Cisco Service Portal Glossary

Release 9.4.1
February, 2013

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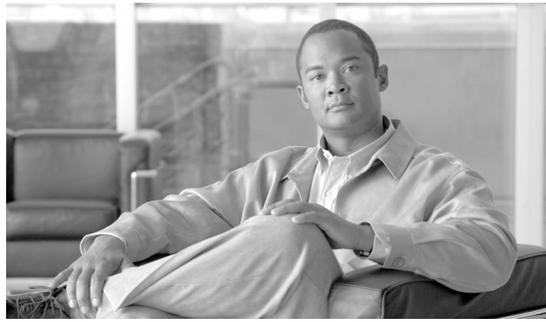
GLOSSARY

A

Access Control
Active form component configuration setting which determines which users, or groups of users, are able to view or edit specific dictionaries at each moment in the requisition life cycle.

Account
An Account is a grouping of customer Organization Units (OUs) who are covered by an Agreement.

Active Form Component
The basic building block of a service form. Active Form Components may contain dictionaries, any rules that apply to dictionaries or fields in those dictionaries, and details on how to display dictionaries and fields on the web page during the requisition life cycle.

Active Form Rule
A rule that is part of the active form component configuration, which enhances the appearance and behavior of Active Form Components. The two types of rules are Conditional Rules and Data Retrieval Rules.

Adapter
Software used by Service Link for transporting messages between Request Center and an external system.

Additional Participants
Members of service teams other than the service group owner. Additional Participants are used in assigning access control for the dictionaries in a service form.

Ad-Hoc Task
A new task created by the Performer while executing tasks in a predefined process, such as pricing, authorization, and service delivery.

ADK
Adapter Development Kit—a Java API for writing custom Service Link adapters.

Administration
The module that allows administrators to set global settings, to synchronize Service Portal personnel data with an external directory, and to customize a Service Portal implementation.

Advanced Reporting
The module which provides access to the Request Center and Demand Center data marts, and to the Cognos reporting tools Query Studio and Report Studio. Allows for ad-hoc reporting against the data marts and the ability to customize Request Center data mart content with form data.

Agent
A Request Center component which is a logical representation of a transport mechanism by which Service Portal communicates to/from a third party system. Agents may be used by service designers to bind external tasks to their proper third-party destination.

Agent Parameters
Data fields needed by Request Center and an external system to coordinate the completion of an external task. Agent parameters can be either inbound or outbound.

Agreement
An Agreement is the record in Request Center of a contract for service between the Customer Manager of an internal service organization, and an organizational unit Customer, typically the manger of a business unit.

Approval Task
Sequential task that requires approval or rejection of a step in the delivery process. If rejected, the delivery process terminates.

Approved	Requisition status that refers to a requisition that has been approved by an authorizer.
Associated Entity	An entity, referenced in the Catalog Deployer module, that is related to the primary entity and required in the target site for a deployment to be successful.
Asynchronous Submission or Last Approval	Ability to configure Request Center to create delivery tasks as a background process after the user submits an order or the last approval is completed, allowing the user to proceed to other work without having to wait for all tasks to be created and their due dates computed.
Authorization	A task for reviewing or approving a submitted requisition, performed by designated reviewers or approvers. Lack of Authorization stops the process.
Authorization Delegate	The person nominated by a reviewer/approver to handle their tasks for a defined time period. The delegate can be configured using the **My Profile > Preferences** link in the My Services home page, or in the **People > Permissions** link in the Organization Designer home page.
Authorized	Status for a task that has been approved by the financial unit or organizational unit responsible for the service.
Available Work	A Service Manager view which displays ongoing tasks assigned to your queues.

B

Bundle	A service containing one or more related services which are automatically ordered when a customer orders the bundle.
Business Engine	A proprietary workflow engine, which is responsible for escalations, notifications and task executions, and manages communication between multiple nodes in a clustered configuration.
Business Engine Namespace	A namespace used to reference data about the current requisition, including the request and the current task, customer, initiator, and task performer. Business Engine namespaces can be used in email templates, conditional statements determining whether a task should be executed, and other places within the service design.
Business Goals and Initiatives	The four types of reporting classifications used in service offerings—Business Category, Internal, Business Process, and Business Initiative.
Business Initiative	Description, in business terms, of key elements, impact, revenue, and start and end dates of a business project.
Business Unit	A unit in your company, usually a department, which is composed of potential service customers. Business Units are one type of Organizational Unit (OU) in Request Center.

