

Product Catalog

Introduction

Product Catalog Overview



Note: *This article applies to Fuji and earlier releases. For more current information, see Product Catalog ^[1] at <http://docs.servicenow.com>* **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

Overview

The product catalog is a set of information about individual models. Models are specific versions or various configurations of an asset. Models published to the product catalog are automatically published to the service catalog. The service catalog includes information about goods (models) and services. A model may be listed more than once if the model is available from multiple vendors.

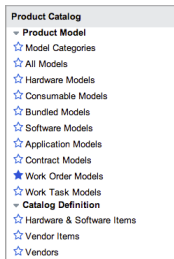
Keep the following in mind when working with product catalog:

- A product catalog item can be linked to multiple vendor catalog items or a single model.
- A model can only have one product catalog item.
- A vendor catalog item can only have a single product catalog item.

Asset managers use the product catalog as a centralized repository for model information. A detailed and well-maintained product catalog can coordinate with service catalog, asset, procurement, request, contract, and vendor information.

The product catalog is available starting with the Calgary release. Models are included with the Asset Management application.

Menus and Modules



- **Product Model**
 - **Model Categories:** lists all model categories.
 - **All Models:** lists all models, including hardware, consumable, bundled, software, and application models.
 - **Hardware Models:** lists all hardware models, such as computers, servers, and racks.
 - **Consumable Models:** lists all consumable models. Items such as computer mouse devices and keyboards are often tracked as consumables.
 - **Bundled Models:** lists all bundled models. A bundled model can be a set of items, such as a laptop, keyboard, and monitor, tracked as a group.
 - **Software Models:** lists all software models, such as individual software programs and software suites.
 - **Application Models:** lists all application models. An application model contains products scheduled for release through the SDLC application.
 - **Contract Models:** lists all the default contract models from Contract Management. This module is used to make queries more efficient and is not intended for user configuration. The best practice is to create or modify contract models through Contract Management. This module is available starting with the Eureka release.
 - **Work Order Models:** lists all the work order models. This model is used in work management as a template to create work orders automatically. Activating work management adds this model to the Product Catalog application menu starting with the Eureka release.
 - **Work Task Models:** lists all the work order task models. This model is used in work management as a template to create work order tasks and part requirements automatically. Activating work management adds this model to the Product Catalog application menu starting with the Eureka release.
- **Catalog Definition**
 - **Hardware & Software Items:** lists all hardware and software items published to the product catalog (and, by default, to the service catalog).
 - **Vendor Items:** lists all goods available from different vendors.
 - **Vendors:** lists all companies identified as vendors.

Enhancements

Eureka

- The following modules are added.
 - **Contract Models:** Lists all contract models.
 - **Work Order Models:** (Requires work management) Lists all work order models available as templates for populating work orders automatically for common activities.
 - **Work Task Models:** (Requires work management) Lists all work task models available as templates for creating work order tasks and part requirements automatically for common activities.
- The `glide.cmdb_model.display_name.shorten` system property generates shorter display names for models if the name of the model contains the manufacturer name.
- Customizations to the following product catalog tables can be tracked in update sets.
 - Hardware Catalog [pc_hardware_cat_item]
 - Product Catalog Item [pc_product_cat_item]
 - Software Catalog [pc_software_cat_item]
 - Vendor Catalog Item [pc_vendor_cat_item]

Dublin

- The **Enforce CI verification** field on the Model Category form can prevent ServiceNow from automatically creating assets in a specific model category based on CIs added manually or found with Discovery. This option enables an administrator to review and verify new CIs before adding them as assets.
- The **Create Assets** button on the Model Category form enables administrators to create assets manually from all configuration items (CIs) in a specific model category that were deferred for verification.
- Administrators can track list price on vendor catalog items and product catalog items.
- Administrators can directly link software vendor items to the software catalog.
- The **Rank tier** field on the Vendor Catalog Item form displays the overall ranking for the specified vendor's products and services. Use the ranking to decide if the vendor's products should be promoted or discontinued.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/product-catalog/concept/c_ProductCatalog.html

Installed with Product Catalog

Overview

The following components are installed with product catalog:

- Tables
- Script Includes
- Client Scripts
- Business Rules
- User Roles

Demo data is available with the product catalog. The demo data provides a variety of models, model categories, product catalog items, vendor catalog items, and vendors.

Tables

Product catalog adds the following tables:

Field	Description
Hardware Catalog [pc_hardware_cat_item]	Stores all hardware catalog items that have been published from the Product Model [cmdb_model] base table. Extends the Product Catalog Item [pc_product_cat_item] table.
Product Catalog Item [pc_product_cat_item]	Stores all information for the product catalog. This table extends the Catalog Item [sc_cat_item] table.
Software Catalog [pc_software_cat_item]	Stores all software catalog items that have been published from the Product Model [cmdb_model] base table. Extends the Product Catalog Item [pc_product_cat_item] table.
Vendor Catalog Item [pc_vendor_cat_item]	Stores all vendor catalog item information.

Script Includes

Product catalog adds the following script include:

- **ProductCatalogUtils:** utilities for creating and maintaining product catalog items derived from vendor catalog items and models.

Client Scripts

Product catalog adds the following client script:

- **Set Model Fields [pc_vendor_cat_item]:** adds the description and price, if they do not exist, when a vendor catalog item is added to the product catalog.

Business Rules

Product catalog adds the following business rules:

- **Clear model [pc_product_cat_item]:** clears the link on a model if the link is cleared from the product catalog.
- **Create child product catalog entries [cmdb_hardware_product_model]:** creates entries in the product catalog for all items in a bundled model when the bundled model is created.
- **Sync to Product catalog item [pc_vendor_cat_item]:** updates the corresponding field in the product catalog when a field is updated.
- **Sync to Product catalog item [cmdb_model]:** updates the corresponding field in the product catalog when a field is updated.

User Roles

Product catalog does not add any new roles, but uses the following existing user roles:

Role	Contains Roles	Description
model_manager	none	Can create new CMDb models. Please note: <ul style="list-style-type: none">• In the Calgary release, the model_manager role can create and edit all models.
category_manager	model_manager	Can do everything that model managers can do and can administer model categories.

