

Service categories in Remedy and desired ones

Conventions used by ChemIT for Remedy "Service" categories. And our page to record wished-for categories.

See also

- [Remedy](#)
- [Reported Source categories, Remedy](#)

Chemistry IT's use of non-obvious Service categories

| Category | Use by Chemistry IT | Date, comments, notes, etc. |
|---------------------------------------|-------------------------------|---|
| ---- Broadcasting | Inventory work | Mostly used by our student employees. Last one closed out ~Fall 2015. |
| ... IT Research and Analysis Services | Research instrument computers | <p>Started 2/29/16. To distinguish from "Desktop Support and Personal Computing" done for all other systems. Different than whatever used for HPC (clusters), too.</p> <p>Guideline: Use this if device in our inventory indicates a Machine Function of "Instrumentation".</p> <p>This is for almost any work we do for these systems, whether "Desktop Support and Personal Computing" type of work, or work more specific to their unique research function.</p> <p>Use of this Service category will help parse out our Desktop work, our Cluster work, and now our Instrument computing work.</p> <p>See below, from May 2015.</p> |

Desired Service categories

It's a process, but one can get Service categories added, per May 2015 email. Record wished-for categories here, with context.

| Proposed Category | Closest existing Category | Context Consider Remedy ticket for an example | Your name and date |
|---------------------|---------------------------|---|--------------------|
| Cluster | | Data Center Services | Roger |
| Instrument computer | | See above table of our current conventions. | Roger |
| Inventory | | See above table of our current conventions. | Roger |
| Research computing | | Q: What of "Cluster" and "Instrument computer"? And other types of work, like "Desktop" and "Purchase"? | Roger |
| Software install | | | Roger |
| Purchase | | | Roger |