



Additional Configurations For Designing Services

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Additional Configurations For Designing Services

This section will cover the additional attributes required for Services, like, setting keywords, defining service objectives.

Defining Service Objectives

Objectives can be defined for a service, but these are not used by Service Catalog. Rather, they are useful for portfolio designers who specify component services for their portfolios. Define and manage the measurable service delivery objectives defined in Service Definition Offer tab.



Note

No Service Catalog behavior is associated with the Objectives subtab.

To configure service objectives:

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- Step 1** Choose **Service Designer > Offer > Objectives**. Select the service you are configuring in Service Designer module.
 - Step 2** Choose the service you are configuring in Service Designer module and select **Offer > Objectives >**
 - Step 3** Click **Add Objectives**.
 - Step 4** Search the defined objectives in the Search window and click **Add**.
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Formatting Service Presentation

The appearance of a service within the service catalog is configured on the service's Presentation tab. This includes:

- Associating an image with the service
- Entering text, which could include HTML formatting, to further describe the service
- Associating one or more external links (URLs) with the service
- Deciding which sections of the form to display and the manner in which they display

Adding an Image to a Service Presentation

To associate an image with the service:

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- Step 1** Choose **Service Designer > Presentation**. Select the service you are configuring in Service Designer module.
- Step 2** Click **Select an image to insert**. The “Select an image to insert” dialog box appears.
- Step 3** If the image has already been uploaded to Service Catalog, it is listed and can be previewed by clicking the View icon. To choose a previously uploaded image, choose the image by clicking its radio button, and then click **Add Selected Files**.
- Step 4** If the image has not yet been uploaded, click **Browse** to locate and choose the image, click **Attach** to upload the image to the system, choose the image from the list by clicking its radio button, and then click **Add Selected Files**.
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Images that represent services can be in JPG,TIF, PNG, or GIF format. SVG image type is also supported when the category is displayed in the Service Catalog module. By default, images are resized to 64 (width) x 57 (height) pixels in **My Services**, or 50 x 50 pixels in the Service Catalog module. You can change these pixel sizes by using a custom style sheet.

See the Custom Style Sheets chapter in the [Cisco Prime Service Catalog Administration and Operations Guide](#) for more information. Service Catalog images should be created to the default (or custom) size and aspect ratio. You may use any image editing software to ensure that the size and aspect ratio of the image matches those dimensions. If the image is not sized correctly, it is resized by the browser and may appear stretched, pixilated, or distorted. Depending upon how you have customized Service Catalog using the custom CSS capabilities, you might also want to consider developing custom icons with a transparent background, or a border.

Previewing the Service Presentation

It is a good idea to preview the service presentation in **Service Catalog** or **My Services** before proceeding.

To do so:

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- Step 1** Choose the **Service Catalog** module.
 - Step 2** Navigate to the service and check your work.
 - Step 3** Return to **Service Designer** and choose the service.
 - Step 4** Make any necessary modifications, and be sure to click **Save**.
 - Step 5** Return to **Service Catalog** to verify the service presentation is correct.
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**Tip**

Rather than switching back and forth between **Service Catalog** and **Service Designer**, it might be easier to open two browser windows running Service Catalog application; keep the **Service Designer** service's **Presentation** subtab displayed in one, and the **Service Catalog** order page for the service in the other. Make changes as required in the service's presentation, remembering to save the changes by clicking **Save**. As soon as you have clicked Save, you can refresh the **Service Catalog** page to review your changes.

Adding Descriptive Information For a Service

Use Service Details section to associate additional descriptive information with the service. Any of the description entries can include HTML formatting. Additional HTML elements or even JavaScript functions could be referenced by editing HTML source via the Source button provided by the editor.

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- Step 1** Choose **Service Designer > Presentation > Service Details**
 - Step 2** Select which of the following sections you want to Show (and format) content for by clicking the Show radio button for the section:
 - **Overview:** Information entered here is visible in **My Services** when the user clicks on the service name or service icon to display an Overview of the service. This page looks different for the Service Catalog menu option.
 - **More Details:** If information is entered here, the **My Services Overview** page includes a More Details link directly below the Overview link. This information appears to the right of service information.
 - Note** The **More Details** section is not used when services are displayed in the Service Catalog module.
 - **Service Form:** Information entered here is displayed on the right side of the service form, immediately below the dictionary monitor.
 - Step 3** If you choose to show multiple sections, click the name of the section you want to format.
 - Step 4** If desired, enter a URL in the **Overview URL** field to display within the section. The URL must be fully qualified, beginning with "http://."
 - Step 5** Use the included HTML editor to enter and format text and graphics (standard editor is chosen by default). Or, to insert HTML code, click **Source** to disable the HTML editing tools and enter your coding directly. Click **Source** again to return to the HTML editor to display the rendered HTML code.

Step 6 Click **Save**.
Repeat for additional sections of the presentation window.
The details you enter are displayed in the Account Information panel.

