

# IT Services Example

Type	Sub-Type	Item	Type	Sub-Type	Item	Type	Sub-Type	Item	Type	Sub-Type	Item
Application	Adobe	Change	Server	Network Jack	Remove	Phone	Memory	Change	Application	IE	Remove
Network	Virus	Remove	Application	Backup	Change	Server	SBS	Remove	Phone	Security	Remove
Server	Keyboard	Install	Phone	Cabling	Change	Application	Email	Password	Server	Terminal Services	Remove
Application	Adobe	Failure	Server	NIC	Change	Phone	Memory	Failure	Application	Internet	Change
Network	VoIP	Change	Application	Backup	Failure	Server	Security	Change	Phone	USB	Change
Server	Keyboard	Remove	Phone	Cabling	Failure	Application	Email	Remove	Server	USB	Change
Application	Adobe	Install	Server	NIC	Failure	Phone	Memory	Install	Application	Internet	Failure
Network	VoIP	Failure	Application	Backup	Install	Server	Security	Failure	Phone	USB	Failure
Server	Malware	Change	Phone	Cabling	Install	Application	Excel	Change	Server	USB	Failure
Application	Adobe	Password	Server	NIC	Install	Phone	Memory	Remove	Application	Internet	Install
Network	VoIP	Install	Application	Backup	Remove	Server	Security	Install	Phone	USB	Install
Server	Malware	Install	Phone	Cabling	Remove	Application	Excel	Failure	Server	USB	Install
Application	Adobe	Remove	Server	NIC	Remove	Phone	Mobile	Change	Application	Internet	Password
Network	VoIP	Password	Application	Chrome	Change	Server	Security	Password	Phone	USB	Remove
Server	Malware	Remove	Phone	DHCP	Change	Application	Excel	Install	Server	USB	Remove
Application	Anti-malware	Change	Server	Power	Change	Phone	Mobile	Failure	Application	Internet	Remove
Network	VoIP	Reboot	Application	Chrome	Failure	Server	Security	Remove	Phone	VoIP	Change
Server	Memory	Change	Phone	DHCP	Install	Application	Excel	Password	Server	Virus	Change
Application	Anti-malware	Failure	Server	Power	Failure	Phone	Mobile	Install	Application	iTunes	Change
Network	VoIP	Remove	Application	Chrome	Install	Server	SharePoint	Change	Phone	VoIP	Install
Server	Memory	Install	Phone	DHCP	Remove	Application	Excel	Remove	Server	Virus	Install
Application	Anti-malware	Install	Server	Power	Install	Phone	Mobile	Password	Application	iTunes	Failure
Network	VPN	Change	Application	Chrome	Remove	Server	SharePoint	Install	Phone	VoIP	Password
Server	Memory	Remove	Phone	Digital	Change	Application	Firefox	Change	Server	Virus	Remove
Application	Anti-malware	Password	Server	Power	Remove	Phone	Mobile	Remove	Application	iTunes	Install
Network	VPN	Install	Application	Citrix	Change	Server	SharePoint	Password	Phone	VoIP	Reboot
Server	Monitor	Change	Phone	Digital	Failure	Application	Firefox	Failure	Server	VMWare	Change
Application	Anti-malware	Remove	Server	RAID	Change	Phone	Network Jack	Change	Application	iTunes	Password
Network	VPN	Password	Application	Citrix	Failure	Server	SharePoint	Reboot	Phone	VoIP	Remove
Server	Monitor	Failure	Phone	Digital	Install	Application	Firefox	Install	Server	VMWare	Install
Application	Antivirus	Change	Server	RAID	Failure	Phone	Network Jack	Failure	Application	iTunes	Remove
Network	VPN	Remove	Application	Citrix	Install	Server	SharePoint	Remove	Phone	VPN	Change
Server	Monitor	Install	Phone	Digital	Password	Application	Firefox	Remove	Server	VMWare	Password
Application	Antivirus	Failure	Server	RAID	Install	Phone	Network Jack	Install	Application	Java	Change
Network	Website	Alert	Application	Citrix	Password	Server	SQL	Change	Phone	VPN	Install
