

Global Process Tables

The tables described below are used by several modules in the system to manage approvals and tasks, to provide a service catalogue used by the different request types, and to track time spent on requests or tasks.

[Tasks](#) may be incorporated into other tables as well. In the out-of-the-box configuration they are linked to Service Requests, Projects, Assets, Support Cases, Change Requests, and External Users.

Services define the service catalogue that is used by Service Requests, Change Requests, and Purchase Requests.

Time Entries are incorporated into several of the default tables, including Service Requests, Problems, Change Requests, Incidents, Tasks, and Projects.

Approvals can be incorporated into other process tables. Out-of-the-box examples of approvals are found within Contracts and Change Requests.

- [Approval Management](#)
- [Task Management](#)
- [Service Catalog – Services Table](#)