Step 7 In the Account Information panel, enter the following details:

Field	Action	Description
Billing Rate Group	Click the lookup icon. Select a Rate Group and click Add .	The rate group window displays the rate group that you had already defined. See Creating a Billing Group For Similar Rates .
Organizational Unit (OU)	Click the lookup icon. Select an OU and click Add .	The organizational window displays the organizations that you had created in the Organization Unit.
Functional Position	Select a functional position and click Add .	The functional position window displays the functional position that you created in Organization Designer > Functional Positions .
Custom Attributes		The custom attributes table displays the service item attributes you defined in Defining Attributes for an Account .

Step 8 Click **Save**.

Setting Keywords for Search

Keywords are words associated with a service that are used to support searching for a service within the service catalog. Keywords supplement words in the service name and description, and in categories (based on system settings), already used in a keyword search. You can configure additional keywords, and associate them with the services you configure. All keywords in the system are available to all services in the system.

When adding a keyword, put yourself in the place of the customer and try to anticipate the words that make the most sense.

For example, if you have a “Computer Memory Upgrade” service, possible search keywords might be RAM, memory, expansion, or upgrade.

You can create each of these keywords in Keyword Manager and then associate them to the applicable services.

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- [Removing Keywords from Services](#), on page 5
- [Deleting Objectives](#), on page 7

Adding a New Keyword

To add a new keyword:

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- Step 1** Choose **Service Designer > Keywords**.
 - Step 2** Choose **New > New Keyword**.
 - Step 3** Enter a name for the new keyword in the New Keyword window.
 - Step 4** Click **Add This Keyword**.
Service Designer adds the new keyword to the list of available keywords, and allows you to associate it with services.
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Associating Keywords with Services

When you associate a keyword with a service, a user can employ it in My Services and My Services Executive to search for a service.

To associate a keyword association:

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- Step 1** Choose **Service Designer > Keywords**.
 - Step 2** Click the name of the keyword you want to associate with a service.
The details for that keyword display to the right.
 - Step 3** Click **Use in more services**.
 - Step 4** In the Select services window, select the check boxes next to the services that you want to associate with the keyword.
 - Step 5** Click **Add**.
 - Step 6** If you modify the keyword name, or edit the spelling, click **Save** to save changes.
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Removing Keywords from Services

You may find that you want to remove a keyword from its association with a service. By removing an association, you are *not* deleting the keyword from Service Designer.

To remove a keyword association:

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- Step 1** Choose **Service Designer > Keywords**.
 - Step 2** Click the name of the keyword you want to remove.
 - Step 3** Check the check box next to each service you want removed from association with the keyword.
 - Step 4** Click **Remove**.
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You can also completely remove a keyword by deleting it in the Keywords component of Service Designer. Choose **Delete** and Service Designer deletes the keyword and removes its associations to services.

Adding a Service Objective

To add service-level delivery objectives:

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- Step 1** Click **Service Designer > Objectives**.
 - Step 2** Choose **New > Add New Objective**.
 - Step 3** Create the new objective. See the table below for field descriptions.
 - Step 4** Click **Add This Objective** to save it.
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This table summarizes the fields on the Objective screen.

Field	Definition
Name	Enter a name for the objective.
Objective Owner	Click the ... button to choose a person to own the objective. Note Assigning an Objective owner is an optional action that can be taken for the purpose of documentation. There is currently no system behavior or functionality associated with Objective ownership.
Metric	Choose a metric from the drop-down menu. The metric is the item you are tracking, whether it's budget spent or response time by your service team. The list of available Metrics is managed on the Lists tab in the Administration module where you can add, modify, and delete user-defined Metrics.
Unit of Measure	Choose the unit of measure from the drop-down menu. For example, if your metric is "Number of Incidents", your UOM would be "Incidents". Or, if your metric is "Budget Spent", you could measure the budget by weekly, monthly, or annual spending. The list of available Units of Measure is managed on the Lists tab in the Administration module where you can add, modify, and delete user-defined Units of Measure.

Field	Definition
Description	Enter a description of the objective.
Target	This is the specific measurable target that is committed to in the Objective.
Benchmark	This is an optional reference point, provided by IT, which references the industry standard for this Objective. Measured against the target, the benchmark indicates whether IT is performing on par with other IT service organizations, or better or less than the industry average, for a particular Objective.
Consequence	A consequence is the action that is taken if the service organization does not meet the proposed target for delivery. For example, the customer might be offered a 5% reduction in charge-back fees for periods in which the target is not met.

Deleting Objectives

To remove an objective entirely from the system, delete the objective in the Objectives component of Service Designer.

To delete an objective:

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- Step 1** Click **Service Designer > Objectives**.
 - Step 2** Click the name of the objective you want to remove from the tree menu.
 - Step 3** Click **Delete**.
 - Step 4** Click **OK** to confirm the deletion.
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