# HP OpenView Connect-It

Software version: 3.71

## HP OpenView Service Desk and OpenView AssetCenter Integration

Build number: 44

# Legal Notices

# Table of Contents

# List of Figures

# List of Tables

# 1 Introduction

The OpenView Service Desk and AssetCenter Integration allows to synchronize data between both applications in customizable way, depending on customer Asset and IT management process.

It also provides some direct links to both applications, to either access to some Service Desk specific information from AssetCenter interface or to AssetCenter ones from Service Desk.

This guide covers the main points of integration customization between Service Desk and AssetCenter, to be completed after installation.

For a more detailed description of the two products, please refer to the HP OpenView Service Desk and/or HP OpenView AssetCenter User's Guides.

Please also refer to Connect-It documentation set for a detailed description of scenario customization and available configuration parameter to optimize performance.

## Audience

This guide and all the associated documents were originally written for internal use at HP Systems, in particular for the Research and Development Marketing departments to improve production extension and integration.

For this reason, it does not fulfill the requirements of a proper user's guide and is provided with Connect-It for technical support for the integration process.

# Prerequisite

The following things are required when using and configuring the SDAC Integration:

- Service Desk is installed and its database configured under a MSDE or Oracle instance.
- AssetCenter is installed and its database is empty but configured under a MSDE or Oracle instance. If the database is not empty, please contact support to update it in order to respect the required configuration and constraints listed in chapter 4.
- As this document refers to Service Desk, AssetCenter and Connect-It features, the reader should know their mechanisms. Moreover, he should be familiar with IT management processes.

# 2 Overview

This chapter gives an overview of the implemented use cases and presents the architecture of the Service Desk and AssetCenter Integration. It is essential to have a good understanding of the different components to be able to adapt solution to local needs.

## Use case

The use case covered here starts from an existing Service Desk database and aims at exporting data into a newly installed AssetCenter.

Then, after an initialization phase that exports existing data from Service Desk to AssetCenter, operations could be performed on one product and exported to the other.

The allowed operation type (creation, update, etc.) on one product depends on the data type (Employee, CI, etc.) and the master/slave model defined for this data type.

- AssetCenter is master for:
  - Employee
  - Department
  - Location
  - CI
  - Company
  - Maintenance contract

- Incident
- All categories (itemized lists, codes, etc.)
- Service Desk is master for:
    - Change
    - Work Order

In consequence, following operations are authorized in both applications after initialization step:

**Table 2.1. Master/Slave model**

|  | OpenView Service Desk | OpenView AssetCenter |
|---|---|---|
| Employee | | Create/Update/Delete |
| Department | | Create/Update/Delete |
| Location | | Create/Update |
| CI | Update | Create/Update/Delete |
| Change/Work Order | Create/Update/Delete | Create |
| Company/Department (organization) | | Create/Update/Delete |
| Maintenance contract | | Create/Update/Delete |
| Incident | Update | Create |
| Categories, itemized lists, codes | | Create/Update |

Scenarios related to the different steps and data type are described into the following sections.

Any change to the master/slave model would imply to update scenarios accordingly.

## Architecture

### Service Desk to AssetCenter data synchronization

## Figure 2.1. Service Desk to AssetCenter call flow
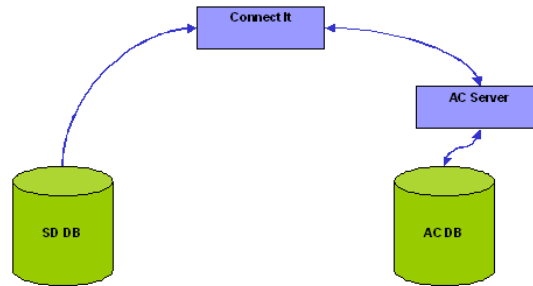


#### Insert and Update scenario

- Connect-It uses the Hewlett-Packard OpenView ServiceDesk connector (either Oracle or SQL Server) to access the SD database (Directly access to tables).
- Using particular columns, it detects which records have been created or updated since the last synchronization and propagates all that changes into the AC database applying the appropriate mapping.

#### Delete scenario

- Only possible for Changes and Work Orders
- They are not physically removed from SD DB but moved to a special folder dedicated to deleted items.
- Related AC items are physically removed from AC DB

## AssetCenter to Service Desk Data synchronization

### Figure 2.2. AssetCenter to Service Desk call flow
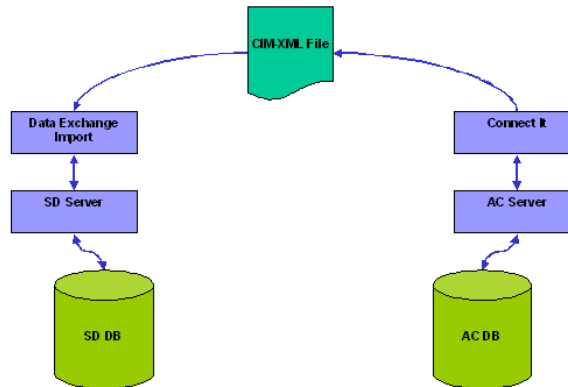


#### Insert and Update scenario

- A Connect-It scenario regularly detects OpenView AssetCenter records that have been created or updated (since the last synchronization) and that need to be replicated into the SD data store. The scenario applies the mapping as expected by OpenView Service Desk.
- The Connect-It scenario produces an XML CIM document into a given directory.
- The OpenView Service Desk Data Exchange Importer is activated to load that XML file and to apply the changes detected by Connect-It.

#### Delete scenario

- AC Master repository: the data is deleted.
- SD Slave repository: the data is moved to a special folder dedicated to deleted items.
- The AC workflow is configured in a way that deleted records are logged in a specific AC DB table.
- A Connect-It scenario reads regularly that table and produces a list of records which deletion has to be propagated on SD side.
- A script parses the file and applies the mark for deletion in SD by marking the object instances needing to be deleted.

# 3 Installation and configuration

This chapter describes the different subsets corresponding to the SDAC Integration solution and packaged into Connect-It.

These components are divided into two categories :

- scenarios files : all files related to the Connect-It scenarios that deal with the synchronization of data between AssetCenter and Service Desk.
- configuration subsets : packages containing configuration files needed for the functioning of SDAC Integration tool. These subsets are :
  - OpenView Service Desk configuration files

    This component contains the files required for the configuration of the HP OpenView Service Desk product to support the data synchronization with AssetCenter.
  - AssetCenter configuration files

    This component contains the files required for the configuration of the AssetCenter to support the data synchronization with Service Desk.
  - Cross Launch configuration files

    This component contains the DDE package and the necessary configuration files required for the cross-launch feature of SDAC Integration.

  📝 Note:

As the integration tool is packaged with the Connect-It distribution, this application must be installed. If you need details about how to install it, you can refer to the Connect-It User's Guide documentation.

# Required configuration

This integration project is compatible with the following software versions:

| Software | Version |
|---|---|
| HP OpenView Service Desk | 4.5 Service Pack 16 or 5.0 Service Pack 1 |
| HP OpenView AssetCenter | 4.4 or 5.0 |
| Connect-It | 3.6 or higher |

Make sure these software are correctly installed and configured on your system before going any further.

# Configuration of OpenView Service Desk

The subset containing the SD configuration is composed of one XML file and should be available in the "SD Configuration" subdirectory, under the Connect-It distribution :

```
<Connect-It root path>\datakit\hpovsdac\<Integration version>\SD Configura
tion\ACES.
```

This file must be imported into Service Desk using the ACES importing facilities available from Service Desk Administration Console (refer to Service Desk Administrator's Guide for more information).

### Note:

When importing the XML file into Service Desk with ACES tool, the **overwrite existing items** option should be enabled.

It contains import mapping configuration for Service Desk Data Exchange as well as required views and templates

Importing this file will also create some categories required to be able to run provided scenarios with Service Desk and AssetCenter demo databases. These categories have been spelled in English and could be updated as well as related map tables, which is explained in the chapter 4.

# Configuration of OpenView AssetCenter

All the configuration files will be available into the Connect-It distribution :

```
<Connect-It root path>\datakit\hpovsdac\<Integration version>\AC Configura
tion
```

It contains several workflows to install into AssetCenter application. Each one begins with the WF_ prefix.

Each workflow must be imported into AssetCenter using from menu **Tools/Workflow/Workflow Schemes**, then click on Import button.

The Import wizard need to have a .lst file to proceed, so for each workflow to import select the .lst file present in its directory :

Once all workflows are imported, the deletion is operational since these workflows deal with preparing the propagation into Service Desk of the deletion of certain AssetCenter objects.

 Warning:

The database connection must be restarted in order to activate the installed workflows. To do this just select menu File/Disconnect from database, and once disconnected, reconnect to it selecting File /Connect to database.

## Configuration of Connect-It scenarios

The Connect-It Scenarios for the AssetCenter and Service Desk Integration must be configured to be able to connect to the AssetCenter and Service Desk databases and then manage the data to synchronize.

### Connectors configuration

From Connect-It, configure connectors according to local database installations (Database/ODBC names, user and password, etc.). Please refer to Connect-It - Connector guide for a full description of connector configuration steps.

Execute the following main steps:

1 Right-click the connector.

2 Select **Configure connector**. Connect-It start the connector configuration wizard.

3 Click **Next** twice and configure the connection to the database; Populate the ODBC data source, Login and Password fields.

4 Click **Finish**.

> **Note:**
>
> On Service Desk connector, you may need to configure the server delay (on **Configure Server Delay** wizard screen). Please remember that SD server always stores dates in GMT (Greenwich Mean Time).

Once done, they may need to be adapted to local business process or localized. Please refer to Service Desk and AssetCenter User's Guide to perform these tasks.

## Command files configuration

Four command files are used by the scenario synchronizing the data from AC to SD, and are available under scenario\hpovsdac\<Integration version>\cmd subdirectory of Connect-It distribution:

1 `XML_Transformation.bat`: Called once XML files containing data to synchronize have been produced by scenario. It performs some reformatting and calls the tool to import the data into SD.

2 `XML_cleanup.bat`: Called by scenario before execution to clean if needed working files resulting from previous execution.

3 `acsd_import.bat`: Called by XML_Transformation.bat script and deals with the call to sd_import tool which extracts data from XML files and stores them into SD DB.

4 `setenv.bat`: Called by XML_Transformation.bat script to set some environment variables. This script at least should be updated to adapt the variables to your environment.

> **Note:**
>
> `acsd_import.bat` script must be updated in case of a distributed environment, like some read/write access permissions given to remote host on working directories (scenario\hpovsdac\<Integration version>\\acsd and subdirectories), or the SD server hostname in the call of sd_import command.
>
> In this framework, the following guidelines must be respected:
>
> - The sdac_sync scenario produces XML files containing data to import into Service Desk. `XML_Transformation.bat` processes these files and copy the results under **res** subdirectory. This directory must be accessible from remote host as data_exchange needs to have a read access to these files.
> - Logs from the importer are redirected into a text file, which is analysed by the `acsd_import.bat` script. In consequence these logs must be available (i.e. `acsd_import.bat` must have an access to it) even if the command has been remotely executed.
> - When the log file does not contain any error (i.e. XML file has been processed by Service Desk sd_import tool), XML source file is moved under the **Archives** subdirectory. If a fatal error has occurred (Service Desk server unreachable), the process is stopped and the file stays in the **res** subdirectory. Then, it will try to load again the non processed files during the next launch of the script. So files in these directories must not be deleted by any external process and must be available to both hosts.

## Installation of the cross-launch functionality

The subset containing the Cross-Launches configuration files should be installed in the "Cross-Launches" subdirectory available into the Connect-It distribution:

```
<Connect-It root path>\datakit\hpovsd\<Integration version>\Cross-Launches
```

All these files must be installed on a Windows server where both AssetCenter and Service Desk client GUIs have been installed.

- Service Desk configuration file has been provided with the form of an ACES XML import file (See Service Desk Administrator's Guide for installation instruction), stored into **sd\ACES** subdirectory.
- AssetCenter configuration files have been provided with script file and must be imported using **File/Import** menu and then **Execute a script** action. They have been stored under **ac\Actions** subdirectory
- DDE TestCenter, which can be found under **ac\DDE** subdirectory. It is the engine that permits to launch actions of an application from another one. In the framework of the SDAC Integration, it is used by Service Desk to

launch AssetCenter actions. To install it just launch the Setup.exe command and follow the instructions.

## Note:

This installation makes some predefined cross-launches available, but according to your needs you can easily add new ones in both applications. For more explanations, please refer to the chapter 4, section Configuration of cross-launches.

## Warning:

Opening a contextual screen into SD 5 from an external application expects the OID of the selected item. So needed Service Desk OIDs have been added to data propagation:

- For CIs, OID has been stored into Field 3
- For WOs, OID has been stored into Field 2.

Identifying other items into Service Desk for Cross-Launches would require to stores their related OIDs into AssetCenter. Connect-It scenarios would have to be updated accordingly.

# 4 Preparing the integration

This chapter lists a set of mandatory preparative steps to be performed after Service Desk and AssetCenter Integration has been installed and configured.

Then, it lists some rules to apply in order to respect integrity constraints implemented by both applications.

> ⚠ Warning:
>
> Delivered scenarios have been based on demonstration databases provided with AssetCenter and Service Desk products, and may need to be adapted to your needs. Chapter 7 highlights some implementation choices linked to these databases which should be reviewed before using the Service Desk and AssetCenter Integration solution.

## Adapting scenarios

### Customizing the scenario

All the scenarios can be adapted to customer needs directly editing scenarios by using Connect-It. Please refer to Connect-It documentation for more explanation

For example, a SD field not exported today could be mapped to an AC Feature created for this purpose, and mapping added to scenario.

To view a mapping:

1 Start Connect-It.

2 Open the scenario (**File/ Open menu**).

3 In the **Mapping scenario** window, **Global** tab, right-click the Mapping box and select **Edit a mapping** from the shortcut menu.

4 Double-click the mapping to be viewed in the **Select a mapping** window

5 Examine the **Mapping** window.

## Configuration Item/Asset synchronization

Management of Configuration Items is a complex process differently implemented from a company to another.

In consequence, it cannot be mapped in a standard master/slave model applicable for Service Desk and AssetCenter installations

For this reason, all fields have been mapped in both senses into delivered scenarios (from SD to AC and from AC to SD). It must be modified after installation depending on customer process by opening scenario files and removing unexpected mapping

### Note:

Please also refer to Connect-It User's Guide for important information about how to modify a scenario, performance optimization, getting report on scenario results, etc.

## Customizing date format

In Service Desk, the date format can be customized according to the needs thanks to the tab **Form formats** in menu **Tools/Options** of the client. This has an impact on the data propagation between AssetCenter and Service Desk. Consequently, the mapping of this scenario should be adapted to the customization of the date format done in Service Desk.

The following steps explains how to adapt the mapping:

■ Open the scenario sdac_Sync.scn with Connect-It

■ Go to menu **Scenario/User formats**

■ Select the global.usr user formats file (the one of the SDAC Integration solution), then click on Next

- Some predefined strings are stored in this file. They defines different date and datetime formats that Service desk supports. Remember of the name of the date and datetime formats that corresponds to these one chosen in the Service Desk configuration. If another predefined format must be added to this list, just click on  button, enter a name and its predefined format. For more details about the user formats, please refer to the Connect-It User's Guide.
- Then, click on **Cancel** (or **Ok** if modifications have been done) button
- Go to menu **Scenario/Global** functions
- Select the global.bas functions file (the one of the SDAC Integration solution), then click on **Next**
- Look for the **AC2SDFormatDate** function, and replace the second argument of the **PifUserFmtVarToStr** function with the value of the date predefined format available in the user formats and corresponding to the format defined in Service Desk for Dates
- Do the same for the **AC2SDFormatDateTime** function according to the chosen datetime format in Service Desk
- Finally, click on **Modify** button then **Close** button.

Let's take an example. Here is the current configuration of Service Desk Form formats :
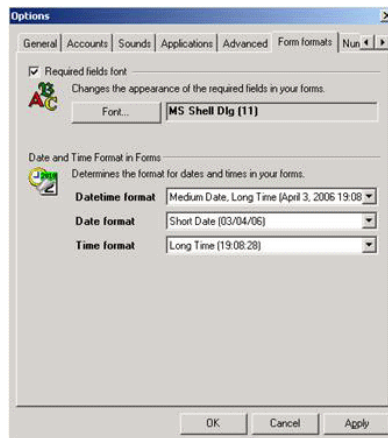
The following screen shot presents the available predefined date and datetime formats through the Connect-It GUI :
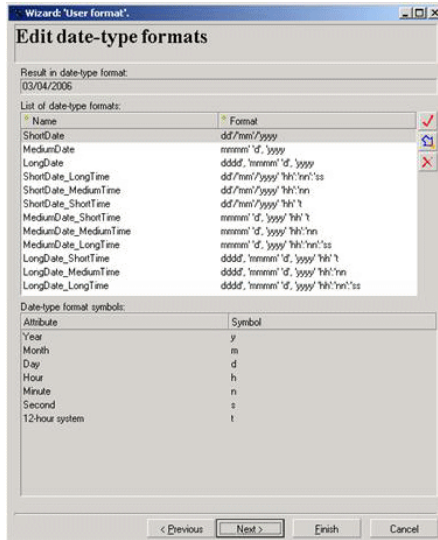


Then just edit the global.bas file to customize the concerned functions, that is to say adapt these two following functions with the name of the corresponding predefined date and datetime formats (in red) :
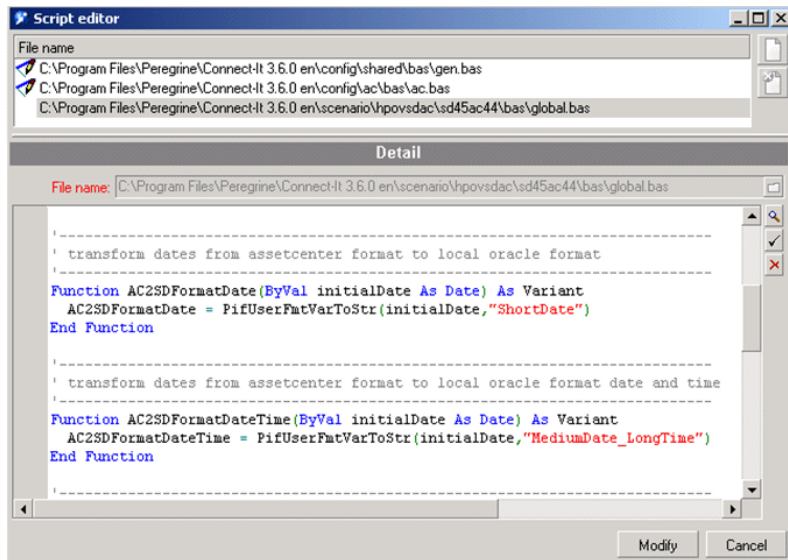
## Customizing date conversion

In order to manage correctly the date between Service Desk and AssetCenter, it is necessary to convert date between different times zones. SD server always stores dates in GMT. Consequently, the mapping of this scenario should be adapted to the date conversion.
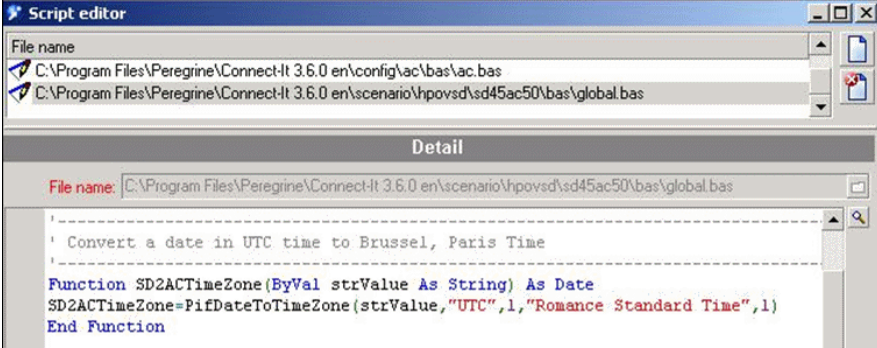
The following steps explains how to adapt the mapping:

1 Open the scenario sdac_sync.scn with Connect-It

2 Go to menu **Scenario/Global** functions

3 Select the **global.bas** functions file (the one of the SDAC Integration solution)

   Look for the **SD2ACTimeZone** function, and replace the fourth argument of the **PifDateToTimeZone** function with the name of the time zone of AssetCenter server. The second argument of this function is the time zone of Service Desk server, *UTC* corresponds to the Greenwich Mean Time.

4 Finally, click on **Modify** button then **Close** button

Then just edit the global.bas file to customize the concerned function, that is to say adapt these this following function with the name of the corresponding time zone (in red):



---

## 🖉 Note:

The list of time zones are fully described into Connect-It Programmers Reference guide. Please refer for more information.

## Customizing the mapping of CIs

The mapping of the Configuration Items from Service Desk into Assets in AssetCenter consists in three different mappings:

- Mapping of the CIs with a Service Desk Category (Configuration Items SD CI Category)
- Mapping of the CIs with an AssetCenter Category (Configuration Items AC CI Category)
- Mapping of the CIs with no Category (Configuration Items no CI Category)

They correspond to the three situations below:

1 Service Desk CIs whose category is a Service Desk category. They can be CIs existing in Service Desk before the AssetCenter integration, or some CIs mapped in Service Desk to a Service Desk Category. As they rely on Service Desk CI categories with no associated Model Ref, they need a specific mapping. If all have been mapped with AssetCenter models (either by using a map table or by affecting a new category having a model ref), this mapping can be deactivated.

2 Service Desk CIs whose CI category has been related to an AssetCenter Model (with Model Ref). They can be also assets created in AssetCenter after integration (with a model having a Model Ref and a parent) and 'propagated' into Service Desk. It is the recommended configuration as it allows to uniquely identify models.

3 Service Desk CIs with no CI category, or Asset with a model located on the top of the hierarchy (no parent model). This situation is not recommended as it requires a dedicated mapping. If no CI/Asset corresponds to this situation, this mapping can be deactivated.

| | Configuration Items SD CI Category | | Configuration Items AC CI Category | | Configuration Items no CI Category |
|---|---|---|---|---|---|
| | Key Set 1 | Key Set 2 | Key Set 1 | Key Set 2 | Key Set 1 |
| Model.Name | x | x | x | x | x |
| Model.Parent | x | | x | x | |
| Model.Parent.Mod-elRef | | | x | | |
| me | x | x | | | |
| Model.Par-ent.Nature | x | x | | | |

The main difference between these three mappings is the reconciliation of the Model and its parent in AssetCenter.

For the Configuration Items with a Service Desk Category (case 1), the reconciliation of the model is done using the Model.Name, Model.Parent, Model.Parent.Name and Model.Parent.Nature. Another Key Set is used for the

reconciliation of these Configuration Items when their categories are changed. Note that these categories do not contain the ModelRef.

For the Configuration Items with an AssetCenter Category (Case 2), the reconciliation of the model is done using the Model.Name, Model.Parent and Model.Parent.ModelRef. Another Key Set is used for the reconciliation of these Configuration Items when their categories are changed. Note that these categories do contain the ModelRef which consists a unique reconciliation key for the models.

For the Configuration Items with no Category (case 3), the reconciliation of the model is only done on Model.Name (one key set is used).

These three mapping can be activated/deactivated depending on customer needs to improve performance.

If the UNSPSC codes are not used, the **Configuration Items AC CI Category** mapping must be deactivated in the sdac_sync.scn scenario and the mapping of the CIs in the acsd_sync.scn scenario must be modified in order to ignore the ModelRef in the mapping of the CI Category.

# Configuration of categories (codes, itemized lists, etc.)

## Creation of categories into Service Desk

It is not possible to create new categories into Service Desk by a simple process 'on-the-fly'.

Considering that such items do not need to be regularly updated (as they reflect ITSM process implementation which should not be regularly updated), it is expected to manually create missing ones into SD to reflect AssetCenter configuration.

The correspondence between SD list of values and AC ones is given by map table files. (see the next section for map table configuration). These files can also be used to handle different localizations between the two applications).

Completing these map tables is a prerequisite before any synchronization.

As AssetCenter 5.0 has aligned models on UNSPSC codes (United Nations Standard Products and Services Code), related integrations have been provided with a separated ACES import file for these.

User has the choice to load them in Service Desk or not (see how to adapt scenarios into chapter 4-Preparing the integration).

## Creation of categories into AssetCenter

Missing categories in AssetCenter can be automatically created by the Integration.

In order to handle different values into both applications (or different languages), related map tables must be filled (see next section for map table configuration).

Completing these map tables is a prerequisite before any synchronization.

> ⚠ Warning:
>
> Please note that SD and AC categories (itemized lists) cannot have same names, even located on different places into hierarchy (as name is the key for map table).
>
> Remark: Next to UNSPSC code integration, the proposed mapping concatenates Model Ref to model name when converting it to Service Desk CI category. By this way, each model can be uniquely identified wherever in the hierarchy.

# Configuration of map tables

## Customizing a map table

> ✎ Note:
>
> Map tables are fully described into Connect-It User's Guide. Please refer for more information.

