



Using BSM

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5.1 How to use



Part of the **BSM** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.2 Business Services](#), [5.3 Application Services](#), [5.4 Service Map](#), [5.5 RACI Matrix](#), [5.6 RACI summaries](#), [6. Troubleshooting](#).

Creating and classifying a service

Open **Management > Business Services** or **Management > Application Services** to see the existing records and add new ones. Every service is classified by **Service type** (Customer-facing or Supporting) and **Customer scope** (Internal or External) — both are mandatory. An Application Service can also be linked to one or more Business Services it supports.

Assigning RACI actors

Each service's own form has an **Actors** section for its Responsible, Accountable, Consulted and Informed users, groups and suppliers — this is the only place actors are assigned or changed. Four read-only views recap that same data from different angles: the **Service RACI** tab on a single service's own form; the **RACI Matrix** page (under the BSM menu), a filterable overview of every service's assignments at once; and the **My RACI** tab (Preferences) / **RACI (as actor)** tab (on a User, Group, or Supplier record), listing every service that actor is named on.

Reading the Service Map

The **Service Map** (under the BSM menu, or from a service's own record) draws the dependency chain from Business Services down through Application Services to the underlying assets. Use the **Group by** control to cluster nodes (for example by role or by contract), the **Legend** panel to read

the tier colours, badge colours and equipment border styles, and the fullscreen button for a larger working view.

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5.2 Business Services



Part of the **BSM** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 How to use](#), [5.3 Application Services](#), [5.4 Service Map](#), [5.5 RACI Matrix](#), [5.6 RACI summaries](#), [6. Troubleshooting](#).

A Business Service is a Tier 1 record: something the organisation delivers or depends on, such as a customer-facing portal or an internal payroll run. Every Business Service is classified by who consumes it and how, and can name the people and teams who answer for it.

5.2.1 Open the Business Services list

From the main menu choose **Management** → **Business Services**. Each row shows the service, who owns it, and the group in charge.

Search

Sort

☐	NAME	BUSINESS SERVICE TYPE	GROUP IN CHARGE	ENTITY	LAST UPDATE
☐	Customer Portal		Digital Services	Root entity	2026-09-07 19:03
☐	Payroll Processing		Digital Services	Root entity	2026-09-07 19:03
☐	Identity and Access Platform		Digital Services	Root entity	2026-09-07 19:03
☐	Field Service Dispatch			Root entity	2026-09-07 19:03

15

rows / page

Showing 1 to 4 of 4 rows

The Business Services list

5.2.2 Open an existing Business Service

Click a service's name to open its record. This example opens **Customer Portal**.

Name

Customer Portal

Service type *

Customer-facing

Status

Business Service type

Customer scope *

External

Service Level

Actors

Service manager (R)

glpi

Support groups (R)

✕Digital Services

Suppliers / MSPs (R)

✕Managed Hosting Co.

Consulted users (C)

Consulted groups (C)

Consulted suppliers (C)

Service owner (A) ?

glpi

Owner group (A)

Informed users (I)

Informed groups (I)

Informed suppliers (I)

Comments

Public-facing self-service portal for external customers.

Put in trashbin

Save

A Business Service record

5.2.3 Classify the service

- **Service type** — *Customer-facing* (delivered under an SLA directly to a customer) or *Supporting* (underpins another service rather than being consumed directly). Both this field and Customer scope are mandatory: a service cannot be saved unclassified.

- **Customer scope** — *Internal* (consumed by people inside the organisation) or *External* (consumed by customers outside it). In this example, **Customer Portal** is Customer-facing and External.

Name	Customer Portal	Business Service type	----- <i>i</i> <i>+</i>
Service type *	Customer-facing	Customer scope *	External
Status	----- <i>i</i> <i>+</i>	Service Level	----- <i>i</i>

Actors

Service manager (R)	glpi <i>i</i>	Service owner (A) ?	glpi <i>i</i>
Support groups (R)	xDigital Services <i>+</i>	Owner group (A)	----- <i>i</i> <i>+</i>
Suppliers / MSPs (R)	xManaged Hosting Co.	Informed users (I)	
Consulted users (C)		Informed groups (I)	<i>+</i>
Consulted groups (C)	<i>+</i>	Informed suppliers (I)	
Consulted suppliers (C)			
Comments	Public-facing self-service portal for external customers.		

Put in trashbin

Save

Service type and customer scope

5.2.4 Assign who answers for the service

- **Business owner / Business owner group** — the *Responsible* side: the person and team who run the service day to day. The group list is limited to groups the chosen owner actually belongs to.
- **Technician in charge / Supplier in charge** — the *Accountable* side: who signs off on the service and who is accountable if it is run by an external provider. The unremarkable

Field Service Dispatch record leaves all four blank — nothing prevents saving a service before its actors are decided.

Name	Customer Portal	Business Service type	----- i +
Service type *	Customer-facing	Customer scope *	External
Status	----- i +	Service Level	----- i



Actors

Service manager (R)	glpi i	Service owner (A) ?	glpi i
Support groups (R)	xDigital Services +	Owner group (A)	----- i +
Suppliers / MSPs (R)	xManaged Hosting Co.	Informed users (I)	
Consulted users (C)		Informed groups (I)	+
Consulted groups (C)	+	Informed suppliers (I)	
Consulted suppliers (C)			
Comments	Public-facing self-service portal for external customers.		

Put in trashbin

Save

Responsible and Accountable actors

“ **Note:** The full Responsible/Accountable/Consulted/Informed assignment, including multiple users and groups per role, is covered in the RACI Matrix chapter.

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5.3 Application Services



Part of the **BSM** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 How to use](#), [5.2 Business Services](#), [5.4 Service Map](#), [5.5 RACI Matrix](#), [5.6 RACI summaries](#), [6. Troubleshooting](#).

An Application Service is a Tier 2 record: the specific application or platform that delivers a Business Service, such as the identity system behind a customer portal or the batch job that runs payroll. Every Application Service is classified by its environment and status, and can name the people, teams and suppliers who maintain it.

5.3.1 Open the Application Services list

From the main menu choose **Management** → **Application Services**. Each row shows the service's type, publisher, environment and the group in charge.

