

Global Process Tables

Unlike background tables, which generally hold static data, process tables hold records that are actively worked on by following a workflow or other similar dynamic activity. However, process tables generally pull in records and field values from background tables, like when a Contract record has a field that holds a Person record as the value, such as Contract Manager.

The difference between a global process and a regular process table is that, like global variables, global processes are often general enough to apply to and be used within multiple different tables, instead of being specifically formulated with one goal in mind, like workflows. Global processes that apply to multiple other kinds of records in the system are concepts such as approvals or tasks.

The tables listed below are used by several modules in the system to manage approvals and tasks, provide a service catalogue, and track time spent on requests or tasks:

- **Approvals** can be incorporated into other process tables. Out-of-the-box examples of approvals are found within Contracts and Change Requests.
 - **Tasks** may be incorporated into other tables as well. In the out-of-the-box configuration, they are linked to Service Requests, Projects, Assets, Support Cases, Change Requests, and External Users.
 - **Services** define the service catalogue that is used by Service Requests, Change Requests, and Purchase Requests.
 - **Time Entries** are incorporated into several of the default tables, including Service Requests, Problems, Change Requests, Incidents, Tasks, and Projects.
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- Approval Management
 - Task Management
 - Services Table and Service Catalog
 - Time Entries Table