## HARDWARE

Server
- Mainframe
- Midrange
- Local Server

Computer
- Processor Type
- Processor Speed
- Number of CPUs
- CPU Manufacturer
- Amount of Memory
- Memory Card Type of RAM
- Number of Hard Drives (Internal)
- HD Size
- 2nd HD Size
- HD Volume Size
- HD Disk Configuration
- Video Card
- Video RAM
- Total Slots
- Free Slots
- Monitor Serial #
- Monitor Manufacturer
- Monitor Type
     -KVM
     -CRT
     -LCD
- Screen Size
- Max Screen Res
- FDD Type
- FDD
- Non Standard Configuration
- CD
- DVD Type
- DVD
- Internal Modem
- Sound Card Type

Workstation
- Desktop
- Laptop
- PDA
- Terminal

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- HD Size
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- HD Volume Size
- HD Disk Configuration
- Video Card
- Video RAM
- Monitor Manufacturer
- Monitor Type
   - CRT
   - LCD
- FDD Type
- FDD
- Non Standard Configuration
- CD
- DVD Type
- DVD
- Internal Modem
- Sound Card Type

- Dock Station

Network
- No of Network Cards
- Static IP Address
- IP Address if Static
- MAC Address
- Sub-net Mask
- Network Card Type
- Hub/Switch Port Number
- Wall Port Number
- Server Name
- Number of ports
- Type of ports
- Speed of ports
- Management
- Router
     - Card
- Switch
     - Card
- Hub
- Multiplexor / concentrator
- Line
- Mobile Telephone
- PABX
- Fax
- Headset
- Pagers and paging equipment,
- Radio equipment,
- Satellite Dishes
- Microwave Equipment

Telcommunications
- Type of Phone
- SIM Card/Phone Number
- Telephone Wall Socket
- Carrier
- Fibre
- Type of Carrier Services
- Primary ISDN/IP address
- Additional ISDN address
- No. of incoming lines
- No. of outgoing lines

Peripheral
- Printer
   - Type
   - Max Standard Paper Size
   - Printer Language
   - Paper Trays #
   - Memory
   - Printer server port number
   - Colour
- Disk Controller
- Disk Drive
- Tape Drive
- External Hard Disk
- Backup Device
- External Modem
- Scanner
- External CD Reader/Writer
- Video Projector
- Card Reader
Input
- Barcode reader

...ller, Gateway, Hub,
...e (LAN or WAN),
...eater, Router,
...(Leased Line or
...tlet)

Storage
- Media Type of Storage Unit
- Backup Units #
- Cartridge Slot #
- Storage Unit Raw Capacity

Facilities
- UPS
- Racks

## SOFTWARE

Built Software
- Application
     - Program
     - Module
- Suite
     - Program
     - Module
- Operating System
     - Program
     - Module
- Release
- Data File
- Database

Application
- Communication
- Data Management
- Desktop Publishing
- Drawing
- ERP
- In-house
- License
- Planning
- Presentation
- Report
- Spreadsheet
- Word Processor
- Application Functionality
- Delivery Type
- Programming Language
- Source Code
- Directory Path
- Application name
- Application Acronym
- Application Group
- Lifecycle Status
- Location Deployed
- Minimum Memory Footprint
- Operating System Type
- Hardware Type
- Minimum Disk Space
- Maximum Disk Space

- System Management
     - Sponsor
     - Co-Sponsor
     - Manager
     - Primary Mgr
     - Secondary Mgr
     - Developer Group
     - Developer Name
     - Support Group
     - Supported By
     - Business Criticality

- Image
- SOE
- COE
- TSM/Backup

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## DOCUMENT

Contract
- Procurement Contract
- License Contract
     - Number
     - Date of Issue
     - Length
     - Licence Keys
     - Class
     - Maintenance Cost
     - Maintenance Frequency
     - Intellectual Property
     - Expiry Date
     - Definitive Software Library /
      Name of DSL
- Underpinning Contract
- Service Level Agreements
- Organisational Level Agreements
- Document Details
     - Author
     - Electronic Copy
     - Pathname
     - Location

System Hardware / Software Documentation
- User Guide
- Specifications
- Operations Guide
- Report
- Training Manual
- Administrator Manual
- User Manual
- System Implementation Guides
- Service Maintenance Guides
- Procedure
- Process
- Standard
- Service Catalogue
- Work Instruction
- Document Details
     - Author
     - Electronic Copy
     - Pathname
     - Location

Organizational Documentation
- Roles & Responsibilities
- Service Continuity Plan
- Document Details
     - Author
     - Electronic Copy
     - Pathname
     - Location

## PEOPLE

Person
- Contact Name
- Employee ID
- Hours of Work
- Contact Details

## LOCATION

Location
- Site Type
- Address
- Phone
- Fax

## SERVICE

Service
- SLA Metrics
- Service Type

## ITSM RECORDS

Incident

Knowledge Base
(Incl. Known Error)

Request For Change