HP Connect-It

Software version: 4.10

HP Service Desk and HP Asset Manager Integration

hp ®

i n v e n t

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1 Introduction

The HP Service Desk and Asset Manager 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 Asset Manager interface or to Asset Manager ones from Service Desk.

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

For a more detailed description of the two products, please refer to the HP Service Desk and/or HP Asset Manager 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.
- Asset Manager 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, Asset Manager 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 Asset Manager 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 Asset Manager.

Then, after an initialization phase that exports existing data from Service Desk to Asset Manager, 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.

- Asset Manager 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

	HP Service Desk	HP Asset Manager
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 Asset Manager data synchronization

Figure 2.1. Service Desk to Asset Manager call flow
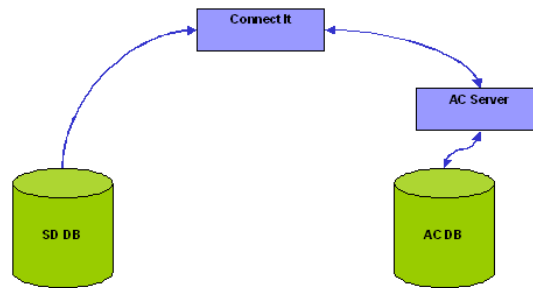
Insert and Update scenario

- Connect-It uses the Hewlett-Packard HP 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

Asset Manager to Service Desk Data synchronization

Figure 2.2. Asset Manager to Service Desk call flow
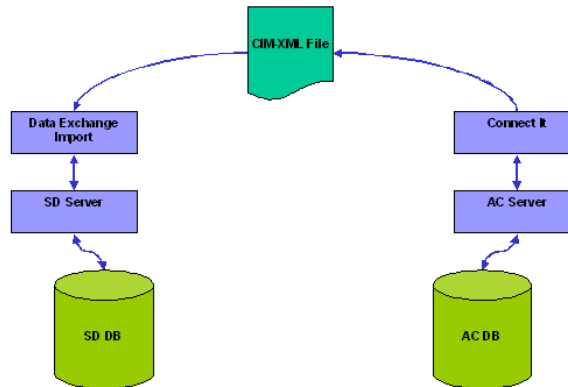
Insert and Update scenario

- A Connect-It scenario regularly detects HP Asset Manager 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 HP Service Desk.
- The Connect-It scenario produces an XML CIM document into a given directory.
- The HP 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 Asset Manager and Service Desk.
- configuration subsets : packages containing configuration files needed for the functioning of SDAC Integration tool. These subsets are :
  - HP Service Desk configuration files

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

    This component contains the files required for the configuration of the Asset Manager 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 Service Desk	4.5 Service Pack 16 or 5.0 Service Pack 1
HP Asset Manager	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 HP 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 Asset Manager 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 HP Asset Manager

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 Asset Manager application. Each one begins with the WF_ prefix.

Each workflow must be imported into Asset Manager 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 Asset Manager 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 Asset Manager and Service Desk Integration must be configured to be able to connect to the Asset Manager 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 Asset Manager 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 Asset Manager
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.
- Asset Manager 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 Asset Manager 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 Asset Manager. 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 Asset Manager 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 Asset Manager 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 Asset Manager 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 Asset Manager 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 Asset Manager 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 :
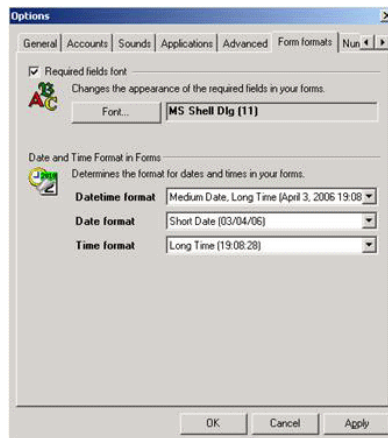
The following screen shot presents the available predefined date and datetime formats through the Connect-It GUI :
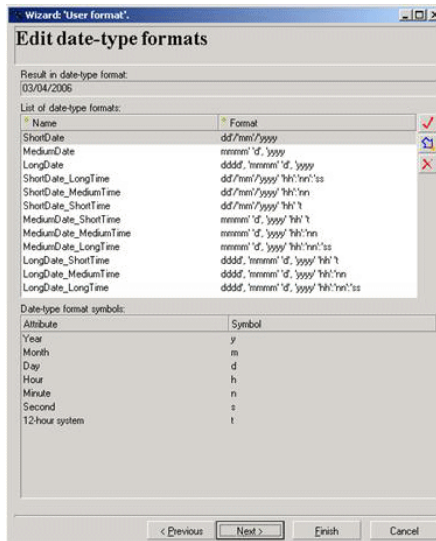
Then just edit the `global.bas` file to customize the concerned functions, that is to say adapt these two following functions with the name of the corresponding predefined date and datetime formats (in red) :
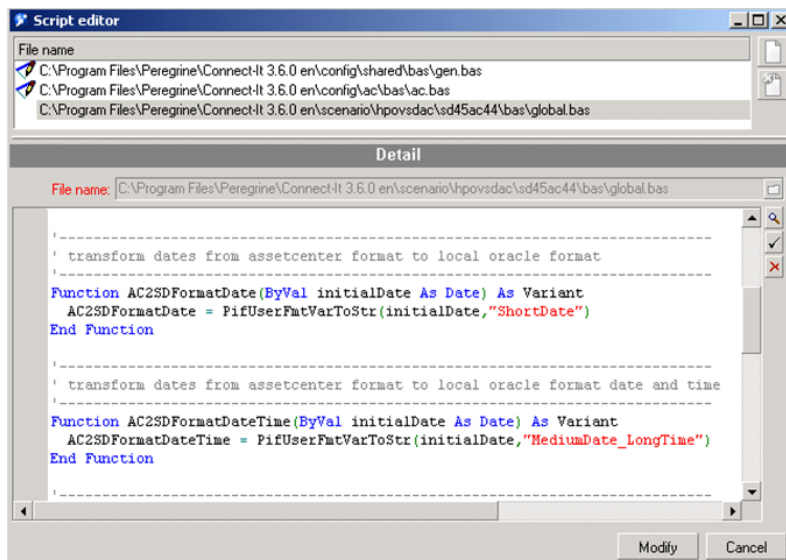
Customizing date conversion

