Business service

A customer-facing or employee-facing service that delivers business value.

https://docs.qintoravacloud.com/ci-classes/business_service/

Class policy

Class key

`business_service`

Parent class

base_ci

Family and category

service · service

CSDM domain

`service_consumption`

Principal class

Yes

HAM / SAM policy

— / —

Identification fields

`title`

Operational statuses

`in_maintenance`, `proposed`, `ready`, `operational`, `degraded`, `partially_operational`, `non_operational`, `disaster_recovery_standby`, `retired`

Lifecycle statuses

Class fields

`technologyType`, `number`, `cmdbClass`, `csdmDomain`, `ciStatus`, `title`, `description`, `ownerId`, `managedById`, `assignmentGroupId`, `approvalGroupId`, `companyId`, `locationId`, `dcAccountId`, `createdAt`, `updatedAt`, `businessProcessOwnerId`, `criticality`, `environment`, `departmentId`, `costCenterId`, `discoveryManaged`, `discoverySourceId`, `ireRuleId`, `lastDiscovered`, `serviceOffering`, `serviceOwnerId`, `serviceTier`, `availabilityTarget`, `recoveryTimeObjective`, `recoveryPointObjective`, `supportHours`

Parent required

No

Allowed parent classes

See the CI form and relationship policy

Create or reconcile a CI

In CMDB, select the class, fill its identity fields, then verify the record's class, source and relationships after save or ingestion. For a possible duplicate, compare the source identity and

class identifiers before changing the reconciliation rule. See Model and reconcile configuration items.