C

Calendar	Work schedule assigned to a person or queue. The Queue Calendar is used to compute task and requisition due dates. The Person Calendar is used to compute task due dates (for tasks assigned directly to a person, rather than to a queue) and to compute the number of work hours spent on a particular task.

Cancelled	Requisition status that refers to a requisition that has been cancelled by the customer.
Capability	The means to perform certain functions within a module. For example: Browse for Services (in My Services).
Caption	The configurable heading for a dictionary, used to configure separation of associated fields in the service form.
Catalog	The list of services that an organization using Request Center provides. This is also called the Service Catalog.
Catalog Deployer	The module responsible for deployment of catalog content and directory information from one Service Portal site to another, and for deploying the contents of Cisco branded libraries containing template services and service offerings into a development site.
Category	A heading that exists within the My Services catalog to help customers find a service that meets their needs.
Channel-Id	An identifier that uniquely identifies each Service Link task.
Check Out	Enables a service team member or manager to take ownership of a task in a queue. A task that is checked out is moved from the queue into the person's My Work inbox.
Checklist	Optional listing of procedural steps to be accomplished in completing a service delivery task.
Child Service	In a bundled service, the individual services included in the parent service are referred to as child services. See Bundle.
Click-Through Integration	A wizard-driven process through which a service designer can create all the design components required for Request Center to perform web services integration with an external system.
Client Schedule	A list of scheduled tasks for all Business Units.
Closed	The status given to completed requisitions.
Completed	Requisition status indicating a task in a service delivery plan has been successfully completed.
Component Entity	Entities that are automatically deployed when the primary entity is deployed using Catalog Deployer. For example, deploying a service (the primary entity) also deploys dictionaries, active form components, and other component entities.
Conditional Rule	A rule which governs how a form looks and behaves in response to events that occur during request initiation and fulfillment. Rules are configured as part of the Active Form Component.
Conditional Statement	An expression that allows tasks to be initiated or skipped based on evaluating a condition consisting of literals and namespaces. Conditional statements can be evaluated at various times within the authorization, review, and delivery plan and are configured in the Task Plan of the service definition.
Conditional Task	A task whose execution depends upon the evaluation of a conditional statement.
Contact	Standard functional position associated with service groups. This position can be assigned to a person responsible for handling communications between a service group and other business units.

Content Portlet   A portlet that uses predefined presentation and content. The portlet content may consist of data available within Service Portal, including definitional data (agents and service definitions), directory data (people, organizations, groups, and accounts), transactional data such as requisitions and Lifecycle Center objects, including service items and standards. In addition, designers can define their own Custom Content.

Contract Manager   A standard functional position in Request Center associated with Service Groups. The position approves the subscriptions of Business Unit customers to service agreements. A person must be assigned to this position for the service agreements to work.

Copy on Behalf   Use of an unsubmitted (In Preparation) requisition by an initiator to create a new requisition for another person.

Copy Package   The Catalog Deployer ability to create a new deployment package as a copy of an existing package. The new package contains all entities and options chosen in the original package and can be modified as needed.

Copy Requisition   Use an unsubmitted (In Preparation) requisition to create a new requisition.

Cost Details   If a service designer elects to display detailed cost information in the service presentation, the configuration of these items appears in a separate Cost Details section in My Services.

Cost Driver   Cost Drivers in Service Offerings are the most relevant and meaningful attributes or drivers of the price or cost of the offering in units that are useful for customer planning and consumption management.

CSS   Cascading Style Sheets, used to customize the appearance of pages in My Services and Service Manager and other end-user facing modules on a site-wide or organization-specific basis.

Custom Content   User-defined tables for use in Portal Manager, defined and maintained using the Custom Content tab of Portal Designer.

Customer   A recipient of services, sometimes referred to as consumer or client. You can be the customer of services you order for yourself, and for services that others order for you.

Customer-Initiator Form   The Active Form Component, provided in all instances, that contains all available person information for the Customer and Initiator of a request.

D

Data Retrieval Rule   A rule that allows data to be retrieved from external datasources, to prefill information on a service form, or retrieve additional information based on the user's previous data entry.

Data Source   A software component that allows Request Center to access data in an external relational database. Data sources are used for data retrieval rules, SQL-based option lists, and Catalog Deployer sites.

Data Source Registry   The Administration module setting that displays any data sources previously configured for the instance.

Default Service Delivery Queue   Repository for tasks not assigned to a performer. The calendar of the Default Service Delivery Queue is used for approximating task and requisition completion dates when the request is submitted.

Delayed Task   See Scheduled Start Task.

