEPHONE	30	CL_TEL_EMP3	TELNO	Telephone	Number	30
	'EMP' + ID	3 + 10		EMP_ID		use to search Person	
	'HOME'			TYPE		Type	
EMPLOYEE	FAX	30	CL_TEL_EMP4	FAXNO	Telephone	Number	30
	'EMP' + ID	3 + 10		EMP_ID		use to search Person	
	'FAX'			TYPE		Type	
EMPLOYEE APP_CODE_TEXTS	'EMP' + EMPLOYEE.ID	3 + 10	CL_EMPLOYEE	EMP_ID	Person	Source ID	80
	EMPLOYEE.SEARCHCODE	10		SEARCHCODE		Search code	50
	EMPLOYEE.FIRST_NAME	30		FULLNAME_FIRSTNAME		Full name: First name	50
	EMPLOYEE.NAME	30		FULLNAME_LASTNAME		Full name: Last name	50
	EMPLOYEE.TITLE1	30		FULLNAME_TITLE		Full name: Title	50
	'IO' + EMPLOYEE.ORGANIZATION_UNIT	2 + 10		ORG_ID		use to search Organization	
	ACT.COX_TEXT	30		GENDER		Gender	
	EMPLOYEE.REMARK	70		REMARK		Remark	255
	ACT.COX_TEXT	30		LOCATION_SEARCHTEXT		use to search Location	

Table A-2   Organization (Continued)

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
	EMPLOYEE.INITIALS	30		INITIALS		Initials	50
	EMPLOYEE.ATTN EMPLOYEE.NAME	60 30		NAME		Name	50
	EMPLOYEE.BIRTHDAY			BIRTHDAY		Date of Birth	
	EMPLOYEE.EMAIL	80		EMAIL		E-mail	80
	'EMPLOYEE'			CATEGORY		Category	
	'ACTIVE'			STATUS		Status	
	ACT.COX_TEXT	30		JOBTITLE		Job title	50
EMPLOYEE	'EMP' + ID	3 + 10	CL_EMPLOYEE_ACTIVE	EMP_ID	Person	use to search Person	80
	'ACTIVE'			STATUS		Status	
EMPLOYEE	'EMP' + ID	3 + 10	CL_EMPLOYEE_INACTIVE	EMP_ID	Person	use to search Person	80
	'INACTIVE'			STATUS		Status	
ORGANIZATION_UNIT	'IO' + ID	2 + 10	CL_INTORG_MANAGER_REL ATION	OU_ID	Organization	use to search Organization	
	'EMP' + HEAD	3 + 10		MANAGER_ID		use to search Manager	

Table A-3   Accounts

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
APP_LOGIN_USER EMPLOYEE SPECIALIST	APP_LOGIN_USER.LUS_ LOGIN_NAME	30	CL_ACCOUNT_LICENSED	LOGIN_NAME	Account	Login name	40
	APP_LOGIN_USER.LUS_ LOGIN_NAME	30		DISPLAY_NA ME		Display name	50
	'FALSE'			SSP_ACCOUN T		SSP/Integrations account	
	'FALSE' 'TRUE'			BLOCKED		Blocked	
APP_LOGIN_USER EMPLOYEE SPECIALIST	APP_LOGIN_USER.LUS_ LOGIN_NAME	30	CL_ACCOUNT_UN LICENSED	LOGIN_NAME	Account	Login name	40
	APP_LOGIN_USER.LUS_ LOGIN_NAME	30		DISPLAY_NA ME		Display name	50
	'TRUE'			SSP_ACCOUN T		SSP/Integrations account	
	'FALSE' 'TRUE'			BLOCKED		Blocked	

Table A-4   Cmdb

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
Cmdb							
APP_CODE_TEXTS	COX_TEXT	30	CL_CODE_CI_MAINCAT	TEXT	CI Category	Text	255
CI_CATEGORY APP_CODE_TEXTS	CI_CATEGORY. DESCRIPTION	30	CL_CODE_CI_CAT	TEXT	CI Category	Text	255
	APP_CODE_TEXTS.COX_TEXT	30		PARENT_SEARCHTEXT		use to search Parent	
CI_SUBCATEGORY CI_CATEGORY	CI_SUBCATEGORY. DESCRIPTION	30	CL_CODE_CI_SUBCAT	TEXT	CI Category	Text	255
	CI_CATEGORY. DESCRIPTION	30		PARENT_SEARCHTEXT		use to search Parent	
APP_CODE_TEXTS APP_CODES	APP_CODE_TEXTS.COX_TEXT	30	CL_CODE_CI_STA	TEXT	CI Status	Text	255
	APP_CODES.COD_ORDERING	10		ORDERING		Ordering	int
APP_CODE_TEXTS	COX_TEXT	30	CL_CODE_CI_BRAND	TEXT	Brand	Text	255
CONFIGURATION	LOCATION1	30	CL_CODE_CI_LOC1	TEXT	Location	Searchcode	50
CONFIGURATION	LOCATION2	30	CL_CODE_CI_LOC2	TEXT	Location	Searchcode	50
APP_CODE_TEXTS APP_CODES	APP_CODE_TEXTS.COX_TEXT	30	CL_CODE_CI_RELTYPE	TEXT	CI relation type	Text	255
	APP_CODES.COD_ORDERING	10		ORDERING		Ordering	int
CONFIGURATION APP_CODE_TEXTS CI_CATEGORY CI_SUBCATEGORY DATA_SET	CONFIGURATION.ID	10	CL_CI	CI_ID	Configuration Item	Source ID	80
	'EMP' + CONFIGURATION.ADMINISTRATOR 'CON' + CONFIGURATION.ADMINISTRATOR	3 + 10		ADMIN_PERSON_ID		use to search Admin. Person	
	'IO' + CONFIGURATION.ADMINISTRATOR 'EO' + CONFIGURATION.ADMINISTRATOR	2 + 10		ADMIN_ORG_ID		use to search Admin. Org.	
	ACT.COX_TEXT	30		BRAND_SEARCHTEXT		use to search Brand	
	CI_SUBCATEGORY.CODE CI_CATEGORY.CODE ACT.COX_TEXT	10 10 30		CATEGORY_SEARCHTEXT		use to search Category	

Table A-4 Cmdb **(Continued)**

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
	CONFIGURATION.LOCATION1 CONFIGURATION.LOCATION2	30 30		LOCATION_SEARCHTEXT		use to search Location	
	CONFIGURATION.NAME1	50		NAME1		Name 1	255
	CONFIGURATION.NAME2	50		NAME2		Name 2	255
	CONFIGURATION.ORDER_NUMBER	10		ORDER_NO		Order number	50
	'IO' + CONFIGURATION.OWNER 'EO' + CONFIGURATION.OWNER	10		OWNER_ORG_ID		use to search Owner Org.	
	CONFIGURATION.PRICE	10		PRICE		Price	10
	CONFIGURATION.PURCHASE_DATE			PURCHASE_DATE		Purchase date	
	CONFIGURATION.REMARK	255		REMARK		Remark	255
	CONFIGURATION.CODE	10		SEARCHCODE		Search code	80
	CONFIGURATION.SERIAL_NUMBER	50		SERIAL_NO		Serial Number	50
	ACT.COX_TEXT	30		STATUS_SEARC HTEXT		use to search Status	
	'EO' + CONFIGURATION.SUPPLIER	2 + 10		SUPPLIER_ID		use to search Supplier	
	CONFIGURATION.WARRENTY_DATE			WARRANTY_DATE		Warranty date	
	DATA_SET.DESCRIPTION	50		POOL_SEARCHTEXT		use to search Pool	
	CONFIGURATION.MAX_INST	10		MAX_INST		Max. Installations	int
	TRUE FALSE	10		UNIQUE		Unique	
CI_RELATION APP_CODE_TEXTS	CI_RELATION.CONFIGURATION	10	CL_CI_RELATED	CI_PARENT	CI relation	use to search CI from	
	APP_CODE_TEXTS.COX_TEXT	30		RELTYPE_SEARCHTEXT		use to search CI relation type	
	CI_RELATION.CI	10		CI_CHILD		use to search CI to	
CI_INCLUDE	CONFIGURATION	10	CL_CI_COMPONENT_PARENT	CI_ID	Configuration Item	Source ID	80
CI_INCLUDE	CI	10	CL_CI_COMPONENT_CHILD	CI_ID	Configuration Item	Source ID	80

Table A-4 Cmdb **(Continued)**

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
				Parent		use to search Parent CIs:CI Parent	
CONFIGURATION	'CON' + CI_USER 'EMP' + CI_USER	3 + 10	CL_CI_USER_RELATION_PARENT	PERSON_ID	Person	Source ID	80
CONFIGURATION	ID	10	CL_CI_USER_RELATION_CHILD	CI_ID	Configuration Item	Source ID	80
				Parent		use to search Users:User	

Table A-5 Service

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
APP_CODE_TEXTS APP_CODES	APP_CODE_TEXTS.COX_TEXT	30	CL_CODE_SER_STA	TEXT	Service Status	Text	255
	APP_CODES.COD_ORDERING	10		ORDERING		Ordering	int
SERVICE DATA_SET APP_CODE_TEXTS	SERVICE.SRV_NAME1 SERVICE.SRV_NAME2	50 50	CL_SERVICE	NAME	Service	Name	80
	APP_CODE_TEXT.COX_TXT	30		STATUS_SEARCHTEXT		use to search Status	
	SERVICE.SRV_ID	10		SRV_ID		Source ID	80
	DATA_SET.DESCRIPTION	50		POOL_SEARCHTEXT		use to search Pool	
	SRV_CNF_ID	10		CI_ID		Configuration Item:Configuration Item	
	SERVICE.SRV_DESCRIPTION	2000		DESCRIPTION		Description	80
SUPPORTING_CONFIGURATION	SUP_CNF_ID	10	CL_SERVICE_ASS_CI	CI_ID	Configuration Item	Source ID	80
				Parent		use to search Services:Service	
SERVICE	SRV_CNF_ID	10	CL_SERVICE_CI	CI_ID	Configuration Item	Source ID	80
				Parent		use to search Services:Service	

Table A-6   Service calls

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
APP_CODE_TEXTS	COX_TEXT	30	CL_CODE_SC_CAT	TEXT	Service call Category	Text	255
APP_CODE_TEXTS APP_CODES	APP_CODE_TEXTS.COX_TEXT	30	CL_CODE_SC_CLO	TEXT	Service call Closure code	Text	255
	APP_CODES.COD_ORDERING	10		ORDERING		Ordering	int
APP_CODE_TEXTS	COX_TEXT	30	CL_CODE_SC_INC	TEXT	Service call Classification	Text	255
APP_CODE_TEXTS	COX_TEXT	30	CL_CODE_SC_MED	TEXT	Medium	Text	255
APP_CODE_TEXTS APP_CODES	APP_CODE_TEXTS.COX_TEXT	30	CL_CODE_SC_STA	TEXT	Service call Status	Text	255
	APP_CODES.COD_ORDERING	10		ORDERING		Ordering	int
SERVICECALL DATA_SET APP_CODE_TEXTS APP_LOGIN_USER	DATA_SET.DESCRIPTION	50	CL_SERVICECALL	POOL_SEARCHTEXT	Service call	use to search Pool	
	SERVICECALL.ID	10		SC_ID		ID	10
	SERVICECALL.SER_EVENT_ID	50		SOURCE_ID		Source ID	80
	SERVICECALL.CLOSE_DATETIME			ACT_FINISH		Actual Finish	
	SERVICECALL.CALL_DATE			ACT_START		Actual Start	
	SERVICECALL.DESCRIPTION	70		DESCRIPTION		Description	80
	APP_CODE_TEXTS.COX_TEXT	30		IMPACT_SEARCHTEXT		use to search Impact	
	SERVICECALL.INFORMATION	2000		INFORMATION		Information	4000
	APP_CODE_TEXTS.COX_TEXT	30		PRIORITY_SEARCHTEXT		use to search Priority	
	SERVICECALL.CI	10		CI_ID		use to search Configuration Item	
	'CON' + SERVICECALL.CALLER 'EMP' + SERVICECALL.CALLER	3 + 10		CALLER_ID		use to search Caller	
	APP_CODE_TEXTS.COX_TEXT	30		CATEGORY_SEARCHTEXT		use to search Category	
	APP_CODE_TEXTS.COX_TEXT	30		CLASSIFICATION_SEARCHTEXT		use to search Classification	

Table A-6 Service calls **(Continued)**

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
	APP_CODE_TEXTS.COX_TEXT	30		CLOSURE_SEARCHTEXT		use to search Closure	
	APP_CODE_TEXTS.COX_TEXT	30		MEDIUM_SEARCHTEXT		use to search Medium	
	'EO' + CONTACT.ORGANIZATION	2 + 10		ORG_ID		use to search Organization	
	'IO' + EMPLOYEE.ORGANIZATION_UNIT	2 + 10					
	'EO' + SERVICECALL.CALLER	2 + 10					
	SERVICECALL.SER_SRV_ID	10		SERVICE_ID		use to search Service	
	SERVICECALL.SOLUTION	2000		SOLUTION		Solution	4000
	APP_CODE_TEXTS.COX_TEXT	30		STATUS_SEARCHTEXT		use to search Status	
	'EMP' + SERVICECALL.SPECIALIST	3 + 10		TO_PERSON_SOURCEID		Use to search Assignment:To person	
	SERVICECALL.HD_GROUP	10		TO_GROUP_SOURCEID		Use to search Assignment:To group	
	SERVICECALL.REF_NUMBER	10		REF_NUMBER		Assignment:Reference #	50
	SERVICECALL.REMARK	250		REMARK		Assignment:Infromation from sender	memo
	'EO' + SERVICECALL.RETAINED	2 + 10		TO_ORG_SOURCEID		Use to search Assignment:To external Organization	
	SERVICECALL.CALL_DATE			CREATED		Registration:Created	
	APP_LOGIN_USER.LUS_LOGIN_NAME 'migration'			CREATEDBY_SEARCHTEXT		Use to search Registration:Created by	
	SERVICECALL.CALLERNAME2	30		CONTACT_ORGANIZATION		Contact Organization	40
SERVICECALL	SERVICECALL.ID	10		SC_ID		ID	10
	SERVICECALL.TARGET_DATE			DEADLINE		Deadline	

Table A-6   Service calls **(Continued)**

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS	ACT.COX_SEARCHCODE + ACT.COX_TEXT + EMPLOYEE.FIRST_NAME + EMPLOYEE.NAME CONTACT.FIRST_NAME + ADDRESS.NAME1 ADDRESS.NAME1 + ':' + ACTION		CL_SC_HISTORY	SUBJECT	History Line Servicecall	Subject	255
	PROG_DATE			CREATED		Registration:Created	
	'migration'			CREATEDBY_ SEARCHTEXT		use to search Registration:Created by	
	SERVICE	10		SC_ID		use to search Service call	
PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS	ACT.COX_SEARCHCODE + ACT.COX_TEXT + EMPLOYEE.FIRST_NAME + EMPLOYEE.NAME CONTACT.FIRST_NAME + ADDRESS.NAME1 ADDRESS.NAME1 + ':' + ACTION + '>>'		CL_SC_HISTORY_INFO	SUBJECT	History Line Servicecall	Subject	255
	ACTION	2000		INFORMATION		Information	4000
	PROG_DATE			CREATED		Registration:Created	
	'migration'			CREATEDBY_ SEARCHTEXT		use to search Registration:Created by	
	SERVICE	10		SC_ID		use to search Service call	
DUAL	'Caused by'		CL_SC_CAUSEDBY_RELTYPE	REL_TYPE	Service Event Relation Type	Text	255
	10			ORDERING		Ordering	int
DUAL	'Related to'		CL_SC_RELATED_RELTYPE	REL_TYPE	Service Event Relation Type	Text	255
	20			ORDERING		Ordering	int

Table A-7   Problems

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
APP_CODE_TEXTS	COX_TEXT	30	CL_CODE_PR_CAT	TEXT	Problem Category	Text	255

Table A-7   Problems (Continued)

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
APP_CODE_TEXTS APP_CODES	APP_CODE_TEXTS.COX_TEXT	30	CL_CODE_PR_CLO	TEXT	Problem Closure code	Text	255
	APP_CODES.COD_ORDERING	10		ORDERING		Ordering	int
APP_CODE_TEXTS APP_CODES	APP_CODES_TEXTS.COX_TEXT	30	CL_CODE_PR_STA	TEXT	Problem Status	Text	255
	APP_CODES.COD_ORDERING	10		ORDERING		Ordering	int
APP_CODE_TEXTS	COX_TEXT	30	CL_CODE_PR_COD	TEXT	Problem Classification	Text	255
PROBLEM DATA_SET APP_CODE_TEXTS APP_LOGIN_USER	DATA_SET.DESCRIPTION	50	CL_PROBLEM	POOL_SEARCHTEXT	Problem	use to search Pool	
	PROBLEM.ID	10		PR_ID		ID	10
	PROBLEM.CLOSE_DATETIME			ACT_FINISH		Actual Finish	
	PROBLEM.CALL_DATE			ACT_START		Actual Start	
	PROBLEM.DESCRIPTION	70		DESCRIPTION		Description	80
	APP_CODE_TEXTS.COX_TEXT	30		IMPACT_SEARCHTEXT		use to search Impact	
	PROBLEM.INFORMATION	2000		INFORMATION		Information	4000
	APP_CODE_TEXTS.COX_TEXT	30		PRIORITY_SEARCHTEXT		use to search Priority	
	PROBLEM.CI	10		CI_ID		use to search Configuration Item	
	APP_CODE_TEXTS.COX_TEXT	30		CATEGORY_SEARCHTEXT		use to search Category	
	APP_CODE_TEXTS.COX_TEXT	30		CLASSIFICATION_SEARCHTEXT		use to search Classification	
	APP_CODE_TEXTS.COX_TEXT	30		CLOSURE_SEARCHTEXT		use to search Closure code	
	APP_CODE_TEXTS.COX_TEXT	30		STATUS_SEARCHTEXT		use to search Status	
	PROBLEM.SOLUTION	2000		SOLUTION		Solution	4000
	'EMP' + PROBLEM.SPECIALIST	3 + 10		TO_PERSON_SOURCEID		Use to search Assignment:To person	
	PROBLEM.HD_GROUP	10		TO_GROUP_SOURCEID		Use to search Assignment:To group	
	PROBLEM.REF_NUMBER	10		REF_NUMBER		Assignment:Reference #	50