Map tables have been used to in the context of Service Desk / AssetCenter Liaison to allow to have different values between both applications, or different languages.

By this way, a field that can take a value among a limited possible choices in one application can be mapped to a similar field into other application, even though list of authorized values is slightly different.

It also applies when a string value on one side must be mapped to a numbered one on the other side.

In a map table, the first column contains a key and the following columns contain values. Each key corresponds to a value in a given column.

Two map tables files have been created for the Liaison and have been stored under mpt subdirectory:

- `sdac.mpt` is used when getting a value from Service Desk to convert it into AssetCenter corresponding one.

- `acsd.mpt` is used when getting a value from AssetCenter to convert it into Service Desk corresponding one.

In order to make internationalization easier, these files contains only key references whose corresponding string value has been defined into "string files", stored into strings subdirectory and included into map table file with the directive #include_str at the beginning of file.

A special DEFAULT entry has been often added into map tables to return a default value when none of the other entries has matched with searched value.

**Note:**

Any map table defined into either `<Integration version>.mpt` file should have a corresponding one into the other file so that mapping correctly applies in both senses.

As example, map table TelephoneTypes in file `<Integration version>.mpt` gives the list of types a telephone could have in Service Desk:

```
{ MapTable TelephonesTypes
BUSINESS   | $(IDS_TELEPHONESTYPES_BUSINESS)
HOMEPHONE  | $(IDS_TELEPHONESTYPES_HOME)
FAX        | $(IDS_TELEPHONESTYPES_FAX)
MOBILE     | $(IDS_TELEPHONESTYPES_MOBILE)
}
```

First column is the fixed key that gives the corresponding value stored in the second column. Actually, the second column only stores keys whose values as string have been defined into `hpovsd45ac44.str`

Following values have been defined:

```
TELEPHONESTYPES_BUSINESS, "Business"
TELEPHONESTYPES_HOME, "Home"
TELEPHONESTYPES_FAX, "Fax"
TELEPHONESTYPES_MOBILE, "Mobile"
```

This map table is used to internationalize the telephones types retrieved from Service Desk during the mapping of the phone numbers into AssetCenter. So, if Service Desk has been installed with another language or if a telephone type value has been changed, it is easy to propagate this modification in order to keep a correct mapping of phone numbers.

Let's suppose that the telephone type Home has been replaced with Personal into Service Desk, then just redefine the value of the key TELEPHONESTYPES_HOME into `<Integration version>.str` file as following:

```
TELEPHONESTYPES_HOME, "Personal"
```

Created map tables with their format has been listed hereunder.

## Service Desk to AssetCenter map table formats

Related files are `sdac.mpt` and `sdac.str`

- MapTable **Currency**
  - Gives the symbol of currency used in Service Desk, to be added to costs when created into AssetCenter. It has a unique entry point.
  - Column 1 is CURRENCY and cannot be modified.
  - Column 2 is the currency symbol as expected by AssetCenter and can be modified.

- MapTable **CICategoryName**
  - Gives identifier of codes related to CI Categories into Service Desk. This value may be change in the case of internationalization. It must have a single entry point.
  - Column 1 is DEFAULT and cannot be changed.
  - Column 2 is the code of CI category in Service Desk as seen in Administration Console.

- MapTable **TelephoneTypes**
  - Gives the different telephone types used in Service Desk.
  - Column 1 is the identifier key, and should not be changed
  - Column 2 is Service Desk value

- MapTable **EmployeeGender**
  - Gives the correspondence between Service Desk integer values and AssetCenter string ones.
  - Column 1 is Service Desk integer values.
  - Column 2 is AssetCenter strings.

- MapTable **WorkgroupStatus**
  - Gives the correspondence between Service Desk string values and AssetCenter integer ones for the mapping of workgroup status.
  - Column 1 is Service Desk values (Active or Inactive)
  - Column 2 is AssetCenter values as integer

- MapTable **MaintContract**
  - This map table gives the common tag used to fill the SD SourceID field. of a contract
  - Column 1 is the identifier key, and should not be changed
  - Column 2 is the key for the common tag to used.

- MapTable **ContractModel**
  - Service Desk only manage Maintenance Contracts. This table gives corresponding contract model to be used in AssetCenter.
  - Column 1 is MAINTENANCE and cannot be modified.

- ■ Column 2 is string value as expected by AssetCenter
- ■ MapTable **ContractStatus**
  - ■ Maps Service Desk available statuses for contracts with AssetCenter expected values
  - ■ Column 1 is Service Desk possible values.
  - ■ Column 2 is AssetCenter corresponding value as integer.
- ■ MapTable **CICategory**
  - ■ Gives mapping between Service Desk CI category and related nature into AssetCenter.
  - ■ Column 1 is Service Desk possible values.
  - ■ Column 2 is AssetCenter code values of corresponding nature.
- ■ MapTable **CompanyQualif1**
  - ■ This map table gives the "Qualif 1" value to be used into AssetCenter when a Service Desk Organization is exported to an AssetCenter Company. It must have a unique entry point
  - ■ Column 1 is DEFAULT and cannot be modified.
  - ■ Column 2 is Qualif 1 value to export to AssetCenter.
- ■ MapTable **SD2ACWOGeneral**
  - ■ This map table gives the name of AssetCenter work orders parent to all work orders created from Service Desk Changes. It must have a unique entry point.
  - ■ Column 1 is COMMON_PARENT_WONO and cannot be changed.
  - ■ Column 2 is the Work order Number of common work order parent in AssetCenter.
- ■ MapTable **FulfillmentGeneral**
  - ■ This map table gives the name of Service Desk changes and work orders categories to use when a work order created in AssetCenter is exported into Service Desk.
  - ■ Column 1 is the identifier key, and should not be changed
  - ■ Column 2 is the name of the category in Service Desk as seen in Administration Console.
- ■ MapTable **IncidentClosure**
  - ■ This map table gives the name of a Service Desk Incident closure code.
  - ■ Column 1 is the identifier key, and should not be changed
  - ■ Column 2 is the name of the closure code in Service Desk as seen in Administration Console.
- ■ MapTable **IncidentClass**
  - ■ This map table gives the name of a Service Desk Incident classification.
  - ■ Column 1 is the identifier key, and should not be changed

- Column 2 is the name of the classification in Service Desk as seen in Administration Console.
- MapTable **Folder**
  - This map table gives the name of Service Desk Folder used to mark an object as deleted.
  - Column 1 is the identifier key, and should not be changed
  - Column 2 is the name of this special folder in Service Desk as seen in Administration Console.

> ⚠ Warning:
>
> MapTable CICategory has been updated from the Integration concerning AssetCenter 4.4 (2 columns) to the one concerning AssetCenter 5.0 (3 columns). If this MapTable is migrated from the Integration of AssetCenter 4.4 to the one of AssetCenter 5.0, it must be updated and each line must be composed of three columns (this can be done by adding the | (pipe) character to the end of the line)

## AssetCenter to Service Desk map table formats

Related files are `acsd.mpt` and `acsd.str`

- MapTable **Gender**
  - Gives the correspondence between AssetCenter string values and Service Desk integer ones
  - Column 1 is AssetCenter strings.
  - Column 2 is Service Desk integer values.
- MapTable **EmployeeCategory**
  - Gives the value of the category to use in Service Desk for an Employee mapping
  - Column 1 is the identifier key, and should not be changed.
  - Column 2 is Service Desk string values.
- MapTable **CIStatus**
  - Maps assets statuses from AssetCenter to Service Desk CI statuses.
  - Column 1 is AssetCenter integer value.
  - Column 2 is Service Desk related value as string.
- MapTable **ChangeState**
  - Maps AssetCenter Work Order status to Service Desk Change state.
  - Column 1 is AssetCenter integer value.
  - Column 2 is Service Desk related value as string.
- MapTable **MaintContract**

- This map table gives the common tag used to fill the SD SourceID field. of a contract
- Column 1 is the identifier key, and should not be changed
- Column 2 is the key for the common tag to used.

- MapTable **ContractStatus**
  - Maps AssetCenter available statuses for contracts with Service Desk expect values
  - Column 1 is AssetCenter possible values as integer.
  - Column 2 is Service Desk corresponding value as string.

- MapTable **LocationCategory**
  - Maps the category of location between AssetCenter and Service Desk
  - Column 1 is AssetCenter value as string.
  - Column 2 is Service Desk value as string.

- MapTable **CICategory**
  - Maps AssetCenter Models to Service Desk CI categories.
  - Column 1 is AssetCenter Asset model
  - Column 2 is Service Desk CI category.

- MapTable **CIBrand**
  - If no brand, gives the default value to be used in AssetCenter (as it is a mandatory field in AC)
  - Column 1 is DEFAULT and cannot be changed.
  - Column 2 is default value as string.

- MapTable **SD2ACWOGeneral**
  - This map table gives the name of AssetCenter work orders parent to all work orders created from Service Desk Changes. It must have a unique entry point.
  - Column 1 is COMMON_PARENT_WONO and cannot be changed.
  - Column 2 is the Work order Number of common work order parent in AssetCenter.

- MapTable **FulfillmentGeneral**
  - This map table gives the name of Service Desk changes and work orders categories to use when a work order created in AssetCenter is exported into Service Desk.
  - Column 1 is the identifier key, and should not be changed
  - Column 2 is the name of the category in Service Desk as seen in Administration Console.

- MapTable **FWOClass**

- This map table gives the correspondence between the AssetCenter models of work orders and the Service Desk Change classifications for the mapping of the request fulfillments from AssetCenter to Service Desk.
- Column 1 is the name the work order model in AssetCenter.
- Column 2 is the name of the change classification in Service Desk.

- MapTable **Priority**
  - This map table gives the correspondence between the AssetCenter priorities and Service Desk ones. The values of AssetCenter priorities can be changed. This map table is used for the mapping of the request fulfillments from AssetCenter to Service Desk.
  - Column 1 is the priority value as string in AssetCenter.
  - Column 2 is the priority value as integer in Service Desk.

- MapTable **FWOStatus**
  - This map table gives the correspondence between the AssetCenter work order status and the Service Desk change one when a work order created in AssetCenter is exported into Service Desk.
  - Column 1 is the work order status value as integer in AssetCenter.
  - Column 1 is the change status value as integer in Service Desk.

- MapTable **FSWOStatus**
  - This map table gives the correspondence between the AssetCenter sub work order status and the Service Desk work order one when a sub work order created in AssetCenter is exported into Service Desk.
  - Column 1 is the sub work order status value as integer in AssetCenter.
  - Column 1 is the workorder status value as integer in Service Desk.

- MapTable **IncidentClass**
  - This map table gives the name of a Service Desk Incident classification.
  - Column 1 is the identifier key, and should not be changed
  - Column 2 is the name of the classification in Service Desk as seen in Administration Console.

## New Service Desk 5.0 MapTables :

- MapTable **WorkGroupStatus**
  - This map table gives the name of a Service Desk Status of the WorkGroup, active or inactive.
  - Column 1 is the identifier key, and should not be changed
  - Column 2 is the name of the status value as string in Service Desk.

- MapTable **CISupervisorRole**

- All supervisors in AssetCenter are mapped with the 'Owner' Role in Service Desk.
- Column 1 is DEFAULT and cannot be changed.
- Column 2 is default value as string.
- MapTable **Folder**
  - This map table gives the name of Service Desk Folder used to mark an object as deleted.
  - Column 1 is the identifier key, and should not be changed

## New AssetCenter MapTables

- MapTable CIRType
  - Maps the relation type of CIs related between AssetCenter and Service Desk
  - Column 1 is AssetCenter value as string.
  - Column 2 is Service Desk value as string.
- MapTable NameTitle
  - Maps the title (Mr/Mrs) of an employee from AssetCenter to Service Desk
  - Column 1 is AssetCenter value as string.
  - Column 2 is Service Desk value as string.

# Configuration of cross-launches

Cross-launches allow the user to perform an action on one application from the other one.

Some predefined cross-launches have been created, and can be installed with the SDAC Integration tool.

New cross-launches can be added to each application if needed, just follow these steps:

- Service Desk cross-launch creation:
  1 open the Administrator console (Tools/System)
  2 go to Business Logic/Application. AssetCenter and DDE TestCenter should be present if the predefined cross-launches have been installed. There are two types of cross-launches: the contextual ones and the non-contextual ones. The contextual cross-launches use the DDE

TestCenter application and the other one use the AssetCenter application. If these applications must be redefined, refer to the following screenshots :
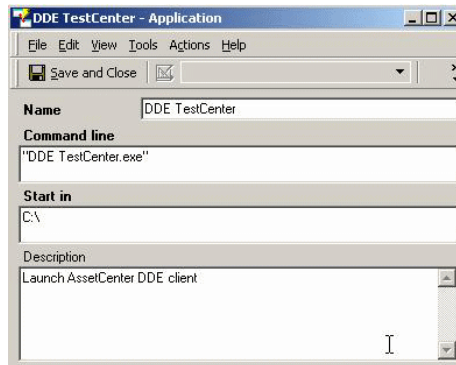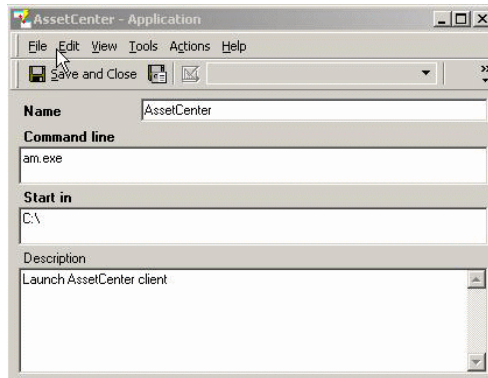
3 then the new cross-launch can be defined. Go to Business Logic/Actions/Smart Actions. Choose the object on which a new cross-launch will be performed. Just fill the different fields as following
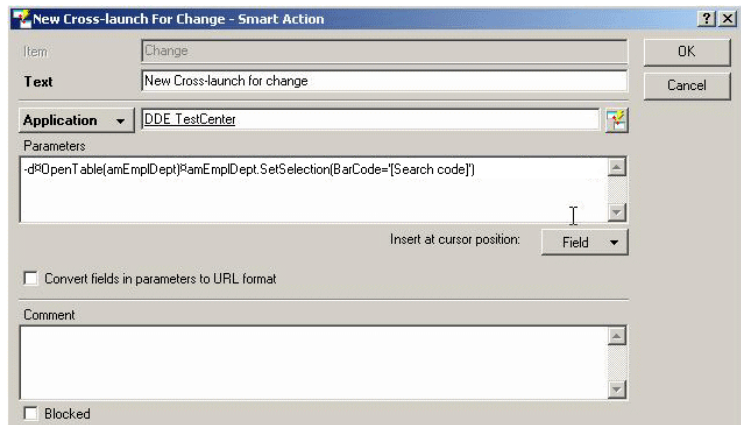


4 choose the application AssetCenter or DDE TestCenter according to the kind of the cross-launch.

5 specify the parameters referring to the AssetCenter Administration document, chapter 15 Using AssetCenter as a DDE server. Each parameter is delimited thanks to the € character. The *-d* parameter allows to display a popup window if a problem occurs. You can also launch an action with conditions, that is to say simulate a conditional loop. First precise the *-if* option as parameter, then the next parameter gathers the condition, the action to execute if true, the action to execute otherwise, each of them separated by *§* character. (Warning : The condition can only be an equality test). For example, the previous cross-launch parameters could be :
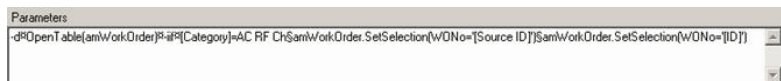


Where the action amWorkOrder.SetSelection(WONo='[Source ID]') is launched if the test [Category]=AC RF Ch is true, otherwise amWorkOrder.SetSelection(WONo='[ID]') action is launched

6 click on ok to save this new cross-launch.

- AssetCenter cross-launch creation :
  1 go to **Tools/Actions/Edit** menu

2 click on **New** button to create a new cross-launch

3 fill the **Name**. For a contextual cross-launch, choose the object that will be concerned by this cross-launch in **Context** field. Select **Executable** as value of *Type* field.

4 in **Executable or DDE** tab, specify sd_dataform.bat (Service Desk 4.5) or ovconsolecmd.bat (Service Desk 5.0) as file. No absolute path is necessary.

5 in **Parameter**s field, specify as first parameter the Service Desk targeted view, and as second one the research criteria. Each parameter must be enclosed with double-quote character. Refer to the Service Desk Administrator's Guide, chapter 5.

6 click on **Create** button once defined the cross-launch.
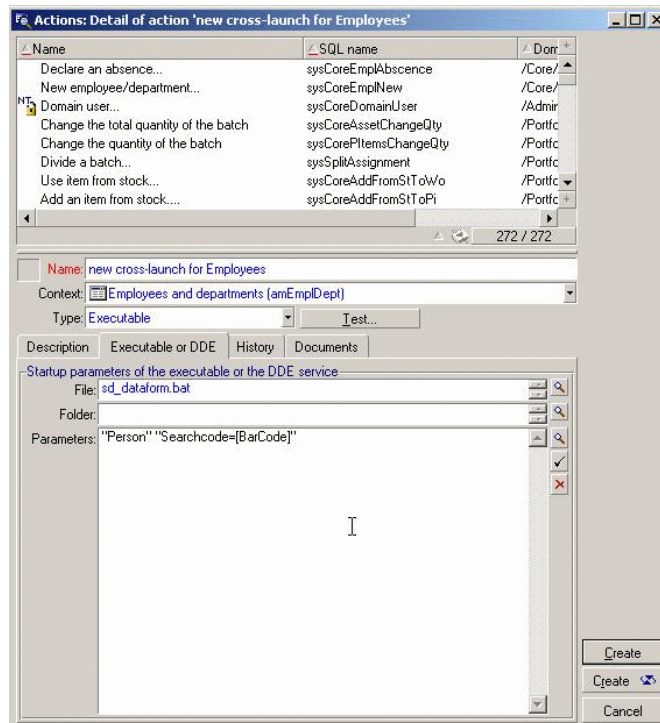
# Constraints to be respected

Maintaining consistent data in two different systems brings about a series of constraints.

This chapter describes a list of recommendations to apply to both applications.

## Recommendations on Service Desk

### Search code constraints

Search Code must be unique in Service Desk as it will be mapped to Bar Code in AssetCenter, which cannot be duplicated.

Moreover, AssetCenter Bar Code field is limited to 40 chars (Service Desk accepts up to 50 chars).

In consequence it is expected to ensure that these rules have been respected before exporting any data from Service Desk to AssetCenter.

### Management of deletion

It is not allowed within provided liaison implementation to delete items from Service Desk, except Changes and Work Orders within conditions.

Change and work orders should be moved to folder "Deleted" instead of using "Delete" action. By this way, the deletion could then be propagated to AssetCenter.

It is advised to prevent Service Desk users from deleting other items by configuring user profiles (see Service Desk documentation for more information).

When an item has been deleted from AssetCenter, corresponding record is marked as deleted in Service Desk by moving it to a special dedicated folder.

This folder has been named by default "Deleted" and is created when importing ACES configuration file after installation. It must not be remove from Service Desk and changing its name would imply to adapt scenarios.

Moreover, a good practice would be to adapt view in Service Desk to show only items not belonging to "Deleted" Folder so that such items would not be visible to users anymore.

## Recommendations on AssetCenter

### Bar Code constraints

AssetCenter Bar Code field has been mapped to Service Desk Search Code, which has some constraints into Service Desk:

- Version 4.5: No spaces nor special characters ("?", "*", "_", "%") nor start with a number.
- Version 5.0: No wildcard characters ("?", "*"), nor only numbers.

In consequence, it is expected to ensure that these rules have been respected before exporting any data from AssetCenter to Service Desk.

### Note:

In case this constraint could not be respected, it may be possible to map AC Bar Code to SD Source Id if this field has not been used yet.

This would imply to modify scenarios in accordance.

## Management of deletion

Workflows are created into AssetCenter during installation to manage Deletion. These call flows should not be removed nor modified, otherwise the deletion will not any more be propagated into Service Desk.

## Fields configuration

It is possible to configure each field in AssetCenter, and some of them have a default configuration fixed during the installation of the application

In order to avoid conflicts when mapping objects from Service Desk to AssetCenter, it is recommended to disable the default configuration of some of these scripts :

- The **Notified On** field present in the Work orders view,
- The **IP address** field, in the Network tab of some of Portfolio Items.

  To disable their configuration:
- Click on right button mouse on the concerned field, and **Configure object**.
- Then remove script in **Default** section, and validate the modification.

# 5 Performing initial propagation

Open the `sdac_Init.scn` scenario and run it once by clicking **Produce now**.

After running it, review the Connect-It log for any errors that may have occurred.

> ⚠ Warning:
>
> The best practices mentioned in this guide only deal with implementing AssetCenter when Service Desk is already being used. They do not deal with the case of implementing both applications at the same time.

# 6 Configuring scheduled services

Connect-It enables to associate a Windows service to a scenario. This service allows your Connect-It server to start the data-processing procedure as a background task, depending on the scheduler associated to the scenario. Then these services regularly perform data synchronization between both applications.

Creating a Windows Service is composed of the following steps :

- Create the service
- Configure the service
- Install the service
- Start the service

Connect-It provides a Service Console which is a graphical interface that enables to manage the scenarios and create services to associate to them

To create a new service for a scenario, please refer to Connect-It User's Guide, chapter 4, sections Define a Connect-It service (Windows environment) and Creating a schedule.

Then to manage a scheduled service, you can also refer to Connect-It User's Guide, chapter 5, section Managing the tracking of a scenario using the Service console.

# 7 Implementing choices

This section focuses on particular choices of implementation that may need to be reviewed and checked against customer IT and Asset management process.

The full list of delivered mappings is given in Appendix.

## Person and Employees

### Telephone

Service Desk 4.5 allows to associate several telephones for each category, while AssetCenter 4.4 handles only one per category.

In consequence, only first phone for each category is exported to AssetCenter.

### Address

■ Service Desk 4.5 allows to associate several addresses for an employee, including personal one.

In AssetCenter, professional address depends on location and is not tied to employee.

In consequence, the address of the employee is not exported to AssetCenter.

■ Service Desk 5.0 manage the address of the employees as Location entity, so the location of employees is exported to AssetCenter.

# Organization and Company/Department

AssetCenter keeps separated lists of Supplier and Company while Service Desk merges all in Organization.

Target table during export from SD to AC depends on the context: an Organization referenced from a CI will be mapped to a Company categorized as supplier in AC, while it is mapped to Department when referenced from Person.

As a result, it is not possible to have a Department and a Company with the same name in AssetCenter as it would result in conflicts during an export from AC to SD: both would be targeted as Organization, which is the same table in database view.

A second result is that not all Organizations are exported from SD to AC, but only those referenced by CIs or Persons.

# Configuration Item and Asset

## Initialization step

During first initialization, new Asset Models could be created into AC to reflect SD CI Categories.

By default, these models will have a nature taken from map table and no bar code.

## SD to AC synchronization

### Parent relationship

Service Desk allows to have several parents on a CI while it is not possible on AssetCenter 4.4.

In consequence, synchronization process from SD to AC only exports first parent of the CI.

### Mapping of category to model

Service Desk classic data organization is to limit CI categories to a generic naming (ex: Business PC) while AssetCenter classic approach is to include also the model of the asset (ex: "Deskpro EN - DT - PIII 933") to Model field.

So category from Service Desk would likely correspond more to the rank before the last into AC model hierarchy in classic usage of these products, and last name in model full name should comes from another field in SD.

This could be illustrated having a look on AC and SD demo databases:

- In AC demo database, full name for "Deskpro EN - DT - PIII 933" model is "/IT/Workstation/Desktop computer/Deskpro EN - DT - PIII 933".
- In SD demo database, some CIs have a category "Business PC" and "Name 1" field set to "PCKAYAK P3 900 MHz".

Provided scenario has been designed in this sense: AssetCenter Model is built from Service Desk category (using a map table) and "Name 1" field, according to data organization in SD demo database.

This may need to be adapted if installed Service Desk repository has applied a different approach.

### Note:

For AssetCenter 5.0 integrations and model alignment to UNSPSC codes:

As some models appear with same name on different places in the model hierarchy and because Service Desk does not support it, model name are appended with Technical Reference in Service Desk to have unique CI categories. Technical Reference typically contains in AssetCenter the UNSPSC code in number format.

The algorithm applies as follows:

- First look for model without Tech Ref into map table. It allows to keep compatibility with a AC 4.4 integration.
- If not found, try again using model name appended with Tech Ref between square brackets. As for previous versions, it allows to keep different hierarchy or different naming between applications.
- If not found, the previous key is used as value. By this way it is not mandatory to fill the whole map table if the names and hierarchy must be kept.

It is possible to leave Tech Ref empty if the value does not appear elsewhere in the hierarchy. The corresponding category in SD would have in this case an empty value between square brackets (unless map table is used).

