



OTOB ITSMChangeManagement Guide

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Rother OSS GmbH

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CHAPTER 1

Description

The OTOBO::ITSM Change Management package.

2.1 Framework

OTOBO 11.0.x

2.2 Packages

ITSMCore 11.0.1

2.3 Third-party software

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3.1 Setup

3.2 Configuration Reference

3.2.1 Core::Cache

ITSMChange::CacheTTL

Cache time in minutes for the change management. Default: 5 days (7200 minutes).

ITSMChange::ToolBar::CacheTTL

Cache time in minutes for the change management toolbars. Default: 3 hours (180 minutes).

3.2.2 Core::DB::Mirror

ITSMChange::ChangeSearch::MirrorDB

Defines if the change search and the workorder search functions could use the mirror DB.

3.2.3 Core::DynamicFields::ObjectTypeRegistration

DynamicFields::ObjectType###ITSMChange

DynamicField object registration.

DynamicFields::ObjectType###ITSMWorkOrder

DynamicField object registration.

3.2.4 Core::Event::DynamicField

DynamicField::EventModulePost###100-UpdateITSMChangeConditions

DynamicField event module to handle the update of conditions if dynamic fields are added, updated or deleted.

3.2.5 Core::Event::ITSMChange

ITSMChange::EventModule###01-HistoryAdd

ITSM event module that updates the history of changes.

ITSMChange::EventModule###02-Notification

ITSM event module that sends notifications.

ITSMChange::EventModule###03-Condition

ITSM event module that matches conditions and executes actions.

ITSMChange::EventModule###80-ToolBarChangeManagerCacheDelete

ITSM event module that deletes the cache for a toolbar.

ITSMChange::EventModule###81-ToolBarMyChangesCacheDelete

ITSM event module that deletes the cache for a toolbar.

ITSMChange::EventModule###82-ToolBarMyCABCacheDelete

ITSM event module that deletes the cache for a toolbar.

ITSMChange::EventModule###90-ConditionDelete

ITSM event module that cleans up conditions.

ITSMChange::EventModule###91-HistoryDelete

ITSM event module that deletes the history of changes.

ITSMChangeManagementNotification::EventModule###01-HistoryAdd

ITSM event module that updates the history of changes.

ITSMChange::EventModule###1000-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured Webservice.

3.2.6 Core::Event::ITSMChangeCronjob

ITSMChangeCronjob::EventModule###01-HistoryAdd

ITSM event module that updates the history of changes.

ITSMChangeCronjob::EventModule###02-Notification

ITSM event module that sends notifications.

ITSMChangeCronjob::EventModule###03-Condition

ITSM event module that matches conditions and executes actions.

3.2.7 Core::Event::ITSMCondition

ITSMCondition::EventModule###01-HistoryAdd

ITSM event module that updates the history of conditions.

ITSMCondition::EventModule###02-Notification

ITSM event module that sends notifications.

3.2.8 Core::Event::ITSMWorkOrder

ITSMWorkOrder::EventModule###01-WorkOrderNumberCalc

ITSM event module to recalculate the workorder numbers.

ITSMWorkOrder::EventModule###02-WorkOrderActualTimesSet

ITSM event module to set the actual start and end times of workorders.

ITSMWorkOrder::EventModule###03-HistoryAdd

ITSM event module that updates the history of workorders.

ITSMWorkOrder::EventModule###04-Notification

ITSM event module that sends notifications.

ITSMWorkOrder::EventModule###05-Condition

ITSM event module that matches conditions and executes actions.

ITSMWorkOrder::EventModule###80-ToolBarMyWorkOrdersCacheDelete

ITSM event module that deletes the cache for a toolbar.

ITSMWorkOrder::EventModule###1000-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured Webservice.

3.2.9 Core::ITSMChange

ITSMChange::AddChangeLinkTicketTypes

Types of tickets, where in the ticket zoom view a link to add a change will be displayed.

ITSMChange::RestrictTicketTypes::Groups

Only users of these groups have the permission to use the ticket types as defined in “ITSM-Change::AddChangeLinkTicketTypes” if the feature “Ticket::Acl::Module###200-Ticket::Acl::Module” is enabled.

ITSMChange::Hook

The identifier for a change, e.g. Change#, MyChange#. The default is Change#.

ITSMChange::StateLock::AllowEndStates

Defines if reachable (as defined by the state machine) change end states should be allowed if a change is in a locked state.

ITSMChange::State::Signal

Defines the signals for each ITSM change state.

ITSMChange::Category::Default

Defines the default value for the category of a change.

ITSMChange::Impact::Default

Defines the default value for the impact of a change.

ITSMChange::Permission###06-AddWorkOrderCheck

Module to check if WorkOrderAdd or WorkOrderAddFromTemplate should be permitted.

ITSMChange::Permission###10-ChangeManagerCheck

Module to check the change manager.

ITSMChange::Permission###20-ChangeBuilderCheck

Module to check the change builder.

ITSMChange::Permission###30-ChangeAgentCheck

Module to check the agent.

ITSMChange::Permission###40-CABCheck

Module to check the CAB members.

ITSMChange::NumberGenerator

Selects the change number generator module. “AutoIncrement” increments the change number, the SystemID and the counter are used with SystemID.counter format (e.g. 100118, 100119). With “Date”, the change numbers will be generated by the current date and a counter; this format looks like Year.Month.Day.counter, e.g. 2010062400001, 2010062400002. With “DateChecksum”, the counter will be appended as checksum to the string of date plus the SystemID. The checksum will be rotated on a daily basis. This format looks like Year.Month.Day.SystemID.Counter.CheckSum, e.g. 2010062410000017, 2010062410000026.

ITSMChange::NumberGenerator::MinCounterSize

Sets the minimal change counter size (if “AutoIncrement” was selected as ITSMChange::NumberGenerator). Default is 5, this means the counter starts from 10000.

ITSMChange::NumberGenerator::AutoIncrement::MinCounterSize

Sets the minimal change counter size (if “AutoIncrement” was selected as ITSMChange::NumberGenerator). Default is 5, this means the counter starts from 10000.