Server	Monitor	Remove	Phone	Digital	Reboot	Application	Firewall	Change	Server	VMWare	Remove
Application	Antivirus	Install	Server	RAID	Remove	Phone	Network Jack	Remove	Application	Java	Failure
Network	Website	False Alert	Application	Citrix	Remove	Server	SQL	Install	Phone	VPN	Remove
Server	Mouse	Change	Phone	Digital	Remove	Application	Firewall	Failure	Server	VPN	Change
Application	Antivirus	Password	Server	Restore	Change	Phone	Power	Change	Application	Java	Install
Network	Website	Offline	Application	DHCP	Change	Server	SQL	Password	Printer	B&W	Installation
Server	Mouse	Failure	Phone	Internet	Change	Application	Firewall	Install	Server	VPN	Install
Application	Antivirus	Remove	Server	SAN	Change	Phone	Power	Failure	Application	Java	Remove
Network	Website	Outage	Application	DHCP	Failure	Server	SQL	Reboot	Printer	B&W	Removal
Server	Mouse	Install	Phone	Internet	Install	Application	Firewall	Password	Server	VPN	Password
Application	Apple	Change	Server	SAN	Install	Phone	Power	Install	Application	Malware	Change
Phone	Analog	Change	Application	DHCP	Install	Server	SQL	Remove	Printer	B&W	Upgrade
Server	Mouse	Remove	Phone	Internet	Remove	Application	Firewall	Remove	Server	VPN	Remove
Application	Apple	Failure	Server	SAN	Password	Phone	Power	Remove	Application	Malware	Failure
Phone	Analog	Failure	Application	DHCP	Remove	Server	Terminal Services	Change	Printer	Color	Installation
Server	Network Jack	Change	Phone	ISP	Change	Application	IE	Change	Server	Website	Change
Application	Apple	Install	Server	SAN	Remove	Phone	Security	Change	Application	Malware	Install
Phone	Analog	Install	Application	Email	Change	Server	Terminal Services	Install	Printer	Color	Removal
Server	Network Jack	Failure	Phone	ISP	Install	Application	IE	Failure	Server	Website	Install
Application	Apple	Password	Server	SBS	Change	Phone	Security	Install	Application	Malware	Password
Phone	Analog	Reboot	Application	Email	Failure	Server	Terminal Services	Password	Printer	Color	Upgrade
Server	Network Jack	Install	Phone	ISP	Remove	Application	IE	Install	Server	Website	Password
Application	Apple	Remove	Server	SBS	Install	Phone	Security	Password	Application	Malware	Remove
Phone	Analog	Remove	Application	Email	Install	Server	Terminal Services	Reboot	Printer	Internet	Installation

# IT Services Example

Type	Sub-Type	Item	Type	Sub-Type	Item	Type	Sub-Type	Item	Type	Sub-Type	Item
Server	Website	Remove	Printer/Copier	Color	Change	Application	SharePoint	Remove	Workstation	Email	Remove
Application	Media Player	Change	Vendor	Quosal	Issue	Printer/Copier	Ink	Failure	Application	Virus	Remove
Printer	Internet	Removal	Application	PowerPoint	Remove	Workstation	Backup	Password	Printer/Copier	NIC	Change
Server	Windows	Change	Printer/Copier	Color	Failure	Application	Skype	Change	Workstation	Firewall	Change
Application	Media Player	Failure	Vendor	QuoteWerks	Issue	Printer/Copier	Ink	Install	Application	VMWare	Change
Printer	Internet	Upgrade	Application	QuickTime	Change	Workstation	Backup	Remove	Printer/Copier	NIC	Failure
Server	Windows	Failure	Printer/Copier	Color	Install	Application	Skype	Failure	Workstation	Firewall	Install
Application	Media Player	Install	Vendor	Security	Issue	Printer/Copier	Ink	Remove	Application	VMWare	Failure
Printer	Multi-function	Installation	Application	QuickTime	Failure	Workstation	Cabling	Change	Printer/Copier	NIC	Install