Using

Managing Product Catalog Items



Note: This article applies to Fuji and earlier releases. For more current information, see *Product Catalog Items* ^[1] at <http://docs.servicenow.com> **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

Overview

The product catalog is an extension of the service catalog that contains a list of available models. Product catalog items are hardware and software that you want to track and offer in the service catalog. Users with the `catalog_admin` role can create, activate, and deactivate product catalog items.

The product catalog is available starting with the Calgary release.

Creating a Product Catalog Item

Create hardware and software product catalog items to include in the product catalog and the service catalog. You must activate the items separately before they appear in the product catalog or service catalog.

1. Navigate to **Product Catalog > Catalog Definition > Hardware and Software Items**.
2. Click **New**.
3. Fill out the Product Catalog Item form.
4. [Optional] Click **Try It** to preview the item as it appears in the service catalog.

Field	Description
Name	The name of the item as you want it displayed in the product catalog.
Vendor	The vendor that supplied the item. If the item is purchased from multiple vendors, use the vendor catalog and leave this field empty.
Rank tier	[Read-only] the overall ranking for the selected vendor's products and services (starting with the Dublin release). This field is only visible in a Product Catalog Item record when the CI class is Hardware Catalog or Software Catalog .
Model	[Required] The specific version or configuration of the item.
Product ID	[Required] The item identification number assigned by your organization.
Price	The price at which the item is available in the product catalog. Enter a numerical value and select the appropriate currency.
List Price	The price at which the item retails (starting with the Dublin release). This field is only visible when the Class is Hardware Catalog or Software Catalog .
Cost	The price at which the item was purchased from the vendor. The cost may be less than the List Price if your organization received a discount from the vendor. This field is only visible in a product catalog item record when the CI class is Hardware Catalog or Software Catalog .
Workflow	Workflow associated with this item.
Execution plan	Execution plan associated with this item.
Short description	A brief description of the item.

Ordered item link	The list of links containing more information about items. The links can be reused across multiple items. For more information, see Adding Ordered Item Links.
Class	The catalog item class this item belongs to. Select Hardware Catalog or Software Catalog . This field is visible by default starting with the Dublin release. When you save the record as a hardware or software catalog item, the form is retitled Hardware Catalog or Software, respectively.

General Section

Category	[Required] The named group of items to which the item belongs.
Delivery time	The amount of time it takes to deliver the item, starting from when it is ordered from the product catalog.
UPC	The barcode number used to identify and track items.
Omit price in cart	When selected, hides the price when the item is displayed in the service catalog. Clear the check box to show the price in the service catalog. This field is only visible in a product catalog item record when the CI class is Hardware Catalog .
Description	A detailed description of the item. The description is displayed in the product catalog listing.

Product Information Section

Cost	The price at which the item was purchased from the vendor. This field is only visible when the Class is Software Catalog .
Specifications	Facts about the item, such as size, weight, version, or speed.
Features	Distinct properties or distinguishing characteristics of the item.

Images Section

Icon	A small image that appears next to the name when the item is displayed in the service catalog. Supported file types are jpg, png, bmp, gif, and jpeg.
Picture	An image showing the item. Supported file types are jpg, png, bmp, gif, and jpeg.

Related Lists

Includes	Additional catalog items provided with this item. This related list is for informational purposes only.
Variables	Service catalog variables associated with this item. A service catalog variable provides the ability to capture and pass on information about choices a customer makes when ordering an item from the service catalog.
Vendor Catalog Items	Vendor catalog items associated with this item. Vendor catalog items allow you to track information about this item by its specifications for each vendor.

The example shows a hardware catalog item record, including an icon and picture of the item.

Hardware Catalog

= Required field

Update Copy Try It Delete

Name:

Canon imageCLASS Laser Printer

Product ID:

CANONILP1

Vendor:

Canon

Price:

450.00

\$

Edit

Rank tier:

Strategic Partner

List Price:

499.99

\$

Edit

Model:

Canon imageCLASS Laser Printer

Cost:

450

Workflow:

Procurement Process F

Short description:

Black and white laser printer

Ordered item link:

Class:

Hardware Catalog

General


Product Information

Images

Images

Icon: [Update] [Delete]

Picture: [Update] [Delete]



Update Copy Try It Delete

Related Links

Deactivate

Activating a Product Catalog Item

Activate a product catalog item to make it available in the product catalog and the service catalog. You can activate the item from either the list view or the record.

- Navigate to **Product Catalog > Catalog Definition > Hardware and Software Items**.
- Activate the product catalog item from one of these locations:
 - List view:** Select the check box next to one or more items in the record list and click **Activate** at the bottom of the list.

Product Catalog Items

New

Search for text

1 to 14 of 14

	Name	Price	Class
<input type="checkbox"/>	Access	\$139.99	Software Catalog
<input type="checkbox"/>	Apple iPad 3	\$600.00	Hardware Catalog
<input checked="" type="checkbox"/>	Canon imageCLASS Laser Printer	\$499.99	Hardware Catalog
<input type="checkbox"/>	Acrobat	\$139.99	Software Catalog
<input type="checkbox"/>	QuickTime Pro	\$29.99	Software Catalog
<input type="checkbox"/>	Lotus Notes	\$50.00	Software Catalog
<input type="checkbox"/>	Fireworks	\$20.00	Software Catalog
<input type="checkbox"/>	Dreamweaver	\$60.00	Software Catalog
<input type="checkbox"/>	Brother Network-Ready Color Laser Printer	\$399.50	Hardware Catalog
<input type="checkbox"/>	Google Nexus 7	\$199.99	Hardware Catalog
<input checked="" type="checkbox"/>	Apple iPhone 5	\$799.99	Hardware Catalog
<input checked="" type="checkbox"/>	Google Droid Razr Maxx	\$99.99	Hardware Catalog
<input checked="" type="checkbox"/>	Apple MacBook Pro 15"	\$1,799.99	Hardware Catalog
<input checked="" type="checkbox"/>	Asus G Series	\$839.99	Hardware Catalog

Activate Deactivate

Actions on selected rows...

1 to 14 of 14

- Record:** Click **Activate** under **Related Links**.

Software [Update] [Copy] [Delete]

Name: Dreamweaver Product ID: []

Vendor: Adobe Systems Price: 60.00 \$ [Edit]

Rank tier: Valued Partner List Price: 0.00 \$ [Edit]

Model: Adobe Systems Dreamweaver 5.5 Cost: 399

Short description: Adobe Systems Dreamweaver

Ordered item link: []

General | Product Information | Images

General

Category: Software UPC: []

Delivery time: Days 1 Hours 00:00:00

Description: Adobe Dreamweaver is an extensible web development application. This application supports CSS, JavaScript, ASP, PHP and other web technologies.

