



Citsmart ITSM Configuration and Parameterization

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Citsmart ITSM

Citsmart ITSM was created in 2011, by Central IT team, as a way to show fast and efficient management models, according with Information Technology Infrastructure Library (ITIL) for managing IT services.

It is a platform of information technology governance, created to manage the IT services in the organizational environment. The platform provides a smart concept of unity and practicality in corporate management.

Citsmart is an integrated solution developed to manage any request for services or workflow. With a focus on providing information technology governance, it was designed to give greater speed and effectiveness in the business management using the best practices, corporate performance strategies and innovative methodologies.

The solution was designed to meet the most stringent criteria for PinkVERIFY, a seal that endorses software tools based on service management processes proposed by ITIL.

Citsmart ITSM is the only solution in Latin America that is certified in thirteen processes by PinkVerify such as Incident Management, Request Fulfillment, Knowledge Management, Service Catalog Management, Service Level Management, Change Management, Release Management Problem Management, Configuration and Asset Management, Service Portfolio Management, Availability Management, Event Management and IT Service Continuity Management.

For more information about Citsmart - ITSM access our portal: www.citsmart.com.br.

For more information about Pink Elephant certification please visit: www.pinkelephant.com.

Purpose

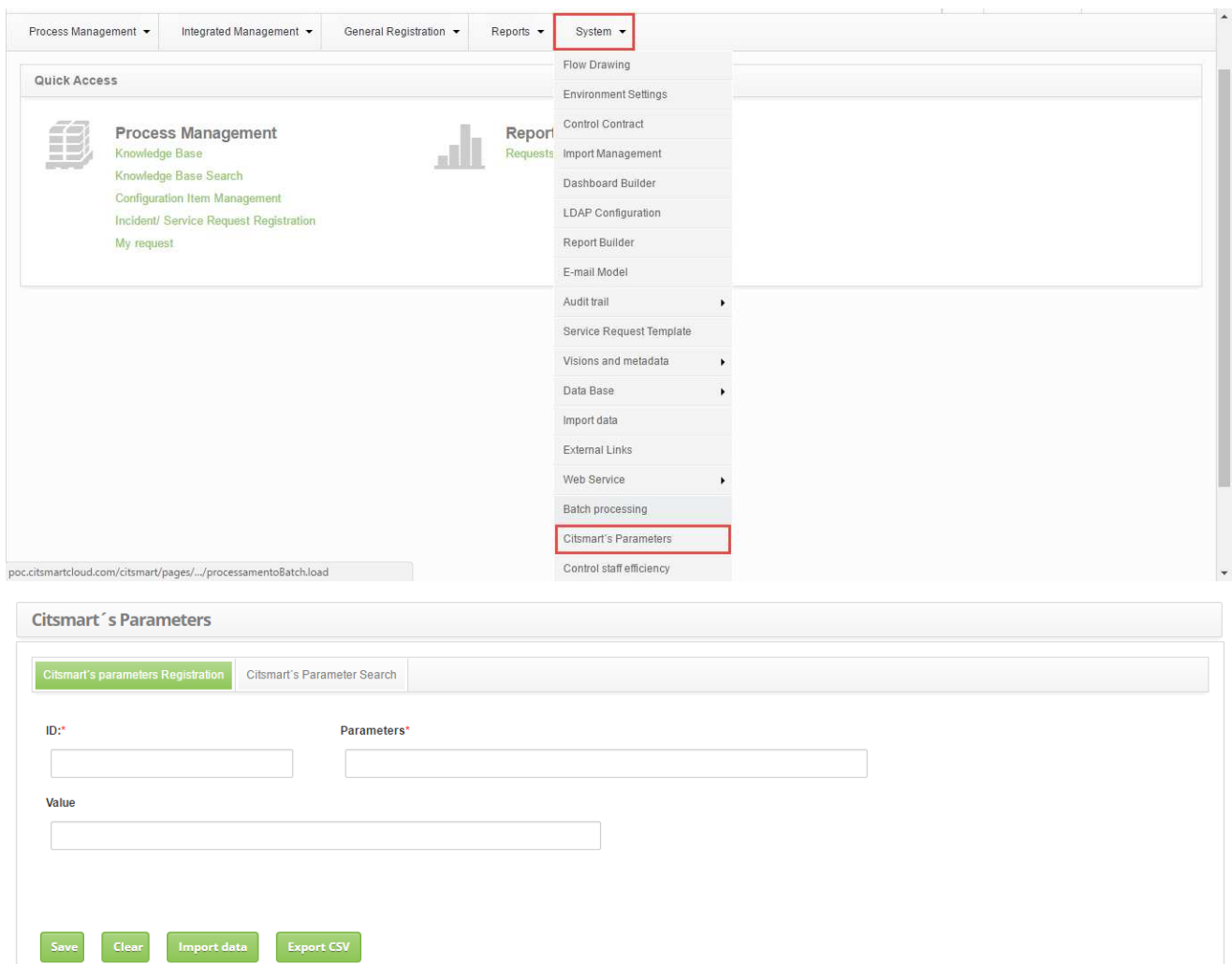
This document aims to help and guide the Citsmart ITSM users to configure the system modules. The correct configuration allows the processes to be automated according to the clients needs.

Incident Management Configuration

The Incident Management is the process responsible for managing the lifecycle of all incidents. Incident management ensures that normal service operation is restored as quickly as possible and the business impact is minimized.

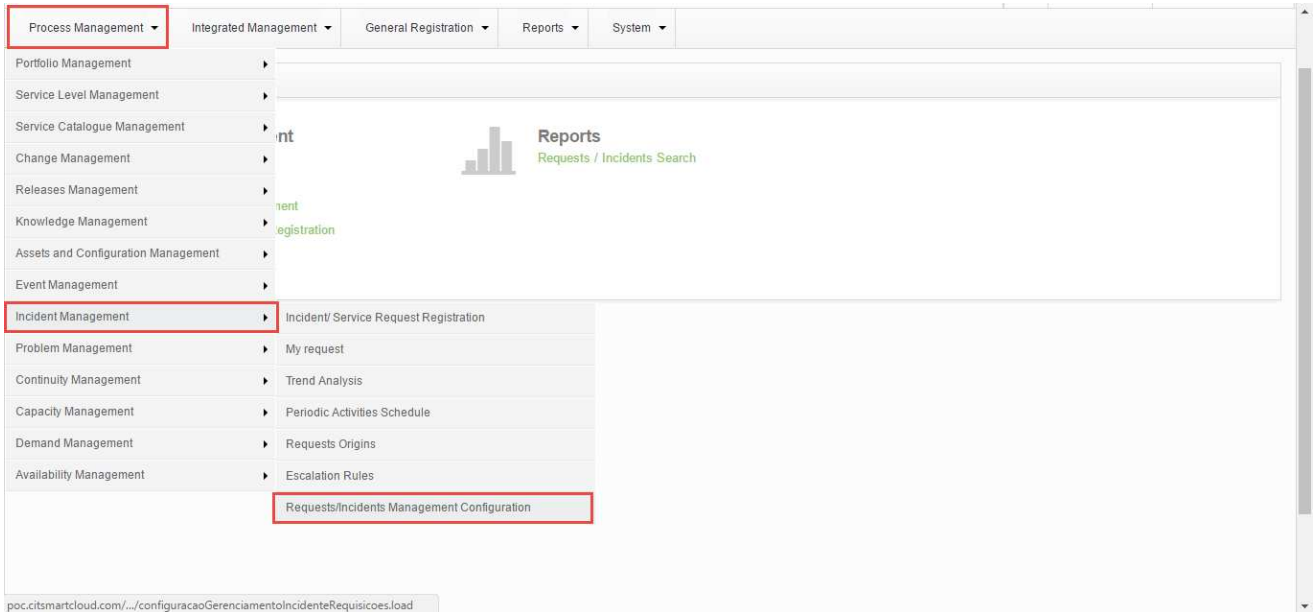
The user can use two paths to perform Incident Management Module configurations and parameterization, as described below:

- System → Citsmart Parameters as shown in the image below:



The image shows two screenshots from the Citsmart ITSM application. The top screenshot displays the 'System' dropdown menu, which is open, showing various configuration options. The 'Citsmart's Parameters' option is highlighted with a red box. The bottom screenshot shows the 'Citsmart's Parameters' configuration page. It features a 'Citsmart's parameters Registration' tab, a search bar, and two input fields labeled 'ID*' and 'Parameters*'. Below these fields is a 'Value' input field. At the bottom of the page, there are four buttons: 'Save', 'Clear', 'Import data', and 'Export CSV'.

