



CSM 10.0.0 Essentials

Legal Notices

© 2021 Cherwell Software, LLC. All Rights Reserved.

Cherwell, the Cherwell logo, and mApp are trademarks owned by Cherwell Software, LLC and are registered and/or used in the United States and other countries. ITIL® is a registered trademark of AXELOS Limited. All other product or company names referenced herein are used for identification purposes only and are or may be trademarks or registered trademarks of their respective owners.

Some or all parts of the mApp product are covered by one or more claims of U.S. Patent No. 9, 612, 825.

The information contained in this documentation is proprietary and confidential. Your use of this information and Cherwell Software products is subject to the terms and conditions of the applicable End-User License Agreement and/or Nondisclosure Agreement and the proprietary and restricted rights notices included therein.

You may print, copy, and use the information contained in this documentation for the internal needs of your user base only. Unless otherwise agreed to by Cherwell and you in writing, you may not otherwise distribute this documentation or the information contained here outside of your organization without obtaining Cherwell's prior written consent for each such distribution.

The Cherwell Software product suite includes:

- Cherwell Service Management
- Cherwell Asset Management

[Contact Cherwell Software](#)

Contents

Essentials	4
◦ What is Cherwell Service Management?	5
◦ The Relationship between CSM and ITIL	7
◦ The Relationship between CSM and SIAM	9
◦ The Difference between Out-of-the-Box Content and Platform	11
◦ CSM Applications	14
◦ CSM Clients	15
◦ CSM Supporting Applications	16
◦ CSM Web Applications	17
◦ CSM Features	19
◦ ITSM Processes	21
◦ CSM Integration Options	22
◦ CSM User Role Scenario	25
◦ Quick Starts	27

Essentials

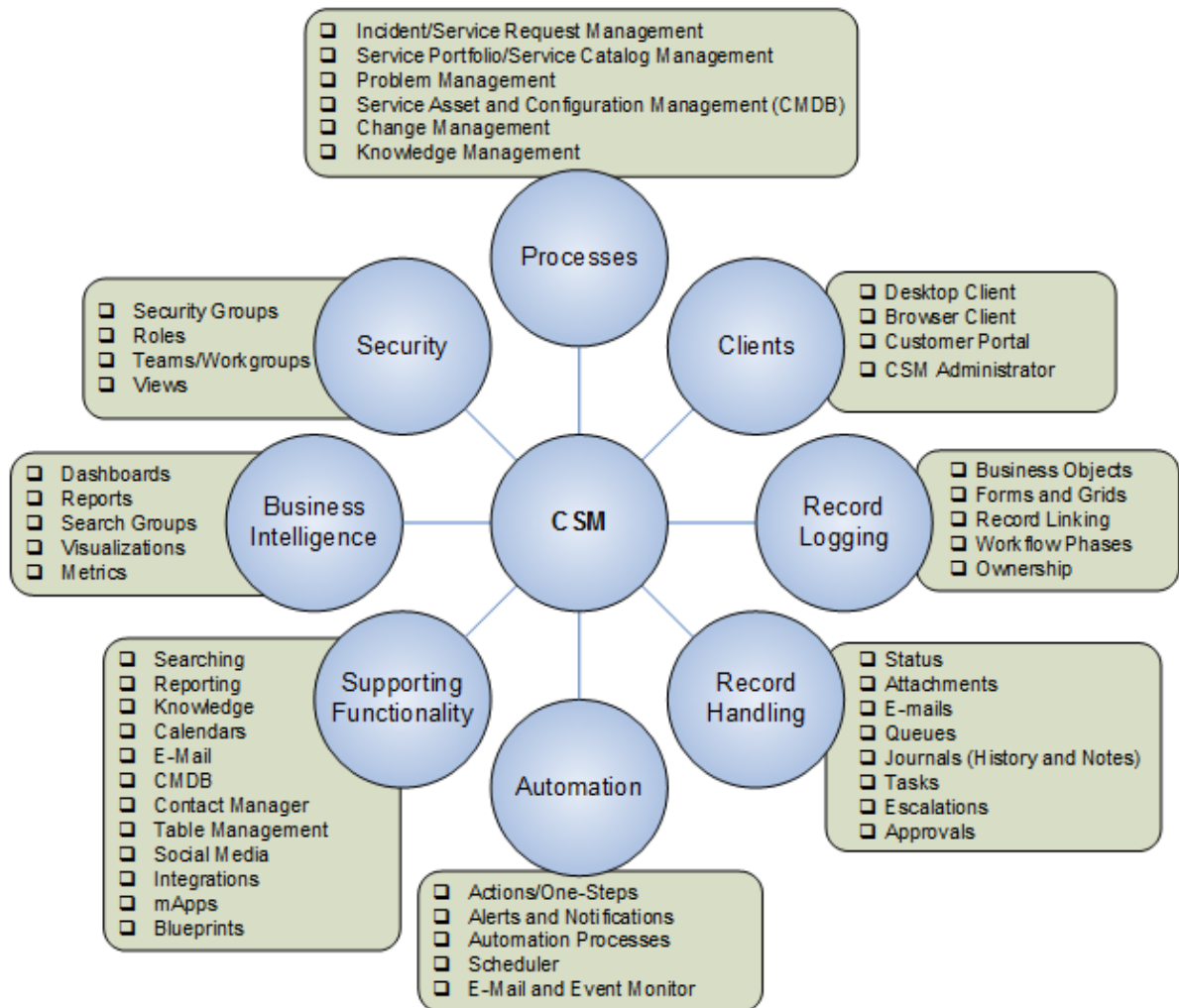
When getting started with CSM, it is important to understand its main components: applications, features, and records.

