**List: Capability words**

Service Manager provides a hierarchy of out-of-box capability words.

**Note**: Capability words are case-sensitive.

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| **Capability** | **Primary subordinate** | **Secondary subordinate** | **Application** | **Description** |
| **EditContacts** |  |  | Any application mainly for admins to edit contacts (Administration) | Enables editing of contact records. |
| **EditOperators** |  |  | Any application mainly for admins to edit contacts (Administration) | Enables editing of the password in operator records. If you are not SysAdmin, without this capability word even if you could edit some other operator information you wouldn't be able to change the password. |
| **fscfull** |  |  | Change Calendar | Enables full access and the ability to open and update change records from the web |
| **fscread** |  |  | Change Calendar | Enables read capability to FSC web calendar |
| **ODBC** |  |  | Server Access | Grants access via ODBC32.DLL for reporting. |
| **SOAP API** |  |  | Web Services | Enables the user to login to service manager and execute a SOAP API request. |
| **SQLAdmin** |  |  | SQL | Enables SQL administrator authority. |
| **Db2Admin** |  | DB2 | Enables DB2 administrator capability. |
| **SysAdmin** |  |  | All Applications | Enables system administrator capability (i.e., everything). |
| **system.build** |  | Administration | Grants access to old binary text format unload options. These are used to create a Service Manager file system from scratch and must always be available to someone. |
| **programmer** |  | RAD | Grants access to the application generator (ag). |
| **Debug** | Debugger | Enables a non-sysadmin user to do debugging for testing purposes. Normal users should not have this capability word unless there is debugging being done for that user. |
| **AlwaysAdmin** |  | Database Manager | Defaults administration mode to true when using the Database Manager. |
| **ChMAdmin** |  | Change Management | Grants access to Change Management administration. |
| **change request** | Change Management | Grants access to Change Management requests. |
| **change task** | Change Management | Grants access to Change Management tasks. |
| **expedite change** | Change Management | RFC management: this person may expedite changes. |
| **GUIAdmin** |  | User Interface | Grants access to GUI administration. |
| **chart.breakdown** | Charts | Enables the charting capability in the Service Manager client. |
| **public.favorites** | Favorites | Enables public favorites in the Windows / and Web client. |
| **user.favorites** | Favorites | Enables the user favorites in the Windows / and Web client. |
| **menu.commands** |  | Command line | Grants command line access to functions from menu. |
| **ICMAdmin** |  | Configuration Management | Grants access to Configuration Management administration. |
| **inventory management** |  | Configuration Management | Grants access to Configuration Management. |
| **pfkey** |  | Function keys | Enables the ability to re-map pfkeys. |
| **help** |  | Help | Enables the user to add or update help records |
| **IncidentAdmin** |  | Incident Management | Grants access to Incident Management administration. |
| **amend suspension** | Incident Management | Enables the capability to amend the Incident Management profile rights for suspend/unsuspend. |
| **incident management** | Incident Management | Grants access to Incident Management. |
| **KMAdmin** |  | Knowledge Management | The KMAdmin capability word enables a user to perform all Knowledge Management and Knowledge Centered Support (KCS) tasks for all document categories including the administrative tasks associated with maintaining the Knowledge Management system. |
| **knowledge engineer** |  | IR Expert | Enables the capability to modify the adaptive learning records. |
| **mobile.admin** |  | Mobile | Grants access to the HP Portal for mobile user administration. |
| **mobile.user** | Mobile | Grants access to the HP Portal for mobile users. |
| **Endevor** |  |  | Perform ENDEVOR-C1 move actions - everything |
| **ProbAdmin** |  | Problem Management | Grants access to Problem Management administration. |
| **problem management** | Problem Management | Grants access to Problem Management. |
| **query.window** |  | Queries | Grants access to query window function in query.window application. |
| **QueryAdmin** |  | Queries | Enables query administrator capability. Full access to query options/maintenance. Includes: query window, stored query usage and editing, etc. This is intended to be used like sysadmin, as an administrator, not for general usage. Please use caution assigning this as it gives access to create/modify stored queries, which can adversely affect system performance if not done correctly. |
| **mod.time.limit** | Queries | Enables the user to modify the default time limit for a partial key query entered in either Database Manager or Change Management. |
| **partial.key** | Queries | Enables the user to execute a partial key query in Database Manager or Change Management. |
| **partial.key.msg.skip** | Queries | Enables the user to skip the partial key query message in Database Manager. |
| **query.stored** | Queries | Enable user to execute stored queries when F6 (query) key is pressed, from any application. The user will be able to perform any stored query assigned to him/her or a group he/she belongs to (allowable groups in operator record). |
| **query.stored.mod** | Queries | Enable user execute/modify access of stored queries when F6 (query) key is pressed from any application. Modify |
| **OCMAdmin** |  | Request Management | Grants access to Request Management administration. |
| **OCML** | Request Management | Grants access to Request Management line item applications |
| **OCMO** | Request Management | Grants access to Request Management order applications. |
| **OCMQ** | Request Management | Grants access to Request Management quote applications. |
| **svcCatAdmin** |  | Service Catalog | Grants access to Service Catalog administration. |
| **service catalog** | Service Catalog | Enables users to request items from catalog. |
| **svcCatDeptRequester** | Service Catalog | Enables a department to request items from catalog. |
| **svcCatEmployeeRequester** | Service Catalog | Enables an employee to request items from catalog. |
| **svcCatManagerRequester** | Service Catalog | Enables a manager to request items from catalog. |
| **svcCatTechRequester** | Service Catalog | Enables a technician to request items from catalog. |
| **SDAdmin** |  | Service Desk | Grants access to Service Desk administration. |
| **service desk** | Service Desk | Grants access to Service Desk. |
| **data administrator** |  | Service Desk, Incident Management | Enables save, add and update on supporting tables from within Service Management and Incident Management. |
| **user** |  | User | Grants basic access to an end user but does not grant the ability to add, delete, or reset. |

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