Table A-7   Problems (Continued)

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
	PROBLEM.REMARK	250		REMARK		Assignment:Infromation from sender	memo
	'EO' + PROBLEM.RETAINED	2 + 10		TO_ORG_SOU RCEID		Use to search Assignment:To external Organization	
	PROBLEM.CALL_DATE			CREATED		Registration:Created	
	APP_LOGIN_USER.LUS_ LOGIN_NAME 'migration'			CREATEDBY_ SEARCHTEXT		Use to search Registration:Created by	
PROBLEM	PROBLEM.ID	10		PR_ID		ID	10
	PROBLEM.TARGET_DAT E			DEADLINE		Deadline	
PROBLEM_PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS	ACT.COX_SEARCHCODE + ACT.COX_TEXT + EMPLOYEE.FIRST_NAM E + EMPLOYEE.NAME CONTACT.FIRST_NAME + ADDRESS.NAME1 ADDRESS.NAME1 + ':' + ACTION		CL_PROBLEM_HISTORY	SUBJECT	History Line Problem	Subject	255
	PROG_DATE			CREATED		Registration:Created	
	'migration'			CREATEDBY_ SEARCHTEXT		use to search Registration:Created by	
	PROBLEM	10		PR_ID		use to search Problem	
PROBLEM_PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS	ACT.COX_SEARCHCODE + ACT.COX_TEXT + EMPLOYEE.FIRST_NAM E + EMPLOYEE.NAME CONTACT.FIRST_NAME + ADDRESS.NAME1 ADDRESS.NAME1 + ':' + ACTION + '>>'		CL_PROBLEM_HISTORY_IN FO	SUBJECT	History Line Problem	Subject	255
	ACTION	2000		INFORMATIO N		Information	4000
	PROG_DATE			CREATED		Registration:Created	
	'migration'			CREATEDBY_ SEARCHTEXT		use to search Registration:Created by	
	PROBLEM	10		PR_ID		use to search Problem	
SERVICECALL	COMPARE	10	CL_PR_RELATED_SC	PR_ID	Service Event Relation	use to search Problem	

Table A-7 **Problems (Continued)**

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
	ID	10		SC_ID		use to search Service call	
	'Related to'			REL_TYPE		use to search Relation type	

Table A-8 **Work orders**

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
APP_CODE_TEXTS APP_CODES	APP_CODE_TEXTS.COX_TEXT	30	CL_CODE_WO_CLO	TEXT	Work order closure code	Text	255
	APP_CODES.COD_ORDERING	10		ORDERING		Ordering	int
APP_CODE_TEXTS APP_CODES	APP_CODE_TEXTS.COX_TEXT	30	CL_CODE_WO_STA	TEXT	Work order status	Text	255
	APP_CODES.COD_ORDERING	10		ORDERING		Ordering	int
APP_CODE_TEXTS	COX_TEXT	30	CL_CODE_WO_CAT	TEXT	Work order category	Text	255
WORKORDERS APP_LOGIN_USER APP_CODE_TEXTS	DATA_SET.DESCRIPTION	50	CL_WORKORDER	POOL_SEARCHTEXT	Work order	use to search Pool	
	WORKORDERS.WOR_ID	10		WO_ID		ID	10
	WORKORDERS.WOR_CLOSED_DATE			ACT_FINISH		Actual Finish	
	WORKORDERS.WOR_START_DATE			ACT_START		Actual Start	
	WORKORDERS.WOR_DESCRIPTION	70		DESCRIPTION		Description	80
	APP_CODE_TEXTS.COX_TEXT	30		IMPACT_SEARCHTEXT		use to search Impact	
	WORKORDERS.WOR_REMARKS	2000		INFORMATION		Information	4000
	WORKORDERS.WOR_START_DATE			PLAN_START		Planned Start	
	APP_CODE_TEXTS.COX_TEXT	30		PRIORITY_SEARCHTEXT		use to search Priority	
	APP_CODE_TEXTS.COX_TEXT	30		CLOSURE_SEARCHTEXT		use to search Closure code	
	APP_CODE_TEXTS.COX_TEXT	30		STATUS_SEARCHTEXT		use to search Status	
	APP_CODE_TEXTS.COX_TEXT	30		CATEGORY		use to search Category	

Table A-8   Work orders (Continued)

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
	'EMP' + WORKORDERS.WOR_SPECIALIST	3 + 10		TO_PERSON_SOURCEID		Use to search Assignment:To person	
	WORKORDERS.WOR_HD_GROUP	10		TO_GROUP_SOURCEID		Use to search Assignment:To group	
	WORKORDERS.WOR_REF_NUMBER	10		REF_NUMBER		Assignment:Reference #	50
	WORKORDERS.WOR_DISPATCH_REMARKS	250		REMARK		Assignment:Infromation from sender	memo
	'EO' + WORKORDERS.WOR_CONTRACT_OUT_ORG	2 + 10		TO_ORG_SOURCEID		Use to search Assignment:To external Organization	
	'CON' + WORKORDERS.WOR_CONTRACT_OUT_CON	3 + 10		TO_EXT_PERSON_SOURCEID		Use to search Assignment:To external Person	
	WORKORDERS.WOR_START_DATE			CREATED		Registration:Created	
	APP_LOGIN_USER.LUS_LOGIN_NAME 'migration'			CREATEDBY_SEARCHTEXT		Use to search Registration:Created by	
WORKORDERS	WORKORDERS.WOR_ID	10		WO_ID		ID	10
	WORKORDERS.WOR_TARGET_DATE			DEADLINE		Deadline	
WORKORDERS	WOR_ID	10	CL_WO_SC_RELATION	WO_ID	Work order	use to search Work order	
	WOR_CONTEXT_ID	10		SC_ID		use to search Service call	
WORKORDERS	WOR_ID	10	CL_WO_PR_RELATION	WO_ID	Work order	use to search Work order	
	WOR_CONTEXT_ID	10		PR_ID		use to search Problem	
WORKORDERS	WOR_ID	10	CL_WO_CH_RELATION	WO_ID	Work order	use to search Work order	
	WOR_CONTEXT_ID	10		CH_ID		use to search Change	
WO_PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS	ACT.COX_SEARCHCODE + ACT.COX_TEXT + EMPLOYEE.FIRST_NAME + EMPLOYEE.NAME CONTACT.FIRST_NAME + ADDRESS.NAME1 ADDRESS.NAME1 + ':' + WOP_ACTION		CL_WORKORDER_HISTORY	SUBJECT	History Line Workorder	Subject	255
	WOP_PROG_DATE			CREATED		Registration:Created	
	'migration'			CREATEDBY_SEARCHTEXT		use to search Registration:Created by	
	WOP_WO_ID	10		WO_ID		use to search Work order	

Table A-8 Work orders (Continued)

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
WO_PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS	ACT.COX_SEARCHCODE + ACT.COX_TEXT + EMPLOYEE.FIRST_NAME + EMPLOYEE.NAME CONTACT.FIRST_NAME + ADDRESS.NAME1 ADDRESS.NAME1 + ':' + WOP_ACTION + '>>'		CL_WORKORDER_HISTORY_INFO	SUBJECT	History Line Workorder	Subject	255
	WOP_ACTION	2000		INFORMATION		Information	4000
	WOP_PROG_DATE			CREATED		Registration:Created	
	'migration'			CREATEDBY_SEARCHTEXT		use to search Registration:Created by	
	WOP_WO_ID	10		WO_ID		use to search Work order	
WORKORDER_CI	WCI_CI	10	CL_WO_CI_RELATION	WO_ID	Configuration Item on Work order	use to search Workorder	
	WCI_WOR_ID	10		CI_ID		use to search ConfigurationItem	

Table A-9 Changes

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
APP_CODE_TEXTS	COX_TEXT	30	CL_CODE_CH_CAT	TEXT	Change Category	Text	255
APP_CODE_TEXTS APP_CODES	APP_CODE_TEXTS.COX_TEXT	30	CL_CODE_CH_CLO	TEXT	Change Closurecode	Text	255
	APP_CODES.COD_ORDERING	10		ORDERING		Ordering	int
APP_CODE_TEXTS APP_CODES	APP_CODE_TEXTS.COX_TEXT	30	CL_CODE_CH_STA	TEXT	Change Status	Text	255
	APP_CODES.COD_ORDERING	10		ORDERING		Ordering	int
APP_CODE_TEXTS	COX_TEXT	30	CL_CODE_CH_COD	TEXT	Change Classification	Text	255
CHANGE DATA_SET APP_CODE_TEXTS APP_LOGIN_USER	DATA_SET.DESCRIPTION	50	CL_CHANGE	POOL_SEARCHTEXT	Change	use to search Pool	
	CHANGE.ID	10		CH_ID		ID	10

Table A-9   Changes (Continued)

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
	CHANGE.CLOSED_DATE			ACT_FINISH		Actual Finish	
	CHANGE.CALL_DATE			ACT_START		Actual Start	
	CHANGE.DESCRIPTION	70		DESCRIPTION		Description	80
	CHANGE.INFORMATION	2000		INFORMATION		Information	4000
	APP_CODE_TEXTS.COX_TEXT	30		PRIORITY_SEARCHTEXT		use to search Priority	
	CHANGE.CI	10		CI_ID		use to search Configuration Item	
	APP_CODE_TEXTS.COX_TEXT	30		CATEGORY_SEARCHTEXT		use to search Category	
	APP_CODE_TEXTS.COX_TEXT	30		CLASSIFICATION_SEARCHTEXT		use to search Classification	
	APP_CODE_TEXTS.COX_TEXT	30		CLOSURE_SEARCHTEXT		use to search Closure code	
	APP_CODE_TEXTS.COX_TEXT	30		STATUS_SEARCHTEXT		use to search Status	
	CHANGE.DESIRED	255		DES_SOLUTION		Desired Solution	255
	'EMP' + CHANGE.SPECIALIST	3 + 10		TO_PERSON_SOURCEID		Use to search Assignment:To person	
	CHANGE.HD_GROUP	10		TO_GROUP_SOURCEID		Use to search Assignment:To group	
	CHANGE.REF_NUMBER	10		REF_NUMBER		Assignment:Reference #	50
	CHANGE.REMARK	255		REMARK		Assignment:Infromation from sender	memo
	'EO' + CHANGE.RETAINED	2 + 10		TO_ORG_SOURCEID		Use to search Assignment:To external Organization	
	CHANGE.CALL_DATE			CREATED		Registration:Created	
	APP_LOGIN_USER.LUS_LOGIN_NAME 'migration'			CREATEDBY_SEARCHTEXT		Use to search Registration:Created by	
CHANGE	CHANGE.ID	10		CH_ID		ID	10
	CHANGE.TARGET_DATE			DEADLINE		Deadline	

Table A-9   Changes (Continued)

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
CHANGE_PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS	ACT.COX_SEARCHCODE + ACT.COX_TEXT + EMPLOYEE.FIRST_NAME + EMPLOYEE.NAME CONTACT.FIRST_NAME + ADDRESS.NAME1 ADDRESS.NAME1 + ':' + ACTION		CL_CHANGE_HISTORY	SUBJECT	History Line Change	Subject	255
	PROG_DATE			CREATED		Registration:Created	
	'migration'			CREATEDBY_ SEARCHTEXT		use to search Registration:Created by	
	CHANGE	10		CH_ID		use to search Change	
CHANGE_PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS	ACT.COX_SEARCHCODE + ACT.COX_TEXT + EMPLOYEE.FIRST_NAME + EMPLOYEE.NAME CONTACT.FIRST_NAME + ADDRESS.NAME1 ADDRESS.NAME1 + ':' + ACTION + '>>'		CL_CHANGE_HISTORY_INFO	SUBJECT	History Line Change	Subject	255
	ACTION	2000		INFORMATION		Information	4000
	PROG_DATE			CREATED		Registration:Created	
	'migration'			CREATEDBY_ SEARCHTEXT		use to search Registration:Created by	
	CHANGE	10		CH_ID		use to search Change	
SCS_CAUSED_BY_CHANGE	SCS_CHA_ID	10	CL_CH_CAUSEDBY_SC	CH_ID	Service Event Relation	use to search Change	
	SCS_SER_ID	10		SC_ID		use to search Service call	
	'Caused by'			REL_TYPE		use to search Relation type	
SERVICECALL	COMPARE	10	CL_CH_RELATED_SC	CH_ID	Service Event Relation	use to search Change	
	ID	10		SC_ID		use to search Service call	
	'Related to'			REL_TYPE		use to search Relation type	
PROBLEM	COMPARE	10	CL_CH_RELATED_PR	CH_ID	Service Event Relation	use to search Change	

Table A-9   Changes (Continued)

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
	ID	10		PR_ID		use to search Problem	
	'Related to'			REL_TYPE		use to search Relation type	

Table A-10   Variable fields

ITSM Table	ITSM Field	Length	XML Class	XML Attribute	SD Entity	SD Attribute	Length
VARIABLE_FIELD VARIABLE_VALUE APP_CODE_TEXTS	VARIABLE_VALUE.ID1	10	CL_VARFIELD_EXAMPLE	SOURCE_ID	Person, Organization, Service call, Change, Problem or Work order	use to search Person, Organization, Service call, Change, Problem or Work order	80
	VARIABLE_VALUE.COLUMN_VALUE	2000		FIELD_VALUE		map to appropriate custom field	

B   Detailed mapping

The following section describes how ITSM data is mapped to Service
Desk data. The data exchange constructions used (like parent-child
relations within the XML file), are explained when necessary. The
mapping is provided in tables as follows:

Table B-1 **Example of Detailed Mapping**

Itsm		Xml		Service desk
DATA_SET		CL_POOL		Pool
	‡		‡	

Joined on: -

Filters: -

DATA_SET.DESCRIPTION	TEXT	Text

Parent-child relations will be presented as follows:

Table B-2 **Example Parent Child Relations**

Itsm		Xml		Service desk
APP_CODE_TEXTS SPECIALIST_GROUP		CL_CODE_WORKGROUP		Workgroup
	‡		‡	

parent

specialist_group.sgr_support_group   c

=

specialist_group.sgr_support_group

child

SPECIALIST_GROUP		CL_WORKGROUP_EMP		Person
	‡		‡	

Pools

Pools are migrated in a fairly straight-forward manner.

Mapping Pools

Itsm		**Xml**		**Service desk**
DATA_SET		CL_POOL		Pool
	‡		‡	

Joined on: -

Filters: -

DATA_SET.DESCRIPTION   TEXT   Text

Accounts

The only interesting thing about accounts is the filling of the fields "SSP/Integrations account" and "Blocked". The following rules are used: Base table is the table App_login_user. We then look if this is linked to records in Employee and in Specialist. We also include the field "date_out" in our decision:

Table B-3   Decision Table for Accounts

Employee exists	Specialist exists	Date_out field is filled	SSP/Int. account	Blocked
X	x	x	True	True
X	x		False	False
X		x	True	True
X			True	False
	?	?	True	False

The accounts are divided into two classes. One class with the accounts for which the user will need licenses, and one class with the accounts for which it does not. This separation is made on the field "SSP/Int. account". Accounts with this field set on false will need a license. This way the user can simply check the number of licenses needed after exporting and before importing the accounts.

Table B-4   Mapping Licensed Accounts

Itsm		Xml		Service desk
APP_LOGIN_USER EMPLOYEE SPECIALIST		CL_ACCOUNT_LICENSED		Account
	‡		‡	
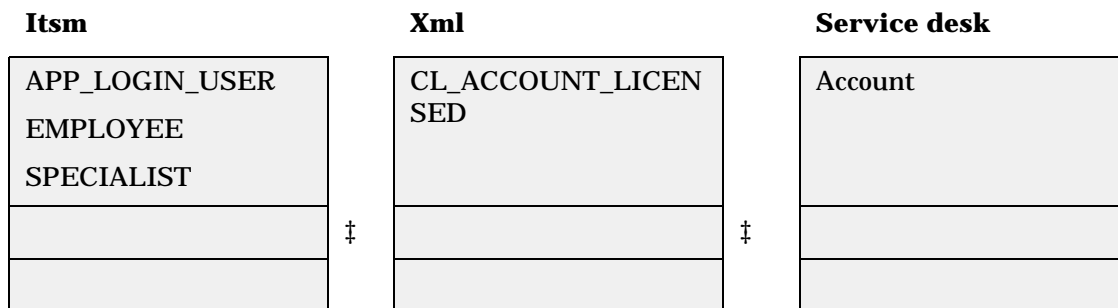
Itsm	Xml	Service desk
Joined on:	employee.id(+)=app_login_user.lus_emp_id	
	employee.id=specialist_group.sgr_employee(+)	
Filters:	app_login_user.lus_login_name is not null	
	app_login_user.lus_cod_id_type = 17400001	
	specialist_group.sgr_employee is not null	
	employee.date_out is null	
APP_LOGIN_USER.LUS_LOGIN_NAME	LOGIN_NAME	Login name
APP_LOGIN_USER.LUS_LOGIN_NAME	DISPLAY_NAME	Display name
'FALSE'	SSP_ACCOUNT	SSP/Integrations account
'FALSE' 1)	BLOCKED	Blocked
'TRUE' 1)		

Table B-5   Mapping Unlicensed Accounts

Itsm		Xml		Service desk
APP_LOGIN_USER EMPLOYEE SPECIALIST		CL_ACCOUNT_UN LICENSED		Account
	‡		‡	

Joined on: employee.id(+)=app_login_user.lus_emp_id

employee.id=specialist_group.sgr_employee(+)

Itsm	Xml	Service desk
Filters:	app_login_user.lus_login_name is not null	
	((app_login_user.lus_cod_id_type <> 17400001) or (specialist_group.sgr_employee is null) or (employee.date_out is not null))	
APP_LOGIN_USER.LUS_LOGIN_NAME	LOGIN_NAME	Login name
APP_LOGIN_USER.LUS_LOGIN_NAME	DISPLAY_NAME	Display name
'TRUE'	SSP_ACCOUNT	SSP/Integrations account
'FALSE' 1) 'TRUE' 1)	BLOCKED	Blocked

Organization

To be able to migrate workgroups and the specialist in them, we have to use a parent-child relation. This way we can set the specialists' workgroups by using the parent attribute.