## AC to SD synchronization

### Mapping of model to category

In order to be consistent with the mapping of Category to Model performed in the context of SD to AC data synchronization (see SD to AC Synchronization above), asset models are exported to CI categories as follows:

- "Name 1" field is filled with last qualifier in AC model full name ("Deskpro EN - DT - PIII 933" in previous example).

- CI category is built according to AC model, taking the hierarchical path of the full name ("/IT/Workstation/Desktop computer" into previous example").

  This may need to be adapted if installed Service Desk repository has applied a different approach.

  📝 Note:

  Please refer to SD to AC synchronization section for a description of UNSPSC code support.

# Change/Work Order and Work Order

## Service Desk to AssetCenter synchronization

Changes and Work Orders are only created into AssetCenter for TCO calculation purpose, so only a few set of mandatory fields are mapped.

They are located in AssetCenter under a common parent work order which must be created into AssetCenter before performing a synchronization. This common parent has a default name (SD#Changes#Workorders), but it can be modified when it is created in AssetCenter. In this case, do not forget to propagate this modification into the SD2ACWOGeneral map table (see both the AssetCenter to Service Desk and Service Desk to AssetCenter map tables formats section of this document)

This may be useful to be able to easily make the difference from AssetCenter interface between work orders created from AssetCenter and the ones coming from Service Desk.

## AssetCenter to Service Desk synchronization

In the opposite sense, AC work orders are only mapped to Service Desk changes and work orders for fulfillment process. So only items not belonging to common parent (see SD to AC synchronization) are exported with a few set of mandatory fields.

Moreover, only first two levels of AC work orders can be mapped on the Service Desk change / work order model as SD work orders do not implement parent/child relation.

When AC work order creator is a Department, the supervisor of this department is mapped to SD (as SD expects a person to be creator).

As Status is a mandatory field in Service Desk for the Changes and Work orders, a default value taken from the corresponding map table is mapped during export.

# 8 Business process example: Cost tracking with request fulfillment process

It is important to track cost associated with assets. This information can be used to help make appropriate decisions regarding the asset. In situations where a charge back system or billing system is used, the creation of cost records are necessary to track the cost of providing service and to charge the cost to the appropriate business unit.

AssetCenter has the ability to collect expense lines to calculate the Total Cost of Ownership (TCO) of an asset while Service Desk has the ability to collect costs tied to any incident, problem or change. These costs collected by Service Desk can integrated to AssetCenter in order to create corresponding expense lines.

The following scenario is representative of a business process starting from fulfillment process and integrating SD costs. For more convenience, it is described here from the Demo database provided with AssetCenter.

- In AssetCenter, go to Portfolio/Standard Request , look at the request DEMO-REQ5 (High-end graphics workstation), and in the composition tab, you'll see that this is a Goods and Services request, with one change to be created (installation).
- Go to Procurement/Purchase Request, click New, Fill the purpose field with 'New employee setup', click on the next input, then click on Ok, then choose the 'High-End graphics workstation' in the Service Catalog and click on finish.
- The request should appear in the screen. Change the Req. status to Validated and click execute then Finish.

- This should have created a new work order. In the work order Acquisition tab, you can see the relationship between work order and request.

  Note that this is not a full procurement cycle but just a shortcut for the test.

- Once synchronization has been performed from AssetCenter to Service Desk, this work order will have been created on Service Desk.

- Fill information into Service Desk (actual duration, cost, assignment, etc.) and close Change.

- These information will be reported into AssetCenter and will lead to the creation of an expense line, resulting from the actual duration/cost and hourly price.

Another classic business process would be to create an incident with Service Desk, create associated Change and Work Order with all cost related information. These information will be propagated to AssetCenter and would impact the Total Cost of Ownership of the related Asset.

# 9 Unsupported features

## Cross launches

Cross-Launch functionality expects both clients to be installed on same Windows server. Service Desk server must be manually started.

When AssetCenter client is started from Service Desk via a cross-launch, the connection properties to AC database must be manually entered.

If the clients are not running, trying to call a screen of an application from another one will result in an error message.

The locations can't dispose of a cross-launch to SD from AC because Locations are not considered as objects (like CIs for example) and so no action can be associated to them.

In Service Desk 4.5, Locations can't dispose of a cross-launch to SD from AC because they are not considered as objects (like CIs for example) and so no action can be associated to them.

As SD Organizations are mapped into AC in a complex way (organizations referenced by CIs or maintenance contracts are mapped as Companies, the ones referenced by Persons are mapped as Departments, and others are not mapped), the corresponding cross-launch has not been added into Service Desk.

⚠ Warning:

Service Desk 5.0 expects OIDs of selected item for contextual cross-launches.

# Conflict with existing items

Conflicts may appear during an export if data with same key already exists in target database. These conflicts may result either in an error (due to some integrity constraints) or to override items.

As example, CI categories may have a parent which is exported when synchronizing it with AC CI models. If this parent already exists in AC, new CI category may be relocated as a child of this parent instead of a separated one.

# Location deletion

A location in *Service Desk 4.5* is only represented by a Code, and consequently it doesn't have a Folder attribute. So if a location is deleted in AssetCenter, this deletion can't be propagated into Service Desk.

With *Service Desk 5.0*, a location is represented by a table, it's an object full-fledged, so the deletion of location is propagated in Folder.

# Employees/Workgroups relationship deletion

As the deletion can't be propagated from AC to SD, if the relationship between an employee and a group is removed from AC DB, it will not be removed from SD DB.

# Organizations names and search codes

For SD organizations, both **Search code** and **Name 1** fields don't need to be unique. However, in AC, they must be ("SD Organization->Name 1" mapped in AC to "Companies->Name", and "SD Organization->Search Code" mapped in AC to "Companies->Code"). So, to prevent conflicts during the synchronization, be sure these fields are also unique in SD.

## Maintenance contracts synchronization

AssetCenter and Service Desk don't manage same way the maintenance contracts. In Service Desk, the Name of the contract is used as primary key where as in AssetCenter it's a Reference, and so several contracts can have the same name. Consequently, when a SD maintenance contract is exported in AC, a reference is built thanks to information about it. In the opposite sense, the contract name is composed of its original name plus its reference as it must be unique in SD (the original reference is stocked in the SourceID field).

As a result maintenance contracts can be duplicated in Service Desk since a contract synchronized in the two ways have a different name.

## Person synchronization

As the field **Name** of an Employee is mandatory in AssetCenter, the **Last Name** field in **FullName** properties of a Service Desk Person must be filled. Otherwise, the object will be rejected during the initial synchronization from SD to AC.

## Error Management

Unprocessed XML files are left into directory when Service Desk server is unreachable (server stopped).

They will be automatically reprocessed prior to next resynchronization if connection to server has been restored.

When an XML file has been processed, it is moved into "Archives" subdirectory, but error(s) occurring during process are not automatically handled (rejected or duplicated record, unexpected status/enumerated value, etc).

In consequence Administrator must check log messages and results after synchronization (available in Service Desk Data Exchange logs for the 4.5 version) and may have to take actions.

## Email of Person and Organization

In AssetCenter, if the email of employee, department or company is modified, then the new email is exported as primary email in **Service Desk 5.0**; but the formers emails exist yet in the list of emails.

## Supervisor of Asset

If the supervisor of Asset is a person which hasn't parent department then it isn't exported in **Service Desk 5.0**, because the persons of CI is correlated to the organization of CI for **Owner** role and we don't add a person which doesn't belong to the existing organization of CI.

# 10 Scenario Documentation for AssetCenter 4.4 and Service Desk 4.5

## Scenario Documentation File sdac_Init.scn

This appendix presents information about the mapping realized by the scenario `sdac_Init.scn`, which corresponds to the initialization phase between Service Desk and AssetCenter.

**Table 10.1. Information about the views**

| View Name | Associated Mappings |
| --- | --- |
| Global | <ul><li>SD_LOCATIONS / AC_LOCATIONS</li><li>SD_PERSONS / AC_PERSONS</li><li>SD_WORKGROUPS / AC_WORKGROUPS</li><li>SD_DEPARTMENT / AC_DEPARTMENT</li><li>SD_CI_SUPPLIER / AC_COMPANIES</li><li>SD_CATEGORY / AC_MODEL</li><li>SD_TELEPHONES / AC_EMPLOYEES</li><li>SD_MAINTENANCE_CONTRACTS / AC_CON-TRACTS</li><li>SD_CONFIGURATION_ITEMS / AC_ASSETS</li></ul> |

**Table 10.2. Connector configuration : Service Desk 4.5**

| Connector name | Produced document types |
|---|---|
| Service Desk | - SD_LOCATIONS<br>- SD_PERSONS<br>- SD_DEPARTMENT<br>- SD_TELEPHONES<br>- SD_CI_SUPPLIER<br>- SD_WORKGROUPS<br>- SD_CATEGORY<br>- SD_MAINTENANCE_CON-TRACTS<br>- SD_CONFIGURATION_ITEMS |

**Table 10.3. Connector configuration : Asset Management 4.4**

| Connector name | Consumed document types |
|---|---|
| Asset Management | - AC_LOCATIONS<br>- AC_PERSONS<br>- AC_WORKGROUPS<br>- AC_DEPARTMENT<br>- AC_COMPANIES<br>- AC_MODEL<br>- AC_EMPLOYEES<br>- AC_CONTRACTS<br>- AC_ASSETS |

**Table 10.4. Mapping: Locations -> Locations**

| AC fields | SD fields | Comment |
|---|---|---|
| Comment | Remark | |
| Name | Searchcode | |
| BarCode | Searchcode | |
| LocationType | Category | |
| Parent.BarCode | Parent.Searchcode | |
| Parent.Name | Parent.Searchcode | |

**Table 10.5. Mapping: Persons -> Employees**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| Name | Last Name | |
| First | First Name | |
| FirstName2 | Middle Name | |
| MrMrs | Gender | |
| bDepartment | 0 | Boolean defining the type of object to map. For an employee the value is 0, whereas it's 1 for a department. |
| Comment | Remark | |
| EMail | E-Mail | |
| ID # | Identification Number | Boolean defining the type of object to map. for an employee the value is 0, whereas it's 1 for a department. |
| Field2 | Birthdate | |
| Field3 | Status | |
| Title | Category | |
| Telephone | Business Phone | |
| Fax | Fax | |
| Mobile tel | Mobile | |
| Home tel | Home | |
| Icon | images\img16x16\personne.bmp | Chosen icon among these provided in AssetCenter |
| Parent.Name | Organization.Name1 | the parent of an employee is a department |
| Parent.BarCode | Organization.Searchcode | the parent of an employee is a department |
| Parent. bDepartment | 1 | the parent of an employee is a department |
| Location.BarCode | Location. Searchcode | |

**Table 10.6. Mapping: Workgroups -> Groups**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| Name | Name | |
| bAssignable | Status | Boolean defining the status of a workgroup. |
| Parent.Name | Parent.Name1 | |
| Parent.BarCode | Parent.Searchcode | |
| Members.BarCode | Members.Searchcode | Relation between employees and workgroup |

**Table 10.7. Mapping: Organizations -> Departments**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| Name | Name1 | |
| bDepartment | 1 | Boolean defining the type of object to map. For an employee the value is 0, whereas it's 1 for a department. |
| Comment | Remark | |
| Telephone | Business Phone | |
| Fax | Fax | |
| EMail | E-Mail | |
| Icon | images\img16x16\service.bmp | Chosen icon among these provided in AssetCenter |
| Parent.Name | Parent.Name1 | |
| Parent.BarCode | Parent.Searchcode | |
| Supervisor.BarCode | Manager.Searchcode | |
| Location.BarCode | Location. Searchcode | |

An SD Organization is mapped in AC Departments only if it is referenced by a Person.

**Table 10.8. Mapping: Organizations -> Companies**

| AC fields | SD fields | Comment |
|---|---|---|
| Code | Searchcode | |
| Name | Name1 | |
| Qualif1 | Category | |
| Comment | Remark | |
| Telephone | Business Phone | |
| Fax | Fax | |
| EMail | E-Mail | |
| URL | Web page | |
| Mainsite.BarCode | Location. Searchcode | |

An SD Organization is mapped in AC Company only if it is referenced by a CI.

**Table 10.9. Mapping: CI Categories -> Models**

| AC fields | SD fields | Comment |
|---|---|---|
| Name | Text | |
| bInvent | 0 | Determines if BarCode is mandatory or not. |
| Nature.Code | Text | Association defined in a map table |
| Parent.Name | Parent.Text | |

| AC fields | SD fields | Comment |
|---|---|---|
| Parent. bInvent | 0 | Determines if BarCode is mandatory or not. |
| Parent.Nature.Code | Parent.Text | Association defined in a map table |

**Table 10.10. Mapping: Maintenance Contracts -> Contracts**

| AC fields | SD fields | Comment |
|---|---|---|
| Reference | OID | built with a common tag and the OID database of the contract |
| Comment | Description | |
| End | End date | |
| Start | Start date | |
| Init Payment | Price | |
| IntPayCur | Currency | gives by a map table |
| Purpose | Name | |
| Type | 4 | Always a contract of type 'maintenance' |
| Status | Status | |
| Model.Name | 'maintenance' | Always the 'maintenance' model used |
| Company.Code | Organization.Searchcode | If a company is referenced by the contract, it is created 'on the fly' as Company into AssetCenter |
| Company.Name | Organization.Name1 | |
| Company.Qualif1 | Organization.Category | |
| Company.Comment | Organization.Remark | |
| Company.EMail | Organization.E-Mail | |
| Company.URL | Organization.Web page | |
| Company.Mainsite.BarCode | Organization.Location. Search-code | |

**Table 10.11. Mapping: CI -> Assets**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| AssetTag | Searchcode | |
| Serial # | Serial Number | |
| External ID | Name2 | |
| Comment | Remark | |
| Icon | 'images\img16x16\pc-statn.bmp' | Chosen icon among these provided in AssetCenter |
| Acquis.Purchase date | Purchase date | |
| Acquis.Purchas Price | Price | |
| Acquis.Procurement.Supplier.Bar-Code | Supplier.Searchcode | |
| Maint.Expiration | Warranty date | |

| AC fields | SD fields | Comment |
|---|---|---|
| Maint.dInstall | Purchase date | |
| Maint.Maint. Contract.Ref | MaintenanceContract.OID | built with a common tag and the OID database of the contract |
| Model.Name | Name1 | |
| Model.bInvent | 0 | Determines if BarCode is mandatory or not. |
| Model.Brand.Name | Brand.Name | |
| Model.Nature.Code | Category | Association defined in a map table |
| Model.Parent.Name | Category.Text | |
| Portfolio.AssetTag | Searchcode | |
| Portfolio.Comment | Remark | |
| Portfolio.Unit | Value Price | |
| Portfolio.AvgPriceCur | Currency | gives by a map table |
| Portfolio.Model.Name | Name1 | |
| Portfolio.Model.bInvent | 0 | Determines if BarCode is mandatory or not. |
| Portfolio.Model.Nature.Code | Category | Association defined in a map table |
| Portfolio.Model.Parent.Name | Category.Text | |
| Portfolio.Location.BarCode | Location.Searchcode | |
| Portfolio.Location.Name | Location.Searchcode | |
| Portfolio.Icon | 'images\img16x16\pc-statn.bmp' | Chosen icon among these provided in AssetCenter |
| Portfolio.Parent.AssetTag | ParentCI.Searchcode | |
| Portfolio.Parent.Model.Name | ParentCI.Name1 | |
| Portfolio.Parent.Model.bInvent | 0 | Determines if BarCode is mandatory or not. |
| Portfolio.Parent.Model.Nature.Code | ParentCI.Category | Association defined in a map table |
| Portfolio.User.BarCode | Person | |
| Portfolio.Supervisor.BarCode | Owner.Searchcode | owner person if defined else supervisor of owner organization |
| Network.IP Address | IP Address | |

## Scenario Documentation File sdac_Sync.scn

This appendix presents information about the mapping realized by the scenario sdac_Sync.scn, which corresponds to the synchronization phase between Service Desk and AssetCenter.

**Table 10.12. Information about the views**

| View Name | Associated Mappings |
|---|---|
| Global | ▪ SD_CONFIGURATION_ITEMS / AC_ASSETS |
| | ▪ SD_CHANGES / AC_WORKORDERS |
| | ▪ SD_CHANGES / AC_WORKORDERS2 |
| | ▪ SD_WORKORDERS / AC_SUB-WORKORDERS |
| | ▪ SD_WORKORDERS / AC_SUB-WORKORDERS2 |
| | ▪ SD_WORKORDERS / AC_SUB-WORKORDERS3 |
| | ▪ SD_INCIDENTS / AC_RECONC_PROPOSAL |

**Table 10.13. Connector configuration : Service Desk 4.5**

| Connector name | Produced document types |
|---|---|
| Service Desk | ▪ SD_CONFIGURA-TION_ITEMS |
| | ▪ SD_CHANGES |
| | ▪ SD_WORKORDERS |
| | ▪ SD_INCIDENTS |

**Table 10.14. Connector configuration : Asset Management 4.4**

| Connector name | Consumed document types |
|---|---|
| Asset Management | ▪ AC_ASSETS |
| | ▪ AC_WORKORDERS |
| | ▪ AC_WORKORDERS2 |
| | ▪ AC_SUB-WORKORDERS |
| | ▪ AC_SUB-WORKORDERS2 |
| | ▪ AC_SUB-WORKORDERS3 |
| | ▪ AC_RECONC_PROPOS-AL |

**Table 10.15. ORDER BY clauses by Document type**

| Document type | WHERE clause | Comment |
|---|---|---|
| SD_WORKORDERS | Status | In order to closed the subworkorders and their parent at the appropriate moment |

**Table 10.16. Mapping: CI -> Assets**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| AssetTag | Searchcode | |
| Serial # | Serial Numbe | |
| External ID | Name2 | |
| Comment | Remark | |
| Icon | images\img16x16\pc-statn.bmp | Chosen icon among these provided in AssetCenter |
| Acquis.Purchase date | Purchase date | |
| Acquis.Purchas Price | Price | |
| Acquis.Procurement.Supplier.Bar-Code | Supplier.Searchcode | |
| Maint.Expiration | Warranty date | |
| Maint.dInstall | Purchase date | |
| Maint.Maint. Contract.Ref | MaintenanceContract.SourceID or MaintenanceContract.OID | if SourceID is filled and begins with the correct tag, the original AC reference is extracted. otherwise the reference is rebuilt with a common tag and the OID database of the contract |
| Model.Name | Name1 | |
| Model.Brand.Name | Brand.Name | |
| Model.Nature.Code | Category | Association defined in a map table |
| Model.Parent.Name | Category.Text | |
| Portfolio.AssetTag | Searchcode | |
| Portfolio.Comment | Remark | |
| Portfolio.Unit Value | Price | |
| Portfolio.AvgPriceCur | Currency | gives by a map table |
| Portfolio.Model.Name | Name1 | |
| Portfolio.Model.Nature.Code | Category | Association defined in a map table |
| Portfolio.Model.Parent.Name | Category.Text | |
| Portfolio.Location.BarCode | Location.Searchcode | |
| Portfolio.Location.Name | Location.Searchcode | |
| Portfolio.Icon | images\img16x16\occas.bmp | Chosen icon among these provided in AssetCenter |

| AC fields | SD fields | Comment |
|---|---|---|
| Portfolio.Parent.AssetTag | ParentCI.Searchcode | |
| Portfolio.Parent.Model.Name | ParentCI.Name1 | |
| Portfolio.User.BarCode | Person | |
| Portfolio.Supervisor.BarCode | Owner.Searchcode | owner person if defined else supervisor of owner organization |
| Network.IP Address | IP Address | |

**Table 10.17. Mapping: Changes -> Work orders**

| AC fields | SD fields | Comment |
|---|---|---|
| Work order # | SourceID or ID | if the change originally comes from AC, the SourceID is mapped, otherwise it's the ID |
| Expected Resol | Deadline | |
| Type | 0 | always 'internal maintenance' type |
| Title | Description | |
| Problem | Description | |
| Icon | images\img16x16\pcstatn.bmp | Chosen icon among these provided in AssetCenter |
| Priority | Priority | |
| Estimated Cost | Planned Cost | |
| Init. Cost | Actual Cost | |
| Planned end date | Planned Finish | |
| Planned start | Planned Start | |
| Actual end date | Actual Finish | |
| Actual start | Actual Start | |
| Notified On | Creation date | |
| Requester.BarCode | Requestor.Searchcode | |
| Tracking.Technician.BarCode | ToPerson.Searchcode | |
| Tracking.Group.BarCode | ToWorkgroup.Searchcode | |
| Asset.BarCode | CI.Searchcode | |
| Asset.Model.Name | CI.Name1 | |
| Parent work order | Default value | each change originally created in SD are mapped under a common parent into AC |

**Table 10.18. Mapping: Work orders -> Sub Work orders**

| AC fields | SD fields | Comment |
|---|---|---|
| Work order # | SourceID or ID | if the work order originally comes from AC, the SourceID is mapped, otherwise it's the ID |

| AC fields | SD fields | Comment |
|---|---|---|
| Expected Resol | Deadline | |
| Type | 0 | always 'internal maintenance' type |
| Title | Description | |
| Problem | Description | |
| Icon | images\img16x16\occas.bmp | Chosen icon among these provided in AssetCenter |
| Priority | Priority | |
| Estimated Cost | Planned Cost | |
| Init. Cost | Actual Cost | |
| Planned end date | Planned Finish | |
| Planned start | Planned Start | |
| Actual end date | Actual Finish | |
| Actual start | Actual Start | |
| Notified On | Creation date | |
| Requester.BarCode | Requestor.Searchcode | |

**Table 10.19. Mapping: Parent link between Work orders and Sub Work orders**

| AC fields | SD fields | Comment |
|---|---|---|
| Work order # | SourceID or ID | if the work order originally comes from AC, the SourceID is mapped, otherwise it's the ID |
| Parent.Work order # | Change.SourceID or Change.ID | if the parent change originally comes from AC, the SourceID is mapped, otherwise it's the ID. If the work order hasn't any parent, it is mapped under the common parent into AC. |

**Table 10.20. Mapping: Incidents -> Reconciliation Proposals**

| AC fields | SD fields | Comment |
|---|---|---|
| Code | SourceID | |
| Selected Value | Solution | only if the Incident was closed with the code **solved** |
| Status | Validated or Document rejected | **Validated** if closed with the code **solved**, **Document rejected** if closed with the code **Unsolved** |
| Comment | ID | |

Two other mappings deals with the deletion of items :

- SD_CHANGES / AC_WORKORDERS2 : manages the deletion of Changes from SD to AC
- SD_WORKORDERS / AC_SUBWORKORDERS2 : manages the deletion of Workorders from SD to AC

To propagate the deletion of these objects, they must not be physically removed from SD, but must be moved into the **Deleted** Folder. Then these mappings will physically remove the corresponding AC objects from database.

# Scenario Documentation File acsd_Sync.scn

This appendix presents information about the mapping realized by the scenario `acsd_Sync.scn`, which corresponds to the synchronization phase between AssetCenter and Service Desk.

