

INCIDENT

The incident view

Incident is a subclass of Ticket. It has all the relationships that Ticket has. (GenERD should add the link...)

View

Main object

psdi.app.ticket.IncidentSet

Autoselect view

Viewwhere:

class in (select value from synonymdomain where domainid='TKCLASS' and maxvalue= 'INCIDENT'): undefined

LOGICAL RELATIONSHIPS

INCIDENT FOREIGN KEYS

Object(Parent Keys)	Target Object(Target Keys)	Rel Number	Description
<u>FAILURECODE</u> (ORGID, FAILURECODE)	<u>INCIDENT</u> (ASSETORGID, FAILURECODE)	1 to many	Failure Hierarchy.
<u>FAILURECODE</u> (ORGID, FAILURECODE)	<u>INCIDENT</u> (ASSETORGID, FR1CODE)	1 to many	2nd level of the failure hierarchy
<u>FAILURECODE</u> (ORGID, FAILURECODE)	<u>INCIDENT</u> (ASSETORGID, FR2CODE)	1 to many	3rd level of the failure hierarchy
<u>FAILURECODE</u> (ORGID, FAILURECODE)	<u>INCIDENT</u> (ASSETORGID, PROBLEMCODE)	1 to many	1st levelof the failure hierarchy
<u>FAILURECODE</u> (ORGID, FAILURECODE)	<u>INCIDENT</u> (ORGID, FAILURECODE)	1 to many	Failure Hierarchy.
<u>FAILURECODE</u> (ORGID, FAILURECODE)	<u>INCIDENT</u> (ORGID, FR1CODE)	1 to many	2nd level of the failure hierarchy
<u>FAILURECODE</u> (ORGID, FAILURECODE)	<u>INCIDENT</u> (ORGID, FR2CODE)	1 to many	3rd level of the failure hierarchy
<u>FAILURECODE</u> (ORGID, FAILURECODE)	<u>INCIDENT</u> (ORGID, PROBLEMCODE)	1 to many	1st levelof the failure hierarchy
<u>LANGUAGE</u> (MAXLANGCODE)	<u>INCIDENT</u> (LANGCODE)	1 to many	Language for the record
<u>ORGANIZATION</u> (ORGID)	<u>INCIDENT</u> (ORGID)	1 to many	Organization for the record
<u>PERSON</u> (PERSONID)	<u>INCIDENT</u> (CHANGEBY)	1 to many	Person who last changed the record.
<u>SITE</u> (SITEID)	<u>INCIDENT</u> (SITEID)	1 to many	Site for the record

Columns

View Column Name	Table Name	Table Column Name	Modifier	Title	Remarks	
TICKETID	<u>TICKET</u>	TICKETID	Required	Incident	Identifies the incident record. This value must be unique for all incident records.	TICK
CLASS	<u>TICKET</u>	CLASS	Required	Ticket Class	Class of the ticket	CLAS
DESCRIPTION	<u>TICKET</u>	DESCRIPTION		Summary	Describes the incident. To enter or view additional information, click the Long Description button. Additional text that you enter appears in the Details field.	DESC
STATUS	<u>TICKET</u>	STATUS	Required	Status	Status of the incident record. If you are not viewing the Change Status dialog box, click the Change Status button in the toolbar to change the status. Default statuses are NEW, QUEUED, PENDING, INPROG, RESOLVED, and CLOSED. See the Incidents Help for more information on statuses.	STAT