To migrate the relations between organizations, a special class is used for the relation. For relations between internal organizations for example, we created a class that contains the IDs of parent-organization and child-organization. By importing this class after the organizations have been imported, we can ensure that all organizations can be found when importing the relations.

To set the active field of employees we first set it to 'active' for all of them. After that we set the field to 'active' or 'inactive' by using two special classes. This is necessary because the selection on which the 'active' of 'inactive' depends cannot be done in the SQL column definition in the employee class itself. It has to be done in the filters of the two special classes.

Table B-6   **Workgroups and Specialists - Parent Child Relations**

Itsm		Xml		Service desk
APP_CODE_TEXTS SPECIALIST_GROUP		CL_CODE_WORKGROUP		Workgroup
	‡		‡	

parent

specialist_group.sgr_support_group   c

=

specialist_group.sgr_support_group

child

SPECIALIST_GROUP	CL_WORKGROUP_EMP	Person
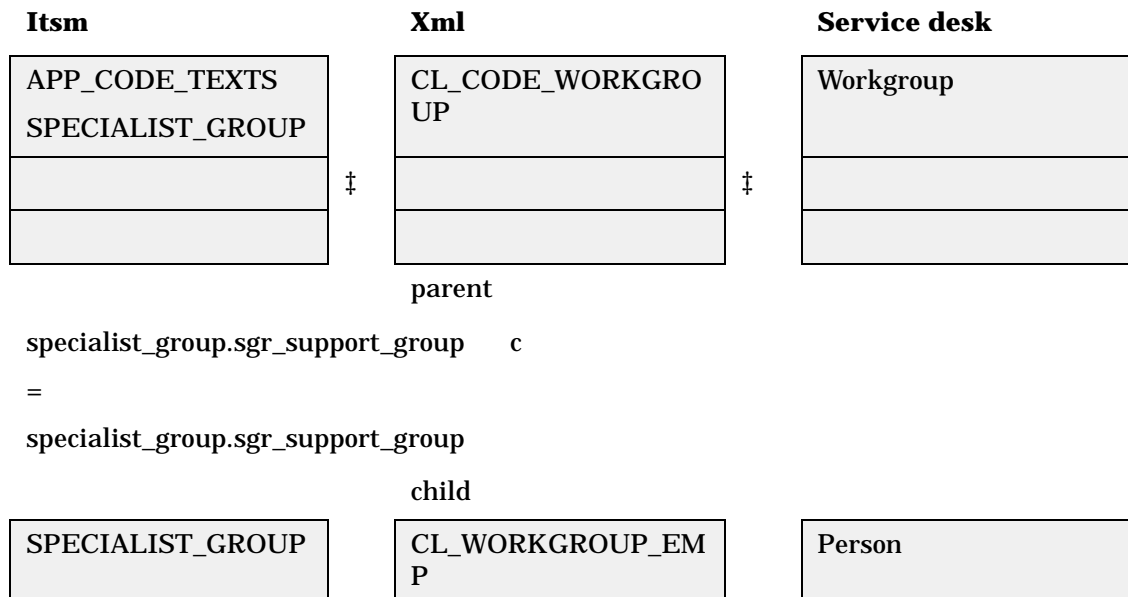
Itsm		Xml		Service desk
	‡		‡	

Table B-7   **Mapping Workgroups**

Itsm		Xml		Service desk
APP_CODE_TEXTS SPECIALIST_GROUP		CL_CODE_WORKGRO UP		Workgroup
	‡		‡	

Joined on: specialist_group.sgr_support_group=app_code_texts.cox_cod_id

Filters: cox_cod_id between 900000 and 999999

cox_lng_id = 'gb'

APP_CODE_TEXTS.COX_T EXT	TEXT	Name
APP_CODE_TEXTS.COX_S EARCHCODE	SEARCHCODE 1)	Searchcode
APP_CODE_TEXTS.COX_C OD_ID	SOURCE_ID	Source ID

1) In export, replace '*','?','_','%' and ' ' by '-' and add # before codes which start with 0..9.

Table B-8   **Mapping Specialists**

Itsm	Xml	Service desk
SPECIALIST_GROUP	CL_WORKGROUP_EM P	Person

Itsm		Xml		Service desk
	‡		‡	

Joined on: -

Filters: -

'EMP' + SGR_EMPLOYEE	EMP_ID	use to search Person
	Parent	use to search Members:Workgroup

Table B-9   Mapping Locations

Itsm		Xml		Service desk
APP_CODE_TEXTS		CL_CODE_ORG_LOC		Location
	‡		‡	

Joined on: -

Filters: cox_cod_id between 800000 and 899999

cox_lng_id = 'gb'

COX_TEXT	TEXT 1)	Searchcode

1) In export, replace '*','?','_','%' and ' ' by '-'and add # before codes which start with 0..9.

Table B-10   Mapping External Organizations

Itsm	Xml	Service desk
ADDRESS	CL_EXT_ORGANIZATION	Organization

Itsm		**Xml**		**Service desk**
	‡		‡	
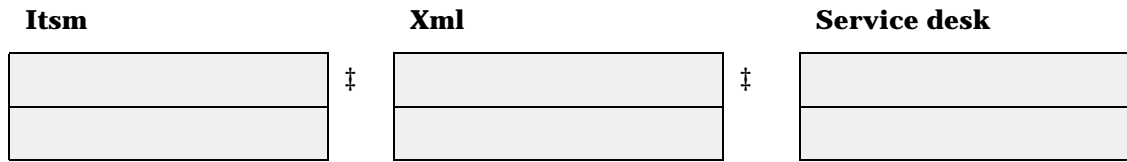
Joined on: -

Filters: address.sub_type=1

EMAIL	EMAIL	E-mail
NAME1	NAME1	Name1
NAME2	NAME2	Name2
REMARK	REMARK	Remark
SEARCHCODE	SEARCHCODE 1)	Search code
'EO' + ID	ORG_ID	Source ID
'EXTERNAL'	CATEGORY	Category 2)
'ACTIVE'	STATUS	Status 3)

1) In export, replace '*','?','_','%' and ' ' by '-' and add # before codes which start with 0..9.

2) Use import mapping:

EXTERNAL ➡ Company

3) Use import mapping:

ACTIVE ➡ Active

Table B-11   **Mapping External Organizations Visiting Addresses**

Itsm		Xml		Service desk
ADDRESS		CL_ADDRESS_EXTORG_ VISITING		Address
	‡		‡	

Joined on: -

Filters: address.visiting_address1 is not null

            address.sub_type=1

VISITING_ADDRESS1	STREET1	Street1
VISITING_ADDRESS2	STREET2	Street2
VISITNG_ZIPCODE	ZIP	Zip/Postal code
VISITING_CITY	CITY	City
VISTING_REGION	STATE	State/Province
COUNTRY	COUNTRY	Country/Region
'EO' + ID	ORG_ID	use to search Organization
'BUSINESS'	TYPE	Address type 1)

1) Use import mapping:

BUSINESS ➠Business

Table B-12   **Mapping External Organizations Postal Addresses**

Itsm		Xml		Service desk
ADDRESS		CL_ADDRESS_EXTORG_ POSTAL		Address
	‡		‡	
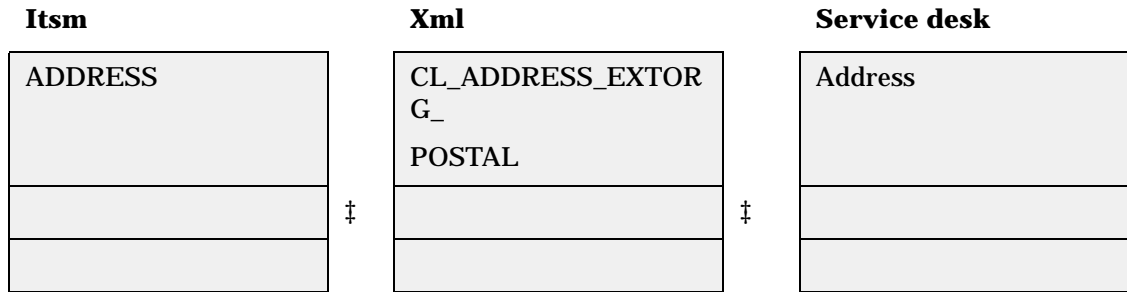
Joined on: -

Filters: address.postal_address1 is not null

              address.sub_type=1

POSTAL_ADDRESS1	STREET1	Street1
POSTAL_ADDRESS2	STREET2	Street2
POSTAL_ZIPCODE	ZIP	Zip/Postal code
POSTAL_CITY	CITY	City
POSTAL_REGION	STATE	State/Province
COUNTRY	COUNTRY	Country/Region
'EO' + ID	ORG_ID	use to search Organization
'MAIL'	TYPE	Address type 1)

1) Use import mapping:

MAIL ➡ Mail

Table B-13   **Mapping External Organizations Telephone Numbers A**

Itsm		Xml		Service desk
ADDRESS		CL_TEL_EXTORG1		Telephone
	‡		‡	

Joined on: -

Filters: address.telephone1 is not null

              address.sub_type=1

ADDRES.TELEPHONE1	TELNO	Number
'EO' + ADDRES.ID	ORG_ID	use to search Organization
'BUSINESS'	TYPE	Type 1)

              1) Use import mapping:

              BUSINESS ➠ Business

Table B-14   **Mapping External Organization Telephone Numbers B**

Itsm		Xml		Service desk
ADDRESS		CL_TEL_EXTORG2		Telephone
	‡		‡	

Joined on: -

Filters: address.telephone2 is not null

              address.sub_type=1

Itsm	Xml	Service desk
ADDRES.TELEPHONE2	TELNO	Number
'EO' + ADDRES.ID	ORG_ID	use to search Organization
'BUSINESS'	TYPE	Type 1)

1) Use import mapping:

BUSINESS �She Business

Table B-15   Mapping External Organizations Telephone Numbers C
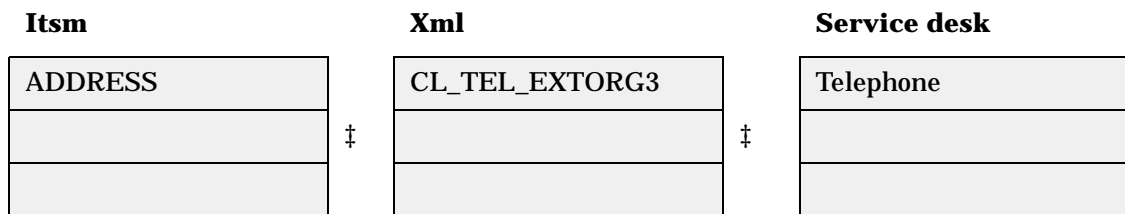
Itsm		Xml		Service desk
ADDRESS		CL_TEL_EXTORG3		Telephone
	‡		‡	

Joined on: -

Filters: address.telephone3 is not null

address.sub_type=1

ADDRES.TELEPHONE3	TELNO	Number
'EO' + ADDRES.ID	ORG_ID	use to search Organization
'BUSINESS'	TYPE	Type 1)

1) Use import mapping:

BUSINESS ➙Business

Table B-16   **Mapping External Organizations Fax Numbers**

Itsm		Xml		Service desk
ADDRESS		CL_TEL_EXTORG4		Telephone
	‡		‡	

Joined on: -

Filters: address.fax is not null

              address.sub_type=1

ADDRES.FAX	FAXNO	Number
'EO' + ADDRES.ID	ORG_ID	use to search Organization
'FAX'	TYPE	Type 1)

     1) Use import mapping:

     FAX➠ Fax

Table B-17   **Mapping External Organizations Relations**

Itsm		Xml		Service desk
ORGANIZATION		CL_EXT_ORGANIZATION_ RELATION		Organization
	‡		‡	

Joined on: -

Itsm	Xml	Service desk
Filters: organization.parent is not null		
'EO' + ADDRESS	ORG_ID	use to search Organization
'EO' + PARENT	PARENT_ID	use to search Parent

Table B-18   Mapping Internal Organizations

Itsm		Xml		Service desk
ORGANIZATION_UNIT		CL_INT_ORGANIZATION		Organization
	‡		‡	

Joined on: -

Filters: -

NAME	NAME	Name1
REMARK	REMARK	Remark
SEARCHCODE	SEARCHCODE 1)	Search code
'IO' + ID	ORG_ID	Source ID
'INTERNAL'	CATEGORY	Category 2)
'ACTIVE'	STATUS	Status 3)

1) In export, replace '*','?','_','%' and ' ' by '-' and add # before codes which start with 0..9.

2) Use import mapping:
INTERNAL ➡Organization

3) Use import mapping:
ACTIVE ➡Active

Table B-19		**Mapping Internal Organization Telephone Numbers**

Itsm		Xml		Service desk
ORGANIZATION_UNIT		CL_TEL_INTORG1		Telephone
	‡		‡	

Joined on: -

Filters: organization_unit.telephone is not null

TELEPHONE	TELNO	Number
'IO' + ID	ORG_ID	use to search Organization
'BUSINESS'	TYPE	Type 1)

Table B-20		**Mapping Internal Organizations Fax Numbers**

Itsm		Xml		Service desk
ORGANIZATION_UNIT		CL_TEL_INTORG1		Telephone
	‡		‡	

Joined on: -

Filters: organization_unit.fax is not null

FAX	FAXNO	Number
'IO' + ID	ORG_ID	use to search Organization

Itsm	Xml	Service desk
'FAX'	TYPE	Type 1)

1) Use import mapping:
FAX ➠ Fax

Table B-21   **Mapping Internal Organizations Relations**

Itsm		Xml		Service desk
ORGANIZATION_UNIT		CL_INT_ORGANIZATION_ RELATION		Organization
	‡		‡	

Joined on: -

Filters: organization_unit.parent is not null

Itsm	Xml	Service desk
'IO' + ID	ORG_ID	use to search Organization
'IO' + PARENT	PARENT_ID	use to search Parent

Table B-22   **Mapping Internal Organizations Manager Relations**

Itsm		Xml		Service desk
ORGANIZATION_UNIT		CL_INTORG_MANAGER RELATION		Organization
	‡		‡	

Itsm	Xml	Service desk
Joined on:	-	
Filters:	organization_unit.head is not null	
'IO' + ID	OU_ID	use to search Organization
'EMP' + HEAD	MANAGER_ID	use to search Manager

Contacts

Table B-23   Mapping Contacts

Itsm	Xml	Service desk
CONTACT ADDRESS APP_CODE_TEXTS ACT1 APP_CODE_TEXTS ACT2	CL_CONTACT	Person
‡	‡	

Joined on: contact.address(+)=address.id

contact.sex=act1.cox_cod_id(+)

contact.position=act2.cox_cod_id(+)

Filters: (act1.cox_lng_id='gb' or act1.cox_lng_id is null)

(act2.cox_lng_id='gb' or act2.cox_lng_id is null)

address.sub_type=2

ADDRESS.EMAIL	EMAIL	E-mail
CONTACT.FIRST_NAME	FULLNAME_FIRSTNAME	Full name: First name
ADDRESS.NAME1	FULLNAME_LASTNAME	Full name: Last name
CONTACT.TITLE1	FULLNAME_TITLE	Full name: Title
CONTACT.BIRTHDAY	BIRTHDAY	Date of Birth
ACT.COX_TEXT	GENDER	Gender 2)
CONTACT.INITIALS	INITIALS	Initials

Itsm	Xml	Service desk
ACT.COX_TEXT	JOBTITLE	Job title
if contact.attn is not null: CONTACT.ATTN else: ADDRES.NAME1	NAME 5)	Name
'EO' + CONTACT.ORGANIZATION	ORG_ID	use to search Organization
ADDRESS.REMARK	REMARK	Remark
ADDRESS.SEARCHCODE	SEARCHCODE 1)	Search code
'CON' + CONTACT.ADDRESS	CONTACT_ID	Source ID
'CONTACT'	CATEGORY	Category 3)
'ACTIVE'	STATUS	Status 4)

1) In export, replace '*','?','_','%' and ' ' by '-' and add # before codes which start with 0..9.