**Table 10.21. Information about the views**

| View Name | Associated Mappings |
| --- | --- |
| Global | ■ Deletions / SD_Deletions |
| | ■ Process-end / Events-deletion |
| | ■ Locations / SD_Locations |
| | ■ WorkGroups / SD_Workgroups |
| | ■ Departments / SD_Departments |
| | ■ Departments / SD_Departments-phone |
| | ■ Departments / SD_Departments-fax |
| | ■ Departments / SD_Departments-super-visor |
| | ■ Employees / SD_Employees |
| | ■ Employees / SD_Employees-phone |
| | ■ Employees / SD_Employees-address |
| | ■ Employees / SD_Employees-group |
| | ■ Employees / SD_Employees-fax |
| | ■ Employees / SD_Employees-mobilephone |
| | ■ Employees / SD_Employees-homephone |
| | ■ Company / SD_Companies |
| | ■ Company / SD_Companies-phone |
| | ■ Company / SD_Companies-fax |
| | ■ Contracts / SD_Contracts |
| | ■ Asset / SD_CIs-users |
| | ■ Asset / SD_CIs-parents |
| | ■ Asset / SD_CIs |
| | ■ Workorders / SD_Changes |
| | ■ Workorders / SD_Workorders |
| | ■ Workorders / SD_Workorders_Cis |
| | ■ Reconciliation Proposal / SD_Incidents |
| Exception | ◆ Process-end / Events-deletion |

**Table 10.22. Connector configuration : Asset Management 4.4**

| Connector name | Produced document types | Consumed document types |
|---|---|---|
| Asset Management | <ul><li>Deletions</li><li>Locations</li><li>WorkGroups</li><li>Departments</li><li>Company</li><li>Employees</li><li>Contracts</li><li>Asset</li><li>Workorders</li><li>Reconciliation Proposal</li><li>Employees-Groups</li></ul> | <ul><li>Process-end / Events-deletion</li></ul> |

**Table 10.23. Connector configuration : Service Desk 4.5**

| Connector name | Consumed document types |
|---|---|
| Service Desk | <ul><li>SD_Deletions</li><li>SD_Locations</li><li>SD_Workgroups</li><li>SD_Departments</li><li>SD_Departments-phone</li><li>SD_Departments-fax</li><li>SD_Departments-supervisor</li><li>SD_Employees</li><li>SD_Employees-phone</li><li>SD_Employees-address</li><li>SD_Employees-group</li><li>SD_Employees-fax</li><li>SD_Employees-mobilephone</li><li>SD_Employees-homephone</li><li>SD_Companies</li><li>SD_Companies-phone</li><li>SD_Companies-fax</li><li>SD_Contracts</li><li>SD_CIs-users</li><li>SD_CIs-parents</li><li>SD_CIs</li><li>SD_Changes</li><li>SD_Workorders</li><li>SD_Workorders_Cis</li><li>SD_Incidents</li><li>SD_Employee-Group</li></ul> |

**Table 10.24. Connector configuration : Command line (cleanup)**

| Connector name | Consumed document types |
|---|---|
| Service Desk | Command cleanup |

**Table 10.25. Connector configuration : Command line (SD import)**

| Connector name | Consumed document types |
|----------------|--------------------------|
| Service Desk   | Command SD import        |

**Table 10.26. WHERE clauses by Document type**

| Document type | WHERE clause | Comment |
|---------------|--------------|---------|
| Departments | bDepartment = 1 | Selects only the departments as AC stores in the same table the departments and the employees |
| Employees | bDepartment = 0 | Selects only the employees as AC stores in the same table the departments and the employees |
| Contracts | seType = 4 | Selects only the contracts whose type is 'maintenance', since SD manages only this type of contracts. |

**Table 10.27. Mapping: Locations -> Locations**

| SD fields | AC fields | Comment |
|-----------|-----------|---------|
| Remark | Comment | |
| Searchcode | Name | |
| Category | LocationType | |
| Parent.Searchcode | Parent.BarCode | |

**Table 10.28. Mapping: Groups -> Workgroups**

| SD fields | AC fields | Comment |
|-----------|-----------|---------|
| Searchcode | BarCode | |
| Name | Name | |
| Status | bAssignable | Boolean defining the status of a workgroup. |
| Parent.Searchcode | Parent.BarCode | |

**Table 10.29. Mapping: Departments -> Organizations**

| SD fields | AC fields | Comment |
|-----------|-----------|---------|
| Searchcode | BarCode | |
| Name1 | | |
| Remark | Comment | |
| E-Mail | EMail | |
| Parent.Searchcode | Parent.BarCode | |
| Location.Searchcode | Location.BarCode | |

**Table 10.30. Mapping: Departments Phones -> Telephones**

| SD fields | AC fields | Comment |
|---|---|---|
| Organization.Searchcode | Department.BarCode | |
| Number | Number | |
| Category | 'value of Category' | the value of the category currently mapped |
| Primary | | |

Subsidiary mapping to associates the different phone numbers to the departments (same mapping is duplicated two times for each category)

**Table 10.31. Mapping: Departments Supervisor -> Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| Department.Searchcode | Department.BarCode | |
| Supervisor.Searchcode | Supervisor.BarCode | |

This mapping defines the relation between the departments and their supervisor.

**Table 10.32. Mapping: Employees -> Persons**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | BarCode | |
| Last Name | Name | |
| FirstName | FirstName | |
| Middle Name | FirstName2 | |
| Gender | MrMrs | thanks to a map table |
| FullName.Title | MrMrs | |
| Remark | Comment | |
| Identification Number | ID # | Boolean defining the type of object to map. for an employee the value is 0, whereas it's 1 for a department. |
| Job title | Title | |
| Category | 'Default category' | value in a map table |
| Organization.Searchcode | Parent.BarCode | |
| Location. Searchcode | Location.BarCode | |

**Table 10.33. Mapping: Employees Phones -> Telephones**

| SD fields | AC fields | Comment |
|---|---|---|
| Person.Searchcode | Employee.BarCode | |
| Number | Number | |

| SD fields | AC fields | Comment |
|---|---|---|
| Category | 'value of Category' | the value of the category currently mapped |
| Primary | | |

Subsidiary mapping to associates the different phone numbers to the persons (same mapping is duplicated four times for each category)

**Table 10.34. Mapping: Employees Address -> Persons**

| SD fields | AC fields | Comment |
|---|---|---|
| Person.Searchcode | Employee.BarCode | |
| Address type | 'Business' | default value |
| Street1 | Employee.Location.Address1 | |
| Street2 | Employee.Location.Address2 | |
| City | Employee.Location.City | |
| ZIP | Employee.Location.ZIP | |
| State | Employee.Location.State | |
| Country | Employee.Location.Country.Name | |

Subsidiary mapping to associates the business address to the persons

**Table 10.35. Mapping: Employees Workgroup -> Persons**

| SD fields | |
|---|---|
| Person.Searchcode | Employee.BarCode |
| Workgroup.Searchcode | Employee.Group.BarCode |

Subsidiary mapping to associates the workgroup to the persons

**Table 10.36. Mapping: Companies -> Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | Code | |
| Name1 | Name | |
| Remark | Comment | |
| E-Mail | EMail | |
| Web page | URL | |
| Location. Searchcode | Mainsite.BarCode | |

**Table 10.37. Mapping: Companies Phones -> Telephones**

| SD fields | AC fields | Comment |
|---|---|---|
| Organization.Searchcode | Company.BarCode | |
| Number | Number | |
| Category | 'value of Category' | the value of the category currently mapped |
| Primary | | |

Subsidiary mapping to associates the different phone numbers to the companies (same mapping is duplicated two times for each category)

**Table 10.38. Mapping: Maintenance Contracts -> Contracts**

| SD fields | AC fields | Comment |
|---|---|---|
| Name | Purpose + Reference | to respect unicity of name |
| Description | Comment | |
| End date | End | |
| Start date | Start | |
| Price | Init Payment | |
| Status | Status | |
| SourceID | Reference | common tag + Reference |
| Organization.Searchcode | Company.Code | If a company is referenced by the contract, it is created 'on the fly' as Company into AssetCenter |

**Table 10.39. Mapping: Assets -> CIs**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | AssetTag | |
| Name1 | Model.Name | |
| Serial Number | Serial # | |
| Name2 | BarCode + External ID | |
| Max Installations | Quantity | |
| Price | Acquis.Purchas Price | |
| Category | Model.Parent.Name | |
| Status | Assignment | |
| Remark | Comment | |
| IP Address | Network.IP Address | |
| Purchase date | Acquis.Purchase date | |
| Warranty date | Maint.Expiration | |
| Location.Searchcode | Portfolio.Location.BarCode | |
| Brand.Name | Model.Brand.Name | |

| SD fields | AC fields | Comment |
|---|---|---|
| Owner.Searchcode | Portfolio.Supervisor.BarCode | Owner Organization if Supervisor is a Department, Owner Person if Supervisor is an Employee. |
| Supplier.Searchcode | Acquis.Procurement.Supplier.BarCode | |
| MaintenanceContract.OID Maint.Maint. Contract.Ref | Maint.Maint. Contract.Ref | built with a common tag and the OID database of the contract |

**Table 10.40. Mapping: Assets Users -> CIs Users**

| SD fields | AC fields | Comment |
|---|---|---|
| CI.Searchcode | Asset.AssetTag | |
| User.Searchcode | Asset.Portfolio.User.BarCode | |

this mapping defines the link between the CIs and their users

**Table 10.41. Mapping: Assets Parent -> CIs Parent**

| SD fields | AC fields | Comment |
|---|---|---|
| CI.Searchcode | Asset.AssetTag | |
| Parent.Searchcode | Asset.Portfolio.Parent.AssetTag | |

this mapping defines the relationship between the CIs

**Table 10.42. Mapping: Work orders -> Changes**

| SD fields | AC fields | Comment |
|---|---|---|
| SourceID | Work order # | |
| Description | Title | |
| Priority | Priority | |
| Status | 'Default Value' | Since the status field is mandatory in SD, it is filled with a default value stored in a map table |
| Classification | Model.Name | Association between Model and Classification in a map table |
| Category | 'Common Category' | The category is a common one, specially created for these kind of workorder to distinguish them |
| Planned Duration | Planned duration | |

| SD fields | AC fields | Comment |
|---|---|---|
| Requestor.Searchcode | Requester.BarCode or Requester.Supervisor.BarCode | The BarCode of Requester if it's an Employee or Supervisor BarCode if it's a Department |
| CI.Searchcode | Asset.BarCode | |

Only workorders created in AC via a request fulfillment are mapped into SD

**Table 10.43. Mapping: Sub Work orders -> Work orders**

| SD fields | AC fields | Comment |
|---|---|---|
| SourceID | Work order # | |
| Description | Title | |
| Priority | Priority | |
| Status | 'Default Value' | Since the status field is mandatory in SD, it is filled with a default value stored in a map table |
| Category | 'Common Category' | The category is a common one, specially created for these kind of workorder to distinguish them |
| Planned Duration | Planned duration | |
| Requestor.Searchcode | Requester.BarCode or Requester.Supervisor.BarCode | The BarCode of Requester if it's an Employee or Supervisor BarCode if it's a Department |
| Change | Parent.BarCode | |

Only sub workorders created in AC via a request fulfillment are mapped into SD

**Table 10.44. Mapping: Sub Work orders CI -> Work orders CIs**

| SD fields | AC fields | Comment |
|---|---|---|
| Workorder.SourceID | Workorder.Work order # | |
| CI.Searchcode | Workorder.Asset.BarCode | |

This mapping defines the link between Work orders and their CI

**Table 10.45. Mapping: Reconciliation Proposals -> Incidents**

| SD fields | AC fields | Comment |
|---|---|---|
| SourceID | Code | |
| Classification | 'Reconciliation' | A new Classification must be created into SD |
| Status | 'Registered' | |
| Description | Name | |

| SD fields | AC fields | Comment |
|---|---|---|
| Information | built string | a string including following fields : |
| | | ▪ Code |
| | | ▪ Path |
| | | ▪ New Value |
| | | ▪ Previous Value |
| | | ▪ Comment |
| Configuration Item | | The linked asset (in Computer table) |

**Table 10.46. Mapping: Relationship Employee/Group -> Members of Group**

| SD fields | AC fields | Comment |
|---|---|---|
| Workgroup.Searchcode | Group.BarCode | |
| Person.Searchcode | Employee.BarCode | |

This mapping is used to define the relationship between employees and workgroups.

The mappings :

- Deletions / SD_Deletions
- Process-end / Events-deletion

aims at propagating the deletion of Employees, Departments, Companies, Groups, Assets and Maintenance Contracts, from AC to SD. Let's consider an example to explain its functioning : if an employee is physically deleted from AC, the corresponding SD Person will have 'Deleted' as Folder and will no longer be synchronized.

# 11 Scenario Documentation for AssetCenter 4.4 and Service Desk 5.0

## Scenario Documentation File sdac_Init.scn

This appendix presents information about the mapping realized by the scenario `sdac_init.scn`, which corresponds to the initialization phase between Service Desk and AssetCenter.

**Table 11.1. Information about the views**

| View Name | Associated Mappings |
| --- | --- |
| Global | ■ SD_LOCATIONS / AC_LOCATIONS |
| | ■ SD_PERSONS / AC_PERSONS |
| | ■ SD_WORKGROUPS / AC_WORKGROUPS |
| | ■ SD_DEPARTMENT / AC_DEPARTMENT |
| | ■ SD_CI_SUPPLIER / AC_COMPANIES |
| | ■ SD_CATEGORY / AC_MODEL |
| | ■ SD_MAINTENANCE_CONTRACTS / AC_CONTRACTS |
| | ■ SD_CONFIGURATION_ITEMS / AC_ASSETS |
| | ■ SD_CIPERSONS / AC_ASSETS_SUPERVISOR_PER-SONS |
| | ■ SD_CI_ORGS / AC_ASSETS_SUPERVISOR_ORGS |
| | ■ SD_COUNTRIES / AC_COUNTRIES |

**Table 11.2. Connector configuration : Service Desk 4.5**

| Connector name | Produced document types |
|---|---|
| Service Desk | - SD_LOCATIONS |
| | - SD_PERSONS |
| | - SD_DEPARTMENT |
| | - SD_CI_SUPPLIER |
| | - SD_WORKGROUPS |
| | - SD_CATEGORY |
| | - SD_MAINTENANCE_CON-TRACTS |
| | - SD_CONFIGURATION_ITEMS |
| | - SD_CIPERSONS |
| | - SD_CI_ORGS |
| | - SD_COUNTRIES |

**Table 11.3. Connector configuration : Asset Management 4.4**

| Connector name | Consumed document types |
|---|---|
| Asset Management | - AC_LOCATIONS |
| | - AC_PERSONS |
| | - AC_WORKGROUPS |
| | - AC_DEPARTMENT |
| | - AC_COMPANIES |
| | - AC_MODEL |
| | - AC_CONTRACTS |
| | - AC_ASSETS |
| | - AC_ASSETS_SUPERVISOR_PER-SONS |
| | - AC_ASSETS_SUPERVISOR_ORGS |
| | - AC_COUNTRIES |

**Table 11.4. Mapping: Locations -> Locations**

| AC fields | SD fields | Comment |
|---|---|---|
| Comment | Remark | |
| Name | Name | |
| BarCode | SearchCode | |
| LocationType | Category | |
| Parent.BarCode | Parent.Searchcode | |

| AC fields | SD fields | Comment |
|---|---|---|
| Parent.Name | Parent.Searchcode | |
| Address1 | Street1 | |
| Address2 | Street2 | |
| City | City | |
| ZIP | ZIP | |
| Country.ISOCode | Country | |

**Table 11.5. Mapping: Persons -> Employees**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| Name | Last Name | |
| First | First Name | |
| FirstName2 | Middle Name | |
| MrMrs | Gender | |
| bDepartment | 0 | Boolean defining the type of object to map. For an employee the value is 0, whereas it's 1 for a department. |
| Comment | Remark | |
| EMail | Primary E-Mail Address | |
| ID # | Identification Number | Boolean defining the type of object to map. for an employee the value is 0, whereas it's 1 for a department. |
| Field2 | "Birthdate" + Birthdate | |
| Field3 | "Status" + Status | |
| Title | Category | |
| Telephone | Business Phone | |
| Fax | Fax | |
| Mobile tel | Mobile | |
| Home tel | Home | |
| Icon | images\img16x16\personne.bmp | Chosen icon among these provided in AssetCenter |
| Parent.Name | Organization.Name1 | the parent of an employee is a department |
| Parent.BarCode | Organization.Searchcode | the parent of an employee is a department |
| Parent. bDepartment | 1 | the parent of an employee is a department |
| Location.BarCode | Location. Searchcode | |

**Table 11.6. Mapping: Workgroups -> Groups**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |

| AC fields | SD fields | Comment |
|---|---|---|
| Name | Name | |
| bAssignable | Status | Boolean defining the status of a workgroup. |
| Parent.Name | Parent.Name1 | |
| Parent.BarCode | Parent.Searchcode | |
| Members.BarCode | Members.Searchcode | Relation between employees and workgroup |

**Table 11.7. Mapping: Organizations -> Departments**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| Name | Name1 | |
| bDepartment | 1 | Boolean defining the type of object to map. For an employee the value is 0, whereas it's 1 for a department. |
| Comment | Remark | |
| Telephone | Business Phone | |
| Fax | Fax | |
| EMail | Primary E-Mail Address | |
| Icon | images\img16x16\service.bmp | Chosen icon among these provided in AssetCenter |
| Parent.Name | Parent.Name1 | |
| Parent.BarCode | Parent.Searchcode | |
| Supervisor.BarCode | Manager.Searchcode | |
| Location.BarCode | Location. Searchcode | |

An SD Organization is mapped in AC Departments only if it is referenced by a Person.

**Table 11.8. Mapping: Organizations -> Companies**

| AC fields | SD fields | Comment |
|---|---|---|
| Code | Searchcode | |
| Name | Name1 | |
| Qualif1 | Category | |
| Comment | Remark | |
| Telephone | Business Phone | |
| Fax | Fax | |
| EMail | E-Mail | |
| URL | Web page | |
| Mainsite.BarCode | Location. Searchcode | |

**Table 11.9. Mapping: CI Categories -> Models**

| AC fields | SD fields | Comment |
|---|---|---|
| Name | Text | |
| bInvent | 0 | Determines if BarCode is mandatory or not. |
| Nature.Code | Text | Association defined in a map table |
| Parent.Name | Parent.Text | |
| Parent. bInvent | 0 | Determines if BarCode is mandatory or not. |
| Parent.Nature.Code | Parent.Text | Association defined in a map table |

**Table 11.10. Mapping: Maintenance Contracts -> Contracts**

| AC fields | SD fields | Comment |
|---|---|---|
| Reference | OID | built with a common tag and the OID database of the contract |
| Comment | Description | |
| End | End date | |
| Start | Start date | |
| Init Payment | Price | |
| IntPayCur | Currency | gives by a map table |
| Purpose | Name | |
| Type | 4 | Always a contract of type 'maintenance' |
| Status | Status | |
| Model.Name | 'maintenance' | Always the 'maintenance' model used |
| Company.Code | Organization.Searchcode | If a company is referenced |
| Company.Name | Organization.Name1 | by the contract, it is cre- |
| Company.Qualif1 | Organization.Category | ated 'on the fly' as Com- |
| Company.Comment | Organization.Remark | pany into AssetCenter |
| Company.EMail | Organization.PrimaryE-MailAddress | |
| Company.URL | Organization.Web page | |
| Company.Mainsite.BarCode | Organization.Location. Searchcode | |
| Telephone | Business Phone | |
| Fax | Fax | |

**Table 11.11. Mapping: CI -> Assets**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| AssetTag | Searchcode | |
| Field3 | OID | Use this attribute to manage cross-Launches on CIs. |

| AC fields | SD fields | Comment |
|---|---|---|
| Serial # | Serial Number | |
| External ID | Name2 | |
| Comment | Remark | |
| Icon | 'images\img16x16\pc-statn.bmp' | Chosen icon among these provided in AssetCenter |
| Acquis.Purchase date | Purchase date | |
| Acquis.Purchas Price | Price | |
| Acquis.Procurement.Supplier.BarCode | Supplier.Searchcode | |
| Maint.Expiration | Warranty date | |
| Maint.dInstall | Purchase date | |
| Maint.Maint. Contract.Ref | MaintenanceContract.OID | built with a common tag and the OID database of the contract |
| Model.Name | Name1 or Name1 + SearchCode | if Name1 = Category then the Name of Model is mapped on Name1+ SearchCode else on Name1 |
| Model.bInvent | 0 | Determines if BarCode is mandatory or not. |
| Model.Brand.Name | Brand.Name | |
| Model.Nature.Code | Category | Association defined in a map table |
| Model.Parent.Name | Category.Text | |
| Portfolio.AssetTag | Searchcode | |
| Portfolio.Comment | Remark | |
| Portfolio.AvgPriceCur | Currency | gives by a map table |
| Portfolio.Unit Value | Price | |
| Portfolio.Model.Name | Name1 or Name1+ SearchCode | if Name1 = Category then the Name of Model is mapped on Name1+ SearchCode else on Name1 |
| Portfolio.Model.bInvent | 0 | Determines if BarCode is mandatory or not. |
| Portfolio.Model.Nature.Code | Category | Association defined in a map table |
| Portfolio.Model.Parent.Name | Category.Text | |
| Portfolio.Location.BarCode | Location.Searchcode | |
| Portfolio.Location.Name | Location.Searchcode | |
| Portfolio.Icon | 'images\img16x16\pc-statn.bmp' | Chosen icon among these provided in AssetCenter |
| Portfolio.Parent.AssetTag | ParentCI.Searchcode | |
| Portfolio.Parent.Model.Name | ParentCI.Name1 | |
| Portfolio.Parent.Model.bInvent | 0 | Determines if BarCode is mandatory or not. |
| Portfolio.Parent.Model.Nature.Code | ParentCI.Category | Association defined in a map table |
| Portfolio.User.BarCode | Person | |

| AC fields | SD fields | Comment |
|---|---|---|
| Network.IP Address | IP Address | |

**Table 11.12. Mapping: CI Person or Organization -> Assets Supervisor**

| AC fields | SD fields | Comment |
|---|---|---|
| AssetTag | Searchcode | |
| PortFolioItem.Supervisor.BarCode | Roles.Persons.Searchcode or Roles.Organizations.Searchcode | Supervisor is mapped on CI Person if Role of Person is "Owner" else on CI Organization if the Role of Organization is "Owner" |

this mapping defines the link between the Asset and their supervisor

**Table 11.13. Mapping: Countries -> Countries**

| AC fields | SD fields | Comment |
|---|---|---|
| ISOCode | Code | |
| Name | Name | |

# Scenario Documentation File sdac_Sync.scn

This appendix presents information about the mapping realized by the scenario sdac_Sync.scn, which corresponds to the synchronization phase between Service Desk and AssetCenter.

**Table 11.14. Information about the views**

| View Name | Associated Mappings |
|-----------|---------------------|
| Global | <ul><li>SD_CONFIGURATION_ITEMS / AC_ASSETS</li><li>SD_CI_ORGS / AC_ASSETS_SUPERVISOR_ORGS</li><li>SD_CIPERSONS / AC_ASSETS_SUPERVISOR_PER-SONS</li><li>SD_CHANGES / AC_WORKORDERS</li><li>SD_CHANGES / AC_WORKORDERS2</li><li>SD_CHANGES / AC_WORKORDERS0</li><li>SD_WORKORDERS / AC_SUBWORKORDERS</li><li>SD_WORKORDERS / AC_SUBWORKORDERS2</li><li>SD_WORKORDERS / AC_SUBWORKORDERS3</li><li>SD_INCIDENTS / AC_RECONC_PROPOSAL</li></ul> |

**Table 11.15. Connector configuration : Service Desk 4.5**

| Connector name | Produced document types |
|----------------|-------------------------|
| Service Desk | <ul><li>SD_CONFIGURA-TION_ITEMS</li><li>SD_CI_ORGS</li><li>SD_CIPERSONS</li><li>SD_CHANGES</li><li>SD_CHANGES0</li><li>SD_WORKORDERS</li><li>SD_INCIDENTS</li></ul> |

**Table 11.16. Connector configuration : Asset Management 4.4**

| Connector name | Consumed document types |
|---|---|
| Asset Management | <ul><li>AC_ASSETS</li><li>AC_ASSETS_SUPERVISOR_ORGS</li><li>AC_ASSETS_SUPERVISOR_PER-SONS</li><li>AC_WORKORDERS</li><li>AC_WORKORDERS0</li><li>AC_WORKORDERS2</li><li>AC_SUBWORKORDERS</li><li>AC_SUBWORKORDERS2</li><li>AC_SUBWORKORDERS3</li><li>AC_RECONC_PROPOSAL</li></ul> |

**Table 11.17. ORDER BY clauses by Document type**

| Document type | WHERE clause | Comment |
|---|---|---|
| SD_WORKORDERS | Status | In order to closed the subworkorders and their parent at the appropriate moment |

**Table 11.18. Mapping: CI -> Assets**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| AssetTag | Searchcode | |
| Field3 | OID | Use this attribute to manage cross-Launches on CIs. |
| Serial # | Serial Number | |
| External ID | Name2 | |
| Comment | Remark | |
| Icon | images\img16x16\pc-statn.bmp | Chosen icon among these provided in Asset-Center |
| Acquis.Purchase date | Purchase date | |
| Acquis.Purchas Price | Price | |
| Acquis.Procurement.Supplier.Bar-Code | Supplier.Searchcode | |
| Acquis.Procurement.Supplier.Com-ment | Supplier.Remark | |
| Acquis.Procurement.Supplier.Email | Supplier.PrimaryEmailAd-dress | |

| AC fields | SD fields | Comment |
|---|---|---|
| Acquis.Procurement.Supplier.Phone | Supplier.Telephone | |
| Acquis.Procurement.Supplier.Name | Supplier.Name1 | |
| Acquis.Procurement.Supplier.Fax | Supplier.Fax | |
| Acquis.Procurement.Supplier.URL | Supplier.WebPage | |
| Acquis.Procurement.Supplier.Qualif1 | "Supplier" | |
| Acquis.Procurement.Supplier.Address | Supplier.Location.searchCode | |
| Maint.Expiration | Warranty date | |
| Maint.dInstall | Purchase date | |
| Maint.Maint. Contract.Ref | MaintenanceContract.SourceID or MaintenanceContract.OID | if SourceID is filled and begins with the correct tag, the original AC reference is extracted. otherwise the reference is rebuilt with a common tag and the OID database of the contract |
| Model.Name | Name1 | |
| Model.Brand.Name | Brand.Name | |
| Model.Nature.Code | Category | Association defined in a map table |
| Model.Parent.Name | Category.Text | |
| Portfolio.AssetTag | Searchcode | |
| Portfolio.Comment | Remark | |
| Portfolio.Unit Value | Price | |
| Portfolio.AvgPriceCur | Currency | gives by a map table |
| Portfolio.Model.Name | Name1 | |
| Portfolio.Model.Nature.Code | Category | Association defined in a map table |
| Portfolio.Model.Parent.Name | Category.Text | |
| Portfolio.Location.BarCode | Location.Searchcode | |
| Portfolio.Location.Name | Location.Name.Searchcode | |
| Portfolio.Icon | images\img16x16\occas.bmp | Chosen icon among these provided in AssetCenter |
| Portfolio.Parent.AssetTag | ParentCI.Searchcode | |
| Portfolio.Parent.Model.Name | ParentCI.Name1 | |
| Portfolio.User.BarCode | Person | |
| Network.IP Address | IP Address | |

**Table 11.19. Mapping: CI Person or Organization -> Assets Supervisor**

| AC fields | SD fields | Comment |
|---|---|---|
| AssetTag | Searchcode | |

| AC fields | SD fields | Comment |
|---|---|---|
| PortFolioItem.Supervisor.BarCode | Roles.Persons.Searchcode or Roles.Organizations.Searchcode | Supervisor is mapped on CI Person if Role of Person is "Owner" else on CI Organization if the Role of Organization is "Owner" |

this mapping defines the link between the Asset and their supervisor.

