# Technical service

A technology-facing service that enables application and business services.

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

## Class policy

**Class key**
`technical_service`

**Parent class**
base_ci

**Family and category**
service · service

**CSDM domain**
`service_delivery`

**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.