

# 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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