- Process Management → Incident Management → Incident/ Request Management Configuration as shown in the image below:



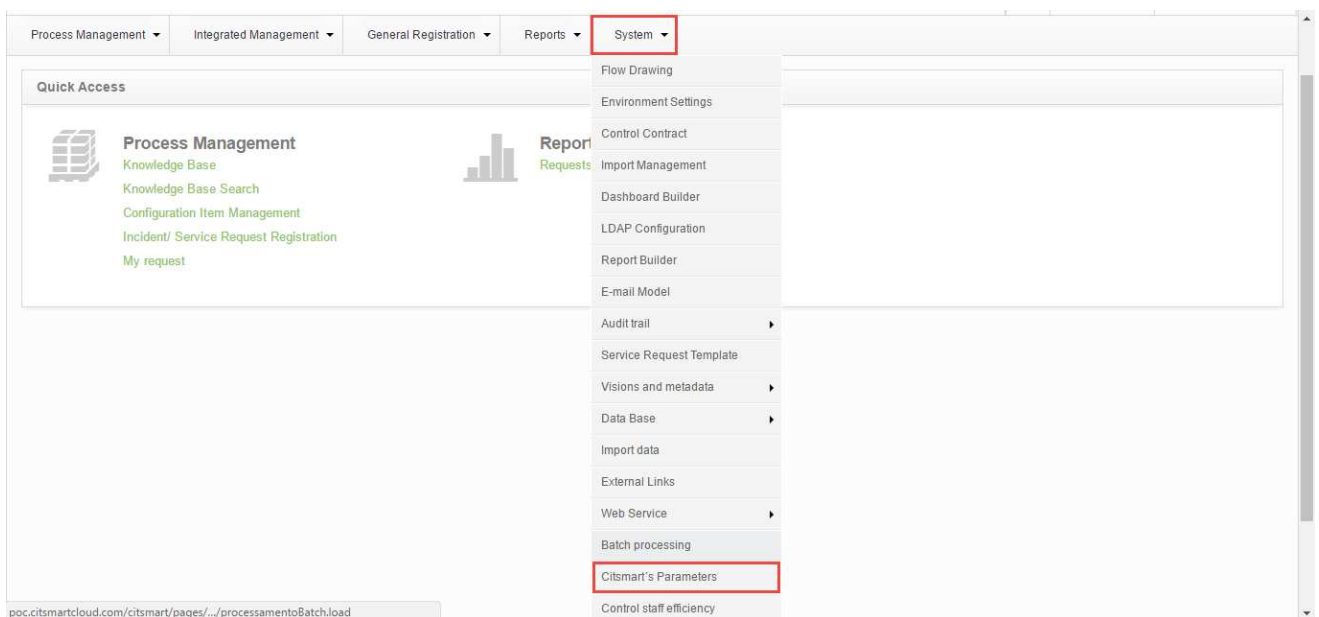
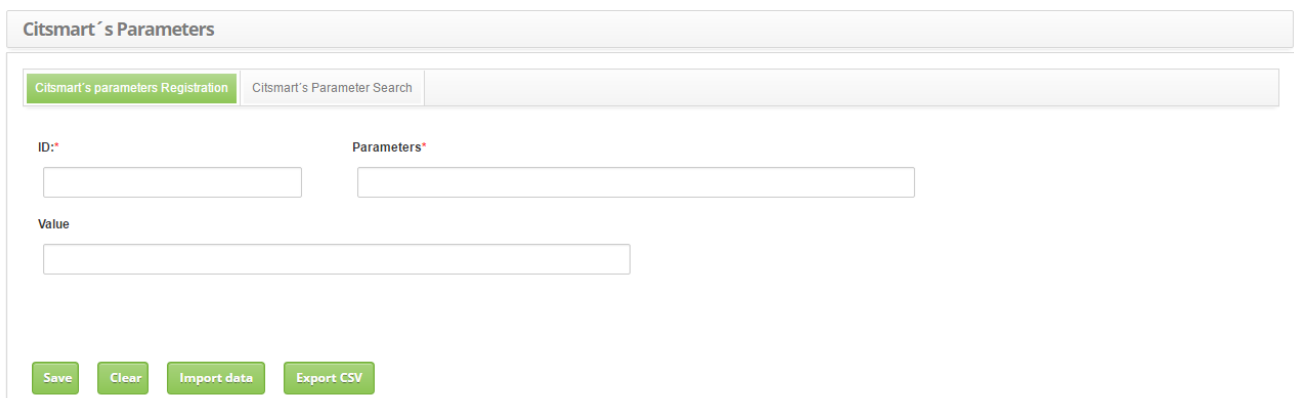
Requests/Incidents Management Configuration	
Attribute	Value
First-line Support ID (e.g. 1)	<input type="text" value="2"/>
Sending SMTP - Service Request Notification Origin Email	<input type="text" value="test@test.com.br"/>
READING SMTP - Service Desk Incoming Mail Server	<input type="text" value="mail.com"/>
READING SMTP - Service Desk Inbox Mail	<input type="text" value="email.com"/>
READING SMTP - Service Desk Inbox Mail Password	<input type="text" value="mail.co.uk"/>
READING SMTP - Service Desk Mail Provider (imaps, pops, etc)	<input type="text" value="smtp.oz"/>
SMTP READING - Service Desk e-mail server port	<input type="text" value="read.smtp"/>
SMTP READING - Service Desk e-mail INBOX folder	<input type="text" value="Write here"/>

Knowledge Base Management Configuration

The Knowledge Management is the process responsible for sharing perspectives, ideas, experience and information, and for ensuring that these are available in the right place and at the right time. The knowledge management process enables informed decisions, and improves efficiency by reducing the need to rediscover knowledge.

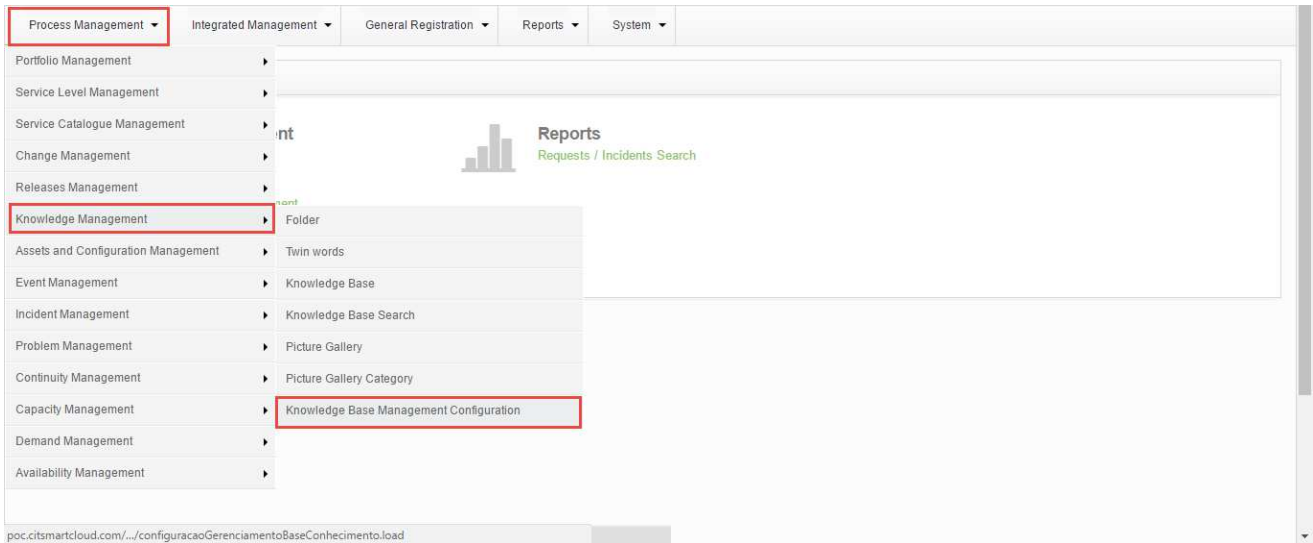
The user can use two paths to perform Knowledge Management Module configurations and parameterization, as described below:

- System → Citsmart Parameters as shown in the image below:

The screenshot shows the 'Citsmart's Parameters' configuration page. It features two tabs: 'Citsmart's parameters Registration' (selected) and 'Citsmart's Parameter Search'. The main form has two input fields: 'ID:' and 'Parameters*'. Below these is a 'Value' input field. At the bottom, there are four buttons: 'Save', 'Clear', 'Import data', and 'Export CSV'.

