

## Application → Environment (Instance) → Server (Asset)

### ① Create Your Application

IT Operations → Applications → + New

Field	What to enter	Example
Name	Clear, recognizable name	Salesforce CRM
Category	Primary purpose	Line-of-business
Vendor	Supplier (from master data)	Salesforce Inc
Criticality	Business importance	Business critical
Lifecycle	Current status	Active

💡 Description, version, publisher, licensing — all useful but optional at this stage. You can always enrich later. Get the app in the system first.

### ② Add Environments (Instances)

Open your app → **Instances** tab → Add

- Choose environment type: **Prod**, Pre-prod, QA, Test, Dev, Sandbox
- Set Base URL, SSO enabled, MFA supported, Lifecycle
- Add notes for context (e.g. "Primary EU instance")

💡 Use **Copy from Prod** to quickly scaffold QA, Dev, and other environments with similar settings. Changes save immediately.

### ③ Assign Owners

Open app → **Ownership & Audience** tab

- **Business Owners** — stakeholders accountable for the application
- **IT Owners** — technical team responsible for operations & support
- **Audience** — select companies & departments that use the app. KANAP auto-calculates user count from master data.

⚠️ **Owners = communication.** Planned maintenance, service disruptions, upgrade decisions, license renewals — you need to reach the right people fast. Ownership also drives "My Apps" and "My Team's Apps" scope filters. No owner = nobody feels responsible.

### ④ Access Methods & Compliance

**Technical & Support tab**

- Access methods: 🌐 Web · 🖥️ Desktop · 📱 Mobile · 🖥️ VDI · 📄 CLI · 🗂️ HMI · 🏪 Kiosk
- External facing? Data Integration / ETL?

**Compliance tab**

Field	Example
Data Class	Confidential
Contains PII	Yes
Data Residency	France, Germany
Last DR Test	2025-11-15

📄 Data Classes (Public, Internal, Confidential, Restricted) are configurable in **IT Operations → Settings**.

### ⑤ Link Relations

Open app → **Relations** tab — connect to the rest of your IT management data:

Link type	Why
OPEX Items	Recurring costs (licenses, SaaS fees)
CAPEX Items	Capital expenditure / investment tracking
Contracts	Vendor agreements, renewal dates
URLs	Documentation, wikis, runbooks

💡 Relations are powerful but not blocking. Create them when you have the data — the app works fine without them.

### ⑥ Create Your Server (Asset)

IT Operations → Assets → Add Asset

Field	What to enter	Example
Name	Hostname or identifier	PROD-WEB-01
Asset Type	Server type	Virtual Machine
Location	Where it's hosted	Paris Datacenter
Lifecycle	Current status	Active

📍 **Location is the key.** Hosting type, provider, country, and city are all derived automatically. Set up Locations once in IT Operations → Locations.

**Technical tab — Identity:** Hostname, Domain, FQDN (auto-computed), Aliases, OS.

**Technical tab — IP Addresses:** Add as many entries as needed (management, production VLAN, backup network...). Each can have its own type and subnet. Network Zone & VLAN are derived from Subnet automatically.

### ⑦ Link Server ↔ Application

**From App:** Open app → Servers tab → select environment → Add Server → choose asset → set Role (Web, Database, Application...).

**From Asset:** Open asset → Assignments tab → Add Assignment → select App, Environment, Role, Since date.

**Salesforce CRM → Production → PROD-WEB-01** ✓

## The Bigger Picture

**Application Landscape** — Live registry of every app with environments, criticality, hosting, and ownership. Filterable by any attribute.

**Infrastructure Mapping** — Which servers support this critical app? What gets affected if a server goes down? How many apps per datacenter?

**Connection Map** — Visualize network flows and dependencies between infrastructure assets.

**Interfaces & Interface Maps** — Document data flows between applications (protocols, direction, integration points) and visualize the full application architecture.

**Compliance Reporting** — Data classification, PII, and residency flow into traceable compliance views. Ready for the auditor.

## Quick Reference

I want to...	Go to...
Create an application	IT Ops → Applications → + New
Add environments	App → Instances tab
Assign owners	App → Ownership & Audience tab
Set access methods	App → Technical & Support tab
Link budgets / contracts	App → Relations tab
Add compliance info	App → Compliance tab
Create a server	IT Ops → Assets → Add Asset
Link server ↔ app	App → Servers tab <i>or</i> Asset → Assignments
View connection map	IT Ops → Connection Map
View interface map	IT Ops → Interface Map
Configure dropdowns	IT Ops → Settings