Server	Windows	Install	Printer/Copier	Color	Password	Application	Skype	Install	Workstation	Firewall	Password
Application	Media Player	Remove	Vendor	SonicWALL	Issue	Printer/Copier	Internet	Change	Application	VMWare	Install
Printer	Multi-function	Removal	Application	QuickTime	Install	Workstation	Cabling	Install	Printer/Copier	NIC	Remove
Server	Windows	Password	Printer/Copier	Color	Reboot	Application	Skype	Password	Workstation	Firewall	Remove
Application	Memory	Change	Vendor	Symantec	Issue	Printer/Copier	Internet	Install	Application	VMWare	Password
Printer	Multi-function	Upgrade	Application	QuickTime	Remove	Workstation	Cabling	Remove	Printer/Copier	Power	Change
Server	Windows	Reboot	Printer/Copier	Color	Remove	Application	Skype	Remove	Workstation	Hard drive	Change
Application	Memory	Failure	Vendor	VMWare	Issue	Printer/Copier	Internet	Password	Application	VMWare	Remove
Printer	NIC	Alert	Application	Restore	Change	Workstation	Citrix	Change	Printer/Copier	Power	Failure
Server	Windows	Remove	Printer/Copier	DHCP	Change	Application	SQL	Change	Workstation	Hard drive	Failure
Application	Memory	Install	Vendor	Xerox	Issue	Printer/Copier	Internet	Remove	Application	VPN	Change
Printer	NIC	False Alert	Application	Safari	Change	Workstation	Citrix	Install	Printer/Copier	Power	Install
Vendor	Adobe	Issue	Printer/Copier	DHCP	Install	Application	SQL	Failure	Workstation	Hard drive	Install
Application	Memory	Remove	Vendor	Zenith	Issue	Printer/Copier	Memory	Change	Application	VPN	Failure
Printer	NIC	Offline	Application	Safari	Failure	Workstation	Citrix	Password	Printer/Copier	Power	Remove
Vendor	Apple	Issue	Printer/Copier	DHCP	Remove	Application	SQL	Install	Workstation	Hard drive	Remove
Application	Office	Change	Workstation	Active Directory	Change	Printer/Copier	Memory	Failure	Application	VPN	Install
Printer	NIC	Outage	Application	Safari	Install	Workstation	Citrix	Reboot	Printer/Copier	Restore	Change
Vendor	Cabling	Issue	Printer/Copier	DNS	Change	Application	SQL	Password	Workstation	Internet	Change
Application	Office	Failure	Workstation	Active Directory	Install	Printer/Copier	Memory	Install	Application	VPN	Password
Printer/Copier	B&W	Change	Application	Safari	Remove	Workstation	Citrix	Remove	Printer/Copier	Scanner	Change
Vendor	Cisco	Issue	Printer/Copier	DNS	Install	Application	SQL	Remove	Workstation	Internet	Install
Application	Office	Install	Workstation	Active Directory	Password	Printer/Copier	Memory	Remove	Application	VPN	Remove
Printer/Copier	B&W	Failure	Application	Security	Change	Workstation	DHCP	Change	Printer/Copier	Scanner	Failure
Vendor	Citrix	Issue	Printer/Copier	DNS	Remove	Application	Terminal Services	Change	Workstation	Internet	Password
Application	Office	Remove	Workstation	Active Directory	Remove	Printer/Copier	Multi-function	Change	Application	Website	Change
Printer/Copier	B&W	Install	Application	Security	Failure	Workstation	DHCP	Install	Printer/Copier	Scanner	Install
Vendor	ConnectWise	Issue	Printer/Copier	Email	Change	Application	Terminal Services	Failure	Workstation	Internet	Remove
Application	Outlook	Change	Workstation	Apple	Change	Printer/Copier	Multi-function	Install	Application	Website	Failure
Printer/Copier	B&W	Password	Application	Security	Install	Workstation	DHCP	Remove	Printer/Copier	Scanner	Remove