In order to manage correctly the date between Service Desk and Asset Manager, 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.
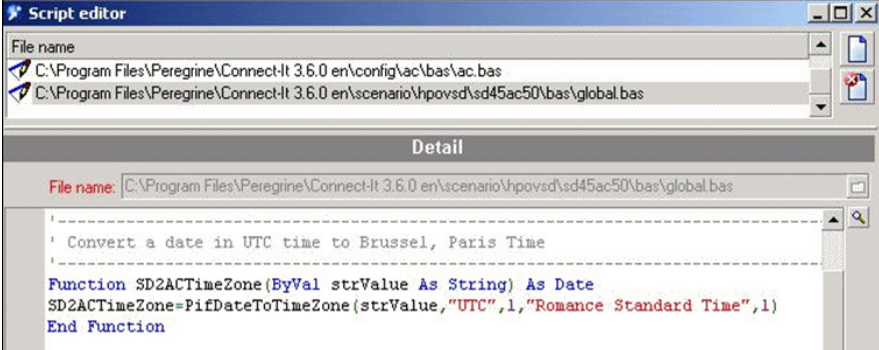
The following steps explains how to adapt the mapping:

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 Asset Manager 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 Asset Manager 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 Asset Manager 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 Asset Manager 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 Asset Manager 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 Asset Manager Model (with Model Ref). They can be also assets created in Asset Manager 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.ModelRef			x		
me	x	x			
Model.Parent.Nature	x	x			

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

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 Asset Manager 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 Asset Manager 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 Asset Manager 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 Asset Manager

Missing categories in Asset Manager 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 / Asset Manager 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 Asset Manager corresponding one.

- `acsd.mpt` is used when getting a value from Asset Manager 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 Asset Manager. 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 Asset Manager 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 Asset Manager. It has a unique entry point.
  - Column 1 is CURRENCY and cannot be modified.
  - Column 2 is the currency symbol as expected by Asset Manager 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 Asset Manager string ones.
  - Column 1 is Service Desk integer values.
  - Column 2 is Asset Manager strings.

- MapTable **WorkgroupStatus**
  - Gives the correspondence between Service Desk string values and Asset Manager integer ones for the mapping of workgroup status.
  - Column 1 is Service Desk values (Active or Inactive)
  - Column 2 is Asset Manager 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 Asset Manager.
  - Column 1 is MAINTENANCE and cannot be modified.

- Column 2 is string value as expected by Asset Manager
- MapTable **ContractStatus**
  - Maps Service Desk available statuses for contracts with Asset Manager expected values
  - Column 1 is Service Desk possible values.
  - Column 2 is Asset Manager corresponding value as integer.
- MapTable **CICategory**
  - Gives mapping between Service Desk CI category and related nature into Asset Manager.
  - Column 1 is Service Desk possible values.
  - Column 2 is Asset Manager code values of corresponding nature.
- MapTable **CompanyQualif1**
  - This map table gives the "Qualif 1" value to be used into Asset Manager when a Service Desk Organization is exported to an Asset Manager 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 Asset Manager.
- MapTable **SD2ACWOGeneral**
  - This map table gives the name of Asset Manager 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 Asset Manager.
- MapTable **FulfillmentGeneral**
  - This map table gives the name of Service Desk changes and work orders categories to use when a work order created in Asset Manager 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 Asset Manager 4.4 (2 columns) to the one concerning Asset Manager 5.0 (3 columns). If this MapTable is migrated from the Integration of Asset Manager 4.4 to the one of Asset Manager 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)

Asset Manager to Service Desk map table formats

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

- MapTable **Gender**
  - Gives the correspondence between Asset Manager string values and Service Desk integer ones
  - Column 1 is Asset Manager 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 Asset Manager to Service Desk CI statuses.
  - Column 1 is Asset Manager integer value.
  - Column 2 is Service Desk related value as string.
- MapTable **ChangeState**
  - Maps Asset Manager Work Order status to Service Desk Change state.
  - Column 1 is Asset Manager 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 Asset Manager available statuses for contracts with Service Desk expect values
  - Column 1 is Asset Manager possible values as integer.
  - Column 2 is Service Desk corresponding value as string.

