

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](#).

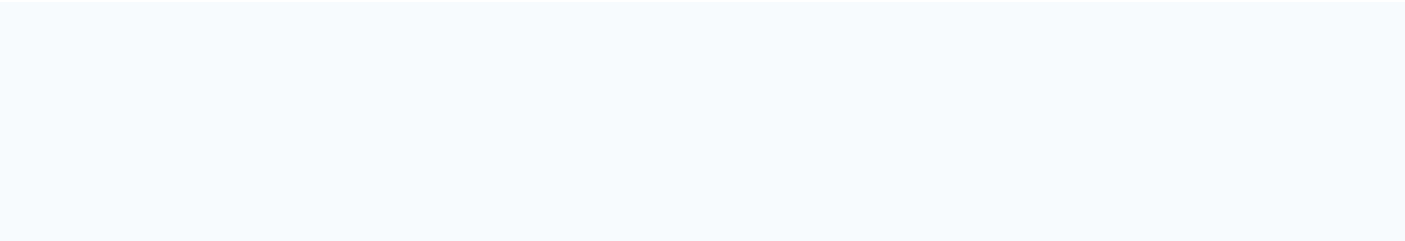
An Application Service is a Tier 2 record: the specific application or platform that delivers a Business Service, such as the identity system behind a customer portal or the batch job that runs payroll. Every Application Service is classified by its environment and status, and can name the people, teams 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							
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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>i</i> <i>+</i>
Publisher	Acme Software <i>i</i> <i>+</i>	Environment *	Production
Status *	In production <i>i</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)	xnormal
Consulted users (C)		Informed groups (I)	<i>+</i>
Consulted groups (C)	<i>+</i>	Informed suppliers (I)	
Consulted suppliers (C)	xManaged Hosting Co. xCloud Support Partners		

Operations

Location	----- <i>i</i> <i>+</i> <i>📄</i>
Comments	Handles login and SSO for the Customer Portal.

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

Responsible, Accountable and Consulted actors

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.

NamePayroll Batch Engine

Application Service type-----i+

PublisherContoso Systemsi+

Environment *Production

Status *In productioni+

Copy actors from Business Service

Actors

Service manager (R)glpi

Support groups (R)xDigital Services

Suppliers / MSPs (R)

Consulted users (C)xtech xnormal

Consulted groups (C)

Consulted suppliers (C)

Service owner (A) ?glpi

Owner group (A)-----i+

Informed users (I)

Informed groups (I)xDigital Services

Informed suppliers (I)

Operations

Location-----i+📄

CommentsNightly 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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