Cisco Prime Service Catalog 10.0 Release Notes

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Contents

Introduction

Cisco Prime Service Catalog is a self-service portal that enables users to order new IT services or modify existing services while ensuring compliance with defined IT policies and governance. It also allows organizations to encourage adoption of standardized services and implement lifecycle management with governance across internal services such as private cloud services and external services. The inherent tracking capabilities enable pay-per-use metering, whether implementing simple “showback” or a more complex chargeback approach.

Cisco Prime Service Catalog is the solution for implementing IT as a Service (ITaaS). It is offered either as a standalone product or integrated with the ***Cisco Intelligent Automation for Cloud*** solution to provide cloud Infrastructure as a Service (IaaS) and cloud orchestration services.

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www.cisco.com

Platform Support

For information about platforms that are supported by Cisco Prime Service Catalog, see Cisco Prime Service Catalog Compatibility Matrix.

Installation Guidelines

The setup.sh script on Unix and setup.cmd program on Windows support the installation and upgrade of Cisco Prime Service Catalog.

The reporting_setup.cmd program is used for installing Cisco Prime Service Catalog Reporting. This is a separately licensed business intelligent product supported on Windows operating system.

If you are running Cisco Prime Service Catalog Reporting, you will need to obtain the latest version of the Cognos software, and execute the reporting_setup.exe program to configure Cognos and the Datamart database. See the *Cisco Prime Service Catalog Installation Guide* for more details.

For detailed information about the installation guidelines, see the following URL:
http://www.cisco.com/en/US/products/ps13206/prod_installation_guides_list.html

Upgrading to Cisco Prime Service Catalog

You can directly upgrade to Cisco Prime Service Catalog, release 10.0 if your existing installation is on release 9.2 or above.

- 9.2 (limited release)
- 9.3
- 9.3 R2
- 9.3.1
- 9.3.2
- 9.4
- 9.4.1 R2

If your existing installation is prior to release 9.2, you must first upgrade it to a supported version. For detailed information about the application upgrade, see the "**Upgrade Guide"** chapter in Cisco Prime Service Catalog Installation Guide10.0 in the following URL:

http://www.cisco.com/en/US/products/ps13206/prod_installation_guides_list.html

New Features in 10.0

Cisco Prime Service Catalog 10.0 supports the following new features:

- Next Generation End User Experience
- Service Item Manager Enhancements
- Portfolio Center/ Demand Center Removal
- Demand Management Module

Next Generation End User Experience

The new Service Catalog module is powered by HTML5 and provides users with a shopping cart experience similar to e-Commerce websites. This module can be enabled to replace the **My Services** module. The Service Catalog module is designed to enable IT to "merchandize" its services, highlight information in a friendly manner, and remove the impression that IT tools are hard to use. The Service Catalog module provides you:

- A home page that can be customized using the Custom Stylesheet for the entire site or by organization.
- Individual “showcase” sections of the home page can be defined by setting up service category hierarchy, name, and description.
- Options to search for a service or browse through categories on the screen.
- A Manage My Stuff tool to manage subscriptions and orders
- A Notification icon that lists all open orders and open authorizations for the user. You can click on the notification button on the top right of the Service Catalog home page to view your notifications and authorizations. Approving an authorization request is as simple as selecting the request and clicking Approve.
- A shopping cart for you to manage items that you are ordering.
- A Home button to return to the home page at any time.

Information regarding how to configure the home page to display key categories and services, how to set up the search facets to enable easy search and filtering of services, and other design tools can be found in *Cisco Prime Service Catalog Designer Guide*.

Service Item Manager Enhancements

A number of new features are available in this release to enable the capacity management, quota management, lease management, as well as chargeback of service item usage. In addition, a more granular role-based access control framework is in place to simplify the implementation of solutions to support different tenancy and ownership models of service items.

You can navigate to **Service Item Manager > Design Service Items** to access these features.

Policies

Policies are used to define the actions to be executed against a service item instance when certain conditions are met. A typical example is that when a virtual machine is approaching its expiration date, an automatic notification is sent to its owner as a reminder. Policies may be defined to be specific to an account or generic to all accounts.

The policies are categorized into four types:

- Capacity - Manage the consumption of provider service items
- Quota - Manage the consumption of consumer service items
- Timebound - Support the lease expiration operations of service items
- Event-based - Support the triggering of events that are based on service item attribute value changes.

