DECKBLATT

Contents

[1 Version History 3](#_Toc510605280)

[2 Introduction 3](#_Toc510605281)

[3 Overview 3](#_Toc510605283)

[4 Definitions/Abbreviations 4](#_Toc510605284)

[5 Operational Requirements 5](#_Toc510605285)

[6 Discovery 7](#_Toc510605286)

[7 CMDB Structure and Classification of CIs 10](#_Toc510605287)

[8 Process Requirements 57](#_Toc510605288)

[9 Process Interfaces 74](#_Toc510605289)

[10 Tool Interfaces 82](#_Toc510605290)

[11 Reporting 82](#_Toc510605291)

[12 Annexes 84](#_Toc510605292)

[13 References 97](#_Toc510605293)

[14 Tables and Images 97](#_Toc510605294)

# Version History

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Changed by | Reason for change |
| 1.0 | asfafa | adfafsa XYZ  XYZ sfafsafaf | Initial version |

Table 1: Version history

# Introduction

XCVBNBVSFG

# Overview

sdfghjklüpoiuzt

# Definitions/Abbreviations

|  |  |
| --- | --- |
| Term/Abbreviation | Definition/Description |
| RfC | Request for Change, which is the Change ticket’s name in SAP Solution Manager until permission. After permission a second ticket comes into play which is called Change Document in SAP Solution Manager. In ServiceNow only one ticket type is processed through all status and this is called Change ticket. |
| CD | Change Document (see RfC) |
| FNC | Fresenius Netcare |
| FS | Functional Specification |
| GxP | Good Manufacturing Practice |
| URS | User Requirement Specification |
| OOTB | Out of the box (i.e. no configuration or development is required) |
| CMDB | Configuration Management DataBase |
| CI | Configuration Item |
| SLA | Service-Level Agreement |
| OS | Operating System |
| DC | Data Center |
| ITIL | IT Infrastructure Library |
| AD | Active Directory |

Table 2: Definitions/Abbreviations

# Operational Requirements

sdfghjklöölkjhg

## Backup & Recovery

dfghjklkjhg

### REQ: fdmfhmgdmg

|  |  |  |
| --- | --- | --- |
| FS ID | Functions/Adjustments in Snow | Category  (ootb, config, dev) |
| 1 | sdfghjkghfjgnmg | ghmgdfmhm |

## Audit Trail

### REQ: dghmgmgdmg

|  |  |  |
| --- | --- | --- |
| FS ID | Functions/Adjustments in Snow | Category  (ootb, config, dev) |
| n.a. | gmmgmm | n.a. |
| 1 | * gmmmhgmgm | fgmmf |
| 2 | fgmgmfmgm | fgmfm |
| 3 | fgmfgmfgm | fgmfm |

### REQ: After a CI has been deleted, the corresponding audit trail must still be accessible for the security\_admin

|  |  |  |
| --- | --- | --- |
| FS ID | Functions/Adjustments in Snow | Category  (ootb, config, dev) |
| 1 | fgmfmffm | fmgfmfgm |

### REQ: fmfmfgm

|  |  |  |
| --- | --- | --- |
| FS ID | Functions/Adjustments in Snow | Category  (ootb, config, dev) |
| 1 | Cfgmfmfm | fgmfmfgm |

### REQ: fgmfmfgmf

|  |  |  |
| --- | --- | --- |
| FS ID | Functions/Adjustments in Snow | Category  (ootb, config, dev) |
| 1 | fgmfmgfmgf | Ofgmfmfgm |

## REQ: mfgmfgmfgmfgmgf

|  |  |  |
| --- | --- | --- |
| FS ID | Functions/Adjustments in Snow | Category  (ootb, config, dev) |
| 1 | fmgfmfgm | gfmfmfgmfgm |

# Discovery

fgmfmfmfmfg

## REQ: fgmfmffm

|  |  |  |
| --- | --- | --- |
| FS ID | Functions/Adjustments in Snow | Category  (ootb, config, dev) |
| 1 | fgmfmfgmfgmfg | mgfmfmg |

## REQ: mfgmfgmfmgf

|  |  |  |
| --- | --- | --- |
| FS ID | Functions/Adjustments in Snow | Category  (ootb, config, dev) |
| 1 | fgmfmfgmgfm | fmmfmfgm |

## REQfgmfgmfgmfmfmf

|  |  |  |
| --- | --- | --- |
| FS ID | Functions/Adjustments in Snow | Category  (ootb, config, dev) |
| n.a. | fgmfmfgmfg | n.a. |
| 1 | mfmfmfgmf | Dev |
| 2 | fgmfgmfgmf | Config |
| 3 | fmgmffgmfg | Dev |
| 4 | mgfmgfmm | Config |
| 5 | fgmfmfmfgm | Dev |

## REQ: mgfmgmfmgm

|  |  |  |
| --- | --- | --- |
| FS ID | Functions/Adjustments in Snow | Category  (ootb, config, dev) |
| n.a. | mfmfmfmfg | n.a. |
| 1 | mfgmfgmfm | Config |