[Update] [Copy] [Delete]

Related Links Activate this product catalog item

[Activate](#)

Deactivating a Product Catalog Item

Deactivate a Product Catalog item to remove it from the product catalog and the service catalog. You can deactivate the item from either the list view or the record.

1. Navigate to **Product Catalog > Catalog Definition > Hardware and Software Items**.
2. Deactivate the product catalog item from one of these locations:
 - **List view:** Select the check box next to one or more items in the record list and click **Deactivate** at the bottom of the list.
 - **Record:** Click **Deactivate** under **Related Links**.

References

- [1] https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/product-catalog/concept/c_ManagingProductCatalogItems.html

Using the Vendor Catalog



Note: This article applies to Fuji and earlier releases. For more current information, see *Vendor Catalog Items* ^[1] at <http://docs.servicenow.com> **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

Overview

The vendor catalog is a list of goods available from different vendors. An accurate and complete vendor catalog can make it easier to keep items in stock at the best possible price.

You can link multiple vendor catalog items to a single product catalog item, allowing you to track information about a single item at different vendors. For example, for an iPhone 5 product catalog item, you can create separate vendor catalog items from Apple and from Amazon. Select the vendor with the best price when sourcing an item.

The vendor catalog is available starting with the Calgary release. Users need the Model Manager role to perform the procedures on this page.

Synchronizing Information

When working with models, product catalog items, and vendor catalog items, keep the following in mind:

- Changes to a model record update vendor catalog items automatically only if the vendor catalog items are published (not linked).
- If a model is linked to a vendor catalog item, any changes to the model do not update the vendor catalog item.
- After publishing a vendor catalog item or model to the hardware or software catalog, some fields become read-only on the vendor catalog item or product catalog item record. Information can only be updated on the model record.

View the list of synchronized fields

- Description
 - Short description
 - Name
 - Product ID
 - Price
 - Vendor
 - Specs
 - Features
 - Model
 - UPC
 - Model number
 - Cost
 - Manufacturer
-

Creating a Vendor Catalog Item

To create a new vendor catalog item:

1. Navigate to **Product Catalog > Catalog Definition > Vendor Items**.
2. Click **New**.
3. Fill in the fields, as appropriate.

Field	Description
Name	[Read-only] The name of the item built from information in the Product Model , Vendor , and Product ID fields.
Vendor	[Required] The supplier that provides the item.
Product Model	The specific version or configuration of the item.
Out of Stock	The option that indicates whether the item is currently unavailable for order. This field is important if you are sourcing request items. Clear this check box if the item is available to order.
Product ID	[Required] The item identification number assigned by your organization.
List Price	The price at which the item retails, excluding vendor discounts. This field is available starting with the Dublin release.
Vendor Price	The price at which the item is available in the vendor catalog. If the vendor offers a discount, the vendor price reflects the discounted price.
Rank tier	[Read-only] Displays the overall ranking for this vendor's products and services, such as Valued Partner or Blacklisted Supplier . Rank tier expresses your organization's opinion of this vendor's performance and can be used to decide if the vendor's products should be promoted or discontinued. Users with the vendor_manager role can edit this field. This field is available starting with the Dublin release.
Short Description	A brief description of the item.

General Section

Product Catalog Item	Name of the product catalog item, if the item has been added to the product catalog. Leave this field empty if you are going to link a vendor catalog item to the hardware catalog.
UPC	The barcode number used to uniquely identify and track items for sale.
Active	Select the check box to list the item in the vendor catalog. Clear this check box to hide the item in the vendor catalog
Description	A detailed description of the item.

Information Section

Specifications	Facts about the item such as size, weight, version, or speed.
Features	Distinct properties or distinguishing characteristics of the item.

Vendor Catalog Item = Required field Update Delete

Name: Apple iPhone 5 (Apple - APPLIP5)

Vendor: Apple Search

Product Model: Apple iPhone 5 Search

Out of Stock: ☐

Product ID: APPLIP5

List Price: 0.00 \$ [Edit](#)

Vendor Price: 799.99 \$ [Edit](#)

Rank tier: Valued Partner

Short Description:

General Information

General

Product Catalog Item: Apple iPhone 5 Search Active: ☒

UPC:

Description:

iPhone 5

Product Information
A slim and stylish design makes the Apple iPhone 5 smartphone lightweight and easy-to-carry around. The Apple iPhone 5 runs on the iOS 6 software which offers phone applications such as FaceTime, Safari, and Siri. Applications run faster and games load quickly as this black and slate Apple iPhone is powered by an A6 chip. An 8 MP iSight camera allows you to take crisper videos and self-portraits. Boredom is never an option with the Apple iPhone 5, as it gives direct access to iTunes, so you can listen to your favorite tracks anytime. And a 4-inch retina display with 326 pixels per inch on this Apple iPhone makes the text easier to read and movies more fun to watch. What's more, this 64 GB smartphone, available with AT&T services, supports Wi-Fi connectivity, so you can browse the Web, stream videos, shop online, and chat with friends from wherever you are.

Product Identifiers

- Brand: Apple
- MPN: MD644LL/A

Path: h3

Picture: [Click to add...](#)

Update Delete

Linking an Item to the Hardware Catalog

After you create a vendor catalog item, link the item to the hardware catalog for viewing.