What is Cherwell Service Management?

Cherwell® Service Management (CSM) is a configurable, scalable, Out-Of-The-Box (OOTB) service desk solution based on IT Service Management (ITSM) best practices and the ITIL framework.

At a high level, CSM includes:

- **Applications:** CSM provides client applications (CSM Desktop Client and CSM Browser Client), supporting applications (utilities to help enhance functionality), CSM servers (services that facilitate operations and automation), and Web applications to help you access CSM functionality using a browser.
- **Features:** CSM provides a variety of configurable features, including Business Objects, Dashboards, One-Step Actions, Searching, Reporting, and Knowledge. CSM also provides powerful Administrative features, such as Blueprints for configuring and test-driving system definitions, comprehensive Security, and automation tools.
- **Processes:** CSM provides multiple configurable processes to help you log and manage service desk records. Examples include Incident/Service Request Management, Service Portfolio/Service Catalog Management, Problem Management, Service Asset and Configuration Management (CMDB), Change Management, and Knowledge Management. In addition to the core processes, CSM also offers the ability to quickly merge and integrate additional processes through Cherwell mergeable applications (mApp Solutions) (example: IT Project Tracking, Release, etc.) and integrations.



- **Integration options:** CSM provides several ways to import data or perform actions based on events in an external tool or in CSM. Options range from lightweight with no programming experience required to more complex, such as the Cherwell® REST API. For more information, see [CSM Integration Options](#).

Related concepts

[CSM Applications](#)

[CSM Features](#)

[ITSM Processes](#)

The Relationship between CSM and ITIL

The CSM out-of-the-box content supports multiple industry-certified ITIL® processes, including:

- **Incident and Service Request Management:** Incident Management is the process responsible for managing the lifecycle of all incidents. The key aim of the incident management is to restore the IT service for the user as quickly as possible. This troubleshooting process is designed on a three-stage basis, as first, second, and third level. CSM Incident Management is the process that ensures that Services are restored as quickly as possible.
- **Problem Management:** Problem management is the process responsible for managing the lifecycle of all problems. Problem management proactively prevents incidents from happening and minimizes the impact of incidents that cannot be prevented. CSM Problem Management is the process that ensures that the root cause of multiple Incidents is resolved as quickly as possible.
- **Change Request Management:** Change management is the process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services. CSM Change Management ensures that Changes are recorded, classified, scheduled, implemented, and reviewed to minimize Service disruption to the company.
- **Service Asset and Configuration Management:** Service Asset and Configuration Management is the process responsible for ensuring that the assets required to deliver services are properly controlled, and that accurate and reliable information about those assets is available when and where it is needed. This information includes details of how the assets have been configured and the relationships between assets. CSM provides a Configuration Management Database (CMDB) process to ensure that all [Configuration Items](#) are effectively managed and stored in the Configuration Management Database (CMDB).
- **Service Portfolio Management:** Service portfolio management is the process responsible for managing the service portfolio. Service portfolio management ensures that the service provider has the right mix of services to meet required business outcomes at an appropriate level of investment. Service portfolio management considers services in terms of the business value that they provide. CSM Service Portfolio Management is the process that allows organizations to create and manage a comprehensive set of Service offerings for Customers.
- **Service Management:** IT service management (ITSM) refers to the implementation and management of quality IT services that meet the needs of the business. CSM ITSM helps you capitalize on the ability of your IT Department to provide quality Services that are cost-effective and meet the expectations and needs of the business, such as reducing cost of operations, improving service quality, improving user satisfaction, and improving compliance.
- **Service Level Management:** Service level management is the process responsible for negotiating achievable service level agreements and ensuring that these are met. It is responsible for ensuring that all IT service management processes, operational level agreements, and underpinning contracts are appropriate for the agreed service level targets. Service level management monitors and reports on service levels, holds regular service reviews with customers, and identifies required improvements. CSM Service Level Management is the process that ensures that Service Level Agreements (SLAs) are carried out appropriately.
- **Knowledge Management:** Knowledge Management is the process responsible for sharing perspectives, ideas, experience, and information, and for ensuring that these are available in the right place and at the right time. The Knowledge Management process enables informed decisions,

