Technical service offering

A defined level or scope of a technical service.

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

Class policy

Class key

`technical_service_offering`

Parent class

technical_service

Family and category

service · service

CSDM domain

`service_delivery`

Principal class

No

HAM / SAM policy

— / —

Identification fields

`title`, `serviceOffering`

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.