To see the **Link to Hardware Catalog Item** related link on the Vendor Catalog Item form, do the following:

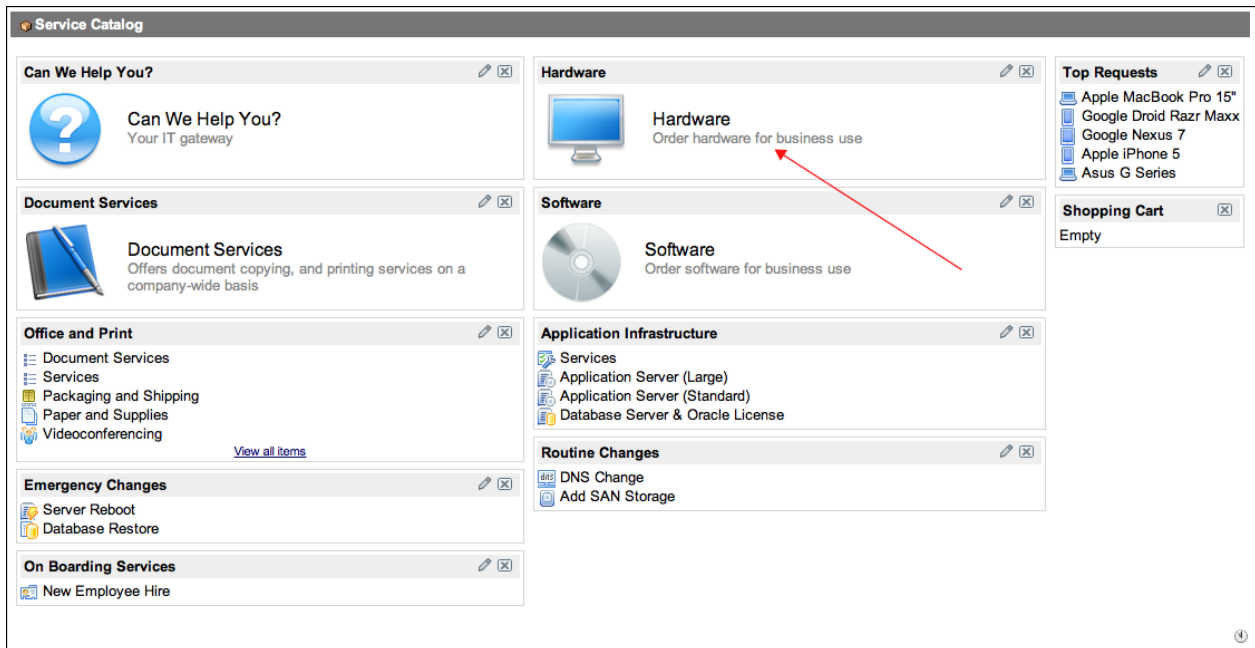
- Add a hardware model or a consumable model to the **Product Model** field.
- Leave the **Product Catalog Item** field blank.

To link a vendor catalog item to the hardware catalog:

1. Navigate to **Product Catalog > Catalog Definition > Vendor Items**.
2. Click a vendor catalog item **Name**.
3. In **Related Links**, click **Link to Hardware Catalog Item**.
4. Select a **Catalog Item**.
5. Click **OK**.

Publishing an Item to the Hardware Catalog

After you create a hardware item for the vendor catalog, publish it to the hardware catalog for viewing. The hardware catalog is a section within the service catalog. Only users with the catalog_admin role can publish to the service catalog.



After you publish a vendor catalog item to the hardware catalog, the **Publish to Hardware Catalog** related link is no longer available. Any changes made on the vendor catalog item record are synchronized with the information in the hardware catalog.

To see the **Publish to Hardware Catalog Item** related link on the Vendor Catalog Item form, do the following:

- Add a hardware model or a consumable model to the **Product Model** field.
- Leave the **Product Catalog Item** field blank.

To publish an item to the hardware catalog:

1. Navigate to **Product Catalog > Catalog Definition > Vendor Items**.
2. Click a vendor catalog item **Name**.
3. In **Related Links**, click **Publish to Hardware Catalog**.
4. Select a **Category**.
5. Click **OK**.

Linking an Item to the Software Catalog

After you create a vendor catalog item, link the item to the software catalog for viewing. This feature is available starting with the Dublin release.

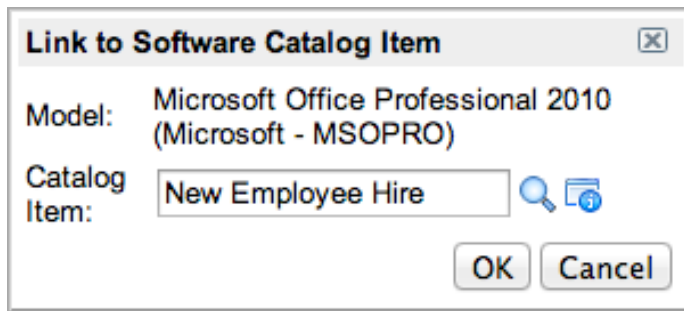
To see the **Link to Software Catalog Item** related link on the Vendor Catalog Item form, do the following:

- Add a software model or a consumable model to the **Product Model** field.
- Leave the **Product Catalog Item** field blank.

To link a vendor catalog item to the software catalog:

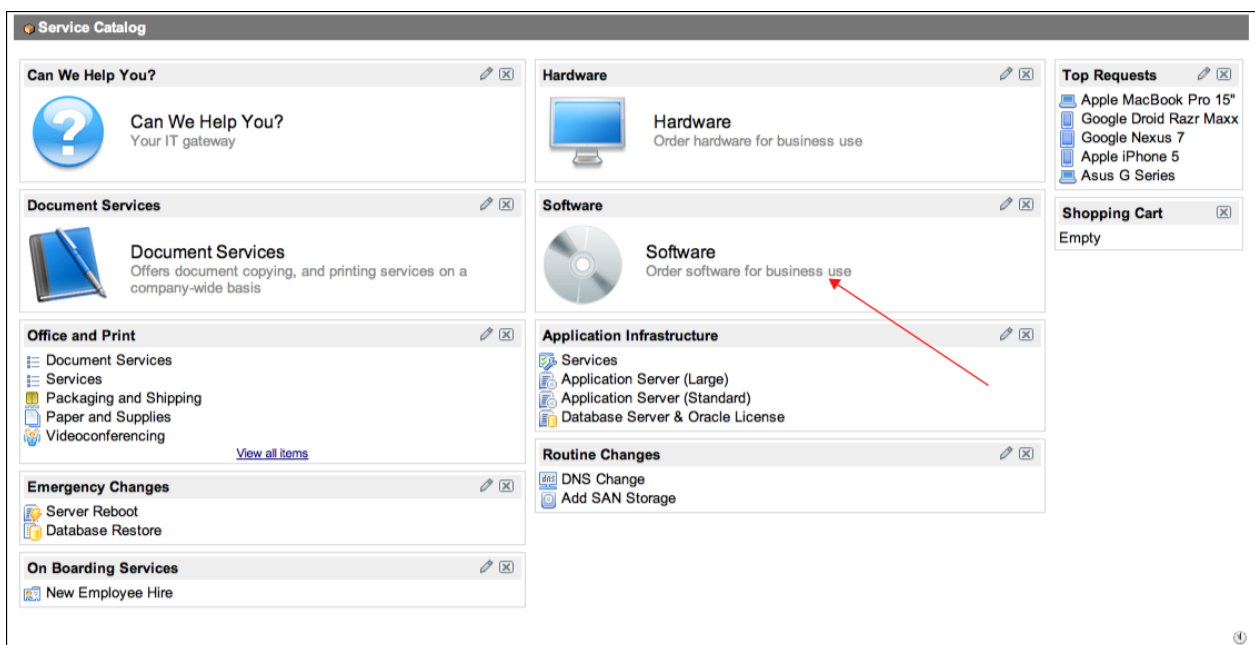
1. Navigate to **Product Catalog > Catalog Definition > Vendor Items**.
2. Click a vendor catalog item **Name**.
3. In **Related Links**, click **Link to Software Catalog Item**.