View Column Name	Table Name	Table Column Name	Modifier	Title	Remarks	
STATUSDATE	<u>TICKET</u>	STATUSDATE	Required	Status Date	Status DATETIME	STAT
REPORTEDPRIORITY	<u>TICKET</u>	REPORTEDPRIORITY		Reported Priority	Priority of incident as determined by person reporting the incident.	REPC
INTERNALPRIORITY	<u>TICKET</u>	INTERNALPRIORITY		Internal Priority	Priority of the incident as determined by the service desk agent.	INTE
IMPACT	<u>TICKET</u>	IMPACT		Impact	The Business Impact/severity of the Ticket	IMPA
URGENCY	<u>TICKET</u>	URGENCY		Urgency	A reflection of the speed in which a Ticket should be resolved	URGI
REPORTEDBY	<u>TICKET</u>	REPORTEDBY		Reported By	Person reporting the issue for the Ticket	DISP
REPORTDATE	<u>TICKET</u>	REPORTDATE		Reported Date	Date when the incident was reported. Enter a date or click the Select Date button.	REPC
AFFECTEDPERSON	<u>TICKET</u>	AFFECTEDPERSON		Affected User	Person Affected	DISP
AFFECTEDDATE	<u>TICKET</u>	AFFECTEDDATE		Affected Date	Date when user was affected by incident. Enter a date or click the Select Date button and select a date.	AFFE
SOURCE	<u>TICKET</u>	SOURCE		Source	Source of Ticket Generation like email	SOUF
SUPERVISOR	<u>TICKET</u>	SUPERVISOR		Supervisor	Supervisor	PERS
OWNER	<u>TICKET</u>	OWNER		Owner	Owner of the incident record. This person has overall responsibility for the incident. Use the Select Action menu to assign an owner. You can enter a value either in this field or the Owner Group field.	PERS
OWNERGROUP	<u>TICKET</u>	OWNERGROUP		Owner Group	Owner Group of the incident record. This group has overall responsibility for the incident. Use the Select Action menu to assign an owner group. You can enter a value either in this field or the Owner field.	PERS
ISGLOBAL	<u>TICKET</u>	ISGLOBAL	Required	Global Issue	Specifies whether the ticket is a global one. A global ticket either affects many users or is a root cause of other tickets. If the check box is selected, the ticket is a global. You can view or specify its class in the Global Class field. If the check box is cleared, the ticket is not global.	ISGL
RELATEDTOGLOBAL	<u>TICKET</u>	RELATEDTOGLOBAL	Required	Related to Global Issue	Flag used to determine if a Ticket is related to a global issue Ticket	RELA
GLOBALTICKETID	<u>TICKET</u>	GLOBALTICKETID		Related to Global ID	Identifies the global ticket to which this incident is related. Enter a value or click the Detail Menu button to select an option and retrieve a value.	GLOE
GLOBALTICKETCLASS	<u>TICKET</u>	GLOBALTICKETCLASS		Global Class	Class of the global ticket.	GLOE
EXTERNALRECID	<u>TICKET</u>	EXTERNALRECID		External Record	Ticket ID for any Ticket external to MAXIMO	EXTE
SITEVISIT	<u>TICKET</u>	SITEVISIT	Required	Site Visit Required	Flag used to indicate of a Ticket requires an on-site visit for investigation	SITEV

View Column Name	Table Name	Table Column Name	Modifier	Title	Remarks	
ORIGRECORDID	<u>TICKET</u>	ORIGRECORDID		Originating Record	Identifies the ticket or work order that created this incident record. Enter a value or click the Detail Menu button to select an option and retrieve a value.	ORIG
ORIGRECORDCLASS	<u>TICKET</u>	ORIGRECORDCLASS		Originating Record Class	Class of the originating record.	ORIG
GLACCOUNT	<u>TICKET</u>	GLACCOUNT		GL Account	GL Account	GLAC
COMMODITYGROUP	<u>TICKET</u>	COMMODITYGROUP		Service Group	Identifies the group providing the service. Enter a value or click the Detail Menu button to select an option and retrieve a value.	COMI
COMMODITY	<u>TICKET</u>	COMMODITY		Service	Service provided or purchased. Enter a value or click the Detail Menu button to select an option and retrieve a value.	COMI
INHERITSTATUS	<u>TICKET</u>	INHERITSTATUS	Required	Inherit Status Changes	Inherit status from follow up record	INHE
ISKNOWNERROR	<u>TICKET</u>	ISKNOWNERROR	Required	Is Known Error	Specifies whether this is a known error. If the check box is selected, this is a known error. If the check box is cleared, this is not a known error.	ISKN
TARGETSTART	<u>TICKET</u>	TARGETSTART		Target Start	Target start date. Enter a date or click the Select Date button.	TARC
TARGETFINISH	<u>TICKET</u>	TARGETFINISH		Target Finish	Target finish date. Enter a date or click the Select Date button.	TARC
ACTUALSTART	<u>TICKET</u>	ACTUALSTART		Actual Start	Actual start date. Enter a date or click the Select Date button and select a date.	ACTU
ACTUALFINISH	<u>TICKET</u>	ACTUALFINISH		Actual Finish	Actual finish date. Enter a date or click the Select Date button and select a date.	ACTU
ORIGRECSITEID	<u>TICKET</u>	ORIGRECSITEID		Originating Record Site	Site Identifier of the originating Record	SITEI
ORIGRECORGID	<u>TICKET</u>	ORIGRECORGID		Originating Record Organization	Organization Identifier of the originating Record	ORGI
SITEID	<u>TICKET</u>	SITEID		Site	Unique identifier of the site. Enter a value or click the Select Value button.	SITEI
ORGID	<u>TICKET</u>	ORGID		Organization	Constraint Identifier of the organization	ORGI
CHANGEDATE	<u>TICKET</u>	CHANGEDATE	Required	Changed Date	Date on which Ticket changed	CHAN
CHANGEBY	<u>TICKET</u>	CHANGEBY	Required	Changed By	Person who modified or changed	PERS
HISTORYFLAG	<u>TICKET</u>	HISTORYFLAG	Required	History	History Flag	HIST
TEMPLATE	<u>TICKET</u>	TEMPLATE	Required	Template	Template	TEMI
HASACTIVITY	<u>TICKET</u>	HASACTIVITY	Required	Has Activity	Does this ticket has any activity	HASA
FAILURECODE	<u>TICKET</u>	FAILURECODE		Failure Class	Indicates Top level of a Failure Hierarchy	FAIL
PROBLEMCODE	<u>TICKET</u>	PROBLEMCODE		Problem Code	Reason for failure	FAIL
ACTLABHRS	<u>TICKET</u>	ACTLABHRS	Required	Actual Labor Hours	Actual Labor Hours	ACTL
ACTLABCOST	<u>TICKET</u>	ACTLABCOST	Required	Actual Labor Cost	Actual Labor Cost	ACTL
AFFECTEDPHONE	<u>TICKET</u>	AFFECTEDPHONE		Phone	Telephone number of person affected by the incident.	PHON

