In this guide, you will learn about the Service Taxonomy, Category, and Assignment groups.

The Service **Taxonomy** is a 3-tiered structure that groups services. It includes Service Groups, Services, and Service offering.

- In ServiceNow, the **Business Service** field incorporates all three levels of the new taxonomy.

  ![Business Services Hierarchy]

  - **Example:** See the **Business Service** breakdown based on Service Taxonomy.
Category

- Categories are used to process the client's specific need. They tell us what the client needs done with or to the Service Offering. For example, they may report an outage, request access, or inquire about a service. Categories appear below:

- The combination of Business Service and Category determines the ticket type (either Incident or Request).

Assignment Group

- Assignment Group is automatically determined, based on the combination of Business Service and Category and have been pre-determined by the Service Offering Manager. The end result is that you don’t have to know to the assignment group to create a ticket. This field can be overwritten as needed.

Note: Assignments groups are now based and populated with the names of individuals responsible for the Service Offering as determined by the Service Offering Owner. This is different than in the past when they were based on the Organizational Structure.
A **Service Group** is a grouping of related or similar services. They are grouped together to:
- Provide a logical presentation of Services on the ITS web pages for our customers in search of services.
- Define groups of Service Owners who will work together to strategically manage our service portfolio.

A **Service** is something we provide to our customers that delivers value by enabling them to get their work done. Examples of a Service are:
- Photographic Services
- Email & Messaging
- ITS Backup Service

A **Service Owner** is responsible for a Service.

A **Service Offering** is how the Service is delivered, via the specific technology-focused activity or product that the customer uses.

Examples of Service Offerings are:
- Studio Photography
- YaleConnect
- EliApps
- Classes*V2

*Assignment Groups are based on Service Offerings*