Search Sort							
--	--	--	--	--	--	--	---

15

rows / page

Showing 1 to 4 of 4 rows

The Application Services list

5.3.2 Open an existing Application Service

Click a service's name to open its record. This example opens **Customer Identity Service**.

Name

Customer Identity Service

Publisher

Acme Software

Status *

In production

Application Service type

Environment *

Production

Copy actors from Business Service

Actors

Service manager (R)

glpi

Support groups (R)

✕Digital Services

Suppliers / MSPs (R)

✕Managed Hosting Co.

Consulted users (C)

Consulted groups (C)

Consulted suppliers (C)

✕Managed Hosting Co.
✕Cloud Support Partners

Service owner (A) ?

glpi

Owner group (A)

Informed users (I)

✕normal

Informed groups (I)

Informed suppliers (I)

Operations

Location

Comments

Handles login and SSO for the Customer Portal.

Put in trashbin

Save

An Application Service record

5.3.3 Classify the service

- **Publisher** — the manufacturer of the application, an ordinary GLPI dropdown.
- **Environment** — *Production, Pre-production, Development* or *Test*. Mandatory: a service cannot be saved unclassified.
- **Status** — a GLPI State, filtered to the states an administrator has marked visible for Application Services. Mandatory alongside Environment. In this example, **Customer Identity Service** is Production, published by Acme Software.

Name

Customer Identity Service

Application Service type

i

+

Publisher

Acme Software

▼

i

+

Environment *

Production

▼

Status *

In production

▼

i

+

Copy actors from Business Service

Actors

Service manager (R)

glpi

▼

i

Support groups (R)

✕Digital Services

+

Suppliers / MSPs (R)

✕Managed Hosting Co.

Consulted users (C)

Consulted groups (C)

+

Consulted suppliers (C)

✕Managed Hosting Co.

✕Cloud Support Partners

Service owner (A) ?

glpi

▼

i

Owner group (A)

▼

i

+

Informed users (I)

✕normal

Informed groups (I)

+

Informed suppliers (I)

Operations

Location

▼

i

+

📄

Comments

Handles login and SSO for the Customer Portal.

Put in trashbin

Save

Publisher, Environment and Status



5.3.4 Assign who maintains the service

- **Technician in charge / Group in charge** — the *Responsible* side.
- **Application owner / Application owner group** — the *Accountable* side.
- **Supplier in charge** — a single supplier, also part of *Accountable*.
- **Suppliers** (under Consulted) — any number of suppliers who are asked for input;
Customer Identity Service names both Managed Hosting Co. and Cloud Support Partners here.

Name	Customer Identity Service	Application Service type	-----	i	+
Publisher	Acme Software	Environment *	Production		
Status *	In production			i	+

 Copy actors from Business Service

Actors

Service manager (R)	glpi	Service owner (A) ?	glpi
Support groups (R)	✕Digital Services	Owner group (A)	-----
Suppliers / MSPs (R)	✕Managed Hosting Co.	Informed users (I)	✕normal
Consulted users (C)		Informed groups (I)	
Consulted groups (C)		Informed suppliers (I)	
Consulted suppliers (C)	✕Managed Hosting Co. ✕Cloud Support Partners		

Operations

Location	-----
Comments	Handles login and SSO for the Customer Portal.

 Put in trashbin

 Save

5.3.5 Copy actors from a linked Business Service

When an Application Service is linked to exactly one Business Service, its form shows a **Copy actors from Business Service** button. Clicking it fills in any *currently empty* Responsible and Accountable fields from that Business Service — Consulted and Informed are not affected, since RACI Matrix handles those separately. It never overwrites a field that already has a value, and nothing is saved until the form itself is saved.

This example opens **Payroll Batch Engine**, which starts with no actors set, and clicks the button to pull them in from its linked Business Service.



Name	Payroll Batch Engine	Application Service type	-----	i	+
Publisher	Contoso Systems	Environment *	Production		
Status *	In production			i	+

 Copy actors from Business Service

Actors

Service manager (R)	glpi	i	Service owner (A) ?	glpi	i
Support groups (R)	✕Digital Services	+	Owner group (A)	-----	i +
Suppliers / MSPs (R)			Informed users (I)		
Consulted users (C)	✕tech ✕normal		Informed groups (I)	✕Digital Services	+
Consulted groups (C)		+	Informed suppliers (I)		
Consulted suppliers (C)					

Operations

Location -----

Comments
Nightly payroll calculation job.

Information

Copied: Service manager (R), Support groups (R), Service owner (A), Consulted users (C), Informed groups (I).

Actors filled in from the linked Business Service

“ **Note:** The full Responsible/Accountable/Consulted/Informed assignment, including multiple users and groups per role, is covered in the RACI Matrix chapter.