and improves efficiency by reducing the need to rediscover Knowledge. CSM Knowledge Management is the process that ensures that all Knowledge in your CSM Knowledge Base is efficiently gathered, approved, stored, and shared with Users and Customers. In CSM, Knowledge is stored mainly in Knowledge Articles (KAs) but can come from other Knowledge Sources as well, including Business Object records, Attachments, and Web sources (ex: Google or YouTube).

- **Release Management:** Release Management is the process responsible for planning, scheduling, and controlling the build, test, and deployment of releases, and for delivering new functionality required by the business while protecting the integrity of existing services. CSM Release Management is the process that ensures that builds are created, tested, and deployed without affecting the stability of existing Services.
- **Project Management:** An IT Project is a temporary organization, with people and other assets, that is required to achieve an objective or other outcome. Each project has a lifecycle that typically includes initiation, planning, execution, and close. CSM IT Project Management is the process that ensures that Projects are completed on time using the appropriate resources.

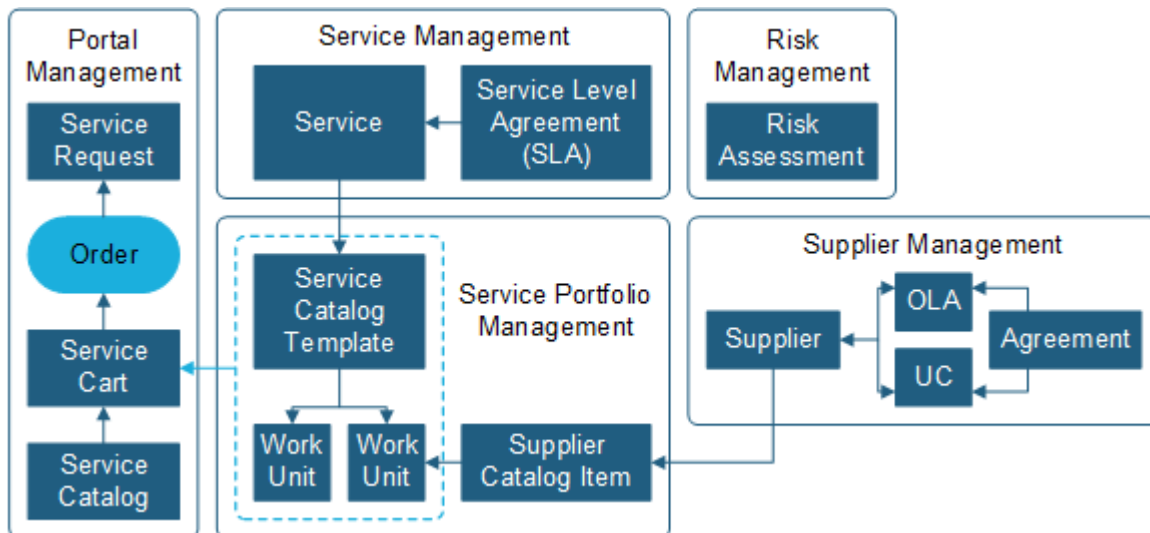
For more information on ITIL, see the [Explaining ITIL](#) free Video Learning Library course.

The Relationship between CSM and SIAM

Multi-Sourcing Service Integration (MSI) and Service Integration and Management (SIAM) are approaches used to manage the delivery of Services using multiple Suppliers.

Using these approaches, IT Managers can coordinate multiple Suppliers (internal and external), available Services, and potential risks, while hiding the complexity of the process from Customers by providing a streamlined experience.