2) Use import mapping:
MALE �Male

FEMALE �Female

3) Use import mapping:
CONTACT� Contact

4) Use import mapping:
ACTIVE �Active

5) Truncate to 50

Table B-24   Mapping Contacts Visiting Addresses

Itsm		Xml		Service desk	
ADDRESS CONTACT		CL_ADDRESS_CONTACT_ VISITING		Address	
	‡		‡		
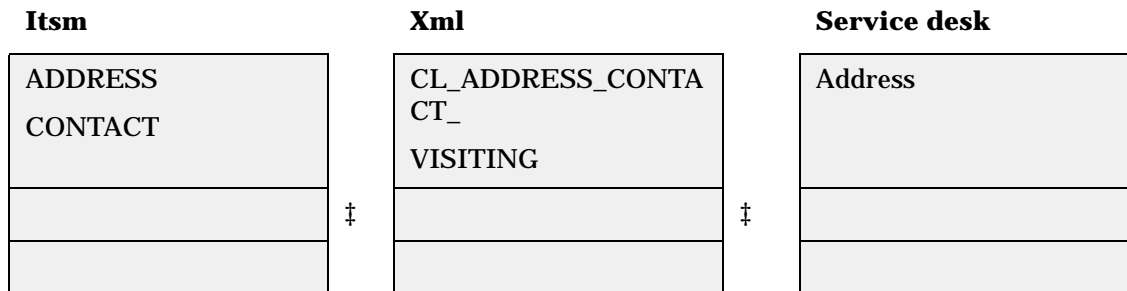
Joined on: address.id(+)=contact.address

Filters: address.visiting_address1 is not null

address.sub_type=2

address.visiting_city is not null

ADDRESS.VISITING_ADDRESS1	STREET1	Street1
ADDRESS.VISITING_ADDRESS2	STREET2	Street2
ADDRESS.VISITNG_ZIPCODE	ZIP	Zip/Postal code
ADDRESS.VISITING_CITY	CITY	City
ADDRESS.VISTING_REGION	STATE	State/Province
ADDRESS.COUNTRY	COUNTRY	Country/Region
'CON' + ADDRESS.ID	CONTACT_ID	use to search Person
'BUSINESS'	TYPE	Address type 1)

1) Use import mapping:
BUSINESS ➠ Business

Table B-25   Mapping Contacts Postal Addresses

Itsm		Xml		Service desk
ADDRESS CONTACT		CL_ADDRESS_CONTACT_ POSTAL		Address
	‡		‡	

Joined on: address.id(+)=contact.address

Filters: address.postal_address1 is not null

address.sub_type=2

address.postal_city is not null

ADDRESS.POSTAL_ADDRESS1	STREET1	Street1
ADDRESS.POSTAL_ADDRESS2	STREET2	Street2
ADDRESS.POSTAL_ZIPCODE	ZIP	Zip/Postal code
ADDRESS.POSTAL_CITY	CITY	City
ADDRESS.POSTAL_REGION	STATE	State/Province
ADDRESS.COUNTRY	COUNTRY	Country/Region
'CON' + ADDRESS.ID	CONTACT_ID	use to search Person
'MAIL'	TYPE	Address type 1)

1) Use import mapping:
MAIL ➠ Mail

Table B-26   Mapping Contacts Telephone Numbers A
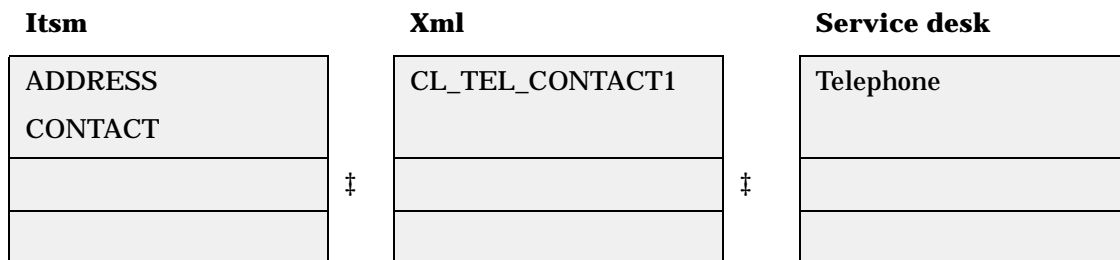
Itsm		Xml		Service desk
ADDRESS CONTACT		CL_TEL_CONTACT1		Telephone
	‡		‡	

Joined on: address.id(+)=contact.address

Filters: address.telephone1 is not null

              address.sub_type=2

ADDRES.TELEPHONE1	TELNO	Number
'CON' + ADDRES.ID	CONTACT_ID	use to search Person
'BUSINESS'	TYPE	Type 1)

1) Use import mapping:
BUSINESS ➠Business

Table B-27   Mapping Contacts Telephone Numbers B
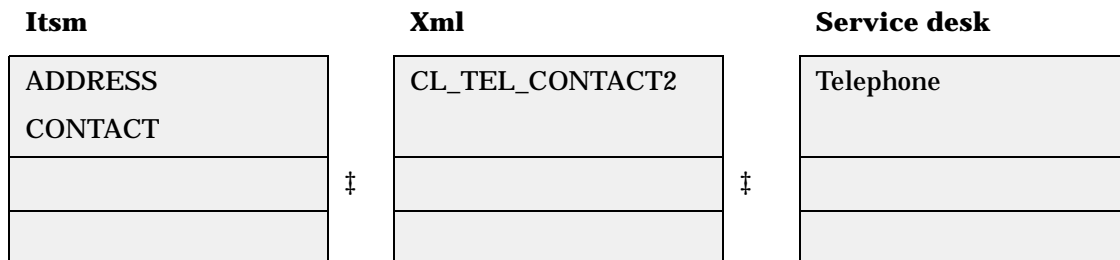
Itsm		Xml		Service desk
ADDRESS CONTACT		CL_TEL_CONTACT2		Telephone
	‡		‡	

Joined on: address.id(+)=contact.address

Filters: address.telephone2 is not null

              address.sub_type=2

Itsm	Xml	Service desk
ADDRES.TELEPHONE2	TELNO	Number
'CON' + ADDRES.ID	CONTACT_ID	use to search Person
'BUSINESS'	TYPE	Type 1)

1) Use import mapping:
BUSINESS ➡Business

Table B-28   Mapping Contacts Telephone Numbers C

Itsm		Xml		Service desk
ADDRESS CONTACT		CL_TEL_CONTACT3		Telephone
	‡		‡	

Joined on: address.id(+)=contact.address

Filters: address.telephone3 is not null

address.sub_type=2

Itsm	Xml	Service desk
ADDRES.TELEPHONE3	TELNO	Number
'CON' + ADDRES.ID	CONTACT_ID	use to search Person
'HOME'	TYPE	Type 1)

1) Use import mapping:
HOME ➡Home

Table B-29   Mapping Contacts Fax Numbers

Itsm	Xml	Service desk
ADDRESS CONTACT	CL_TEL_CONTACT4	Telephone

Itsm		**Xml**		**Service desk**
	‡		‡	
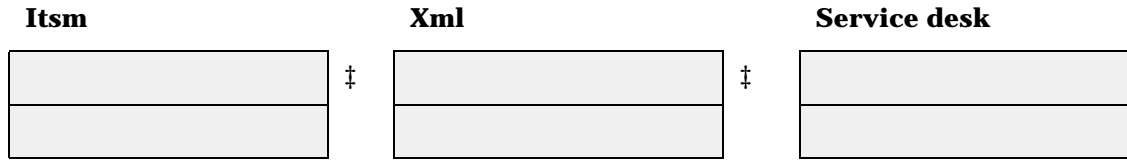
Joined on: address.id(+)=contact.address

Filters: address.fax is not null

address.sub_type=2

ADDRES.FAX	FAXNO	Number
'CON' + ADDRES.ID	CONTACT_ID	use to search Person
'FAX'	TYPE	Type 1)

1) Use import mapping:
FAX ➡Fax

Employees

Table B-30   Mapping Employees

Itsm		Xml		Service desk
EMPLOYEE APP_CODE_TEXTS ACT1 APP_CODE_TEXTS ACT2 APP_CODE_TEXTS ACT3		CL_EMPLOYEE		Person
	‡		‡	
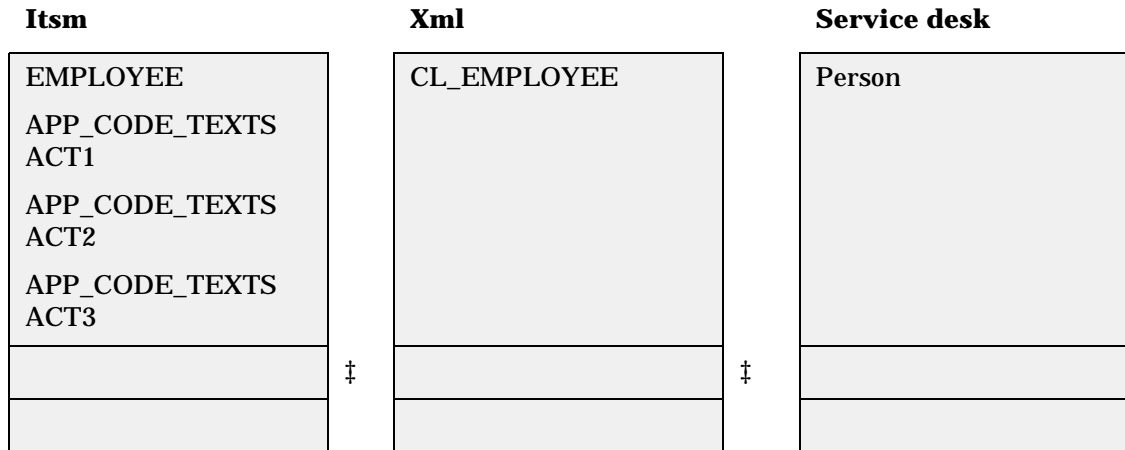
Joined on: employee.sex=act1.cox_cod_id(+)

               employee.location1_id=act2.cox_cod_id(+)

               employee.position=act3.cox_cod_id(+)

               employee.id=app_login_user.lus_emp_id(+)

Filters: (app_login_user.lus_cod_id_type=17400001 or app_login_user.lus_cod_id_type is null)

               (act1.cox_lng_id='gb' or act1.cox_lng_id is null)

               (act2.cox_lng_id='gb' or act2.cox_lng_id is null)

               (act3.cox_lng_id='gb' or act3.cox_lng_id is null)

'EMP' + EMPLOYEE.ID	EMP_ID	Source ID
EMPLOYEE.SEARCHCODE	SEARCHCODE 1)	Search code
EMPLOYEE.FIRST_NAME	FULLNAME_FIRSTNAME	Full name : First name

Itsm	Xml	Service desk
EMPLOYEE.NAME	FULLNAME_LASTNAME	Full name: Last name
EMPLOYEE.TITLE1	FULLNAME_TITLE	Full name: Title
'IO' + EMPLOYEE.ORGANIZATION_UNIT	ORG_ID	use to search Organization
ACT.COX_TEXT	GENDER	Gender 2)
EMPLOYEE.REMARK	REMARK	Remark
ACT.COX_TEXT	LOCATION_SEARCHTEXT 1)	use to search Location
EMPLOYEE.INITIALS	INITIALS	Initials
if employee.attn is not null: EMPLOYEE.ATTN else: EMPLOYEE.NAME	NAME 5)	Name
EMPLOYEE.BIRTHDAY	BIRTHDAY	Date of Birth
EMPLOYEE.EMAIL	EMAIL	E-mail
'EMPLOYEE'	CATEGORY	Category 3)
'ACTIVE'	STATUS	Status 4)
ACT.COX_TEXT	JOBTITLE	Job title

1) In export, replace '*','?','_','%' and ' ' by '-' and add # before codes which start with 0..9.

2) Use import mapping:
MALE � Male

FEMALE ➡Female

3) Use import mapping:
EMPLOYEE ➡Employee

4) Use import mapping:
ACTIVE ➠Active

5) Truncate to 50

Table B-31   Mapping Employees Active

Itsm		Xml		Service desk
EMPLOYEE		CL_EMPLOYEE_ACTIVE		Person
	‡		‡	
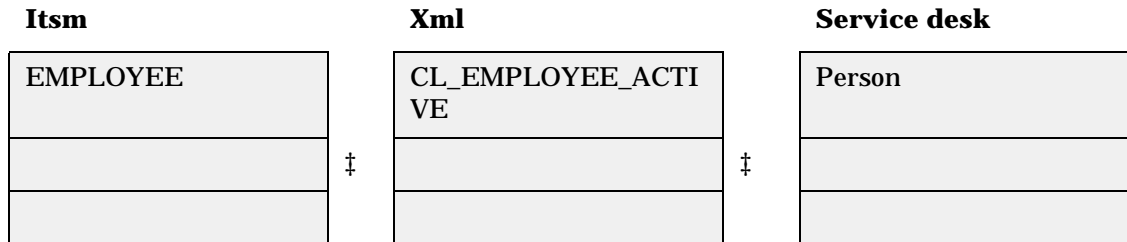
Joined on: -

Filters: employee.date_out > sysdate or employee.date_out is null

'EMP' + ID	EMP_ID	use to search Person
'ACTIVE'	STATUS	Status 1)

1) Use import mapping:
ACTIVE ➠Active

Table B-32   Mapping Employees Inactive

Itsm		Xml		Service desk
EMPLOYEE		CL_EMPLOYEE_INACTIVE		Person
	‡		‡	
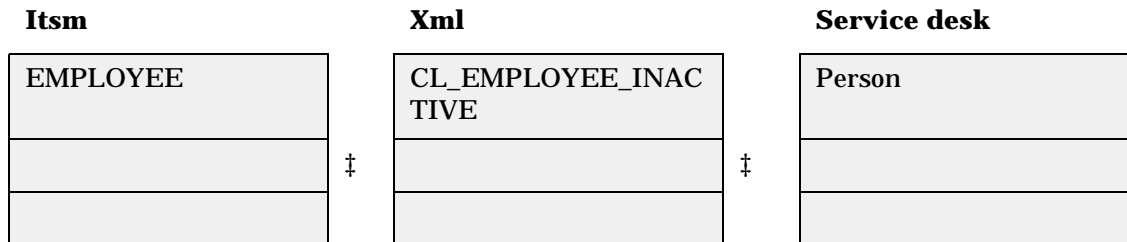
Joined on: -

Filters: employee.date_out <= sysdate

'EMP' + ID	EMP_ID	use to search Person

Itsm	Xml	Service desk
'INACTIVE'	STATUS	Status 1)

1)Use import mapping:
INACTIVE ➠ Inactive/retired

Table B-33   **Mapping Employee Addresses**

Itsm		Xml		Service desk
EMPLOYEE		CL_ADDRESS_EMP		Address
	‡		‡	

Joined on: -

Filters: employee.private_address is not null

PRIVATE_ADDRESS	ADDRESS	Street1
PRIVATE_ZIPCODE	ZIP	Zip/Postal code
PRIVATE_CITY	CITY	City
PRIVATE_REGION	REGION	Country/Region
'EMP' + ID	EMP_ID	use to search Person
'HOME'	TYPE	Address type 1)

1) Use import mapping:
HOME ➠Home

Table B-34   **Mapping Employee Telephone Numbers A**

Itsm		Xml		Service desk
EMPLOYEE		CL_TEL_EMP1		Telephone
	‡		‡	

Itsm	Xml	Service desk

Joined on: -

Filters: employee.telephone1 is not null

Itsm	Xml	Service desk
TELEPHONE1	TELNO	Number
'EMP' + ID	EMP_ID	use to search Person
'BUSINESS'	TYPE	Type 1)

1) Use import mapping:
BUSINESS ➠ Business

Table B-35   Mapping Employee Telephone Numbers B

Itsm		Xml		Service desk
EMPLOYEE		CL_TEL_EMP2		Telephone
	‡		‡	
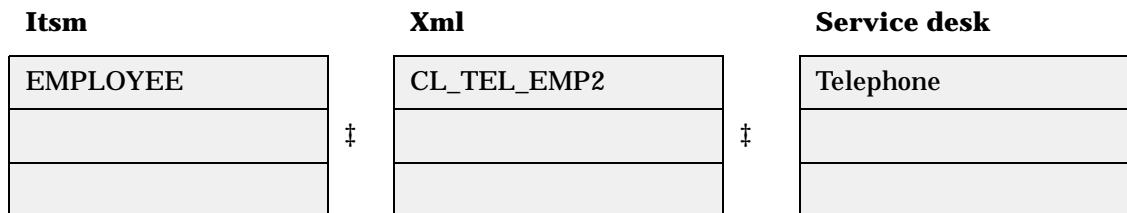
Joined on: -

Filters: employee.telephone2 is not null

Itsm	Xml	Service desk
TELEPHONE2	TELNO	Number
'EMP' + ID	EMP_ID	use to search Person
'BUSINESS'	TYPE	Type 1)

Use import mapping:
BUSINESS ➠ Business

Table B-36   Mapping Employee telephone numbers C

Itsm	Xml	Service desk
EMPLOYEE	CL_TEL_EMP3	Telephone

Itsm		Xml		Service desk
	‡		‡	
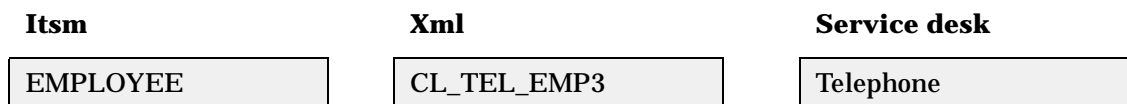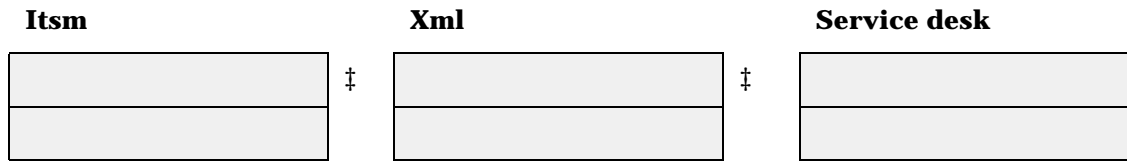
Joined on: -

Filters: employee.private_telephone is not null

PRIVATE_TELEPHONE	TELNO	Number
'EMP' + ID	EMP_ID	use to search Person
'HOME'	TYPE	Type 1)

1) Use import mapping:
HOME ➠Home

Table B-37   Mapping Employee Fax Numbers

Itsm		Xml		Service desk
EMPLOYEE		CL_TEL_EMP4		Telephone
	‡		‡	
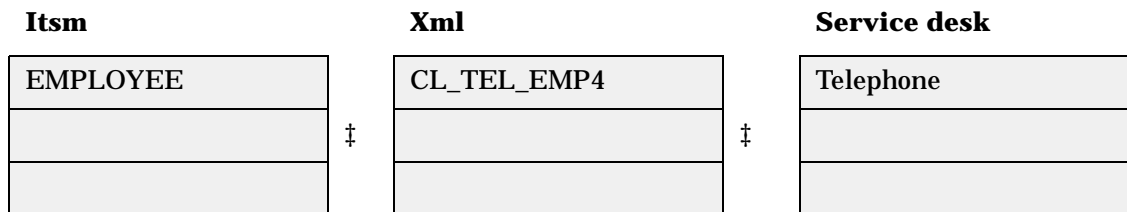
Joined on: -

Filters: employee.fax is not null

FAX	FAXNO	Number
'EMP' + ID	EMP_ID	use to search Person
'FAX'	TYPE	Type 1)

1) Use import mapping:
FAX ➠ Fax

When importing a table, all entities that it refers to should be already imported at that moment. Exporting and importing the tables in the following order ensures this:

CL_CODE_ORG_LOC
CL_EXT_ORGANIZATION
CL_EXT_ORGANIZATION_RELATION
CL_ADDRESS_EXTORG_VISITING
CL_ADDRESS_EXTORG_POSTAL
CL_TEL_EXTORG1
CL_TEL_EXTORG2
CL_TEL_EXTORG3
CL_TEL_EXTORG4
CL_INT_ORGANIZATION
CL_INT_ORGANIZATION_RELATION
CL_TEL_INTORG1
CL_TEL_INTORG2
CL_CONTACT
CL_ADDRESS_CONTACT_VISITING
CL_ADDRESS_CONTACT_POSTAL
CL_TEL_CONTACT1
CL_TEL_CONTACT2
CL_TEL_CONTACT3
CL_TEL_CONTACT4
CL_EMPLOYEE
CL_EMPLOYEE_ACTIVE
CL_EMPLOYEE_INACTIVE
CL_ADDRESS_EMP
CL_TEL_EMP1
CL_TEL_EMP2
CL_TEL_EMP3
CL_TEL_EMP4
CL_WORKGROUP_EMP
CL_CODE_WORKGROUP
CL_INTORG_MANAGER_RELATION

CI Relation Types

CI Relation types are explained separately because after they are imported, you will need to define the reverse relations between them, before continuing with the other CMDB classes. The references to the CI relation types in the other CMDB classes will only succeed if the relation types have reverse relations defined. Defining the reverse relations can not be done automatically on import, with this release.

