

Parents queries to update to  
set up the ITSM dashboards

---

## Content

---

<b>My Work dashboard .....</b>	<b>3</b>
<b>Incident dashboard .....</b>	<b>4</b>
<b>Request dashboard .....</b>	<b>5</b>
<b>Problem dashboard .....</b>	<b>6</b>
<b>Change dashboard .....</b>	<b>7</b>
<b>CMDB dashboard .....</b>	<b>10</b>
<b>Knowledge Base dashboard .....</b>	<b>12</b>

This document presents the operations to be carried out to keep parent queries during the installation of the ITSM Dashboard template.

Print this document and select accordingly the instructions for each dashboard that you wish to install.

Then return to the procedure of the wiki page to download the reports package.

## My Work dashboard

→ Parent query to update: *All Service Processes*

1. Add the tables below.

New table to create	Procedure		OK
	From table...	Use the link...	
AM_VIP_LEVEL	AM_RECIPIENT	AM_VIP_LEVEL.VIP_LEVEL_ID = AM_RECIPIENT.VIP_LEVEL_ID	<input type="checkbox"/>
AM_REFERENCE_CATEGORY_ID	SD_CATALOG	AM_REFERENCE.REFERENCE_ID = SD_CATALOG.CATEGORY_ID	<input type="checkbox"/>

2. Add the fields below.

New field to create	Field label	OK
AM_REFERENCE_CATEGORY_ID.REFERENCE_\$lng	Ticket type	<input type="checkbox"/>
SD_REQUEST.comment	Comment	<input type="checkbox"/>

## Incident dashboard

→ Parent query to update: *Incidents*

1. Add the tables below.

New table to create	Procedure		OK
	From table...	Use the link...	
SD_STATUS_AM_ACTION	AM_ACTION	SD_STATUS.STATUS_ID = AM_ACTION.STATUS_ID_ON_CREATE	<input type="checkbox"/>
AM_EMPLOYEE_AM_ACTION	AM_ACTION	AM_EMPLOYEE.EMPLOYEE_ID = AM_ACTION.CONTACT_ID	<input type="checkbox"/>
AM_GROUP	SD_REQUEST	AM_GROUP.GROUP_ID = SD_REQUEST.OWNING_GROUP_ID	<input type="checkbox"/>

2. Add the fields below.

New field to create	Field label	OK
AM_ACTION_TYPE.NAME_\$lng	Task : Task's type	<input type="checkbox"/>
SD_STATUS_AM_ACTION.STATUS_\$lng	Status : Tasks's Status	<input type="checkbox"/>
AM_GROUP.GROUP_\$lng	Ticket's Group	<input type="checkbox"/>
AM_EMPLOYEE_AM_ACTION.LAST_NAME	Task manager	<input type="checkbox"/>

## Request dashboard

→ Parent query to update: *Service Requests*

1. Add the tables below.

New table to create	Procedure		OK
	From table...	Use the link...	
AM_ACTION_TYPE	AM_ACTION	AM_ACTION_TYPE.ACTION_TYPE_ID = AM_ACTION.ACTION_TYPE_ID	<input type="checkbox"/>
SD_STATUS_AM_ACTION	AM_ACTION	SD_STATUS.STATUS_ID = AM_ACTION.STATUS_ID_ON_CREATE	<input type="checkbox"/>

2. Add the fields below.

New field to create	Field label	OK
AM_ACTION_TYPE.NAME_\$Ing	Task : Task's type	<input type="checkbox"/>
SD_STATUS_AM_ACTION.STATUS_\$In	Status : Tasks's Status	<input type="checkbox"/>

## Problem dashboard

→ Parent query to update: *Problems*

1. Add the tables below.

New table to create	Procedure		OK
	From table...	Use the link...	
SD_REQUEST_PROBLEM_RID_PID	SD_REQUEST	SD_REQUEST_PROBLEM.PROBLEM_ID = SD_REQUEST.REQUEST_ID	<input type="checkbox"/>
SD_REQUEST_LIE_RID_RID2	SD_REQUEST_PROBLEM_RID_PID	SD_REQUEST.REQUEST_ID = SD_REQUEST_PROBLEM_RID_PID.REQUEST_ID	<input type="checkbox"/>
SD_KNOWN_PROBLEMS	SD_REQUEST	AM_GROUP.GROUP_ID = SD_REQUEST.OWNING_GROUP_ID	<input type="checkbox"/>
AM_GROUP	SD_REQUEST	AM_GROUP.GROUP_ID = SD_REQUEST.OWNING_GROUP_ID	<input type="checkbox"/>
AM_GROUP_ACTION	SD_REQUEST_LIE_RID_RID2	AM_GROUP.GROUP_ID = AM_ACTION.GROUP_ID	<input type="checkbox"/>
SD_CATALOG_INC_LIE	SD_REQUEST_LIE_RID_RID2	SD_CATALOG.SD_CATALOG_ID = SD_REQUEST_LIE_RID_RID2.SD_CATALOG_ID	<input type="checkbox"/>
AM_REFERENCE_INC_LIE_CATEGORY_ID	SD_CATALOG_INC_LIE	AM_REFERENCE.REFERENCE_ID = SD_CATALOG_INC_LIE.CATEGORY_ID	<input type="checkbox"/>