- Process Management → Knowledge Management → Knowledge Base Management Configuration as shown in the image below:

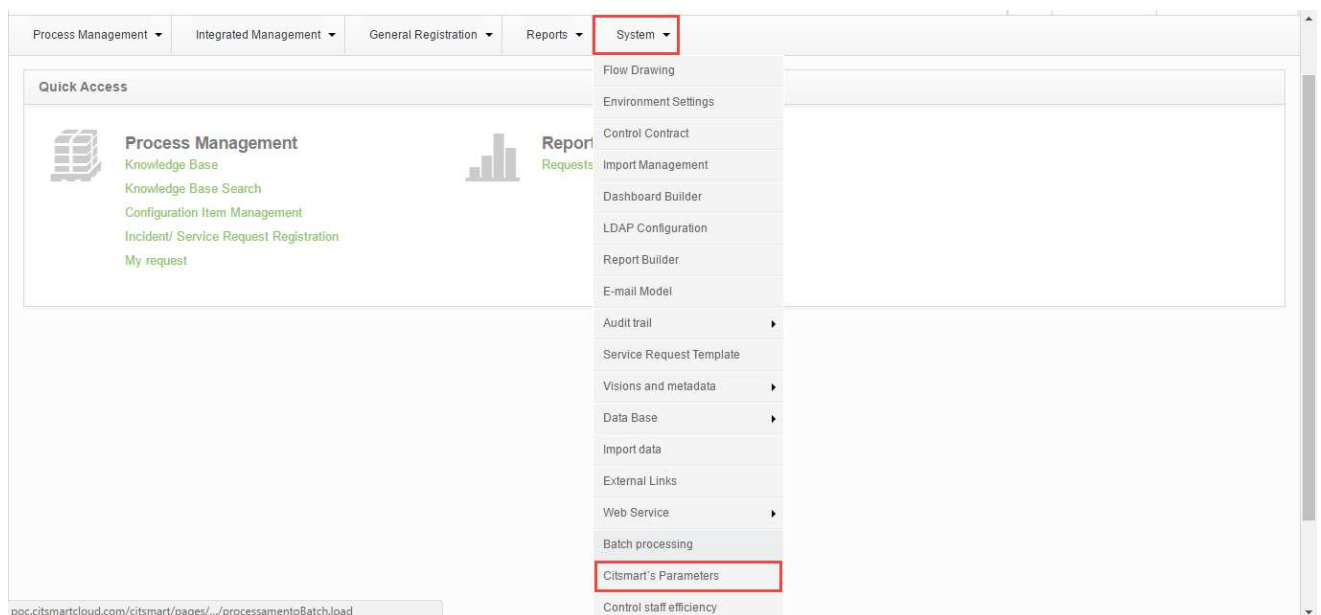


Change Management Configuration

The Change Management is the process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.

The user can use two paths to perform Change Management Module configurations and parameterization, as described below:

- System → Citsmart Parameters as shown in the image below:



Citsmart's Parameters

Citsmart's parameters Registration Citsmart's Parameter Search

ID:*

Parameters*

Value

Save Clear Import data Export CSV

- Process Management → Change Management → Knowledge Base Management Configuration as shown in the image below:

CITSmart Enterprise

Home Support Help CONSULTOR

Process Management Integrated Management General Registration Reports System

- Portfolio Management
- Service Level Management
- Service Catalogue Management
- Change Management**
 - Change Management
 - Change Type
 - Risk Registration
 - Change Request Search
 - Periodic Activities Schedule
 - Justification Change Request
 - Change Management Configuration**
- Releases Management
- Knowledge Management
- Assets and Configuration Management
- Event Management
- Incident Management
- Problem Management
- Continuity Management
- Capacity Management
- Demand Management
- Availability Management

poc.citsmartcloud.com/citsmart/pages/configuracaoGerenciamentoMudanca/configuracaoGerenciamentoMudanca.load

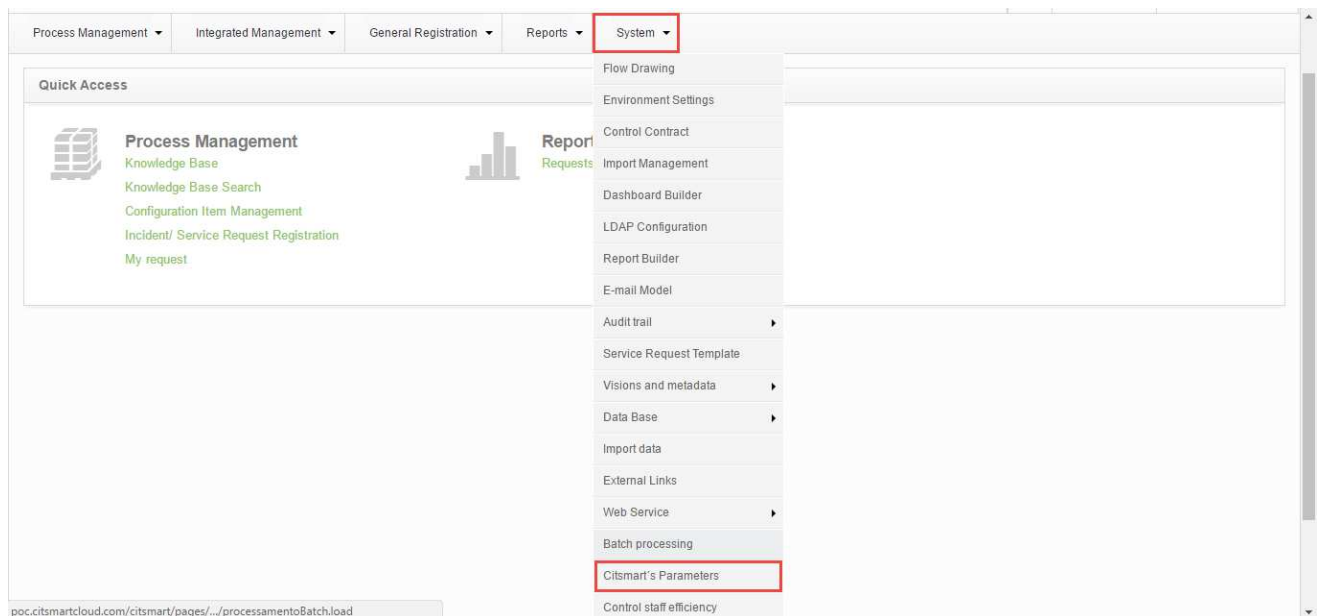
Manage Configuration of Change	
Attribute	Value
Change Standard Workflow Name	S
E-mail Model ID - Change Advisory Board Sending E-mail Notification	
E-mail Model ID - Change Request Escalation that will be sent to a group	
Enable Change Escalation Rules (e.g. : Y or N - Default 'N')	<input checked="" type="checkbox"/> Yes
Known Error - Archive known error when a change is Closure (Y or N - Default: 'N')	<input checked="" type="checkbox"/> Yes
READING SMTP - Service Desk Incoming Mail Server	mail.com
READING SMTP - Service Desk Inbox Mail	email.com
READING SMTP - Service Desk Inbox Mail Password	mail.co.uk
READING SMTP - Service Desk Mail Provider (imaps, pops, etc)	smtp.oz

Problem Management Configuration

The Problem Management is the process responsible for managing the lifecycle of all problems. Problem management proactively prevents incidents from happening and minimizes the impact of incidents that cannot be prevented.

The user can perform the Problem Management Module configurations and parameterization, as described below:

- System → Citsmart Parameters as shown in the image below:



Citsmart's Parameters

Citsmart's parameters Registration

Citsmart's Parameter Search

ID:*

Parameters*

Value

Save

Clear

Import data

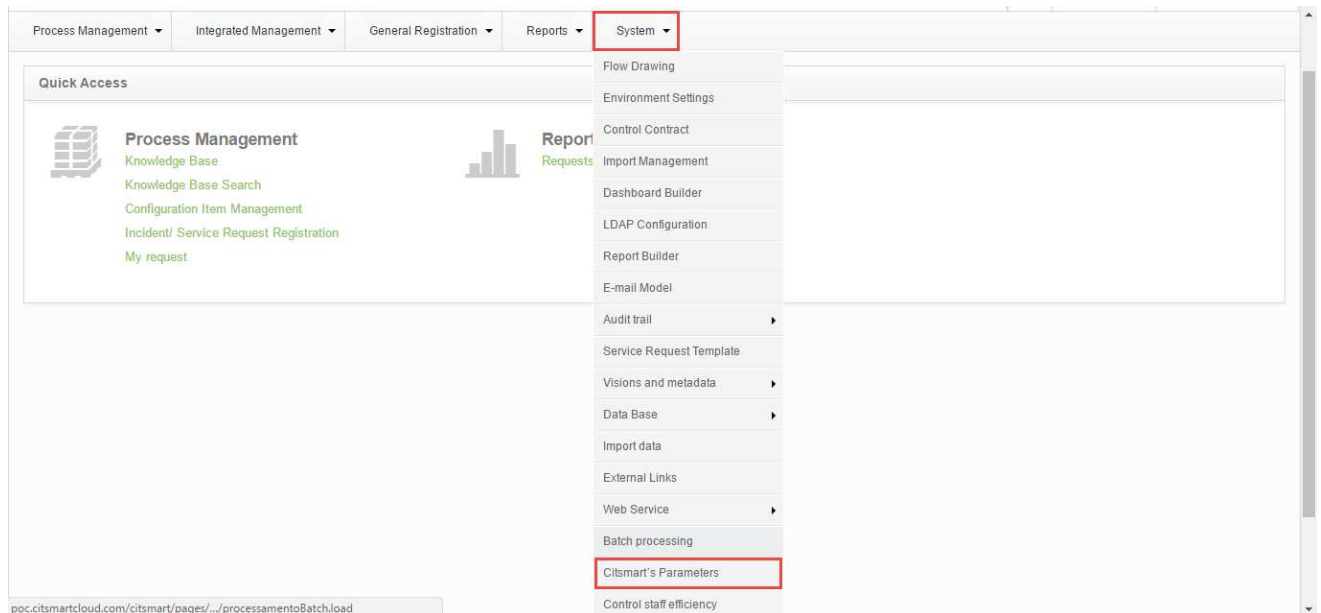
Export CSV

Configuration of Service Asset and Configuration

The Service Asset and Configuration Management is the process responsible for ensuring that the assets required to deliver services are properly controlled, and that accurate and reliable information about those assets is available when and where it is needed. This information includes details of how the assets have been configured and the relationships between assets.