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5.4 Service Map

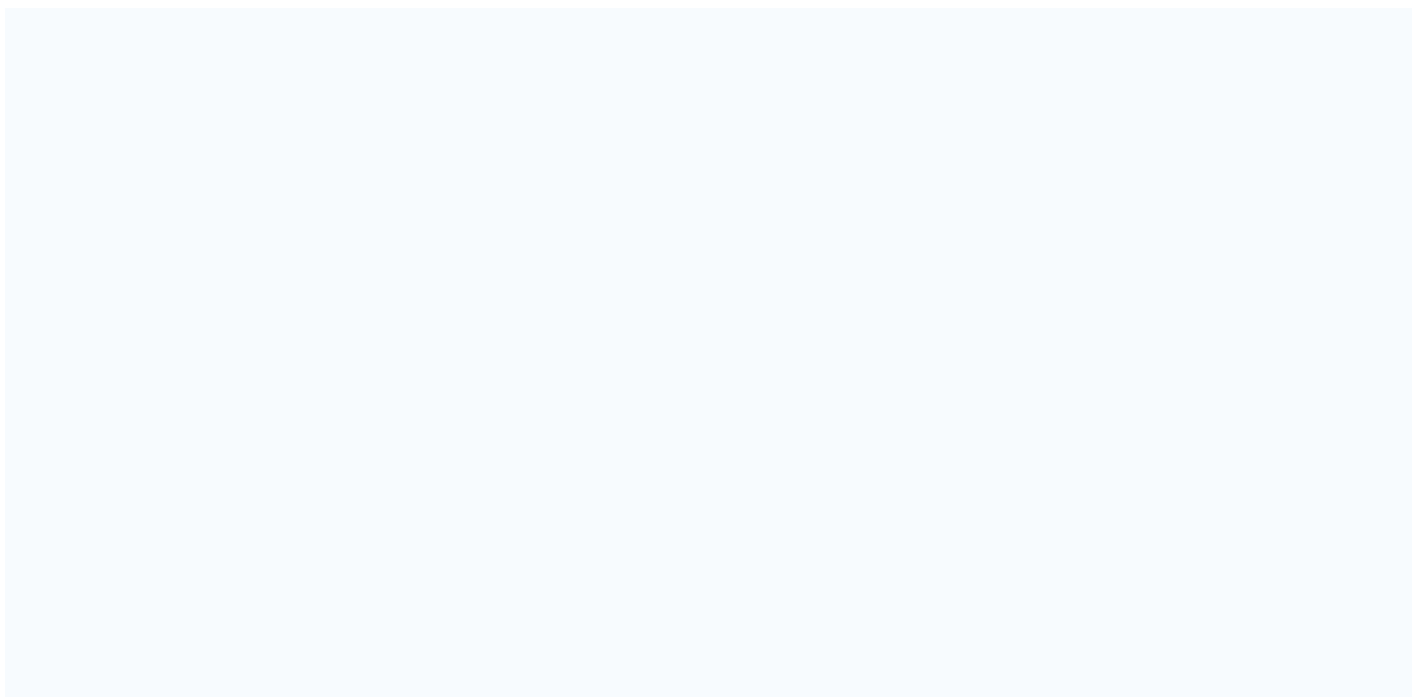


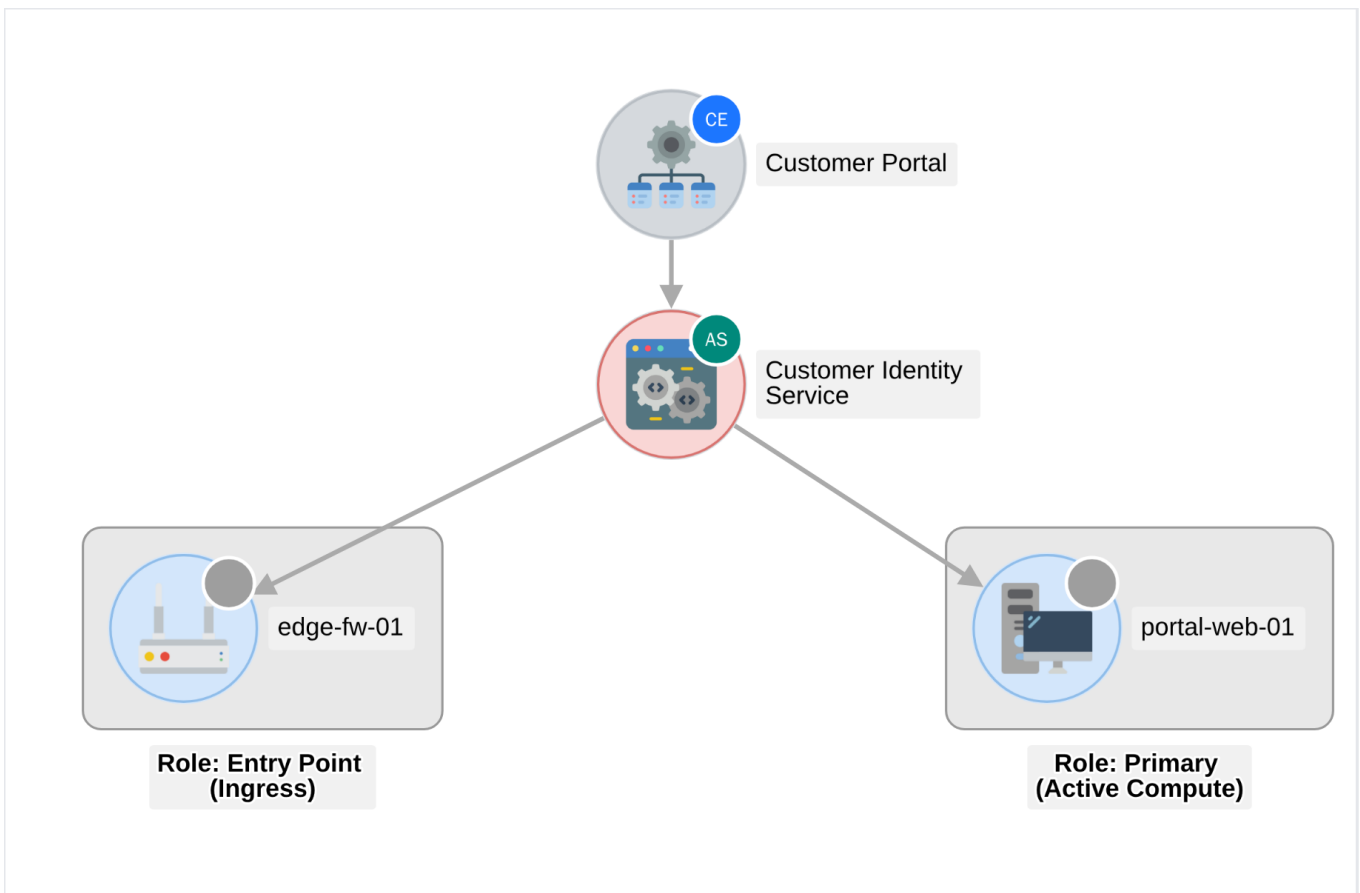
Part of the **BSM** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 How to use](#), [5.2 Business Services](#), [5.3 Application Services](#), [5.5 RACI Matrix](#), [5.6 RACI summaries](#), [6. Troubleshooting](#).

The Service Map is a diagram, available as a tab on any Business Service or Application Service, that draws how the service connects to the Application Services and infrastructure underneath it. It turns "what does this actually depend on?" into a picture instead of a search through unrelated records.

5.4.1 Open the Service Map tab

Open **Customer Identity Service** (an Application Service) and choose the **Service Map** tab. The diagram loads automatically, laying out every item linked to this service and grouping them — by default, by their role in the service.

