Service Incident

- RequesterID: string
- ProviderID: string
- CurrentState: uint8 (enum)
- RequesterSeverity: uint8 (enum)
- ProviderPriority: uint8 (enum)
- ResponseTime: datetime
- WorkflowStatus: string
- Comment: string
- Entitled: uint8 (enum)
- Acknowledge: uint8 (enum)
- LastTransaction: uint8 (enum)

Solution

- ContractID: string
- AgreementType: string
- Agreement: string

Problem

- ParameterList: string (D)
- NewKeys: string
- Deleted: string
- Modified: string
- LastTransaction: uint8 (enum)

Activity

- TransactionType: uint8 (enum)
- TransactionState: uint8 (enum)
- CompletionStatus: uint32
- TransactionRef: ref Transaction

Service

- Association
- Aggregation
- CompositionAggregation

EnabledLogicalElement

- (See User Model (ExpressionElement))
Dependency Hierarchy

Dependency
Antecedent: ref ManagedElement (key)
Dependent: ref ManagedElement (key)

ActivityContact
Antecedent: ref Activity (*)
Dependent: ref Contact (0..1)

ContactItemAddress
Antecedent: ref ContactItem (1..n)
Dependent: ref Address (*)

ActivityTransaction
Antecedent: ref Activity (1)
Dependent: ref Transaction (1)

FeatureResource
Antecedent: ref Feature (*)
Dependent: ref Resource (*)

AddressLocation
Antecedent: ref Address (1..n)
Dependent: ref Location (*)

ProductAsset
Antecedent: ref Product (*)
Dependent: ref Expression (*)

AdminAssociation
Antecedent: ref ExchangeElement (1..n)
Dependent: ref Administrative (*)

ResolutionResource
Antecedent: ref Resource (*)
Dependent: ref Resolution (*)

Attached
Antecedent: ref Attachment (*)
Dependent: ref ExchangeElement (1..n)

ServiceAgreement
Antecedent: ref ServiceIncident (*)
Dependent: ref Agreement (1)

Categorization
Antecedent: ref Category (*)
Dependent: ref SolutionElement (1..n)

ServiceProblem
Antecedent: ref ServiceIncident (1..n)
Dependent: ref Problem (0..1)

StatementFeature
Antecedent: ref Statement (*)
Dependent: ref Feature (*)

ContactContactItem
Antecedent: ref Contract (1..n)
Dependent: ref ContactItem (1..n)

ContactOrganization
Antecedent: ref Contact (1..n)
Dependent: ref Organization (1..n)

ContactPerson
Antecedent: ref Contact (1..n)
Dependent: ref Person (1..n)

HostedDependency(from Core)
Antecedent: ref ManagedSystemElement (0..1)
Dependent: ref ManagedElement (*)

CategoryParentChild
Antecedent: ref Category (*)
Dependent: ref Category (*)

Attached
Antecedent: ref Attachment (*)
Dependent: ref ExchangeElement (1..n)

ServiceRequestor
Antecedent: ref ServiceIncident (*)
Dependent: ref Contact (1)

ServiceProvider
Antecedent: ref ServiceIncident (*)
Dependent: ref Contact (1)