

| Complete name     | Entity      |
|-------------------|-------------|
| Desktop Support   | Root entity |
| Printer           | Root entity |
| Email             | Root entity |
| Microsoft 365     | Root entity |
| VPN               | Root entity |
| Firewall          | Root entity |
| Internet          | Root entity |
| WiFi              | Root entity |
| SAP               | Root entity |
| ERP               | Root entity |
| Server            | Root entity |
| Backup            | Root entity |
| Security          | Root entity |
| CCTV              | Root entity |
| Attendance System | Root entity |
| Website           | Root entity |
| Database          | Root entity |
| Network           | Root entity |
| Hardware          | Root entity |
| Software          | Root entity |
| User Access       | Root entity |
| Escalation        | Root entity |