View Column Name	Table Name	Table Column Name	Modifier	Title	Remarks	
REPORTEDPHONE	<u>TICKET</u>	REPORTEDPHONE		Phone	Telephone number of person reporting the incident.	PHON
AFFECTEDEMMAIL	<u>TICKET</u>	AFFECTEDEMMAIL		E-mail	E-mail address of person affected by the incident.	EMAI
REPORTEDEMMAIL	<u>TICKET</u>	REPORTEDEMMAIL		E-mail	E-mail address of person reporting the incident.	EMAI
ASSETSITIED	<u>TICKET</u>	ASSETSITIED		Asset Site	Site of the asset on the incident record. The default value is the site of the person record in the Affected User field. Enter a value or click the Select Value button. If the Asset Site field contains a value before you access the Select Value dialog box on the Asset or Location field, the list of assets or locations is always filtered by this value. You cannot edit this field after you have associated assets or locations with a record; you must remove the associations before you can edit this field.	SITEI
TEMPLATEID	<u>TICKET</u>	TEMPLATEID		Template	Template Identifier	TEMI
VENDOR	<u>TICKET</u>	VENDOR		Vendor	Identifies the vendor for the service, service group, or asset. Enter a value or click the Detail Menu button to select an option and retrieve a value.	COMI
DESCRIPTION_LONGDESCRIPTION			Nonpersistent	Details	Long description of the incident. To check spelling of text you enter, click the Long Description button next to the Summary field.	DESC
REMARKDESC			Nonpersistent	Remarks	Failure Remark Description	DESC
REMARKENTERDATE			Nonpersistent	Remark Date	Remark enter date	ENTE
REMARKDESC_LONGDESCRIPTION			Nonpersistent	Remark long description	Remark long description	REMA
ASSETNUM	<u>TICKET</u>	ASSETNUM		Asset	Identifies the primary asset on the incident record. If the incident record is for an asset, enter its identifier in the Asset field or click the Detail Menu button to select an option and retrieve a value. The Select Value dialog box, by default, displays all assets where the person ID in the Affected Person field is associated with an asset as either an asset user or an asset custodian. If the Asset Site field contains a value before you use the Select Value dialog box, the list of assets is always filtered by that value. After you select an asset, Maximo copies the asset location to the Location field. You can enter related assets and/or locations in the Related Assets table window.	ASSE