Table B-38   Example Mapping CI Relation Types

Itsm		Xml		Service desk
APP_CODE_TEXTS APP_CODES		CL_CODE_CI_RELTYPE		CI relation type
	‡		‡	

Joined on: app_code_texts.cox_cod_id=app_codes.cod_id

Filters: cox_cod_id between 13700000 and 13799999

cox_lng_id = 'gb'

APP_CODE_TEXTS.COX_TEXT	TEXT	Text
APP_CODES.COD_ORDERING	ORDERING	Ordering

Configuration Items

To migrate the component relations between CIs, two classes are introduced with a parent-child-relation. The same has been done for the user-relations between CIs and persons. For CI relations we create a class that contains the relation type: CI-from- and CI-to-IDs.

Table B-39   Mapping Configuration Items

Itsm	Xml	Service desk
CONFIGURATION	CL_CI	Configuration Item
APP_CODE_TEXTS ACT1		
APP_CODE_TEXTS ACT2		
APP_CODE_TEXTS ACT3		
CI_CATEGORY		
CI_SUBCATEGORY		
DATA_SET		
‡		‡

Joined on: configuration.brand=act1.cox_cod_id(+)
configuration.status=act2.cox_cod_id(+)
configuration.auth_file=data_set.id(+)
configuration.category=ci_category.id(+)
configuration.subcategory=ci_subcategory.id(+)
configuration.main_category=act3.cox_cod_id(+)
configuration.main_category=ci_category.main_category(+)
configuration.main_category=ci_subcategory.main_category(+)
configuration.category=ci_subcategory.category(+)

Filters: (act1.cox_lng_id='gb' or act1.cox_lng_id is null)
(act2.cox_lng_id='gb' or act2.cox_lng_id is null)
(act3.cox_lng_id='gb' or act3.cox_lng_id is null)

Itsm	Xml	Service desk
CONFIGURATION.ID	CI_ID	Source ID

if configuration.administrator_type = 11300003:
 	
'EMP' + CONFIGURATION.ADMINISTRATOR
 	
if configuration.administrator_type = 11300001:
 	
'CON' + CONFIGURATION.ADMINISTRATOR
 	
else null
	ADMIN_PERSON_ID	use to search Admin. Person

if configuration.administrator_type = 11300004:
 	
'IO' + CONFIGURATION.ADMINISTRATOR
 	
if configuration.administrator_type = 11300002:
 	
'EO' + CONFIGURATION.ADMINISTRATOR
 	
else null
	ADMIN_ORG_ID	use to search Admin. Org.

ACT.COX_TEXT	BRAND_SEARCHTEXT	use to search Brand

Itsm	Xml	Service desk

if ci_subcategory.code is not null:
 	
CI_SUBCATEGORY.CODE
 	
else if ci_category.code is not null:
 	
CI_CATEGORY.CODE
 	
else:
 	
ACT.COX_TEXT
	CATEGORY_SEARCHTEXT	use to search Category

if configuration.location1 is not null:
 	
CONFIGURATION.LOCATI ON1
 	
else:
 	
CONFIGURATION.LOCATI ON2
	LOCATION_SEARCHTEXT 1)	use to search Location

CONFIGURATION.NAME1	NAME1	Name 1
CONFIGURATION.NAME2	NAME2	Name 2
CONFIGURATION.ORDER _NUMBER	ORDER_NO	Order number

if configuration.owner_type = 1400002:
 	
'IO' + CONFIGURATION.OWNE R
 	
if configuration.owner_type = 1400001:
 	
'EO' + CONFIGURATION.OWNE R
 	
else null
	OWNER_ORG_ID	use to search Owner Org.

Itsm	Xml	Service desk
CONFIGURATION.PRICE	PRICE	Price
CONFIGURATION.PURCHASE_DATE	PURCHASE_DATE	Purchase date
CONFIGURATION.REMARK	REMARK	Remark
CONFIGURATION.CODE	SEARCHCODE 1)	Search code
CONFIGURATION.SERIAL_NUMBER	SERIAL_NO	Serial Number
ACT.COX_TEXT	STATUS_SEARC HTEXT	use to search Status
'EO' + CONFIGURATION.SUPPLIER	SUPPLIER_ID	use to search Supplier
CONFIGURATION.WARRENTY_DATE	WARRANTY_DATE	Warranty date
DATA_SET.DESCRIPTION	POOL_SEARCHTEXT	use to search Pool
CONFIGURATION.MAX_INST	MAX_INST	Max. Installations

if configuration.kind = 11700002:
 	
TRUE
 	
else:
 	
FALSE
	UNIQUE	Unique

1) In export, replace '*','?','_','%' and ' ' by '-' and add # before codes which start with 0..9.

Table B-40   **Mapping Configuration Items Main Categories**

Itsm		Xml		Service desk
APP_CODE_TEXTS		CL_CODE_CI_MAINC AT		CI Category
	‡		‡	

Joined on: -

Filters: cox_cod_id between 12400000 and 12499999

           cox_lng_id = 'gb'

COX_TEXT	TEXT		Text

Table B-41   **Mapping Configuration Items Categories**

Itsm		Xml		Service desk
CI_CATEGORY APP_CODE_TEXTS		CL_CODE_CI_CAT		CI Category
	‡		‡	

Joined on: ci_category.main_category=app_code_texts.cox_cod_id(+)

Filters: (app_code_texts.cox_lng_id='gb' or app_code_texts.cox_lng_id is null)

CI_CATEGORY. DESCRIPTION	TEXT	Text
APP_CODE_TEXTS.COX_T EXT	PARENT_SEARCHTEXT	use to search Parent

Table B-42　　　Mapping Configuration Items sub categories

Itsm		Xml		Service desk
CI_SUBCATEGORY CI_CATEGORY		CL_CODE_CI_SUBCAT		CI Category
	‡		‡	

Joined on:　　ci_subcategory.category=ci_category.id(+)

　　　　　　　ci_subcategory.main_category=ci_category.main_category(+)

Filters:　　　-

CI_SUBCATEGORY. DESCRIPTION	TEXT	Text
CI_CATEGORY. DESCRIPTION	PARENT_SEARCHTEXT	use to search Parent

Mapping Configuration Items statuses

Itsm		Xml		Service desk
APP_CODE_TEXTS APP_CODES		CL_CODE_CI_STA		CI Status
	‡		‡	

Joined on:　　app_code_texts.cox_cod_id=app_codes.cod_id

Filters:　　　cox_cod_id between 11900000 and 11999999

　　　　　　　cox_lng_id = 'gb'

Itsm	Xml	Service desk
APP_CODE_TEXTS.COX_T EXT	TEXT	Text
APP_CODES.COD_ORDER ING	ORDERING	Ordering

Table B-43   Mapping Configuration Items brands

Itsm		Xml		Service desk
APP_CODE_TEXTS		CL_CODE_CI_BRAND		Brand
	‡		‡	

Joined on: -

Filters: cox_cod_id between 15300000 and 15399999

               cox_lng_id = 'gb'

COX_TEXT	TEXT	Text

Table B-44   Mapping Configuration Items locations A

Itsm		Xml		Service desk
CONFIGURATION		CL_CODE_CI_LOC1		Location
	‡		‡	

Joined on: -

Filters: configuration.location1 is not null

LOCATION1	TEXT 1)	Searchcode

1) In export, replace '*','?','_','%' and ' ' by '-' and add # before codes which start with 0..9.

Table B-45   Mapping Configuration Items locations B

Itsm		Xml		Service desk
CONFIGURATION		CL_CODE_CI_LOC2		Location
	‡		‡	

Joined on: -

Filters: configuration.location2 is not null

LOCATION2	TEXT 1)	Searchcode

1) In export, replace '*','?','_','%' and ' ' by '-' and add # before codes which start with 0..9.

Table B-46   Parent-child relation Configuration Items components

Itsm		Xml		Service desk
CI_INCLUDE		CL_CI_COMPONENT_ PARENT		Configuration Item
	‡		‡	

parent

ci_include.configuration   c

=

ci_include.configuration

child

Itsm		Xml		Service desk
CI_INCLUDE		CL_CI_COMPONENT_ CHILD		Configuration Item
	‡		‡	
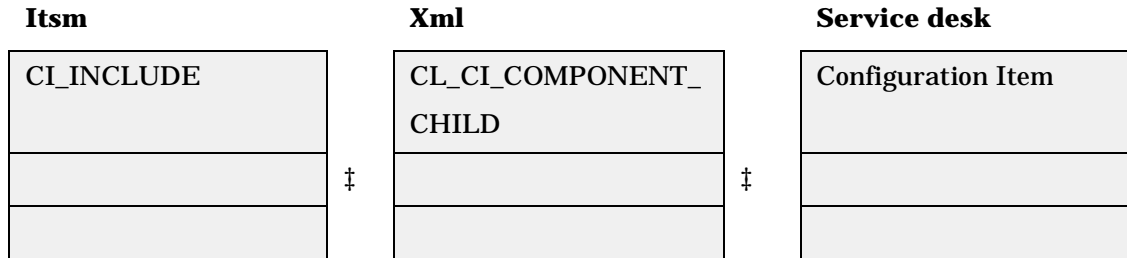
Table B-47 **Mapping Configuration Items component relations parent**

Itsm		Xml		Service desk
CI_INCLUDE		CL_CI_COMPONENT_ PARENT		Configuration Item
	‡		‡	
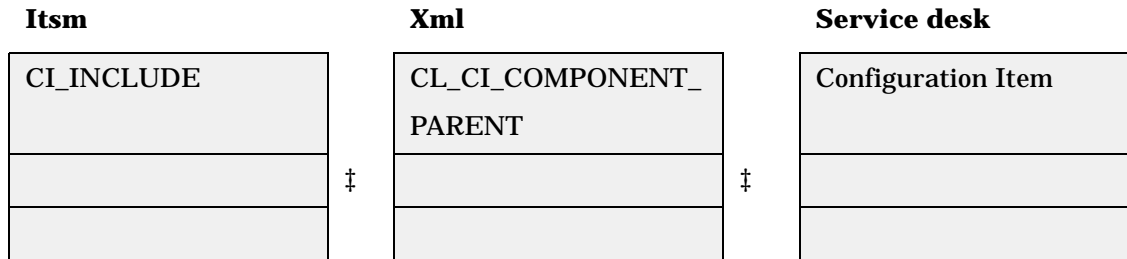
Joined on: -

Filters: -

CONFIGURATION	CI_ID	Source ID

Table B-48 **Mapping Configuration Items component relations child**
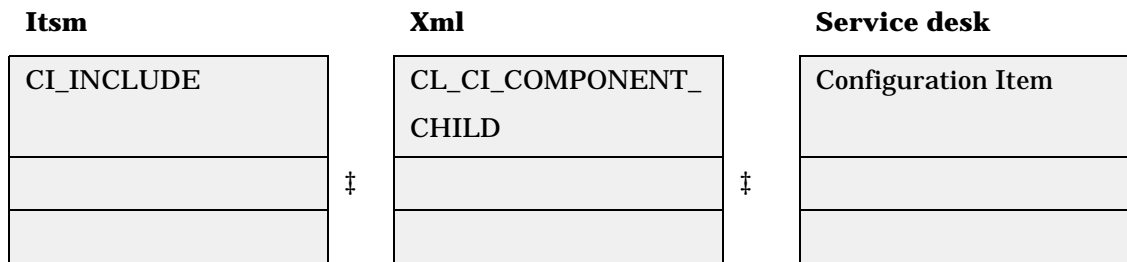
Itsm		Xml		Service desk
CI_INCLUDE		CL_CI_COMPONENT_ CHILD		Configuration Item
	‡		‡	

Joined on: -

Filters: -

Itsm	Xml	Service desk
CI	CI_ID	Source ID
	Parent	use to search Parent CIs:CI Parent

Table B-49   Parent-child relation Configuration Items users

Itsm		Xml		Service desk
CONFIGURATION		CL_CI_USER_RELATION_ PARENT		Person
	‡		‡	

parent

configuration.id   c

=

configuration.id

child

Itsm		Xml		Service desk
CONFIGURATION		CL_CI_USER_RELATION_ CHILD		Configuration Item
	‡		‡	

Table B-50   **Mapping Configuration Items user relations parent**

Itsm		Xml		Service desk
CONFIGURATION		CL_CI_USER_RELATION_ PARENT		Person
	‡		‡	
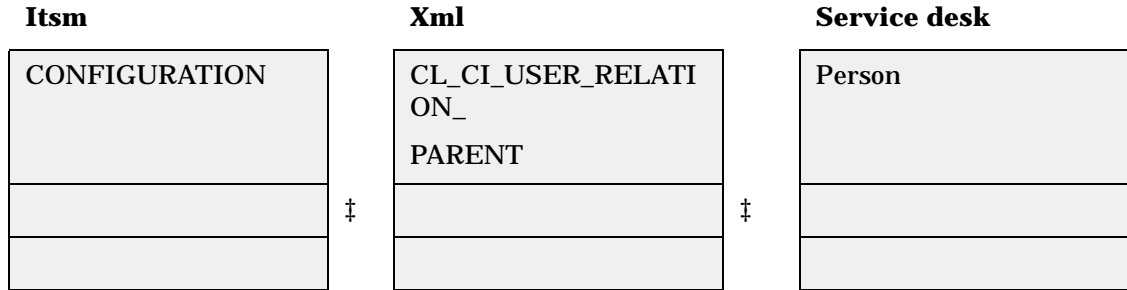
Joined on: -

Filters: configuration.ci_user is not null

(configuration.ci_user_type=11800001 or configuration.ci_user_type=11800003)

if ci_user_type=1180001:	PERSON_ID	Source ID
'CON' + CI_USER		
if ci_user_type=1180003:		
'EMP' + CI_USER		
else null		

Table B-51   **Mapping Configuration Items user relations child**

Itsm		Xml		Service desk
CONFIGURATION		CL_CI_USER_RELATION_ CHILD		Configuration Item
	‡		‡	
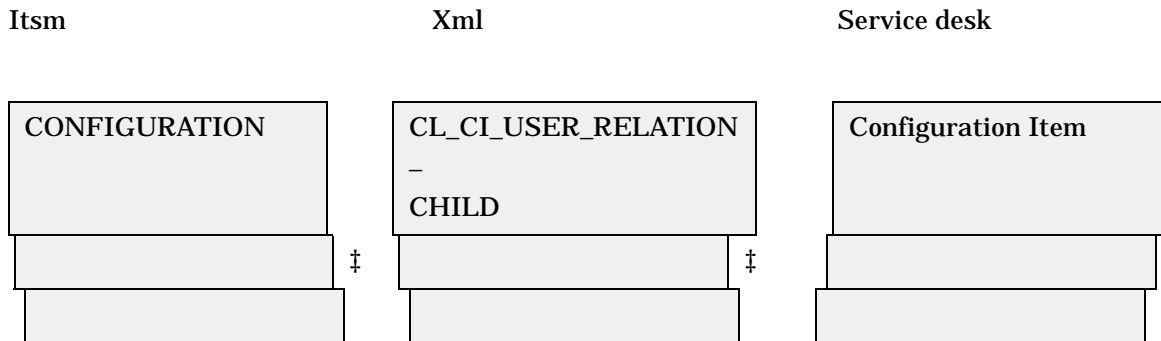
Joined on: -

Filters: -

ID	CI_ID	Source ID
	Parent	use to search Users:User

Table B-52   Mapping Configuration Items relations

Itsm		Xml		Service desk
CI_RELATION APP_CODE_TEXTS		CL_CI_RELATED		CI relation
	‡		‡	
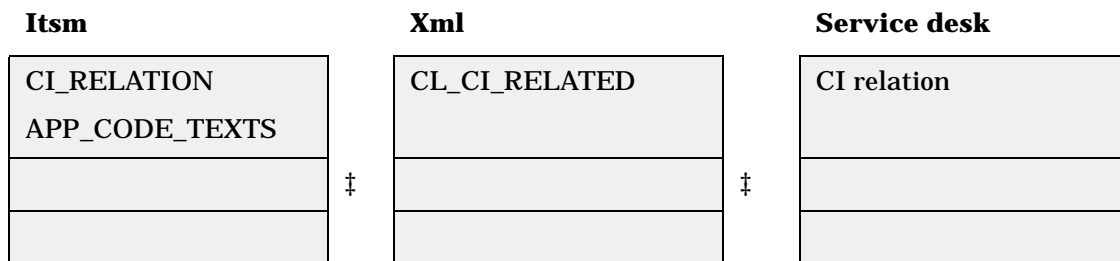
Joined on: ci_relation.relation=app_code_texts.cox_cod_id(+)

Filters: (app_code_texts.cox_lng_id='gb' or app_code_texts.cox_lng_id is null)

CI_RELATION.CONFIGURATION	CI_PARENT	use to search CI from
APP_CODE_TEXTS.COX_TEXT	RELTYPE_SEARCHTEXT	use to search CI relation type
CI_RELATION.CI	CI_CHILD	use to search CI to

When importing a table, all entities that it refers to should be already imported at that time. Exporting and importing the tables in the following order ensures this:

CL_CODE_CI_MAINCAT

CL_CODE_CI_CAT

CL_CODE_CI_SUBCAT

CL_CODE_CI_STA

CL_CODE_CI_BRAND

CL_CODE_CI_LOC1

CL_CODE_CI_LOC2

CL_CI

CL_CI_RELATED

CL_CI_COMPONENT_CHILD

CL_CI_COMPONENT_PARENT

CL_CI_USER_RELATION_CHILD

CL_CI_USER_RELATION_PARENT

Services

Services themselves are migrated fairly straight forward. The relations
with the related CI and the associated CIs are migrated using
parent-child relations.