4. Select a **Catalog Item**.
5. Click **OK**.



Publishing an Item to the Software Catalog

After you create a software item for the vendor catalog, publish it to the software catalog for viewing. The software catalog is a section within the service catalog. Only users with the catalog_admin role can publish to the service catalog.



After you publish a vendor catalog item to the software catalog, the **Publish to Software Catalog** related link is no longer available. Any changes made on the vendor catalog item record are synchronized with the information in the software catalog.

To see the **Publish to Software Catalog Item** related link on the Vendor Catalog Item form, do the following:

- Add a software model or a consumable model to the **Product Model** field.
- Leave the **Product Catalog Item** field blank.

To publish an item to the software catalog:

1. Navigate to **Product Catalog > Catalog Definition > Vendor Items**.
2. Click a vendor catalog item **Name**.
3. In **Related Links**, click **Publish to Software Catalog**.
4. Select a **Category**.
5. Click **OK**.

Viewing a List of Vendors

View a list of vendors at any time. The list includes all companies that have the **Vendor** option selected on their record.

1. Navigate to **Product Catalog > Catalog Definition > Vendors**.
2. Click any vendor **Name** for more information.

References

- [1] https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/product-catalog/concept/c_ManageVendorCatalogItems.html

Creating New Models



Note: This article applies to Fuji. For more current information, see Models ^[1] at <http://docs.servicenow.com> The ServiceNow Wiki is no longer being updated. Please refer to <http://docs.servicenow.com> for the latest product documentation.

Overview

Models are specific versions or various configurations of an asset. Models are used for managing and tracking assets through various ServiceNow asset applications, including Product Catalog, Asset Management, and Procurement. Model definitions can be based on vendor-provided criteria (for example, the manufacturer name Apple MacBook Pro) or a custom abstraction (for example, Graphic Designer Workstation).

A model can be in one or more model categories. For example, a laptop can be a computer and a server. Model definitions specify whether the model creates an asset, a configuration item, or both. On a hardware model record, compatible hardware models can be added.

All model information is located in the Product Catalog application starting with the Calgary release.

Unless otherwise noted, procedures in this article require the model_manager role. This role is contained by other roles such as sam, category_manager, and asset.

Creating Models

This section explains the general process for creating a model and the generic fields on the model form. For specific procedures and field explanations, see the sections that follow such as Creating a Bundled Model or Creating a Software Model.

To create a new model:

1. Navigate to **Product Catalog > Product Model > All Models**.
2. Click **New**.
3. Fill in the fields, as appropriate (see table).

Field	Description
Display name	[Read-only] Name of the model. A system property called <code>glide.cmdb_model.display_name.shorten</code> controls how software model display names are generated (starting with the Eureka release). Administrators can configure the property.
Manufacturer	The company that built the model.
Name	The manufacturer-assigned name of the model or abstract name specified by the model manager, such as Field Agent Laptop .
Edition	The edition of the software model, such as Professional .
Short description	A brief description of the model.
Model categories	The categories to which the model is assigned. This field is a glide list and cannot be used to create reports.
Asset tracking strategy	The process by which the model should be tracked. Choose from the following: <ul style="list-style-type: none"> • Leave to Category: model is transparent and the asset class is defined solely by the category. • Create Consumable Asset: model forces the asset class to be consumable, regardless of what the category defines as the asset class. • Don't create assets: model blocks asset instantiation, regardless of what the category defines as the asset class.
Acquisition method	The method for purchasing the model. Options are Both , Buy , or Lease .
Cost	The cost of a single unit of the model.
Depreciation	The depreciation scheme for the model.
Model number	The specific model number assigned to the item by the manufacturer.
Barcode	The barcode number assigned to the model. Barcodes are usually assigned by the manufacturer.
Owner	The person responsible for the model.
Status	The current status of the model. Options are In Production , Retired , and Sold .
Certified	The option that determines whether the model is approved for use.
Comments	Information about the model that would be helpful for others to know.
Assets	The assets created from this model. This can have any combination of assets and configuration items. For example, with a single hardware model you can have assets and no configuration items, configuration items and no assets, or have both.
Configuration Items	The configuration items created from this model. Can have any combination of assets and configuration items.
Product Catalog	The information about the model as it appears in the product catalog and service catalog. Information only appears if the model has been published to the product catalog.

Creating Hardware Models

To create a new hardware model:

1. Navigate to **Product Catalog > Product Model > Hardware Models**.
2. Click **New**.
3. Fill in the fields, as appropriate. For general field descriptions, see *Creating a Model*. For field descriptions specific to hardware models, see the following table.

Field	Description
Power (watts)	The electrical power, in watts.
Height (U)	The total height of the hardware item, in inches.
Flow Rate (cfm)	The flow rate of the hardware model, expressed in cubic feet per minute.
Sound Power (bels)	The noise measurement, in bels (1 bel=10 decibels).
Weight (lbs)	The total weight, in pounds.
Compatibles	Other models that are compatible with this model.

Adding Compatible Models to a Hardware Model

On a hardware model record, you can add compatible hardware models. This is a good method for tracking hardware that can work together.



Note: Hardware models included in bundled models cannot be added as compatibles.

- 1. Navigate to **Product Catalog > Product Model > Hardware Models**.
- 2. Click a hardware model **Name**.
- 3. Click **Add Compatible**.