View Column Name	Table Name	Table Column Name	Modifier	Title	Remarks	
LOCATION	<u>TICKET</u>	LOCATION		Location	Identifies the primary location on the incident record. If the incident record is for a location, enter its identifier in the Location field or click the Detail Menu button to select an option and retrieve a value. The Select Value dialog box, by default, displays all locations where the person ID in the Affected Person field is associated with a location record either as location user or as a location custodian. If the Asset Site field contains a value before you use the Select Value dialog box, the list of locations is always filtered by that value. After you select a location, Maximo copies it to the Location field. If the selected location has only a single asset associated with it, Maximo enters its identifier in the Asset field. You can enter related assets and/or locations in the Related Assets table window.	LOCA
ORIGWOID			Nonpersistent	Originating WO	Trigger field for cross over domain.	WON
CLASSSTRUCTUREID	<u>TICKET</u>	CLASSSTRUCTUREID		Class Structure	Class Structure Identifier	CLAS
ISKNOWNERRORDATE	<u>TICKET</u>	ISKNOWNERRORDATE		Is Known Error Date	Datetime when the error known	ISKN
TARGETCONTACTDATE	<u>TICKET</u>	TARGETCONTACTDATE		Target Contact	Target contact date. Enter a date or click the Select Date button.	TARC
ACTUALCONTACTDATE	<u>TICKET</u>	ACTUALCONTACTDATE		Actual Contact	Actual contact date. Enter a date or click the Select Date button and select a date.	ACTU
ORIGTKID			Nonpersistent	Originating Ticket	non-persistent attribute that triggers copying of crossover attributes.	TICK
PROBLEMCODE_LONGDESCRIPTION			Nonpersistent	Symptom	Long description of the symptom. If you entered a value in the Solution field, Maximo may enter data here, but you can edit it.	PROE
FR1CODE	<u>TICKET</u>	FR1CODE		Cause	Cause	FAIL
FR1CODE_LONGDESCRIPTION			Nonpersistent	Cause	Long description of the cause. If you entered a value in the Solution field, Maximo may enter data here, but you can edit it.	FR1C
FR2CODE	<u>TICKET</u>	FR2CODE		Resolution	Resolution	FAIL
FR2CODE_LONGDESCRIPTION			Nonpersistent	Resolution	Long description of the resolution. If you entered a value in the Solution field, Maximo may enter data here, but you can edit it.	FR2C
TICKETUID	<u>TICKET</u>	TICKETUID		TICKETUID	Unique Identifier	TICK

View Column Name	Table Name	Table Column Name	Modifier	Title	Remarks	
SOLUTION	<u>TICKET</u>	SOLUTION		Solution	Identifies the solution. Enter a value or click the Detail Menu button to select an option and retrieve a value. Maximo copies information to the Symptom, Cause, and/or Resolution fields, but you can edit it.	SOLU
DUPFLAG			Nonpersistent	Duplicate Flag	Duplicate Flag	DUPI
ASSETUSER			Nonpersistent	User	Person ID in the Affected Person field is associated with an asset as an asset user. See the dialog box Help for more information.	PERS
ASSETCUST			Nonpersistent	Custodian	Person ID in the Affected Person field is associated with the asset as an asset custodian. See the dialog box Help for more information.	PERS
ASSETORGID	<u>TICKET</u>	ASSETORGID		Asset Organization	Organozation of the ticket asset	ORGI
NP_STATUSEMEMO			Nonpersistent	Change Status Memo	Status change memo, temporary non-persistent field used by MEA	MEM
LANGCODE	<u>TICKET</u>	LANGCODE	Required	Language Code	Language Column	MAXI
ASSETFILTERBY			Required Nonpersistent	Filter By	Asset Filter By(all,user/custodia,public)	ASSE
SELECTSLAS_MODE			Nonpersistent	Select Mode	This field is for receiving the radio button values in the select slas dialog.	SELE
REPORTEDBYNAME			Nonpersistent	Name	Name of person reporting the incident. Enter a value or click the Detail Menu button to select an option and retrieve a value.	DISP
REPORTEDBYID			Nonpersistent	Reported By	Identifies person reporting the incident. Enter a value or click the Detail Menu button to select an option and retrieve a value.	PERS
AFFECTEDPERSONID			Nonpersistent	Affected Person	Identifies person affected by the incident. Enter a value or click the Detail Menu button to select an option and retrieve a value.	PERS
AFFECTEDUSERNAME			Nonpersistent	Name	Name of person affected by the incident. Enter a value or click the Detail Menu button to select an option and retrieve a value.	DISP
SLAAPPLIED			Required Nonpersistent	SLA Applied	Specifies whether a service level agreement (SLA) has been applied to this record. If the check box is selected, a service level agreement has been applied to the record. If the check box is cleared, a service level agreement has not been applied to the record.	SLAA
HASLD	<u>TICKET</u>	HASLD	Required	Has Long Description	Boolean flag to indicate if there is any long description for this record	HASI
FILTERDATE			Nonpersistent	Date	Date	REPC