Table B-53   Mapping Services

Itsm		Xml		Service desk
SERVICE DATA_SET APP_CODE_TEXTS		CL_SERVICE		Service
	‡		‡	

Joined on: service.srv_auth_file=data_set.id(+)

service.srv_cod_id_srv_status=app_code_texts.cox_cod_id(+)

Filters: (app_code_texts.cox_lng_id='gb' or app_code_texts.cox_lng_id is null)

if service.srv_name is not null:
 	
SERVICE.SRV_NAME1
 	
else:
 	
SERVICE.SRV_NAME2
	NAME	Name

APP_CODE_TEXT.COX_TXT	STATUS_SEARCHTEXT	use to search Status
SERVICE.SRV_ID	SRV_ID	Source ID
DATA_SET.DESCRIPTION	POOL_SEARCHTEXT	use to search Pool
SRV_CNF_ID	CI_ID	Configuration Item:Configuration Item

Itsm	Xml	Service desk
SERVICE.SRV_DESCRIPTION	DESCRIPTION 1)	Description

1) Truncate to 80

Table B-54   Mapping Services statuses

Itsm		Xml		Service desk
APP_CODE_TEXTS APP_CODES		CL_CODE_SER_STA		Service Status
	‡		‡	

Joined on: app_code_texts.cox_cod_id=app_codes.cod_id

Filters: cox_cod_id between 15500000 and 15599999

              cox_lng_id = 'gb'

Itsm	Xml	Service desk
APP_CODE_TEXTS.COX_TEXT	TEXT	Text
APP_CODES.COD_ORDERING	ORDERING	Ordering

Table B-55   Parent-child relation Services configuration item

Itsm	Xml	Service desk
SERVICE	CL_SERVICE	Service
DATA_SET		
APP_CODE_TEXTS		
‡	‡	

Itsm	Xml	Service desk
	parent	
service.srv_id	c	
=		
service.srv_id		
	child	
SERVICE	CL_SERVICE_CI	Configuration Item
	‡	‡

Table B-56 Mapping Services configuration item

Itsm		Xml		Service desk
SERVICE		CL_SERVICE_CI		Configuration Item
	‡		‡	

Joined on: -

Filters: service.srv_cnf_id is not null

SRV_CNF_ID	CI_ID	Source ID
	Parent	use to search Services:Service

Table B-57 Parent-child relation Services associated CIs

Itsm	Xml	Service desk
SERVICE DATA_SET APP_CODE_TEXTS	CL_SERVICE	Service

Itsm		Xml		Service desk
	‡		‡	

parent

service.srv_id   c

=

supporting_configuration.sup_srv_id

child

Itsm		Xml		Service desk
SUPPORTING_ CONFIGURATION		CL_SERVICE_ASS_CI		Configuration Item
	‡		‡	
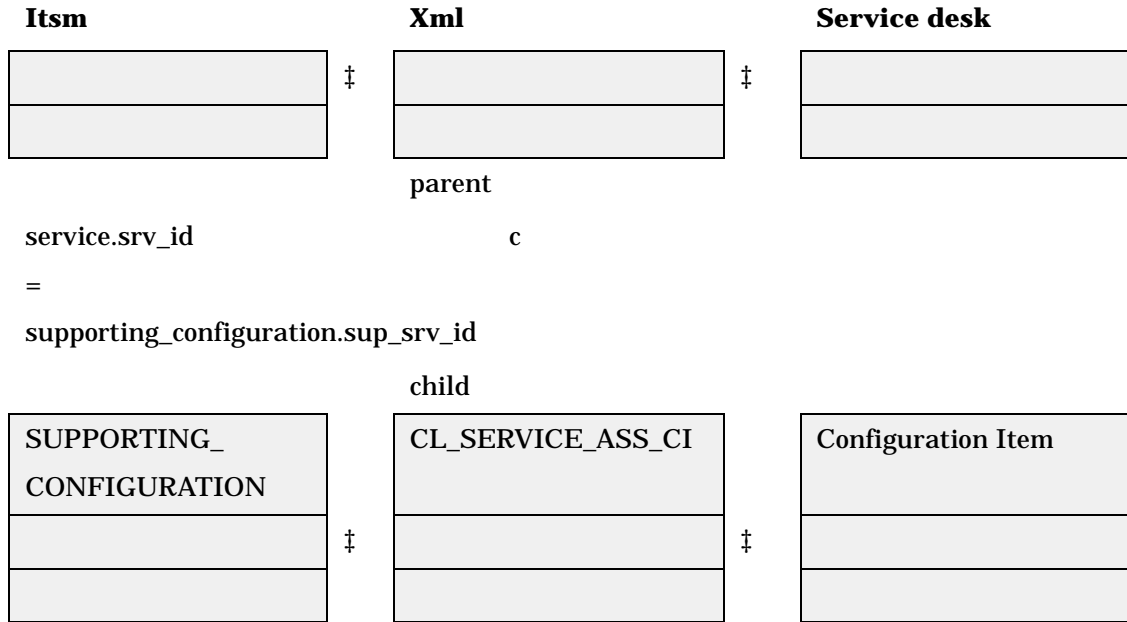
Table B-58   Mapping Services associated CIs

Itsm		Xml		Service desk
SUPPORTING_ CONFIGURATION		CL_SERVICE_ASS_CI		Configuration Item
	‡		‡	
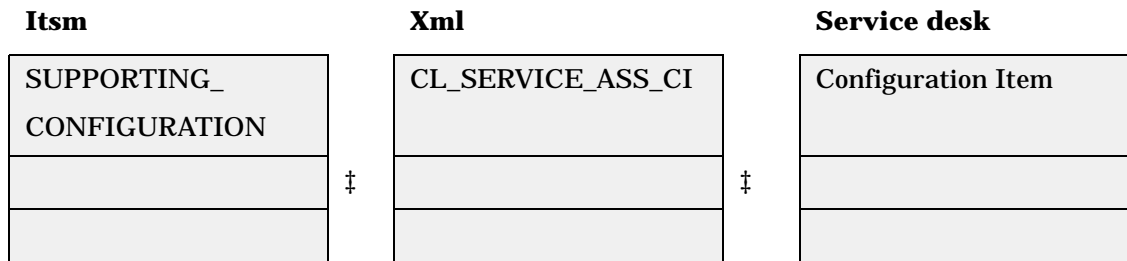
Joined on: -

Filters: supporting_configuration.sup_cnf_id is not null

SUP_CNF_ID	CI_ID	Source ID
	Parent	use to search Services:Service

When importing a table, all entities that it refers to should be already imported at that time. Exporting and importing the tables in the following order ensures this:

CL_CODE_SER_STA

CL_SERVICE_CI

CL_SERVICE_ASS_CI

CL_SERVICE

Service Calls

When migrating service calls attention needs to be given to how the history lines are dealt with. The history lines are split into two classes: one for the lines with action fields that fit into the subject field of the history line in Service Desk, and one for the lines with an action field that doesn't fit. In the last case the action field is truncated and put in the subject as "action >>" and the complete action is put in the information field. Because accounts cannot be used to indicate who created the history line, the name of the person or organization in the action is entered in the following way: "name: action".

Another area to be aware of when importing service calls is what happens to the deadlines. These cannot be migrated in the same class as the creation-date. The deadline of a service call should be later than it's creation-date and this can only be successfully migrated using a separate class that updates the calls by giving them their deadlines.

To be able to migrate relations between service calls and other service events, we import two service event relations: "Caused by" and "Related to" so we can refer to them later.

Table B-59   Mapping Service Calls

Itsm	Xml	Service desk
SERVICECALL DATA_SET APP_CODE_TEXTS ACT1 APP_CODE_TEXTS ACT2 APP_CODE_TEXTS ACT3 APP_CODE_TEXTS ACT4 APP_CODE_TEXTS ACT5 APP_CODE_TEXTS ACT6 APP_CODE_TEXTS ACT7 APP_LOGIN_USER CONTACT EMPLOYEE	CL_SERVICECALL	Service call
‡	‡	

Joined on: servicecall.auth_file=data_set.id(+)
servicecall.employee=app_login_user.lus_emp_id(+)
servicecall.caller=contact.address(+)

servicecall.caller=employee.id(+)
servicecall.impact_id=act1.cox_cod_id(+)
servicecall.priority_id=act2.cox_cod_id(+)
servicecall.category_id=act3.cox_cod_id(+)
servicecall.incidentcode_id=act4.cox_cod_id(+)
servicecall.closurecode_id=act5.cox_cod_id(+)
servicecall.medium_id=act6.cox_cod_id(+)
servicecall.status_id=act7.cox_cod_id(+)

Itsm	Xml	Service desk
Filters:	(act1.cox_lng_id='gb' or act1.cox_lng_id is null) (act2.cox_lng_id='gb' or act2.cox_lng_id is null) (act3.cox_lng_id='gb' or act3.cox_lng_id is null) (act4.cox_lng_id='gb' or act4.cox_lng_id is null) (act5.cox_lng_id='gb' or act5.cox_lng_id is null) (act6.cox_lng_id='gb' or act6.cox_lng_id is null) (act7.cox_lng_id='gb' or act7.cox_lng_id is null)	
DATA_SET.DESCRIPTION	POOL_SEARCHTEXT	use to search Pool
SERVICECALL.ID	SC_ID	ID
SERVICECALL.SER_EVENT_ID	SOURCE_ID	Source ID
SERVICECALL.CLOSE_DATETIME	ACT_FINISH	Actual Finish
SERVICECALL.CALL_DATE	ACT_START	Actual Start
SERVICECALL.DESCRIPTION	DESCRIPTION	Description
APP_CODE_TEXTS.COX_TEXT	IMPACT_SEARCHTEXT	use to search Impact
SERVICECALL.INFORMATION	INFORMATION	Information
APP_CODE_TEXTS.COX_TEXT	PRIORITY_SEARCHTEXT	use to search Priority
SERVICECALL.CI	CI_ID	use to search Configuration Item

if caller_type = 10200001:
 	
'CON' + SERVICECALL.CALLER
 	
if caller_type = 10200002:
 	
'EMP' + SERVICECALL.CALLER
 	
else null
	CALLER_ID	use to search Caller

APP_CODE_TEXTS.COX_TEXT	CATEGORY_SEARCHTEXT	use to search Category

Itsm	Xml	Service desk
APP_CODE_TEXTS.COX_TEXT	CLASSIFICATION_SEARCHTEXT	use to search Classification
APP_CODE_TEXTS.COX_TEXT	CLOSURE_SEARCHTEXT	use to search Closure
APP_CODE_TEXTS.COX_TEXT	MEDIUM_SEARCHTEXT	use to search Medium

if caller_type = 10200001:
 	
'EO' + CONTACT.ORGANIZATION
 	
if caller_type = 10200002:
 	
'IO' + EMPLOYEE.ORGANIZATION_UNIT
 	
if caller_type = 10200003:
 	
'EO' + SERVICECALL.CALLER
 	
else null
	ORG_ID	use to search Organization

SERVICECALL.SER_SRV_ID	SERVICE_ID	use to search Service
SERVICECALL.SOLUTION	SOLUTION	Solution
APP_CODE_TEXTS.COX_TEXT	STATUS_SEARCHTEXT	use to search Status
'EMP' + SERVICECALL.SPECIALIST	TO_PERSON_SOURCEID	Use to search Assignment:To person
SERVICECALL.HD_GROUP	TO_GROUP_SOURCEID	Use to search Assignment:To group
SERVICECALL.REF_NUMBER	REF_NUMBER	Assignment:Reference #
SERVICECALL.REMARK	REMARK	Assignment:Infromation from sender
'EO' + SERVICECALL.RETAINED	TO_ORG_SOURCEID	Use to search Assignment:To external Organization

Itsm	Xml	Service desk
SERVICECALL.CALL_DATE	CREATED	Registration:Created

if app_login_user.lus_login_name is not null:
 	
APP_LOGIN_USER.LUS_LOGIN_NAME
 	
else:
 	
'migration'
	CREATEDBY_SEARCHTEXT 1)	Use to search Registration:Created by

SERVICECALL.CALLERNAME2	CONTACT_ORGANIZATION	Contact Organization

1) Truncate to 40

Table B-60   Mapping Service Call Deadlines

Itsm		Xml		Service desk
SERVICECALL		CL_SERVICECALL_ DEADLINE		Service Call
	‡		‡	

Joined on: -

Filters: -

Itsm	Xml	Service desk
SERVICECALL.ID	SC_ID	ID
SERVICECALL.TARGET_DATE	DEADLINE	Deadline

Table B-61   Mapping Service Call History Lines

Itsm	Xml	Service desk

Itsm		**Xml**		**Service desk**
PROGRESS		CL_SC_HISTORY		History Line Servicecall
EMPLOYEE				
CONTACT				
ADDRESS				
APP_CODE_TEXTS				
	‡		‡	

Joined on: progress.who=employee.id(+)
                 progress.who=contact.address(+)
                 progress.who=address.id(+)
                 progress.who_type=act.cox_cod_id(+)

Filters: length(concat(concat(concat(concat(concat(act.cox_searchcode,act.cox_text),'
                 '),decode(progress.who_type, 15000003,
                 substr(concat(concat(employee.first_name,' '),employee.name),1,40),
                 15000001, substr(concat(concat(contact.first_name,' '),address.name1),1,40),
                 15000002, address.name1)),':'),progress.action)) <= 255

                 (act.cox_lng_id='gb' or act.cox_lng_id is null)
                 (progress.service in (select id from servicecall))

Itsm	Xml	Service desk
ACT.COX_SEARCHCODE + ACT.COX_TEXT +	SUBJECT	Subject
if progress.who_type = 15000003:		
EMPLOYEE.FIRST_NAME + EMPLOYEE.NAME 1)		
if progress.who_type = 15000001:		
CONTACT.FIRST_NAME + ADDRESS.NAME1 1)		
if progress.who_type = 15000002:		
ADDRESS.NAME1		
always:		
+ ':' + ACTION		
PROG_DATE	CREATED	Registration:Created
'migration'	CREATEDBY_SEARCHTEXT	use to search Registration:Created by
SERVICE	SC_ID	use to search Service call

1) Truncate to 40

Table B-62   Mapping Service Call History Lines

Itsm	Xml	Service desk
PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS	CL_SC_HISTORY_INFO	History Line Servicecall
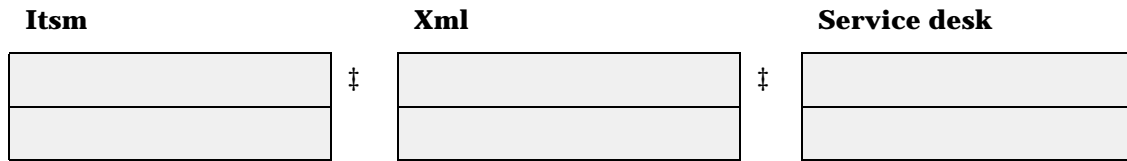
Itsm		Xml		Service desk
	‡		‡	

Joined on: progress.who=employee.id(+)

progress.who=contact.address(+)

progress.who=address.id(+)

progress.who_type=act.cox_cod_id(+)

Filters: length(concat(concat(concat(concat(concat(act.cox_searchcode,act.cox_text),
' '),decode(progress.who_type, 15000003,
substr(concat(concat(employee.first_name,' '),employee.name),1,40),
15000001, substr(concat(concat(contact.first_name,'
'),address.name1),1,40), 15000002, address.name1)),':'),progress.action)) >
255

(act.cox_lng_id='gb' or act.cox_lng_id is null)

(progress.service in (select id from servicecall))

ACT.COX_SEARCHCODE +   SUBJECT 1)   Subject
ACT.COX_TEXT +

if progress.who_type =
15000003:

EMPLOYEE.FIRST_NAME
+ EMPLOYEE.NAME 1)

if progress.who_type =
15000001:

CONTACT.FIRST_NAME +
ADDRESS.NAME1 1)

if progress.who_type =
15000002:

ADDRESS.NAME1

always:

+ ':' + ACTION + '>>'

Itsm	Xml	Service desk
ACTION	INFORMATION	Information
PROG_DATE	CREATED	Registration:Created
'migration'	CREATEDBY_SEARCHTEXT	use to search Registration:Created by
SERVICE	SC_ID	use to search Service call

Truncate to 255

Table B-63   Mapping Service Call Categories

Itsm		Xml		Service desk
APP_CODE_TEXTS		CL_CODE_SC_CAT		Service call Category
	‡		‡	

Joined on: -

Filters: cox_cod_id between 13900000 and 13999999
            cox_lng_id = 'gb'

COX_TEXT	TEXT	Text

Table B-64   Mapping Service calls closures

Itsm		Xml		Service desk
APP_CODE_TEXTS APP_CODES		CL_CODE_SC_CLO		Service call Closure code
	‡		‡	

Itsm	Xml	Service desk
Joined on:	app_code_texts.cox_cod_id=app_codes.cod_id	
Filters:	cox_cod_id between 14000000 and 14099999 cox_lng_id = 'gb'	

Itsm	Xml	Service desk
APP_CODE_TEXTS.COX_TEXT	TEXT	Text
APP_CODES.COD_ORDERING	ORDERING	Ordering

Table B-65   Mapping Service Call Incidents

Itsm		Xml		Service desk
APP_CODE_TEXTS		CL_CODE_SC_INC		Service call Classification
	‡		‡	

Joined on: -

Filters: cox_cod_id between 14200000 and 14299999
cox_lng_id = 'gb'

Itsm	Xml	Service desk
COX_TEXT	TEXT	Text

Table B-66   Mapping Service call Mediums

Itsm		Xml		Service desk
APP_CODE_TEXTS		CL_CODE_SC_MED		Medium
	‡		‡	

Itsm	Xml	Service desk

Joined on: -

Filters: cox_cod_id between 14300000 and 14399999
cox_lng_id = 'gb'

COX_TEXT	TEXT	Text

Table B-67   Mapping Service Call Statuses

Itsm		Xml		Service desk
APP_CODE_TEXTS APP_CODES		CL_CODE_SC_STA		Service call Status
	‡		‡	

Joined on: app_code_texts.cox_cod_id=app_codes.cod_id

Filters: cox_cod_id between 14700000 and 14799999
cox_lng_id = 'gb'

APP_CODE_TEXTS.COX_TEXT	TEXT	Text
APP_CODES.COD_ORDERING	ORDERING	Ordering

Table B-68   Mapping Service Call Caused by relation type

Itsm		Xml		Service desk
DUAL		CL_SC_CAUSEDBY_RELTYPE		Service Event Relation Type
	‡		‡	

Itsm	Xml	Service desk
Joined on: -		
Filters: -		
'Caused by'	REL_TYPE	Text
10	ORDERING	Ordering

Table B-69　　　　**Mapping Service Calls Related to Relation Type**
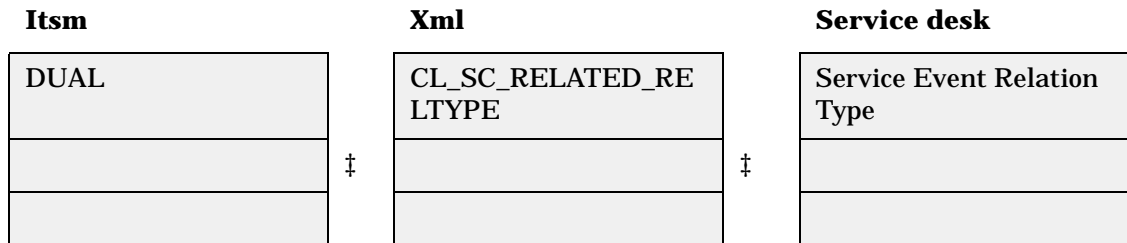
Itsm		Xml		Service desk
DUAL		CL_SC_RELATED_RELTYPE		Service Event Relation Type
	‡		‡	
Joined on: -				
Filters: -				
'Related to'		REL_TYPE		Text
20		ORDERING		Ordering

When importing a table, all entities that it refers to should already be imported at that time. Exporting and importing the tables in the following order ensures this:

CL_CODE_SC_CAT

CL_CODE_SC_CLO

CL_CODE_SC_INC

CL_CODE_SC_MED

CL_CODE_SC_STA

CL_SERVICECALL

CL_SC_HISTORY

CL_SC_HISTORY_INFO

CL_SC_CAUSEDBY_RELTYPE

CL_SC_RELATED_RELTYPE

Problems

One area to be aware of when importing problems is how the history lines are imported. These are migrated in the same way as described for the history lines of service calls.