The CSM out-of-the-box content supports multiple processes related to MSI/SIAM, including:



- Supplier Management:** Supplier management is the process responsible for obtaining value for money from suppliers, ensuring that all contracts and agreements with suppliers support the needs of the business, and that all suppliers meet their contractual commitments. CSM Supplier Management is the process that allows Users to onboard and offboard multiple Suppliers (internal and/or external) and manage their individual lifecycles, which includes defining information, creating Agreements, and assessing performance. Business Objects that support Supplier Management include [Scorecard](#), [Supplier](#), and [Agreement](#).
- Risk Management:** Risk Management is the process responsible for identifying, assessing and controlling risks. CSM Risk Management is the process that allows organizations to minimize Risks associated with Suppliers by defining and tracking factors that could affect the delivery of a Service. The Business Object that supports Risk Management includes [Risk Assessment](#).
- Service Management:** IT service management (ITSM) refers to the implementation and management of quality IT services that meet the needs of the business. CSM ITSM helps you capitalize on the ability of your IT Department to provide quality Services that are cost-effective and meet the expectations and needs of the business, such as reducing cost of operations, improving service quality, improving user satisfaction, and improving compliance. Business Objects that support Service Management include [Service](#) and [SLA](#).
- Service Portfolio Management:** Service portfolio management is the process responsible for managing the service portfolio. Service portfolio management ensures that the service provider has

the right mix of services to meet required business outcomes at an appropriate level of investment. Service portfolio management considers services in terms of the business value that they provide. CSM Service Portfolio Management is the process that allows organizations to create and manage a comprehensive set of Service offerings for Customers. Business Objects that support Service Portfolio Management include [Service Catalog Template](#), [Supplier Catalog Item](#), and [Work Unit](#).

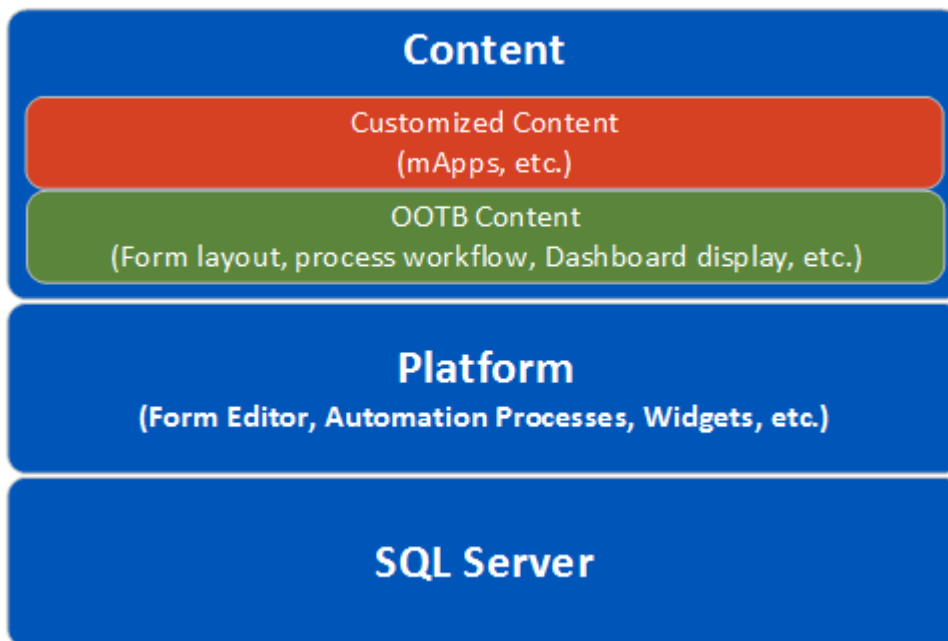
- **Portal Management:** CSM Portal Management is the process that allows an organization to manage and deliver products or Services that are ordered by Customers using the Service Catalog in the Customer Portal. Business Objects that support Portal Management include [Service Catalog](#) and [Service Cart](#).

The Difference between Out-of-the-Box Content and Platform

CSM installations provide two separate layers of data, including:

- **Platform:** Underlying layer of CSM that sits on top of the SQL server and provides the tools (ex: Form Editor, Automation Processes, Widgets) used to create and customize the functionality and design (ex: Form layout, process workflow, Dashboard display) of your CSM system. The platform can be upgraded without affecting your data using the System Upgrade tool.
- **Out-of-the-Box (OOTB) Content:** Predefined functionality and design (ex: Form layout, process workflow, Dashboard display) that is applied with new installations on top of the platform. Typically, system administrators modify the out-of-the-box content to fit the needs of their organization. OOTB content cannot be upgraded without overwriting existing data, but system administrators can apply new functionality to their system either manually or using mergeable applications (mApp Solutions).

