



## CHAPTER

## 1

# Document Conventions

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## About This Documentation

The *IT Charge Manager User's Guide* is a technical installation, usage, and reference text that describes how to install and administer the IT Charge Manager product.

SECTION	DESCRIPTION
Introduction	provides an overview of the basic elements of IT Charge Manager, its relationships with IT Service Vision software and MXG software, and a description of the intended audiences for the <i>IT Charge Manager User's Guide</i> .
Getting Started	describes the installation procedures including requirements, preparation, and step-by-step install instructions.
Site Administration	describes administration functions.
Operation	explains the operational processing methods.
Data Exploration and Reporting	covers data exploration and reporting.
Administrative Status	explains the use of IT Charge Manager Administrative Status.
Maintenance	provides maintenance instruction.
Appendix A	describes File/Library Structures in detail.
Appendix B	is a glossary of terms used with IT Charge Manager.
Appendix C	provides useful information for setting up workstation-host communications.
Appendix D	shows how to set up accounting codes in the style of CA-MICS in IT Service Vision to feed into IT Charge Manager key fields.

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## Using This Documentation

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### Conventions

The following conventions are used to display information in this guide:

<b>Bold type</b>	identifies window items. Window titles appear in bold with initial letters in uppercase type. SAS and IT Charge Manager keywords appear in uppercase bold type.
<i>Italic type</i>	is the style used for special terms defined in the text or the appendices and to emphasize important information.
<b>Monospace</b>	is used for SAS Code, scripting and JCL examples. Monospace is also used to show the values of character variables in the text.

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### Window Images in Documentation

Window images are manipulated to fit the text of this User Guide. The images on your window can appear different from the ones in the User Guide.

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## Technical Support

Please be sure you include the following information when you contact us:

- the version and release of IT Charge Manager you are using
- the name and version of your operating system on the client and server
- the version and release of the following SAS products:
  - Base SAS software on client
  - Base SAS software on server
  - SAS/CONNECT software
  - IT Service Vision MXG
- any error messages or output related to the problem.