

# 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.
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... 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