Vendor	HP	Issue	Printer/Copier	Email	Install	Application	Terminal Services	Install	Workstation	ISP	Change
Application	Outlook	Failure	Workstation	Apple	Install	Printer/Copier	Multi-function	Password	Application	Website	Install
Printer/Copier	B&W	Reboot	Application	Security	Password	Workstation	DNS	Change	Printer/Copier	Toner	Change
Vendor	IBM	Issue	Printer/Copier	Email	Remove	Application	Terminal Services	Password	Workstation	ISP	Install
Application	Outlook	Install	Workstation	Apple	Password	Printer/Copier	Multi-function	Reboot	Application	Website	Password
Printer/Copier	B&W	Remove	Application	Security	Remove	Workstation	DNS	Install	Printer/Copier	Toner	Failure
Vendor	Internet	Issue	Printer/Copier	Hard drive	Change	Application	Terminal Services	Remove	Workstation	ISP	Remove
Application	Outlook	Password	Workstation	Apple	Reboot	Printer/Copier	Multi-function	Remove	Application	Website	Remove
Printer/Copier	Cabling	Change	Application	SharePoint	Change	Workstation	DNS	Remove	Printer/Copier	Toner	Install
Vendor	ISP	Issue	Printer/Copier	Hard drive	Failure	Application	Virus	Change	Workstation	Keyboard	Change
Application	Outlook	Remove	Workstation	Apple	Remove	Printer/Copier	Network Jack	Change	Application	Windows	Change
Printer/Copier	Cabling	Failure	Application	SharePoint	Failure	Workstation	Email	Change	Printer/Copier	Toner	Remove
Vendor	Kaseya	Issue	Printer/Copier	Hard drive	Install	Application	Virus	Failure	Workstation	Keyboard	Failure
Application	PowerPoint	Change	Workstation	Backup	Change	Printer/Copier	Network Jack	Failure	Application	Windows	Failure
Printer/Copier	Cabling	Install	Application	SharePoint	Install	Workstation	Email	Install	Printer/Copier	USB	Change
Vendor	LabTech	Issue	Printer/Copier	Hard drive	Remove	Application	Virus	Install	Workstation	Keyboard	Install
Application	PowerPoint	Failure	Workstation	Backup	Failure	Printer/Copier	Network Jack	Install	Application	Windows	Install
Printer/Copier	Cabling	Remove	Application	SharePoint	Password	Workstation	Email	Password	Printer/Copier	USB	Failure
Vendor	McAfee	Issue	Printer/Copier	Ink	Change	Application	Virus	Password	Workstation	Keyboard	Remove
Application	PowerPoint	Install	Workstation	Backup	Install	Printer/Copier	Network Jack	Remove	Application	Windows	Password

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Type	Sub-Type	Item	Type	Sub-Type	Item	Type	Sub-Type	Item	Type	Sub-Type	Item
Printer/Copier	USB	Install	Network	DNS	Install	Workstation	Security	Change	Server	Hard drive	Remove
Workstation	Malware	Change	Server	Cabling	Remove	Network	Network Jack	Change	Workstation	VPN	Change
Application	Windows	Remove	Workstation	NIC	Failure	Server	Exchange	Change	Network	SAN	Reboot
Printer/Copier	USB	Remove	Network	DNS	Remove	Workstation	Security	Install	Server	IIS	Change
Workstation	Malware	Install	Server	Citrix	Change	Network	Network Jack	Failure	Workstation	VPN	Install
Application	Word	Change	Workstation	NIC	Install	Server	Exchange	Failure	Network	SAN	Remove
Server	Active Directory	Change	Network	Firewall	Change	Workstation	Security	Password	Server	IIS	Install
Workstation	Malware	Remove	Server	Citrix	Install	Network	Network Jack	Install	Workstation	VPN	Password
Application	Word	Failure	Workstation	NIC	Remove	Server	Exchange	Install	Network	Security	Change
Server	Active Directory	Failure	Network	Firewall	Install	Workstation	Security	Remove	Server	IIS	Password