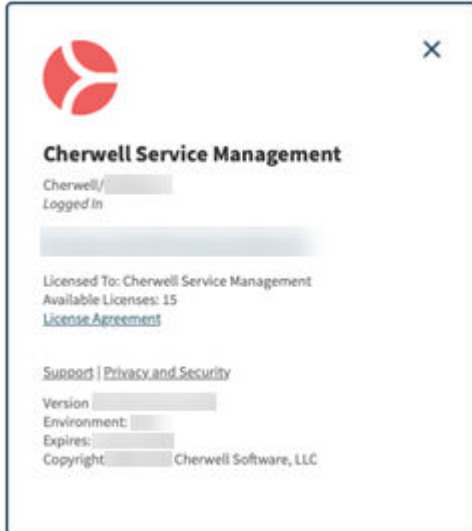
The following figure shows the three layers of CSM:



Find the CSM Platform Version

To determine which platform version you are using:

1. On the CSM Desktop Client menu bar, click **Help>About**. The version number displays in the window.



Find the CSM OOTB Content Version

To determine which OOTB content version you are using:

1. In CSM Administrator, create a Blueprint.
2. On the menu bar, click **Managers>Stored Values**.
3. Click the **Blueprint** scope.
4. Right-click the **Content Version** Stored Value and select **Edit**.
The version number displays in the Value field.

A screenshot of a dialog box for editing a stored value. The dialog box has a light gray background and contains the following fields and controls:

- Name:** Content Version
- Description:** DO NOT MODIFY! Used by Cherwell for diagnostic purposes.
- Type:** Text (dropdown menu)
- Value:** 8.2.0_06.30.16_013-en (highlighted with a red box)
- Value is user-specific
- Remember the user specific values between sessions
- Buttons: Options..., OK, Cancel



Note: Do not edit the Value field. While the Content Version Stored Value is only available to CSM Administrators, it is not secure.

CSM Applications

CSM provides a suite of applications to allow you to efficiently configure, manage, secure, integrate, automate, and run your CSM system from any location.

Applications include:

- **Clients:** CSM Desktop Client and CSM Administrator), and Browser Client.
- **Supporting applications:** Outlook Add-In, Dashboard Viewer, Report Runner, Auto-Deploy, Server Manager, Service Monitor, System Restore, System Upgrade, and Test Lightweight Directory Access Protocol (LDAP).
- **Services:** The Application Server and the Cherwell Service Host, which serves as a container host for the following microservices: Automation Processes, E-mail and Event Monitor, Mail Delivery, and Scheduling Server.
- **Web Applications:** Browser Client, Portal, Cherwell REST API, Auto-Deploy (Web Page), and Web-Forms.

CSM Clients

The CSM suite includes the following Clients:

- **CSM Desktop Client:** The CSM Desktop Client runs under Microsoft® Windows®, and provides all the features and default Business Objects/processes for Users who need to respond to and act on requests.
- **CSM Browser Client:** The CSM Browser Client is a web application that enables Users to access most of the features available from the CSM Desktop Client. The CSM Browser Client supports most major modern browsers on desktop machines and tablets.
- **CSM Customer Portal:** The CSM Customer Portal is a highly configurable web application that enables Customers to securely and conveniently access their CSM data (example: Incidents, company news, documents, the Service Catalog, etc.) using a browser. A Portal supports multiple sites (for different types of Users), and also allows managers to access their Team's data.
- **CSM Administrator:** The CSM Administrator is used to configure, manage, secure, integrate, and automate your CSM system.