View Column Name	Table Name	Table Column Name	Modifier	Title	Remarks	
STATUSIFACE			Required Nonpersistent	Has Status Changed	Non persistent boolean field to indicate whether the status has been changed after the stateful object is fetched from the database.	STAT
LOCTCKT			Nonpersistent	Ticket Location	Trigger field for cross over domain.	LOCA
ASSETTCKT			Nonpersistent	Ticket Asset	Trigger field for cross over domain.	ASSE
CINUM	<u>TICKET</u>	CINUM		Configuration Item	CI Number	ACTC
CREATEWOMULTI	<u>TICKET</u>	CREATEWOMULTI		Create WO Options	Identifies what happens to Multi table entries on Tickets when follow-up Work Orders are created	CREA
TCKTCI			Nonpersistent	Ticket CI	Trigger field for cross over domain.	ACTC
TARGETDESC	<u>TICKET</u>	TARGETDESC		Target Description	Temporary target description for targeting CIs	TARC
TARGETDESC_LONGDESCRIPTION			Nonpersistent	TARGETDESC Long description	Long description for TARGETDESC	TARC
RELATEDGLOBALTICKETS			Nonpersistent	Related to Global tickets	Related to Global tickets	RELA
HASSOLUTION	<u>TICKET</u>	HASSOLUTION	Required	Has Solution	Indicates whether this ticket has a solution or not. This can be either an adhoc one or a referenced solution.	HASS
SELFSEVSOLACCESS	<u>TICKET</u>	SELFSEVSOLACCESS	Required	Self-Service Access	Specifies whether the solution applied to this ticket is visible to the self-service user who opened the associated self-service Service Request. If the check box is selected, the self-service user can view this record. If the check box is cleared the solution record is not visible to the self-service user.	SELF
ASSETRECONRSTKT			Nonpersistent	Ticket Asset Reconciliation Result	Trigger field for cross over domain.	
ASSIGNEDOWNERGROUP	<u>TICKET</u>	ASSIGNEDOWNERGROUP		Assigned Owner Group	Assigned Owner Group of the ticket record. This group has overall responsibility for the solution. Use the Select Action menu to assign an owner group. You can enter a value either in this field or the Owner field.	PERS
ENDFEATURELABEL			Nonpersistent	Reference Point	Unique label used to differentiate features.	LABE
FEATURE			Nonpersistent	Feature	An object that exists on or alongside a linear asset that is not a point asset (for example, milepost, guardrail)	FEAT
FEATURELABEL			Nonpersistent	Feature Label	Unique label used to differentiate features.	LABE
STARTFEATURELABEL			Nonpersistent	Reference Point	Unique label used to differentiate features.	LABE

View Column Name	Table Name	Table Column Name	Modifier	Title	Remarks	
CALCORGID	<u>TICKET</u>	CALCORGID		Organization	Organization associated with the calculation calendar, and used with the Calendar and Shift fields to calculate the Target Contact, Target Response, and Target Resolution dates on a ticket or work order. Click the Detail Menu button to select an organization or go to the Organizations application to create one.	ORGI
CALCCAENDAR	<u>TICKET</u>	CALCCAENDAR		Calendar	Business days and times used to calculate the Target Contact, Target Response, and Target Resolution dates on a ticket or work order. Click the Detail Menu to select a calendar or go to the Calendars application to create one.	CALN
CALCSHIFT	<u>TICKET</u>	CALCSHIFT		Shift	Along with the calculation calendar, sets the business hours that calculate the Target Contact, Target Response, and Target Resolution dates on a ticket or work order. Click the Select Value button to choose a shift.	SHIF