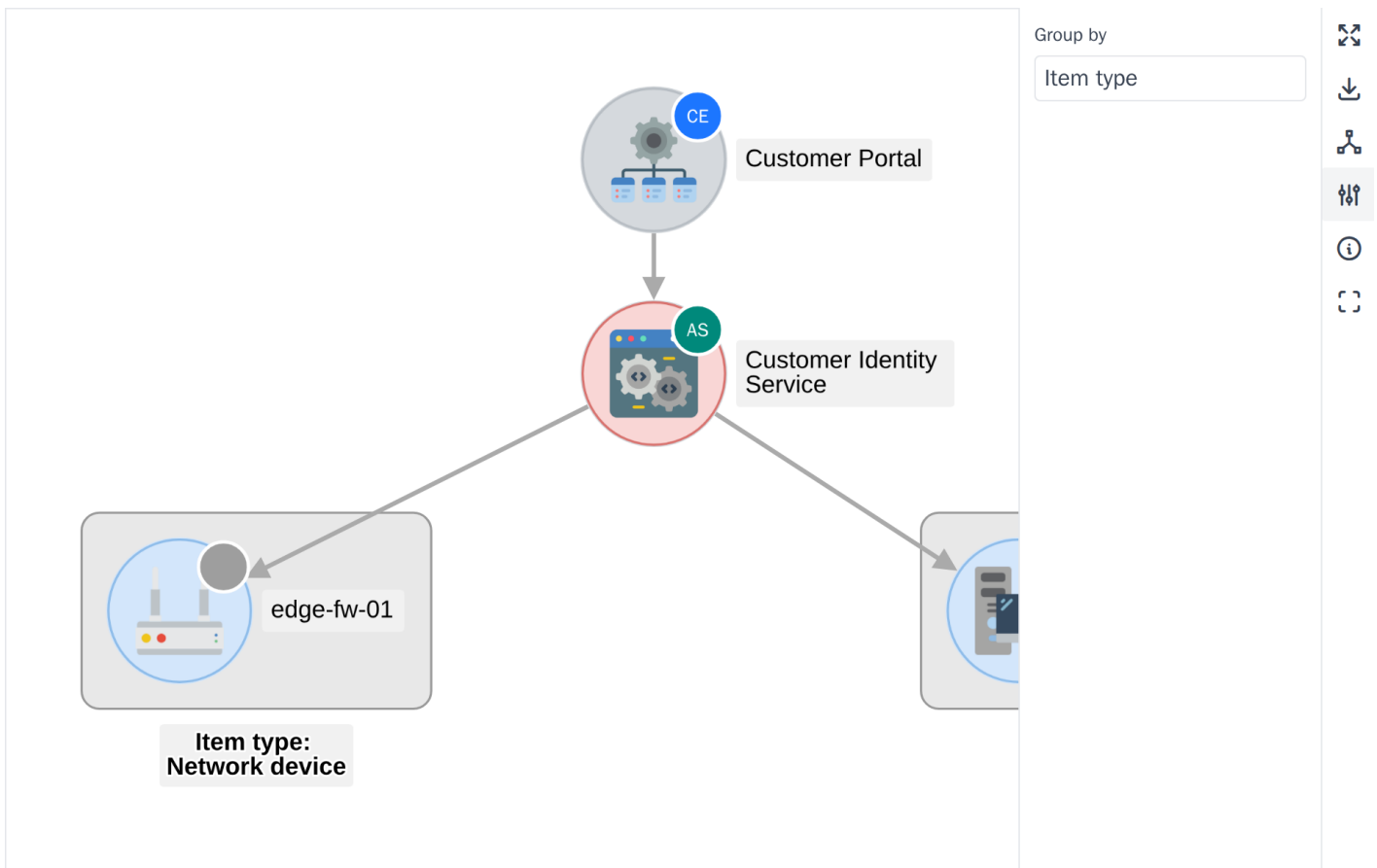




The Service Map for an Application Service

5.4.2 Change how items are grouped

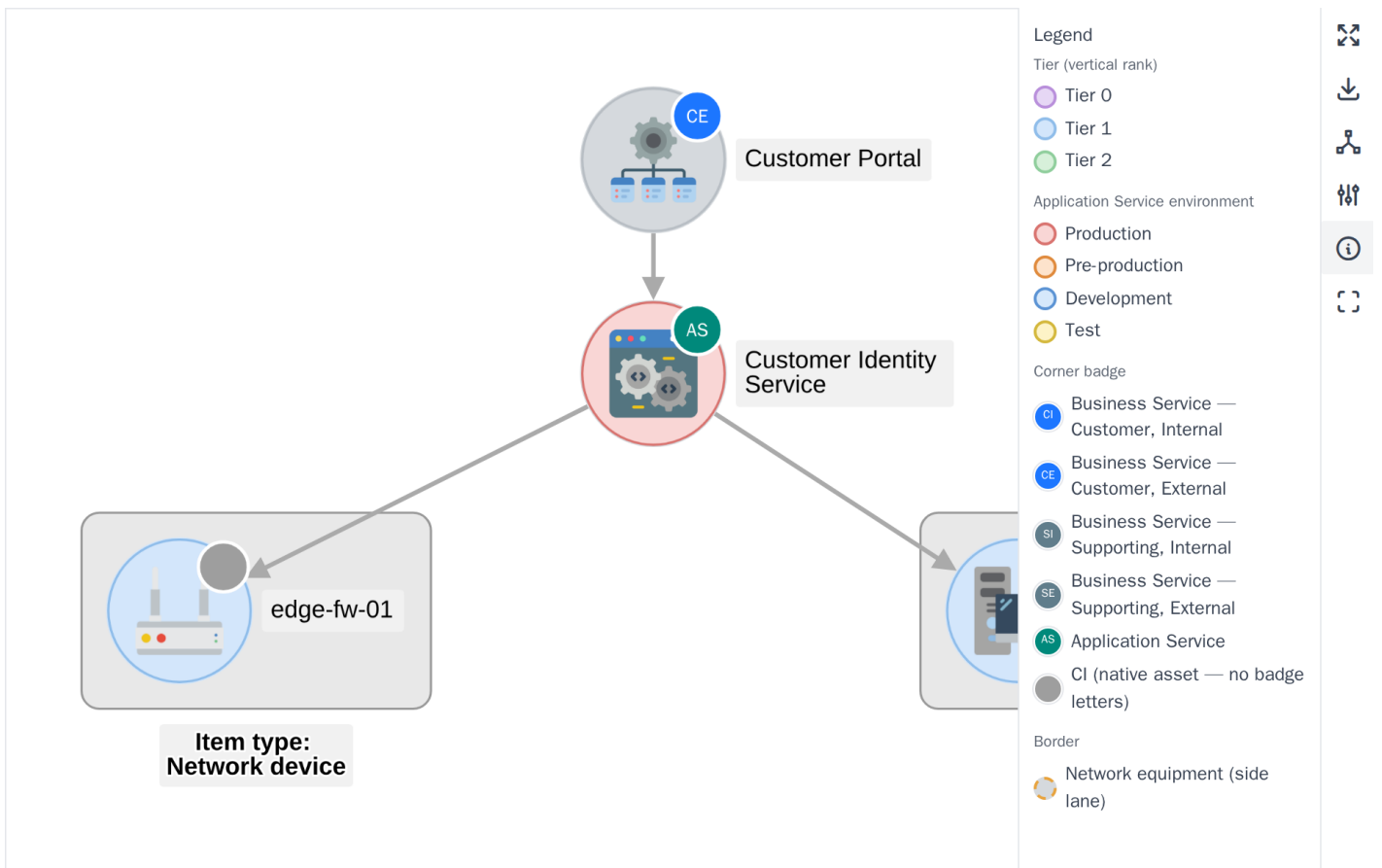
Click the **Group by** icon in the side panel to choose a different grouping — for example, by **Item type** instead of Role. Each group is drawn as its own labelled box, and the label shows which grouping produced it.