Delegation	When assigned a task, a Performer can delegate all or part of that task to another person. This is done by creating a Related Task for that person, and sometimes pausing the parent task until the Related Task has been completed. The whole process is known as delegation.
Delivery Cancelled	During the delivery process, if the project manager cancels the order, all unfinished tasks change to the Delivery Cancelled status, and no further task completions are required.
Delivery Plan	The complete sequence of tasks and activities required to fulfill a service request.
Delivery Task	Activity assigned to an entity that is a step in the delivery plan and has a due date.
Demand Center	The module that enables organizations to create and manage agreements (plans and budgets) for service offerings.
Deployment Package	The primary object managed by Catalog Deployer. The deployment package contains the chosen entities that are to be deployed and the deployment activity history. A deployment package can be transmitted or exported/imported into another site for deployment of its contents into the target site.
Dictionary	A group of fields which hold the data required to request a service and fulfill that service request. A dictionary is the basic building block of a form component.
Directory Integration	The ability to integrate and synchronize organizational entities (People, Organizations, Groups, and Roles) with corresponding entities maintained via an external, LDAP directory, centralizing user authentication and simplifying security administration.
Directory Task	A task in a delivery plan that can create or update a person or queue.
Display Properties	The configuration of an Active Form Component that determines how the individual attributes which comprise each dictionary are rendered on the web page when a user is working with a service form.
Due Date	The date a task or requisition is due to be completed. Due dates may initially be determined when a request is submitted; they are always recalculated after all authorizations and reviews have been completed.
Duration	The total elapsed work hours for a task. When configuring a service, the amount of time a task or service request should take to complete.

E

Email Template	Template for creating notifications in Request Center and Demand Center. Several examples are included in all installations, and any number may be added by the designer.
Entitlement	Type of service that does not require an authorization.
Entity	An object created and maintained within the Service Portal software. Examples of entity types are: organizational units, service definitions, queues, and email templates.
Entity Home	The site of record for each supported entity type.
Escalation	A notification triggered when a task is not completed according to its defined Operating Level Agreement.

Estimated	Estimated due date that is dependent upon the completion of one or more previous tasks, and is recalculated based on the actual completion of those tasks.
Expected Duration	Amount of time within which a task should be completed.
Export/Import	The ability to export a service definition to an XML file and import it into the same or another instance.
Expression-Based Assignment	Use of an expression to configure dynamic assignment of the performer for a task.
External Authorization	Authorization task delegated to a system other than Request Center.
External Dictionary	A dictionary whose contents are maintained in relational tables external to the Request Center database. External dictionaries are useful primarily for capturing form data in a format that can be used by other application systems or processes.
External Message	Message generated by Service Link that is consumed by an external system or received by Service Link from an external system.
External Review	Review task delegated to a system other than Request Center.
External Task	A task in the service delivery plan that is completed outside of Request Center in an external system.
Extract-Transform-Load (ETL)	The process used in moving data from the transactional database to the OLAP data marts. Scripts extract data from the source database, transform it into a format optimized for reporting, and load it into the data marts.

F

Forecasting Method	The method used to forecast Due Dates for service requests. The due date can either be estimated, based on the calendars of queues or performers assigned to tasks; approximate, based on the Default Service Queue; or to be determined later, after all authorizations have been completed.
Form Component	The dictionaries, active form rules, and active form behavior associated with or contained within a service form.
Free-Form Dictionary	Type of dictionary maintained in the Request Center database, and defined by specifying fields and their data types.
Functional Position	A container to which tasks can be routed, usually used where one person performs similar tasks across many services.

G

Graphical Workflow Designer The diagramming tool for designing the workflow associated with a delivery plan.

Grid Displayed on a service form, a grid is a set of columns, created from dictionary fields set to "Show in Grid", and rows of data instances of these fields.

Group A user-defined grouping of OUs or people that can be used in the assignment of work, roles and permissions.

GUID Globally Unique Identifier. A standard format for representing a unique identifier, consisting of hexadecimal numbers divided into groups, separated by hyphens. Used by Service Link as the Channel-Id.

H

HTML Hypertext Markup Language. The markup language used to produce content for display on web pages including Request Center service descriptions and categories and Demand Center offerings.

HTML Portlet A type of portlet that consists of an HTML snippet or a URL.

I

Implementation A collection of sites. In a typical implementation, you may have Development, Test, and Production sites.

Inbound Parameters Agent parameters needed by Service Link to update service form data in response to the receipt of an inbound message from an external system.