ITSMChange::NumberGenerator::Date::UseFormattedCounter

Enables the minimal change counter size (if “Date” was selected as ITSMChange::NumberGenerator).

3.2.10 Core::ITSMCondition::Action::ITSMChange

ITSMChange::Mapping::Action::Object::Attribute

Defines the object attributes that are selectable for change objects in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###ChangeStateID

Defines the operators that are selectable for the attribute ChangeStateID in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###ChangeTitle

Defines the operators that are selectable for the attribute ChangeTitle in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###CategoryID

Defines the operators that are selectable for the attribute CategoryID in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###ImpactID

Defines the operators that are selectable for the attribute ImpactID in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###PriorityID

Defines the operators that are selectable for the attribute PriorityID in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###ChangeManagerID

Defines the operators that are selectable for the attribute ChangeManagerID in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###ChangeBuilderID

Defines the operators that are selectable for the attribute ChangeBuilderID in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###RequestedTime

Defines the operators that are selectable for the attribute RequestedTime in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###PlannedStartTime

Defines the operators that are selectable for the attribute PlannedStartTime in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###PlannedEndTime

Defines the operators that are selectable for the attribute PlannedEndTime in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###ActualStartTime

Defines the operators that are selectable for the attribute ActualStartTime in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###ActualEndTime

Defines the operators that are selectable for the attribute ActualEndTime in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###PlannedEffort

Defines the operators that are selectable for the attribute PlannedEffort in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###AccountedTime

Defines the operators that are selectable for the attribute AccountedTime in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Action::Attribute::Operator###DynamicField

Defines the operators that are selectable for the attribute DynamicField in the change condition edit screen of the agent interface.

3.2.11 Core::ITSMCondition::Action::ITSMWorkOrder

ITSMWorkOrder::Mapping::Action::Object::Attribute

Defines the object attributes that are selectable for workorder objects in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Action::Attribute::Operator###WorkOrderNumber

Defines the operators that are selectable for the attribute WorkOrderNumber in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Action::Attribute::Operator###WorkOrderStateID

Defines the operators that are selectable for the attribute WorkOrderStateID in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Action::Attribute::Operator###WorkOrderTypeID

Defines the operators that are selectable for the attribute WorkOrderTypeID in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Action::Attribute::Operator###WorkOrderTitle

Defines the operators that are selectable for the attribute WorkOrderTitle in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Action::Attribute::Operator###WorkOrderAgentID

Defines the operators that are selectable for the attribute WorkOrderAgentID in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Action::Attribute::Operator###PlannedStartTime

Defines the operators that are selectable for the attribute PlannedStartTime in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Action::Attribute::Operator###PlannedEndTime

Defines the operators that are selectable for the attribute PlannedEndTime in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Action::Attribute::Operator###ActualStartTime

Defines the operators that are selectable for the attribute ActualStartTime in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Action::Attribute::Operator###ActualEndTime

Defines the operators that are selectable for the attribute ActualEndTime in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Action::Attribute::Operator###PlannedEffort

Defines the operators that are selectable for the attribute PlannedEffort in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Action::Attribute::Operator###AccountedTime

Defines the operators that are selectable for the attribute AccountedTime in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Action::Attribute::Operator###DynamicField

Defines the operators that are selectable for the attribute DynamicField in the change condition edit screen of the agent interface.

3.2.12 Core::ITSMCondition::Expression::ITSMChange

ITSMChange::Mapping::Expression::Object::Attribute

Defines the object attributes that are selectable for change objects in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###ChangeStateID

Defines the operators that are selectable for the attribute ChangeStateID in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###ChangeTitle

Defines the operators that are selectable for the attribute ChangeTitle in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###CategoryID

Defines the operators that are selectable for the attribute CategoryID in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###ImpactID

Defines the operators that are selectable for the attribute ImpactID in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###PriorityID

Defines the operators that are selectable for the attribute PriorityID in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###ChangeManagerID

Defines the operators that are selectable for the attribute ChangeManagerID in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###ChangeBuilderID

Defines the operators that are selectable for the attribute ChangeBuilderID in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###RequestedTime

Defines the operators that are selectable for the attribute RequestedTime in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###PlannedStartTime

Defines the operators that are selectable for the attribute PlannedStartTime in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###PlannedEndTime

Defines the operators that are selectable for the attribute PlannedEndTime in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###ActualStartTime

Defines the operators that are selectable for the attribute ActualStartTime in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###ActualEndTime

Defines the operators that are selectable for the attribute ActualEndTime in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###PlannedEffort

Defines the operators that are selectable for the attribute PlannedEffort in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###AccountedTime

Defines the operators that are selectable for the attribute AccountedTime in the change condition edit screen of the agent interface.

ITSMChange::Mapping::Expression::Attribute::Operator###DynamicField

Defines the operators that are selectable for the attribute DynamicField in the change condition edit screen of the agent interface.

3.2.13 Core::ITSMCondition::Expression::ITSMWorkOrder

ITSMWorkOrder::Mapping::Expression::Object::Attribute

Defines the object attributes that are selectable for workorder objects in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Expression::Attribute::Operator###WorkOrderNumber

Defines the operators that are selectable for the attribute WorkOrderNumber in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Expression::Attribute::Operator###WorkOrderStateID

Defines the operators that are selectable for the attribute WorkOrderStateID in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Expression::Attribute::Operator###WorkOrderTypeID

Defines the operators that are selectable for the attribute WorkOrderTypeID in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Expression::Attribute::Operator###WorkOrderTitle

Defines the operators that are selectable for the attribute WorkOrderTitle in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Expression::Attribute::Operator###WorkOrderAgentID

Defines the operators that are selectable for the attribute WorkOrderAgentID in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Expression::Attribute::Operator###PlannedStartTime

Defines the operators that are selectable for the attribute PlannedStartTime in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Expression::Attribute::Operator###PlannedEndTime

Defines the operators that are selectable for the attribute PlannedEndTime in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Expression::Attribute::Operator###ActualStartTime

Defines the operators that are selectable for the attribute ActualStartTime in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Expression::Attribute::Operator###ActualEndTime

Defines the operators that are selectable for the attribute ActualEndTime in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Expression::Attribute::Operator###PlannedEffort

Defines the operators that are selectable for the attribute PlannedEffort in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Expression::Attribute::Operator###AccountedTime

Defines the operators that are selectable for the attribute AccountedTime in the change condition edit screen of the agent interface.