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

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

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

- MapTable **SD2ACWOGeneral**
  - This map table gives the name of Asset Manager 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 Asset Manager.

- MapTable **FulfillmentGeneral**
  - This map table gives the name of Service Desk changes and work orders categories to use when a work order created in Asset Manager 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 Asset Manager models of work orders and the Service Desk Change classifications for the mapping of the request fulfillments from Asset Manager to Service Desk.
- Column 1 is the name the work order model in Asset Manager.
- Column 2 is the name of the change classification in Service Desk.
- MapTable **Priority**
  - This map table gives the correspondence between the Asset Manager priorities and Service Desk ones. The values of Asset Manager priorities can be changed. This map table is used for the mapping of the request fulfillments from Asset Manager to Service Desk.
  - Column 1 is the priority value as string in Asset Manager.
  - Column 2 is the priority value as integer in Service Desk.
- MapTable **FWOStatus**
  - This map table gives the correspondence between the Asset Manager work order status and the Service Desk change one when a work order created in Asset Manager is exported into Service Desk.
  - Column 1 is the work order status value as integer in Asset Manager.
  - Column 1 is the change status value as integer in Service Desk.
- MapTable **FSWOStatus**
  - This map table gives the correspondence between the Asset Manager sub work order status and the Service Desk work order one when a sub work order created in Asset Manager is exported into Service Desk.
  - Column 1 is the sub work order status value as integer in Asset Manager.
  - 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 Asset Manager 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 Asset Manager MapTables

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

application. If these applications must be redefined, refer to the following screenshots :
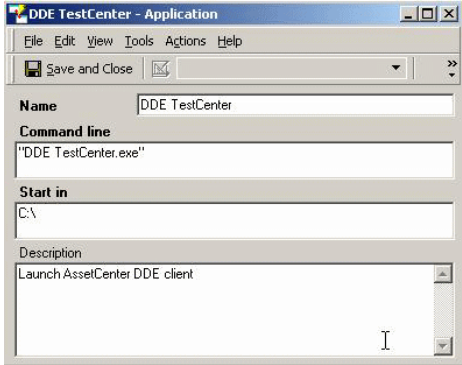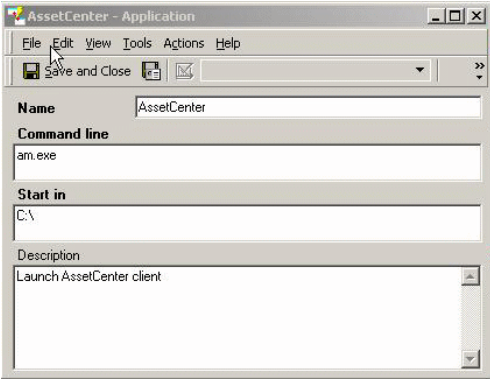
3 then the new cross-launch can be defined. Go to Business Logic/Actions/Smart Actions. Choose the object on which a new cross-launch will be performed. Just fill the different fields as following
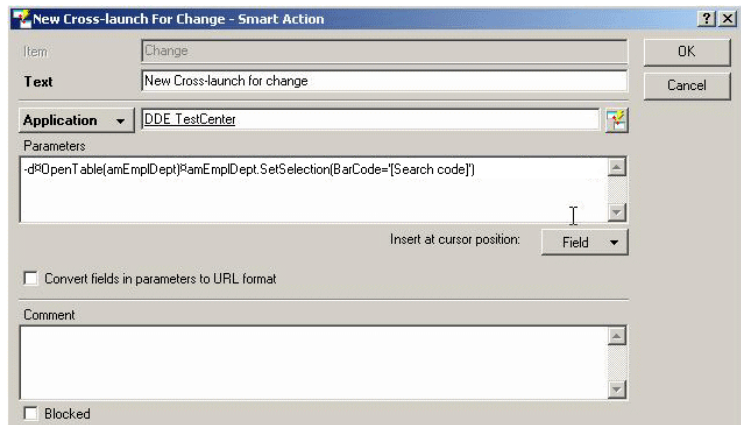
4 choose the application Asset Manager or DDE TestCenter according to the kind of the cross-launch.