**Table 11.20. Mapping: Changes -> Work orders**

| AC fields | SD fields | Comment |
|---|---|---|
| Work order # | SourceID or ID | if the change originally comes from AC, the SourceID is mapped, otherwise it's the ID |
| Field2 | OID | Use this attribute to manage cross-Launches on change/work orders. |
| Expected Resol | Deadline | |
| Type | 0 | always 'internal maintenance' type |
| Title | Description | |
| Problem | Description | |
| Icon | images\img16x16\pc-statn.bmp | Chosen icon among these provided in AssetCenter |
| Priority | Priority | |
| Estimated Cost | Planned Cost | |
| Init. Cost | Actual Cost | |
| Planned end date | Planned Finish | |
| Planned start | Planned Start | |
| Actual end date | Actual Finish | |
| Actual start | Actual Start | |
| Notified On | Creation date | |
| Requester.BarCode | Requestor.Searchcode | |
| Tracking.Closure.workTime | Actual Finish - Actual Start | |
| Tracking.Technician.BarCode | ToPerson.Searchcode | |
| Tracking.Group.BarCode | ToWorkgroup.Searchcode | |
| Asset.BarCode | CI.Searchcode | |
| Asset.Model.Name | CI.Name1 | |
| Parent work order | Default value | each change originally created in SD are mapped under a common parent into AC |

**Table 11.21. Mapping: Work orders -> Sub Work orders**

| AC fields | SD fields | Comment |
|-----------|-----------|---------|
| Work order # | SourceID or ID | if the work order originally comes from AC, the SourceID is mapped, otherwise it's the ID |
| Field2 | OID | Use this attribute to manage cross-Launches on work orders. |
| Expected Resol | Deadline | |
| Type | 0 | always 'internal maintenance' type |
| Title | Description | |
| Problem | Description | |
| Icon | images\img16x16\occas.bmp | Chosen icon among these provided in AssetCenter |
| Priority | Priority | |
| Estimated Cost | Planned Cost | |
| Init. Cost | Actual Cost | |
| Planned end date | Planned Finish | |
| Planned start | Planned Start | |
| Actual end date | Actual Finish | |
| Actual start | Actual Start | |
| Notified On | Creation date | |
| Requester.BarCode | Requestor.Searchcode | |

**Table 11.22. Mapping: Parent link between Work orders and Sub Work orders**

| AC fields | SD fields | Comment |
|-----------|-----------|---------|
| Work order # | SourceID or ID | if the work order originally comes from AC, the SourceID is mapped, otherwise it's the ID |
| Parent.Work order # | Change.SourceID or Change.ID | if the parent change originally comes from AC, the SourceID is mapped, otherwise it's the ID. If the work order hasn't any parent, it is mapped under the common parent into AC. |

**Table 11.23. Mapping: Incidents -> Reconciliation Proposals**

| AC fields | SD fields | Comment |
|-----------|-----------|---------|
| Code | SourceID | |
| Selected Value | Solution | only if the Incident was closed with the code **solved** |
| Status | **Validated** or **Document rejected** | **Validated** if closed with the code **solved**, **Document rejected** if closed with the code **Unsolved** |
| Comment | ID | |

Two other mappings deals with the deletion of items :

- SD_CHANGES / AC_WORKORDERS2 : manages the deletion of Changes from SD to AC
- SD_WORKORDERS / AC_SUBWORKORDERS2 : manages the deletion of Workorders from SD to AC

To propagate the deletion of these objects, they must not be physically removed from SD, but must be moved into the **Deleted** Folder. Then these mappings will physically remove the corresponding AC objects from database.

# Scenario Documentation File acsd_Sync.scn

This appendix presents information about the mapping realized by the scenario acsd_Sync.scn, which corresponds to the synchronization phase between AssetCenter and Service Desk.

**Table 11.24. Information about the views**

| View Name | Associated Mappings |
|---|---|
| Global | ■ Deletions / SD_Deletions |
|  | ■ Process-end / Events-deletion |
|  | ■ Locations / SD_Locations |
|  | ■ WorkGroups / SD_Workgroups |
|  | ■ Departments / SD_Departments |
|  | ■ Departments / SD_Departments-phone |
|  | ■ Departments / SD_Departments-fax |
|  | ■ Departments / SD_Departments-supervisor |
|  | ■ Departments / SD_Departments-emails |
|  | ■ Departments / SD_Departments-locations |
|  | ■ Employees / SD_Employees |
|  | ■ Employees / SD_Employees-phone |
|  | ■ Employees / SD_Employees-address |
|  | ■ Employees / SD_Employees-group |
|  | ■ Employees / SD_Employees-fax |
|  | ■ Employees / SD_Employees-mobilephone |
|  | ■ Employees / SD_Employees-homephone |
|  | ■ Employees / SD_Employees-email |
|  | ■ Company / SD_Companies |
|  | ■ Company / SD_Companies-phone |
|  | ■ Company / SD_Companies-fax |
|  | ■ Company / SD_Companies-emails |
|  | ■ Company / SD_Companies-locations |
|  | ■ Contracts / SD_Contracts |
|  | ■ Asset / SD_CIs-users |
|  | ■ Asset / SD_CIs-parents |
|  | ■ Asset / SD_CIs |
|  | ■ PortFolioItem / SD_CIs_portfolios |
|  | ■ PortFolioItem / SD_CIs-supervisors_person |
|  | ■ PortFolioItem / SD_CIs-supervisors_organization |
|  | ■ Asset / SD_CIs-supervisors_organization |
|  | ■ Workorders / SD_Changes |
|  | ■ Workorders / SD_Workorders |
|  | ■ Workorders / SD_Workorders_Cis |
|  | ■ Reconciliation Proposal / SD_Incidents |
|  | ■ Countries / SD_Countries |
| Exception | ◆ Process-end / Events-deletion |

**Table 11.25. Connector configuration : Asset Management 4.4**

| Connector name | Produced document types | Consumed document types |
| --- | --- | --- |
| Asset Management | <ul><li>Deletions</li><li>Locations</li><li>WorkGroups</li><li>Departments</li><li>Company</li><li>Employees</li><li>Contracts</li><li>Asset</li><li>PortFolioItem</li><li>Workorders</li><li>Reconciliation Proposal</li><li>Employees-Groups</li><li>Countries</li></ul> | <ul><li>Process-end / Events-deletion</li></ul> |

**Table 11.26. Connector configuration : Service Desk 5.0**

| Connector name | Consumed document types |
|---|---|
| Service Desk | - SD_Deletions<br>- SD_Locations<br>- SD_Workgroups<br>- SD_Departments<br>- SD_Departments-phone<br>- SD_Departments-fax<br>- SD_Departments-supervisor<br>- SD_Employees<br>- SD_Employees-phone<br>- SD_Employees-address<br>- SD_Employees-group<br>- SD_Employees-fax<br>- SD_Employees-mobilephone<br>- SD_Employees-homephone<br>- SD_Companies<br>- SD_Companies-phone<br>- SD_Companies-fax<br>- SD_Contracts<br>- SD_CIs<br>- SD_CIs-users<br>- SD_CIs-parents<br>- SD_CIs-supervisors_person<br>- SD_CIs-supervisors_organization<br>- SD_CIs_portfolios<br>- SD_Changes<br>- SD_Workorders<br>- SD_Workorders_Cis<br>- SD_Incidents<br>- SD_Employee-Group<br>- SD_Employees-email<br>- SD_Departments-emails<br>- SD_Departments-locations<br>- SD_Companies-emails<br>- SD_Companies-locations<br>- SD_Countries |

**Table 11.27. Connector configuration : Command line (cleanup)**

| Connector name | Consumed document types |
|---|---|
| Service Desk | Command cleanup |

**Table 11.28. Connector configuration : Command line (SD import)**

| Connector name | Consumed document types |
|---|---|
| Service Desk | Command SD import |

**Table 11.29. WHERE clauses by Document type**

| Document type | WHERE clause | Comment |
|---|---|---|
| Departments | bDepartment = 1 | Selects only the departments as AC stores in the same table the departments and the employees |
| Employees | bDepartment = 0 | Selects only the employees as AC stores in the same table the departments and the employees |
| Contracts | seType = 4 | Selects only the contracts whose type is 'maintenance', since SD manages only this type of contracts. |

**Table 11.30. Mapping: Locations -> Locations**

| SD fields | AC fields | Comment |
|---|---|---|
| Remark | Comment | |
| Searchcode | Name | |
| Category | LocationType | |
| Parent.Searchcode | Parent.BarCode | |
| Street1 | Address1 | |
| Street2 | Address2 | |
| City | City | |
| ZIP | ZIP | |
| Country | Country.ISOCode | |

**Table 11.31. Mapping: Groups -> Workgroups**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | BarCode | |
| Name | Name | |
| Status | bAssignable | Boolean defining the status of a workgroup. |
| Parent.Searchcode | Parent.BarCode | |

**Table 11.32. Mapping: Departments -> Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | BarCode | |
| Name1 | Name | |
| Remark | Comment | |
| E-Mail | EMail | |
| Parent.Searchcode | Parent.BarCode | |
| Location.Searchcode | Location.BarCode | |

**Table 11.33. Mapping: Departments Phones -> Telephones**

| SD fields | AC fields | Comment |
|---|---|---|
| Organization.Searchcode | Department.BarCode | |
| Number | Number | |
| Category | 'value of Category' | the value of the category currently mapped |
| Primary | | |

Subsidiary mapping to associates the different phone numbers to the departments (same mapping is duplicated two times for each category)

**Table 11.34. Mapping: Departments Supervisor -> Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| Department.Searchcode | Department.BarCode | |
| Supervisor.Searchcode | Supervisor.BarCode | |

This mapping defines the relation between the departments and their supervisor.

**Table 11.35. Mapping: Employees -> Persons**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | BarCode | |
| Last Name | Name | |
| FirstName | FirstName | |
| Middle Name | FirstName2 | |
| Gender | MrMrs | thanks to a map table |
| FullName.Title | MrMrs | |
| Remark | Comment | |
| Identification Number | ID # | Boolean defining the type of object to map. for an employee the value is 0, whereas it's 1 for a department. |

| SD fields | AC fields | Comment |
|---|---|---|
| Job title | Title | |
| Category | 'Default category' | value in a map table |
| Organization.Searchcode | Parent.BarCode | |
| Location. Searchcode | Location.BarCode | |

**Table 11.36. Mapping: Employees Phones -> Telephones**

| SD fields | AC fields | Comment |
|---|---|---|
| Person.Searchcode | Employee.BarCode | |
| Number | Number | |
| Category | 'value of Category' | the value of the category currently mapped |
| Primary | | |

Subsidiary mapping to associates the different phone numbers to the persons (same mapping is duplicated four times for each category)

**Table 11.37. Mapping: Employees Workgroup -> Persons**

| SD fields | AC fields | Comment |
|---|---|---|
| Person.Searchcode | Employee.BarCode | |
| Workgroup.Searchcode | Employee.Group.BarCode | default value |

Subsidiary mapping to associates the workgroup to the persons

**Table 11.38. Mapping: Employees Workgroup -> Persons**

| SD fields | | |
|---|---|---|
| Person.Searchcode | Employee.BarCode | |
| Workgroup.Searchcode | Employee.Group.BarCode | |

Subsidiary mapping to associates the workgroup to the persons

**Table 11.39. Mapping: Companies -> Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | Code | |
| Name1 | Name | |
| Remark | Comment | |
| Web page | URL | |
| Location. Searchcode | Mainsite.BarCode | |

**Table 11.40. Mapping: Companies Phones -> Telephones**

| SD fields | AC fields | Comment |
|---|---|---|
| Organization.Searchcode | Company.BarCode | |
| Number | Number | |
| Category | 'value of Category' | the value of the category currently mapped |
| Primary | | |

Subsidiary mapping to associates the different phone numbers to the companies (same mapping is duplicated two times for each category)

**Table 11.41. Mapping: Departments, Companies or Persons Emails -> Organizations or Employees Emails**

| SD fields | AC fields | Comment |
|---|---|---|
| SearchCode | BarCode | |
| Address | Email | |
| Primary | | |

The mapping of emails for departments, companies and persons is similarly.

**Table 11.42. Mapping: Countries -> Countries**

| SD fields | AC fields | Comment |
|---|---|---|
| Key | ISOCode | |
| Text | Name | |

**Table 11.43. Mapping: Maintenance Contracts -> Contracts**

| SD fields | AC fields | Comment |
|---|---|---|
| Name | Purpose + Reference | to respect unicity of name |
| Description | Comment | |
| End date | End | |
| Start date | Start | |
| Price | Init Payment | |
| Status | Status | |
| SourceID | Reference | common tag + Reference |
| Organization.Searchcode | Company.Code | If a company is referenced by the contract, it is created 'on the fly' as Company into AssetCenter |

**Table 11.44. Mapping: Assets -> CIs**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | AssetTag | |
| Name1 | Model.Name | |
| Serial Number | Serial # | |
| Name2 | BarCode + External ID | |
| Price | Acquis.Purchas Price | |
| Category | Model.Parent.Name | |
| Status | Assignment | |
| Remark | Comment | |
| Purchase date | Acquis.Purchase date | |
| Warranty date | Maint.Expiration | |
| Brand.Name | Model.Brand.Name | |
| Owner.Searchcode | Portfolio.Supervisor.BarCode | Owner Organization if Supervisor is a Department, Owner Person if Supervisor is an Employee. |
| Supplier.Searchcode | Acquis.Procurement.Supplier.BarCode | |
| MaintenanceContract.OID | Maint.Maint. Contract.Ref | built with a common tag and the OID database of the contract |

**Table 11.45. Mapping: PortfolioItem -> CIs**

| SC fields | AC fields | Comment |
|---|---|---|
| Searchcode | Asset.AssetTag | |
| Max Installations | Quantity | |
| IP Address | Network.IP Address | |
| Location.Searchcode | Location.BarCode | |

**Table 11.46. Mapping: Assets Users -> CIs Users**

| SD fields | AC fields | Comment |
|---|---|---|
| CI.Searchcode | Asset.AssetTag | |
| User.Searchcode | Asset.Portfolio.User.BarCode | |

This mapping defines the link between the CIs and their users.

**Table 11.47. Mapping: Assets Parent -> CIs Parent**

| SD fields | AC fields | Comment |
|---|---|---|
| CI.Searchcode | Asset.AssetTag | |
| Parent.Searchcode | Asset.Portfolio.Parent.AssetTag | |

This mapping defines the relationship between the CIs.

**Table 11.48. Mapping: PortFolio Supervisor -> CIs Persons or Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| CI.Searchcode | Asset.AssetTag | |
| Roles.Persons.Searchcode | Supervisor.BarCode | BarCode is mapped if Supervisor.bDepartment = 0 |
| Roles.Organizations.Searchcode | Supervisor.BarCode | BarCode is mapped if Supervisor.bDepartment = 1 and if Supervisor.bDepartment = 0 and Supervisor.Parent.BarCode is not Null |
| Roles.Persons.Role Default | Default "Owner" | Role is mapped if Supervisor.bDepartment = 0 |
| Roles.Organizations.Role | Default "Owner" | Role is mapped if Supervisor.bDepartment = 1 and if Supervisor.bDepartment = 0 and Supervisor.Parent.BarCode is not Null |

this mapping defines the link between the CIs and their supervisors.

**Table 11.49. Mapping: Work orders -> Changes**

| SD fields | AC fields | Comment |
|---|---|---|
| SourceID | Work order # | |
| Description | Title | |
| Priority | Priority | |
| Status | 'Default Value' | Since the status field is mandatory in SD, it is filled with a default value stored in a map table |
| Classification | Model.Name | Association between Model and Classification in a map table |
| Category | 'Common Category' | The category is a common one, specially created for these kind of workorder to distinguish them |
| Planned Duration | Planned duration | |
| Requestor.Searchcode | Requester.BarCode or Requester.Supervisor.BarCode | The BarCode of Requester if it's an Employee or Supervisor BarCode if it's a Department |
| CI.Searchcode | Asset.AssetTag | |

Only workorders created in AC via a request fulfillment are mapped into SD

**Table 11.50. Mapping: Sub Work orders -> Work orders**

| SD fields | AC fields | Comment |
|---|---|---|
| SourceID | Work order # | |
| Description | Title | |
| Priority | Priority | |
| Status | 'Default Value' | Since the status field is mandatory in SD, it is filled with a default value stored in a map table |
| Category | 'Common Category' | The category is a common one, specially created for these kind of workorder to distinguish them |
| Planned Duration | Planned duration | |
| Requestor.Searchcode | Requester.BarCode or Requester.Supervisor.BarCode | The BarCode of Requester if it's an Employee or Supervisor BarCode if it's a Department |
| Change | Parent.BarCode | |

Only sub workorders created in AC via a request fulfillment are mapped into SD

**Table 11.51. Mapping: Sub Work orders CI -> Work orders CIs**

| SD fields | AC fields | Comment |
|---|---|---|
| Workorder.SourceID | Workorder.Work order # | |
| CI.Searchcode | Workorder.Asset.BarCode | |

This mapping defines the link between Work orders and their CI

**Table 11.52. Mapping: Reconciliation Proposals -> Incidents**

| SD fields | AC fields | Comment |
|---|---|---|
| SourceID | Code | |
| Classification | 'Reconciliation' | A new Classification must be created into SD |
| Status | 'Registered' | |
| Description | Name | |

| SD fields | AC fields | Comment |
|---|---|---|
| Information | built string | ■ Code |
| | | ■ Path |
| | | ■ New Value |
| | | ■ Previous Value |
| | | ■ Comment |
| | | a string including following fields : |
| Configuration Item | | The linked asset (in Computer table) |

**Table 11.53. Mapping: Relationship Employee/Group -> Members of Group**

| SD fields | AC fields | Comment |
|---|---|---|
| Workgroup.Searchcode | Group.BarCode | |
| Person.Searchcode | Employee.BarCode | |

This mapping is used to define the relationship between employees and workgroups.

The mappings:

- Deletions / SD_Deletions
- Process-end / Events-deletion

aim at propagating the deletion of Employees, Departments, Companies, Groups, Assets and Maintenance Contracts, from AC to SD. Let's consider an example to explain its functioning : if an employee is physically deleted from AC, the corresponding SD Person will have 'Deleted' as Folder and will no longer be synchronized.

# 12 Scenario documentation for AssetCenter 5.0 and Service Desk 4.5

## Scenario Documentation File sdac_init.scn

This appendix presents information about the mapping realized by the scenario sdac_init.scn, which corresponds to the initialization phase between Service Desk and AssetCenter.

**Table 12.1. Information about the views**

| View Name | Associated Mappings |
|-----------|---------------------|
| Global | <ul><li>SD_LOCATIONS / AC_LOCATIONS</li><li>SD_PERSONS / AC_PERSONS</li><li>SD_WORKGROUPS / AC_WORKGROUPS</li><li>SD_DEPARTMENT / AC_DEPARTMENT</li><li>SD_CI_SUPPLIER / AC_COMPANIES</li><li>SD_CATEGORY / AC_MODEL</li><li>SD_MAINTENANCE_CONTRACTS / AC_CONTRACTS</li><li>SD_CONFIGURATION_ITEMS_SD_CI_CATEGORY / AC_AS-SETS_SD_CI_CATEGORY</li><li>SD_CONFIGURATION_ITEMS_NO_CI_CATEGORY / AC_AS-SETS_NO_CI_CATEGORY</li><li>SD_CONFIGURATION_ITEMS_RELATED / AC_ASSET_RELATED</li><li>SD_CONFIGURATION_ITEMS_USERS / AC_ASSET_USERS</li><li>SD_CONFIGURATION_ITEMS_USERS / AC_ASSET_ORGS</li></ul> |

**Table 12.2. Connector configuration : Service Desk 4.5**

| Connector name | Produced document types |
|----------------|-------------------------|
| Service Desk | <ul><li>SD_LOCATIONS</li><li>SD_PERSONS</li><li>SD_DEPARTMENT</li><li>SD_TELEPHONES</li><li>SD_CI_SUPPLIER</li><li>SD_WORKGROUPS</li><li>SD_CATEGORY</li><li>SD_MAINTENANCE_CONTRACTS</li><li>SD_CONFIGURATION_ITEMS_SD_CI_CAT-EGORY</li><li>SD_CONFIGURATION_ITEMS_NO_CI_CAT-EGORY</li><li>SD_CONFIGURATION_ITEMS_RELATED</li><li>SD_CONFIGURATION_ITEMS_USERS</li></ul> |

**Table 12.3. Connector configuration : Asset Management 5.0**

| Connector name | Consumed document types |
|---|---|
| Asset Management | ■ AC_LOCATIONS |
| | ■ AC_PERSONS |
| | ■ AC_WORKGROUPS |
| | ■ AC_DEPARTMENT |
| | ■ AC_COMPANIES |
| | ■ AC_MODEL |
| | ■ AC_EMPLOYEES |
| | ■ AC_CONTRACTS |
| | ■ AC_ASSETS_SD_CI_CAT-EGORY |
| | ■ AC_ASSETS_NO_CI_CAT-EGORY |
| | ■ AC_ASSET_RELATED |
| | ■ AC_ASSET_USERS |
| | ■ AC_ASSET_ORGS |

**Table 12.4. Mapping: Locations -> Locations**

| AC fields | SD fields | Comment |
|---|---|---|
| Comment | Remark | |
| Name | Name | |
| BarCode | SearchCode | |
| LocationType | Category | |
| Parent.BarCode | Parent.Searchcode | |
| Parent.Name | Parent.Searchcode | |

**Table 12.5. Mapping: Persons -> Employees**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| Name | Last Name | |
| First | First Name | |
| FirstName2 | Middle Name | |
| MrMrs | Gender | |
| bDepartment | 0 | Boolean defining the type of object to map. For an employee the value is 0, whereas it's 1 for a department. |
| Comment | Remark | |
| EMail | Primary E-Mail Address | |

| AC fields | SD fields | Comment |
|---|---|---|
| ID # | Identification Number | Boolean defining the type of object to map. for an employee the value is 0, whereas it's 1 for a department. |
| Field2 | Birthdate | |
| Field3 | Status | |
| Title | Category | |
| Telephone | Business Phone | |
| Fax | Fax | |
| Mobile tel | Mobile | |
| Home tel | Home | |
| Icon | images\img16x16\personne.bmp | Chosen icon among these provided in AssetCenter |
| Parent.Name | Organization.Name1 | the parent of an employee is a department |
| Parent.BarCode | Organization.Searchcode | the parent of an employee is a department |
| Parent. bDepartment | 1 | the parent of an employee is a department |
| Location.BarCode | Location. Searchcode | |

**Table 12.6. Mapping: Workgroups -> Groups**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| Name | Name | |
| bAssignable | Status | Boolean defining the status of a workgroup. |
| Parent.Name | Parent.Name1 | |
| Parent.BarCode | Parent.Searchcode | |
| Members.BarCode | Members.Searchcode | Relation between employees and workgroup |

**Table 12.7. Mapping: Organizations -> Departments**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| Name | Name1 | |
| bDepartment | 1 | Boolean defining the type of object to map. For an employee the value is 0, whereas it's 1 for a department. |
| Comment | Remark | |
| Telephone | Business Phone | |
| Fax | Fax | |
| EMail | Primary E-Mail Address | |
| Icon | images\img16x16\service.bmp | Chosen icon among these provided in AssetCenter |

| AC fields | SD fields | Comment |
|---|---|---|
| Parent.Name | Parent.Name1 | |
| Parent.BarCode | Parent.Searchcode | |
| Supervisor.BarCode | Manager.Searchcode | |
| Location.BarCode | Location. Searchcode | |

An SD Organization is mapped in AC Departments only if it is referenced by a Person.