ITSMWorkOrder::Mapping::Expression::Attribute::Operator###DynamicField

Defines the operators that are selectable for the attribute DynamicField in the change condition edit screen of the agent interface.

3.2.14 Core::ITSMCondition::ITSMChange

ITSMChange::Attribute::CompareValue::FieldType

Defines the field type of CompareValue fields for change attributes used in the change condition edit screen of the agent interface. Valid values are Selection, Text and Date. If a type is not defined, the field will not be shown.

3.2.15 Core::ITSMCondition::ITSMWorkOrder

ITSMWorkOrder::Attribute::CompareValue::FieldType

Defines the field type of CompareValue fields for workorder attributes used in the change condition edit screen of the agent interface. Valid values are Selection, Text and Date. If a type is not defined, the field will not be shown.

3.2.16 Core::ITSMStateMachine

ITSMStateMachine::Object###Change

Sets up the state machine for changes.

ITSMStateMachine::Object###WorkOrder

Sets up the state machine for workorders.

3.2.17 Core::ITSMWorkOrder

ITSMWorkOrder::Hook

The identifier for a workorder, e.g. Workorder#, MyWorkorder#. The default is Workorder#.

ITSMWorkOrder::StateLock::AllowEndStates

Defines if reachable (as defined by the state machine) workorder end states should be allowed if a workorder is in a locked state.

ITSMWorkOrder::State::Signal

Define the signals for each workorder state.

ITSMWorkOrder::Type::Default

Default type for a workorder. This entry must exist in general catalog class 'ITSM::ChangeManagement::WorkOrder::Type'.

ITSMWorkOrder::ActualStartTimeSet::States

A list of workorder states, at which the ActualStartTime of a workorder will be set if it was empty at this point.

ITSMWorkOrder::TakePermission::List

A list of the agents who have permission to take workorders. Key is a login name. Content is 0 or 1.

ITSMWorkOrder::TimePeriod

Defines the period (in years), in which start and end times can be selected.

ITSMWorkOrder::Permission###10-ChangeManagerCheck

Module to check the change manager.

ITSMWorkOrder::Permission###20-ChangeBuilderCheck

Module to check the change builder.

ITSMWorkOrder::Permission###30-WorkOrderAgentCheck

Module to check the workorder agent.

ITSMWorkOrder::Permission###40-CABCheck

Module to check the CAB members.

ITSMWorkOrder::TakePermission###10-EmptyAgent

Module to check whether no workorder agent is set.

ITSMWorkOrder::TakePermission###20-ListAgent

Module to check whether the agent is contained in the configured list.

3.2.18 Core::Notifications

ITSMChange::SendNotifications

Defines whether notifications should be sent.

ITSMChange::TimeReachedNotifications###Frequency

Configures how often the notifications are sent when planned the start time or other time values have been reached/passed.

ITSMChange::TimeReachedNotifications###Hours

If frequency is 'regularly', you can configure how often the notifications are sent (every X hours).

3.2.19 Core::Stats

Stats::DynamicObjectRegistration###ITSMChangeManagement

Determines if the common stats module may generate stats about changes.

Stats::DynamicObjectRegistration###ITSMChangeManagementHistory

Determines if the common stats module may generate stats about changes regarding change state updates within a timeperiod.

Stats::DynamicObjectRegistration###ITSMChangeManagementChangesIncidents

Determines if the common stats module may generate stats about changes regarding the relation between changes and incident tickets.

Stats::DynamicObjectRegistration###ITSMChangeManagementRfcRequester

Determines if the common stats module may generate stats about the number of Rfc tickets a requester created.

Stats::DynamicObjectRegistration###ITSMChangeManagementChangesPerCIClasses

Determines if the common stats module may generate stats about changes done for config item classes.

3.2.20 Core::Ticket::ACL

Ticket::Acl::Module###200-Ticket::Acl::Module

This ACL module restricts the usage of the ticket types that are defined in the sysconfig option 'ITSMChange::AddChangeLinkTicketTypes', to users of the groups as defined in "ITSM-Change::RestrictTicketTypes::Groups". As this ACL could collide with other ACLs which are also related to the ticket type, this sysconfig option is disabled by default and should only be activated if needed.

3.2.21 Daemon::SchedulerCronTaskManager::Task

Daemon::SchedulerCronTaskManager::Task###ITSMChangesCheck

Run task to check if specific times have been reached in changes and workorders.

3.2.22 Frontend::Admin

Events###ITSMChange

List of all change events to be displayed in the GUI.

Events###ITSMWorkOrder

List of all workorder events to be displayed in the GUI.

3.2.23 Frontend::Admin::ModuleRegistration

Frontend::Module###AdminITSMChangeNotification

Frontend module registration for the agent interface.

Frontend::Module###AdminITSMChangeCIPAllocate

Frontend module registration for the agent interface.

Frontend::Module###AdminITSMStateMachine

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeCABTemplate

Frontend module registration for the agent interface.

3.2.24 Frontend::Admin::ModuleRegistration::AdminOverview

Frontend::NavigationModule###AdminITSMChangeCIPAllocate

Admin area navigation for the agent interface.

Frontend::NavigationModule###AdminITSMChangeNotification

Admin area navigation for the agent interface.

Frontend::NavigationModule###AdminITSMStateMachine

Admin area navigation for the agent interface.

3.2.25 Frontend::Admin::ModuleRegistration::Loader

Loader::Module::AdminITSMChangeNotification###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AdminITSMChangeCIPAllocate###003-ITSMChangeManagement

Loader module registration for the agent interface.

3.2.26 Frontend::Admin::ModuleRegistration::MainMenu

Frontend::Navigation###AdminITSMChangeCIPAllocate###003-ITSMChangeManagement

Main menu item registration.