2. Add the fields below.

New field to create	Field label	OK
AM_REFERENCE.REFERENCE_\$lng	Severity	<input type="checkbox"/>
SD_REQUEST_LIE_RID_RID2.RFC_NUMBER	Ticket N° link to Problem	<input type="checkbox"/>
SD_KNOWN_PROBLEMS.ANSWER_\$lng	Workaround?	<input type="checkbox"/>
AM_GROUP_ACTION.GROUP_\$lng	Task's Group	<input type="checkbox"/>
{* RTZCONVERT(AM_ACTION.START_DATE_UT) *}	Task start date	<input type="checkbox"/>
{* RTZCONVERT(AM_ACTION.END_DATE_UT) *}	Task end date	<input type="checkbox"/>
AM_REFERENCE_INC_LIE_CATEGORY_ID.REFERENCE_\$lng	Ticket type link to Problem	<input type="checkbox"/>

## Change dashboard

→ Parent query to update: *Change Requests*

1. Add the tables below.

New table to create	Procedure		OK
	From table...	Use the link...	
AM_REFERENCE	SD_REQUEST	M_REFERENCE.REFERENCE_ID = SD_REQUEST.SEVERITY_ID	<input type="checkbox"/>
SD_STATUS_AM_ACTION	AM_ACTION	SD_STATUS.STATUS_ID = AM_ACTION.STATUS_ID_ON_CREATE	<input type="checkbox"/>
SD_REQUEST_PROBLEM	SD_REQUEST	SD_REQUEST_PROBLEM.REQUEST_ID = SD_REQUEST.REQUEST_ID	<input type="checkbox"/>
SD_REQUEST_LIE_PID_RID	SD_REQUEST_PROBLEM	SD_REQUEST.REQUEST_ID = SD_REQUEST_PROBLEM.PROBLEM_ID	<input type="checkbox"/>
SD_STAGE	AM_ACTION	SD_STAGE.STAGE_ID = AM_ACTION.STAGE_ID	<input type="checkbox"/>
SD_STAGE_LINKS	SD_STAGE	SD_STAGE_LINKS.STAGE_ID = SD_STAGE.STAGE_ID	<input type="checkbox"/>
AM_ACTION_LIEE	AM_ACTION	AM_ACTION.ACTION_ID = AM_ACTION.ORIGIN_ACTION_ID	<input type="checkbox"/>
SD_STAGE_ACTION_LIEE	AM_ACTION_LIEE	SD_STAGE.STAGE_ID = AM_ACTION_LIEE.STAGE_ID	<input type="checkbox"/>

New table to create	Procedure		OK
	From table...	Use the link...	
AM_EMPLOYEE_AM_ACTION	AM_ACTION	AM_EMPLOYEE.EMPLOYEE_ID = AM_ACTION.CONTACT_ID	<input type="checkbox"/>
AM_EMPLOYEE_OWNER	SD_REQUEST	AM_EMPLOYEE.EMPLOYEE_ID = SD_REQUEST.OWNER_ID	<input type="checkbox"/>
SD_CATALOG_PB_LIE	SD_REQUEST_LIE_PID_RID	SD_CATALOG.SD_CATALOG_ID = SD_REQUEST_LIE_PID_RID.SD_CATALOG_ID	<input type="checkbox"/>
AM_REFERENCE_PB_LIE_CATEGORY_ID	SD_CATALOG_PB_LIE	AM_REFERENCE.REFERENCE_ID = SD_CATALOG_PB_LIE.CATEGORY_ID	<input type="checkbox"/>

2. Add the view below.

New view to create	Fields used in the joint	OK
V_DASHBOARD_PRIORITY		<input type="checkbox"/>