Deadlines are also migrated in the same way as described for the deadlines of service calls.

Some special classes were also created to migrate the relations between different service events.

Table B-70   Mapping Problems

Itsm	Xml	Service desk
PROBLEM DATA_SET APP_CODE_TEXTS ACT1 APP_CODE_TEXTS ACT2 APP_CODE_TEXTS ACT3 APP_CODE_TEXTS ACT4 APP_CODE_TEXTS ACT5 APP_CODE_TEXTS ACT6 APP_LOGIN_USER	CL_PROBLEM	Problem
‡	‡	

Itsm	Xml	Service desk
Joined on:	problem.auth_file=data_set.id(+) problem.impact_id=act1.cox_cod_id(+) problem.priority_id=act2.cox_cod_id(+) problem.category_id=act3.cox_cod_id(+) problem.problemcode_id=act4.cox_cod_id(+) problem.closurecode_id=act5.cox_cod_id(+) problem.status_id=act6.cox_cod_id(+) problem.caller=app_login_user.lus_emp_id(+)	
Filters:	(act1.cox_lng_id='gb' or act1.cox_lng_id is null) (act2.cox_lng_id='gb' or act2.cox_lng_id is null) (act3.cox_lng_id='gb' or act3.cox_lng_id is null) (act4.cox_lng_id='gb' or act4.cox_lng_id is null) (act5.cox_lng_id='gb' or act5.cox_lng_id is null) (act6.cox_lng_id='gb' or act6.cox_lng_id is null)	

DATA_SET.DESCRIPTION	POOL_SEARCHTEXT	use to search Pool
PROBLEM.ID	PR_ID	ID
PROBLEM.CLOSE_DATETIME	ACT_FINISH	Actual Finish
PROBLEM.CALL_DATE	ACT_START	Actual Start
PROBLEM.DESCRIPTION	DESCRIPTION	Description
APP_CODE_TEXTS.COX_TEXT	IMPACT_SEARCHTEXT	use to search Impact
PROBLEM.INFORMATION	INFORMATION	Information
APP_CODE_TEXTS. COX_TEXT	PRIORITY_SEARCHTEXT	use to search Priority
PROBLEM.CI	CI_ID	use to search Configuration Item
APP_CODE_TEXTS. COX_TEXT	CATEGORY_SEARCHTEXT	use to search Category

Itsm	Xml	Service desk
APP_CODE_TEXTS. COX_TEXT	CLASSIFICATION_SEAR CHTEXT	use to search Classification
APP_CODE_TEXTS. COX_TEXT	CLOSURE_SEARCHTEXT	use to search Closure code
APP_CODE_TEXTS. COX_TEXT	STATUS_SEARCHTEXT	use to search Status
PROBLEM.SOLUTION	SOLUTION 1)	Solution
'EMP' + PROBLEM.SPECIALIST	TO_PERSON_SOURCEID	Use to search Assignment:To person
PROBLEM.HD_GROUP	TO_GROUP_SOURCEID	Use to search Assignment:To group
PROBLEM.REF_NUMBER	REF_NUMBER	Assignment:Refer ence #
PROBLEM.REMARK	REMARK	Assignment:Infro mation from sender
'EO' + PROBLEM.RETAINED	TO_ORG_SOURCEID	Use to search Assignment:To external Organization
PROBLEM.CALL_DATE	CREATED	Registration:Creat ed

Itsm	Xml	Service desk

if change.caller_type = 10200002 and app_login_user.lus_login_name is not null:
 	
APP_LOGIN_USER.LUS_LOGIN_NAME
 	
else:
 	
'migration'
	CREATEDBY_SEARCHTEXT 2)	Use to search Registration:Created by

1) Truncate to 255

2) Truncate to 40

Table B-71   Mapping Problem Deadlines

Itsm		Xml		Service desk
PROBLEM		CL_PROBLEM_DEADLINE		Problem
	‡		‡	

Joined on: -

Filters: -

PROBLEM.ID	PR_ID	ID
PROBLEM.TARGET_DATE	DEADLINE	Deadline

Table B-72   Mapping Problems History Lines

Itsm	Xml	Service desk

Itsm		Xml		Service desk
PROBLEM_PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS		CL_PROBLEM_HISTORY		History Line Problem
	‡		‡	

Joined on: problem_progress.who=employee.id(+)
             problem_progress.who=contact.address(+)
             problem_progress.who=address.id(+)
             problem_progress.who_type=act.cox_cod_id(+)

Filters: length(concat(concat(concat(concat(concat(act.cox_searchcode,act.cox_text),'
             '),decode(problem_progress.who_type, 15000003,
             substr(concat(concat(employee.first_name,' '),employee.name),1,40),
             15000001, substr(concat(concat(contact.first_name,' '),address.name1),1,40),
             15000002, address.name1)),':'),problem_progress.action)) <= 255

             (act.cox_lng_id='gb' or act.cox_lng_id is null)
             (problem_progress.problem in (select id from problem))

Itsm	Xml	Service desk
ACT.COX_SEARCHCODE+ ACT.COX_TEXT +	SUBJECT	Subject
if problem_progress.who_type = 15000003:		
EMPLOYEE.FIRST_NAME + EMPLOYEE.NAME 1)		
if problem_progress.who_type = 15000001:		
CONTACT.FIRST_NAME + ADDRESS.NAME1 1)		
if problem_progress.who_type = 15000002:		
ADDRESS.NAME1		
always:		
+ ':' + ACTION		
PROG_DATE	CREATED	Registration:Created
'migration'	CREATEDBY_SEARCHTEXT	use to search Registration:Created by
PROBLEM	PR_ID	use to search Problem

1) Truncate to 40

<center>**Table B-73   Mapping Problems Long History Lines**</center>

Itsm	Xml	Service desk
PROBLEM_PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS	CL_PROBLEM_HISTORY_ INFO	History Line Problem
‡		‡

Joined on: problem_progress.who=employee.id(+)
problem_progress.who=contact.address(+)
problem_progress.who=address.id(+)
problem_progress.who_type=act.cox_cod_id(+)

Filters: length(concat(concat(concat(concat(concat(concat(act.cox_searchcode,act.co
x_text),' '),decode(problem_progress.who_type, 15000003,
substr(concat(concat(employee.first_name,' '),employee.name),1,40),
15000001, substr(concat(concat(contact.first_name,'
'),address.name1),1,40), 15000002,
address.name1)),':'),problem_progress.action),' >>')) > 255

(act.cox_lng_id='gb' or act.cox_lng_id is null)
(problem_progress.problem in (select id from problem))

Itsm	Xml	Service desk
ACT.COX_SEARCHCODE + ACT.COX_TEXT +	SUBJECT 1)	Subject
if problem_progress.who_type = 15000003:		
EMPLOYEE.FIRST_NAME + EMPLOYEE.NAME 1)		
if problem_progress.who_type = 15000001:		
CONTACT.FIRST_NAME + ADDRESS.NAME1 1)		
if problem_progress.who_type = 15000002:		
ADDRESS.NAME1		
always:		
+ ':' + ACTION + '>>'		
ACTION	INFORMATION	Information
PROG_DATE	CREATED	Registration:Created
'migration'	CREATEDBY_SEARCHTEXT	use to search Registration:Created by
PROBLEM	PR_ID	use to search Problem

1) Truncate to 255

Table B-74   Mapping Problem Categories

Itsm		Xml		Service desk
APP_CODE_TEXTS		CL_CODE_PR_CAT		Problem Category
	‡		‡	

Itsm	Xml	Service desk

Joined on: -

Filters: cox_cod_id between 12600000 and 12699999
              cox_lng_id = 'gb'

| COX_TEXT | TEXT | Text |

Table B-75   Mapping Problem Closures

Itsm		Xml		Service desk
APP_CODE_TEXTS APP_CODES		CL_CODE_PR_CLO		Problem Closure code
	‡		‡	

Joined on: app_code_texts.cox_cod_id=app_codes.cod_id

Filters: cox_cod_id between 12700000 and 12799999
                cox_lng_id = 'gb'

| APP_CODE_TEXTS.COX_TEXT | TEXT | Text |
| APP_CODES.COD_ORDERING | ORDERING | Ordering |

Table B-76   Mapping Problem Statuses

Itsm		Xml		Service desk
APP_CODE_TEXTS APP_CODES		CL_CODE_PR_STA		Problem Status
	‡		‡	

Itsm	Xml	Service desk

Joined on: app_code_texts.cox_cod_id=app_codes.cod_id

Filters: cox_cod_id between 13000000 and 13099999
cox_lng_id = 'gb'

Itsm	Xml	Service desk
APP_CODES_TEXTS.COX_TEXT	TEXT	Text
APP_CODES.COD_ORDERING	ORDERING	Ordering

Table B-77   Mapping Problem Codes

Itsm		Xml		Service desk
APP_CODE_TEXTS		CL_CODE_PR_COD		Problem Classification
	‡		‡	

Joined on: -

Filters: cox_cod_id between 13100000 and 13199999
cox_lng_id = 'gb'

Itsm	Xml	Service desk
COX_TEXT	TEXT	Text

Table B-78   Mapping Problem Related Service Calls

Itsm		Xml		Service desk
SERVICECALL		CL_PR_RELATED_SC		Service Event Relation
	‡		‡	

Detailed mapping
Problems

Itsm	Xml	Service desk
Joined on:	-	
Filters:	servicecall.call_type=15200002 servicecall.compare is not null servicecall.id is not null	

COMPARE	PR_ID	use to search Problem
ID	SC_ID	use to search Service call
'Related to'	REL_TYPE	use to search Relation type

When importing a table, all entities that it refers to should already be imported at that time. Exporting and importing the tables in the following order ensures this:

CL_CODE_PR_CAT

CL_CODE_PR_CLO

CL_CODE_PR_STA

CL_CODE_PR_COD

CL_PROBLEM

CL_PROBLEM_HISTORY

CL_PROBLEM_HISTORY_INFO

CL_PR_RELATED_SC

Changes

One area to be aware of when migrating changes is how the history lines are imported. These are migrated in the same way as we described for the history lines of service calls.

Deadlines are also migrated in the same way as described for the deadlines of service calls.

Some special classes were created to migrate the relations between different service events.

Table B-79   Mapping Changes

Itsm	Xml	Service desk
CHANGE DATA_SET APP_CODE_TEXTS ACT1 APP_CODE_TEXTS ACT2 APP_CODE_TEXTS ACT3 APP_CODE_TEXTS ACT4 APP_CODE_TEXTS ACT5 APP_LOGIN_USER	CL_CHANGE	Change
‡	‡	

Itsm	Xml	Service desk
Joined on:	change.auth_file=data_set.id(+) change.priority_id=act1.cox_cod_id(+) change.category_id=act2.cox_cod_id(+) change.changecode_id=act3.cox_cod_id(+) change.closurecode_id=act4.cox_cod_id(+) change.status_id=act5.cox_cod_id(+) change.caller=app_login_user.lus_emp_id(+)	
Filters:	(act1.cox_lng_id='gb' or act1.cox_lng_id is null) (act2.cox_lng_id='gb' or act2.cox_lng_id is null) (act3.cox_lng_id='gb' or act3.cox_lng_id is null) (act4.cox_lng_id='gb' or act4.cox_lng_id is null) (act5.cox_lng_id='gb' or act5.cox_lng_id is null)	

Itsm	Xml	Service desk
DATA_SET.DESCRIPTION	POOL_SEARCHTEXT	use to search Pool
CHANGE.ID	CH_ID	ID
CHANGE.CLOSED_DATE	ACT_FINISH	Actual Finish
CHANGE.CALL_DATE	ACT_START	Actual Start
CHANGE.DESCRIPTION	DESCRIPTION	Description
CHANGE.INFORMATION	INFORMATION	Information
APP_CODE_TEXTS.COX_TEXT	PRIORITY_SEARCHTEXT	use to search Priority
CHANGE.CI	CI_ID	use to search Configuration Item
APP_CODE_TEXTS.COX_TEXT	CATEGORY_SEARCHTEXT	use to search Category
APP_CODE_TEXTS.COX_TEXT	CLASSIFICATION_SEARCHTEXT	use to search Classification
APP_CODE_TEXTS.COX_TEXT	CLOSURE_SEARCHTEXT	use to search Closure code

Itsm	Xml	Service desk
APP_CODE_TEXTS.COX_TEXT	STATUS_SEARCHTEXT	use to search Status
CHANGE.DESIRED	DES_SOLUTION	Desired Solution
'EMP' + CHANGE.SPECIALIST	TO_PERSON_SOURCEID	Use to search Assignment:To person
CHANGE.HD_GROUP	TO_GROUP_SOURCEID	Use to search Assignment:To group
CHANGE.REF_NUMBER	REF_NUMBER	Assignment:Reference #
CHANGE.REMARK	REMARK	Assignment:Infromation from sender
'EO' + CHANGE.RETAINED	TO_ORG_SOURCEID	Use to search Assignment:To external Organization
CHANGE.CALL_DATE	CREATED	Registration:Created

if change.caller_type = 10200002 and app_login_user.lus_login_name is not null:
 	
APP_LOGIN_USER.LUS_LOGIN_NAME
 	
else:
 	
'migration'
	CREATEDBY_SEARCHTEXT 1)	Use to search Registration:Created by

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Table B-80   Mapping Change Deadlines

Itsm		Xml		Service desk
CHANGE		CL_CHANGE_DEADLINE		Change
	‡		‡	

Itsm	Xml	Service desk

Joined on: -

Filters: -

CHANGE.ID	CH_ID	ID
CHANGE.TARGET_DATE	DEADLINE	Deadline

Table B-81   Mapping Change History Lines

Itsm		Xml		Service desk
CHANGE_PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS		CL_CHANGE_HISTORY		History Line Change
	‡		‡	

Joined on: change_progress.who=employee.id(+)
change_progress.who=contact.address(+)
change_progress.who=address.id(+)
change_progress.who_type=act.cox_cod_id(+)

Filters: length(concat(concat(concat(concat(concat(act.cox_searchcode,act.cox_text),'
'),decode(change_progress.who_type, 15000003,
substr(concat(concat(employee.first_name,' '),employee.name),1,40),
15000001, substr(concat(concat(contact.first_name,' '),address.name1),1,40),
15000002, address.name1)),':'),change_progress.action)) <= 255
(act.cox_lng_id='gb' or act.cox_lng_id is null)
(change_progress.change in (select id from change))

Itsm	Xml	Service desk
ACT.COX_SEARCHCODE + ACT.COX_TEXT +	SUBJECT	Subject
if change_progress.who_type = 15000003:		
EMPLOYEE.FIRST_NAME + EMPLOYEE.NAME 1)		
if change_progress.who_type = 15000001:		
CONTACT.FIRST_NAME + ADDRESS.NAME1 1)		
if change_progress.who_type = 15000002:		
ADDRESS.NAME1		
always:		
+ ':' + ACTION		
PROG_DATE	CREATED	Registration:Created
'migration'	CREATEDBY_SEARCHTEXT	use to search Registration:Created by
CHANGE	CH_ID	use to search Change

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Table B-82   **Mapping Change Long History Lines**

Itsm		Xml		Service desk
CHANGE_PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS		CL_CHANGE_HISTORY_INFO		History Line Change
	‡		‡	

Joined on: change_progress.who=employee.id(+)
change_progress.who=contact.address(+)
change_progress.who=address.id(+)
change_progress.who_type=act.cox_cod_id(+)

Filters: length(concat(concat(concat(concat(concat(concat(act.cox_searchcode,act.cox_text),' '),decode(change_progress.who_type, 15000003, substr(concat(concat(employee.first_name,' '),employee.name),1,40), 15000001, substr(concat(concat(contact.first_name,' '),address.name1),1,40), 15000002, address.name1)),':'),change_progress.action),' >>')) > 255

(act.cox_lng_id='gb' or act.cox_lng_id is null)
(change_progress.change in (select id from change))

