

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

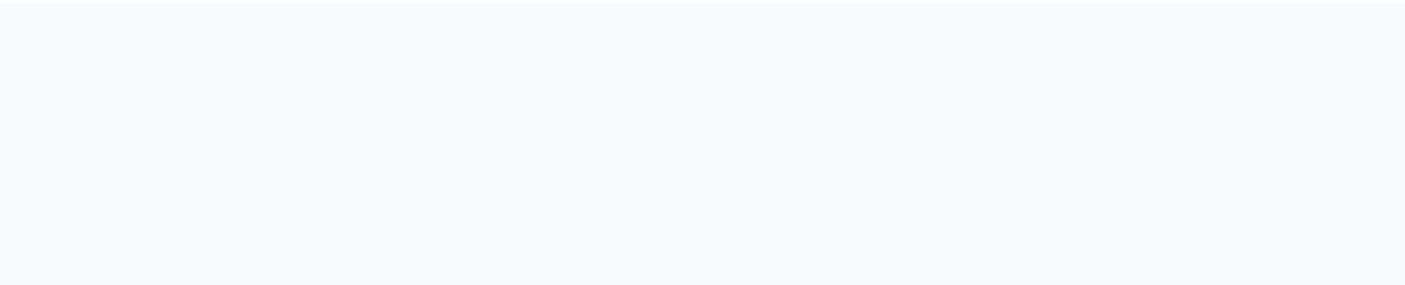
☐	NAME	BUSINESS SERVICE TYPE	GROUP IN CHARGE	ENTITY	LAST UPDATE
☐	Customer Portal		Digital Services	Root entity	2026-09-07 19:03
☐	Payroll Processing		Digital Services	Root entity	2026-09-07 19:03
☐	Identity and Access Platform		Digital Services	Root entity	2026-09-07 19:03
☐	Field Service Dispatch			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	Business Service type	-----	i	+
Service type *	Customer-facing	Customer scope *	External		
Status	-----	Service Level	-----	i	

Actors

Service manager (R)	glpi	Service owner (A) ?	glpi
Support groups (R)	xDigital Services	Owner group (A)	-----
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

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 +
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

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	-----	Service Level	-----	i	



Actors

Service manager (R)	glpi	Service owner (A) ?	glpi
Support groups (R)	xDigital Services	Owner group (A)	-----
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.

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

Revision #18

Created 2026-09-13 17:24:47 UTC by Óscar Beiro

Updated 2026-09-13 18:44:07 UTC by Óscar Beiro