

Red Box release 3 notice 2

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Upgrading a domained Red Box system to Red Box release 3

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Introduction

New facilities and changes at Red Box release 3 may affect customers who use the Domains option. New facilities, changes and associated recommendations are detailed below.

Customers using the Domains option should review their existing Domains structure before upgrading to Red Box release 3, and implement any restructuring before allowing Domained users to access Red Box release 3.

New facilities and changes to Red Box

Domained users only

A new facility enables system administrators to allow only Red Box users who are members of a Red Box domain to log in to Red Box.

Custom lookup fields

Red Box release 3 introduces custom fields for many record types. The effect of custom fields on domains should be considered as part of their implementation. If **lookup** values are used to encode to 'domain control' records then they will automatically be included as part of the domain checks. The next time the Domain Administrator is used to view the detail of an affected domain the fields will have been automatically included, and they become available for decisions about Update and Read level controls to be made in the same way as for a non-custom field.

In addition, the new Field Mapping record type will be affected by any domaining on Sub Class.

Configuration Items (CIs) have Team Allocated

The Team Allocated field has been added to all CIs; care must be taken when using domains which includes teams.

The affected CI record types are: Company, Consumable, Contract, Document, Document Copy, Equipment, Hardware, Location, Service, Software, User/Department.

Unless you intend to rapidly implement a policy of allocating CI responsibility to your teams you should ensure that each 'Team' domain has all of the above marked as 'Update: Allow Terms, Current Value & Null' and 'Read: Allow any value'.

CIs have additional Company references

Two more Company references have been added to each CI: Insurer and Warrantor. You should amend any Company domains and set these fields to 'Update, Allow Null' and 'Read, All'.

CI rationalisation

Common fields have been added to certain CI records to improve consistency:

Table 1.1 CI field rationalisation

CI record type	Added fields
Company	Location, Owner
Consumable	Maintainer
Contract	Location, Owner
Document Copy	Maintainer, Supplier, Sub Class
Location	Maintainer, Supplier
User/Department	Maintainer, Supplier

Consequently, these CI types may now come under domain control in situations under which they had previously been uncontrolled.

Sub-records viewed via 'Join'

This enhancement to the way sub-records are viewed allows terms for both the parent and the child to be specified, so allowing much more efficient searches. The enhancement introduces several new pseudo-record types and a large number of fields to be considered when managing domains.

Table 1.2 *New pseudo-record types*

pseudo-record type
CI Budget, CI Comment, CI Contact, CI Contact Method, CI Costing, CI Financial, CI Service Event, CI Service History
Configuration Item
Incident Case Point, Incident Comment, Incident Error Report, Incident Evidence, History
Model Control
Monitored User/Department
Problem Comment, Problem Error Report, Problem History
RFC CM Action, RFC Comment, RFC History, RFC Resource, RFC Target User List, RFC Task

Availability & Service History

The new facilities allowing definition of Service Hours and Availability have created new opportunities for domain control, using the Team field on Daily Hours and Service Hours.

Image

New record Image record type has the domainable fields Sub Class and Owner (User/Department).

Master Sequence

Master Prefix has been replaced by the non-domained Master Sequence facility. IR Prefix domains can have terms relating to Master Prefix removed.

Incident extensions

The Incident record type has the new field Submitter's Department which must be considered within any User/Department domain.

HD Prefix extensions

The HD Prefix now has the capability to specify which Teams can be used for assignment.

CM rationalisation

General Category has been extended to cover Change Management. In addition, fields have been added to CM record types for improved consistency:

Table 1.3 CM field rationalisation

CM record type	Added fields
RFC	Submitter's Location, Department
Resource	Department, Location
Review Meeting	Location

Consequently, these record types may now come under domain control in situations under which they had previously been uncontrolled.

CM Prefix Defaults improvements

CM Prefix Defaults have been improved for consistency with IR Prefix. CM Prefix options and defaults now affect Submitter and Department.

CM Change Set Auto-create

The ability to auto-create Change Sets means that the Control Point record type has a new Change Set Prefix field.

CM Task List

The new 'join views' for RFC Task, Model Control and Monitored User/Department all have implications for domains.

OC Actions

OC Actions can create Service Events, and may supply extra fields for Incident and RFC Create actions. These affect Location, Sub Class, Team and User/Department domains.

Field Details

The following table gives a complete list of all the new fields for each of the Domain Control record types.

Table 1.4 New Domain Control fields

Record type	Field
Agent	(none)
CM Prefix	Control Point : Change Set Prefix RFC CM Action : RFC Prefix RFC Comment : RFC Prefix RFC History : RFC Prefix RFC Resource : RFC Prefix RFC Task : RFC Prefix
Company	CI Budget : Insurer CI Budget : Maintainer CI Budget : Supplier CI Budget : Warrantor CI Comment : Insurer CI Comment : Maintainer CI Comment : Supplier CI Comment : Warrantor CI Costing : Insurer CI Costing : Maintainer CI Costing : Supplier CI Costing : Warrantor CI Financial : Insurer CI Financial : Maintainer CI Financial : Supplier CI Financial : Warrantor CI Service Event : Insurer CI Service Event : Maintainer CI Service Event : Supplier CI Service Event : Warrantor CI Service History : Insurer CI Service History : Maintainer CI Service History : Supplier CI Service History : Warrantor Configuration Item : Insurer Configuration Item : Maintainer