Frontend::Navigation###AdminITSMChangeNotification###003-ITSMChangeManagement

Main menu item registration.

Frontend::Navigation###AdminITSMStateMachine###003-ITSMChangeManagement

Main menu item registration.

3.2.27 Frontend::Admin::View::ITSMChangeNotification

ITSMChange::Frontend::AdminITSMChangeNotification###RichText

Uses richtext for viewing and editing ticket notification.

ITSMChange::Frontend::AdminITSMChangeNotification###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

ITSMChange::Frontend::AdminITSMChangeNotification###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

3.2.28 Frontend::Agent::ITSMChange::MenuModule

ITSMChange::Frontend::MenuModule###000-Back

Shows a link in the menu to go back in the change zoom view of the agent interface.

ITSMChange::Frontend::MenuModule###010-History

Shows a link in the menu to access the history of a change in the its zoom view of the agent interface.

ITSMChange::Frontend::MenuModule###020-Print

Shows a link in the menu to print a change in the its zoom view of the agent interface.

ITSMChange::Frontend::MenuModule###030-Edit

Shows a link in the menu to edit a change in the its zoom view of the agent interface.

ITSMChange::Frontend::MenuModule###040-InvolvedPersons

Shows a link in the menu to show the involved persons in a change, in the zoom view of the change in the agent interface.

ITSMChange::Frontend::MenuModule###050-WorkOrderAdd

Shows a link in the menu to add a workorder in the change zoom view of the agent interface.

ITSMChange::Frontend::MenuModule###055-WorkOrderAddFromTemplate

Shows a link in the menu to add a workorder in the change zoom view of the agent interface.

ITSMChange::Frontend::MenuModule###060-Conditions

Shows a link in the menu to access the conditions of a change in the its zoom view of the agent interface.

ITSMChange::Frontend::MenuModule###070-Link

Shows a link in the menu that allows linking a change with another object in the change zoom view of the agent interface.

ITSMChange::Frontend::MenuModule###080-MoveTimeSlot

Shows a link in the menu that allows moving the time slot of a change in its zoom view of the agent interface.

ITSMChange::Frontend::MenuModule###090-Template

Shows a link in the menu that allows defining a change as a template in the zoom view of the change, in the agent interface.

ITSMChange::Frontend::MenuModule###100-ChangeDelete

Shows a link in the menu to delete a change in its zoom view of the agent interface.

ITSMChange::Frontend::MenuModule###110-ChangeReset

Shows a link in the menu to reset a change and its workorders in its zoom view of the agent interface.

3.2.29 Frontend::Agent::ITSMChangeOverview

ITSMChange::Frontend::Overview###Small

Defines an overview module to show the small view of a change list.

3.2.30 Frontend::Agent::ITSMTemplateOverview

ITSMChange::Frontend::TemplateOverview###Small

Defines an overview module to show the small view of a template list.

3.2.31 Frontend::Agent::ITSMWorkOrder::MenuModule

ITSMWorkOrder::Frontend::MenuModule###000-Back

Shows a link in the menu to go back in the workorder zoom view of the agent interface.

ITSMWorkOrder::Frontend::MenuModule###010-History

Shows a link in the menu to access the history of a workorder in the its zoom view of the agent interface.

ITSMWorkOrder::Frontend::MenuModule###020-Print

Shows a link in the menu to print a workorder in the its zoom view of the agent interface.

ITSMWorkOrder::Frontend::MenuModule###030-Edit

Shows a link in the menu to edit a workorder in the its zoom view of the agent interface.

ITSMWorkOrder::Frontend::MenuModule###035-Take

Shows a link in the menu that allows taking a workorder in the its zoom view of the agent interface.

ITSMWorkOrder::Frontend::MenuModule###040-WorkOrderAgent

Shows a link in the menu that allows changing the workorder agent, in the zoom view of the workorder of the agent interface.

ITSMWorkOrder::Frontend::MenuModule###050-Report

Shows a link in the menu that allows editing the report of a workorder, in the zoom view of the workorder of the agent interface.

ITSMWorkOrder::Frontend::MenuModule###060-Link

Shows a link in the menu that allows linking a workorder with another object in the zoom view of the workorder of the agent interface.

ITSMWorkOrder::Frontend::MenuModule###080-Template

Shows a link in the menu that allows defining a workorder as a template in the zoom view of the workorder, in the agent interface.

ITSMWorkOrder::Frontend::MenuModule###090-WorkOrderDelete

Shows a link in the menu to delete a workorder in its zoom view of the agent interface.

3.2.32 Frontend::Agent::LinkObject

LinkObject::ComplexTable::SettingsVisibility###ITSMChangeManagement

Define Actions where a settings button is available in the linked objects widget (LinkObject::ViewMode = "complex"). Please note that these Actions must have registered the following JS and CSS files: Core.AllocationList.css, Core.UI.AllocationList.js, Core.UI.Table.Sort.js, Core.Agent.TableFilters.js and Core.Agent.LinkObject.js.

LinkObject::ComplexTable###ITSMChange

Define which columns are shown in the linked Changes widget (LinkObject::ViewMode = “complex”). Note: Only Change attributes are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

LinkObject::ComplexTable###ITSMWorkOrder

Define which columns are shown in the linked Workorder widget (LinkObject::ViewMode = “complex”). Note: Only Workorder attributes are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

3.2.33 Frontend::Agent::ModuleRegistration

Frontend::Module###AgentITSMCABMemberSearch

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChange

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeAdd

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeAddFromTemplate

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeCondition

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeConditionEdit

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeEdit

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeDelete

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeHistory

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeHistoryZoom

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeInvolvedPersons

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeManager

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeMyCAB

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeMyChanges

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeMyWorkOrders

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangePIR

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangePrint

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangePSA

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeReset

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeSchedule

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeSearch

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeTemplate

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeTimeSlot

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMChangeZoom

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMTemplateDelete

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMTemplateEdit

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMTemplateEditCAB

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMTemplateEditContent

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMTemplateOverview

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMUserSearch

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMWorkOrderAdd

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMWorkOrderAddFromTemplate

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMWorkOrderAgent

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMWorkOrderDelete

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMWorkOrderEdit

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMWorkOrderHistory

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMWorkOrderHistoryZoom

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMWorkOrderReport

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMWorkOrderTake

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMWorkOrderTemplate

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMWorkOrderZoom

Frontend module registration for the agent interface.