5 specify the parameters referring to the Asset Manager Administration document, chapter 15 Using Asset Manager 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 :
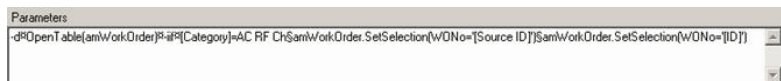
Where the action amWorkOrder.SetSelection(WONo='[Source ID]') is launched if the test [Category]=AC RF Ch is true, otherwise amWorkOrder.SetSelection(WONo='[ID]') action is launched

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

- Asset Manager 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.
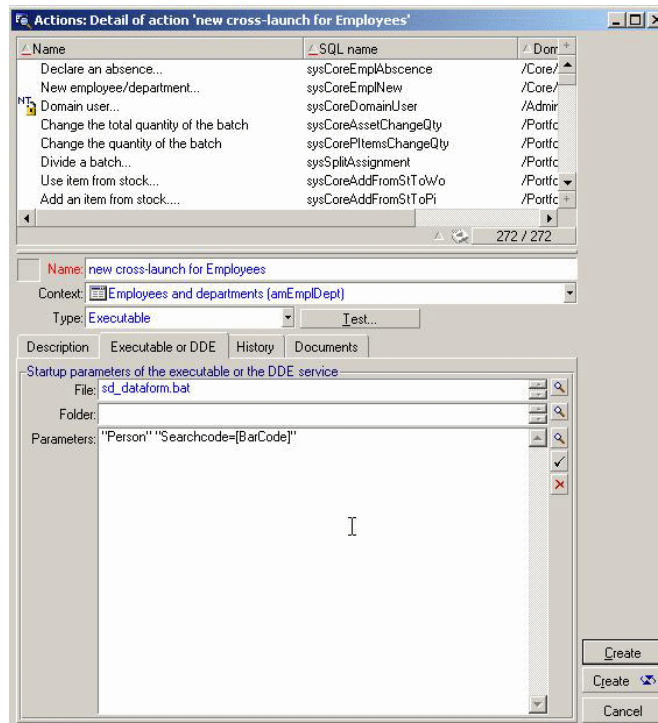
Constraints to be respected

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 Asset Manager, which cannot be duplicated.

Moreover, Asset Manager 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 Asset Manager.

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 Asset Manager.

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 Asset Manager, 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 Asset Manager

Bar Code constraints

Asset Manager 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 Asset Manager 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 Asset Manager 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 Asset Manager, 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 Asset Manager, 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 Asset Manager 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 Asset Manager 4.4 handles only one per category.

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

Address

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

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

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

- Service Desk 5.0 manage the address of the employees as Location entity, so the location of employees is exported to Asset Manager.

Organization and Company/Department

Asset Manager 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 Asset Manager 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 Asset Manager 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 Asset Manager 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: Asset Manager 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 Asset Manager 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 Asset Manager 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 Asset Manager synchronization

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

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

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

Asset Manager 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.

Asset Manager 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 Asset Manager 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 Asset Manager.

- In Asset Manager, 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 Asset Manager 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 Asset Manager 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 Asset Manager 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 Asset Manager 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 Asset Manager, 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

Asset Manager 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 Asset Manager 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 Asset Manager, 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 Asset Manager, 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 Asset Manager 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 Asset Manager.

Table 10.1. 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_TELEPHONES / AC_EMPLOYEES
	■ SD_MAINTENANCE_CONTRACTS / AC_CONTRACTS
	■ SD_CONFIGURATION_ITEMS / AC_ASSETS

Table 10.2. Connector configuration : Service Desk 4.5

Connector name	Produced document types
Service Desk	■ SD_LOCATIONS
	■ SD_PERSONS
	■ SD_DEPARTMENT
	■ SD_TELEPHONES
	■ SD_CI_SUPPLIER
	■ SD_WORKGROUPS
	■ SD_CATEGORY
	■ SD_MAINTENANCE_CONTRACTS
	■ SD_CONFIGURATION_ITEMS

Table 10.3. Connector configuration : AssetCenter 4.4

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

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 Asset Manager
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 Asset Manager
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.

AC fields	SD fields	Comment
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 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 Asset Manager
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. Searchcode	

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 Asset Manager

AC fields	SD fields	Comment
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	
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 Asset Manager
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 Asset Manager.

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_SUBWORKORDERS - SD_WORKORDERS / AC_SUBWORKORDERS2 - SD_WORKORDERS / AC_SUBWORKORDERS3 - SD_INCIDENTS / AC_RECONC_PROPOSAL

Table 10.13. Connector configuration : Service Desk 4.5

Connector name	Produced document types
Service Desk	- SD_CONFIGURATION_ITEMS - SD_CHANGES - SD_WORKORDERS - SD_INCIDENTS

Table 10.14. Connector configuration : AssetCenter 4.4

Connector name	Consumed document types
Asset Management	▪ AC_ASSETS
	▪ AC_WORKORDERS
	▪ AC_WORKORDERS2
	▪ AC_SUBWORKORDERS
	▪ AC_SUBWORKORDERS2
	▪ AC_SUBWORKORDERS3
	▪ AC_RECONC_PROPOSAL

