

Getting Started

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1. Introduction



Part of the **BSM** manual — see also [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 How to use](#), [5.2 Business Services](#), [5.3 Application Services](#), [5.4 Service Map](#), [5.5 RACI Matrix](#), [5.6 RACI summaries](#), [6. Troubleshooting](#).

1.1 What BSM does

BSM (Business Service Manager) lets you model the services your organisation delivers or depends on, and see how they connect to the assets that support them. It introduces two new record types — Business Services and Application Services — and a Service Map that draws the live dependency chain between them and the GLPI assets underneath, so an incident on a piece of hardware or software can be traced up to the business service it ultimately affects.

1.2 Key benefits

- GLPI tracks individual assets well, but has no native way to answer "which business services does this server actually support, and who is accountable for them?" — that link had to be kept in someone's head or a spreadsheet.
- Nothing recorded who was Responsible, Accountable, Consulted or Informed (RACI) for a service — assignments lived in tickets, emails or institutional memory, not in one place anyone could check.
- Tracing the impact of a change or an outage meant piecing together which assets fed which service by hand, with no diagram or dependency chain to look at.
- There was no single, filterable view of every service's actors at once — auditing who held which role across the whole organisation meant opening one record at a time.
- Finding out what you personally were on the hook for meant asking around or searching every service one by one — there was no page that simply listed it.

1.3 Features

1. Model Business Services and Application Services as first-class GLPI records, each classified by type and scope.
2. Assign Responsible, Accountable, Consulted and Informed actors (users, groups, suppliers) directly on each service's own form.
3. Check every service's RACI assignments at once, filtered by role or by linked service, from a single RACI Matrix page.
4. Recap a single service's own actors from a "Service RACI" tab on its record, with a link straight to its row on the Matrix.
5. Look up every service a user, group or supplier is named on from a "My RACI" (own Preferences) or "RACI (as actor)" (another User/Group/Supplier) tab.
6. Draw the dependency chain from Business Services down through Application Services to the underlying GLPI assets, as a diagram with grouping, a legend and a fullscreen mode.
7. Configure which asset types feed the map, how those types are grouped into tiers, and how the map's canvas behaves (layout, zoom sensitivity, summary thresholds).
8. Fill in an Application Service's empty Responsible/Accountable fields from its linked Business Service with one "Copy actors from Business Service" button, instead of typing them twice.

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2. What's New



Part of the **BSM** manual — see also [1. Introduction](#), [3. Scope](#), [4. Setup](#), [5.1 How to use](#), [5.2 Business Services](#), [5.3 Application Services](#), [5.4 Service Map](#), [5.5 RACI Matrix](#), [5.6 RACI summaries](#), [6. Troubleshooting](#).

Unreleased

New

- Every service's own form now has a single **Actors** section covering Responsible, Accountable, Consulted and Informed — see [5.2 Business Services](#) and [5.3 Application Services](#). Consulted and Informed can hold several users and groups; Application Services can also name several Suppliers as Consulted.
- The **RACI Matrix** page is now a full-width, read-only overview of every Business Service and its Application Services, with a filter per role (Responsible/Accountable/Consulted/Informed) and a filter by linked service — see [5.5 RACI Matrix](#). Actors are assigned from each service's own form, not from the Matrix.
- Added a **CSV export** to the RACI Matrix that respects the current filters.
- Added a **Service RACI** tab on every Business Service and Application Service — a read-only recap of that one service's actors, with a link straight to its row on the Matrix — see [5.6 RACI summaries](#).
- Added **My RACI** (on your own Preferences) and **RACI (as actor)** (on another User, a Group, or a Supplier) tabs, listing every service that person, team or supplier is an actor for, and in which role — see [5.6 RACI summaries](#).
- Both Business and Application Services can now name a Supplier as part of Accountable, alongside the usual user/group.
- Added a fullscreen button to the Service Map canvas.
- Added a Legend panel to the Service Map explaining tier colours, badge colours and the network equipment border style.