Included Service A child service contained within a service bundle.

Incremental ETL ETL scripts that load only new and changed data from the transactional database into the data marts.

Initiator The person initiating a request for a service.

Input Type Designation in the Display Properties of an Active Form Component specifying the HTML representation of each field.

Internal Dictionary Any dictionary whose data is maintained within the Request Center database, as part of the service request which includes the dictionary.

ISF Interactive Service Forms. A JavaScript API (Application Programming Interface) through which programmers can provide additional interactivity to the service form by writing JavaScript functions and libraries.

Issue Resolution The process by which a service that has not been performed according to a Delivery Plan is resolved.

J

JavaScript Portlet A type of portlet that consists of JavaScript snippets. It allows the use of the full range of JavaScript functionality, as well as ExtJS functions for the user interface aspect of the portlets. Like the Content Portlets, portlet data may consist of data available within Service Portal which is accessible through the use of the REST API.

K

Keywords Words configured to be associated with a service or portlet. Used to support searching for a service in My Services, or a portlet in Portal Designer.

KPI Key Performance Indicator—a graphical representation of a report, providing a snapshot of focused information.

L

Library A Cisco-provided package that can provide template services or service offerings for deployment into a Service Portal development instance via Catalog Deployer.

Lightweight Namespace A namespace used in an active form component which refers to a dictionary field or a piece of data relating to the person who is the customer or initiator of the request.

M

Monitor Delivery A type of task assigned to the role of project manager that allows the manager to view the process. It allows the manager to assign and reassign tasks, cancel the delivery process, and declare the process complete.

My Authorizations (Authorization Portlet) Portlet area of the My Services home page displaying the five most recent Authorization tasks assigned to the user.

My Calendar A function in Service Manager allowing export of a task in Request Center to the performer's Microsoft Outlook Calendar as an appointment.

My Items (Service Items Portlet) Portlet area of the My Services home page displaying the five service items affected by the user's most recent service requests.

My Late Work A Service Manager view that displays Ongoing tasks assigned specifically to you that have not been completed by their due date.

My Requisitions (Requisitions Portlet) Portlet area of the My Services home page displaying the five most recent requisitions saved or submitted by the user.

My Services	The module of Request Center in which the user initiates an order, manages their My Profile settings and preferences, and accesses other functions based on their role and permissions.
My Work	A Service Manager view that displays all tasks assigned specifically to you, the task performer. Also displays any work you have checked out from the Available Work list.

N

Namespace	The set of names used in variables and expressions to access objects, entities and data in Service Portal through a hierarchical naming structure. "Business Engine" namespaces are used in email templates, tasks, and task plans. "Lightweight" namespaces are used in rules and default values specified in active form components.
Notification	A standard email that can be sent upon the initiation or completion of a particular task.
nsXML	Formerly known as newScale XML, a proprietary version of XML which the Business Engine produces for all internal (Cisco) messages to be sent via Service Link, and which the Business Engine expects to receive after an inbound external message has been transformed.

O

Objective	An objective is a service level expectation that is recorded in an agreement. Objectives are targets for some measure of service delivery performance, such as on-time performance, that can be recorded and tracked in Request Center.
Offer	Offer refers to the terms associated with a service, such as pricing and duration.
Ongoing	Requisition status pertaining to the entire time period after the requisition has been submitted up until it has either been completely fulfilled, or has been cancelled.
Operating Level Agreement (OLA)	The committed due date for a task.
Ordered	Status assigned to a requisition after submission if the "Submit, Approve and Review Asynchronously" setting is turned on in the Administration module. If this setting is enabled, after requisition submission, the status becomes "Ordered" until it is processed by the Business Engine. Afterwards, the status becomes "Ongoing". See Asynchronous Submission or Last Approval.
Order On Behalf	Request a service for someone else. The person ordering on behalf is the Initiator; the person receiving the service is the Customer.
Ordering Permissions	Permissions that govern who may order a service in the catalog.
Organizational Unit	(OU) Group of users, typically reflecting the departments in an organization, who order services or fulfill service requests.
Outbound Parameters	Agent parameters needed by an external system to complete an external task.

P

Parent Service   In a bundle, the service containing the related services is referred to as the parent service. See Bundle.

Pause Current Task   When this option is chosen in a Related Task, the current task and any dependent tasks are paused until the Related Task has been completed.

People   Individual users.

People Schedule   A list of scheduled tasks for service team performers.

Performer   An individual or queue that is assigned to perform a specific task.