Hardware

UpdateDeleteAdd CompatibleAdd Substitution

Display name:Apple MacBook Pro 15"

Manufacturer:AppleName:MacBook Pro 15"

GeneralInformationCompatiblesSubstitutesAssetsConfiguration itemsProduct Catalog

Compatibles

Compatibles1 to 2 of 2

Model	Model
Apple MacBook Pro 15"	Wacom Graphic tablet
Apple MacBook Pro 15"	Brother Network-Ready Color Laser Printer

UpdateDeleteAdd CompatibleAdd Substitution

Model ComponentsVendor Catalog Items (1)

Model ComponentsNewGo toIs main component

Bundle = Apple MacBook Pro 15"

Is main component	Component	Model category of component
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- 4. Select a compatible model.

Model CompatibilitySubmit

Model:Apple MacBook Pro 15"

Model:Canon imageCLASS Laser Printer

Submit

- 5. Click **Submit**.

The selected model is listed in the **Compatibles** related list.

Adding Substitute Models to a Hardware Model

On a hardware model record, you can add substitutes to track what hardware models can be substituted for another hardware model. For example, a 19" monitor may be a valid substitute for a 17" monitor. Note that substitutions are directional so, in this case, a 17" monitor is not a substitution for a 19" monitor. Information about valid substitute models is useful when selecting models while creating transfer orders. Substitute models are available beginning with the Calgary release.

When using substitute models, note the following:

- Substitute models can be used with work management transfer orders. Substitute models are not used in procurement part sourcing.
- Hardware models included in bundled models cannot be added as substitutes.

To add a substitute model to a hardware model:

1. Navigate to **Product Catalog > Product Model > Hardware Models**.
2. Click a hardware model **Name**.
3. Click **Add Substitution**.
4. In the **Collection** list on the left, double-click a hardware model.

The hardware model is added to the **List** on the right.

5. Click **Save**.

The model is listed in the **Substitutes** related list.

Creating Consumable Models

Consumables are items tracked as a group, not individually, such as computer keyboards.

To create a new consumable model:

1. Navigate to **Product Catalog > Product Model > Consumable Models**.
2. Click **New**.
3. Fill in the fields, as appropriate. For general field descriptions, see *Creating a Model*. There are no fields specific to consumable models.

Any consumable assets you create and assign to the new model are displayed in the **Consumables** related list on the model record.

Consumable Model

Update Delete

Display name:

Acer Notebook Battery

Manufacturer:

Acer

Name:

Notebook Battery

General

Consumables

Product Catalog

Consumables

Consumables

1 to 2 of 2

	Display name	Model category	State	Substate	Stockroom	Quantity
X	Acer Notebook Battery	Consumable	In stock	Available	San Diego South Warehouse	3
X	Acer Notebook Battery	Consumable	In stock	Available	Southern California Warehouse	12

Insert a new row...

Update Delete

Related Links

Publish to Hardware Catalog

Vendor Catalog Items

New

Go to

Name

1 to 2 of 2

Product Model = Acer Notebook Battery

	Name	Product ID	Short Description	Vendor Price
<input type="checkbox"/>	Acer Notebook Battery (Acer - LC.BTP00.017)	LC.BTP00.017		\$89.99
<input type="checkbox"/>	Acer Notebook Battery (Amazon - LC.BTP00...	LC.BTP00.017		\$79.99

Actions on selected rows...

1 to 2 of 2

Creating Bundled Models

A bundled model is a single model comprised of individual models. For example, a laptop, printer, keyboard, and mouse could be combined in a single, bundled model. If you assign any one asset from the bundled model to an individual, that person receives all of the components in the bundle.

Bundled models can be abstract or concrete:

- **Abstract:** permits use of one model in multiple bundles. The abstract bundle is created as a container. One asset in the bundle is usually specified as the main component. Model categories define which assets can be included in a bundle and which can be the main component of a bundle. Add a main component to make it easier to track the bundle components. For example, create an abstract bundle adding a computer as the main component and a mouse and keyboard as other components. When the bundle is assigned to a user, the asset record for the computer shows the computer, mouse, and keyboard all assigned to the user. Abstract bundles are used more often than concrete bundles.
- **Concrete:** is a fixed bundle where the main component is an asset. Specify the main component and the other components to create an exact bundle. Concrete bundles do not allow for a many-to-many relationship with models.

Keep the following tips in mind when creating and using bundled models.

- Bundles can be nested inside bundles.
- Hardware and consumable models can be used in a bundle. Software and contract models cannot be used in a bundle.
- When a parent link is defined, the fields related to assignment and state of the child assets are read-only and populated based on the parent's assignment and state fields.
- Taking action on the parent bundle affects the children in the bundle. For example, if you assign a bundle to an individual, all child asset records show that same individual as the person assigned.
- You cannot pre-allocate bundles.
- In a bundle, consumables are consumed and assets are set to the same state as the master component.
- Only the bundle, not individual components, can be part of a transfer order.
- You control what can go into a bundle through the model category. For example, the model category **Servers** might be set to never allow servers in bundles.

- To create a collection of software, you must create a suite instead of a bundled model.
- A software license cannot be the master component of a bundle.

Creating a Bundled Model

To create an abstract model, set the model category to **Bundle** and add components. To create a concrete model, create a model and add components.

1. Navigate to **Product Catalog > Product Model > Bundled Models**.
2. Click **New**.
3. Fill in the fields, as appropriate. For general field descriptions, see *Creating a Model*. There are no fields specific to bundled models.

Adding Model Components to a Bundle

1. Navigate to **Product Catalog > Product Model > Bundled Models**.
2. Select a bundle.
3. In the **Model Components** related list, click **New**.

Model Component = Required field

Model category of component:

Bundle:

Standard workstation bundle

Component:

Main component:

Is main component:

☐

Submit

4. Select the **Model category of component**. For example, **Computer**.
5. Select the **Component**. For example, **Apple Computer MacBook Pro 17"**.
6. Select the **Is main component** check box if this component is the one that other components are attached to.
7. Click **Submit**.
8. Repeat steps 3-7 to add more components to the bundle.

Any components you add to the bundled model are displayed in the **Model Components** related list.