The user can use two paths to perform Service Asset and Configuration Management Module configurations and parameterization, as described below:

- System → Citsmart Parameters as shown in the image below:



Citsmart's Parameters

Citsmart's parameters Registration | Citsmart's Parameter Search

ID: Parameters:

Value:

➤ Process Management → Asset and Configuration Management → Configuration SACM as shown in the image below:

Process Management | Integrated Management | General Registration | Reports | System

- Portfolio Management
- Service Level Management
- Service Catalogue Management
- Change Management
- Releases Management
- Knowledge Management
- Assets and Configuration Management**
 - Media Software
 - Feature
 - Configuration Item type
 - Asset View
 - Configuration Item Group
 - Search Configuration Item
 - Configuration Item Management
 - Software Blacklist
 - Configuration SACM**
- Event Management
- Incident Management
- Problem Management
- Continuity Management
- Capacity Management
- Demand Management
- Availability Management

Reports
Requests / Incidents Search

poc.citsmartcloud.com/citsmart/pages/gerenciaCMDDB/gerenciaCMDDB.load

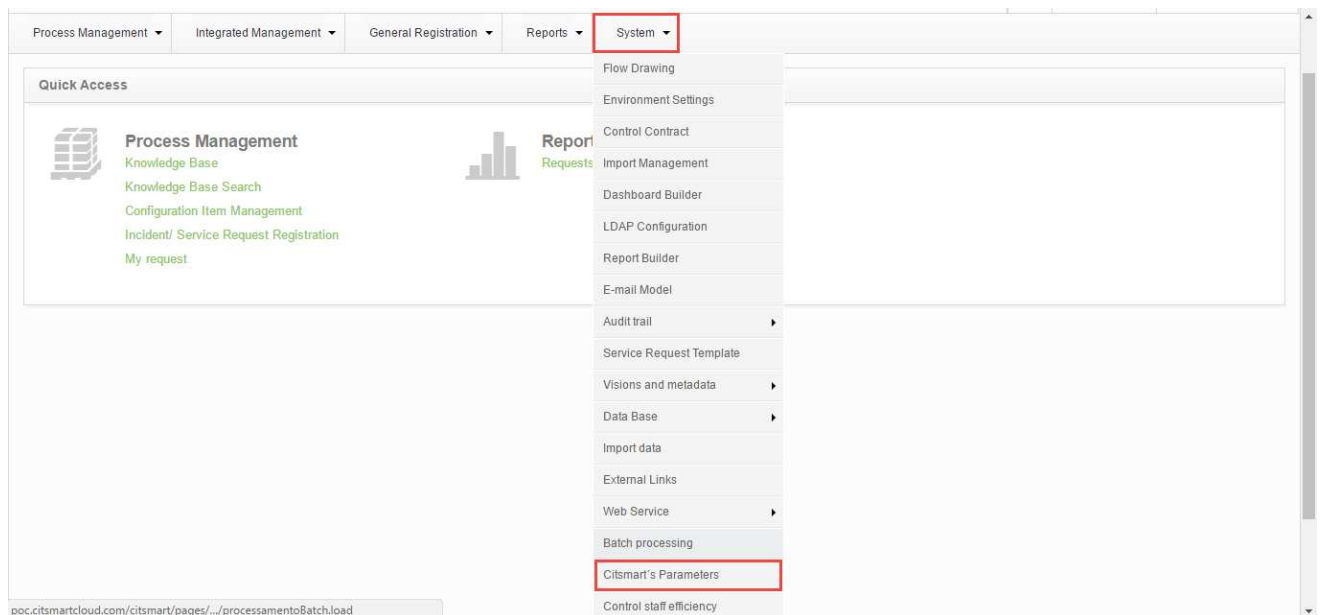
Configuration of Service Asset and Configuration Management	
Attribute	Value
Notify, in advance, the amount of days left to license expiration	<input type="text"/>
Send e-mail to configuration item group or owner (1-Group, 2-Owner)	<input type="text"/>
Verify link between Change and Configuration Item	<input type="button" value="No"/>
E-mail Model - CI Creation	<input type="text"/>
E-mail Model - CI Update	<input type="text"/>
Configuration Item Lifecycle Name - Developing (Ex: Development CIs).	<input type="text" value="Development CIs"/>
Configuration Item Group ID - Developing. (e.g. : 1)	<input type="text"/>
Configuration Item Lifecycle Name - Production (Ex: Production CIs).	<input type="text" value="Write here"/>
Configuration Item Group ID - Production. (e.g. : 2)	<input type="text"/>
Configuration Item Lifecycle Name - Homologation (Ex: Homologation CIs).	<input type="text" value="Write here"/>

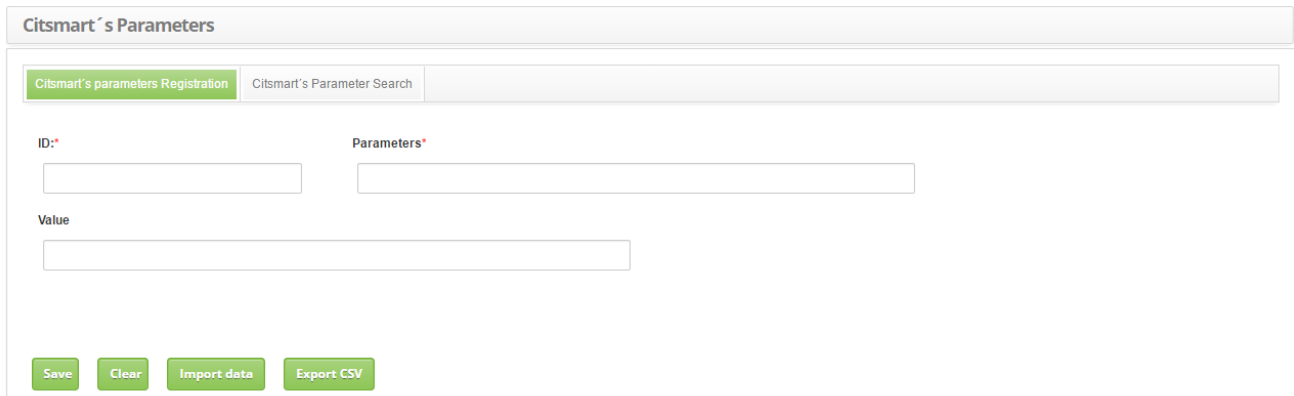
Event Management Configuration

The Event Management is the process responsible for managing events throughout their lifecycle. Event management is one of the main activities of IT operations.

The user can perform the Event Management Module configurations and parameterization, as described below:

- System → Citsmart Parameters as shown in the image below:





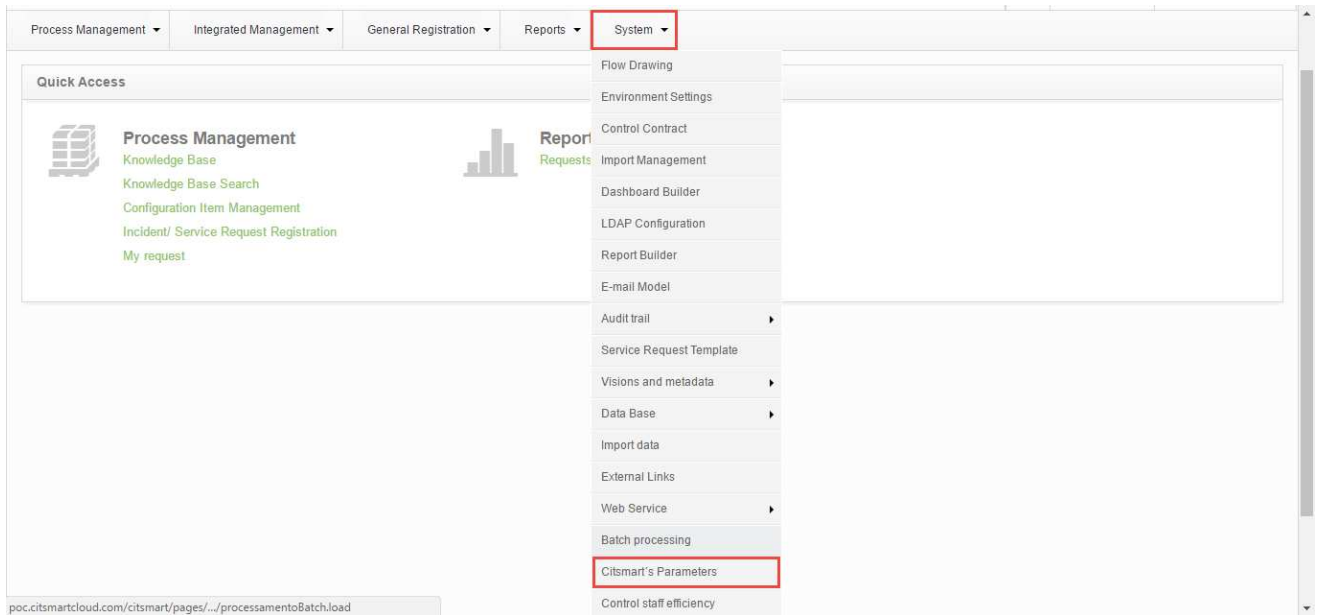
[LDAP Configuration](#)

The Lightweight Directory Access Protocol (LDAP) is an open, vendor-neutral, industry standard application protocol for accessing and maintaining distributed directory information services over an Internet Protocol (IP) network.