Permission   Right to act upon an object. For example: Order on Behalf (of a Person or OU).

Personalized View   Collection of search filters and other settings you choose using Filter and Search, and then save to be reused any time you return to Service Manager.

Person-Based Dictionary   Type of dictionary maintained in the Request Center database, providing the mechanism for retrieving data on a particular person from the Request Center database and designating which aspects of the personnel data should appear on the service form.

Portal Module   A logical group of portal pages that can be accessed through the module drop-down menu.

Portal Page   A tab within the Cisco Portal Manager. A portal page contains one or more portlets.

Portlet   A web-based application that is designed to fit on a portion of a web page, rather than taking up an entire page or window. There are three types of portlets available for the users in the Service Portal. System-defined portlets are installed with every application instance and are available in the My Services module (for example, My Authorizations, My Requisitions). Reserved portlets are available in the My Workspace module (Search, Order Status, and Approvals; see Reserved Portlets). User-defined portlets are either JSR portlets or portlets developed using the Portal Designer. Portal Designer allows the designer to define the content and presentation of the portlets with predefined filters and lookup, HTML, and JavaScripts.

Position   See Functional Position.

Preferences   User preferences, accessible via the person's Profile, that allow each user to control certain aspects of Service Portal behavior and appearance, including date and time formats, default module, and default Service Manager view.

Preparation   Requisition status pertaining to the time period when the requisition is being created, up until it has actually been submitted.

Prerequisites   Some services require certain other services be obtained beforehand. Prerequisite services, if any, appear as links on the order form for the service, with the Prerequisite label.

Pricing Task   An optional task for a service, in which a price is assigned before the request proceeds to any reviews or approvals. The task gets routed to the Manager of the Service Team associated with the Service Group.

Priority   Each task is configured with a Priority level of Low, Medium or High. The Service Team Manager or Project Manager may change the priority.

Project	A Project is a temporary Organizational Unit (OU) to which people can be assigned for the purpose of capturing and tracking the costs associated with a particular project in your organization.
Project Manager	By definition, the recipient of the Monitor Delivery task. The Project Manager role is dedicated and restricted to the service for which it is defined. The Project Manager can complete, reschedule and reassign tasks, and can cancel delivery of a service.
Providers	External deliverers of services.

Q

Queue	A repository to which tasks can be routed, usually used for teams of people that perform similar tasks.
Query	A request for information from a database.

R

RAPI	Requisition API—programming interface which allows external systems to initiate a requisition in Request Center and/or to monitor or update the status of a requisition.
Rejected	Status given to requisitions rejected by the approver.
Related Task	A Related Task is a one-time task that you create for a service performer or queue. After the related task is created, it appears in the performer's My Work view if it is assigned to a person, or in the Available Work if assigned to a queue. See Delegation and Pause Current Task.
Reportable Dictionary	Reportable dictionaries are included in the DictionaryData dimensions in the custom reports data model. Any form data for that dictionary, regardless of the service in which the dictionary is used, is included in the Request Center data mart.
Reportable Service	A service designated as reportable. All form data for that service, including all dictionaries, is included in the Request Center data mart.
Reporting	The module that provides prebuilt "best practice" reports and charts for Key Performance Indicators (KPIs).
Request Center	System used to request services, using My Services, orchestrate request fulfillment, using Service Designer, and fulfill services, using Service Manager.
Requisition	A "shopping cart" in which you place one or more services you want to order at the same time. Once you submit an order, the requisition becomes your tool for tracking the service delivery process.
Requisition Entry	A single service that has been ordered as part of a service requisition.
Reserved Dictionary	A type of person data based dictionary. Request Center automatically includes two person-based dictionaries—for customer and initiator information. These dictionaries are in the "Reserved" dictionary group.
Reserved Dictionary Group	The dictionary group automatically created in every application instance that includes the Customer_Information and Initiator_Information dictionaries.

Reserved Form Group	The form group automatically created in every application instance that includes the Customer-Initiator Form. The content of the Customer-Initiator form is restricted to the Customer_ and Initiator_Information dictionaries.
Reserved Portlets	System-defined portlets available on the My Workspace module: Search, Order Status, and Approvals. The Search portlet functions the same as the "Search for Services" function in My Services. The Order Status portlet, used to track and view orders, is similar to the Requisitions tab in My Services. The Approvals portlet, used to track and view authorizations, is similar to the Authorizations tab in My Services.
REST API	A set of RESTful APIs for accessing the core entities, user-defined service items and standards, and custom portal content.
Review	Process of ensuring that a request for service or product is feasible. Normally, a service team member or manager completes reviews. A reviewer cannot reject a service request.
Reviewed	Requisition status indicating a Review (Authorization task) has been completed.
Role	A role combines access to a module with one or more capabilities, and in some cases, one or more object-level permissions.
Role Based Access Control (RBAC)	The ability to grant to people, groups or organizations different permissions and capabilities available in Service Portal by assigning them system-provided or customized roles.

