



# Preface

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## Preface

### Objectives

The *Cisco Prime Service Catalog Administration and Operations Guide* explains how to use the Organization Designer and Administration modules of Cisco Prime Service Catalog (Service Catalog), and how to perform basic system administration.

Organization Designer enables you to create the various departments and service teams that comprise your service request and delivery model. It is also the mechanism by which you define the roles your end-users play, and what capabilities and permissions users will receive through those roles.

The Administration module controls all site-wide settings for application behavior, including emails sent during service delivery, user interface appearance, and overall business rules for when and how to apply approvals of service requests. It also lets you define the integration with your corporate directories, and provides access to helpful utilities for troubleshooting and system maintenance.

System administrators of this application will also find this guide a valuable resource for system configuration, housekeeping, and maintenance information.

### Audience

This guide is intended for system administrators, service designers, and users who are responsible for configuring the end-user administration and overall application architecture for the product.

### Document Organization

The *Cisco Prime Service Catalog Administration and Operations Guide* is divided into the following six chapters:

- **Structuring the Organization:** This chapter describes the Organization Designer module, the primary tool for structuring your service organization.
- **Setting up User Profiles:** This chapter describes user profile personnel information, preferences, preferred language, and the work calendar.
- **Configuring Site-Wide Settings:** This chapter describes the site functions in the Administration module.
- **Custom Themes:** This chapter describes the capabilities provided to customize the appearance of the Service Catalog web pages.
- **Maintaining Prime Service Catalog:** This chapter includes system administration, configuration management, maintenance, and troubleshooting information.
- **Managing Content Deployment:** This chapter describes the content deployment and configuration management tool that is used to migrate application entities.

## Conventions

This document uses the following conventions:

Convention	Indication
<b>bold font</b>	Commands and keywords and user-entered text appear in <b>bold font</b> .
<i>italic font</i>	Document titles, new or emphasized terms, and arguments for which you supply values are in <i>italic font</i> .
[ ]	Elements in square brackets are optional.
{x   y   z }	Required alternative keywords are grouped in braces and separated by vertical bars.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
< >	Nonprinting characters such as passwords are in angle brackets.
[ ]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

Convention	Indication
Choose <b>Menu item</b> > <b>Submenu item</b> from the X menu.	Selections from a menu path use this format. For example: Choose <b>Import</b> > <b>Formats</b> from the File menu.

**Note**

Means *reader take note*.

**Tip**

Means *the following information will help you solve a problem*.

**Caution**

Means *reader be careful*. In this situation, you might perform an action that could result in equipment damage or loss of data.

**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

**Danger**

**Means reader be warned. In this situation, you might perform an action that could result in bodily injury.**

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see [What's New in Cisco Product Documentation](#).

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