

Create a Catalog Item

Scenario: Cloud Dimensions would like to improve the employee ordering and fulfillment process and include tracking orders and inventory in one location. They would like to ensure every employee has a chance to receive an Infinity device. Infinity is offered to employees in either Crimson or Silver, with additional specifications to choose from.

Required Resource: CloudDimensions-Infinity-Logo.png

A. Create New Service Catalog Item

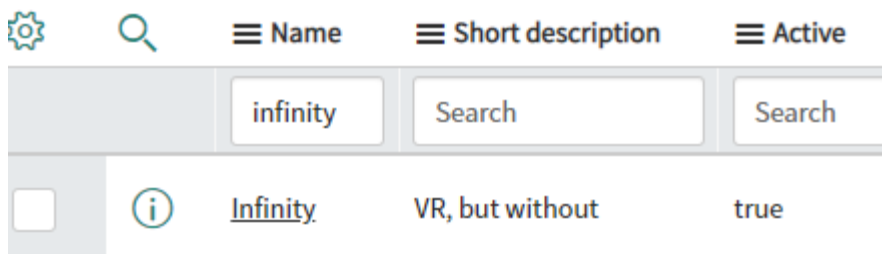
1. Impersonate the **Asset Manager** (*this user account is provided the catalog_admin role that has access to the Main items module*).
2. Go to **Service Catalog > Catalog Definitions > Maintain Items**
3. Select **New**
4. Fill out the top of the form
Name: **Infinity**
5. Click the **lock** icon (Unlock Catalogs) next to **Catalogs**.
6. Type **ser** then select **Service Catalog**
7. Select the **lock** icon (Lock Catalogs) to close the selection box.
8. In the **Category** field, type and select **Hardware** (*Note: Category is used to identify where a catalog item appears within the Service Catalog. If you'd like to add categories, go to the left navigation pane, under Service Catalog > Maintain Categories*)
9. Complete the following:
Short description: **VR, but without the glasses**
Description: **The Infinity is a portable holographic projector (PHP) that is capable of projecting immersive environments around you. What are you waiting for? Get Infinity!**
10. Select the **Pricing** tab and in the Price field, enter **395.99**
11. Select the **Picture** tab and add a picture by clicking **Click to add...**
12. Choose file: **CloudDimensions-Infinity-Logo.png**
13. Select **OK** then **Update**.

B. Verify the Service Catalog Item Creation

1. Go to **Self-Service > Service Catalog**
2. Select the **Hardware** category header
3. Select the **Infinity** item from the list

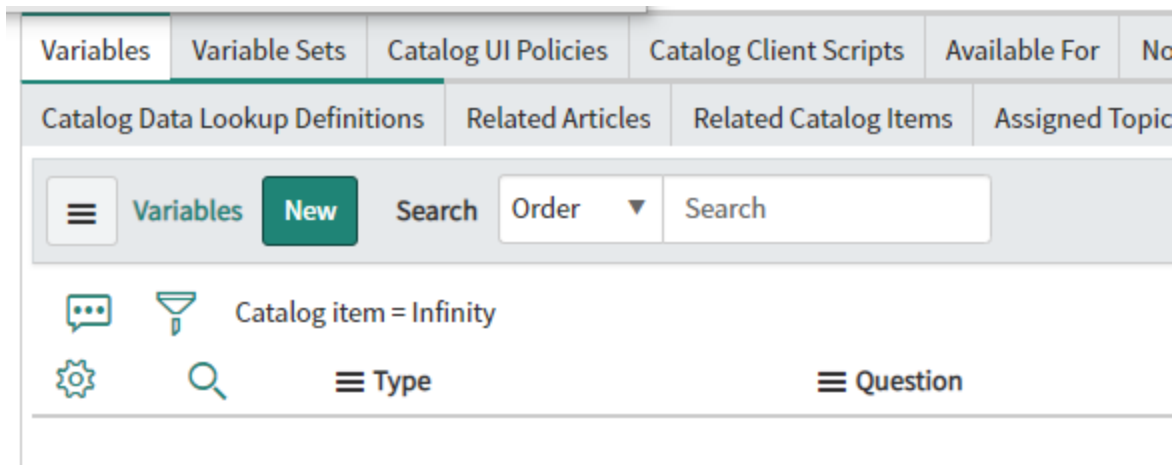
C. Add a Memory Variable to the Service Catalog Item

1. Go to the **Service Catalog > Catalog Definitions > Maintain Items**
2. Click the magnify glass, (to the left of the name column) **under the Name** field type **infinity** in the box and press enter.



		≡ Name	≡ Short description	≡ Active
		infinity	Search	Search
<input checked="" type="checkbox"/>		<u>Infinity</u>	VR, but without	true

3. Select the checkbox to the left of the **Infinity** record.
4. Click the **Deactivate** button (Note: It will deactivate the catalog item(s) selected on the list, making them inaccessible to users in the Service Catalog.)
5. Open the **Infinity** record.
6. Go to the **Variables** tab and select **New**.



Variables Variable Sets Catalog UI Policies Catalog Client Scripts Available For No

Catalog Data Lookup Definitions Related Articles Related Catalog Items Assigned Topic

≡ Variables **New** Search Order ▼ Search

Catalog item = Infinity

≡ Type ≡ Question

7. Complete the following fields on the form
Type: **Multiple Choice**
Mandatory: **[select checkbox]**
8. Under the **Question*** tab, enter the Memory question
Question: **How much memory do you want in your Infinity?**
Name: **memory** *(Note: The Name auto-fills with **how_much_memory_do_you_want_in_your_infinity**. Replace this with the name, **memory**)*
9. Select the Default Value* tab
10. Enter the Default value: **256**
11. **Save** (right click on the gray bar) the form to define the memory Question Choices (do not click Submit)
12. Scroll to the **Question Choices** section then select the **New** button.
13. Fill out the Question Choices
Text: **256GB**
Value: **256**
14. Click **Submit**
15. In the Question Choices section, click **New**.
16. Fill out the form for the second memory choice
Price: **\$100.00**
Text: **512GB**
Value: **512**
17. Click **Submit** and you should see the question and choice values.
18. Select **Update** to return to the Infinity item record.

D. Add Color Variable to the Service Catalog Item

1. In the **Variables** related list, select **New**
2. Fill out the form
Type: **Select Box**

In the **Question*** tab:

Question: **What color Infinity would you like?**

Name: **color**

In the **Default Value** tab:

Default value: **crimson**

3. **Save** (right click on the gray bar) the record (do not Submit)
4. Scroll to the **Question Choices** section and select the **New** button
5. Complete the form for the first color choice

Text: **Crimson**

Value: **crimson**

6. Click **Submit**
7. Complete the form for the second color choice

Order: **200**





Text: **Silver**

Value: **silver**

8. Select **Submit**.
9. Select **Update** to save to form.

Note: Another option for providing value choices is to use reference tables or fields from the database. See the Choice table and Choice field options under the Type Specifications section on the Variable form.

10. Check the **Active** box and update.
11. Select the **Infinity** Catalog Item and select Try It.

  Catalog Item - Infinity   Update Copy Try It **Edit in Catalog Builder**

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name

Active ☒