MAXIMO RELATIONSHIPS**MAXIMO OUTGOING RELATIONSHIPS**

Name	Target	Remarks	Where Clause	Cardinality
VIEWACTCI	<u>CI</u>	Relationship to the CI table, used to find a CI record for a given INCIDENT. (CI.cinum = INCIDENT.cinum). The resulting set will contain zero or one object.	cinum=:cinum	UNDEFINED

Name	Target	Remarks	Where Clause	Cardinality
DOCLINKS	<u>DOCLINKS</u>	Relationship to the DocLinks table, used to find all document records for a given ticket. (doclinks.keytable = 'INCIDENT' and doclinks.keycolumn = 'TICKETID' and doclinks.keyvalue = incident.ticketid\$DOCLINKS.KEYVALUE and doclinks.orgid = incident.orgid). The resulting set will contain zero or more objects. Note: The INCIDENT.TICKETID field value will be formatted to match the DocLinks.KeyValue data type.	(ownertable = 'INCIDENT' and ownerid = :ticketuid) or (ownertable='SR' and ownerid in (select ticketuid from sr where ticketid=:origrecordid and class=:origrecordclass)) or (ownertable='PROBLEM' and ownerid in (select ticketuid from problem where ticketid=:origrecordid and class=:origrecordclass)) or (ownertable='WOCHANGE' and ownerid in (select workorderid from wochange where wonum=:origrecordid and woclass=:origrecordclass)) or (ownertable='WORELEASE' and ownerid in (select workorderid from worelease where wonum=:origrecordid and woclass=:origrecordclass)) or (ownertable='SOLUTION' and ownerid in (select solutionid from solution where solution=:solution)) or (ownertable='ASSET' and ownerid in (select assetuid from asset where assetnum=:assetnum)) or (ownertable='LOCATIONS' and ownerid in (select locationsid from locations where location=:location)) or (ownertable='WOACTIVITY' and ownerid in (select workorderid from woactivity where origrecordid=:ticketid and origrecordclass=:class)) or (ownertable='JOBPLAN' and ownerid in (select jobplanid from jobplan where jpnum in (select jpnum from woactivity where origrecordid=:ticketid and origrecordclass=:class))) or (ownertable='COMMLOG' and ownerid in (select commloguid from commlog where ownertable='INCIDENT' and ownerid=:ticketuid))	UNDEFINED

Name	Target	Remarks	Where Clause	Cardinality
DOCLINKS_ASSETID	<u>DOCLINKS</u>	Relationship to the DocLinks table, used to find all document records for a given ticket. This relationship includes asset-related doclinks using assetid (global) instead of assetuid (site-specific) (doclinks.keytable = 'INCIDENT' and doclinks.keycolumn = 'TICKETID' and doclinks.keyvalue = incident.ticketid\$DOCLINKS.KEYVALUE and doclinks.orgid = incident.orgid). The resulting set will contain zero or more objects. Note: The INCIDENT.TICKETID field value will be formatted to match the DocLinks.KeyValue data type.	(ownertable = 'INCIDENT' and ownerid = :ticketuid) or (ownertable='SR' and ownerid in (select ticketuid from sr where ticketid=:origrecordid and class=:origrecordclass)) or (ownertable='PROBLEM' and ownerid in (select ticketuid from problem where ticketid=:origrecordid and class=:origrecordclass)) or (ownertable='WOCHANGE' and ownerid in (select workorderid from wochange where wonum=:origrecordid and woclass=:origrecordclass)) or (ownertable='WORELEASE' and ownerid in (select workorderid from worelease where wonum=:origrecordid and woclass=:origrecordclass)) or (ownertable='SOLUTION' and ownerid in (select solutionid from solution where solution=:solution)) or (ownertable='ASSET' and ownerid in (select assetid from asset where assetnum=:assetnum)) or (ownertable='LOCATIONS' and ownerid in (select locationsid from locations where location=:location)) or (ownertable='WOACTIVITY' and ownerid in (select workorderid from woactivity where origrecordid=:ticketid and origrecordclass=:class)) or (ownertable='JOBPLAN' and ownerid in (select jobplanid from jobplan where jpnum in (select jpnum from woactivity where origrecordid=:ticketid and origrecordclass=:class))) or (ownertable='COMMLOG' and ownerid in (select commloguid from commlog where ownertable='INCIDENT' and ownerid=:ticketuid))	null
SOLDOCLINKS	<u>DOCLINKS</u>	Relationship to the DocLinks table, used to find all document records for a given solution on a ticket. (doclinks.keytable = 'INCIDENT' and doclinks.keycolumn = 'TICKETID' and doclinks.keyvalue = incident.ticketid\$DOCLINKS.KEYVALUE and doclinks.orgid = incident.orgid). The resulting set will contain zero or more objects. Note: The INCIDENT.TICKETID field value will be formatted to match the DocLinks.KeyValue data type.	ownertable='SOLUTION' and ownerid in (select solutionid from solution where solution=:solution)	UNDEFINED
STATUSDESC	<u>SYNONYMDOMAIN</u>	Relationship to synonymdomain table, used to find description for the status, it will contain one object.	domainid='INCIDENTSTATUS' and value=:status and :&DOMAINFILTER&_STATUS	UNDEFINED
SERVICEADDRESS	<u>TKSERVICEADDRESS</u>	SR Service Address for Incident	ticketid = :ticketid and class = :class	null
WFASSIGNMENT	<u>WFASSIGNMENT</u>	Relationship to active assignments on this RFQ. (ownertable = 'RFQ' and ownerid = :rfqid and assignstatus in (select value from synonymdomain where domainid='WFASGNSTATUS' and maxvalue='ACTIVE')). Zero to many member set.	ownertable = 'INCIDENT' and wfassignment.ownerid = :ticketuid and assignstatus in (select value from synonymdomain where domainid='WFASGNSTATUS' and maxvalue='ACTIVE')	UNDEFINED
WFTOOLBAR	<u>WFTOOLBAR</u>	Relationship to virutal set that manages the toolbar buttons. (empty). Any number member set.	null	UNDEFINED
WFTRANSACTION	<u>WFTRANSACTION</u>	Relationship to workflow transactions. (ownertable = 'PO' and ownerid = :poid). Zero to many member set.	ownertable = 'INCIDENT' and ownerid = :ticketuid	UNDEFINED