Grouping by item type

5.4.3 Read the Legend

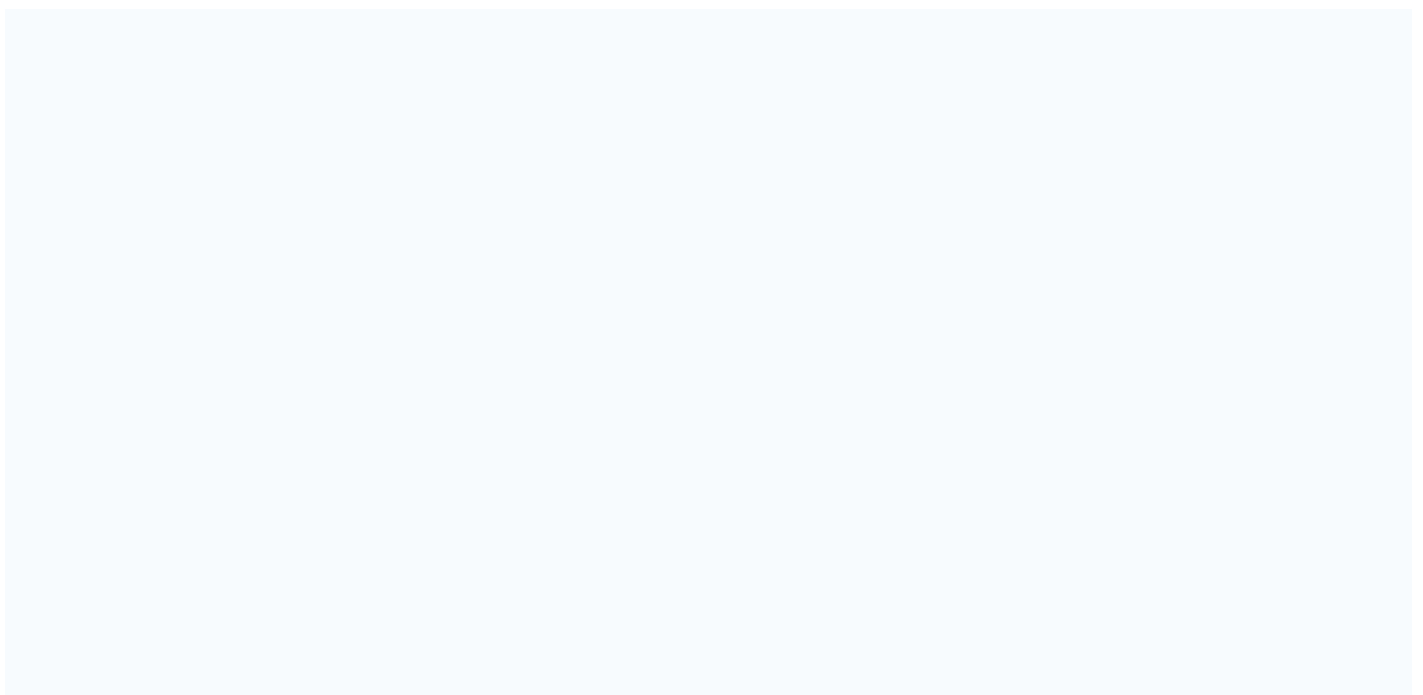
Click the **Legend** icon to see what each colour and badge on the diagram means: tier colours, environment colours for Application Services, and the border style used for network equipment.