- Group boxes on the Service Map now show which grouping was used (e.g. "Role: Entry Point").
- "Group by: Cluster (Appliance)" is now two separate options, Appliance and Cluster, since they're different things in GLPI.
- Added a Zoom step setting (Setup > General > BSM) to control how fast the mouse wheel zooms the Service Map.
- Application Services on the Service Map now show a different avatar colour per environment (Production, Pre-production, Development, Test), documented in the Legend.
- Application Service's Accountable now has its own dedicated owner/group fields instead of showing the same names as Responsible.
- Application Service form: added a "Copy actors from Business Service" button that fills in empty Responsible/Accountable fields from the linked Business Service — see [5.3 Application Services](#).

Fixed

- Fixed the Service Map / Impact Analysis diagram: with a "Group by" option active (the default), most nodes could end up missing or stacked invisibly on top of each other instead of spread out in their groups.
- Fixed selecting "Group by: Contract", "Domain" or "Cluster (Appliance)" silently behaving as if "Role" were still selected.
- Fixed item names containing "&", "<" or similar characters showing their literal escaped code instead of the actual character on the Service Map.
- Fixed each item's itemtype icon not appearing inside its avatar on the Service Map.
- Fixed the corner badge on Service Map avatars being cropped.
- Fixed Service Map captions overlapping the row below instead of sitting neatly beside each node.

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3. Scope



Part of the **BSM** manual — see also [1. Introduction](#), [2. What's New](#), [4. Setup](#), [5.1 How to use](#), [5.2 Business Services](#), [5.3 Application Services](#), [5.4 Service Map](#), [5.5 RACI Matrix](#), [5.6 RACI summaries](#), [6. Troubleshooting](#).

Reference only — see [4. Setup](#) for how to configure each of these.

3.1 Definitions

- **Business Service** — a Tier 1 record representing something the organisation delivers or depends on as a whole, such as a customer portal or a payroll run.
- **Application Service** — a Tier 2 record representing a specific application or system that supports one or more Business Services.
- **RACI** — the four roles a person, group or supplier can hold against a service: **R**esponsible (does the work), **A**ccountable (answers for the outcome), **C**onsulted (asked for input), **I**nformed (kept up to date). BSM lets several users, groups and suppliers hold the Consulted and Informed roles at once; Responsible and Accountable are each a single user/group (plus, for Accountable, an optional supplier).
- **Service Map** — the diagram view showing how Business Services, Application Services and the GLPI assets under them connect.

3.2 Assets, management & administration items

- Assets and other GLPI items that a service links to (servers, network equipment, software installations, and others as configured) — BSM reads these to build the Service Map; it does not modify them.

- Users, Groups and Suppliers — assigned to services as RACI actors.
- Manufacturers and States — an Application Service records its publisher (Manufacturer) and status (State); a State must be explicitly marked visible for Application Services (in **Setup > Dropdowns > State**, or the State's own form) before it appears as a choice.

3.3 Automatic actions

None.

See [4.2 Configuration](#).

3.4 Notifications

None.

3.5 Rules

None.

3.6 Permissions

BSM adds its own rights, set per profile under the plugin's tab on **Administration > Profiles**:

- **Business Service** and **Application Service** — the usual Read/Create/Update/Delete/Purge rights, plus the two notes rights, control who can see and manage each tier's records.
- **Configuration** — Read/Create/Update/Delete/Purge on the Setup > General > BSM screen.
- **RACI Matrix** — Read to view the matrix page, and to view another user's, group's or supplier's "RACI (as actor)" tab. The matrix itself is read-only; actors are assigned from each service's own form, so the Update right on this screen has no effect. A user always sees their own "My RACI" tab regardless of this right.

See [4.3 Permissions](#).





4. Setup



Part of the **BSM** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [5.1 How to use](#), [5.2 Business Services](#), [5.3 Application Services](#), [5.4 Service Map](#), [5.5 RACI Matrix](#), [5.6 RACI summaries](#), [6. Troubleshooting](#).