A common use of LDAP is to provide a central place to store usernames and passwords. This allows many different applications and services to connect to the LDAP server to validate users. This has a major benefit that allows a central place to update and change user passwords. With Citsmart ITSM is possible to integrate all informations once you configure the system.

The user can use two paths to perform LDAP configurations and parameterization, as described bellow:

- System → Citsmart Parameters as shown in the image below:



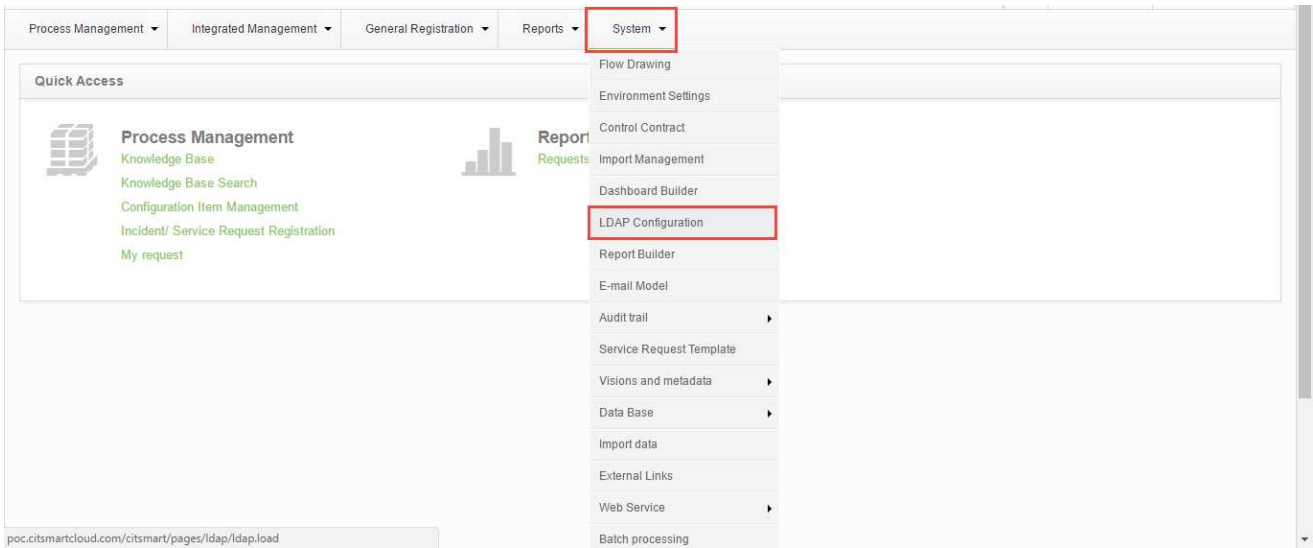
Citsmart's Parameters

Citsmart's parameters Registration Citsmart's Parameter Search

ID: Parameters:

Value:

➤ System → LDAP Configuration as shown in the image below:



LDAP Configuration

Configuration Parameters LDAP

LDAP Attributes

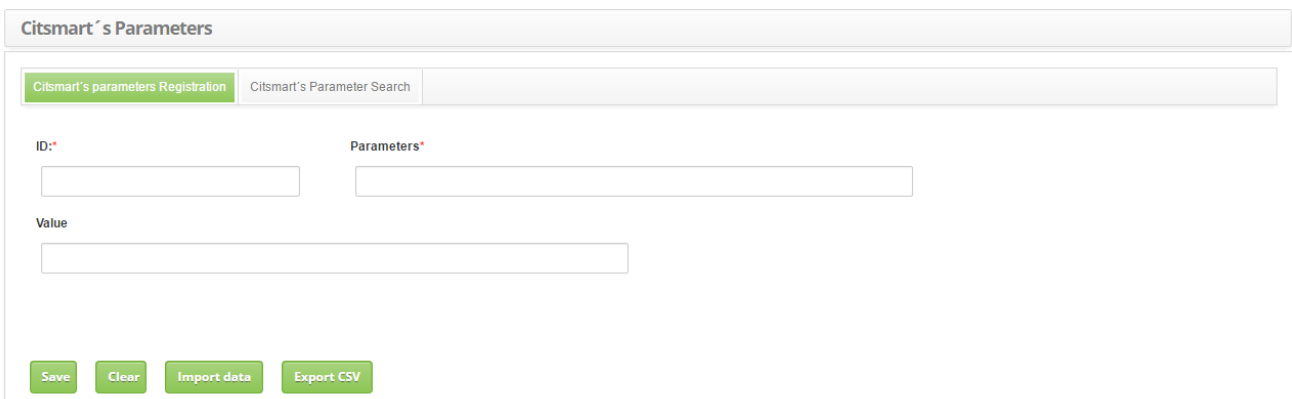
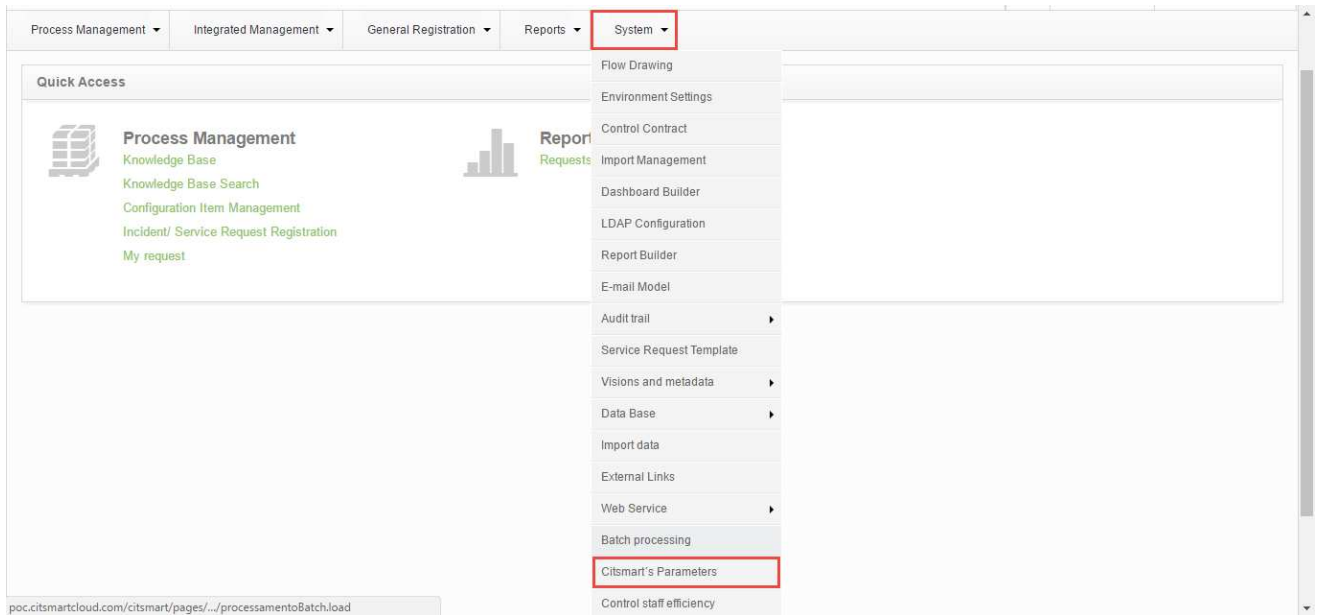
Attribute	Value
LDAP - URL to access ActiveDirectory . (e.g. : ldap // 10.2.1.2:389)	
LDAP - String with the AD domain . (e.g. : dc = company , dc = com , dc = br)	
LDAP - Subdomain (eg: ou = people, dc = subfolder)	
LDAP - Domain Suffix (e.g. : @centralit.com.br)	
LDAP - Login to query user information from LDAP (must also register the password) .	
LDAP - Password to query user information from LDAP (must also register login) .	
LDAP - Search Filter in LDAP (Default : (& (objectCategory = person) (objectClass = user))) .	