Four types of policy actions are available to achieve the desired outcome when a policy condition is met:

- Notifications - Generate email notifications to the consumer and/or owner of the service item to serve as reminders or provide instructions on the next steps.
- Order Service - Spawn a request for a service within the catalog to allow a supporting operation to take place.
- Policy Alerts - Log the policy trigger occurrence that serves as an audit trail for administrators to review.
- Stop Submission - Prohibit the requester from making another request to consume the service item.

Service Item Status

You can create custom-defined statuses for the service item. A service item can have multiple statuses. You can model a state machine using the Service Item Status attribute, and further define allowed transitions and Status-sensitive Associated Services. The Service Item Status feature allows you to provide a user-friendly experience in managing Service Item lifecycle.

For example, the virtual machine service item can be online, offline, commissioned, decommissioned, deleted, and so on.

Lifecycle Operations

The default operations that could be performed in the life cycle of a service item are create, update, and delete. You can also define additional operations to characterize the different types of update actions such as “Deactivate” or “Renew”. These custom operations may be used to denote a billable event and coupled with status definitions to allow implicit status update.

Service Item Permissions

Role Based Access Control (RBAC) is now available for more granular control of access permissions to service items. In addition to the implicit permissions granted automatically to the service item instance owners, other application users can be given access to see specific service item instances, all instances of one or more types of service items owned by their organization and/or account, and so on. The RBAC framework also supports the granting of permissions to an entire organizational unit, group, tenant account or project account. The RBAC permissions are enforced in all end-user interfaces and nsAPI, and can be enabled optionally for lookup-based data retrieval rules.

The RBAC setup may also be used to limit what a designer can do with which service item types in the Service Item Manager module and in create/update/delete nsAPI operations. This enables a distributed service design model in which different designers have access to just the service item types they manage.

Note Service items for my business units (and sub-units) capabilities are now converted into RBAC permissions for service item instances. When upgrading from a prior release, the upgrade process automatically grants permissions to the roles that had these service item capabilities.

Standards Permissions

The RBAC framework is also extended to support the read/write permissions to standards table, accessed through either the user interface or the nsAPI operations. Unlike service items, access to standards is granted to the entire table rather than individual entries within the table.

Portfolio Center/ Demand Center Removal

The PC/DC solution, as it was known in the releases prior to 10.0, has been removed from the product in Release 10.0. The four user interface modules - Portfolio Designer, Relationship Manager, My Services Executive, and Service Level Manager have been removed from the module menu. All the associated tools and APIs for processing PC/DC data, that is, portlets, Datamart reports, SOAP and REST-based web services are no longer supported. The functionality for maintaining account and quota information is now fully replaced by a new Demand Management module, as described in the next section.

Demand Management Module

A new module for managing IT demand is introduced in release 10.0. Demand Management enables you to manage demand and pricing by customer accounts, whether they are internal departments or external customers for a service provider. With this capability you can manage consumption, provide order time pricing showback, and execute charge back with billing engine integration.

The key concepts involved in demand management are:

- Billing Rates - These are the rates or rate plans used for pricing service item consumption, characterized by the type of operation involved. Billing rates are equally applicable to the scenario of internal IT charge back. They are used synonymously as charge back rates in the context of demand management.
- Quotas - Quotas govern the maximum amount of service item resources allowed to be consumed by the customers. They are specified in the form of total item count, or the sum of the values for specific service item attribute. Quotas are enforced by the corresponding policies defined in service items

- Accounts - Each account represents a logical or physical customer whom the service provider transacts with. An account can also represent a project team, which groups multiple organizational units. Each account may cover a business unit or multiple business units that are grouped together for the purpose of billing/charge back and quota management.
- Agreements - An agreement covers the types and quotas of service items an account may consume.

nsAPI and Web Services Enhancements

New RESTful APIs

RESTful API support for create, update, delete, and read operations is available for all new and modified objects in Release 10.0:

- Accounts
- Agreements
- Billing Rates and Billing History
- Policies and Policy Alerts
- Service Item Instances and Permissions

Invoking RESTful APIs with HTTP/WS Adapter

In Release 10.0, the HTTP/WS adapter supports RESTful web services in addition to SOAP-based web services. There are additional outbound properties that are available for defining the HTTP method (GET, POST, PUT, DELETE) and the authentication details.