4.1 Installation

Install and activate BSM from **Setup > Plugins**, the same as any other GLPI plugin.

4.2 Configuration

BSM's settings live under **Setup > General > BSM**:

- **Item types** — which kinds of GLPI assets are eligible to appear on the Service Map and be linked to an Application Service.
- **Tiers** — how those item types are grouped into ranks (for example, separating network equipment from servers) so the map can lay them out sensibly.
- **Tracked software** — which software installations are followed on the map, since software is usually too numerous to include by default.
- **Canvas settings** — the Service Map's layout style, zoom sensitivity, and the thresholds at which a group of items collapses into a summary badge instead of being drawn individually.

4.2.1 Automatic actions

None.

4.3 Permissions

BSM adds its own rights, set per profile under the plugin's tab on **Administration > Profiles**:

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- **Configuration** — Read/Create/Update/Delete/Purge on the Setup > General > BSM screen.
- **RACI Matrix** — Read to view the matrix page, and to view another user's, group's or supplier's "RACI (as actor)" tab. The matrix itself is read-only; actors are assigned from each service's own form, so the Update right on this screen has no effect. A user always sees their own "My RACI" tab regardless of this right.

4.4 BSM settings

BSM's own settings live under **Setup → General → BSM**. They control which GLPI item types the plugin can link to an Application Service, how those item types are ranked on the Service Map, and how the Service Map itself behaves.

4.4.1 Open the BSM settings

Choose **Setup → General**, then the **BSM** tab. Changing any setting here requires the Configuration Update right on the plugin.

4.4.2 Configuration items

- **Item types that can be linked to an Application Service** — every GLPI asset type checked here gets a Services tab and can be linked from the Service Map. Disabling a type hides its Services tab and blocks new links; links already recorded are kept and shown greyed out.
- **Tracked software categories** — only software in the selected categories (and their subcategories) appears in Software Versions tabs and lists.



Configuration items

Item types that can be linked to an Application Service ?

✕Appliance

✕Application Service

✕Business Service

✕Cable

✕Certificate

✕Cluster

✕Computer

✕Database

✕Database instance

✕Domain

✕Domain record

✕Enclosure

✕License

✕Monitor

✕Network device

✕PDU

✕Passive device

✕Peripheral

✕Phone

✕Phone line

✕Printer

✕Rack

✕Server room

✕Simcard item

✕Software

Tracked software categories ?

+

Configuration items

4.4.3 Service map levels

Each linkable item type is assigned to one of four levels, lowest first, which sets its row on the Service Map. Picking a type into one level removes it from the others — a type cannot belong to two levels at once. An unassigned type still renders, at a default middle level. Network equipment always renders in its own side lane regardless of level, and is not offered here.



Service map levels

Assign each item type to one of 4 levels — lowest first. Picking a type into one level removes it from the others. An unassigned type still renders, at a default middle level. Network equipment always renders in its own separate side lane, regardless of level, and is not offered here.

Level 0

✕Software

Level 1

✕Cluster

✕Computer

Level 2

✕Appliance

✕Database

✕Enclosure

✕PDU

✕Peripheral

✕Phone

✕Printer

Level 3

Service map levels

4.4.4 Service map canvas settings

- **Layout engine** — the algorithm used to lay out the diagram.
- **Node threshold** — how many children a group can hold before the map collapses it into a summary badge instead of drawing every item.

- **Children per node** — how many items a summary badge shows at a time when expanded.
- **Zoom step** — how much each scroll/pinch changes the zoom level (1-200).



Service map

Layout engine Layered (dagre) ▼

Node threshold 25

Children per node 50

Zoom step 10 ?

Service map canvas settings

“ **Note:** Rights for Business Service, Application Service, RACI Matrix and this Configuration screen are set per profile under **Administration → Profiles → BSM**, not on this page.

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