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 Asset Manager
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.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	

AC fields	SD fields	Comment
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 Asset Manager
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\pc-statn.bmp	Chosen icon among these provided in Asset Manager
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	

AC fields	SD fields	Comment
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
Expected Resol	Deadline	
Type	0	always 'internal maintenance' type
Title	Description	
Problem	Description	
Icon	images\img16x16\occas.bmp	Chosen icon among these provided in Asset Manager
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 Asset Manager 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-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 ▪ 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 : AssetCenter 4.4

Connector name	Produced document types	Consumed document types
Asset Management	■ Deletions ■ Locations ■ WorkGroups ■ Departments ■ Company ■ Employees ■ Contracts ■ Asset ■ Workorders ■ Reconciliation Proposal ■ Employees-Groups	◆ Process-end / Events-deletion

Table 10.23. Connector configuration : Service Desk 4.5

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_Employees - SD_Employees-phone - SD_Employees-address - SD_Employees-group - SD_Employees-fax - SD_Employees-mobilephone - SD_Employees-homephone - SD_Companies - SD_Companies-phone - SD_Companies-fax - SD_Contracts - SD_CIs-users - SD_CIs-parents - SD_CIs - SD_Changes - SD_Workorders - SD_Workorders_Cis - SD_Incidents - SD_Employee-Group

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	
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	

SD fields	AC fields	Comment
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 Asset Manager

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	

SD fields	AC fields	Comment
Warranty date	Maint.Expiration	
Location.Searchcode	Portfolio.Location.BarCode	
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	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

SD fields	AC fields	Comment
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.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	
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 Asset Manager 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 Asset Manager.

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_PERSONS - 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_CONTRACTS - SD_CONFIGURATION_ITEMS - SD_CIPERSONS - SD_CI_ORGS - SD_COUNTRIES

Table 11.3. Connector configuration : AssetCenter 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_PERSONS - 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	
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.

AC fields	SD fields	Comment
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 Asset Manager
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	
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.

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 Asset Manager
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 by
Company.Name	Organization.Name1	the contract, it is created 'on
Company.Qualif1	Organization.Category	the fly' as Company into Asset
Company.Comment	Organization.Remark	Manager
Company.EMail	Organization.PrimaryE-Mail-Address	
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.
Serial #	Serial Number	
External ID	Name2	
Comment	Remark	
Icon	'images\img16x16\pc-statn.bmp'	Chosen icon among these provided in Asset Manager
Acquis.Purchase date	Purchase date	
Acquis.Purchas Price	Price	
Acquis.Procurement.Supplier.BarCode	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 or Name1 + Search-Code	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+ Search-Code	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 Asset Manager
Portfolio.Parent.AssetTag	ParentCI.Searchcode	
Portfolio.Parent.Model.Name	ParentCI.Name1	
Portfolio.Parent.Model.bIn-vent	0	Determines if BarCode is mandatory or not.
Portfolio.Parent.Mod-el.Nature.Code	ParentCI.Category	Association defined in a map table
Portfolio.User.BarCode	Person	
Network.IP Address	IP Address	

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

AC fields	SD fields	Comment
AssetTag	Searchcode	

AC fields	SD fields	Comment
PortFolioItem.Supervisor.Bar-Code	Roles.Persons.Searchcode or Roles.Organizations.Search-code	Supervisor is mapped on CI Person if Role of Person is "Owner" else on CI Organiza-tion 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 Asset Manager.

Table 11.14. Information about the views

View Name	Associated Mappings
Global	■ SD_CONFIGURATION_ITEMS / AC_AS-SETS ■ SD_CI_ORGS / AC_ASSETS_SUPER-VISOR_ORGS ■ SD_CIPERSONS / AC_ASSETS_SUPER-VISOR_PERSONS ■ SD_CHANGES / AC_WORKORDERS ■ SD_CHANGES / AC_WORKORDERS2 ■ SD_CHANGES / AC_WORKORDERS0 ■ SD_WORKORDERS / AC_SUB-WORKORDERS ■ SD_WORKORDERS / AC_SUB-WORKORDERS2 ■ SD_WORKORDERS / AC_SUB-WORKORDERS3 ■ SD_INCIDENTS / AC_RECONC_PROPOS-AL

Table 11.15. Connector configuration : Service Desk 4.5

Connector name	Produced document types
Service Desk	▪ SD_CONFIGURATION_ITEMS ▪ SD_CI_ORGS ▪ SD_CIPERSONS ▪ SD_CHANGES ▪ SD_CHANGES0 ▪ SD_WORKORDERS ▪ SD_INCIDENTS

Table 11.16. Connector configuration : AssetCenter 4.4

Connector name	Consumed document types
Asset Management	▪ AC_ASSETS ▪ AC_ASSETS_SUPERVISOR_ORGS ▪ AC_ASSETS_SUPERVISOR_PERSONS ▪ AC_WORKORDERS ▪ AC_WORKORDERS0 ▪ AC_WORKORDERS2 ▪ AC_SUBWORKORDERS ▪ AC_SUBWORKORDERS2 ▪ AC_SUBWORKORDERS3 ▪ AC_RECONC_PROPOSAL