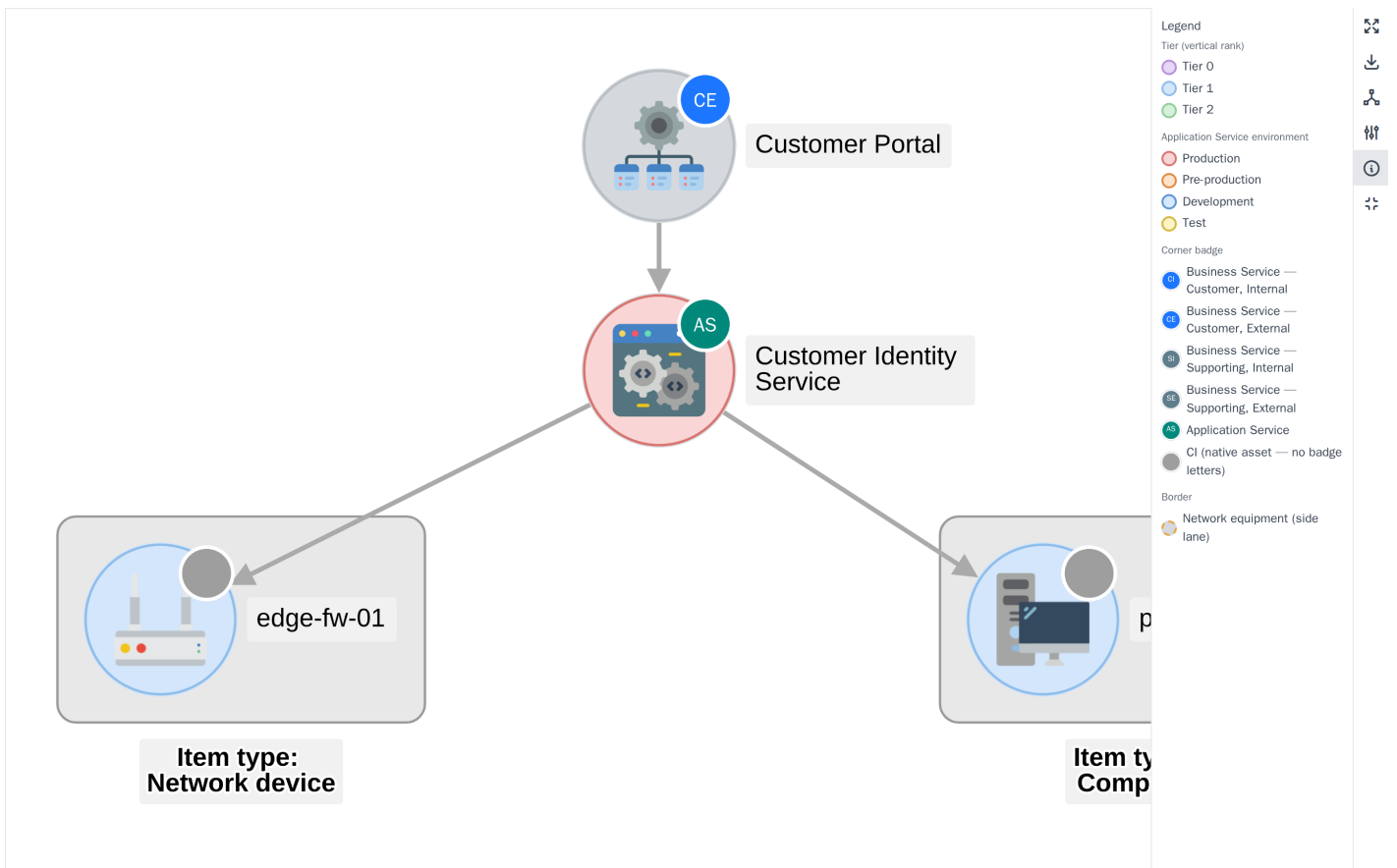


The Legend panel

5.4.4 View the diagram fullscreen

For a large or busy map, click the **fullscreen** icon to expand the diagram to fill the browser window. Click it again, or press the same icon, to return to the normal view.





The Service Map in fullscreen mode

“ **Note:** The Service Map only draws item types enabled in Setup > General > BSM, and draws every tier it can reach — opening the map from a Business Service also shows the Application Services and infrastructure beneath it, not just its immediate links.

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5.5 RACI Matrix



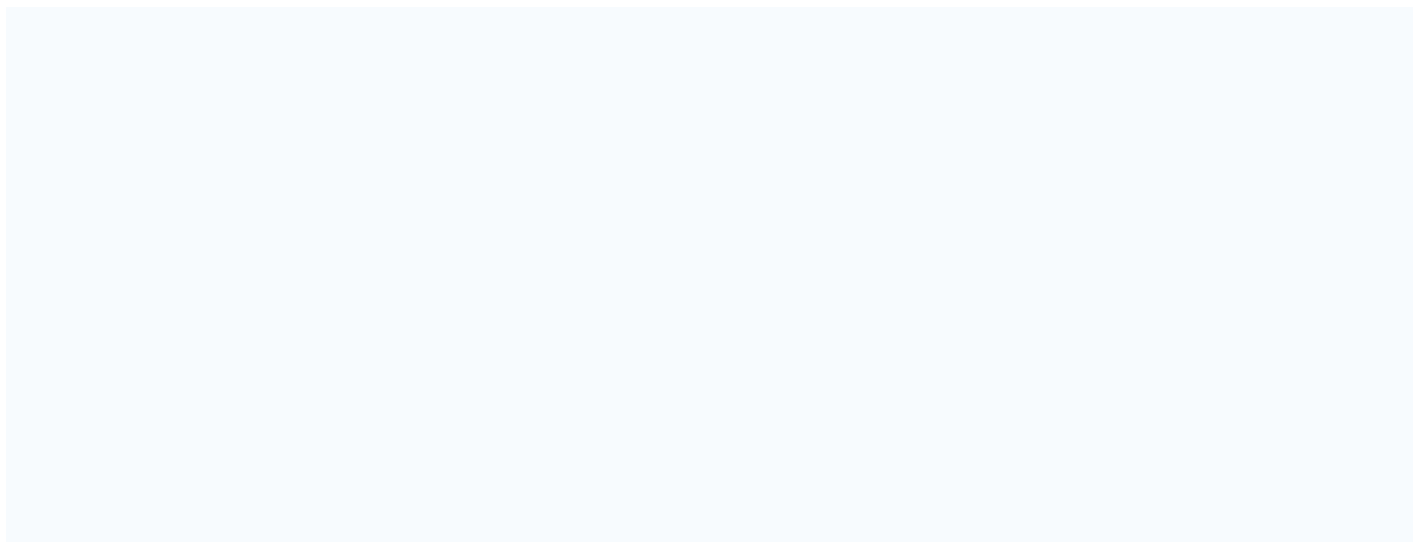
Part of the **BSM** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 How to use](#), [5.2 Business Services](#), [5.3 Application Services](#), [5.4 Service Map](#), [5.6 RACI summaries](#), [6. Troubleshooting](#).

