


## Configuration Management Data Base (CMDB) del sistema ITSM de Cherwell


Configuration Management Database

### Computer

Status: **Active** Next: Down

Open Incidents: **0**

Primary User:  **Eric Cox**  
 (719) 386-7000  
 Eric.Cox@RiverTCorp.com

Owned By: Assign To...  
 - select owner -  
 IT Management

I Want To:  
 Take Ownership  
[View Detailed Date/Time Information](#)  
[Create a New...](#)  
[View the CI Network Map](#)  
[In Repair](#)  
[More...](#)

Tab Visibility:  
 Journals  Related CIs  
 Related Records  Contracts  
 CI Details

Details

Asset Tag:  New OS: Microsoft Windows 7 Professional

Computer Type:  Primary User:  OS Family: Windows NT

Manufacturer:  Model:  OS Group: Professional

Serial Number:  OS Service Pack: 1

Building:  Floor:  Room:  OS Version: 6.1.7600

Properties / Network

BIOS Version:  MAC:

CPU Type:  # of CPUs:  CPU Speed:  Friendly Name:  Host Name:

Memory:  Virtual Memory:  User Name:

Video:  IP4 Address:  IPv6 Address:

Barcode:  Alternate IP Address:

Financial

Vendor:  Purchase Date:

Invoice ID:  Purchase Type:  Purchase Price:

Attached

Baseline Changes | Installed Software | Installed Services | Drives


Type	Created	By	Details
Journal - History	04/12/2015 15:21	Josh Wilson	The following changes were made to the Config - Computer eric-desk by Josh on 11/26/2013:-->Field Barcode was changed from the value 10210 to the value 4356.
Journal - History	30/11/2015 21:50	Josh Wilson	The following changes were made to the Config - Computer eric-desk by Josh on 11/25/2013:-->Field Barcode was set to the value 10210.
Journal - History	17/11/2015 22:02	Cherwell Admin	The following changes were made to the Config - Computer eric-desk by CSDAdmin on 11/12/2013:-->Field Primary User Full Name was changed from the value Eric Cox to the value Eric Cox.-->Field Latitude was changed from the v...
Journal - History	17/11/2015 22:22	Cherwell Admin	The Customer - Internal object, Eric Cox, was linked to the Configuration Item Group Links Customers relationship on 11/12/2013 by CSDAdmin.
Journal - History	12/08/2015 17:24	Clair Wu	The following changes were made to the Config - Computer eric-desk by clair on 8/7/2013:-->Field Location - Room was set to the value 030.-->Field Location - Building was set to the value A.-->Field Location - Floor was changed fr...
Journal - History	22/09/2015 22:05	Cherwell Admin	The following changes were made to the Config - Computer eric-desk by CSDAdmin on 5/17/2013:-->Field FriendlyName was set to the value eric-desk.
Journal - History	20/09/2015 19:40	Phonix Admin	The following changes were made to the Config - Computer eric-desk by CSDAdmin on 01/17/2013:-->Field FriendlyName was changed from the value Eric Cox to the value Eric Cox.


## Integración y automatización de la gestión de incidencias, problemas y cambios en el sistema ITSM de Cherwell

Service Request 101322

Status: **In Progress** Next: Resolve

Priority

Requestor: Alternate Contact Info  
 **Molly Isaacs**  
 Molly.Isaacs@RiverTCorp.com  
 (719) 386-7000

Owned By: Assign To...  
 **Sawyer Watson**  
 1st Level Support  
 833-898-9748  
 sawyer.watson@RiverTCorp.com

SLA: More Info...  
 Desktop Management (Service SLA)  
 Respond By: (choose a priority)  
 Resolve By: (choose a priority)

I Want To:  
 Take Ownership  
[Escalate to Level 2](#)  
[View Detailed Date/Time Information](#)  
[Link to Existing Major Incident](#)  
[Submit to Knowledge Base](#)  
[Track Time](#)

Set to Pending

Record | **Classify** | Fulfill | Resolve | Close

Step 1: Record the Details Last Edited 07/02/2017 19:53 by Cherwell Admin

Short Description:  Call Source:  Button

Description:

Step 2: Classify (clear classifications)

Service:  View Related KB Articles Priority:  Impact:  Urgency:

Category:  Primary CI:  View Impacted CIs

Subcategory:

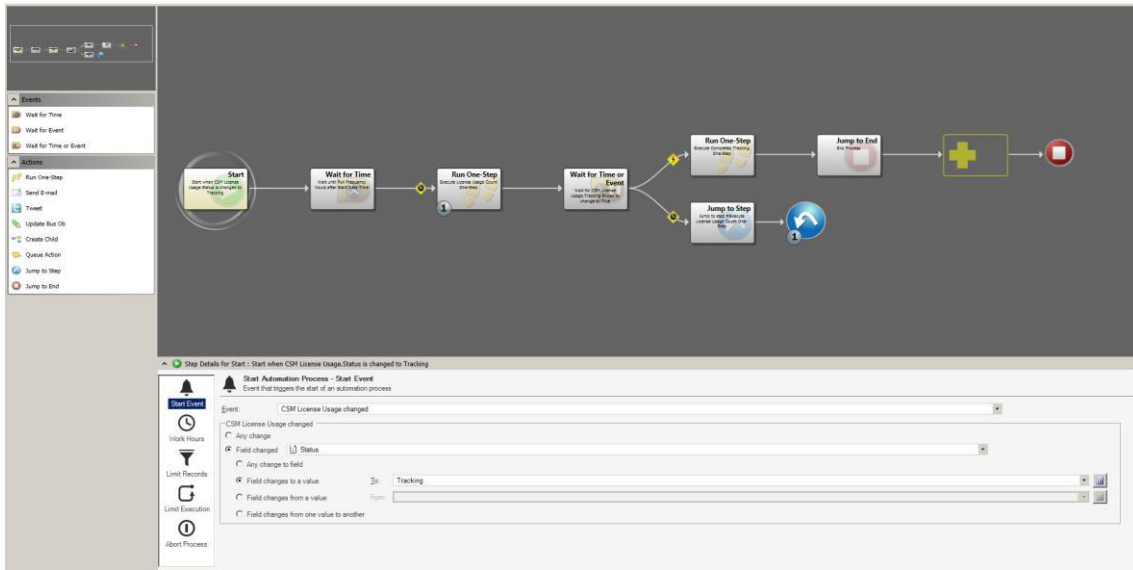
Step 3: Fulfill the Service Request

Model:

Computer Details	
Unit Price:	0,00 €
Accessories:	0,00 €
<b>Total:</b>	<b>0,00 €</b>

Ordered Device

## Creación de procesos automatizados de gestión de las comunicaciones entre la organización y los usuarios finales, de manera clara y trazada



## Dashboard e informes documentales altamente configurables