Itsm	Xml	Service desk
ACT.COX_SEARCHCODE + ACT.COX_TEXT +	SUBJECT 1)	Subject
if change_progress.who_type = 15000003:		
EMPLOYEE.FIRST_NAME + EMPLOYEE.NAME 1)		
if change_progress.who_type = 15000001:		
CONTACT.FIRST_NAME + ADDRESS.NAME1 1)		
if change_progress.who_type = 15000002:		
ADDRESS.NAME1		
always:		
+ ':' + ACTION + '>>'		
ACTION	INFORMATION	Information
PROG_DATE	CREATED	Registration:Created
'migration'	CREATEDBY_SEARCHTEXT	use to search Registration:Created by
CHANGE	CH_ID	use to search Change

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Table B-83   Mapping Change Categories

Itsm		Xml		Service desk
APP_CODE_TEXTS		CL_CODE_CH_CAT		Change Category
	‡		‡	

Joined on: -

Itsm	Xml	Service desk
Filters:	cox_cod_id between 10300000 and 10399999 cox_lng_id = 'gb'	
COX_TEXT	TEXT	Text

Table B-84   **Mapping Change closures**

Itsm		Xml		Service desk
APP_CODE_TEXTS APP_CODES		CL_CODE_CH_CLO		Change Closurecode
	‡		‡	

Joined on: app_code_texts.cox_cod_id=app_codes.cod_id

Filters: cox_cod_id between 10400000 and 10499999
             cox_lng_id = 'gb'

Itsm	Xml	Service desk
APP_CODE_TEXTS.COX_TEXT	TEXT	Text
APP_CODES.COD_ORDERING	ORDERING	Ordering

Table B-85   **Mapping Change statuses**

Itsm		Xml		Service desk
APP_CODE_TEXTS APP_CODES		CL_CODE_CH_STA		Change Status
	‡		‡	

Joined on: app_code_texts.cox_cod_id=app_codes.cod_id

Itsm	Xml	Service desk
Filters: cox_cod_id between 10800000 and 10899999 cox_lng_id = 'gb'		
APP_CODE_TEXTS.COX_TEXT	TEXT	Text
APP_CODES.COD_ORDERING	ORDERING	Ordering

Table B-86   **Mapping Change Codes**

Itsm		Xml		Service desk
APP_CODE_TEXTS		CL_CODE_CH_COD		Change Classification
	‡		‡	
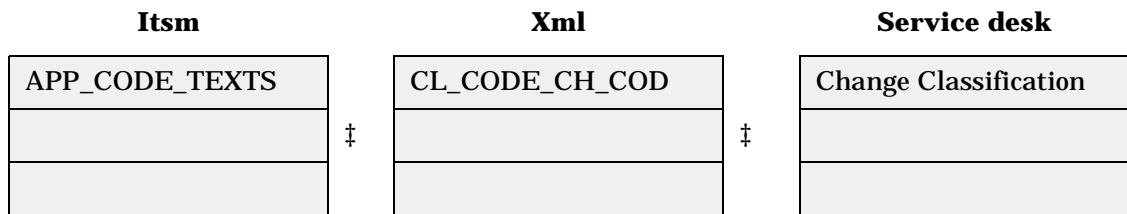
Joined on: -

Filters: cox_cod_id between 10500000 and 10599999
            cox_lng_id = 'gb'

Itsm	Xml	Service desk
COX_TEXT	TEXT	Text

Table B-87   **Mapping Change Related Problems**

Itsm		Xml		Service desk
PROBLEM		CL_CH_RELATED_PR		Service Event Relation
	‡		‡	
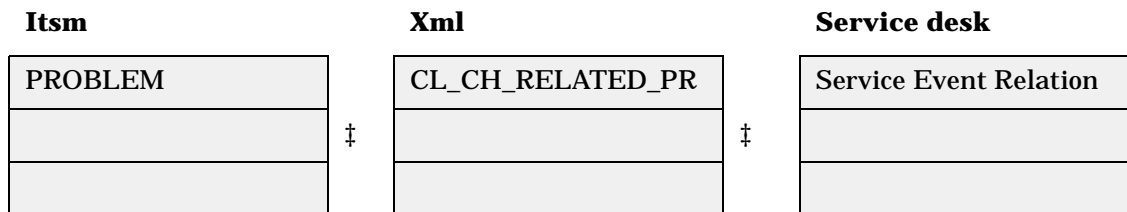
Joined on: -

Filters: problem.compare is not null
            problem.id is not null

Itsm	Xml	Service desk
COMPARE	CH_ID	use to search Change

Itsm	Xml	Service desk
ID	PR_ID	use to search Problem
'Related to'	REL_TYPE	use to search Relation type

Table B-88   Mapping Change Caused by Service Call

Itsm		Xml		Service desk
SCS_CAUSED_BY_C HANGE		CL_CH_CAUSEDBY_S C		Service Event Relation
	‡		‡	

Joined on: -

Filters: -

Itsm	Xml	Service desk
SCS_CHA_ID	CH_ID	use to search Change
SCS_SER_ID	SC_ID	use to search Service call
'Caused by'	REL_TYPE	use to search Relation type

Table B-89   Mapping Change Related Service Calls

Itsm		Xml		Service desk
SERVICECALL		CL_CH_RELATED_SC		Service Event Relation
	‡		‡	

Joined on: -

Itsm	**Xml**	**Service desk**
Filters:	servicecall.call_type=15200001 servicecall.compare is not null servicecall.id is not null	
COMPARE	CH_ID	use to search Change
ID	SC_ID	use to search Service call
'Related to'	REL_TYPE	use to search Relation type

When importing a table, all entities that it refers to should already be imported at that time. Exporting and importing the tables in the following order ensures this:

CL_CODE_CH_CAT

CL_CODE_CH_CLO

CL_CODE_CH_STA

CL_CODE_CH_COD

CL_CHANGE

CL_CHANGE_HISTORY

CL_CHANGE_HISTORY_INFO

CL_CH_RELATED_PR

CL_CH_CAUSEDBY_SC

CL_CH_RELATED_SC

Work Orders

One are to be aware of when migrating work orders is how the history lines are imported. These are migrated in the same way as described for the history lines of service calls.

Deadlines are also migrated in the same way as described for the deadlines of service calls.

Some special classes were created to migrate the relations between different service events.

Table B-90   Mapping Work Orders

Itsm		Xml		Service desk
WORKORDERS APP_LOGIN_USER APP_CODE_TEXTS ACT1 APP_CODE_TEXTS ACT2 APP_CODE_TEXTS ACT3 APP_CODE_TEXTS ACT4 APP_CODE_TEXTS ACT5 APP_CODE_TEXTS ACT6		CL_WORKORDER		Work order
	‡		‡	

Joined on: workorders.wor_auth_file=data_set.id(+)
                workorders.wor_employee=app_login_user.lus_emp_id(+)
                workorders.wor_status_id=act1.cox_cod_id(+)
                workorders.wor_priority_id=act2.cox_cod_id(+)
                workorders.wor_impact_id=act3.cox_cod_id(+)
                workorders.wor_closurecode_id=act4.cox_cod_id(+)
                workorders.wor_context_type=act5.cox_cod_id(+)
                workorders.wor_classification_id=act6.cox_cod_id(+)

Itsm	Xml	Service desk
Filters:	(act1.cox_lng_id='gb' or act1.cox_lng_id is null) (act2.cox_lng_id='gb' or act2.cox_lng_id is null) (act3.cox_lng_id='gb' or act3.cox_lng_id is null) (act4.cox_lng_id='gb' or act4.cox_lng_id is null) (act5.cox_lng_id='gb' or act5.cox_lng_id is null) (act6.cox_lng_id='gb' or act6.cox_lng_id is null)	
APP_CODE_TEXTS.COX_TEXT	TEXT	Text
APP_CODES.COD_ORDERING	ORDERING	Ordering
APP_CODE_TEXTS.COX_TEXT	TEXT	Text
APP_CODES.COD_ORDERING	ORDERING	Ordering
COX_TEXT	TEXT	Text
DATA_SET.DESCRIPTION	POOL_SEARCHTEXT	use to search Pool
WORKORDERS.WOR_ID	WO_ID	ID
WORKORDERS.WOR_CLOSED_DATE	ACT_FINISH	Actual Finish
WORKORDERS.WOR_START_DATE	ACT_START	Actual Start
WORKORDERS.WOR_DESCRIPTION	DESCRIPTION	Description
APP_CODE_TEXTS.COX_TEXT	IMPACT_SEARCHTEXT	use to search Impact
WORKORDERS.WOR_REMARKS	INFORMATION	Information
WORKORDERS.WOR_START_DATE	PLAN_START	Planned Start
APP_CODE_TEXTS.COX_TEXT	PRIORITY_SEARCHTEXT	use to search Priority
APP_CODE_TEXTS.COX_TEXT	CLOSURE_SEARCHTEXT	use to search Closure code

Itsm	Xml	Service desk
APP_CODE_TEXTS.COX_TEXT	STATUS_SEARCHTEXT	use to search Status
APP_CODE_TEXTS.COX_TEXT	CATEGORY	use to search Category
'EMP' + WORKORDERS.WOR_SPECIALIST	TO_PERSON_SOURCEID	Use to search Assignment:To person
WORKORDERS.WOR_HD_GROUP	TO_GROUP_SOURCEID	Use to search Assignment:To group
WORKORDERS.WOR_REF_NUMBER	REF_NUMBER	Assignment:Reference #
WORKORDERS.WOR_DISPATCH_REMARKS	REMARK	Assignment:Infromation from sender
'EO' + WORKORDERS.WOR_CONTRACT_OUT_ORG	TO_ORG_SOURCEID	Use to search Assignment:To external Organization
'CON' + WORKORDERS.WOR_CONTRACT_OUT_CON	TO_EXT_PERSON_SOURCEID	Use to search Assignment:To external Person
WORKORDERS.WOR_START_DATE	CREATED	Registration:Created

if app_login_user.lus_login_name is not null:
APP_LOGIN_USER.LUS_LOGIN_NAME
else:
'migration'
	CREATEDBY_SEARCHTEXT 1)	Use to search Registration:Created by

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Table B-91   Mapping Work Orders Deadlines

Itsm		Xml		Service desk
WORKORDERS		CL_WORKORDER_DE ADLINE		Work order
	‡		‡	

Joined on: -

Filters: -

WORKORDERS.WOR_ID	WO_ID	ID
WORKORDERS.WOR_TAR GET_DATE	DEADLINE	Deadline

Table B-92   Mapping Work Order History Lines

Itsm		Xml		Service desk
WO_PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS		CL_WORKORDER_HIS TORY		History Line Workorder
	‡		‡	

Joined on: wo_progress.wop_who=employee.id(+)
              wo_progress.wop_who=contact.address(+)
              wo_progress.wop_who=address.id(+)
              wo_progress.wop_who_type=act.cox_cod_id(+)

Itsm	Xml	Service desk
Filters:	length(concat(concat(concat(concat(concat(act.cox_searchcode,act.cox_text),' '),decode(wo_progress.wop_who_type, 15000003, substr(concat(concat(employee.first_name,' '),employee.name),1,40), 15000001, substr(concat(concat(contact.first_name,' '),address.name1),1,40), 15000002, address.name1)),':'),wo_progress.wop_action)) <= 255	
	(act.cox_lng_id='gb' or act.cox_lng_id is null) (wo_progress.wop_wo_id in (select wor_id from workorders))	

Itsm	Xml	Service desk
ACT.COX_SEARCHCODE + ACT.COX_TEXT +	SUBJECT	Subject
if wo_progress.who_type = 15000003:		
EMPLOYEE.FIRST_NAME + EMPLOYEE.NAME 1)		
if wo_progress.who_type = 15000001:		
CONTACT.FIRST_NAME + ADDRESS.NAME1 1)		
if wo_progress.who_type = 15000002:		
ADDRESS.NAME1		
always:		
+ ':' + WOP_ACTION		
WOP_PROG_DATE	CREATED	Registration:Created
'migration'	CREATEDBY_SEARCHTEXT	use to search Registration:Created by
WOP_WO_ID	WO_ID	use to search Work order

Truncate to 40

Table B-93   Mapping Work Order Long History Lines

Itsm		**Xml**		**Service desk**
WO_PROGRESS EMPLOYEE CONTACT ADDRESS APP_CODE_TEXTS		CL_WORKORDER_HIS TORY_ INFO		History Line Workorder
	‡		‡	

Joined on: wo_progress.wop_who=employee.id(+)
                wo_progress.wop_who=contact.address(+)
                wo_progress.wop_who=address.id(+)
                wo_progress.wop_who_type=act.cox_cod_id(+)

Filters: length(concat(concat(concat(concat(concat(concat(act.cox_searchcode,act.cox
                _text),' '),decode(wo_progress.wop_who_type, 15000003,
                substr(concat(concat(employee.first_name,' '),employee.name),1,40),
                15000001, substr(concat(concat(contact.first_name,' '),address.name1),1,40),
                15000002, address.name1)),':'),wo_progress.wop_action),' >>')) > 255
                (act.cox_lng_id='gb' or act.cox_lng_id is null)
                (wo_progress.wop_wo_id in (select wor_id from workorders))

Itsm	Xml	Service desk
ACT.COX_SEARCHCODE+ ACT.COX_TEXT +	SUBJECT 1)	Subject
if wo_progress.who_type = 15000003:		
EMPLOYEE.FIRST_NAME + EMPLOYEE.NAME 1)		
if wo_progress.who_type = 15000001:		
CONTACT.FIRST_NAME + ADDRESS.NAME1 1)		
if wo_progress.who_type = 15000002:		
ADDRESS.NAME1		
always:		
+ ':' + WOP_ACTION + '>>'		
WOP_ACTION	INFORMATION	Information
WOP_PROG_DATE	CREATED	Registration:Created
'migration'	CREATEDBY_SEARCHTEXT	use to search Registration:Created by
WOP_WO_ID	WO_ID	use to search Work order

Truncate to 255

Table B-94   Mapping Work Order Closures

Itsm		Xml		Service desk
APP_CODE_TEXTS APP_CODES		CL_CODE_WO_CLO		Work order closure code
	‡		‡	

Itsm	Xml	Service desk

Joined on: app_code_texts.cox_cod_id=app_codes.cod_id

Filters: cox_cod_id between 18600000 and 18699999
             cox_lng_id = 'gb'

Itsm	Xml	Service desk
APP_CODE_TEXTS.COX_TEXT	TEXT	Text
APP_CODES.COD_ORDERING	ORDERING	Ordering

Table B-95   Mapping Work Order Statuses

Itsm		Xml		Service desk
APP_CODE_TEXTS APP_CODES		CL_CODE_WO_STA		Work order status
	‡		‡	

Joined on: app_code_texts.cox_cod_id=app_codes.cod_id

Filters: cox_cod_id between 18500000 and 18599999
             cox_lng_id = 'gb'

Itsm	Xml	Service desk
APP_CODE_TEXTS.COX_TEXT	TEXT	Text
APP_CODES.COD_ORDERING	ORDERING	Ordering

Table B-96   Mapping Work Order Categories

Itsm		Xml		Service desk
APP_CODE_TEXTS		CL_CODE_WO_CAT		Work order category
	‡		‡	

Itsm	Xml	Service desk

Joined on: -

Filters: cox_cod_id between 18200000 and 18299999
cox_lng_id = 'gb'

COX_TEXT	TEXT	Text

Table B-97   Mapping Work Order Related CIs

Itsm		Xml		Service desk
WORKORDER_CI		CL_WO_CI_RELATION		Configuration Item on Work order
	‡		‡	

Joined on: -

Filters: -

WCI_CI	WO_ID	use to search Workorder
WCI_WOR_ID	CI_ID	use to search ConfigurationItem

Table B-98   Mapping Work Order Related Service Calls

Itsm		Xml		Service desk
WORKORDERS		CL_WO_SC_RELATION		Work order
	‡		‡	

Joined on: -

Itsm	Xml	Service desk
Filters:	workorders.wor_context_type=17703001	
WOR_ID	WO_ID	use to search Work order
WOR_CONTEXT_ID	SC_ID	use to search Service call

Table B-99   Mapping Work Order Related Problems

Itsm		Xml		Service desk
WORKORDERS		CL_WO_PR_RELATION		Work order
	‡		‡	

Joined on: -

Filters: workorders.wor_context_type=17702001

Itsm	Xml	Service desk
WOR_ID	WO_ID	use to search Work order
WOR_CONTEXT_ID	PR_ID	use to search Problem

Table B-100   Mapping Work Order Related Changes

Itsm		Xml		Service desk
WORKORDERS		CL_WO_CH_RELATION		Work order
	‡		‡	

Joined on: -

Filters: workorders.wor_context_type=17701001

Itsm	Xml	Service desk
WOR_ID	WO_ID	use to search Work order
WOR_CONTEXT_ID	CH_ID	use to search Change

When importing a table, all entities that it refers to should already be imported at that time. Exporting and importing the tables in the following order ensures this:

CL_CODE_WO_CLO

CL_CODE_WO_STA

CL_CODE_WO_CAT

CL_WORKORDER

CL_WORKORDER_HISTORY

CL_WORKORDER_HISTORY_INFO

CL_WO_CI_RELATION

CL_WO_SC_RELATION

CL_WO_PR_RELATION

CL_WO_CH_RELATION

Variable Fields Example

It is not possible to migrate variable fields automatically. An example of how it can be done is provided. The explanation can be found earlier in this Migration Guide.

Table B-101   Mapping Variable Fields

Itsm		Xml		Service desk
VARIABLE_FIELD VARIABLE_VALUE APP_CODE_TEXTS		CL_VARFIELD_EXAMPLE		Person, Organization, Service call, Change, Problem or Work order
	‡		‡	

Joined on: variable_field.category=variable_value.category

variable_field.id=variable_value.column_number

variable_field.category=app_code_texts.cox_cod_id

Filters: (app_code_texts.cox_lng_id='gb' or app_code_texts.cox_lng_id is null)

app_code_texts.cox_searchcode='category'

variable_field.column_name='field name'

VARIABLE_VALUE.ID1	SOURCE_ID	use to search Person, Organization, Service call, Change, Problem or Work order
VARIABLE_VALUE.COLUMN_VALUE	FIELD_VALUE	map to appropriate custom field

Detailed mapping
Variable Fields Example