The RACI Matrix is a single, read-only overview of every Business Service and the Application Services delivered under it, showing who is Responsible, Accountable, Consulted and Informed for each. It is the fastest way to check actor assignments across many services at once, without opening each record individually.

5.5.1 Open the RACI Matrix

Choose **RACI Matrix** from the BSM menu. Each Business Service row is followed by the Application Services delivered under it, indented one level. A summary line above the table counts services missing a Responsible or an Accountable actor, and an **Export to CSV** link downloads the currently filtered view.

The matrix itself is read-only — actors are assigned from each service's own form, not from here.



Rows: 4 services · 2 without Responsible · 1 without Accountable Export to CSV

Responsible	Accountable	Consulted	Informed
Any	Any	Any	Any

Filter by linked service

15 rows / page Showing 1 to 4 of 4 rows

Service	Entity	Type	Responsible	Accountable	Consulted	Informed
BS Customer Portal	Root entity	Customer-facing	glpi Digital Services Managed Hosting Co.	glpi	—	—
AS Customer Identity Service	Root entity	Unset	glpi Digital Services Managed Hosting Co.	glpi	Managed Hosting Co. Cloud Support Partners	normal
BS Field Service Dispatch	Root entity	Customer-facing	No Responsible	glpi	—	—
BS Identity and Access Platform	Root entity	Supporting	glpi Digital Services	glpi	—	—
BS Payroll Processing	Root entity	Customer-facing	glpi Digital Services	glpi	tech normal	Digital Services
AS Payroll Batch Engine	Root entity	Unset	No Responsible	No Accountable	—	—

Entries to show: 15

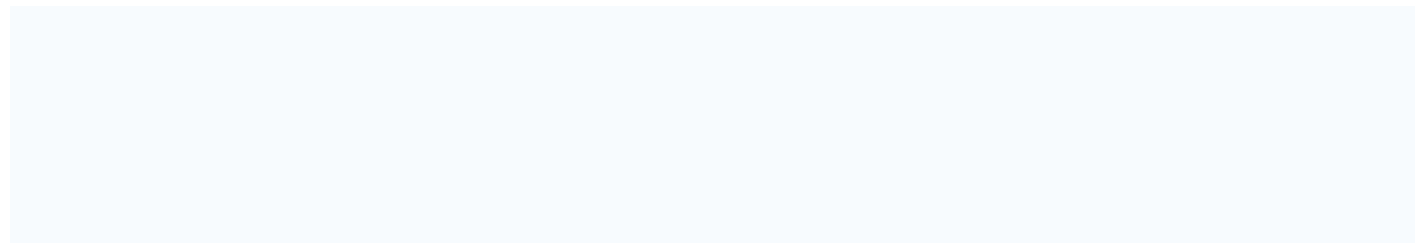
The RACI Matrix

5.5.2 Filter by actor

Four dropdowns, one per role, narrow the matrix to services where a specific user, group or supplier holds that role:

- Each dropdown only lists actors who actually hold that role somewhere in the matrix, not the whole directory.
- Selecting more than one role filters with **AND**: a service must match every role picked, but any one of its own actors in that role is enough to match.

This example filters Responsible to **glpi**.



Rows: 4 services · 2 without Responsible · 1 without Accountable

Export to CSV

Responsible	Accountable	Consulted	Informed
glpi (User)	Any	Any	Any

Filter by linked service

Search a Business or Application Service...

15 rows / page

Showing 1 to 3 of 3 rows

Service	Entity	Type	Responsible	Accountable	Consulted	Informed
BS Customer Portal	Root entity	Customer-facing	glpi Digital Services Managed Hosting Co.	glpi	—	—
AS Customer Identity Service	Root entity	Unset	glpi Digital Services Managed Hosting Co.	glpi	Managed Hosting Co. Cloud Support Partners	normal
BS Identity and Access Platform	Root entity	Supporting	glpi Digital Services	glpi	—	—
BS Payroll Processing	Root entity	Customer-facing	glpi Digital Services	glpi	tech normal	Digital Services
AS Payroll Batch Engine	Root entity	Unset	No Responsible	No Accountable	—	—

Entries to show: 15

Filtering the matrix by Responsible actor

5.5.3 Filter by linked service

Pick a Business Service in **Filter by linked service** to also show every Application Service delivered under it, or pick an Application Service to also show the Business Service it is delivered under. This example filters by **Customer Portal**.



Rows: 4 services · 2 without Responsible · 1 without Accountable

Export to CSV

Responsible	Accountable	Consulted	Informed
Any	Any	Any	Any

Filter by linked service

Customer Portal (Business Service)

15 rows / page

Showing 1 to 4 of 4 rows

Service	Entity	Type	Responsible	Accountable	Consulted	Informed
BS Customer Portal	Root entity	Customer-facing	glpi Digital Services Managed Hosting Co.	glpi	—	—
AS Customer Identity Service	Root entity	Unset	glpi Digital Services Managed Hosting Co.	glpi	Managed Hosting Co. Cloud Support Partners	normal
BS Field Service Dispatch	Root entity	Customer-facing	No Responsible	glpi	—	—
BS Identity and Access Platform	Root entity	Supporting	glpi Digital Services	glpi	—	—
BS Payroll Processing	Root entity	Customer-facing	glpi Digital Services	glpi	tech normal	Digital Services
AS Payroll Batch Engine	Root entity	Unset	No Responsible	No Accountable	—	—

Entries to show: 15

Filtering by linked service

“ **Note:** Actors are assigned or changed from the Business Service or Application Service's own form — see the Actors step in those chapters — not from the matrix. A row still only shows actors the signed-in user has rights to see.

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6. Troubleshooting



Part of the **BSM** manual — see also [1. Introduction](#), [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](#).

I don't see the BSM menu, or a service's RACI tab is missing

BSM's menu entries and tabs only appear for a profile that has been granted the relevant right under **Administration > Profiles > (a profile) > BSM**: Business Service, Application Service, Configuration, and RACI Matrix each have their own Read/Create/Update/Delete right. A profile with none of these granted sees no BSM menu at all, not an error — check the profile's BSM tab first.