General System Configuration

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The user can use two paths to perform LDAP configurations and parameterization, as described bellow:

- System → Citsmart Parameters as shown in the image below:



➤ System → LDAP Configuration as shown in the image below:

Parameters Description

ID	Name	Purpose
9	First-line Support ID	Inform the First-line ID group. This will be the default group in case it isn't informed a service performer group. If Citsmart ITSM is used with multiple contracts this group must be defined in the contract services template for importation. This ID is defined in the "Group Registration" screen.
10	Sending SMTP - Service Request Notification Origin Email	Inform the e-mail that will be used to send Service Requests/ Incidents Notification (opened or updated)
11	Sending SMTP - Requires authentication for sending e-mail	Define if the e-mail that will send notifications requires authentication. If the e-mail defined in the parameter 10 does requires authentication set "N" . If the e-mail defined in the parameter 10 doesn't requires authentication set "Y" and you must configure the following parameters: 12, 13 and 14
12	Sending SMTP - E-mail Authentication User	Inform the email user for authentication. (If the parameter 11 is set like "Y"
13	Sending SMTP - E-mail Authentication Password	Inform the email password for authentication. (If the parameter 11 is set like "Y"
14	Sending SMTP - Sending email server	Inform the SMTP server. The SMTP server is responsible to send the notifications.
19	Company Name	Inform the Company Name
22	Authentication Method	Inform the authentication method: 1 (Own System) or 2 (LDAP)
23	READING SMTP - Service Desk Incoming Mail Server	Inform the Service Desk e-mail server that will be used in e-mail reading.
24	READING SMTP - Service Desk Inbox Mail	Inform the Service Desk e-mail account that will be used in e-mail reading.
25	READING SMTP - Service Desk Inbox Mail Password	Inform the Service Desk e-mail account password that will be used in e-mail reading.
26	READING SMTP - Service Desk Mail Provider (imaps, pops, etc)	Inform the Service Desk e-mail account provider that will be used in e-mail reading.

ID	Name	Purpose
27	READING SMTP - Service Desk Ser	Inform the Service Desk e-mail server port number that will be used in e-mail reading.
28	READING SMTP - Service Desk Inb	Inform the Service Desk e-mail inbox folder that will be used in e-mail reading.
29	Standard Service Workflow Name	Define the main workflow to be used in Contracts Services.
30	Service Execution Standard Phase	Define the phase that a service request will be forwarded. (1 = Capture or 2 = Execution).
31	Sends e-mail in the requests/inci	Define if will be sent e-mails in the requests/incidents execution to the applicant.
32	DB - Data Base Schema Name	Inform the Data Base Schema Name that will be used by the system.
33	System Access URL	Inform yhe system access URL
34	LDAP - ActiveDirectory Access UR	Inform the Active Directory access URL with port. This is one of parameters responsible by LDAP synchronisation
35	LDAP - String with AD Domain	Inform the Active Directory root where will be searched the users
36	E-mail Domain	Informe the company e-mail domain
37	LDAP - Login to Consult LDAP Use	Inform the login to Consult LDAP User Information (must register also the password) . This user is contained in the root defined in parameter 35.
38	LDAP - Password to Consult LDAP	Inform the login (defined in parameter 37) password to Consult LDAP User Information.
39	LDAP - Access Profile ID that will	Inform the Access Profile ID. When you register a user and if it is not informed the Access profile, as soon as that user perform login in the system, will be established automatically by the system an access profile. This access profile is defined in this parameter. This rule applies for users imported from AD. This access profile ID is defined on screen "Access profile".

ID	Name	Purpose
40	Control service catalog access per	Define if the service catalog access will be controled per unit Controled. If is defined as "Y" in the Unit Registration Screen will be displayed a button to link services and units.
41	Control the link between employ	Define if the employees registration will be controled per contract. If is defined as "Y" in the Group Registration Screen will be displayed the contracts to link with the employees.
42	Service Requests Registration Pag	Inform the Service Requests Registration Page.
43	LDAP - Domain Suffix	Inform the e-mail Domain Suffix used to AD authentication
44	Upload Repository Path Folder	Inform the Upload Repository Path Folder
45	LDAP - Default Group ID	Inform the Default Group ID to be associated the AD users. This Group ID is defined in "Group Registration" screen.
46	Enable Portal as main Screen	Define if the portal will be enabled.
47	Change Standard Workflow Name	Inform the Change Standard Workflow Name. If is not informed a change workflow when registering a change request type in the Change Request Type Registration screen " this will be defined by the system according this parameter.
48	Validate Buttons Permission	Define if it will be Validated the Buttons Permission (Save, Delete and Search)
49	Record User and Employee Name	Define if the user name will be recorded by the LDAP Last Name
50	Accept Zero (0) as activity quantit	Define if the system will Accept Zero (0) as activity quantity and cost.
51	Service Order Fine Formula	Define the Service Order Fine Formula.
52	Enable System Log	Enable System Log for auditing.
53	Types: CIT_LOG (log file), DB_LOG	Define if the System LOG will be "CIT_LOG" (log file) - will be saved in a directory defined in parameter 54 or "DB_LOG" - will be saved in Data Base
54	LOG file Folder Path	Inform the LOG file Folder Path to store LOG Files.
55	LOG file Name	Define the LOG file Name
56	LOG file Extension	Define LOG file Extension

ID	Name	Purpose
57	E-mail Model ID - Service Request Escalation	Inform the E-mail Model ID that will be sent to the responsible Service Request Escalation group. This Email ID is defined in the "E-mail Model" screen.
58	Notify the group when receive Service Request Escalation	Define if the group will be notified by e-mail when receiving a Service Request Escalation
59	Configuration Item Type ID - Patrimony	
60	New Configuration Item Group	
61	Link contract to units	Define the New Configuration Item Group, if it is not defined. This ID is defined in the "Configuration Item Group" screen.
62	Identify the Service Request and Incidents ID (to be classified)	Define if will be linked contracts to units. If is defined as "Y", contracts will be displayed in the Unit Registratin screen to be linked to Units
64	LDAP - LDAP Attribute to get the Employee Name	Define the LDAP attribute that will be used to get the Employee Name
65	Identifies the Default Service Request Origin ID	Inform the Default Service Request Origin ID to new Request/ Incident Services. This ID is defined in the Requests Origin screen.
66	System Default Language	Define the System Default Language
67	LDAP - Search Filter in LDAP	Define the Search Filter in LDAP
68	LDAP - Display search in AD button at Incident Screen	Define if the search in AD button will be displayed in Incident Screen
69	Validate fields Cause and Solution Category of the mandatory service request page	Define if Cause and Solution Category will be mandatory fields in Request/ Incident page
70	Display XML Import and Export Buttons in Menu Registration	Define if the XML Import and Export Buttons will be displayed in Menu Registration screen. If is defined as "Y" will be displayed the Generate XML and Refresh Menus to import and export XML.
71	Default Menu XML File Reading	Enable Menu XML File Reading
72	Reading SMTP - Service Request Loaded E-mails Limit	Define E-mails Limit to be Loaded in Service Request
73	Notify, in advance, the amount of days left to license expiration.	Define the amount of days left to Configuration Item license expiration notification will be sent to the group or owner of CI on expiration.

ID	Name	Purpose
74	Send e-mail to configuration item group or owner	Define for who will be sending emails notification that the Software CI type is about to expire: 1= Group or 2= Owner
75	E-mail Model ID - Expiration License Notification	Inform the E-mail Model ID that will be sent when license is about to expire. This Email ID is defined in the "E-mail Model" screen.
76	Network Domain Name	Define the Network Domain Name
78	Notify, in advance, the amount of days left to knowledge expiration.	Define the amount of days left to knowledge expiration, the author and approver will be notified. During the knowledge creation in the " Knowledge Base" screen must be informed the expiration date.
79	E-mail Model ID - Folder Creation Notification	Inform the E-mail Model ID that will be sent when a folder is created. This Email ID is defined in the "E-mail Model" screen.
80	E-mail Model ID - Folder Update Notification	Inform the E-mail Model ID that will be sent when a folder is updated. This Email ID is defined in the "E-mail Model" screen.
81	E-mail Model ID - Folder Exclusion Notification	Inform the E-mail Model ID that will be sent when a folder is deleted. This Email ID is defined in the "E-mail Model" screen.
82	E-mail Model ID - Knowledge Creation Notification	Inform the E-mail Model ID that will be sent when a knowledge is created. This Email ID is defined in the "E-mail Model" screen.
83	E-mail Model ID - Knowledge Update Notification	Inform the E-mail Model ID that will be sent when a knowledge is updated. This Email ID is defined in the "E-mail Model" screen.
84	E-mail Model ID - Knowledge Exclusion Notification	Inform the E-mail Model ID that will be sent when a knowledge is deleted. This Email ID is defined in the "E-mail Model" screen.
85	Verify link between Change and Configuration Item	Define if the link between Change and Configuration Item will be mandatory
86	Display Incident Service Category	Define if the Service Category will be displayed in the Request/ Incident screen
87	E-mail Model - CI Creation	Inform the E-mail Model ID that will be sent when a CI is cretaed. This Email ID is defined in the "E-mail Model" screen.
88	E-mail Model - CI Update	Inform the E-mail Model ID that will be sent when a CI is updated. This Email ID is defined in the "E-mail Model" screen.