3.2.34 Frontend::Agent::ModuleRegistration::Loader

Loader::Module::AgentITSMChange###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangeAdd###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangeCondition###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangeConditionEdit###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangeEdit###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangeHistory###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangeInvolvedPersons###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangeManager###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangeMyCAB###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangeMyChanges###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangeMyWorkOrders###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangePIR###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangePSA###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangeSearch###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangeTimeSlot###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMChangeZoom###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMTemplateEditCAB###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMTemplateOverview###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMWorkOrderHistory###003-ITSMChangeManagement

Loader module registration for the agent interface.

Loader::Module::AgentITSMWorkOrderZoom###003-ITSMChangeManagement

Loader module registration for the agent interface.

3.2.35 Frontend::Agent::ModuleRegistration::MainMenu

Frontend::Navigation###AgentITSMChange###003-ITSMChangeManagement

Main menu item registration.

Frontend::Navigation###AgentITSMChangeAdd###003-ITSMChangeManagement

Main menu item registration.

Frontend::Navigation###AgentITSMChangeAddFromTemplate###003-ITSMChangeManagement

Main menu item registration.

Frontend::Navigation###AgentITSMChangeManager###003-ITSMChangeManagement

Main menu item registration.

Frontend::Navigation###AgentITSMChangeMyCAB###003-ITSMChangeManagement

Main menu item registration.

Frontend::Navigation###AgentITSMChangeMyChanges###003-ITSMChangeManagement

Main menu item registration.

Frontend::Navigation###AgentITSMChangeMyWorkOrders###003-ITSMChangeManagement

Main menu item registration.

Frontend::Navigation###AgentITSMChangePIR###003-ITSMChangeManagement

Main menu item registration.

Frontend::Navigation###AgentITSMChangePSA###003-ITSMChangeManagement

Main menu item registration.

Frontend::Navigation###AgentITSMChangeSchedule###003-ITSMChangeManagement

Main menu item registration.

Frontend::Navigation###AgentITSMChangeSearch###003-ITSMChangeManagement

Main menu item registration.

Frontend::Navigation###AgentITSMTemplateOverview###003-ITSMChangeManagement

Main menu item registration.

3.2.36 Frontend::Agent::ModuleRegistration::MainMenu::Search

Frontend::Search###Change

Change search backend router of the agent interface.

Frontend::Search::JavaScript###Change

JavaScript function for the search frontend.

3.2.37 Frontend::Agent::ToolBar

Frontend::ToolBarModule###101-ITSMChangeManagement::ChangeManager

Agent interface notification module to see the number of changes managed by the user.

Frontend::ToolBarModule###102-ITSMChangeManagement::MyChanges

Agent interface notification module to see the number of changes.

Frontend::ToolBarModule###103-ITSMChangeManagement::MyWorkOrders

Agent interface notification module to see the number of workorders.

Frontend::ToolBarModule###104-ITSMChangeManagement::MyCAB

Agent interface notification module to see the number of change advisory boards.

3.2.38 Frontend::Agent::View::ITSMChangeAdd

ITSMChange::Frontend::AgentITSMChangeAdd###Permission

Required privileges to create changes.

ITSMChange::Frontend::AgentITSMChangeAdd###RequestedTime

Defines if the requested date should be set by customer.

ITSMChange::Frontend::AgentITSMChangeAdd###DynamicField

Dynamic fields shown in the change add screen of the agent interface.

3.2.39 Frontend::Agent::View::ITSMChangeAddFromTemplate

ITSMChange::Frontend::AgentITSMChangeAddFromTemplate###Permission

Required privileges to create changes from templates.

3.2.40 Frontend::Agent::View::ITSMChangeCABTemplate

ITSMChange::Frontend::AgentITSMChangeCABTemplate###Permission

Required privileges to create a template from a changes' CAB.

3.2.41 Frontend::Agent::View::ITSMChangeCondition

ITSMChange::Frontend::AgentITSMChangeCondition###Permission

Required privileges to view the conditions of changes.

3.2.42 Frontend::Agent::View::ITSMChangeConditionEdit

ITSMChange::Frontend::AgentITSMChangeConditionEdit###Permission

Required privileges to edit the conditions of changes.

3.2.43 Frontend::Agent::View::ITSMChangeDelete

ITSMChange::Frontend::AgentITSMChangeDelete###Permission

Required privileges to delete changes.

ITSMChange::Frontend::AgentITSMChangeDelete###ChangeStates

Defines the change states that will be allowed to delete.

3.2.44 Frontend::Agent::View::ITSMChangeEdit

ITSMChange::Frontend::AgentITSMChangeEdit###Permission

Required privileges to edit changes.

ITSMChange::Frontend::AgentITSMChangeEdit###RequestedTime

Defines if the requested date should be set by customer.

ITSMChange::Frontend::AgentITSMChangeEdit###ChangeState

Defines if the change state can be set in the change edit screen of the agent interface.

ITSMChange::Frontend::AgentITSMChangeEdit###DynamicField

Dynamic fields shown in the change edit screen of the agent interface.

3.2.45 Frontend::Agent::View::ITSMChangeHistory

ITSMChange::Frontend::HistoryOrder

Shows the change history (reverse ordered) in the agent interface.

ITSMChange::Frontend::AgentITSMChangeHistory###Permission

Required privileges to view the history of a change.

3.2.46 Frontend::Agent::View::ITSMChangeHistoryZoom

ITSMChange::Frontend::AgentITSMChangeHistoryZoom###Permission

Required privileges to view the history zoom of a change.

3.2.47 Frontend::Agent::View::ITSMChangeInvolvedPersons

ITSMChange::Frontend::AgentITSMChangeInvolvedPersons###Permission

Required privileges to edit the involved persons of a change.