**Table 12.8. Mapping: Organizations -> Companies**

| AC fields | SD fields | Comment |
|---|---|---|
| Code | Searchcode | |
| Name | Name1 | |
| Qualif1 | Category | |
| Comment | Remark | |
| Telephone | Business Phone | |
| Fax | Fax | |
| EMail | E-Mail | |
| URL | Web page | |
| Mainsite.BarCode | Location. Searchcode | |

**Table 12.9. Mapping: CI Categories -> Models**

| AC fields | SD fields | Comment |
|---|---|---|
| Name | Text | |
| bInvent | 0 | Determines if BarCode is mandatory or not. |
| Nature.Code | Text | Association defined in a map table |
| Parent.Name | Parent.Text | |
| Parent. bInvent | 0 | Determines if BarCode is mandatory or not. |
| Parent.Nature.Code | Parent.Text | Association defined in a map table |

**Table 12.10. Mapping: Maintenance Contracts -> Contracts**

| AC fields | SD fields | Comment |
|---|---|---|
| Reference | OID | built with a common tag and the OID database of the contract |
| Comment | Description | |
| End | End date | |
| Start | Start date | |
| Init Payment | Price | |
| IntPayCur | Currency | gives by a map table |
| Purpose | Name | |

| AC fields | SD fields | Comment |
|-----------|-----------|---------|
| Type | 4 | Always a contract of type 'maintenance' |
| Status | Status | |
| Model.Name | 'maintenance' | Always the 'maintenance' model used |
| Company.Code | Organization.Searchcode | If a company is referenced |
| Company.Name | Organization.Name1 | by the contract, it is created |
| Company.Qualif1 | Organization.Category | 'on the fly' as Company into |
| Company.Comment | Organization.Remark | AssetCenter |
| Company.EMail | Organization.E-Mail | |
| Company.URL | Organization.Web page | |
| Company.Mainsite.BarCode | Organization.Location. Search-code | |

**Table 12.11. Mapping: CI -> Assets**

| AC fields | SD fields | Comment |
|-----------|-----------|---------|
| BarCode | Searchcode | |
| AssetTag | Searchcode | |
| Serial # | Serial Number | |
| External ID | Name2 | |
| Comment | Remark | |
| Icon | images\img16x16\pc-statn.bmp | Chosen icon among these provided in AssetCenter |
| Acquis.Purchase date | Purchase date | |
| Acquis.Purchas Price | Price | |
| Acquis.Procurement.Supplier.BarCode | Supplier.Searchcode | |
| Maint.Expiration | Warranty date | |
| Maint.dInstall | Purchase date | |
| Maint.Maint. Contract.Ref | MaintenanceContract.OID | built with a common tag and the OID database of the contract |
| Model.Name | Name1 or Name1 + SearchCode | if Name1 = Category then the Name of Model is mapped on Name1+ SearchCode else on Name1 |
| Model.bInvent | 0 | Determines if BarCode is mandatory or not. |
| Model.Brand.Name | Brand.Name | |
| Model.Nature.Code | Category | Association defined in a map table |
| Model.Parent.Name | Category.Text | Association defined in a map table. Special mapping for UN-SPCS categories. |

| AC fields | SD fields | Comment |
|---|---|---|
| Model.Parent.Technical Ref | Category.Text | Technical Ref is mapped if the SD Category contains the technical reference between [ ]. Otherwise the Reconciliation script is used to replace the empty [ ] by the old value. |
| Model.Parent.Nature.Code | Category.Text | Association defined in a map table. |
| Portfolio.AssetTag | Searchcode | |
| Portfolio.Comment | Remark | |
| Portfolio.AvgPriceCur | Currency | gives by a map table |
| Portfolio.Unit Value | Price | |
| Portfolio.Model.Name | Name1 | |
| Portfolio.Model.bInvent | 0 | Determines if BarCode is mandatory or not. |
| Portfolio.Model.Nature.Code | Category | Association defined in a map table |
| Portfolio.Model.Parent.Name | Category.Text | |
| Portfolio.Location.BarCode | Location.Searchcode | |
| Portfolio.Location.Name | Location.Searchcode | |
| Portfolio.Icon | images\img16x16\pc-statn.bmp | Chosen icon among these provided in AssetCenter |
| Portfolio.Parent.AssetTag | ParentCI.Searchcode | |
| Portfolio.Parent.Model.Name | ParentCI.Name1 | |
| Portfolio.Parent.Model.bInvent | 0 | Determines if BarCode is mandatory or not. |
| Portfolio.Parent.Model.Nature.Code | ParentCI.Category | Association defined in a map table |
| Portfolio.User.BarCode | Person | |
| Network.IP Address | IP Address | |

**Table 12.12. Mapping: CI Related -> Assets Related**

| AC fields | SD fields | Comments |
|---|---|---|
| AssetTag | Searchcode | |
| Portfolio.Business Services.Ressource | Searchcode | |
| Portfolio.Business Services.Client | Related CI.CI_ To.Searchcode | |
| Portfolio.Business Services.Relationship Type | Related CI.CI Relatio | Association defined in a map table. |

**Table 12.13. Mapping: CI Users or Organization -> Assets Users**

| AC fields | SD fields | Comments |
|---|---|---|
| AC fields | Searchcode | |

| AC fields | SD fields | Comments |
|---|---|---|
| Portfolio.User.BarCode | Users.Searchcode | Portfolio.User is mapped if the CI have only one user. |
| Portfolio.Users.barcode | Users.Searchcode | Portfolio.User isn't mapped if the CI have only one user. |
| Portfolio.User/Users.Name | Name1 | Following fields are mapped only if the user is an organization. |
| Portfolio. User/Users.bDepartment | 1 | Boolean defining the type of object to map. For an employee the value is 0, whereas it's 1 for a department. |
| Portfolio. User/Users.Comment | Remark | |
| Portfolio. User/Users.Telephone | Business Phone | |
| Portfolio. User/Users.Fax | Fax | |
| Portfolio. User/Users.EMail | E-Mail | |
| Portfolio. User/Users.Icon | images\img16x16\service.bmp | Chosen icon among these provided in AssetCenter |
| Portfolio. User/Users.Parent.Name | Parent.Name1 | |
| Portfolio. User/Users.Parent.Bar-Code | Parent.Searchcode | |
| Portfolio. User/Users.Supervisor.BarCode | Manager.Searchcode | |
| Portfolio. User/Users.Location.Bar-Code | Location. Searchcode | |

# Scenario Documentation File sdac_Sync.scn

This appendix presents information about the mapping realized by the scenario sdac_sync.scn, which corresponds to the synchronization phase between Service Desk and AssetCenter.

**Table 12.14. Information about the views**

| View Name | Associated Mappings |
|---|---|
| Global | ■ SD_CONFIGURATION_ITEMS_SD_CI_CATEGORY / AC_AS-SETS_SD_CI_CATEGORY |
| | ■ SD_CONFIGURATION_ITEMS_AC_CI_CATEGORY / AC_AS-SETS_AC_CI_CATEGORY |
| | ■ SD_CONFIGURATION_ITEMS_NO_CI_CATEGORY / AC_AS-SETS_NO_CI_CATEGORY |
| | ■ SD_CONFIGURATION_ITEMS_RELATED / AC_ASSET_RELATED |
| | ■ SD_CONFIGURATION_ITEMS_USERS / AC_ASSET_EMPL |
| | ■ SD_CONFIGURATION_ITEMS_USERS / AC_ASSET_DEPT |
| | ■ SD_CHANGES / AC_WORKORDERS |
| | ■ SD_CHANGES / AC_WORKORDERS0 |
| | ■ SD_CHANGES / AC_WORKORDERS2 |
| | ■ SD_WORKORDERS / AC_SUBWORKORDERS |
| | ■ SD_WORKORDERS / AC_SUBWORKORDERS2 |
| | ■ SD_WORKORDERS / AC_SUBWORKORDERS3 |
| | ■ SD_INCIDENTS / AC_RECONC_PROPOSAL |

**Table 12.15. Connector configuration : Service Desk 4.5**

| Connector name | Produced document types |
|---|---|
| Service Desk | ■ SD_CONFIGURATION_ITEMS_SD_CI_CAT-EGORY |
| | ■ SD_CONFIGURATION_ITEMS_AC_CI_CAT-EGORY |
| | ■ SD_CONFIGURATION_ITEMS_NO_CI_CAT-EGORY |
| | ■ SD_CONFIGURATION_ITEMS_RELATED |
| | ■ SD_CONFIGURATION_ITEMS_USERS |
| | ■ SD_CHANGES |
| | ■ SD_CHANGES0 |
| | ■ SD_WORKORDERS |
| | ■ SD_INCIDENTS |

**Table 12.16. Connector configuration : Asset Management 5.0**

| Connector name | Consumed document types |
|---|---|
| Asset Management | ■ AC_ASSET_RELATED |
| | ■ AC_ASSETS_SD_CI_CAT-EGORY |
| | ■ AC_ASSETS_AC_CI_CAT-EGORY |
| | ■ AC_ASSETS_NO_CI_CAT-EGORY |
| | ■ AC_ASSET_EMPL |
| | ■ AC_ASSET_DEPT |
| | ■ AC_WORKORDERS |
| | ■ AC_WORKORDERS0 |
| | ■ AC_WORKORDERS2 |
| | ■ AC_SUBWORKORDERS |
| | ■ AC_SUBWORKORDERS2 |
| | ■ AC_SUBWORKORDERS3 |
| | ■ AC_RECONC_PROPOSAL |

**Table 12.17. ORDER BY clauses by Document type**

| Document type | WHERE clause | Comment |
|---|---|---|
| SD_WORKORDERS | Status | In order to closed the subworkorders and their parent at the appropriate moment |

**Table 12.18. Mapping: CI -> Assets**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| AssetTag | Searchcode | |
| Serial # | Serial Number | |
| External ID | Name2 | |
| Comment | Remark | |
| Icon | images\img16x16\pc-statn.bmp | Chosen icon among these provided in AssetCenter |
| Acquis.Purchase date | Purchase date | |
| Acquis.Purchas Price | Price | |
| Acquis.Procurement.Supplier.BarCode | Supplier.Searchcode | |
| Maint.Expiration | Warranty date | |
| Maint.dInstall | Purchase date | |

| AC fields | SD fields | Comment |
| --- | --- | --- |
| Maint.Maint. Contract.Ref | MaintenanceContract.SourceID or MaintenanceContract.OID | if SourceID is filled and begins with the correct tag, the original AC reference is extracted. otherwise the reference is rebuilt with a common tag and the OID database of the contract |
| Model.Name | Name1 | |
| Model.Brand.Name | Brand.Name | |
| Model.Nature.Code | Category | Association defined in a map table |
| Model.Parent.Name | Category.Text | |
| Model.Parent.Technical Ref | Category.Text | Technical Ref is mapped if the SD Category contains the technical reference between [ ]. Otherwise the Reconciliation script is used to replace the empty [ ] by the old value. |
| Model.Parent.Nature.Code | Category.Text | Association defined in a map table. |
| Portfolio.AssetTag | Searchcode | |
| Portfolio.Comment | Remark | |
| Portfolio.Unit Value | Price | |
| Portfolio.AvgPriceCur | Currency | gives by a map table |
| Portfolio.Model.Name | Name1 | |
| Portfolio.Model.Nature.Code | Category | Association defined in a map table. Special mapping for UNSPCS categories. |
| Portfolio.Model.Parent.Name | Category.Text | Special mapping for UNSPCS categories. |
| Portfolio.Location.BarCode | Location.Searchcode | |
| Portfolio.Location.Name | Location.Name.Searchcode | |
| Portfolio.Icon | images\img16x16\occas.bmp | Chosen icon among these provided in AssetCenter |
| Portfolio.Parent.AssetTag | ParentCI.Searchcode | |
| Portfolio.Parent.Model.Name | ParentCI.Name1 | |
| Portfolio.User.BarCode | Person | |
| Network.IP Address | IP Address | |

Mapping of the CIs into Assets consists of 3 mappings: Configuration Items SD CI Category, Configuration Items AC CI Category and Configuration Items no CI Category.

**Table 12.19. Mapping: CI Related -> Assets Related**

| AC fields | SD fields | Comment |
| --- | --- | --- |
| AssetTag | Searchcode | |

| AC fields | SD fields | Comment |
|---|---|---|
| Portfolio.Business Services.Ressource | Searchcode | |
| Portfolio.Business Services.Client | Related CI.CI_ To.Searchcode | |
| Portfolio.Business Services.Relation-ship Type | Related CI.CI Relation Type | Association defined in a map table. |

**Table 12.20. Mapping: CI Users or Organizations -> Assets Users**

| AC fields | SD fields | Comment |
|---|---|---|
| AssetTag | Searchcode | |
| Portfolio.User.BarCode | Users.Searchcode | Portfolio.User is mapped if the CI have only one user. |
| Portfolio.Users.BarCode | Users.Searchcode | Portfolio.User isn't mapped if the CI have only one user. |
| Portfolio.User/Users.Name | Name1 | Following fields are mapped only if the user is an organiza-tion. |
| Portfolio. User/Users.bDepartment | 1 | Boolean defining the type of object to map. For an employee the value is 0, whereas it's 1 for a department. |
| Portfolio. User/Users.Comment | Remark | |
| Portfolio. User/Users.Telephone | Business Phone | |
| Portfolio. User/Users.Fax | Fax | |
| Portfolio. User/Users.EMail | E-Mail | |
| Portfolio. User/Users.Icon | images\img16x16\ser-vice.bmp | Chosen icon among these provided in AssetCenter |
| Portfolio. User/Users.Parent.Name | Parent.Name1 | |
| Portfolio. User/Users.Parent.Bar-Code | Parent.Searchcode | |
| Portfolio. User/Users.Super-visor.BarCode | Manager.Searchcode | |
| Portfolio. User/Users.Location.Bar-Code | Location. Searchcode | |

**Table 12.21. Mapping: Changes -> Work orders**

| AC fields | SD fields | Comment |
|---|---|---|
| Work order # | SourceID or ID | if the change originally comes from AC, the SourceID is mapped, other-wise it's the ID |
| Expected Resol | Deadline | |
| Type | 0 | always 'internal mainten-ance' type |
| Title | Description | |

| AC fields | SD fields | Comment |
|---|---|---|
| Problem | Description | |
| Icon | images\img16x16\pcstatn.bmp | Chosen icon among these provided in AssetCenter |
| Priority | Priority | |
| Estimated Cost | Planned Cost | |
| Init. Cost | Actual Cost | |
| Planned end date | Planned Finish | |
| Planned start | Planned Start | |
| Actual end date | Actual Finish | |
| Actual start | Actual Start | |
| Notified On | Creation date | |
| Requester.BarCode | Requestor.Searchcode | |
| Tracking.Closure.workTime | Actual Finish - Actual Start | |
| Tracking.Technician.BarCode | ToPerson.Searchcode | |
| Tracking.Group.BarCode | ToWorkgroup.Searchcode | |
| Asset.BarCode | CI.Searchcode | |
| Asset.Model.Name | CI.Name1 | |
| Parent work order | Default value | each change originally created in SD are mapped under a common parent into AC |

**Table 12.22. Mapping: Work orders -> Sub Work orders**

| AC fields | SD fields | Comment |
|---|---|---|
| Work order # | SourceID or ID | if the work order originally comes from AC, the SourceID is mapped, otherwise it's the ID |
| Expected Resol | Deadline | |
| Type | 0 | always 'internal maintenance' type |
| Title | Description | |
| Problem | Description | |
| Icon | images\img16x16\occas.bmp | Chosen icon among these provided in AssetCenter |
| Priority | Priority | |
| Estimated Cost | Planned Cost | |
| Init. Cost | Actual Cost | |
| Planned end date | Planned Finish | |
| Planned start | Planned Start | |
| Actual end date | Actual Finish | |
| Actual start | Actual Start | |
| Notified On | Creation date | |
| Requester.BarCode | Requestor.Searchcode | |

**Table 12.23. Mapping: Parent link between Work orders and Sub Work orders**

| AC fields | SD fields | Comment |
|---|---|---|
| Work order # | SourceID or ID | if the work order originally comes from AC, the SourceID is mapped, otherwise it's the ID |
| Parent.Work order # | Change.SourceID or Change.ID | if the parent change originally comes from AC, the SourceID is mapped, otherwise it's the ID. If the work order hasn't any parent, it is mapped under the common parent into AC. |

**Table 12.24. Mapping: Incidents -> Reconciliation Proposals**

| AC fields | SD fields | Comment |
|---|---|---|
| Code | SourceID | |
| Selected Value | Solution | only if the Incident was closed with the code **solved** |
| Status | **Validated** or **Document rejected** | **Validated** if closed with the code **solved**, **Document rejected** if closed with the code **Unsolved** |
| Comment | ID | |

this mapping defines the link between the Asset and their supervisor.

Two other mappings deals with the deletion of items :

- SD_CHANGES / AC_WORKORDERS2 : manages the deletion of Changes from SD to AC
- SD_WORKORDERS / AC_SUBWORKORDERS2 : manages the deletion of Workorders from SD to AC

To propagate the deletion of these objects, they must not be physically removed from SD, but must be moved into the **Deleted** Folder. Then these mappings will physically remove the corresponding AC objects from database.

# Scenario Documentation File acsd_Sync.scn

This appendix presents information about the mapping realized by the scenario acsd_sync.scn, which corresponds to the synchronization phase between AssetCenter and Service Desk.

**Table 12.25. Information about the views**

| View Name | Associated Mappings |
|---|---|
| Global | ■ Deletions / SD_Deletions |
| | ■ Process-end / Events-deletion |
| | ■ Locations / SD_Locations |
| | ■ WorkGroups / SD_Workgroups |
| | ■ Departments / SD_Departments |
| | ■ Departments / SD_Departments-phone |
| | ■ Departments / SD_Departments-fax |
| | ■ Departments / SD_Departments-supervisor |
| | ■ Employees / SD_Employees |
| | ■ Employees / SD_Employees-phone |
| | ■ Employees / SD_Employees-address |
| | ■ Employees / SD_Employees-group |
| | ■ Employees / SD_Employees-fax |
| | ■ Employees / SD_Employees-mobilephone |
| | ■ Employees / SD_Employees-homephone |
| | ■ Company / SD_Companies |
| | ■ Company / SD_Companies-phone |
| | ■ Company / SD_Companies-fax |
| | ■ Company / SD_Companies-locations |
| | ■ Contracts / SD_Contracts |
| | ■ Asset / SD_CIs-Portfolios |
| | ■ Asset / SD_CIs-parents |
| | ■ Asset / SD_CIs |
| | ■ PortFolioItem / SD_CIs_portfolios |
| | ■ PortFolioItem / SD_CIs-supervisors_person |
| | ■ ClientRessource / SD_CIs-related |
| | ■ RelPortfUsers / SD_CIs_Users-person |
| | ■ RelPortfUsers / SD_CIs_Users-org |
| | ■ Workorders / SD_Changes |
| | ■ Workorders / SD_Workorders |
| | ■ Workorders / SD_Workorders_Cis |
| | ■ Reconciliation Proposal / SD_Incidents |
| Exception | ◆ Process-end / Events-deletion |

**Table 12.26. Connector configuration : Asset Management 5.0**

| Connector name | Produced document types | Consumed document types |
|---|---|---|
| Asset Management | ■ Deletions<br>■ Locations<br>■ WorkGroups<br>■ Departments<br>■ Company<br>■ Employees<br>■ Contracts<br>■ Asset<br>■ PortFolios<br>■ RelPortfUsers<br>■ ClientRessource<br>■ Workorders<br>■ Reconciliation Proposal | ◆ Process-end / Events-deletion |

**Table 12.27. Connector configuration : Service Desk 5.0**

| Connector name | Consumed document types |
| --- | --- |
| Service Desk | <ul><li>SD_Deletions</li><li>SD_Locations</li><li>SD_Workgroups</li><li>SD_Departments</li><li>SD_Departments-phone</li><li>SD_Departments-fax</li><li>SD_Departments-supervisor</li><li>SD_Employees</li><li>SD_Employees-phone</li><li>SD_Employees-address</li><li>SD_Employees-group</li><li>SD_Employees-fax</li><li>SD_Employees-mobile-phone</li><li>SD_Employees-homephone</li><li>SD_Companies</li><li>SD_Companies-phone</li><li>SD_Companies-fax</li><li>SD_Contracts</li><li>SD_CIs-users-person</li><li>SD_CIs-users-org</li><li>SD_Portfolios-parents</li><li>SD_CIs_portfolios</li><li>SD_CIs</li><li>SD_CIs-relateds</li><li>SD_Changes</li><li>SD_Workorders</li><li>SD_Workorders_Cis</li><li>SD_Incidents</li><li>SD_Employee-Group</li></ul> |

**Table 12.28. Connector configuration : Command line (cleanup)**

| Connector name | Consumed document types |
| --- | --- |
| Service Desk | Command cleanup |

**Table 12.29. Connector configuration : Command line (SD import)**

| Connector name | Consumed document types |
|---|---|
| Service Desk | Command SD import |

**Table 12.30. WHERE clauses by Document type**

| Document type | WHERE clause | Comment |
|---|---|---|
| Departments | bDepartment = 1 | Selects only the departments as AC stores in the same table the departments and the employees |
| Employees | bDepartment = 0 | Selects only the employees as AC stores in the same table the departments and the employees |
| Contracts | seType = 4 | Selects only the contracts whose type is 'maintenance', since SD manages only this type of contracts. |

**Table 12.31. Mapping: Locations -> Locations**

| SD fields | AC fields | Comment |
|---|---|---|
| Remark | Comment | |
| Searchcode | Name | |
| Category | LocationType | |
| Parent.Searchcode | Parent.BarCode | |

**Table 12.32. Mapping: Groups -> Workgroups**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | BarCode | |
| Name | Name | |
| Status | bAssignable | Boolean defining the status of a workgroup. |
| Parent.Searchcode | Parent.BarCode | |

**Table 12.33. Mapping: Departments -> Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | BarCode | |
| Name1 | Name | |
| Remark | Comment | |
| E-Mail | EMail | |
| Parent.Searchcode | Parent.BarCode | |
| Location.Searchcode | Location.BarCode | |

**Table 12.34. Mapping: Departments Phones -> Telephones**

| SD fields | AC fields | Comment |
|---|---|---|
| Organization.Searchcode | Department.BarCode | |
| Number | Number | |
| Category | 'value of Category' | the value of the category currently mapped |
| Primary | | |

Subsidiary mapping to associates the different phone numbers to the departments (same mapping is duplicated two times for each category)

**Table 12.35. Mapping: Departments Supervisor -> Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| Department.Searchcode | Department.BarCode | |
| Supervisor.Searchcode | Supervisor.BarCode | |

This mapping defines the relation between the departments and their supervisor.

**Table 12.36. Mapping: Employees -> Persons**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | BarCode | |
| Last Name | Name | |
| FirstName | FirstName | |
| Middle Name | FirstName2 | |
| Gender | MrMrs | thanks to a map table |
| FullName.Title | MrMrs | |
| Remark | Comment | |
| E-Mail | EMail | |
| Identification Number | ID # | Boolean defining the type of object to map. for an employee the value is 0, whereas it's 1 for a department. |
| Job title | Title | |
| Category | 'Default category' | value in a map table |
| Organization.Searchcode | Parent.BarCode | |
| Location. Searchcode | Location.BarCode | |

**Table 12.37. Mapping: Employees Phones -> Telephones**

| SD fields | AC fields | Comment |
|---|---|---|
| Person.Searchcode | Employee.BarCode | |

| SD fields | AC fields | Comment |
|---|---|---|
| Number | Number | |
| Category | 'value of Category' | the value of the category currently mapped |
| Primary | | |

Subsidiary mapping to associates the different phone numbers to the persons (same mapping is duplicated four times for each category)

**Table 12.38. Mapping: Employees Address -> Persons**

| SD fields | AC fields | Comment |
|---|---|---|
| Person.Searchcode | Employee.BarCode | |
| Address type | 'Business' | default value |
| Street1 | Employee.Location.Address1 | |
| Street2 | Employee.Location.Address2 | |
| City | Employee.Location.City | |
| ZIP | Employee.Location.ZIP | |
| State | Employee.Location.State | |
| Country | Employee.Location.Country.Name | |

Subsidiary mapping to associates the business address to the persons

**Table 12.39. Mapping: Employees Workgroup -> Persons**

| SD fields | AC fields | Comment |
|---|---|---|
| Person.Searchcode | Employee.BarCode | |
| Workgroup.Searchcode | Employee.Group.BarCode | default value |

Subsidiary mapping to associates the workgroup to the persons

**Table 12.40. Mapping: Companies -> Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | Code | |
| Name1 | Name | |
| Remark | Comment | |
| Web page | URL | |
| Location. Searchcode | Mainsite.BarCode | |

**Table 12.41. Mapping: Companies Phones -> Telephones**

| SD fields | AC fields | Comment |
|---|---|---|
| Organization.Searchcode | Company.BarCode | |
| Number | Number | |
| Category | 'value of Category' | the value of the category currently mapped |
| Primary | | |

Subsidiary mapping to associates the different phone numbers to the companies (same mapping is duplicated two times for each category)

**Table 12.42. Mapping: Maintenance Contracts -> Contracts**

| SD fields | AC fields | Comment |
|---|---|---|
| Name | Purpose + Reference | to respect unicity of name |
| Description | Comment | |
| End date | End | |
| Start date | Start | |
| Price | Init Payment | |
| Status | Status | |
| SourceID | Reference | common tag + Reference |
| Organization.Searchcode | Company.Code | If a company is referenced by the contract, it is created 'on the fly' as Company into AssetCenter |

**Table 12.43. Mapping: Assets -> CIs**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | AssetTag | |
| Name1 | Model.Name | |
| Serial Number | Serial # | |
| Name2 | External ID | |
| Price | Acquis.Purchas Price | |
| Category | Model.Parent.Name | Special mapping for UN-SPCS categories. |
| Status | Assignment | |
| Remark | Comment | |
| Purchase date | Acquis.Purchase date | |
| Warranty date | Maint.Expiration | |
| Brand.Name | Model.Brand.Name | |
| Supplier.Searchcode | Acquis.Procurement.Supplier.BarCode | |
| MaintenanceContract.OID | Maint.Maint. Contract.Ref | built with a common tag and the OID database of the contract |

**Table 12.44. Mapping: Portfolios -> CIs**

| SC fields | AC fields | Comment |
|---|---|---|
| Searchcode | Asset.AssetTag | |
| IP Address | Network.IP Address | |
| Location.Searchcode | Location.BarCode | |
| Status | Assignment | |
| Owner.Searchcode | Supervisor.BarCode Owner | Organization if Supervisor is a Department, Owner Person if Supervisor is an Employee. |

**Table 12.45. Mapping: Portfolios Users -> CIs Users**

| SD fields | AC fields | Comment |
|---|---|---|
| CI.Searchcode | Asset.AssetTag | |
| User.Searchcode | Users.BarCode | |

This mapping defines the link between the CIs and their users.