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	

AC fields	SD fields	Comment
External ID	Name2	
Comment	Remark	
Icon	images\img16x16\pc-statn.bmp	Chosen icon among these provided in Asset Manager
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.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	

AC fields	SD fields	Comment
Portfolio.Icon	images\img16x16\occas.bmp	Chosen icon among these provided in Asset Manager
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	
PortFolioItem.Supervisor.Bar-Code	Roles.Persons.Searchcode or Roles.Organizations.Search-code	Supervisor is mapped on CI Person if Role of Person is "Owner" else on CI Organiza-tion 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 Asset Manager
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	

AC fields	SD fields	Comment
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 Asset Manager
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

AC fields	SD fields	Comment
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 Asset Manager 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 : AssetCenter 4.4

Connector name	Produced document types	Consumed document types
Asset Management	■ Deletions ■ Locations ■ WorkGroups ■ Departments ■ Company ■ Employees ■ Contracts ■ Asset ■ PortFolioItem ■ Workorders ■ Reconciliation Proposal ■ Employees-Groups ■ Countries	◆ Process-end / Events-deletion

Table 11.26. 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_Employees ■ SD_Employees-phone ■ SD_Employees-address ■ SD_Employees-group ■ SD_Employees-fax ■ SD_Employees-mobilephone ■ SD_Employees-homephone ■ SD_Companies ■ SD_Companies-phone ■ SD_Companies-fax ■ SD_Contracts ■ SD_CIs ■ SD_CIs-users ■ SD_CIs-parents ■ SD_CIs-supervisors_person ■ SD_CIs-supervisors_organization ■ SD_CIs_portfolios ■ SD_Changes ■ SD_Workorders ■ SD_Workorders_Cis ■ SD_Incidents ■ SD_Employee-Group ■ SD_Employees-email ■ SD_Departments-emails ■ SD_Departments-locations ■ SD_Companies-emails ■ SD_Companies-locations ■ 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.
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	

SD fields	
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 Asset Manager

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	

SC fields	AC fields	Comment
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	
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 Asset Manager 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 Asset Manager.

Table 12.1. 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_SD_CI_CATEGORY / AC_ASSETS_SD_CI_CATEGORY
	■ SD_CONFIGURATION_ITEMS_NO_CI_CATEGORY / AC_ASSETS_NO_CI_CATEGORY
	■ SD_CONFIGURATION_ITEMS_RELATED / AC_ASSET_RELATED
	■ SD_CONFIGURATION_ITEMS_USERS / AC_ASSET_USERS
	■ SD_CONFIGURATION_ITEMS_USERS / AC_ASSET_ORGS

Table 12.2. Connector configuration : Service Desk 4.5

Connector name	Produced document types
Service Desk	■ SD_LOCATIONS
	■ SD_PERSONS
	■ SD_DEPARTMENT
	■ SD_TELEPHONES
	■ SD_CI_SUPPLIER
	■ SD_WORKGROUPS
	■ SD_CATEGORY
	■ SD_MAINTENANCE_CONTRACTS
	■ SD_CONFIGURATION_ITEMS_SD_CI_CATEGORY
	■ SD_CONFIGURATION_ITEMS_NO_CI_CATEGORY
	■ SD_CONFIGURATION_ITEMS_RELATED
	■ SD_CONFIGURATION_ITEMS_USERS

Table 12.3. Connector configuration : AssetCenter 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_CATEGORY
	▪ AC_ASSETS_NO_CI_CATEGORY
	▪ 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 Asset Manager
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	

AC fields	SD fields	Comment
Fax	Fax	
EMail	Primary E-Mail Address	
Icon	images\img16x16\service.bmp	Chosen icon among these provided in Asset Manager
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	
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
Company.Name	Organization.Name1	the contract, it is created 'on
Company.Qualif1	Organization.Category	the fly' as Company into Asset
Company.Comment	Organization.Remark	Manager
Company.EMail	Organization.E-Mail	
Company.URL	Organization.Web page	
Company.Mainsite.BarCode	Organization.Location. Searchcode	

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 Asset Manager
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

AC fields	SD fields	Comment
Model.Name	Name1 or Name1 + Search-Code	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 UNSPCS 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.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 Asset Manager
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	
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 Asset Manager
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 Asset Manager.

