

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.

“ Generated for **BSM 0.21.0-beta.1** on GLPI 11.0.8 — 2026-09-13.

Revision #22

Created 2026-09-08 08:02:15 UTC by Óscar Beiro

Updated 2026-09-13 18:44:04 UTC by Óscar Beiro