3.2.48 Frontend::Agent::View::ITSMChangeManagerOverview

ITSMChange::Frontend::AgentITSMChangeManager###Filter::ChangeStates

Defines the change states that will be used as filters in the change manager overview.

ITSMChange::Frontend::AgentITSMChangeManager###Order::Default

Defines the default sort order in the change manager overview.

ITSMChange::Frontend::AgentITSMChangeManager###Permission

Required privileges to view list of changes where the user is the change manager.

ITSMChange::Frontend::AgentITSMChangeManager###ShowColumns

Defines the shown columns in the change manager overview. This option has no effect on the position of the column.

ITSMChange::Frontend::AgentITSMChangeManager###SortBy::Default

Defines the default sort criteria in the change manager overview.

3.2.49 Frontend::Agent::View::ITSMChangeMyCABOverview

ITSMChange::Frontend::AgentITSMChangeMyCAB###Filter::ChangeStates

Defines the change states that will be used as filters in the MyCAB overview.

ITSMChange::Frontend::AgentITSMChangeMyCAB###Order::Default

Defines the default sort order in the MyCAB overview.

ITSMChange::Frontend::AgentITSMChangeMyCAB###Permission

Required privileges to view list of changes where the user is a CAB member.

ITSMChange::Frontend::AgentITSMChangeMyCAB###ShowColumns

Defines the shown columns in the MyCAB overview. This option has no effect on the position of the column.

ITSMChange::Frontend::AgentITSMChangeMyCAB###SortBy::Default

Defines the default sort criteria of the changes in the MyCAB overview.

3.2.50 Frontend::Agent::View::ITSMChangeMyChangesOverview

ITSMChange::Frontend::AgentITSMChangeMyChanges###Filter::ChangeStates

Defines the change states that will be used as filters in the MyChanges overview.

ITSMChange::Frontend::AgentITSMChangeMyChanges###Order::Default

Defines the default sort order in the MyChanges overview.

ITSMChange::Frontend::AgentITSMChangeMyChanges###Permission

Required privileges to view the list of own changes.

ITSMChange::Frontend::AgentITSMChangeMyChanges###ShowColumns

Defines the shown columns in the MyChanges overview. This option has no effect on the position of the column.

ITSMChange::Frontend::AgentITSMChangeMyChanges###SortBy::Default

Defines the default sort criteria of the changes in the MyChanges overview.

3.2.51 Frontend::Agent::View::ITSMChangeMyWorkOrdersOverview

ITSMChange::Frontend::AgentITSMChangeMyWorkOrders###Filter::WorkOrderStates

Defines the workorder states that will be used as filters in the MyWorkorders overview.

ITSMChange::Frontend::AgentITSMChangeMyWorkOrders###Order::Default

Defines the default sort order in the MyWorkorders overview.

ITSMChange::Frontend::AgentITSMChangeMyWorkOrders###Permission

Required privileges to view the list of own workorders.

ITSMChange::Frontend::AgentITSMChangeMyWorkOrders###ShowColumns

Defines the shown columns in the MyWorkorders overview. This option has no effect on the position of the column.

ITSMChange::Frontend::AgentITSMChangeMyWorkOrders###SortBy::Default

Defines the default sort criteria of the changes in the MyWorkorders overview.

3.2.52 Frontend::Agent::View::ITSMChangeOverview

ITSMChange::Frontend::AgentITSMChange###Filter::ChangeStates

Defines the change states that will be used as filters in the change overview.

ITSMChange::Frontend::AgentITSMChange###Order::Default

Defines the default sort order in the change overview.

ITSMChange::Frontend::AgentITSMChange###Permission

Required privileges to access the overview of all changes.

ITSMChange::Frontend::AgentITSMChange###ShowColumns

Defines the shown columns in the change overview. This option has no effect on the position of the column.

ITSMChange::Frontend::AgentITSMChange###SortBy::Default

Defines the default sort criteria in the change overview.

3.2.53 Frontend::Agent::View::ITSMChangePIROverview

ITSMChange::Frontend::AgentITSMChangePIR###Filter::WorkOrderStates

Defines the workorder states that will be used as filters in the PIR overview.

ITSMChange::Frontend::AgentITSMChangePIR###Order::Default

Defines the default sort order in the PIR overview.

ITSMChange::Frontend::AgentITSMChangePIR###Permission

Required privileges to view the list of changes with an upcoming PIR (Post Implementation Review).

ITSMChange::Frontend::AgentITSMChangePIR###ShowColumns

Defines the shown columns in the PIR overview. This option has no effect on the position of the column.

ITSMChange::Frontend::AgentITSMChangePIR###SortBy::Default

Defines the default sort criteria of the changes in the PIR overview.

ITSMChange::Frontend::AgentITSMChangePIR###WorkOrderTypes

Defines the workorder types that will be used to show the PIR overview.

3.2.54 Frontend::Agent::View::ITSMChangePSAOverview

ITSMChange::Frontend::AgentITSMChangePSA###Filter::ChangeStates

Defines the change states that will be used as filters in the Change PSA overview.

ITSMChange::Frontend::AgentITSMChangePSA###Order::Default

Defines the default sort order in the change PSA overview.

ITSMChange::Frontend::AgentITSMChangePSA###Permission

Required privileges to view the list of change PSA.

ITSMChange::Frontend::AgentITSMChangePSA###ShowColumns

Defines the shown columns in the Change PSA overview. This option has no effect on the position of the column.

ITSMChange::Frontend::AgentITSMChangePSA###SortBy::Default

Defines the default sort criteria in the change PSA overview.

3.2.55 Frontend::Agent::View::ITSMChangePrint

ITSMChange::Frontend::AgentITSMChangePrint###AccountedTime

Defines if it will be possible to print the accounted time.

ITSMChange::Frontend::AgentITSMChangePrint###Permission

Required privileges to print a change.

ITSMChange::Frontend::AgentITSMChangePrint###PlannedEffort

Defines if it will be possible to print the planned effort.

ITSMChange::Frontend::AgentITSMChangePrint###RequestedTime

Defines if the requested date should be print by customer.

ITSMChange::Frontend::AgentITSMChangePrint###DynamicField

Dynamic fields (for changes and workorders) shown in the change print screen of the agent interface.