Extended Use of Agent Parameters in HTTP/WS Adapters

Outbound properties in HTTP/WS now accept agent parameter namespaces in the property values. This allows one agent to handle multiple types of operations, or endpoints of different URL segments, as in the case of REST URLs.

New Timeout Setting for NSAPI and RAPI

A separate timeout setting is now available in the Administration Settings to provide more granular control on the session expiration of APIs as opposed to browser sessions. For requests that explicitly invoke a session login request (RAPI Authentication Service, or the NSAPI authentication/logincall), the new API session expiration setting takes effect. For requests that carry the credentials in the header and perform authentication per request, the session expires as soon as the response is completed.

Authentication and Access Changes

- Authentication is now mandatory for all Service Link (SL) inbound HTTP/WS requests. There is no longer an option to disable it in Administration Settings.

- NSAPI access is now controlled by the RBAC capability for NSAPI web services. When upgrading from a prior release, this RBAC capability is granted to the Anyone role automatically to allow the behavior to remain unchanged from the prior release.
- When Single Sign-On is enabled, requests with credentials provided in the HTTP header hitting the application server port will be authenticated against the person records in the database, instead of the LDAP server. To enforce Windows authentication for integration, the requests can be routed to the web server port.

For more information about enhancements listed above, see the Cisco Prime Service Catalog Integration Guide.

Portal Enhancements

You can see the following enhancements in Service Portal module:

- New Navigation Menu
- Use of My Workspace and Systems Page Groups
- Shared Portal Context

New Navigation Menu

The Service Portal page groups and pages are now displayed within a mega menu which allows all menu options to be presented together in one central location. A new setting is available to allow the tool bar for specific pages to be hidden from the end user. As part of these changes, users see all the portal pages which they have read permission to. This is different from the prior releases where users have to subscribe to pages on their own in order to see them in their workspace.

Use of My Workspace and Systems Page Groups

These two out of the box page groups are accessible to all users by default. They can be hidden if desired by removing the corresponding permissions from the Anyone role. There are also some differences in the usage of these page groups from the prior releases. In Release 10.0, My Workspace page group is strictly for end users to maintain personal pages they have created for themselves. Pages in this group cannot be shared with other users.

Shared Portal Context

You can create multiple portlets and enable them to communicate with each other. You can use this feature where there is interdependence of tasks or during automation. Consider a scenario where a service is enabled on a parent portlet and the message is sent to the child portlet. The child portlet performs a series of tasks based on the message received from the parent portlet.

Browser Support Update

Cisco Prime Service Catalog now supports end user modules, such as Service Catalog, Service Portal, Order Management and My Services on IE9, Firefox Extended Support Release (esr) 24, Chrome 29, and Safari 6 for Mac OS.

Support for Application Development Lifecycle

Catalog Deployer Support

The following entities are now supported by Catalog Deployer and can be included in the custom deployment package:

- Account Definition
- Agreement Templates
- Service Items
- Standards
- Billing Rates

Directory Tasks

The following operations are now supported for directory tasks:

- Create/Update Organization Unit (OU): This feature enables you to create or modify an OU as a task during the service workflow.
- Update Existing Agent properties: This feature enables you to order a service with a directory task operation that updates inbound and outbound agent properties.
- Create Agreement: This feature enables you to create an agreement based on an existing agreement template.
- Create Account/Update Account: This feature enables you to create or modify an account during the the service workflow.

Ordering Mode

This new setting on the **Service Designer > Services > General> Definition** tab allows service designers to control the ordering experience where simple services can be ordered with a simple confirmation dialog and services that have special processing requirements can be enforced to be ordered in individual requests. Three ordering modes are available to support these different scenarios:

- **Add and Review Enabled** - This is the default setting. The service can be ordered along with other services that have this same ordering mode and share the same shopping cart.
- **Add and Review Disabled** - The service can only be ordered in its own cart as a separate request.
- **1-Click** - Just like “Add and Review Disabled”, the service is ordered in its own cart. In addition, the user is presented with a simple confirmation dialog to confirm the request submission. This allows the user to see the request as an action. This mode is particularly suitable for requests that do not require any input data from the user.