Name	Target	Remarks	Where Clause	Cardinality
WORKFLOWMAP	<u>WORKFLOWMAP</u>	Get virtual set to display process maps	null	UNDEFINED

MAXIMO INCOMING RELATIONSHIPS

Name	Source	Remarks	Where Clause	Cardinality
INCIDENTASSET	<u>ASSET</u>	Relationship to TICKETS table.	assetnum=:assetnum and siteid=:siteid	UNDEFINED
INCIDENT	<u>CI</u>	Relationship to the INCIDENT table, used to find INCIDENT record for a given CI.	cinum=:cinum	UNDEFINED
INCIDENTCI	<u>CI</u>	Relationship to TICKETS table.	cinum=:cinum	UNDEFINED
LSNRBPIN	<u>INBOUNDCOMM</u>	all incident records for inboundcomm	1=1	UNDEFINED
LSNRBPUPDIN	<u>INBOUNDCOMM</u>	all Incident records for the person for inboundcomm	reportedby=:personid	UNDEFINED
INCIDENTLOC	<u>LOCATIONS</u>	Relationship to TICKETS table.	location=:location and siteid=:siteid	UNDEFINED
INCIDENTASSET	<u>RECONASSETRESULT</u>	Relationship to Incident Ticket	null	null
NEWINCIDENT	<u>TICKET</u>	This relationship gets the last incident created by this ticket. () One member set.	origrecordclass = :class and origrecordid = :ticketid and class in (select value from synonymdomain where domainid = 'TKCLASS' and maxvalue = 'INCIDENT') and reportdate = (select max(reportdate) from ticket where origrecordclass = :class and origrecordid = :ticketid and class in (select value from synonymdomain where domainid = 'TKCLASS' and maxvalue = 'INCIDENT'))	UNDEFINED
INCIDENT	<u>TKSERVICEADDRESS</u>	Incident for SR Service Address	ticketid = :ticketid and class = :class	null
NEWINCIDENT	<u>WORKORDER</u>	This relationship gets the last incident created by this work order. () One member set.	origrecordclass = :woclass and origrecordid = :wonum and class in (select value from synonymdomain where domainid = 'TKCLASS' and maxvalue = 'INCIDENT') and reportdate = (select max(reportdate) from ticket where origrecordclass = :woclass and origrecordid = :wonum and class in (select value from synonymdomain where domainid = 'TKCLASS' and maxvalue = 'INCIDENT'))	UNDEFINED