CSM Supporting Applications

The CSM suite includes the following Supporting applications:

- **Outlook® Add-In:** The CSM Outlook® Add-In is a CSM client that enables you to interact with CSM Business Object Records directly from within Microsoft® Outlook®.
- **Dashboard Viewer:** The Dashboard Viewer is a stand-alone tool that displays a single CSM Dashboard or cycles through a group of Dashboards (called a [Slideshow](#)) without consuming a license.
- **Report Runner:** The Report Runner is a stand-alone tool that allows Users to create and run Reports using CSM data without consuming a license.
- **Auto-Deploy:** Cherwell Auto-Deploy is an installation tool that allows system administrators to automatically distribute preconfigured Client installations and connections to client machines. Auto-Deploy is configured using the stand-alone Auto-Deploy Configuration Utility and is deployed using the Auto-Deploy web page.
- **Server Manager:** The Server Manager is a stand-alone tool that allows system administrators to efficiently monitor, manage (start, stop, or restart), and configure (database connections, login authentication, logging, etc.) the CSM services, and restart some managed CSM Web Applications.
- **Service Monitor:** The Service Monitor is a stand-alone Web Application that allows system administrators to remotely monitor and manage (start, stop, and restart) CSM services and Web Applications and restart IIS, using a browser and an IIS-hosted web page. Service Monitor is installed using a stand-alone installer and is deployed using the Service Monitor web page.
- **System Restore:** The System Restore tool is a stand-alone database tool that allows a system administrator to import the CSM Database for the first time or reload the CSM Database from an archive file (.czar file).
- **System Upgrade:** The System Upgrade tool is a stand-alone database tool that allows a system administrator to upgrade a CSM Database to a new version.
- **Test LDAP Tool:** Test LDAP is a stand-alone diagnostics tool that allows system administrators to test their LDAP settings.

Most Supporting applications can be accessed from the Cherwell Service Management installation directory. Exceptions include Supporting Web Applications (example: Service Monitor), which are accessed via a web browser.

CSM Web Applications

The CSM Web Applications are applications that are designed to be accessed by most modern browsers (Firefox®, Chrome™, Internet Explorer®, etc.) from various desktop or tablet machines. All the Web Applications are hosted in Microsoft® IIS. The CSM suite contains the following Web Applications:

- **Browser Client**

The CSM Browser Client is a web application that enables Users to access most of the features available from the CSM Windows-based Desktop Client using a browser. The CSM Browser Client supports most major modern browsers on desktop machines and tablets.

- **Customer Portal**

The CSM Customer Portal is a highly configurable web application that enables Customers to securely and conveniently access their CSM data (example: Incidents, company news, documents, the Service Catalog, etc.) using a browser. A Portal supports multiple sites (for different types of Users), and also allows managers to access their Team's data.

- **Cherwell REST API**

The Cherwell REST API provides programmatic access to many CSM functions via an HTTP-based RESTful API. Methods are available for finding, creating, and updating Business Objects; finding and running saved Search queries; managing users; and more. Comprehensive API documentation is available in the Cherwell REST API Discovery Tool, which enables you to discover and test methods using your CSM data.

- **Cherwell Web Service (Web API)**

The Cherwell Web Service (CWS) is an API for communicating with CSM using Simple Object Access Protocol (SOAP) over HTTP. CWS must be running for the Mobile applications to operate, and is also required for a number of other features (RSS feeds, SAML security access, etc.).

- **Auto-Deploy (Web Page)**

The Auto-Deploy is a Web page where first-time users of CSM can go to download, and then automatically install and configure, the most recent version of CSM clients. The system administrator configures the available installation options using the Auto-Deploy Configuration Utility. Once installed, CSM automatically detects new software versions, and then downloads and installs the most recent version from the Auto-Deploy site.

- **Web-Forms™ (Web Application)**

Cherwell Web-Forms™ is a browser-based application that allows users to enter, view, and edit CSM Business Objects over the web without having to log in (example: Registration, ordering.). This tool also allows for the remote execution of One-Step ActionsOne-Step™ Action.

- **Service Monitor (Web Page)**

The Service Monitor is a standalone Web Application that allows system administrators to remotely monitor and manage (start, stop, and restart) CSM services and Web Applications and restart IIS, using a browser and an IIS-hosted web page. Service Monitor is installed using a standalone installer and is deployed using the Service Monitor web page.

CSM Features

CSM provides a number of configurable key features to help you manage and run your service desk.

Features include:

- [Business Objects](#) (including Forms and Grids)
- [Dashboards](#) and [Widgets](#)
- [One-Step Actions/Actions](#)
- [Searching](#) (including Quick Search and Saved Searches)
- [Reporting](#)
- [Knowledge](#)

Additional features include:

• Approvals	• Metrics
• Attachments	• Modifiers
• Business Hours	• Queues
• Calendars	• Record Locking
• Document Repositories	• Rich Text
• E-mail	• Table Management
• Formats	• Tasks
• HTML Pages	• Themes
• Item Managers	• Tokens (Counters, Prompts, Stored Values, System Functions)