Service Manager Performance Improvements

The feature set addresses performance issues in Service Manager when a site has accumulated a large number of requisitions and tasks:

Service Manager View and Search Changes

This release includes a number of enhancements in the Service Manager user interface to improve the user experience of data table refresh on the Home page when navigating to a view, performing a search, or clicking on the “Refresh” button. These changes have also been made available on 9.3.2 patch v11.

Here is a summary of the changes involved:

- The record counts at the bottom right-hand corner of the data table which used to show the total number of records in a view now displays the current last row number and a plus sign to indicate that there are more records to be displayed, e.g. “1 to 15 of 15+”. The exact record count in the data table will be shown upon paging or skipping to the last page.
- Filter and Search using Service Name, Person, Queue or Organizational Unit Name now allows only the selection of specific entity names from pickers, rather than wildcard text search. This enables the search to go against the specific entities, and thus provides quicker responses. The “In” operator allows up to ten entity names to be specified in a single search criteria.
- Filter and Search using the “Is Not” or “Ends with” operator for a task name is no longer available.
- Filter and Search using the “Is Not” operator for a requisition number is no longer available.
- Quick search on the Home page using Expected Duration or Current Cost as search criteria is no longer available.

If you have any custom views that make use of deprecated search criteria, you will get a warning message when selecting such custom views. Owner of the views need to modify the search criteria to use the available filters.

The person and organizational unit (OU) pickers used in Filter and Search are governed by Role Based Access Control. Only people and OUs for which the currently logged in user has read or read/write access are allowed for search. To allow the service performer to select any people or OU during requisition/task search, you may grant the Read All People and/or Read All OUs permissions to Service Manager users.

Requisitions view is now separated into two views – Recent Requisitions and Historical Requisitions. See the next section for more information.

Historical Requisition Partitioning

Historical Requisition Partitioning is a new feature to migrate completed requisitions, namely, requisitions that have “Closed”, “Canceled”, “Delivery Canceled”, or “Rejected” status to historical transaction tables. The use of Historical Requisition Partitioning provides overall application performance improvement as a result of reducing the amount of data in the current transaction tables. The improvement can be seen in the filter and search of tasks, requisitions and external messages in the Service Manager, My Services and Service Link modules. ETL and request workflow processing will also benefit from the smaller population of data in the current transaction tables.

Historical Requisition Partitioning is controlled by the system setting “Enable Historical Requisitions Scheduler” in the Administration module. When it is enabled, requisitions that have been completed for more than 365 days are migrated by a background process to the historical transaction tables. The 365-day retention period is configurable and may be modified based on the specific needs of your organization. You may also execute the migration process of historical requisitions on an ad-hoc basis in the **Administration > Utilities** page when the scheduler is disabled.

As a result of the above changes, requisition views in both **My Services** and **Service Manager** are now separated into “Recent” and “Historical” views. Requisitions migrated to the historical transaction tables can be made accessible in the user interface by turning on the “Enable Historical Requisitions View” system setting. These requisitions are displayed on the “Historical” subtab on the **My Services >**

Requisitions page, as well as the "Historical Requisitions" view in Service Manager. Tasks and external messages associated with the historical requisitions are currently not available for viewing in the user interface although the data are still stored within the Cisco Prime Service Catalog database. As a result of the above changes, requisition views in My Services, Order Management and Service Manager are now separated into "Recent" and "Historical" views. Requisitions migrated to the historical transaction tables can be made accessible in the user interface by turning on the "Enable Historical Requisitions View" system setting. These requisitions are displayed on the "Historical" subtab on the My Services and Order Management Requisitions tab, as well as the "Historical Requisitions" view in Service Manager. The ability to access them online will be enabled in future releases and/or patches.

New Support Utilities

Support Utilities (**Administration > Utilities**) has been updated with new utilities, as described below.

UnDelivered Email

UnDelivered email utility provides a list of authorization, review, or notification emails that failed to be delivered. You can view, resend, or delete the undelivered emails appropriately.

Run Processes

You can use this utility to migrate historical requisitions to the historical data tables on an adhoc basis. The manual migration process in an off-peak period will reduce the system overhead.

VMware Adapter Removal

VMware Adapter is no longer supported in Release 10.0. The adapter definition is still available in the product to allow any existing agents that make use of this adapter to remain intact. Contact Cisco TAC or your account manager on other alternatives to achieve VMware integration using Cisco Intelligent Automation for Cloud solution.

