# Glossary

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## Definitions

The purpose of this glossary is to unify and define in detail all the definitions of terms commonly used in Pandora ITSM.

### ACL

- Determine user permissions.
- In PITSM they are defined by assigning a user User mode over a group.

### Superadmin

Just as in GNU/Linux there is a superuser called root, in Pandora ITSM there is also a superuser called superadmin:

- When installing a full PITSM server, a default user is included: Default admin (`admin`) with the User mode field set to `Super administrator` (this user cannot be deleted).
- This `admin` user is the first superadmin user and can create additional superadmin users.
- In addition to the superadmin, in PITSM you can create administrator users with the Administration profile, except that, for example, you are unable to define other users as superadmin.

For security reasons there are functions that can only be accessed by a superadmin.

### Workunit

A Workunit is each of the notes associated with a ticket.

- See also "Case study of ticketing flow with Pandora ITSM".

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