Table 12.14. Information about the views

View Name	Associated Mappings
Global	- SD_CONFIGURA-TION_ITEMS_SD_CI_CATEGORY / AC_ASSETS_SD_CI_CATEGORY - SD_CONFIGURA-TION_ITEMS_AC_CI_CATEGORY / AC_ASSETS_AC_CI_CATEGORY - SD_CONFIGURA-TION_ITEMS_NO_CI_CATEGORY / AC_ASSETS_NO_CI_CATEGORY - SD_CONFIGURATION_ITEMS_RE-LATED / 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_SUB-WORKORDERS - SD_WORKORDERS / AC_SUB-WORKORDERS2 - SD_WORKORDERS / AC_SUB-WORKORDERS3 - SD_INCIDENTS / AC_RECONC_PROPOS-AL

Table 12.15. Connector configuration : Service Desk 4.5

Connector name	Produced document types
Service Desk	- SD_CONFIGURA-TION_ITEMS_SD_CI_CATEGORY - SD_CONFIGURA-TION_ITEMS_AC_CI_CATEGORY - SD_CONFIGURA-TION_ITEMS_NO_CI_CATEGORY - SD_CONFIGURATION_ITEMS_RE-LATED - SD_CONFIGURATION_ITEMS_USERS - SD_CHANGES - SD_CHANGES0 - SD_WORKORDERS - SD_INCIDENTS

Table 12.16. Connector configuration : AssetCenter 5.0

Connector name	Consumed document types
Asset Management	- AC_ASSET_RELATED - AC_ASSETS_SD_CI_CATEGORY - AC_ASSETS_AC_CI_CATEGORY - AC_ASSETS_NO_CI_CATEGORY - 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 sub-workorders 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 Asset Manager
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.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	

AC fields	SD fields	Comment
Portfolio.Icon	images\img16x16\occas.bmp	Chosen icon among these provided in Asset Manager
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	
Portfolio.Business Services.Ressource	Searchcode	
Portfolio.Business Services.Client	Related CI.CI_ To.Searchcode	
Portfolio.Business Services.Relationship 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 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	

AC fields	SD fields	Comment
Portfolio. User/Users.Icon	images\img16x16\ser-vice.bmp	Chosen icon among these provided in Asset Manager
Portfolio. User/Users.Par-ent.Name	Parent.Name1	
Portfolio. User/Users.Par-ent.BarCode	Parent.Searchcode	
Portfolio. User/Users.Super-visor.BarCode	Manager.Searchcode	
Portfolio. User/Users.Loca-tion.BarCode	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, otherwise it's the ID
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 Asset Manager
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 Asset Manager
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**

AC fields	SD fields	Comment
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 Asset Manager 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 : AssetCenter 5.0

Connector name	Produced document types	Consumed document types
Asset Management	▪ Deletions ▪ Locations ▪ WorkGroups ▪ Departments ▪ Company ▪ Employees ▪ Contracts ▪ Asset ▪ PortFolios ▪ RelPortfUsers ▪ ClientRessource ▪ Workorders ▪ Reconciliation Proposal	◆ Process-end / Events-dele-tion

Table 12.27. 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_Employees - SD_Employees-phone - SD_Employees-address - SD_Employees-group - SD_Employees-fax - SD_Employees-mobilephone - SD_Employees-homephone - SD_Companies - SD_Companies-phone - SD_Companies-fax - SD_Contracts - SD_CIs-users-person - SD_CIs-users-org - SD_Portfolios-parents - SD_CIs_portfolios - SD_CIs - SD_CIs-relateds - SD_Changes - SD_Workorders - SD_Workorders_Cis - SD_Incidents - SD_Employee-Group

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	

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 12.37. 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 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 Asset Manager

Table 12.43. Mapping: Assets -> CIs

SD fields	AC fields	Comment
Searchcode	AssetTag	
Name1	Model.Name	
Serial Number	Serial #	
Name2	External ID	

SD fields	AC fields	Comment
Price	Acquis.Purchas Price	
Category	Model.Parent.Name	Special mapping for UNSPCS 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	
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

SD fields	AC fields	Comment
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: ▪ Code ▪ Path ▪ New Value ▪ Previous Value ▪ 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 Asset Manager 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 Asset Manager.

Table 13.1. 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_SD_CI_CATEGORY / AC_ASSETS_SD_CI_CATEGORY
	■ SD_CONFIGURATION_ITEMS_NO_CI_CATEGORY / AC_ASSETS_NO_CI_CATEGORY
	■ SD_COUNTRIES / AC_COUNTRIES
	■ 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 13.2. Connector configuration : Service Desk 5.0

Connector name	Produced document types
Service Desk	- SD_LOCATIONS - SD_PERSONS - SD_WORKGROUPS - SD_DEPARTMENT - SD_CI_SUPPLIER - SD_CATEGORY - SD_MAINTENANCE_CONTRACTS - SD_CONFIGURA-TION_ITEMS_SD_CI_CATEGORY - SD_CONFIGURA-TION_ITEMS_NO_CI_CATEGORY - SD_COUNTRIES - SD_CI_ORGS - SD_CIPERSONS - SD_CONFIGURATION_ITEMS_RE-LATED - SD_CONFIGURATION_ITEMS_USERS

Table 13.3. Connector configuration : AssetCenter 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_CATEGORY - AC_ASSETS_NO_CI_CATEGORY - 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	
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 Asset Manager
Parent.Name	Organization.Name1	the parent of an employee is a department
Parent.BarCode	Organization.Searchcode	the parent of an employee is a department