Limitations and Restrictions

Cisco Prime Service Catalog, Release 10.0 has the following Limitations and Restrictions:

- Service export files and Catalog Deployer packages created prior to Release 10.0 are incompatible with this release. Previously created packages display only the package name, description and audit trail but not the entities within them.
- There is a known issue in JBoss 7.1.1.Final on setting the tomcat Authentication attribute of the AJP connector to "false" to allow IIS to handle the authentication (https://issues.jboss.org/browse/AS7-1581). Contact Cisco TAC for recommendations on how to work around this issue.

Important Notes

If you are doing an in-place upgrade from Release 9.4 on JBoss, disable or unregister any Windows services or background tasks for the JBoss application server used in 9.4 before you start the upgrade. The 10.0 installer program automatically installs a new instance of JBoss 7 application server and deploys the Cisco Prime Service Catalog application onto it. New Windows services are created when you choose to configure Windows services during installation.

To upgrade from a release prior to Release 9.3.1, you must review the change in supported versions of operating systems and WebSphere in the Release 9.3.1 release notes. There are a number of prerequisites to be followed. If you have custom integration that makes use of REX API, ensure that you contact Cisco Advanced Services to evaluate the modifications required.

You can access Cisco Service Catalog documentation on Cisco.com for 9.x releases through the following URL:

http://www.cisco.com/en/US/products/ps11927/prod_technical_reference_list.html

Caveats

Cisco Prime Service Catalog Bugs

Use the Bug Search tool to search for a specific bug or to search for all bugs in a release:

Step 1 Go to http://tools.cisco.com/bugsearch.

Step 2 At the Log In screen, enter your registered Cisco.com username and password; then, click **Log In**. The Bug Search page opens.

Note If you do not have a Cisco.com username and password, you can register for them at http://tools.cisco.com/RPF/register/register.do.

Step 3 To search for a specific bug, enter the bug ID in the **Search For** field, and click **Return**.

Step 4 To search for bugs in the current release, click the **Search Bugs** tab and specify the following criteria:

a. In the **Search for** field, enter Service Catalog and in the **Releases** field, enter 10.0 and click **Return.** (Leave the other fields empty).

a. When the search results are displayed, use the filter tools to find the types of bugs you are looking for. You can search for bugs by modified date, status, severity, and so on.

Tip To export the results to a spreadsheet, click the **Export All to Spreadsheet** link.

Documentation Updates

The Documentation Changes table describes the user guides for Cisco Prime Service Catalog that have been updated to reflect the new and modified features in Release 10.0:

Table 1 Documentation Changes

Document Name	Change Summary
Cisco Prime Service Catalog Installation Guide	• Compatibility matrix has been separated into a different document. • Changes across the guide to remove Portfolio Center/Demand Center references.
Cisco Prime Service Catalog Configuration Guide	• "Organization Design" chapter to describe new permissions added for various modules in " Assigning Permission". • "Organization Design" chapter, "Configuring Roles" section to define new permissions tab for object-level permissions. • "Site Administration" chapter to add new settings in the "Common Settings" section. • "Site Administration" chapter to add new support utilities in the "Support Utilities" section
Cisco Prime Service Catalog Designer Guide	• "Service Design Fundamentals" chapter, "Configuring Delivery Plan" section to describe new updates for directory tasks. • "Service Design Fundamentals" chapter, "General Information about a service" section to describe new fields such as Ordering Mode and Compute Price. • "Designing Service Items" chapter, "Designing Service Items" section to describe policies, service item Status, and lifecycle operations, permissions • "Portal Design and Management" chapter, HTML and Javascript portlets section to describe shared portal context, • "Catalog Deployer" chapter, to describe support provided for new entities. • "Demand Management" chapter to describe accounts, agreements, billing rates, and quotas.
Cisco Prime Service Catalog Integration Guide	"Cisco Prime Service Catalog Using the nsAPI REST API" chapter to describe new APIs.
Cisco Prime Service Catalog Reporting Guide	Portfolio Center/Demand Center feature updates are removed across the guide.

Related Documentation

You can access Cisco Service Catalog documentation on Cisco.com through the following URL:

http://www.cisco.com/en/US/products/ps13206/prod_technical_reference_list.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

This document is to be used in conjunction with the documents listed in the "Related Documentation"section.