3.2.56 Frontend::Agent::View::ITSMChangeReset

ITSMChange::Frontend::AgentITSMChangeReset###Permission

Required privileges to reset changes.

3.2.57 Frontend::Agent::View::ITSMChangeScheduleOverview

ITSMChange::Frontend::AgentITSMChangeSchedule###Filter::ChangeStates

Defines the change states that will be used as filters in the Change Schedule overview.

ITSMChange::Frontend::AgentITSMChangeSchedule###Order::Default

Defines the default sort order in the change schedule overview.

ITSMChange::Frontend::AgentITSMChangeSchedule###Permission

Required privileges to view the list of Change Schedule.

ITSMChange::Frontend::AgentITSMChangeSchedule###ShowColumns

Defines the shown columns in the Change Schedule overview. This option has no effect on the position of the column.

ITSMChange::Frontend::AgentITSMChangeSchedule###SortBy::Default

Defines the default sort criteria in the change schedule overview.

3.2.58 Frontend::Agent::View::ITSMChangeSearch

ITSMChange::Frontend::AgentITSMChangeSearch###RequestedTime

Defines if the requested date should be searched by customer.

ITSMChange::Frontend::AgentITSMChangeSearch###DynamicField

Dynamic fields shown in the change search screen of the agent interface.

ITSMChange::Frontend::AgentITSMChangeSearch###ShowColumns

Defines the shown columns in the change search. This option has no effect on the position of the column.

ITSMChange::Frontend::AgentITSMChangeSearch###SearchCSVData

Data used to export the search result in CSV format.

3.2.59 Frontend::Agent::View::ITSMChangeTemplate

ITSMChange::Frontend::AgentITSMChangeTemplate###Permission

Required privileges to create a template from a change.

3.2.60 Frontend::Agent::View::ITSMChangeTemplateDelete

ITSMChange::Frontend::AgentITSMTemplateDelete###Permission

Required privileges to delete a template.

3.2.61 Frontend::Agent::View::ITSMChangeTemplateEdit

ITSMChange::Frontend::AgentITSMTemplateEdit###Permission

Required privileges to edit a template.

3.2.62 Frontend::Agent::View::ITSMChangeTemplateEditCAB

ITSMChange::Frontend::AgentITSMTemplateEditCAB###Permission

Required privileges to edit the content of a template.

3.2.63 Frontend::Agent::View::ITSMChangeTemplateEditContent

ITSMChange::Frontend::AgentITSMTemplateEditContent###Permission

Required privileges to edit the content of a template.

ITSMChange::Frontend::AgentITSMTemplateEditContent###DefaultChangeTitle

Defines the default change title for a dummy change which is needed to edit a workorder template.

3.2.64 Frontend::Agent::View::ITSMChangeTemplateOverview

ITSMChange::Frontend::AgentITSMTemplateOverview###Filter::TemplateTypes

Defines the template types that will be used as filters in the template overview.

ITSMChange::Frontend::AgentITSMTemplateOverview###Order::Default

Defines the default sort order in the template overview.

ITSMChange::Frontend::AgentITSMTemplateOverview###Permission

Required privileges to view overview over all templates.

ITSMChange::Frontend::AgentITSMTemplateOverview###ShowColumns

Defines the shown columns in the template overview. This option has no effect on the position of the column.

ITSMChange::Frontend::AgentITSMTemplateOverview###SortBy::Default

Defines the default sort criteria of the changes in the template overview.

3.2.65 Frontend::Agent::View::ITSMChangeTimeSlot

ITSMChange::Frontend::AgentITSMChangeTimeSlot###Permission

Required privileges to move changes in time.

3.2.66 Frontend::Agent::View::ITSMChangeZoom

ITSMChange::Frontend::AgentITSMChangeZoom###AccountedTime

Defines if the accounted time should be shown.

ITSMChange::Frontend::AgentITSMChangeZoom###Permission

Required privileges to view changes.

ITSMChange::Frontend::AgentITSMChangeZoom###PlannedEffort

Defines if the planned effort should be shown.

ITSMChange::Frontend::AgentITSMChangeZoom###RequestedTime

Defines if the requested date should be shown by customer.

ITSMChange::Frontend::AgentITSMChangeZoom###WorkOrderState

Defines if the workorder state should be shown.

ITSMChange::Frontend::AgentITSMChangeZoom###WorkOrderTitle

Defines if the workorder title should be shown.

ITSMChange::Frontend::AgentITSMChangeZoom###WorkOrderGraph

Defines shown graph attributes.

ITSMChange::Frontend::AgentITSMChangeZoom###Tooltip::WorkOrderAttributes

Defines the shown attributes of a workorder in the tooltip of the workorder graph in the change zoom. To show workorder dynamic fields in the tooltip, they must be specified like DynamicField_WorkOrderFieldName1, DynamicField_WorkOrderFieldName2, etc.

ITSMChange::Frontend::AgentITSMChangeZoom###DynamicField

Dynamic fields shown in the change zoom screen of the agent interface.

ITSMChange::Frontend::AgentHTMLFieldHeightDefault

Set the default height (in pixels) of inline HTML fields in the change zoom screen and workorder zoom screen of the agent interface.

ITSMChange::Frontend::AgentHTMLFieldHeightMax

Set the maximum height (in pixels) of inline HTML fields in the change zoom screen and workorder zoom screen of the agent interface.

3.2.67 Frontend::Agent::View::ITSMWorkOrderAdd

ITSMChange::Frontend::AgentITSMWorkOrderAdd###DynamicField

Dynamic fields shown in the workorder add screen of the agent interface.

ITSMChange::Frontend::AgentITSMWorkOrderAdd###Permission

Required privileges to add a workorder.

ITSMChange::Frontend::AgentITSMWorkOrderAdd###PlannedEffort

Defines if the planned effort should be shown.

3.2.68 Frontend::Agent::View::ITSMWorkOrderAddFromTemplate

ITSMChange::Frontend::AgentITSMWorkOrderAddFromTemplate###Permission

Required privileges to add a workorder.