**Table 12.46. Mapping: Portfolios Parent -> CIs Parent**

| SD fields | AC fields | Comment |
|---|---|---|
| CI.Searchcode | Asset.AssetTag | |
| Parent.Searchcode | Parent.AssetTag | |

This mapping defines the relationship between the CIs.

**Table 12.47. Mapping: Assets Related -> CIs Related**

| SD fields | AC fields | |
|---|---|---|
| CI.Searchcode | Asset.AssetTag | Comment |
| CI_To.Searchcode | Portfolio.Business Services.Client.AssetTag | |
| CI Relation Type | Portfolio.Business Services.Relationship Type | Association defined in a map table |

**Table 12.48. Mapping: Work orders -> Changes**

| SD fields | AC fields | Comment |
|---|---|---|
| SourceID | Work order # | |
| Description | Title | |
| Priority | Priority | |

| SD fields | AC fields | Comment |
|---|---|---|
| Status | 'Default Value' | Since the status field is mandatory in SD, it is filled with a default value stored in a map table |
| Classification | Model.Name | Association between Model and Classification in a map table |
| Category | 'Common Category' | The category is a common one, specially created for these kind of workorder to distinguish them |
| Planned Duration | Planned duration | |
| Requestor.Searchcode | Requester.BarCode or Requester.Supervisor.BarCode | The BarCode of Requester if it's an Employee or Supervisor BarCode if it's a Department |
| CI.Searchcode | Asset.AssetTag | |

**Table 12.49. Mapping: Sub Work orders -> Work orders**

| SD fields | AC fields | Comment |
|---|---|---|
| SourceID | Work order # | |
| Description | Title | |
| Priority | Priority | |
| Status | 'Default Value' | Since the status field is mandatory in SD, it is filled with a default value stored in a map table |
| Category | 'Common Category' | The category is a common one, specially created for these kind of workorder to distinguish them |
| Planned Duration | Planned duration | |
| Requestor.Searchcode | Requester.BarCode or Requester.Supervisor.BarCode | The BarCode of Requester if it's an Employee or Supervisor BarCode if it's a Department |
| Change | Parent.BarCode | |

Only sub workorders created in AC via a request fulfillment are mapped into SD

**Table 12.50. Mapping: Sub Work orders CI -> Work orders CIs**

| SD fields | AC fields | Comment |
|---|---|---|
| Workorder.SourceID | Workorder.Work order # | |
| CI.Searchcode | Workorder.Asset.BarCode | |

This mapping defines the link between Work orders and their CI

**Table 12.51. Mapping: Reconciliation Proposals -> Incidents**

| SD fields | AC fields | Comment |
|---|---|---|
| SourceID | Code | |
| Classification | 'Reconciliation' | A new Classification must be created into SD |
| Status | 'Registered' | |
| Description | Name | |
| Information | built string | A string including following fields: <br>■ Code <br>■ Path <br>■ New Value <br>■ Previous Value <br>■ Comment |
| Configuration Item | | The linked asset (in Computer table) |

**Table 12.52. Mapping: Relationship Employee/Group -> Members of Group**

| SD fields | AC fields | Comment |
|---|---|---|
| Workgroup.Searchcode | Group.BarCode | |
| Person.Searchcode | Employee.BarCode | |

This mapping is used to define the relationship between employees and workgroups.

The mappings:

■ Deletions / SD_Deletions

■ Process-end / Events-deletion

aim at propagating the deletion of Employees, Departments, Companies, Groups, Assets and Maintenance Contracts, from AC to SD. Let's consider an example to explain its functioning : if an employee is physically deleted from AC, the corresponding SD Person will have 'Deleted' as Folder and will no longer be synchronized.

# 13 Scenario documentation for AssetCenter 5.0 and Service Desk 5.0

## Scenario Documentation File sdac_init.scn

This appendix presents information about the mapping realized by the scenario `sdac_init.scn`, which corresponds to the initialization phase between Service Desk and AssetCenter.

**Table 13.1. Information about the views**

| View Name | Associated Mappings |
|---|---|
| Global | <ul><li>SD_LOCATIONS / AC_LOCATIONS</li><li>SD_PERSONS / AC_PERSONS</li><li>SD_WORKGROUPS / AC_WORKGROUPS</li><li>SD_DEPARTMENT / AC_DEPARTMENT</li><li>SD_CI_SUPPLIER / AC_COMPANIES</li><li>SD_CATEGORY / AC_MODEL</li><li>SD_MAINTENANCE_CONTRACTS / AC_CONTRACTS</li><li>SD_CONFIGURATION_ITEMS_SD_CI_CATEGORY / AC_ASSETS_SD_CI_CATEGORY</li><li>SD_CONFIGURATION_ITEMS_NO_CI_CATEGORY / AC_ASSETS_NO_CI_CATEGORY</li><li>SD_COUNTRIES / AC_COUNTRIES</li><li>SD_CI_ORGS / AC_ASSETS_SUPERVISOR_ORGS</li><li>SD_CIPERSONS / AC_ASSETS_SUPERVISOR_PERSONS</li><li>SD_CONFIGURATION_ITEMS_RELATED / AC_ASSET_RELATED</li><li>SD_CONFIGURATION_ITEMS_USERS / AC_ASSET_USERS</li><li>SD_CONFIGURATION_ITEMS_USERS / AC_ASSET_ORGS</li></ul> |

**Table 13.2. Connector configuration : Service Desk 5.0**

| Connector name | Produced document types |
|---|---|
| Service Desk | <ul><li>SD_LOCATIONS</li><li>SD_PERSONS</li><li>SD_WORKGROUPS</li><li>SD_DEPARTMENT</li><li>SD_CI_SUPPLIER</li><li>SD_CATEGORY</li><li>SD_MAINTENANCE_CONTRACTS</li><li>SD_CONFIGURATION_ITEMS_SD_CI_CATEGORY</li><li>SD_CONFIGURATION_ITEMS_NO_CI_CATEGORY</li><li>SD_COUNTRIES</li><li>SD_CI_ORGS</li><li>SD_CIPERSONS</li><li>SD_CONFIGURATION_ITEMS_RELATED</li><li>SD_CONFIGURATION_ITEMS_USERS</li></ul> |

**Table 13.3. Connector configuration : Asset Management 5.0**

| Connector name | Consumed document types |
|---|---|
| Asset Management | ■ AC_LOCATIONS |
| | ■ AC_PERSONS |
| | ■ AC_WORKGROUPS |
| | ■ AC_DEPARTMENT |
| | ■ AC_COMPANIES |
| | ■ AC_MODEL |
| | ■ AC_EMPLOYEES |
| | ■ AC_CONTRACTS |
| | ■ AC_ASSETS_SD_CI_CAT-EGORY |
| | ■ AC_ASSETS_NO_CI_CAT-EGORY |
| | ■ AC_ASSET_RELATED |
| | ■ AC_ASSET_USERS |
| | ■ AC_ASSET_ORGS |

**Table 13.4. Mapping: Locations -> Locations**

| AC fields | SD fields | Comment |
|---|---|---|
| Comment | Remark | |
| Name | Name | |
| BarCode | SearchCode | |
| LocationType | Category | |
| Parent.BarCode | Parent.Searchcode | |
| Parent.Name | Parent.Searchcode | |
| Address1 | Street1 | |
| Address2 | Street2 | |
| City | City | |
| ZIP | ZIP | |
| Country.ISOCode | Country | |

**Table 13.5. Mapping: Persons -> Employees**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| Name | Last Name | |
| First | First Name | |
| FirstName2 | Middle Name | |
| MrMrs | Gender | |

| AC fields | SD fields | Comment |
|---|---|---|
| bDepartment | 0 | Boolean defining the type of object to map. For an employee the value is 0, whereas it's 1 for a department. |
| Comment | Remark | |
| EMail | Primary E-Mail Address | |
| ID # | Identification Number | Boolean defining the type of object to map. for an employee the value is 0, whereas it's 1 for a department. |
| Field2 | Birthdate | |
| Field3 | Status | |
| Title | Category | |
| Telephone | Business Phone | |
| Fax | Fax | |
| Mobile tel | Mobile | |
| Home tel | Home | |
| Icon | images\img16x16\personne .bmp | Chosen icon among these provided in AssetCenter |
| Parent.Name | Organization.Name1 | the parent of an employee is a department |
| Parent.BarCode | Organization.Searchcode | the parent of an employee is a department |
| Parent. bDepartment | 1 | the parent of an employee is a department |
| Location.BarCode | Location. Searchcode | |

**Table 13.6. Mapping: Workgroups -> Groups**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| Name | Name | |
| bAssignable | Status | Boolean defining the status of a workgroup. |
| Parent.Name | Parent.Name1 | |
| Parent.BarCode | Parent.Searchcode | |
| Members.BarCode | Members.Searchcode | Relation between employees and workgroup |
| Comment | Remark | |

**Table 13.7. Mapping: Organizations -> Departments**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| Name | Name1 | |
| bDepartment | 1 | Boolean defining the type of object to map. For an employee the value is 0, whereas it's 1 for a department. |

| AC fields | SD fields | Comment |
|---|---|---|
| Comment | Remark | |
| Telephone | Business Phone | |
| Fax | Fax | |
| EMail | Primary E-Mail Address | |
| Icon | images\img16x16\service.bmp | Chosen icon among these provided in AssetCenter |
| Parent.Name | Parent.Name1 | |
| Parent.BarCode | Parent.Searchcode | |
| Supervisor.BarCode | Manager.Searchcode | |
| Location.BarCode | Location. Searchcode | |

An SD Organization is mapped in AC Departments only if it is referenced by a Person.

**Table 13.8. Mapping: Organizations -> Companies**

| AC fields | SD fields | Comment |
|---|---|---|
| Code | Searchcode | |
| Name | Name1 | |
| Qualif1 | Category | |
| Comment | Remark | |
| Telephone | Business Phone | |
| Fax | Fax | |
| EMail | E-Mail | |
| URL | Web page | |
| Mainsite.BarCode | Location. Searchcode | |

**Table 13.9. Mapping: CI Categories -> Models**

| AC fields | SD fields | Comment |
|---|---|---|
| Name | Text | |
| bInvent | 0 | Determines if BarCode is mandatory or not. |
| Nature.Code | Text | Association defined in a map table |
| Parent.Name | Parent.Text | |
| Parent. bInvent | 0 | Determines if BarCode is mandatory or not. |
| Parent.Nature.Code | Parent.Text | Association defined in a map table |

**Table 13.10. Mapping: Maintenance Contracts -> Contracts**

| AC fields | SD fields | Comment |
|---|---|---|
| Reference | OID | built with a common tag and the OID database of the contract |

| AC fields | SD fields | Comment |
|---|---|---|
| Comment | Description | |
| End | End date | |
| Start | Start date | |
| Init Payment | Price | |
| IntPayCur | Currency | gives by a map table |
| Purpose | Name | |
| Type | 4 | Always a contract of type 'maintenance' |
| Status | Status | |
| Model.Name | 'maintenance' | Always the 'maintenance' model used |
| Company.Code | Organization.Searchcode | If a company is referenced |
| Company.Name | Organization.Name1 | by the contract, it is cre- |
| Company.Qualif1 | Organization.Category | ated 'on the fly' as Com- |
| Company.Comment | Organization.Remark | pany into AssetCenter |
| Company.EMail | Organization.E-Mail | |
| Company.URL | Organization.Web page | |
| Company.Telephone | Organization.Business Phone | |
| Company.Fax | Organization.Fax | |
| Company.Mainsite.BarCode | Organization.Location. Searchcode | |

**Table 13.11. Mapping: CI -> Assets**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| AssetTag | Searchcode | |
| Serial # | Serial Number | |
| Field3 | OID | Use this attribute to manage cross-Launches on CIs. |
| External ID | Name2 | |
| Comment | Remark | |
| dtPriceCv | Purchase date | |
| Icon | images\img16x16\pc-statn.bmp | Chosen icon among these provided in AssetCenter |
| Acquis.Purchase date | Purchase date | |
| Acquis.Purchas Price | Price | |
| Acquis.Procurement.Supplier.BarCode | Supplier.Searchcode | |
| Maint.Expiration | Warranty date | |
| Fixed Asset.dInstall | Purchase date | |
| Maint.Maint. Contract.Ref | MaintenanceContract.OID | built with a common tag and the OID database of the contract |
| Model.Name | Name1 or Name1 + SearchCode | if Name1 = Category then the Name of Model is mapped on Name1+ SearchCode else on Name1 |

| AC fields | SD fields | Comment |
|---|---|---|
| Model.bInvent | 0 | Determines if BarCode is mandatory or not. |
| dtAvgPriceCur | Purchase date | |
| Model.Brand.Name | Brand.Name | |
| Model.Nature.Code | Category | Association defined in a map table |
| Model.Parent.Name | Category.Text | Association defined in a map table. Special mapping for UN-SPCS categories. |
| Model.Parent.Technical Ref | Category.Text | Technical Ref is mapped if the SD Category contains the technical reference between [ ]. Otherwise the Reconciliation script is used to replace the empty [ ] by the old value. |
| Model.Parent.Nature.Code | Category.Text | Association defined in a map table. |
| Portfolio.AssetTag | Searchcode | |
| Portfolio.Comment | Remark | |
| Portfolio.AvgPriceCur | Currency | gives by a map table |
| Portfolio.Model.Name | Name1 | |
| Portfolio.Model.bInvent | 0 | Determines if BarCode is mandatory or not. |
| Portfolio.Model.Nature.Code | Category | Association defined in a map table |
| Portfolio.Model.Parent.Name | Category.Text | |
| Portfolio.Location.BarCode | Location.Searchcode | |
| Portfolio.Location.Name | Location.Searchcode | |
| Portfolio.Icon | images\img16x16\pc-statn.bmp | Chosen icon among these provided in AssetCenter |
| Portfolio.Parent.AssetTag | ParentCI.Searchcode | |
| Portfolio.Parent.Model.Name | ParentCI.Name1 | |
| Portfolio.Parent.Model.bInvent | 0 | Determines if BarCode is mandatory or not. |
| Portfolio.Parent.Model.Nature.Code | ParentCI.Category | Association defined in a map table |
| Portfolio.User.BarCode | Person | |
| Network.IP Address | IP Address | |

**Table 13.12. Mapping: CI Person or Organization -> Assets Supervisor**

| AC fields | SD fields | Comment |
|---|---|---|
| AssetTag | Searchcode | |

| AC fields | SD fields | Comment |
|---|---|---|
| PortFolioItem.Supervisor.BarCode | Roles.Persons.Searchcode or Roles.Organizations.Searchcode | Supervisor is mapped on CI Person if Role of Person is "Owner" else on CI Organization if the Role of Organization is "Owner" |

this mapping defines the link between the Asset and their supervisor

**Table 13.13. Mapping: Countries -> Countries**

| AC fields | SD fields | Comment |
|---|---|---|
| ISOCode | Code | |
| Name | Name | |

**Table 13.14. Mapping: CI Related -> Assets Related**

| AC fields | SD fields | Comments |
|---|---|---|
| AssetTag | Searchcode | |
| Portfolio. AssetTag | Searchcode | |
| Portfolio.ResourceOfs. Ressource.AssetTag | Searchcode | |
| Portfolio.ResourceOfs.Client.AssetTag | Related CI.CI_ To.Searchcode | Association defined in a map table. |
| Portfolio.ResourceOfs.CRType.bResourceUnicity | 0 | Determines if one or more resources are allowed by client (Relation type). |
| Portfolio.ResourceOfs.CRType.Name | Relation Type | Association defined in a map table. |

**Table 13.15. Mapping: CI Users or Organization -> Assets Users**

| AC fields | SD fields | Comments |
|---|---|---|
| AC fields | Searchcode | |
| Portfolio.AssetTag | Searchcode | |
| Portfolio.bUsers | 0 or 1 | 0 if the number of users is less or equal to 1, 1 otherwise. |
| Portfolio.User.BarCode | Users.Searchcode | Portfolio.User is mapped if the CI have only one user. |
| Portfolio.Users.Barcode | Users.Searchcode | Portfolio.User isn't mapped if the CI have only one user. |
| Portfolio.User/Users.Name | Name1 | Following fields are mapped only if the user is an organization. |

| AC fields | SD fields | Comments |
|---|---|---|
| Portfolio. User/Users.bDepartment | 1 | Boolean defining the type of object to map. For an employee the value is 0, whereas it's 1 for a department. |
| Portfolio. User/Users.Comment | Remark | |
| Portfolio. User/Users.Telephone | Business Phone | |
| Portfolio. User/Users.Fax | Fax | |
| Portfolio. User/Users.EMail | E-Mail | |
| Portfolio. User/Users.Icon | images\img16x16\service.bmp | Chosen icon among these provided in AssetCenter |
| Portfolio. User/Users.Parent.Name | Parent.Name1 | |
| Portfolio. User/Users.Parent.BarCode | Parent.Searchcode | |
| Portfolio. User/Users.Supervisor.BarCode | Manager.Searchcode | |
| Portfolio. User/Users.Location.BarCode | Location. Searchcode | |

# Scenario Documentation File sdac_Sync.scn

This appendix presents information about the mapping realized by the scenario sdac_sync.scn, which corresponds to the synchronization phase between Service Desk and AssetCenter.

**Table 13.16. Information about the views**

| View Name | Associated Mappings |
|---|---|
| Global | ■ SD_CONFIGURATION_ITEMS_SD_CI_CATEGORY / AC_ASSETS_SD_CI_CATEGORY |
| | ■ SD_CONFIGURATION_ITEMS_AC_CI_CATEGORY / AC_ASSETS_AC_CI_CATEGORY |
| | ■ SD_CONFIGURATION_ITEMS_NO_CI_CATEGORY / AC_ASSETS_NO_CI_CATEGORY |
| | ■ SD_CHANGES / AC_WORKORDERS |
| | ■ SD_CHANGES0 / AC_WORKORDERS0 |
| | ■ SD_CI_ORGS / AC_ASSETS_SUPERVISOR_ORGS |
| | ■ SD_CIPERSONS / AC_ASSETS_SUPERVISOR_PERSONS |
| | ■ SD_CONFIGURATION_ITEMS_RELATED / AC_ASSET_RELATED |
| | ■ SD_CONFIGURATION_ITEMS_USERS / AC_ASSET_USERS |
| | ■ SD_CONFIGURATION_ITEMS_USERS / AC_ASSET_ORGS |

**Table 13.17. Connector configuration : Service Desk 5.0**

| Connector name | Produced document types |
| --- | --- |
| Service Desk | <ul><li>SD_CONFIGURATION_ITEMS_SD_CI_CATEGORY</li><li>SD_CONFIGURATION_ITEMS_AC_CI_CATEGORY</li><li>SD_CONFIGURATION_ITEMS_NO_CI_CATEGORY</li><li>SD_CHANGES</li><li>SD_CHANGES0</li><li>SD_WORKORDERS</li><li>SD_INCIDENTS</li><li>SD_CI_ORGS</li><li>SD_CIPERSONS</li><li>SD_CONFIGURATION_ITEMS_RELATED</li><li>SD_CONFIGURATION_ITEMS_USERS</li></ul> |

**Table 13.18. Connector configuration : Asset Management 5.0**

| Connector name | Consumed document types |
| --- | --- |
| Asset Management | <ul><li>AC_ASSETS_SD_CI_CATEGORY</li><li>AC_ASSETS_AC_CI_CATEGORY</li><li>AC_ASSETS_NO_CI_CATEGORY</li><li>AC_ASSET_ORGS</li><li>AC_ASSET_RELATED</li><li>AC_ASSETS_SUPERVISOR_ORGS</li><li>AC_ASSETS_SUPERVISOR_PERSONS</li><li>AC_ASSET_USERS</li><li>AC_WORKORDERS</li><li>AC_WORKORDERS0</li><li>AC_SUBWORKORDERS</li><li>AC_SUBWORKORDERS0</li><li>AC_SUBWORKORDERS3</li><li>AC_RECONC_PROPOSAL</li></ul> |

**Table 13.19. ORDER BY clauses by Document type**

| Document type | WHERE clause | Comment |
|---|---|---|
| SD_WORKORDERS | Status | In order to closed the subworkorders and their parent at the appropriate moment |

**Table 13.20. Mapping: CI -> Assets**

| AC fields | SD fields | Comment |
|---|---|---|
| BarCode | Searchcode | |
| AssetTag | Searchcode | |
| Field3 | OID | Use this attribute to manage cross-Launches on CIs. |
| Serial # | Serial Number | |
| External ID | Name2 | |
| Comment | Remark | |
| Icon | 'images\img16x16\pc-statn.bmp' | Chosen icon among these provided in AssetCenter |
| dtPriceCv | Purchase date | |
| PriceCur | Currency | |
| Acquis.Purchase date | Purchase date | |
| Acquis.Purchas Price | Price | |
| Acquis.Procurement.Supplier.BarCode | Supplier.Searchcode | |
| Acquis.Procurement.Supplier.Comment | Supplier.Remark | |
| Acquis.Procurement.Supplier.Email | Supplier.PrimaryEmailAddress | |
| Acquis.Procurement.Supplier.Phone | Supplier.Telephone | |
| Acquis.Procurement.Supplier.Fax | Supplier.Name1 | |
| Acquis.Procurement.Supplier.URL | Supplier.Fax | |
| Acquis.Procurement.Supplier.Qualif1 | SupplierWebPage | |
| Acquis.Procurement.Supplier.Address | Supplier.Location.searchCode | |
| Maint.Expiration | Warranty date | |
| Fixed Asset.dInstall | Purchase date | |

| AC fields | SD fields | Comment |
|---|---|---|
| Maint.Maint. Contract.Ref | MaintenanceContract..SourceID or MaintenanceContract.OID | if SourceID is filled and begins with the correct tag, the original AC reference is extracted. otherwise the reference is rebuilt with a common tag and the OID database of the contract |
| Model.Name | Name1 or Name1 + SearchCode | if Name1 = Category then the Name of Model is mapped on Name1+ SearchCode else on Name1 |
| Model.Brand.Name | Brand.Name | |
| Model.Nature.Code | Category | Association defined in a map table |
| Model.Parent.Name | Category.Text | |
| Model.Parent.Technical | Ref Category.Text | Technical Ref is mapped if the SD Category contains the technical reference between [ ]. Otherwise the Reconciliation script is used to replace the empty [ ] by the old value. |
| Model.Parent.Nature.Code | Category.Text | Association defined in a map table. |
| Portfolio.AssetTag | Searchcode | |
| Portfolio.Comment | Remark | |
| Portfolio.AvgPriceCur | Currency | gives by a map table |
| Portfolio.Unit Value | Price | |
| Portfolio.Model.Name | Name1 or Name1+ SearchCode | if Name1 = Category then the Name of Model is mapped on Name1+ SearchCode else on Name1 |
| Portfolio.Model.Nature.Code | Category | Association defined in a map table |
| Portfolio.Model.Parent.Name | Category.Text | |
| Portfolio.Model.Brand.Name | Brand.Name | |
| Portfolio.Location.BarCode | Location.Searchcode | |
| Portfolio.Location.Name | Location.Name | |
| Portfolio.Icon | 'images\img16x16\pc-statn.bmp' | Chosen icon among these provided in AssetCenter |
| Portfolio.Parent.AssetTag | ParentCI.Searchcode | |
| Portfolio.Parent.Model.Name | ParentCI.Name1 | |
| Portfolio.AvgPriceCur | Currency | |
| Portfolio.dt AvgPriceCur | Purchase date | |
| Network.IP Address | IP Address | |

Mapping of the CIs into Assets consists of 3 mappings: Configuration Items SD CI Category, Configuration Items AC CI Category and Configuration Items no CI Category.