4. Add the fields below.

New field to create	Field label	OK
AM_REFERENCE.REFERENCE_\$\$lng	Severity	<input type="checkbox"/>
AM_ACTION_TYPE.NAME_\$\$lng	Task : Task's type	<input type="checkbox"/>
SD_REQUEST_LIE_PID_RID.RFC_NUMBER	Problem N° link to Change	<input type="checkbox"/>
SD_STAGE.LABEL_\$\$lng	Task Life Cycle	<input type="checkbox"/>
SD_STAGE_LINKS.ORDER_NUMBER	Task Life Cycle N°	<input type="checkbox"/>
{* RTZCONVERT(AM_ACTION.END_DATE_UT) *}	Task end date	<input type="checkbox"/>
{* RTZCONVERT(AM_ACTION.START_DATE_UT) *}	Task start date	<input type="checkbox"/>
{* RTZCONVERT(AM_ACTION_LIEE.START_DATE_UT) *}	Schedule start date	<input type="checkbox"/>
{* RTZCONVERT(AM_ACTION_LIEE.END_DATE_UT) *}	Link task end date	<input type="checkbox"/>
SD_STATUS_AM_ACTIONS.STATUS_\$\$lng	Task status	<input type="checkbox"/>



New field to create	Field label	OK
V_DASHBOARD_PRIORITY.PRIORITY_VALUE	Priority	<input type="checkbox"/>
AM_EMPLOYEE_AM_ACTION.LAST_NAME	Task manager	<input type="checkbox"/>
AM_REFERENCE_PB_LIE_CATEGORY_ID.REFERENCE_\$lng	Ticket type of link problem	<input type="checkbox"/>

## CMDB dashboard

→ Parent query to update: *Asset*

1. Create the *Asset* parent query, relying on the AM\_ASSET table.
2. Add the tables below.

New table to create	Procedure		OK
	From table...	Use the link...	
AM_CATALOG	AM_ASSET	AM_CATALOG.CATALOG_ID = AM_ASSET.CATALOG_ID	<input type="checkbox"/>
AM_UN_CLASSIFICATION	AM_CATALOG	AM_UN_CLASSIFICATION.UN_CLASSIFICATION_ID = AM_CATALOG.UN_CLASSIFICATION_ID	<input type="checkbox"/>
AM_REFERENCE	AM_UN_CLASSIFICATION	AM_REFERENCE.REFERENCE_ID = AM_UN_CLASSIFICATION.ARTICLE_TYPE_ID	<input type="checkbox"/>
AM_MANUFACTURER	AM_CATALOG	AM_MANUFACTURER.MANUFACTURER_ID = AM_CATALOG.MANUFACTURER_ID	<input type="checkbox"/>
AM_STATUS	AM_ASSET	AM_STATUS.STATUS_ID = AM_ASSET.STATUS_ID	<input type="checkbox"/>
CMDB_CI_STATUS	AM_ASSET	CMDB_CI_STATUS.CI_STATUS_ID = AM_ASSET.CI_STATUS_ID	<input type="checkbox"/>
AM_SUPPLIER	AM_ASSET	AM_SUPPLIER.SUPPLIER_ID = AM_ASSET.SUPPLIER_ID	<input type="checkbox"/>

3. Add the fields below.

New field to create	Field label	OK
AM_REFERENCE.REFERENCE_\$\$ng	Type (First Level)	<input type="checkbox"/>
AM_ASSET.ASSET_TAG	Asset Tag	<input type="checkbox"/>
AM_UN_CLASSIFICATION.UN_CLASSIFICATION_\$\$ng	Type (Last Level)	<input type="checkbox"/>
AM_CATALOG.ARTICLE_MODEL	Model	<input type="checkbox"/>
AM_ASSET.SERIAL_NUMBER	Serial Number	<input type="checkbox"/>
AM_ASSET.REMOVED_DATE	Remove date	<input type="checkbox"/>
AM_MANUFACTURER.MANUFACTURER	Manufacturer	<input type="checkbox"/>
AM_STATUS.STATUS_\$\$ng	Asset status	<input type="checkbox"/>
CMDB_CI_STATUS.CI_STATUS_\$\$ng	CI status	<input type="checkbox"/>

New field to create	Field label	OK
AM_ASSET.ENTRY_DATE	Entry date	<input type="checkbox"/>
AM_SUPPLIER.SUPPLIER	Supplier	<input type="checkbox"/>
AM_ASSET.INSTALLATION_DATE	Installation date	<input type="checkbox"/>

## Knowledge Base dashboard

→ No parent query changes