Workstation	Memory	Change	Server	Citrix	Password	Network	Network Jack	Remove	Workstation	VPN	Remove
Application	Word	Install	Workstation	Power	Change	Server	Exchange	Password	Network	Security	Install
Server	Active Directory	Install	Network	Firewall	Password	Workstation	Terminal Services	Change	Server	IIS	Reboot
Workstation	Memory	Failure	Server	Citrix	Reboot	Network	NIC	Change	Workstation	Website	Change
Application	Word	Remove	Workstation	Power	Failure	Server	Exchange	Reboot	Network	Security	Password
Server	Active Directory	Password	Network	Firewall	Reboot	Workstation	Terminal Services	Install	Server	IIS	Remove
Workstation	Memory	Install	Server	Citrix	Remove	Network	NIC	Failure	Workstation	Website	Install
Network	BDR	Change	Workstation	Power	Install	Server	Exchange	Remove	Network	Security	Remove
Server	Active Directory	Remove	Network	Firewall	Remove	Workstation	Terminal Services	Password	Server	Internet	Change
Workstation	Memory	Remove	Server	DHCP	Change	Network	NIC	Install	Workstation	Website	Password
Network	BDR	Failure	Workstation	Power	Remove	Server	File Server	Change	Network	Switch	Change
Server	Backup	Change	Network	Internet	Change	Workstation	Terminal Services	Remove	Server	Internet	Install
Workstation	Monitor	Change	Server	DHCP	Install	Network	NIC	Remove	Workstation	Website	Remove
Network	BDR	Install	Workstation	Projector	Change	Server	File Server	Failure	Network	Switch	Failure
Server	Backup	Failure	Network	Internet	Failure	Workstation	USB	Change	Server	Internet	Password
Workstation	Monitor	Failure	Server	DHCP	Reboot	Network	Power	Change	Workstation	Windows	Change
Network	BDR	Password	Workstation	Projector	Install	Server	File Server	Install	Network	Switch	Install
Server	Backup	Install	Network	Internet	Install	Workstation	USB	Failure	Server	Internet	Remove
Workstation	Monitor	Install	Server	DHCP	Remove	Network	Power	Failure	Workstation	Windows	Failure
Network	BDR	Reboot	Workstation	Projector	Remove	Server	File Server	Password	Network	Switch	Password
Server	Backup	Password	Network	Internet	Password	Workstation	USB	Install	Server	ISP	Change
Workstation	Monitor	Remove	Server	DNS	Change	Network	Power	Install	Workstation	Windows	Install
Network	BDR	Remove	Workstation	RAID	Change	Server	File Server	Reboot	Network	Switch	Reboot
Server	Backup	Remove	Network	Internet	Remove	Workstation	USB	Remove	Server	ISP	Install
Workstation	Mouse	Change	Server	DNS	Install	Network	Power	Remove	Workstation	Windows	Password
Network	Cabling	Change	Workstation	RAID	Failure	Server	File Server	Remove	Network	Switch	Remove
Server	BDR	Change	Network	ISP	Change	Workstation	Virus	Change	Server	ISP	Remove
Workstation	Mouse	Failure	Server	DNS	Reboot	Network	Router	Change	Workstation	Windows	Reboot
Network	Cabling	Failure	Workstation	RAID	Install	Server	Firewall	Change	Network	Virus	Change
Server	BDR	Failure	Network	ISP	Failure	Workstation	Virus	Install	Server	Keyboard	Change
Workstation	Mouse	Install	Server	DNS	Remove	Network	Router	Failure	Workstation	Windows	Remove
Network	Cabling	Install	Workstation	RAID	Remove	Server	Firewall	Install			
Server	BDR	Install	Network	ISP	Install	Workstation	Virus	Remove			
Workstation	Mouse	Remove	Server	Domain Controller	Change	Network	Router	Install			
Network	Cabling	Remove	Workstation	Restore	Change	Server	Firewall	Password			