ID	Name	Purpose
89	E-mail Model - CI Group Update	Inform the E-mail Model ID that will be sent when a CI group is changed. This Email ID is defined in the "E-mail Model" screen.
90	Send e-mail to configuration item Notification	Define for who will be sending emails to notify something about a CI: 1= Group; 2 = Owner or 3= All
92	Configuration Item Lifecycle Name - Developing	Define the Configuration Item Lifecycle Name in Developing phase
93	Configuration Item Lifecycle Name - Production	Define the Configuration Item Lifecycle Name in Production phase
94	Configuration Item Lifecycle Name - Homologation	Define the Configuration Item Lifecycle Name in Homologation phase
95	Inventory Name	Define the Configuration Item Group Name generated automatically by the inventory.
96	Configuration Item Group ID - Developing	Define the Configuration Item Group ID in developing phase.
97	Configuration Item Group ID - Production	Define the Configuration Item Group ID in production phase.
98	Configuration Item Group ID - Homologation	Define the Configuration Item Group ID in homologation phase.
99	Configuration Item Inventory Group ID	Define the Configuration Item Group ID in Inventory.
100	Default Group ID for Product Request Attendance	Inform the default Group ID to Request/ Incident Attendance. This ID is defined in the Group Registration screen.
101	Maximum percentage of price variation for quote	Define the maximum percentage of price variation for quote already approved
102	LDAP - maximum number of employees returned in AD synchronization	Define the maximum number of employees returned in AD synchronization
103	E-mail Model ID - Service Update Notification	Inform the E-mail Model ID that will be sent when a service is updated. This Email ID is defined in the "E-mail Model" screen.

ID	Name	Purpose
104	Calculate the request priority dynamically using the formula registered.	Define if will be Calculate the request priority dynamically using the formula registered.
105	Origin ID that will be set in a new incident creation	Inform the Origin ID that will be set in a new incident creation. This ID is defined in Request Origin screen.
106	Automatically determines the urgency and impact of product requirements	Define if the system will set the request urgency and impact according the purpose (Internal Use or Client)
107	Standard PRICE importance in quotation	Define the Standard PRICE importance in quotation
108	Standard DELIVERY TIME importance in quotation	Define the Standard DELIVERY TIME importance in quotation
109	Standard PAYMENT DEADLINE importance in quotation	Define the Standard PAYMENT DEADLINE importance in quotation
110	Standard WARRANTY PERIOD importance in quotation	Define the Standard WARRANTY PERIOD importance in quotation
111	Standard INTEREST RATE importance in quotation	Define the Standard INTEREST RATE importance in quotation
112	Nagios Status File Path	Inform the Nagios Status File Path
113	E-mail Model ID - Automatic Escalation	Inform the E-mail Model ID that will be sent when na automatic escalation happens. This Email ID is defined in the "E-mail Model" screen.
114	Allow a Purchase Area Employee to Request Products	Define if the system must allow a Purchase Area Employee to Request Products
115	Remove link Between Unit and Physical Location	Define if should be removed the link Between Unit and Physical Location
116	E-mail Model ID - Citsmart Password Change	Inform the E-mail Model ID that will be sent when Citsmart password is changed. This Email ID is defined in the "E-mail Model" screen.

ID	Name	Purpose
117	Inform path to save LOGDADOS table	Inform path to save LOGDADOS table
118	[Portal] Default Contract ID to open Requests	Define the Default Contract ID to open Requests by the Portal
119	Incident/ Request Capture Type	Define the Incident/ Request Capture Type: 1 = In execution or 2 = In directing
120	E-mail Model ID - Change Advisory Board Sending E-mail Notification	Inform the E-mail Model ID that will be sent to the Change Advisory Board. This Email ID is defined in the "E-mail Model" screen.
121	LDAP - Control OpenLDAP Configuration	Define if Control OpenLDAP Configuration will be used
122	E-mail Model ID - Change Request Escalation that will be sent to a group	Inform the E-mail Model ID that will be sent when a Change Request Escalation happen. This Email ID is defined in the "E-mail Model" screen.
123	Default Problem Workflow Name	Define the Default Problem Workflow name. This flow is defined in Workflow Design screen
124	E-mail Model ID - Problem Creation to be sent to Applicant	Inform the E-mail Model ID that will be sent to the applicant when a problem is created. This Email ID is defined in the "E-mail Model" screen.
125	E-mail Model ID - Problem In Progress to be sent to Applicant	Inform the E-mail Model ID that will be sent to the applicant when a problem is in progress. This Email ID is defined in the "E-mail Model" screen.
126	E-mail Model ID - Problem Escalation to be sent to Applicant	Inform the E-mail Model ID that will be sent to the applicant when a problem is escalated. This Email ID is defined in the "E-mail Model" screen.
127	E-mail Model ID - Problem Escalation to be sent to a Group	Inform the E-mail Model ID that will be sent to a group when a problem is escalated. This Email ID is defined in the "E-mail Model" screen.
128	E-mail Model ID - Problem Workarond/ Solution Expired Deadline to be sent to a Responsible or Execution Group	Inform the E-mail Model ID that will be sent when a Problem Workarond/ Solution Expired Deadline to be sent to a Responsible or Execution Group. This Email ID is defined in the "E-mail Model" screen.

ID	Name	Purpose
129	Notify the execution group or responsible when Problem Workarond/ Solution Expired Deadline	Define if will be Notified the execution group or responsible when Problem Workarond/ Solution Expired Deadline
130	Allow Retroactive Service Orders to be listed	Define if the system will allow Retroactive Service Orders to be listed
131	Set the amount of items that are listed in the search	Define the amount of items that are listed in the search
132	Set the amount of Service Orders that are listed in the search	Define the amount of Service Orders that are listed in the search
133	E-mail Model ID - Schedule Meeting Notification	Inform the E-mail Model ID that will be sent when is scheduled a meeting. This Email ID is defined in the "E-mail Model" screen.
134	Default group ID to attend HR requisitions	Define the Default group ID to attend HR requisitions
135	Access Profile ID to be used as Administrator	Inform the Access Profile ID that will be used as administrator to validate the Citsmrt ITSM updates.
136	Inform Default Trademark URL	Inform Default Trademark URL
137	E-mail Model ID - Evaluation "bad" or "regular" Notification in a satisfaction survey	Inform the E-mail Model ID that will be sent when a Satisfaction Survey is answered as bad or regular. This Email ID is defined in the "E-mail Model" screen.
138	Group ID for Evaluation "bad" or "regular" Notification in a satisfaction survey	Define the group ID that will be notified when a a Satisfaction Survey is answered as bad or regular.
139	Days to answer the Service Request Satisfaction Survey	Define the days to answer the Service Request Satisfaction Survey

ID	Name	Purpose
140	Default Group ID - Developing Configuration Item	Define the Default Configuration Item Group ID in developing phase.
141	Default Group ID - Homologation Configuration Item	Define the Default Configuration Item Group ID in production phase.
142	Default Group ID - Production Configuration Item	Define the Default Configuration Item Group ID in homologation phase.
143	Default Group Name- Developing Configuration Item	Define the Default Configuration Item Group Name in developing phase.
144	Default Group Name - Homologation Configuration Item	Define the Default Configuration Item Group Name in production phase.
145	Default Group Name - Production Configuration Item	Define the Default Configuration Item Group Name in homologation phase.
146	Questionnaire Template ID	Define the Questionnaire Template ID (checklist) used in Change and Release requests
147	LUCENE indexes folder to KNOWLEDGE BASE	Inform the LUCENE indexes folder to KNOWLEDGE BASE
148	LUCENE indexes folder to TWIN WORDS	Inform the LUCENE indexes folder to TWIN WORDS
149	LUCENE indexes folder to KNOWLEDGE BASE ATTACHED FILES	Inform the LUCENE indexes folder to KNOWLEDGE BASE ATTACHED FILES
150	Sets whether the LUCENE indexing is performed to restart the web server	Sets whether the LUCENE indexing is performed to restart the web server (jboss)
151	Use Automatic Aprovation to Not Answered Satisfaction Survey	Enable the Automatic Aprovation to Not Answered Satisfaction Survey
152	Default Score to Automatic Satisfaction Survey	Define the Default Score to Automatic Satisfaction Survey
153	Define the value for low SLA solved on time	Define the value for low SLA solved on time
154	Define the value for low SLA solved on time with Rework	Define the value for low SLA solved on time with Rework

ID	Name	Purpose
155	Define the value for low SLA solved on expired time	Define the value for low SLA solved on expired time
156	Define the value for low SLA solved on expired time with Rework	Define the value for low SLA solved on expired time with Rework
157	Define the value for medium SLA solved on time	Define the value for medium SLA solved on time
158	Define the value for medium SLA solved on time with Rework	Define the value for medium SLA solved on time with Rework
159	Define the value for medium SLA solved on expired time	Define the value for medium SLA solved on expired time
160	Define the value for medium SLA solved on expired time with Rework	Define the value for medium SLA solved on expired time with Rework
161	Define the value for high SLA solved on time	Define the value for high SLA solved on time
162	Define the value for high SLA solved on time with Rework	Define the value for high SLA solved on time with Rework
163	Define the value for high SLA solved on expired time	Define the value for high SLA solved on expired time
164	Define the value for high SLA solved on expired time with Rework	Define the value for high SLA solved on expired time with Rework
165	Define the percentage of the level of excellence required	Define the percentage of the level of excellence required
166	Define Test Group ID	Define Test Group ID
167	Define Execution Group ID	Define Execution Group ID
168	Define Return Workflow Name	Define Return Workflow Name
169	Define Closure Workflow Name	Define Closure Workflow Name
170	Default Group ID - To perform travel request	Default Group ID - To perform travel request
171	Day limit for the reopening of Incidents/Service Request.	Define the Day limit for the reopening of Incidents/Service Request.
172	Display "Human Resource Module" at menu and Access Profile	Define if will be displayed "Human Resource Module" at menu and Access Profile
173	Display "Purchase Module" at menu and Access Profile	Define if will be displayed "Purchase Module" at menu and Access Profile
174	Group ID - To perform travel request quotation	Define the Group ID to perform travel request quotation