Record type	Field
Company (continued)	Configuration Item : Supplier Configuration Item : Warrantor Consumable: Insurer Consumable : Maintainer Consumable: Warrantor Document: Insurer Document: Warrantor Document Copy: Insurer Document Copy: Maintainer Document Copy: Supplier Document Copy: Warrantor Equipment: Insurer Equipment: Warrantor Hardware: Insurer Hardware: Warrantor Incident Error Report : Company Location: Insurer Location: Maintainer Location: Supplier Location: Warrantor Problem Error Report : Company Service: Insurer Service: Warrantor Software: Insurer Software: Warrantor User/Department: Insurer User/Department: Maintainer User/Department: Supplier User/Department: Warrantor
General Category	Action : RFC General Category Action Definition : RFC General Category CM Prefix : Default General Category Incident Case Point : General Category Incident Comment : General Category Incident Error Report : General Category Incident Evidence : General Category Incident History : General Category Problem Comment : General Category Problem Error Report : General Category Problem History : General Category RFC CM Action : General Category RFC Comment : General Category RFC Details : General Category RFC History : General Category RFC Resource : General Category

Record type	Field
IR Prefix	Incident Case Point : Prefix Incident Comment : Prefix Incident Error Report : Prefix Incident Evidence : Prefix Incident History : Prefix
Location	Action : RFC Location Action Definition : RFC Location Action Definition : SE CI Location CI Budget : Location CI Comment : Location CI Contact : Location CI Contact Method : Location CI Costing : Location CI Financial : Location CI Service Event : Location CI Service History : Location CM Prefix : Default Location Company : Location Configuration Item : Location Contract : Location Incident Case Point : Submitter's Location Incident Comment : Submitter's Location Incident Error Report : Submitter's Location Incident Evidence : Submitter's Location Incident History : Submitter's Location Model Control : Target User's Location Monitored User/Department : Location RFC CMAction : Submitter's Location RFC Comment : Submitter's Location RFC Details : Submitter's Location RFC History : Submitter's Location RFC Resource : Reporter's Location RFC Resource : Submitter's Location RFC Task : RFC Location RFC Task : Target User's Location Resource : Location Review Meeting : Location
PR Prefix	Problem Comment : Prefix Problem Error Report : Prefix Problem History : Prefix
Report Definition	Enquiry Definition : Report Graph Definition : Report Name Parameter Set : Report Report Section : Report

Record type	Field
Sub Class	Action Definition : SE CI Sub Class CI Budget : Sub Class CI Comment : Sub Class CI Contact : Sub Class CI Contact Method : Sub Class CI Costing : Sub Class CI Financial : Sub Class CI Service Event : Sub Class CI Service History : Sub Class Configuration Item : Sub Class Document Copy : Sub Class Field Mapping : Sub Class Image : Sub Class
Team	Action : RFC CM Team Action Definition : RFC CM Team CI Budget : Team Allocated CI Comment : Team Allocated CI Contact : Team Allocated CI Contact Method : Team Allocated CI Costing : Team Allocated CI Financial : Team Allocated CI Service Event : Team Allocated CI Service History : Team Allocated Company : Team Allocated Configuration Item : Team Allocated Consumable : Team Allocated Contract : Team Allocated Daily Hours : Team Allocated Document : Team Allocated Document Copy : Team Allocated Equipment : Team Allocated General Category : Default CM Team Hardware : Team Allocated IR Prefix : Default Team Incident Case Point : PM Team Incident Case Point : Team Allocated Incident Comment : PM Team Incident Comment : Team Allocated Incident Error Report : PM Team Incident Error Report : Team Allocated Incident Evidence : PM Team Incident Evidence : Team Allocated Incident History : PM Team Incident History : Team Allocated Location : Team Allocated

Record type	Field
Team (continued)	Problem Comment : Team Allocated Problem Error Report : Team Allocated Problem History : Team Allocated RFC CM Action : Team RFC Comment : Team RFC History : Team RFC Resource : Team RFC Task : Team Service : Team Allocated Service Hours : Team Software : Team Allocated User/Department : Team Allocated
User/ Department	Action : IR Department Action : RFC Department Action Definition : IR Department Action Definition : RFC Department Action Definition : SE CI Owner CI Budget : Department CI Budget : Manager CI Budget : Owner CI Comment : Owner CI Contact : Owner CI Contact Method : Owner CI Costing : Owner CI Financial : Owner CI Service Event : Owner CI Service History : Owner CM Prefix : Default Department CM Prefix : Default Submitter Company : Owner Configuration Item : Owner Contract : Owner IR Prefix : Default Department Image : Owner Incident Case Point : Submitted By Incident Case Point : Submitter's Department Incident Comment : Submitted By Incident Comment : Submitter's Department Incident Error Report : Submitted By Incident Error Report : Submitter's Department Incident Evidence : Submitted By Incident Evidence : Submitter's Department Incident History : Submitted By Incident History : Submitter's Department Model Control : Target User

Record type	Field
User/ Department (continued)	Model Control : Target User's Department Monitored User/Department : Department Monitored User/Department : Owner RFC CMAction : Notify To RFC CMAction : Submitted By RFC CMAction : Submitter's Department RFC Comment : Submitted By RFC Comment : Submitter's Department RFC Details : Submitter's Department RFC History : Submitted By RFC History : Submitter's Department RFC Resource : Submitted By RFC Resource : Submitter's Department RFC Resource : Reporter RFC Resource : Reporter 's Department RFC Target User List : Target User RFC Task : RFC Department RFC Task : RFC Submitter RFC Task : Target User RFC Task : Target User's Department Resource : Department