**Table 13.21. Mapping: Changes -> Work orders**

| AC fields | SD fields | Comment |
|---|---|---|
| Work order # | SourceID or ID | if the change originally comes from AC, the SourceID is mapped, otherwise it's the ID |
| Field2 | OID | Use this attribute to manage cross-Launches on change/work orders. |
| Expected Resol | Deadline | |
| Type | 0 | Always 'internal mainten-ance' type |
| Title | Description | |
| Problem | Description | |
| Icon | images\img16x16\pc-statn.bmp | Chosen icon among these provided in AssetCenter |
| Priority | Priority | |
| Acquis.Estimated Cost | Planned Cost | |
| Real Cost | Actual Cost | |
| Planned end date | Planned Finish | |
| Planned start | Planned Start | |
| Actual end date | Actual Finish | |
| Actual start | Actual Start | |
| Notified On | Creation date | |
| CostCur | Currency | |
| dtCostCv | REG_CREATED | |
| Requester.BarCode | Requestor.Searchcode | |
| Tracking.Closure.workTime | Actual Finish - Actual Start | |
| Tracking.Technician.BarCode | ToPerson.Searchcode | |
| Tracking.Group.BarCode | ToWorkgroup.Searchcode | |
| Asset.BarCode | CI.Searchcode | |
| Asset.Model.Name | CI.Name1 | |
| Parent work order | Default value | each change originally cre-ated in SD are mapped under a common parent into AC |

**Table 13.22. Mapping: Work orders -> Sub Work orders**

| AC fields | SD fields | Comment |
|---|---|---|
| Work order # | SourceID or ID | if the work order originally comes from AC, the SourceID is mapped, otherwise it's the ID |
| Expected Resol | Deadline | |
| Field1 | Status | |
| Field2 | OID | Use this attribute to manage cross-Launches on work orders. |

| AC fields | SD fields | Comment |
|---|---|---|
| Type | 0 | always 'internal maintenance' type |
| Title | Description | |
| Problem | Description | |
| Icon | images\img16x16\occas.bmp | Chosen icon among these provided in AssetCenter |
| Priority | Priority | |
| Acquis.Estimated Cost | Planned Cost | |
| Real Cost | Actual Cost | |
| Planned end date | Planned Finish | |
| Planned start | Planned Start | |
| Actual end date | Actual Finish | |
| Actual start | Actual Start | |
| Tracking.Closure.workTime | Actual Finish - Actual Start | |
| Requester.BarCode | Requestor.Searchcode | |

**Table 13.23. Mapping: Parent link between Work orders and Sub Work orders**

| AC fields | SD fields | Comment |
|---|---|---|
| Work order # | SourceID or ID | if the work order originally comes from AC, the SourceID is mapped, otherwise it's the ID |
| Parent.Work order # | Change.SourceID or Change.ID | if the parent change originally comes from AC, the SourceID is mapped, otherwise it's the ID. If the work order hasn't any parent, it is mapped under the common parent into AC. |

**Table 13.24. Mapping: Incidents -> Reconciliation Proposals**

| AC fields | SD fields | Comment |
|---|---|---|
| Code | SourceID | |
| Selected Value | Solution | only if the Incident was closed with the code **solved** |
| Status | **Validated** or **Document rejected** | **Validated** if closed with the code **solved**, **Document rejected** if closed with the code **Unsolved** |
| Comment | 'The incident' + ID + 'has been created in Service Desk.' | |

**Table 13.25. Mapping: CI Person or Organization -> Assets Supervisor**

| AC fields | SD fields | Comment |
|---|---|---|
| AssetTag | Searchcode | |

| AC fields | SD fields | Comment |
|---|---|---|
| PortfolioItem.AssetTag | Searchcode | |
| PortFolioItem.Supervisor.BarCode | Roles.Persons.Searchcode or Roles.Organizations.Searchcode | Supervisor is mapped on CI Person if Role of Person is "Owner" else on CI Organization if the Role of Organization is "Owner" |

**Table 13.26. Mapping: CI Related -> Assets Related**

| AC fields | SD fields | Comment |
|---|---|---|
| AssetTag | Searchcode | |
| Portfolio.AssetTag | Searchcode | |
| Portfolio.ResourceOfs. Ressource.AssetTag | Searchcode | |
| Portfolio.ResourceOfs.Client.AssetTag | Related CI.CI_To.Searchcode | |
| Portfolio.ResourceOfs.CRType.bResourceUnicity | 0 | Determines if one or more resources are allowed by client (Relation type). |
| Portfolio.ResourceOfs.CRType.Name | Relation Type | Association defined in a map table. |

**Table 13.27. Mapping: CI Users or Organization -> Assets Users**

| AssetTag | Searchcode | |
|---|---|---|
| Portfolio.AssetTag | Searchcode | |
| Portfolio.bUsers | 0 or 1 | 0 if the number of users is less or equal to 1, 1 otherwise. |
| Portfolio.User.BarCode | Users.Searchcode | Portfolio.User is mapped if the CI have only one user. |
| Portfolio.Users.BarCode | Users.Searchcode | Portfolio.Users is mapped if the CI have more than one user. |
| Portfolio.User/Users.Name | Name1 | Following fields are mapped only if the user is an organization. |
| Portfolio. User/Users.bDepartment | 1 | Boolean defining the type of object to map. For an employee the value is 0, whereas it's 1 for a department. |
| Portfolio. User/Users.Comment | Remark | |
| Portfolio. User/Users.Telephone | Business Phone | |
| Portfolio. User/Users.Fax | Fax | |
| Portfolio. User/Users.EMail | E-Mail | |
| Portfolio. User/Users.Icon | images\img16x16\service.bmp | Chosen icon among these provided in AssetCenter |
| Portfolio. User/Users.Parent.Name | Parent.Name1 | |

| AssetTag | Searchcode |
|----------|-----------|
| Portfolio. User/Users.Parent.Bar-Code | Parent.Searchcode |
| Portfolio. User/Users.Super-visor.BarCode | Manager.Searchcode |
| Portfolio. User/Users.Location.Bar-Code | Location. Searchcode |

This mapping defines the link between the Asset and their supervisor.

Two other mappings deals with the deletion of items :

- SD_CHANGES / AC_WORKORDERS2 : manages the deletion of Changes from SD to AC
- SD_WORKORDERS / AC_SUBWORKORDERS2 : manages the deletion of Workorders from SD to AC

To propagate the deletion of these objects, they must not be physically removed from SD, but must be moved into the **Deleted** Folder. Then these mappings will physically remove the corresponding AC objects from database.

# Scenario Documentation File acsd_Sync.scn

This appendix presents information about the mapping realized by the scenario acsd_sync.scn, which corresponds to the synchronization phase between AssetCenter and Service Desk.

**Table 13.28. Information about the views**

| View Name | Associated Mappings |
|---|---|
| Global | ■ Deletions / SD_Deletions |
| | ■ Process-end / Events-deletion |
| | ■ Locations / SD_Locations |
| | ■ WorkGroups / SD_Workgroups |
| | ■ Departments / SD_Departments |
| | ■ Departments / SD_Departments-phone |
| | ■ Departments / SD_Departments-fax |
| | ■ Departments / SD_Departments-supervisor |
| | ■ Departments / SD_Departments-emails |
| | ■ Departments / SD_Departments-locations |
| | ■ Employees / SD_Employees |
| | ■ Employees / SD_Employees-phone |
| | ■ Employees / SD_Employees-fax |
| | ■ Employees / SD_Employees-email |
| | ■ Employees / SD_Employees-fax |
| | ■ Employees / SD_Employees-mobilephone |
| | ■ Employees / SD_Employees-homephone |
| | ■ Company / SD_Companies |
| | ■ Company / SD_Companies-phone |
| | ■ Company / SD_Companies-fax |
| | ■ Company / SD_Companies-emails |
| | ■ Company / SD_Companies-locations |
| | ■ Contracts / SD_Contracts |
| | ■ Asset / SD_CIs |
| | ■ PortFolios / SD_CIs_portfolios |
| | ■ PortFolios/ SD_CIs-supervisors_person |
| | ■ PortFolios / SD_CIs-supervisors_organization |
| | ■ PortFolios / SD_CIs-parents |
| | ■ Workorders / SD_Changes |
| | ■ Workorders / SD_Workorders |
| | ■ Workorders / SD_Workorders_Cis |
| | ■ Reconciliation Proposal / SD_Incidents |
| | ■ Countries / SD_Countries |
| | ■ Employees-Groups / SD_Employees-Groups |
| | ■ ClientRessource / SD_CIs-related |
| | ■ PortfolioUsers / SD_CIs-Users_person |
| | ■ PortfolioUsers / SD_CIs-Users_orgs |

| View Name | Associated Mappings |
|---|---|
| Exception | ◆ Process-end / Events-deletion |

**Table 13.29. Connector configuration : Asset Management 5.0**

| Connector name | Produced document types | Consumed document types |
|---|---|---|
| Asset Management | ▪ Deletions<br>▪ Locations<br>▪ WorkGroups<br>▪ Departments<br>▪ Company<br>▪ Employees<br>▪ Contracts<br>▪ Asset<br>▪ PortFolios<br>▪ Workorders<br>▪ Reconciliation Proposal<br>▪ Countries<br>▪ Employee-Groups<br>▪ ClientRessource<br>▪ PortfolioUsers | ◆ Process-end / Events-deletion |

**Table 13.30. Connector configuration : Service Desk 5.0**

| Connector name | Consumed document types |
|---|---|
| Service Desk | ■ SD_Deletions |
| | ■ SD_Locations |
| | ■ SD_Workgroups |
| | ■ SD_Departments |
| | ■ SD_Departments-phone |
| | ■ SD_Departments-fax |
| | ■ SD_Departments-supervisor |
| | ■ SD_Departments-emails |
| | ■ SD_Departments-locations |
| | ■ SD_Employees |
| | ■ SD_Employees-phone |
| | ■ SD_Employees-fax |
| | ■ SD_Employees-mobilephone |
| | ■ SD_Employees-homephone |
| | ■ SD_Employees-email |
| | ■ SD_Companies |
| | ■ SD_Companies-phone |
| | ■ SD_Companies-fax |
| | ■ SD_Companies-emails |
| | ■ SD_Companies-locations |
| | ■ SD_Contracts |
| | ■ SD_CIs |
| | ■ SD_CIs-supervisors_person |
| | ■ SD_CIs-supervisors_organization |
| | ■ SD_CIs-portfolios |
| | ■ SD_CIs-parents |
| | ■ SD_Changes |
| | ■ SD_Workorders |
| | ■ SD_Workorders_Cis |
| | ■ SD_Incidents |
| | ■ SD_Countries |
| | ■ SD_Employees-Groups |
| | ■ SD_CIs-related |
| | ■ SD_CIs-Users_person |
| | ■ SD_CIs-Users_orgs |

**Table 13.31. Connector configuration : Command line (cleanup)**

| Connector name | Consumed document types |
|---|---|
| Service Desk | Command cleanup |

**Table 13.32. Connector configuration : Command line (SD import)**

| Connector name | Consumed document types |
|---|---|
| Service Desk | Command SD import |

**Table 13.33. WHERE clauses by Document type**

| Document type | WHERE clause | Comment |
|---|---|---|
| Departments | bDepartment = 1 | Selects only the departments as AC stores in the same table the departments and the employees |
| Employees | bDepartment = 0 | Selects only the employees as AC stores in the same table the departments and the employees |
| Contracts | seType = 4 | Selects only the contracts whose type is 'maintenance', since SD manages only this type of contracts. |

**Table 13.34. Mapping: Locations -> Locations**

| SD fields | AC fields | Comment |
|---|---|---|
| Remark | Comment | |
| Searchcode | BarCode | |
| Name | Name | |
| Category | LocationType | |
| Parent.Searchcode | Parent.BarCode | |
| Street1 | Address1 | |
| Street2 | Address2 | |
| City | City | |
| ZIP | ZIP | |
| Country | Country.ISOCode | |

**Table 13.35. Mapping: Groups -> Workgroups**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | BarCode | |
| Name | Name | |
| Status | bAssignable | Active if bAssignable is equal to 1. Inactive otherwise. |
| Parent.Searchcode | Parent.BarCode | |

**Table 13.36. Mapping: Departments -> Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | BarCode | |
| Name1 | Name | |
| Remark | Comment | |
| E-Mail | EMail | |
| Parent.Searchcode | Parent.BarCode | |
| Location.Searchcode | Location.BarCode | |

**Table 13.37. Mapping: Departments Phones -> Telephones**

| SD fields | AC fields | Comment |
|---|---|---|
| Organization.Searchcode | Department.BarCode | |
| Number | Number | |
| Category | 'Type' | Type can be Fax or Business |
| Primary | 1 | |

Subsidiary mapping to associates the different phone numbers to the departments (same mapping is duplicated two times for each category)

**Table 13.38. Mapping: Departments Supervisor -> Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| Department.Searchcode | Department.BarCode | |
| Supervisor.Searchcode | Supervisor.BarCode | |

This mapping defines the relation between the departments and their supervisor.

**Table 13.39. Mapping: Employees -> Persons**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | BarCode | |
| Last Name | Name | |
| FirstName | FirstName | |
| Middle Name | FirstName2 | |
| Gender | MrMrs | thanks to a map table |
| FullName.Title | MrMrs | |
| Remark | Comment | |
| E-Mail | EMail | |

| SD fields | AC fields | Comment |
|---|---|---|
| Identification Number | ID # | Boolean defining the type of object to map. for an employee the value is 0, whereas it's 1 for a department. |
| Job title | Title | |
| Category | 'Default category' | value in a map table |
| Organization.Searchcode | Parent.BarCode | |
| Location. Searchcode | Location.BarCode | |

**Table 13.40. Mapping: Employees Phones -> Telephones**

| SD fields | AC fields | Comment |
|---|---|---|
| Person.Searchcode | Employee.BarCode | |
| Number | Number | |
| Category | 'Type' | tType can be Home, Mobile, Fax or Business |
| Primary | 1 | |

Subsidiary mapping to associates the different phone numbers to the persons (same mapping is duplicated four times for each category)

**Table 13.41. Mapping: Assets -> CIs**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | AssetTag | |
| Name1 | Model.Name | |
| Name2 | External Asset ID | |
| Price | Acquis.Purchas Price | |
| Category | Model.Parent.Name | Special mapping for UN-SPCS categories. |
| Remark | Comment | |
| Purchase date | Acquis.Purchase date | |
| Warranty date | Maint.Expiration | |
| Brand.Name | Model.Brand.Name | |
| Supplier.Searchcode | Acquis.Procurement.Supplier.Bar-Code | |
| MaintenanceContract.OID | Maint.Maint. Contract.Ref | built with a common tag and the OID database of the contract |

**Table 13.42. Mapping: Companies Phones -> Telephones**

| SD fields | AC fields | Comment |
|---|---|---|
| Organization.Searchcode | Company.BarCode | |
| Number | Number | |

| SD fields | AC fields | Comment |
|---|---|---|
| Category | 'value of Category' | the value of the category currently mapped |
| Primary | 1 | |

Subsidiary mapping to associates the different phone numbers to the companies (same mapping is duplicated two times for each category)

**Table 13.43. Mapping: Maintenance Contracts -> Contracts**

| SD fields | AC fields | Comment |
|---|---|---|
| Name | Purpose + Reference | to respect unicity of name |
| Description | Comment | |
| End date | End | |
| Start date | Start | |
| Price | Init Payment | |
| Status | Status | |
| Status | Status | Association defined in a map table |
| SourceID | 'AC Maint. Contract :' + Maint Contract.Ref | built with a common tag and the OID database of the contract |
| Organization.Search-code | Company.Code | If a company is referenced by the contract, it is created 'on the fly' as Company into AssetCenter |

**Table 13.44. Mapping: Companies -> Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | Code | |
| Email | Email | |
| Name1 | Name | |
| Remark | Comment | |
| Web page | URL | |
| Location. Searchcode | Mainsite.BarCode | |

**Table 13.45. Mapping: Employees Address -> Persons**

| SD fields | AC fields | Comment |
|---|---|---|
| Person.Searchcode | Employee.BarCode | |
| Address type | 'Business' | default value |
| Street1 | Employee.Location.Address1 | |
| Street2 | Employee.Location.Address2 | |
| City | Employee.Location.City | |
| ZIP | Employee.Location.ZIP | |
| State | Employee.Location.State | |
| Country | Employee.Location.Country.Name | |

Subsidiary mapping to associates the business address to the persons

**Table 13.46. Mapping: Employees Workgroup -> Persons**

| SD fields | AC fields | Comment |
|---|---|---|
| Person.Searchcode | Employee.BarCode | |
| Workgroup.Searchcode | Employee.Group.BarCode | default value |

Subsidiary mapping to associates the workgroup to the persons

**Table 13.47. Mapping: Portfolios -> CIs**

| SC fields | AC fields | Comment |
|---|---|---|
| Searchcode | Asset.AssetTag | |
| IP Address | Network.IP Address | |
| Location.Searchcode | Location.BarCode | |
| Status | Assignment | |
| Owner.Searchcode | Supervisor.BarCode Owner | Organization if Supervisor is a Department, Owner Person if Supervisor is an Employee. |

**Table 13.48. Mapping: Work orders -> Changes**

| SD fields | AC fields | Comment |
|---|---|---|
| SourceID | Work order # | |
| Description | Title | |
| Priority | Priority | |
| Status | 'Default Value' | Since the status field is mandatory in SD, it is filled with a default value stored in a map table |
| Classification | Model.Name | Association between Model and Classification in a map table |
| Category | 'Common Category' | The category is a common one, specially created for these kind of workorder to distinguish them |
| Planned Duration | Planned duration | |
| Requestor.Searchcode | Requester.BarCode or Requester.Supervisor.BarCode | The BarCode of Requester if it's an Employee or Supervisor BarCode if it's a Department |
| CI.Searchcode | Asset.AssetTag | |

Only workorders created in AC via a request fulfillment are mapped into SD

**Table 13.49. Mapping: Sub Work orders -> Work orders**

| SD fields | AC fields | Comment |
|---|---|---|
| SourceID | Work order # | |
| Description | Title | |
| Priority | Priority | |
| Status | 'Default Value' | Since the status field is mandatory in SD, it is filled with a default value stored in a map table |
| Category | 'Common Category' | The category is a common one, specially created for these kind of workorder to distinguish them |
| Planned Duration | Planned duration | |
| Requestor.Searchcode | Requester.BarCode or Requester.Supervisor.BarCode | The BarCode of Requester if it's an Employee or Supervisor BarCode if it's a Department |
| Change | Parent.BarCode | |

Only sub workorders created in AC via a request fulfillment are mapped into SD

**Table 13.50. Mapping: Sub Work orders CI -> Work orders CIs**

| SD fields | AC fields | Comment |
|---|---|---|
| Workorder.SourceID | Workorder.Work order # | |
| CI.Searchcode | Workorder.Asset.BarCode | |

This mapping defines the link between Work orders and their CI

**Table 13.51. Mapping: Reconciliation Proposals -> Incidents**

| SD fields | AC fields | Comment |
|---|---|---|
| SourceID | Code | |
| Classification | 'Reconciliation' | A new Classification must be created into SD |
| Status | 'Registered' | |
| Description | Name | |
| Information | built string | A string including following fields: <br> ■ Code <br> ■ Path <br> ■ New Value <br> ■ Previous Value <br> ■ Comment |
| Configuration Item | | The linked asset (in Computer table) |

**Table 13.52. Mapping: Employees Workgroup -> Persons**

| SD fields | AC fields | Comment |
|---|---|---|
| Person.Searchcode | Employee.BarCode | |
| Workgroup.Searchcode | Employee.Group.BarCode | |

Subsidiary mapping to associates the workgroup to the persons

**Table 13.53. Mapping: PortFolio Supervisor -> CIs Persons or Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| CI.Searchcode | Asset.AssetTag | |
| Roles.Persons.Searchcode | Supervisor.BarCode | BarCode is mapped if Supervisor.bDepartment = 0 |
| Roles.Organizations.Searchcode | Supervisor.BarCode or Supervisor.Parent.BarCode | Supervisor.BarCode is mapped if Supervisor.bDepartment = 1. Supervisor.Parent.BarCode is mapped if Supervisor.bDepartment = 0 and Supervisor.Parent.BarCode is not Null |
| Roles.Persons.Role | Default 'Owner' | Role is mapped if Supervisor.bDepartment = 0 |
| Roles.Organizations.Role | Default 'Owner' | Role is mapped if Supervisor.bDepartment = 1 or if Supervisor.bDepartment = 0 and Supervisor.Parent.BarCode is not Null |

This mapping defines the link between the CIs and their supervisors.

**Table 13.54. Mapping: Portfolios Users -> CIs Users**

| SD fields | AC fields | Comment |
|---|---|---|
| CI.Searchcode | Asset.AssetTag | |
| User.Searchcode | Users.BarCode | |

This mapping defines the link between the CIs and their users.

**Table 13.55. Mapping: PortfolioItem -> CIs**

| SD fields | AC fields | Comment |
|---|---|---|
| Searchcode | Asset.AssetTag | |
| IP Address | Network.IP Adress | |
| Location.Searchcode | Location.BarCode | |
| Status | Assignment | Association defined in a map table |

This mapping defines the relationship between the CIs.

**Table 13.56. Mapping: Assets Related -> CIs Related**

| SD fields | AC fields | Comment |
|---|---|---|
| CIFROM.Searchcode | Source.AssetTag | |
| CITO.Searchcode | Client.AssetTag | |
| CRType | CRType.Name | Association defined in a map table |

**Table 13.57. Mapping: Assets Users -> CIs Users Persons or Organizations**

| SD fields | AC fields | Comment |
|---|---|---|
| CI.Searchcode | Portfolio.Asset.AssetTag | |
| User.Searchcode | User.BarCode | User is mapped into Persons if bDepartment = 0 and into Organizations if bDepartment = 1. |

This mapping defines the link between the CIs and their users

The mappings:

- Deletions / SD_Deletions
- Process-end / Events-deletion

aim at propagating the deletion of Employees, Departments, Companies, Groups, Assets and Maintenance Contracts, from AC to SD. Let's consider an example to explain its functioning : if an employee is physically deleted from AC, the corresponding SD Person will have 'Deleted' as Folder and will no longer be synchronized.

# 14 How to perform an integration to a Service Desk 5.1 database

Each scenario used with a Service Desk 5.0 integration is compatible with a Service Desk 5.1 database.

The preparation and configuration steps described in the previous chapters are the same. You will have to perform a post install customization to have the graphical integration work for a Service Desk 5.1 database.

The main difference between an SD 5.0 and an SD 5.1 integration is the following:

◆ The actions do not point to the right object in AC. It points to the first item in the list, and displays the details of this first item.

Because the syntax in SD 5.1 has changed, commands must now end with the € separator.

Before performing any customizations, please read the following section Configuration of cross-launches [page 41].

For each smart action that was imported in SD 5.1, you will have to perform the following customization:

■ For instance, for the smart action "Show CI details in AssetCenter", the parameters are:

```
-d¤OpenTable(amPortfolio)¤amPortfolio.SetSelection(AssetTag='[Search co
de]')
```

■ As there is no separator at the end, only the OpenTable command is executed. When a separator is added to the end, both commands (OpenTable and SetSelection) are executed:

```
-d¤OpenTable(amPortfolio)¤amPortfolio.SetSelection(AssetTag='[Search co
de]')¤
```

# A  Glossary

## AssetCenter

HP OpenView AssetCenter serves as the consolidated asset information hub, providing a complete lifecycle view of the assets. It allows the organizations to manage its assets portfolio and associated fiscal and operational characteristics, in line with business objectives. Sometimes its short name (AC) is used in this documentation.

## Connect-It

Connect-It is an EAI (Enterprise Application Integration) type integration platform. An EAI solution enables a company to integrate the different applications from which it can obtain or to which it can provide internal data (Internal support, equipment management software, etc.) or external data (ERP, B2B, B2C).

## Scenario

A scenario is the Connect-It concept that enables information to be passed between different external applications. It defines the way to propagate the information.

## Service

A service under Windows provides an application that runs as a background task. Connect-It lets the user create and launch a different service for each of his scenarios.

## Service Desk

HP OpenView Service Desk automates IT infrastructure management processes to control the quality and delivery of business critical IT services. Sometimes its short name (SD) is used in this documentation.

## UNSPSC

UNSPSC is the acronym for the United Nations Standard Products and Services Code. UNSPSC is a coding system to classify both products and services for use throughout the global eCommerce marketplace. The UNSPSC was jointly developed by the United Nations Development Program (UNDP) and Dun & Bradstreet Corporation (D&B) in 1998. The current version consists of more than 18000 terms.

Complete information about the UNSPSC is available at http://www.unspsc.org/.