S

Scheduled Start Task	A task that is configured to execute at a fixed date and time; sometimes referred to as a "Delayed" task.
Service	A "product" that can be requested by a customer.
Service Catalog	See Catalog.
Service Component	Elements comprising the definition of a service: Dictionaries, Email Templates, Service Delivery Activities, ISF, Presentation Elements, and so on.
Service Designer	The module used to design and package services.
Service Form	The web page presented to Request Center users which displays the information required to fulfill a service request.
Service Group	A folder containing similar services, grouped to facilitate and organize the service design process. Service Groups are not visible to customers.
Service Item	A physical or virtual asset delivered in response to a service request; a service item may be a Virtual Machine type or a user-defined type.
Service Item-Based Dictionary	An internal dictionary whose structure is based on that of an associated service item.
Service Item Manager	The module used to design service items and standards, to review or update service item instances and standards data, and to import service items and standards definitions and data.

Service Item Task	A task in a service delivery plan that creates, updates, or deletes an instance of a service item.
Service Level Agreement (SLA)	The committed delivery date for service.
Service Link	The module that provides bidirectional, message-based interfaces to external applications.
Service Manager	The module that service teams use to find and manage their delivery tasks.
Service Manager Views	Views available in Service Manager that enable Service Performers and Managers to manage their workload or to reassign a team workload as needed.
Service Order	Request for a service, supply, or equipment.
Service Performer	An organizational unit member, individual person, or queue, that is assigned to perform tasks within a delivery plan.
Service Team	An organizational unit that performs tasks in a delivery plan.
Site	An instance of Service Portal in a customer installation. For example: Development, Test, Production.
Skipped	Status assigned to a task that is deemed unnecessary by workflow, and therefore skipped.
Source Site	The site in which a Catalog Deployer package is created. This is the site which transmits or exports a package for deployment on another site.
SQL	A programming language, sometimes referred to as Structured Query Language, designed for managing data in relational database management systems (RDBMS).
Standard Duration	The standard delivery "promise" regarding the amount of time that is typically required to deliver the service after all Authorizations have been performed.
Standards	Reference data that can be used to validate user data entry in service forms via data retrieval rules. Standards are defined and reference data provided in the Service Item Designer module.
Style Sheet	A component that allows site administrators to customize the appearance of the screens, using a corporate- or organization-specific set of display styles and logos.
System-Defined	System-defined refers to those entities that ship with the application and may impose restrictions upon what you can do with them. System-defined functional positions, for example, cannot be deleted or copied.
System Moment	The process milestones used by Request Center to manage the events in request fulfillment from Ordering through Service Completion.

T

Target Site	The site in which a Catalog Deployer package is deployed. This is the site which receives a package via transmission or import.
Task	An activity performed to support the delivery of a service.

Task Status	Current condition of an individual service delivery component in the delivery process.
Transmit	Send a Catalog Deployer package from one site to another via a site-to-site database connection.

U

Unassigned Work Queue	Queue that acts as a repository for tasks that are not assigned to a performer.
Under Review	Status assigned to an ongoing review task.
Unit of Measure	Units of Measure are used in conjunction with Metrics to configure Objectives in Objective Manager for Service Offerings.
Unsubmitted Requisition	A requisition which has been saved (by the user pressing the Add & Review button), but not yet submitted. This allows actions such as adding an attachment or adding/deleting services to a shopping cart.

V

View	Within the Navigation Pane, a specified criteria that determines what is displayed in the Data Pane. For example, the My Work view displays all Ongoing tasks you have checked out, and all Ongoing tasks assigned to you.

W

Waiting Task	Ongoing task that is placed on hold if an Ad-Hoc task is created that precedes the ongoing task. The ongoing task is changed to Waiting, until the Ad-Hoc task is complete.
Workflow	The movement of a service request through a series of processes and procedures to completion.
Work Forecasts	A Service Manager view that displays New tasks assigned specifically to you. These tasks have not yet started—they are not yet Ongoing.

X

XML	eXtensible Markup Language—Tag-based language used by Service Link to format messages to be sent between Service Link and external systems.