

Configuration Item Management

This section contains information about the setup of Configuration Items and all of their relationships and related tables. The primary tables for configuration management are described here.

| Table name | Description |
|--------------------------|--|
| Configuration Items | This is the main table holding a record for each trackable configuration item. It has relationships to the request tables, the Knowledge Management tables and to tables that provide the CI Subtypes, Catalog Items, CI Relationships, and so on. See Configuration Items for more information. |
| Catalog Items | This table holds records for standard models or services that may be used in multiple individual configuration items. It is used to provide consistent descriptions and model information content within a configuration item. It is possible to eliminate this table if you do not wish to maintain this information outside of individual configuration items. See Catalog Items for more information. |
| CI Subtypes | This table holds a record for each configuration item subtype. Each record is linked to a particular CI Type. The subtypes are categories that are pulled into the other tables, such as Catalog Items and Configuration Items, for consistency. See CI Subtypes for details. |
| CI Change Log | This is an optional function that requires an Enterprise Edition license. It tracks changes to specific fields for configuration items and creates log entries for each change showing the previous and new values. It is disabled by default, as some actions are required before the script will work. See Using the CI Change Log for more details. |
| Items Requested | This table holds a record for each item that is requested by a customer or staff member to be purchased or pulled from in stock items. These records are created as part of creating a service request that involves equipment or service purchase. The Items Requested are shown within such Service Requests and the records are processed by purchasing or the configuration management team. See Items Requested for more information. |
| CI Relationships | This table defines the relationships between CI's, so that they may be displayed in diagrams to make the dependencies of components clear. Any CI may be related to one or more other CI's in a specified kind of relationship, and all such relationships can be displayed in a diagram format. See CI Relationships for more information. |
| Relationship Types | This table holds pairs of records for each relationship type that may be used to characterize the relationship between configuration items, such as Impacts/is Impacted by or Uses/Is used by. It is used within the CI Relationships table to create mirrored pairs of relationship records when a single record is created. See Relationship Types Table for more information. |
| Baselines | The Baselines table allows a configuration baseline to be created for a CI and stored for future reference or to be used to roll back unsuccessful changes. Baselines are related to individual configuration items. See Baselines for more information. |
| Definitive Media Library | The records in this table are used to store information about the physical or electronic location of copies of the code for software applications. See Definitive Media Library for more details. |