<ul style="list-style-type: none">• Journals	<ul style="list-style-type: none">• Visualizations
--	--

CSM also provides powerful Administrative features that help you install, configure, secure, automate, and extend/integrate your system, including:

<ul style="list-style-type: none">• Installation	<ul style="list-style-type: none">• Automation Tools (Scheduler and Automation Processes)
<ul style="list-style-type: none">• Security (Security Groups, Roles, Teams and Workgroups, Users, and Customers)	<ul style="list-style-type: none">• Server Tools
<ul style="list-style-type: none">• Blueprints	<ul style="list-style-type: none">• System Analyzer
<ul style="list-style-type: none">• mApp Solutions	<ul style="list-style-type: none">• Integrations
<ul style="list-style-type: none">• Data and Databases	

ITSM Processes

To enable quick deployment and ensure industry best practices, CSM provides OOTB solutions to support the a variety of service desk processes.

OOTB processes include:

- **Incident/Service Request:** Ensures that Services are restored and requests for information/advice or access a Service are fulfilled as quickly as possible.
- **Problem:** Ensures that the root cause of multiple Incidents is resolved as quickly as possible.
- **Service Portfolio/ Service Catalog:** Allows organizations to create and manage a comprehensive set of Service offerings for Customers.
- **Service Asset and Configuration:** Ensures that all [Configuration Items](#) are effectively managed and stored in the Configuration Management Database (CMDB).
- **Change Request:** Ensures that Changes are recorded, classified, scheduled, implemented, and reviewed to minimize Service disruption to the company.
- **Knowledge:** Ensures that all Knowledge in your CSM Knowledge Base is efficiently gathered, approved, stored, and shared with Users and Customers.
- **Supplier:** Allows Users to onboard and offboard multiple Suppliers (internal and/or external) and manage their individual lifecycles, which includes defining information, creating Agreements, and assessing performance.
- **Agreement:** Allows Users to manage individual Operational Level Agreements (OLAs) and Underpinning Contracts (UCs).
- **Service Catalog Template:** Allows Users to manage deliverables that are comprised on Work Units and available to Customers from the Service Catalog in the Customer Portal.
- **Work Unit:** Allows Users to manage generic tasks that are required to fulfill a Service Request.

Because every organization is different, CSM offers the ability to create, tailor, or delete processes. CSM also offers the ability to quickly merge and integrate additional processes (example: ITPT, Release, etc.)

CSM Integration Options

CSM provides built-in integration tools to help you import, export, or link information between two systems. There are also options for performing actions that are triggered by an external tool or by CSM.

The integration option you use depends on:

- Where the data you need to import to CSM is stored.
- Whether you need access to real-time data or if a one-time static import will suffice.
- How imports or events are triggered. Do these originate in CSM or an external tool?
- Your programming experience with REST APIs.

Import Static Data

If you do not need to import real-time data into your CSM system, you can import data from a .csv file as needed or schedule periodic imports. You can import Business Object or user data from .csv files.

For example:

- To import data from a legacy Service Management tool, export that data to a .csv file, and then run a one-time import. For more information, see [Run a One-time Import of Business Object Data](#).
- To periodically import new and updated user information from LDAP or another data store, export data to a .csv file on a scheduled basis and use a Stored Import Definition to schedule imports into CSM. For more information, see [Importing Users with .csv Files](#).

Effort level: This is the simplest way to get data into CSM since it does not require ongoing access to an external database or programming experience.

Import Real-time Data

To access real-time data in an external database to import or update Business Object records, use external database connections. This mapping between two database creates a one-to-one relationship with the external data and a CSM Business Object.

You can use this method to import data into existing Business Objects or to link new Business Objects to an external database.



Note: The option to link new Business Objects to an external database is only available for Cherwell on-premises customers.

For example:

- To import physical assets, such as computers or vehicles, consider using the import process since the data may not change often. For more information, see [Import External Data in an Existing Business Object](#) and [Import External Data into a New External Business Object](#).

- For more fluid assets, such as software assigned to physical assets, create a new Business Object and link it to your external database. This ensures that real-time data is consistent in CSM and the external database. For more information, see [Link External Data to a New External Business Object](#).

Both approaches have pros and cons that you should consider. For more information, see [About Imported Data and Linked Data](#).

Effort level: This method is more complex than .csv imports because it requires access to an external database, but you do not need programming experience. If you choose to import data rather than link databases, you may need to schedule periodic imports to refresh data.