Hardware

Update Delete

Display name: Developer workstation bundle

Manufacturer:

Name: Developer workstation bundle

General Information Compatibles Substitutes Configuration items Product Catalog

General

Short description: Developer workstation bundle

Model categories: Bundle

Model number: DWB-001

Asset tracking strategy: Leave to category

Barcode: DWB-001

Acquisition method: -- None --

Owner:

Cost: 1,588.84 \$ Edit

Status: In Production

Depreciation:

Certified: ☒

Comments:

Update Delete

Related Links

Publish to Hardware Catalog

Model Components (4) Vendor Catalog Items

Model Components

New Go to Is main component

Bundle = Developer workstation bundle

<input type="checkbox"/>	<input type="checkbox"/> Is main component	Component	Model category of component
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apple MacBook Pro 15"	Computer
<input type="checkbox"/>	<input type="checkbox"/>	Standard input bundle	Bundle
<input type="checkbox"/>	<input type="checkbox"/>	Samsung SyncMaster 22" Class BackLight LED	Monitor
<input type="checkbox"/>	<input type="checkbox"/>	Samsung SyncMaster 22" Class BackLight LED	Monitor

Removing Model Components from a Bundle

You can remove a component from a bundled model. No component history is retained, so if you remove a component from a bundled model, no record is saved showing that the component was ever part of a bundle.

1. Navigate to **Product Catalog > Product Model > Bundled Models**.
2. Select a bundle.
3. In the **Model Components** related list, select the component you want to remove.
4. In the **Actions** choice list below the list, select **Delete**.
5. Click **OK**.

Creating Software Models

Software models are used in software counters. For more information about creating software models, see [Managing Software Models](#).

Creating Application Models

Application models are used with the Scrum Process Pack. Create application models that can be managed and tracked within a Scrum development process.

1. Navigate to **Product Catalog > Product Model > Application Models**.
2. Click **New**.
3. Fill in the fields, as appropriate. (There are no fields specific to application models. For general field descriptions, see [Creating a Model](#).)

Creating Work Order Models

When work management is activated, ServiceNow adds the **Work Order Models** and **Work Task Models** modules to the product catalog. Users with the `wm_admin` role can define new model records, which can be used as templates to create work orders for common procedures. For instructions on configuring these models and then using them as templates, see [Work Order Models](#). These modules are available starting with the Eureka release.

Adding Skills to a Model

Users with the `skill_admin` role can associate skills with any model. Creating associations between skills and models is helpful if you are using work management and need to assign tasks to agents based on their skills with specific models.

1. Navigate to **Product Catalog > Product Model > All Models**.
 2. Click a product model **Name**.
 3. In the **Skills** related list, click **Edit**.
 4. Add items from the **Collection** list to the **Skills List**.
 5. Click **Save**.
-

Publishing Models to the Hardware or Software Catalog

Publish models to the hardware or software catalog to make the models available in the service catalog.

1. Navigate to **Product Catalog > Product Model > All Models**.
2. Click a product model **Name**.
3. In **Related Links**, click **Publish to Hardware Catalog** or **Publish to Software Catalog**.
4. Click **Save**.

Models Created for VMWare Support and Amazon EC2

When you activate Orchestration for VMWare or Amazon EC2, the system creates a new model (**vmware instance** or **ec2 instance**) automatically. When the virtual machine is terminated, the asset state changes to **Retired**.

Deleting Models

If a model is no longer needed, it can be deleted as long as no assets or CIs use the model.

To delete a model:

1. Navigate to **Product Catalog > Product Model > All Models**.
2. Select the check box beside the asset **Name**.
3. From the **Actions** choice list below the list, select **Delete**.
4. Click **OK**.

References

- [1] https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/product-catalog/concept/c_Models.html

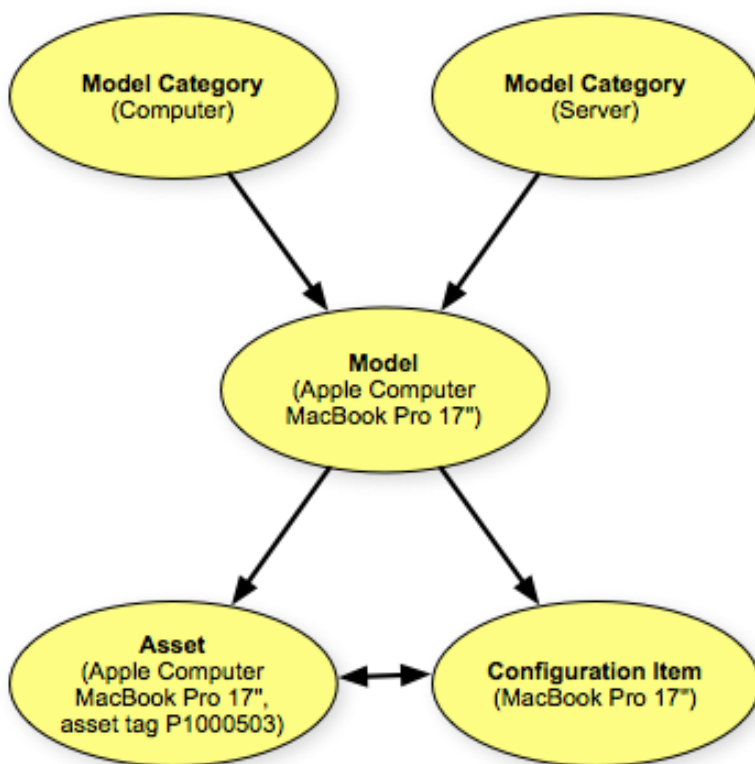
Model Categories



Note: This article applies to Fuji and earlier releases. For more current information, see *Model Categories*^[1] at <http://docs.servicenow.com>. **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

Overview

Model categories associate CI classes with asset classes. The model category configuration determines if ServiceNow should create an asset from a CI and if so, what class of asset. Asset classes in the base system are **Hardware**, **Software License**, and **Consumable**. You can associate a model category to many models and a model to many model categories. For example, a specific model of a computer can be a Computer and a Server.



Starting with the Calgary release, model categories are part of the Product Catalog application.

Procedures in this article require the asset or category_manager role. For more information, see Asset Management user roles and Product Catalog user roles.

Viewing Model Categories

Default model categories are included with product catalog. You can view a list of default categories and any categories you have created.

1. Navigate to **Product Catalog > Product Model > Model Categories**.
2. [Optional] Click a model category **Name** for more information.