Server	BDR	Password	Network	ISP	Remove	Workstation	VMWare	Change			
Workstation	Network Jack	Change	Server	Domain Controller	Failure	Network	Router	Password			
Network	DHCP	Change	Workstation	Scanner	Change	Server	Firewall	Remove			
Server	BDR	Remove	Network	Malware	Change	Workstation	VMWare	Install			
Workstation	Network Jack	Failure	Server	Domain Controller	Install	Network	Router	Remove			
Network	DHCP	Install	Workstation	Scanner	Failure	Server	Hard drive	Change			
Server	Cabling	Change	Network	Malware	Install	Workstation	VMWare	Password			
Workstation	Network Jack	Install	Server	Domain Controller	Password	Network	SAN	Change			
Network	DHCP	Remove	Workstation	Scanner	Install	Server	Hard drive	Failure			
Server	Cabling	Failure	Network	Malware	Password	Workstation	VMWare	Reboot			
Workstation	Network Jack	Remove	Server	Domain Controller	Reboot	Network	SAN	Install			
Network	DNS	Change	Workstation	Scanner	Remove	Server	Hard drive	Install			
Server	Cabling	Install	Network	Malware	Remove	Workstation	VMWare	Remove			
Workstation	NIC	Change	Server	Domain Controller	Remove	Network	SAN	Password			

## ITIL Example Data

Type	Sub-Type	Item	Type	Sub-Type	Item	Type	Sub-Type	Item
Event	Server	Install	Event	Software	Move	Event	Vendor	Reset password
Event	Server	Move	Event	Software	Reset password	Event	Vendor	Remove
Event	Server	Reset password	Event	Software	Remove	Event	Software	Install
Event	Server	Remove	Event	Server	Install	Event	Software	Move
Event	Workstation	Install	Event	Server	Move	Event	Software	Reset password
Event	Workstation	Move	Event	Server	Reset password	Event	Software	Remove
Event	Workstation	Reset password	Event	Server	Remove	Incident	Server	Install
Event	Workstation	Remove	Event	Workstation	Install	Incident	Server	Move
Event	User ID	Install	Event	Workstation	Move	Incident	Server	Reset password
Event	User ID	Move	Event	Workstation	Reset password	Incident	Server	Remove
Event	User ID	Reset password	Event	Workstation	Remove	Incident	Workstation	Install
Event	User ID	Remove	Event	User ID	Install	Incident	Workstation	Move
Event	Printer	Install	Event	User ID	Move	Incident	Workstation	Reset password
Event	Printer	Move	Event	User ID	Reset password	Incident	Workstation	Remove
Event	Printer	Reset password	Event	User ID	Remove	Incident	User ID	Install
Event	Printer	Remove	Event	Printer	Install	Incident	User ID	Move
Event	Router	Install	Event	Printer	Move	Incident	User ID	Reset password
Event	Router	Move	Event	Printer	Reset password	Incident	User ID	Remove
Event	Router	Reset password	Event	Printer	Remove	Incident	Printer	Install
Event	Router	Remove	Event	Router	Install	Incident	Printer	Move
Event	Firewall	Install	Event	Router	Move	Incident	Printer	Reset password
Event	Firewall	Move	Event	Router	Reset password	Incident	Printer	Remove
Event	Firewall	Reset password	Event	Router	Remove	Incident	Router	Install
Event	Firewall	Remove	Event	Firewall	Install	Incident	Router	Move
Event	Vendor	Install	Event	Firewall	Move	Incident	Router	Reset password
Event	Vendor	Move	Event	Firewall	Reset password	Incident	Router	Remove
Event	Vendor	Reset password	Event	Firewall	Remove	Incident	Firewall	Install
Event	Vendor	Remove	Event	Vendor	Install	Incident	Firewall	Move
Event	Software	Install	Event	Vendor	Move			

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