Trigger External Events from One-Step™ Actions

One-Step Actions provide a powerful mechanism for automating tasks in external tools based on events that occur in CSM.

Use the following Actions to integrate with external tools:

- [Run a Program](#)
- [Write to a File](#)
- [Excel Merge](#)
- [Call a Web Service](#)

You can use these Actions with Trusted Agents to perform tasks across different networks or in a Cherwell SaaS environment.

Effort level: This method can be simple or complex depending on the One-Step Action you create. For most Actions, you do not need programming experience.

Trigger CSM Actions from an External Tool

Use one of these two methods for triggering actions in CSM based on events that occur in an external tool:

- **Webhooks:** Use HTTP POST methods to send data to a CSM webhook endpoint. Assign a One-Step Action to each endpoint determines how the data is consumed by CSM. For example, use a webhook to update a CSM Incident with information from a Jira issue based on a defined event in Jira. Once the Jira event is triggered, data is sent to the CSM, which fires a CSM to update mapped Fields in the Incident.

For more information, see [About Webhooks](#).

Effort level: This method can be simple or complex depending on the requirements of the external tool and the One-Step Action you create. Some programming experience may be required.

- **Cherwell® REST API**

The Cherwell REST API provides programmatic access to many CSM functions, such as finding, creating, and updating Business Objects, finding and running Search queries, and running existing One-Step Actions.

The Cherwell REST API is more powerful and performs faster than other integration options, but is more complex and requires programming experience.

For more information, see [About Cherwell REST APIs](#).

Effort level: This is the most complex integration option because programming experience is required. If you do not have this experience, consider using one of the alternative methods described in this topic.

Related information

[Import Business Object Data with .csv Files](#)

[Import Data from External Databases](#)

[About Webhooks in](#)

[About Cherwell REST APIs](#)

CSM User Role Scenario

Documentation for Cherwell Service Management (CSM) is divided into relevant user roles: administrator, user, and developer. Add user role constraints to your documentation searches by selecting the Filters button and the desired user role radio button prior to running a search. Filtered search is available in the documentation portal for versions 9.3.0 and above.

The CSM documentation user roles are:

- **Administrator:** Content for users that create or edit Forms, Dashboards, One-Step Actions, Automation Processes, or Security Rights in CSM Administrator.
- **User:** Content related to logging Incidents, tracking Change requests, or using the Service Catalog. In addition, content for CSM Portal and Browser Client users.
- **Developer:** Content related to Cherwell REST API, SAML authentication, and creating mApp Solutions.

The following table shows how example users could translate their job responsibilities into user roles to easily and quickly find relevant documentation.

Example User	User Role Filter
Andrew, a System Administrator, can View, Create, Edit, or Run all CSM Objects. He can also assign security rights to other users and utilize all CSM Administrator functionality such as setting up database connections, E-mail Monitoring, Server Farms, and Globalization.	Administrator
Tracy uses the CSM Portal to log Incidents and Requests for a Service or Configuration Item. Tracy does not have access to the CSM Administrator, CSM Desktop Client, or the Browser Client.	User
Dave is a System Administrator with the same responsibilities as Andrew, but also creates mApp Solutions that allow CSM Desktop Client users to expand their system's functionality. Dave also uses the Cherwell REST API Discovery Tool to configure REST API operations on Business Objects.	Developer
Gina, a service desk manager, uses the CSM Desktop Client or Browser Client to resolve or approve Incidents and monitor her IT Technician team's progress with Dashboards, Widgets, and Reports. Gina's team of IT Technicians have similar responsibilities, but fewer security rights than Gina. Gina and her team all consume a Cherwell license.	User(s)



Note: Throughout the documentation, the term Customer is used in reference to a CSM Portal user.

Related information

[License Consumption](#)

[Security Scenario](#)

Quick Starts

Quick starts provide access to most commonly used features. Links to related documents are provided in each quick start.

Tours <ul style="list-style-type: none">• Tour the Desktop Client• Tour the Browser Client• About Customer Portals• About Searching• Tour the Report Suite• About Email	Record Management <ul style="list-style-type: none">• Service Catalog, including Configuration Steps• Log a Normal Change• Log an Incident• Log a Problem• Log a Knowledge Article
Configuration <ul style="list-style-type: none">• Create a Portal• Create a Theme• Create a Dashboard• Create a One-Step Action• About Globalization• Add an Approval to a Business Object	Installation <ul style="list-style-type: none">• About Installing• Configure CSM Connections• Configure Auto-Deploy• Upgrading CSM