ID	Name	Purpose
175	Group ID - To perform travel advance on expenses	Define the Group ID to perform travel advance on expenses
176	Group ID - To perform travel request provision of accounts assessment	Define the Group ID to perform travel request provision of accounts assessment
177	Enable Asterisk Integration	Enable Asterisk Integration
178	Asterisk Server IP	Inform the Asterisk Server IP
179	Asterisk Server User Access	Inform the Asterisk Server User Access
180	Asterisk Server Password Access	Inform the Asterisk Server Password Access
181	Interval in milliseconds to update and verify Asterisk calls	Inform the Interval in milliseconds to update and verify Asterisk calls
182	Folder to save the description and the service request solution in the Knowledge Base	Inform the folder to save the description and the service request solution in the Knowledge Base
183	Enable Nagios Monitoration	Inform if Nagios Monitoration will be enabled
186	SNMP community to perform inventory	Inform the SNMP community to perform inventory
188	E-mail Model ID - Blacklist Alert email to be sent to Responsible	Inform the E-mail Model ID that will be sent when finding a Blacklist Software. This Email ID is defined in the "E-mail Model" screen.
189	Responsible ID Group - Blacklist Alert email	Define the Responsible ID Group to receive Blacklist Alert email
190	Enable Escalation Rules	Define if the Escalation Rules will be enabled
191	Enable Citsmart New Layout	Define if the Citsmart New Layout will be enabled
192	Display Solution/Answer Record in the Knowledge Base? NOTE: Only display in the new request creation when defined 'Solved'	Define if the Solution/Answer Record will be recorded in the Knowledge Base

ID	Name	Purpose
193	Enable Change Escalation Rules	Define if the Change Escalation Rules will be enabled
194	Enable Problem Escalation Rules	Define if the Problem Escalation Rules will be enabled
195	E-mail Model ID - Time Limit to Expire Notification	Inform the E-mail Model ID that will be sent when the time limit is about to expire. This Email ID is defined in the "E-mail Model" screen.
196	E-mail Model ID - Disapproved Provision of Accounts Notification	Inform the E-mail Model ID that will be sent when the provision of accounts is disapproved. This Email ID is defined in the "E-mail Model" screen.
197	User Login that will receive Escalation e-mail about Time Limit to Expire from Service Request	Inform the User Login that will receive Escalation e-mail about Time Limit to Expire from Service Request
198	Database log file folder path	Inform the Database log file folder path
199	SMTP Sending - E-mail Uses TLS/ssl Authentication	Define if the e-mail system will use <i>starttls authentication</i>
200	Enable Reading New E-mails Routine	Define if the Reading New E-mails Routine will be enabled
201	Display Service Order button in the Portal	Define if the Service Order button will be displayed in the Portal
213	Group ID - Permission to delegate Provision of Accounts approval	Inform the Group ID that can delegate responsibility to perform the provision of account approval
214	LDAP - Subdomain	Inform the LDAP subdomain, where are located the subfolders where you can find the users
215	Notify when Child Requests are closed or escalated	Enable the notification when Child Requests are closed or escalated to the main request performer group.
216	E-mail Model ID - Related requests creation to be sent to performer group	Inform the E-mail Model ID that will be sent when a related request is created. This Email ID is defined in the "E-mail Model" screen.

ID	Name	Purpose
217	E-mail Model ID - Related requests Actions to be sent to performer group	Inform the E-mail Model ID that will be sent when a related request is updated created. This Email ID is defined in the "E-mail Model" screen.
218	E-mail Model ID - Related requests Closure to be sent to performer group	Inform the E-mail Model ID that will be sent when a related request is closed. This Email ID is defined in the "E-mail Model" screen.
219	Enable Automatic Data Migration	Inform if the Automatic Data Migration will be enabled
223	Citsmart Support E-mail Configuration	Inform the Citsmart Support E-mail
224	Citsmart Support Telephone Configuration	Inform the Citsmart Support Telephone
225	Citsmart Support E-mail Configuration - Login Screen	Inform the Citsmart Support E-mail to be displayed in the Login Screen
226	Citsmart Support Telephone Configuration - Login Screen	Inform the Citsmart Support Telephone to be displayed in the Login Screen
227	Workflow identifier - Responsible fo Service Request implementation	Define the workflow identifier whom will be responsible to implement the Service Request
229	Activities Formules Reconfiguration	Allows the Activities Formules Reconfiguration
230	Allows launching date prior to today in the calendar exceptions	Allows launching date prior to today in the calendar exceptions
231	Enable e-mail sending when na Incident is updated	Enable e-mail sending when na Incident is updated to the applicant
232	Known Error - Archive known error when a change is Closure	Known Error - Archive known error when a change is Closure
233	Nagios - Livestatus Conections	Enable the Nagios conection Livestatus
234	Nagios - Nagios access types	Define the Nagios Access Type: 1 - LIVESTATUS or 2 - FILE
235	Unit autocomplete	Define if the Unit selection wil use autocomplete = "Y" or a Combobox = "N"
243	Service Order Signature	Enable Service Order Signature to be used in Service Orders Reports

ID	Name	Purpose
244	Login Screen Message	Inform a Message that will be displayed in the Login Screen
245	Display the full service list in the Portal	Enable the full service list in the Portal to be displayed
246	Hide New Request button in the Portal	Hide New Request button in the Portal
247	Portal Services unmarked as default	Enable the Portal Services unmarked as default
248	E-mail Model ID - Monitoring Assets	Inform the E-mail Model ID that will be sent when monitoring the assets. This Email ID is defined in the "E-mail Model" screen.
249	Threads Numbers in Assets Monitoring	Define the Threads Numbers in Assets Monitoring
250	Display name in configuration item tree	Define if the name in configuration item tree will be displayed
251	E-mail Model ID - Notify the applicant about Request Occurences	Inform the E-mail Model ID that will be sent to the applicant when happen occurences. This Email ID is defined in the "E-mail Model" screen.
252	Register Occurences by the Portal	Enables the Registration in Occurences by the Portal
253	E-mail Model ID - Notify the applicant about Request Occurences by the Portal	Inform the E-mail Model ID that will be sent to the applicant when happen occurences registered by the portal. This Email ID is defined in the "E-mail Model" screen.
254	Google Services API Key	Inform the Google Services API Key that will be consumed
255	Attendant Mobile Action/ View Field	Define the Attendant Mobile Action/ View Field
256	Interval (in minutes) of time to report to the attendant position	Inform the Interval (in minutes) of time to report to the attendant position
257	The page size for REST services return paged	Define The page size for REST services return paged

ID	Name	Purpose
258	Maximum Days Interval to search	Define Maximum Days Interval to search
259	Client ID to use Google business services	Inform the key that register the the key that register the consumption of Google services in relation to the Business API.
260	Unit Filter Hierarchy Type	Define Unit Filter Hierarchy Type to generate the Unit tree that the user can access.
261	Total amount of results displayed in Advanced Search	Define the Total amount of results displayed in Advanced Search
262	Portal Occurrence Category ID	Define the Portal Occurrence Category ID. If it is not defined the Category field will be disabled
263	Portal Occurrence Origin ID	Define the Portal Occurrence Origin ID. If it is not defined the Origin field will be disabled
264	Filter by Request in Progress	Enable the Filter by Request in Progress
266	Default Calendar ID	Define the default Calendar ID
267	Page size to REST V1 return	Define Page size to REST V1 return
268	E-mail Model ID - Notify Changes Closure	Inform the E-mail Model ID that will be sent to the applicant when the change is closed. This Email ID is defined in the "E-mail Model" screen.
269	SMTP Sending - Send e-mail port	Inform the server port
270	Asterisk attending that will be captured	
271	Inform the System Instalation City	Inform the City that will be displayed in reports
272	Determines whether will be notified only requests without charge in Citsmart Mobile.	Determines whether will be notified only requests without charge in Citsmart Mobile.
273	Default folder for the knowledge created from occurrences of events	Define the Default folder for the knowledge created from occurrences of events
274	Filter the "Category" in the contract and/or service on Service Request?	Enable the Filter "Category" in the contract and/or service on Service Request?
275	Keep the system always in English?	Enable the system to be presented always in English
276	Pentaho Report URL	Inform the Pentaho Report URL
277	Allows the employee registration with the same name?	Enable the employee registration with the same name