I can't find a way to edit actors from the RACI Matrix page

The RACI Matrix is read-only by design — it's an overview, not an editor. To change who is Responsible, Accountable, Consulted or Informed for a service, open that service's own record (Business Service or Application Service) and edit its **Actors** section there; you need Update on that service's own tier to do so.

The Business owner group list doesn't show the group I expected

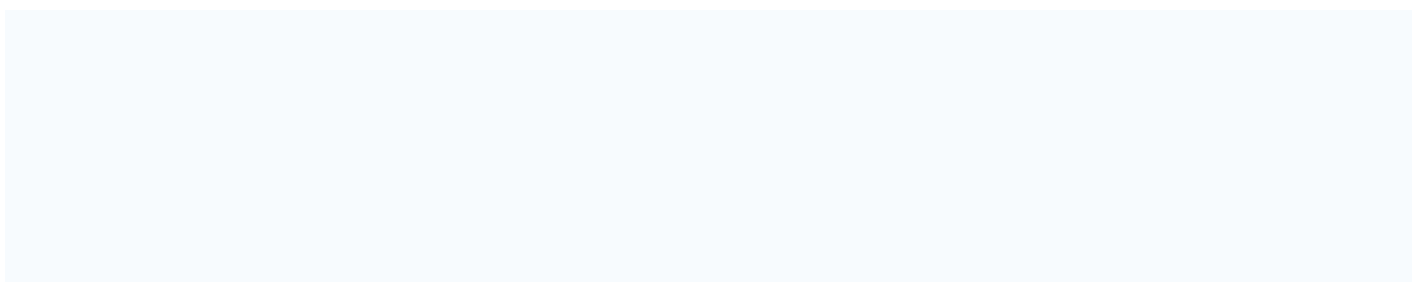
The **Business owner group** picker on a Business Service is limited to groups the chosen **Business owner** actually belongs to. If the group you expect is missing, either it doesn't have that user as a member, or no owner has been selected yet — pick the owner first, then the group list narrows to their groups.

The Service Map is missing assets I expect to see

The Service Map only draws asset types that are enabled in **Setup > General > BSM > Item types**, and software installations only if they are added to the **Tracked software** list there — an asset of an untracked type or an untracked software install is skipped entirely rather than shown greyed out. Check both lists if an expected node is missing.

"Group by" boxes look empty or oddly grouped

Grouping is driven by the same Setup > General > BSM configuration (item type tiers, tracked software). An item that has never been assigned a tier falls back to an "Unassigned" grouping rather than being hidden — if a group looks unexpectedly full or empty, check the **Tiers** picker in Setup for that item type.



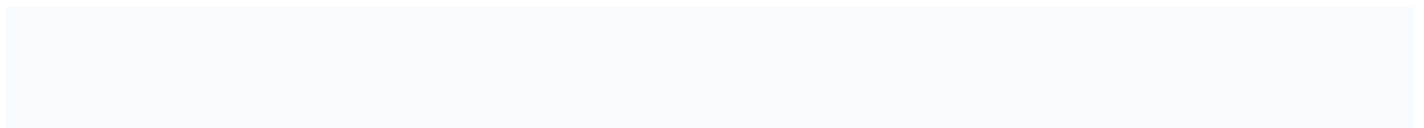
The Status field on an Application Service has no options to choose from

Status is mandatory, but a State only appears there once it has been explicitly marked visible for Application Services — on a fresh install no State is marked that way yet, so the field starts empty. Open **Setup > Dropdowns > Statuses**, edit a State, and enable it for Application Services (or create a new one and do the same); it will then appear in the dropdown.

The "Copy actors from Business Service" button did nothing, or isn't there at all

The button only appears once the Application Service is saved and linked to **exactly one** Business Service — it's hidden on a new, unsaved record, and clicking it on a service linked to zero or several Business Services shows a message explaining which of those is the case instead of copying anything. When it does run, it only fills fields that are currently empty: if Responsible or Accountable already has a value, that field is left untouched.

Changes to a service's actors don't show on the Service Map or RACI Matrix immediately



Both views read the current state of the service records on each load; a hard refresh of the page resolves cases where a stale copy of the diagram or matrix was cached in the browser.

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5.6 RACI summaries



Part of the **BSM** manual — see also [1. Introduction](#), [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](#), [6. Troubleshooting](#).

Besides the organisation-wide RACI Matrix and each service's own editable Actors section, BSM has two more read-only RACI views: a **Service RACI** tab on every Business Service and Application Service, and a **My RACI / RACI (as actor)** tab on a user, a group or a supplier. Neither one edits anything — both exist to answer "who/what is on the hook here?" from a different starting point.

5.6.1 View a single service's RACI (Service RACI tab)

Open any Business Service or Application Service and choose its **Service RACI** tab. It recaps that one service's Responsible, Accountable, Consulted and Informed actors — the same data as the RACI Matrix row for this service, just without the rest of the organisation around it — and a **View in matrix** button jumps straight to that row on the full Matrix. This example opens **Customer Portal**.

 Service RACI View in matrix

Actors are edited in the Actors section of this service's own form.

Responsible	Accountable
glpi Digital Services Managed Hosting Co.	glpi
Consulted	Informed
—	—

5.6.2 View every service a user, group or supplier is on

Open a User, Group or Supplier record and choose its **RACI (as actor)** tab — it lists every service that person, team or supplier is named on, in which role(s), and (for a user) whether the role comes from their own assignment or from a group they belong to. The tab only appears when that actor has at least one assignment.

This example opens the **glpi** user record.

 RACI (as actor)

The services this actor is named on. Actors are set on each service's own form.

SERVICE	TIER	ROLE
Customer Identity Service	Application Service	Responsible Responsible via Digital Services Accountable
Customer Portal	Business Service	Responsible Responsible via Digital Services Accountable
Field Service Dispatch	Business Service	Accountable
Identity and Access Platform	Business Service	Responsible Responsible via Digital Services Accountable
Payroll Processing	Business Service	Responsible Responsible via Digital Services Accountable Informed via Digital Services

The RACI (as actor) tab

“ **Note:** On your own user account, this same tab is titled **My RACI** and appears on Preferences as well as on your own User record — no BSM right is required to see your own assignments, only to look up someone else's.

