Prime Service Catalog 12.0 FAQ

This document contains a collection of answers to the most common questions people ask about Cisco Prime Service Catalog 12.0.

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Why Cisco?

What is Prime Service Catalog?

Cisco Prime Service Catalog is an innovative business process automation and end to end IT service management solution for organizations that need to deliver data center, application services and workplace IT in an on-demand, automated, and repeatable method. Prime Service Catalog offers users a comprehensive solution for service design and delivery, request management, and asset management with life cycle operation management.

With Prime Service Catalog, solutions can easily be ordered by users including network administrators, application developers, and other IT consumers. Entitled users across the enterprise have clear visibility into each service request lifecycle - from initial order to decommissioning of services.

What business challenges does Cisco Prime Service Catalog address?

Organizations are rapidly making the shift towards digitization resulting in an increased deployment of cloud computing and the consumerization of IT.

In many enterprises, the trend towards digitization has exposed a problem we have seen in IT for quite some time. Teams operating autonomously and not following a common IT process, governance, or discipline is called "shadow IT". The need for enterprises to standardize and implement governance around their IT processes and services is critical. A similar trend has occurred in the managed service provider market as service providers standardize their offerings and compete against new competitive forces.

Cisco Prime Service Catalog enables enterprises to regain control over the services offered to their end users by offering a simple and easy-to-use portal with a service factory for ordering any type of service—whether onboarding a new employee or provisioning a new application environment in a private cloud.

Through its web-based user interface, Cisco Prime Service Catalog allows self-service ordering from a menu of standardized service options. Users can submit their requests and receive status updates online, while IT departments maintain governance and control. The result is higher user productivity and satisfaction with IT services, together with lower cost and increased operational efficiency.

What types of services can you offer in Prime Service Catalog?

You can offer any type of service in Prime Service Catalog, including:

Workflow Automation and Delivery

- Build workflows within one or more systems
- Monitor activities within these systems
- Allow for the order and fulfillment of these workflows based on entitlement

Cloud and Datacenter
- Direct integration with Cisco CloudCenter and Cisco UCS Director
- Discover and publish workflows from these systems into a unified order and fulfillment

Workplace IT
- All of the above
- Business process automation
- Integrate with workplace services (catering, voice services, hardware ordering, etc…)

How is Cisco Prime Service Catalog priced?

For pricing, please contact your Cisco Account Team Specialist.

Is Cisco Prime Service Catalog sold individually or is it bundled with other solutions?

Prime Service Catalog is available both a-la-cart and as part of the Cisco One Enterprise Cloud Suite solution. The Cisco One Enterprise Cloud Suite - Service Management solution includes Cisco Prime Service Catalog and Cisco Process Orchestrator.

Does Prime Service Catalog support integration with other products?

Prime Service Catalog includes out-of-the-box integration with Cisco products such as CloudCenter, UCS Director, and Process Orchestrator.

Find the complete guide to product compatibility matrix on the Prime Service Catalog Installation Guide List: http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-service-catalog/products-installation-guides-list.html.

What installation paths are available for Prime Service Catalog?

Cisco Prime Service Catalog 12.0 offers two unique and flexible methods of installation: the Installer and the Virtual Appliance Installer.

The Installer is a hands-on approach to installing Prime Service Catalog. It is targeted to organizations who want to use their existing network hardware and infrastructure and/or further customize their installation. For example, installing on a server stack other than Oracle, such as Microsoft SQL server. With the Installer, installation is supported on WildFly application servers and can be configured in either a standalone or a cluster setup.

The Virtual Appliance Installer allows you to deploy Cisco Prime Service Catalog as a Virtual Machine and is designed to get your system up and running in hours or days, instead of weeks or months. It provides all of the necessary software components pre-installed and pre-configured to deploy Prime Service Catalog. The Virtual Appliance can also be deployed in either a standalone, or cluster, with the bulk of the work being completely automated. It requires minimal inputs, including the main Prime Service Catalog node's hostname/IP address.

To learn more about these Prime Service Catalog installation options, see the Prime Service Catalog: Basic Installer and Virtual Appliance Installer Overview video.

How do Prime Service Catalog customers obtain updates and patches?

The Cisco Prime Service Catalog software updates and patches are available at:
http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-service-catalog/tsd-products-support-general-information.html

What Single Sign-On (SSO) technologies does Prime Service Catalog support?

Prime Service Catalog 12.0 supports SAML 2.0.

Is the Prime Service Catalog user interface (web pages) customizable to meet the customer's specific brand requirements, including color and font themes? Can the customer make and manage these changes?

Yes. The customer-facing modules in the application can be customized using Cascading Style Sheets (CSS) and custom headers and footers to meet your organizations branding and color schemes.
The customizable pages include:

- Pages displayed in the Cisco Prime Service Catalog, My Services, and Service Manager modules including service forms dynamically generated, based on definitions specified via Service Designer
- The portals for Reporting and Advanced Reporting
- The login pages
- Preconfigured and custom portal pages in the Service Portal solution

The appearance of modules specifically used by service designers and administrators to configure and manage the Service Catalog cannot be customized. These modules include Service Item Manager, Service Designer, Organization Designer, Administration, Catalog Deployer, Portal Designer, and Service Link.

Does Cisco Advanced Services support Cisco Prime Service Catalog?

Cisco Advanced Services (AS) is committed to providing deployment and consulting services associated with Cisco Prime Service Catalog, including training, product installation, platform upgrade and service design and build offerings.

Advanced Services solutions can make it easier and faster to deploy the unified self-service portal and catalog of standardized service options and increase automation of the high-volume tasks associated with Cisco technologies and other systems that are often requested daily in employee interactions with IT.

Where can I learn more about Cisco Prime Service Catalog?

- Cisco Communities– Prime Service Catalog page
  https://communities.cisco.com/community/technology/cloudsolutions/enterprise-cloud-suite/prime-service-catalog
- Cisco website – Prime Service Catalog page
  http://www.cisco.com/c/en/us/products/cloud-systems-management/prime-service-catalog/index.html

Why Cisco?

Look at any technical blog, industry webinar, or conference agenda. Organizations are focused on the idea of business transformation in response to rapid change. Business issues are complex, and every business is different. Few vendors are qualified to accelerate the transformation from traditional IT silos to the new world of hybrid cloud automation, but Cisco is. Years of managing data and accelerating business have taught us exactly what is needed to bring automated speed and agility to your business.