3.2.69 Frontend::Agent::View::ITSMWorkOrderAgent

ITSMWorkOrder::Frontend::AgentITSMWorkOrderAgent###Permission

Required privileges to change the workorder agent.

ITSMWorkOrder::Frontend::AgentITSMWorkOrderTake###Permission

Required privileges in order for an agent to take a workorder.

3.2.70 Frontend::Agent::View::ITSMWorkOrderDelete

ITSMWorkOrder::Frontend::AgentITSMWorkOrderDelete###Permission

Required privileges to delete a workorder.

3.2.71 Frontend::Agent::View::ITSMWorkOrderEdit

ITSMWorkOrder::Frontend::AgentITSMWorkOrderEdit###DynamicField

Dynamic fields shown in the workorder edit screen of the agent interface.

ITSMWorkOrder::Frontend::AgentITSMWorkOrderEdit###Permission

Required privileges to edit a workorder.

ITSMWorkOrder::Frontend::AgentITSMWorkOrderEdit###PlannedEffort

Defines if the planned effort should be shown.

ITSMWorkOrder::Frontend::AgentITSMWorkOrderEdit###MoveFollowingWorkOrders

Shows a checkbox in the workorder edit screen of the agent interface that defines if the the following workorders should also be moved if a workorder is modified and the planned end time has changed.

3.2.72 Frontend::Agent::View::ITSMWorkOrderHistory

ITSMWorkOrder::Frontend::AgentITSMWorkOrderHistory###Permission

Required privileges to view the history of a workorder.

3.2.73 Frontend::Agent::View::ITSMWorkOrderHistoryZoom

ITSMWorkOrder::Frontend::AgentITSMWorkOrderHistoryZoom###Permission

Required privileges to view the history zoom of a workorder.

3.2.74 Frontend::Agent::View::ITSMWorkOrderReport

ITSMWorkOrder::Frontend::AgentITSMWorkOrderReport###AccountedTime

Defines if the accounted time should be shown.

ITSMWorkOrder::Frontend::AgentITSMWorkOrderReport###ActualTimeSpan

Defines if the actual start and end times should be set.

ITSMWorkOrder::Frontend::AgentITSMWorkOrderReport###DynamicField

Dynamic fields shown in the workorder report screen of the agent interface.

ITSMWorkOrder::Frontend::AgentITSMWorkOrderReport###Permission

Required privileges to write a report for the workorder.

3.2.75 Frontend::Agent::View::ITSMWorkOrderTemplate

ITSMWorkOrder::Frontend::AgentITSMWorkOrderTemplate###Permission

Required privileges to create a template from a workorder.

3.2.76 Frontend::Agent::View::ITSMWorkOrderZoom

ITSMWorkOrder::Frontend::AgentITSMWorkOrderZoom###AccountedTime

Defines if the accounted time should be shown.

ITSMWorkOrder::Frontend::AgentITSMWorkOrderZoom###Permission

Required privileges to view a workorder.

ITSMWorkOrder::Frontend::AgentITSMWorkOrderZoom###PlannedEffort

Defines if the planned effort should be shown.

ITSMWorkOrder::Frontend::AgentITSMWorkOrderZoom###DynamicField

Dynamic fields shown in the workorder zoom screen of the agent interface.

3.2.77 Frontend::Agent::View::Preferences

PreferencesGroups###UserCreateWorkOrderNextMask

Parameters for the UserCreateWorkOrderNextMask object in the preference view of the agent interface.

PreferencesGroups###ChangeOverviewSmallPageShown

Parameters for the pages (in which the changes are shown) of the small change overview.

PreferencesGroups###UserITSMChangeManagementTemplateEdit

Stores change and workorder ids and their corresponding template id, while a user is editing a template.

3.2.78 Frontend::Agent::View::Stats

Stats::ExchangeAxis

Determines if an agent can exchange the X-axis of a stat if he generates one.

3.2.79 Frontend::Agent::View::TicketZoom::MenuModule

Ticket::Frontend::MenuModule###317-ITSMChangeAdd

Module to show a link to create a change from this ticket. The ticket will be automatically linked with the new change.

Ticket::Frontend::MenuModule###318-ITSMChangeAddFromTemplate

Module to show a link to create a change from this ticket. The ticket will be automatically linked with the new change.

3.2.80 Frontend::Base::Loader

Loader::Agent::CommonJS###100-ITSMChangeManagement

List of JS files to always be loaded for the agent interface.

3.2.81 Frontend::Base::NavBarModule

Frontend::AdminModuleGroups###200-ITSMChangeManagement

Defines available groups for the admin overview screen.

3.2.82 Frontend::Customer::ModuleRegistration

CustomerFrontend::Module###CustomerITSMChangeSchedule

Frontend module registration for the customer interface.

3.2.83 Frontend::Customer::ModuleRegistration::Loader

Loader::Module::CustomerITSMChangeSchedule###003-ITSMChangeManagement

Loader module registration for the agent interface.

3.2.84 Frontend::Customer::ModuleRegistration::MainMenu

CustomerFrontend::Navigation###CustomerITSMChangeSchedule###003-ITSMChangeManagement

Main menu item registration.

3.2.85 Frontend::Customer::View::ITSMChangeScheduleOverview

ITSMChange::Frontend::CustomerITSMChangeSchedule###Filter::ChangeStates

Defines the change states that will be used as filters in the customer change schedule overview.

ITSMChange::Frontend::CustomerITSMChangeSchedule###Order::Default

Defines the default sort order in the customer change schedule overview.

ITSMChange::Frontend::CustomerITSMChangeSchedule###ShowColumns

Defines the shown columns in the customer change schedule overview. This option has no effect on the position of the column.

ITSMChange::Frontend::CustomerITSMChangeSchedule###ShowOnlyChangesWithAllowedServices

Defines that only changes containing Workorders linked with services, which the customer user has permission to use will be shown. Any other changes will not be displayed.

ITSMChange::Frontend::CustomerITSMChangeSchedule###SortBy::Default

Defines the default sort criteria of the changes in the customer change schedule overview.

4.1 Contact

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4.2 Version

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