AC fields	SD fields	Comment
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.
Comment	Remark	
Telephone	Business Phone	
Fax	Fax	
EMail	Primary E-Mail Address	
Icon	images\img16x16\service.bmp	Chosen icon among these provided in Asset Manager
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
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

AC fields	SD fields	Comment
Company.Code	Organization.Searchcode	If a company is referenced by
Company.Name	Organization.Name1	the contract, it is created 'on
Company.Qualif1	Organization.Category	the fly' as Company into Asset
Company.Comment	Organization.Remark	Manager
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 Asset Manager
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 + Search-Code	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.
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 UNSPCS 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.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 Asset Manager
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	
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. Resource.AssetTag	Searchcode	
Portfolio.ResourceOfs.Client.AssetTag	Related CI.CI_ To.Searchcode	Association defined in a map table.
Portfolio.ResourceOfs.CR-Type.bResourceUnicity	0	Determines if one or more resources are allowed by client (Relation type).
Portfolio.ResourceOfs.CR-Type.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.
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	

AC fields	SD fields	Comments
Portfolio. User/Users.Icon	images\img16x16\service.bmp	Chosen icon among these provided in Asset Manager
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 Asset Manager.

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	- SD_CONFIGURA-TION_ITEMS_SD_CI_CATEGORY - SD_CONFIGURA-TION_ITEMS_AC_CI_CATEGORY - SD_CONFIGURA-TION_ITEMS_NO_CI_CATEGORY - SD_CHANGES - SD_CHANGES0 - SD_WORKORDERS - SD_INCIDENTS - SD_CI_ORGS - SD_CIPERSONS - SD_CONFIGURATION_ITEMS_RE-LATED - SD_CONFIGURATION_ITEMS_USERS

Table 13.18. Connector configuration : AssetCenter 5.0

Connector name	Consumed document types
Asset Management	- AC_ASSETS_SD_CI_CATEGORY - AC_ASSETS_AC_CI_CATEGORY - AC_ASSETS_NO_CI_CATEGORY - AC_ASSET_ORGS - AC_ASSET_RELATED - AC_ASSETS_SUPERVISOR_ORGS - AC_ASSETS_SUPERVISOR_PERSONS - AC_ASSET_USERS - AC_WORKORDERS - AC_WORKORDERS0 - AC_SUBWORKORDERS - AC_SUBWORKORDERS0 - AC_SUBWORKORDERS3 - AC_RECONC_PROPOSAL

Table 13.19. ORDER BY clauses by Document type

Document type	WHERE clause	Comment
SD_WORKORDERS	Status	In order to closed the sub-workorders 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 Asset Manager
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 Asset Manager
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 maintenance' type
Title	Description	
Problem	Description	
Icon	images\img16x16\pc-statn.bmp	Chosen icon among these provided in Asset Manager
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 created 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	

AC fields	SD fields	Comment
Field2	OID	Use this attribute to manage cross-Launches on work orders.
Type	0	always 'internal maintenance' type
Title	Description	
Problem	Description	
Icon	images\img16x16\occas.bmp	Chosen icon among these provided in Asset Manager
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**

AC fields	SD fields	Comment
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	
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.

AssetTag	Searchcode	
Portfolio. User/Users.bDepart-ment	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.Com-ment	Remark	
Portfolio. User/Users.Tele-phone	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 Asset Manager
Portfolio. User/Users.Par-ent.Name	Parent.Name1	
Portfolio. User/Users.Par-ent.BarCode	Parent.Searchcode	
Portfolio. User/Users.Super-visor.BarCode	Manager.Searchcode	
Portfolio. User/Users.Loca-tion.BarCode	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 Asset Manager 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 : AssetCenter 5.0

Connector name	Produced document types	Consumed document types
Asset Management	■ Deletions ■ Locations ■ WorkGroups ■ Departments ■ Company ■ Employees ■ Contracts ■ Asset ■ PortFolios ■ Workorders ■ Reconciliation Proposal ■ Countries ■ Employee-Groups ■ ClientRessource ■ PortfolioUsers	◆ Process-end / Events-dele-tion

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	
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 UNSPCS categories.
Remark	Comment	
Purchase date	Acquis.Purchase date	
Warranty date	Maint.Expiration	

SD fields	AC fields	Comment
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 13.42. 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	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.Searchcode	Company.Code	If a company is referenced by the contract, it is created 'on the fly' as Company into Asset Manager

Table 13.44. Mapping: Companies -> Organizations

SD fields	AC fields	Comment
Searchcode	Code	
Email	Email	

SD fields	AC fields	Comment
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.Coun- try.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: ■ Code ■ Path ■ New Value ■ Previous Value ■ 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	

SD fields	AC fields	Comment
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	

SD fields	AC fields	Comment
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

Asset Manager

HP Asset Manager 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 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/.