Model Categories ▾ New Go to Name <input type="text"/> 🔍			
81 to 100 of 124			
▶ All			
Name	CI class	Asset class	
<input type="checkbox"/> Patch	cmdb_ci_patches		
<input type="checkbox"/> PDU	cmdb_ci_pdu	alm_hardware	
<input type="checkbox"/> Print Queue	cmdb_ci_print_queue		
<input type="checkbox"/> Printer	cmdb_ci_printer	alm_hardware	
<input type="checkbox"/> Rack	cmdb_ci_rack	alm_hardware	
<input type="checkbox"/> Router Interface	dscy_router_interface		
<input type="checkbox"/> Server	cmdb_ci_server	alm_hardware	
<input type="checkbox"/> SMB File System	cmdb_ci_file_system_smb		
<input type="checkbox"/> SNC Component	cmdb_ci_snc_component		
<input type="checkbox"/> Software	cmdb_ci_spkg		
<input type="checkbox"/> Software License		alm_license	
<input type="checkbox"/> Solaris Server	cmdb_ci_solaris_server	alm_hardware	
<input type="checkbox"/> Storage Device	cmdb_ci_msd	alm_hardware	
<input type="checkbox"/> Switch Forwarding Rule	dscy_switch_fwd_rule		
<input type="checkbox"/> Switch Partition	dscy_switch_partition		
<input type="checkbox"/> Switch Port	dscy_switchport		
<input type="checkbox"/> Sybase Catalog	cmdb_ci_db_syb_catalog		
<input type="checkbox"/> Sybase Instance	cmdb_ci_db_syb_instance		
<input type="checkbox"/> Tomcat	cmdb_ci_app_server_tomcat		
<input type="checkbox"/> Tomcat Connector	cmdb_ci_tomcat_connector		
Actions on selected rows... 81 to 100 of 124			

Editing Model Categories

All default model categories can be edited, except the **Contract** model category. Any custom model categories you create can be edited at any time.

1. Navigate to **Product Catalog > Product Model > Model Categories**.
2. Click a model category **Name**.
3. Make changes as appropriate. For detailed information about the fields, see [Creating Model Categories](#).

Creating Model Categories

You can add custom model categories for your instance. When creating model categories, keep the following in mind:

- The base system provides a model category for each CI class in the CMDB. As you create new cmdb_ci classes, create a corresponding row in the model category table for the model table to be used.
- If you select an **Asset class** on any existing model category, the system automatically creates assets for all configuration items associated with the model category, if configured to do so. If an asset is not created automatically, you can create the asset manually. After an asset class is selected for a model category, the asset class cannot be changed.

- The **Allow pre-allocated**, **Allow in bundle**, and **Allow as master** options are only available if an asset class is specified for the model category.
- If you select **Consumable** or **Software License** for the asset class, the **Allow in bundle** option is available, but not **Allow pre-allocation** or **Allow as master**.
- When a CI is created from a model category that requires asset tracking, ServiceNow automatically creates an asset record for the asset class specified in the model category. It then links that asset record to the CI. (The model category of the CI is determined by a combination of the CI class and the list of categories supported by the model, if a model is specified.) Asset tracking is specified on the model record.
- When an asset is created from a model category that requires CI tracking, ServiceNow automatically creates a CI record of the class specified by the category and links it to the asset.
- The Model Categories list (**Product Catalog > Product Model > Model Categories**) shows all of the CI classes and what asset class is generated on the asset side.

To create a model category:

1. Navigate to **Product Catalog > Product Model > Model Categories** and click **New**.
2. Complete the fields as described in the table.
3. Click **Submit**.

Field	Description
Name	A descriptive name for this category.
CI class	If a CI class is needed, it must be specified when you create the model category. The CI class cannot be added to the model category later.
Asset class	Default options and any new asset classes you have created. Setting the asset class triggers the creation of assets depending on the model category selected. An asset class can be added to the model category at a later time, but cannot be changed after it is added. If you select Consumable or Software License , the CI class field becomes read-only because consumables and software licenses do not create CIs. If you specify a CI class and then select Consumable or Software License , the CI class field is changed to None automatically. <ul style="list-style-type: none"> • Asset: An item that should be tracked individually. • Consumable: An asset not tracked individually, such as keyboards. • Hardware: A physical piece of computer equipment, such as a laptop or server. • Software License: A legal statement defining the uses of software, such as the number of installations allowed or the terms of distribution.
Allow pre-allocation	Add and track items in this category as pre-allocated assets.
Allow in bundle	Use items in this category in bundles.
Allow as master	Use items in this category as the master component in a bundle.
Enforce CI verification	Prevents ServiceNow from automatically creating assets in a specific model category when CIs are added manually or found with Discovery. This option enables an administrator to review and verify new CIs before adding them as assets. For example, an administrator can prevent contractors' computers that are discovered as CIs by Help the Help Desk from being added to the asset portfolio. This feature is available with the Dublin release.

Creating Assets Manually

ServiceNow does not create an asset automatically under these conditions:

- **Forced CI verification:** If you select the **Enforce CI verification** check box in the Model Category form, ServiceNow does not create an asset automatically when a CI is created or discovered. When **Enforce CI verification** is enabled, newly created CIs do not trigger an automatic creation of an asset. Instead, these newly created CIs have their **Requires verification** field automatically set to true, which displays the following UI Actions for the CI:
 - **Create Asset:** Creates an asset and turns off the **Requires verification** flag.
 - **Merge CI:** Merges duplicates of the CI. This is useful if an asset for the CI was created in a separate process, which created an associated CI. Then a second CI was created either manually or via the discovery source - and the duplicate CIs did not properly coalesce.
- **Configuration errors:** In rare cases, the system can fail to create the asset automatically. This might occur if you assign the model and model category to the CI in the wrong sequence.

For instructions about creating assets, see Asset Management Process.

To create an asset manually:

1. Navigate to **Product Catalog > Product Model > Model Categories**.
2. Open a model category.
3. Click **Create Assets**.

This action creates assets from all CIs deferred for verification in this model category. This option is available with the Dublin release and is only available for users with the admin role.

Deleting Model Categories

If a model category is no longer needed, you can delete it. Only model categories that are not referenced by any models can be deleted.

1. Navigate to **Product Catalog > Product Model > Model Categories**.
2. Select the check box beside the model category **Name**.
3. From the **Actions on Selected Rows** menu below the list, click **Delete**.

References

- [1] https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/product-catalog/concept/c_ModelCategories.html

Article Sources and Contributors

Product Catalog Overview	<i>Source:</i> http://wiki.servicenow.com/index.php?oldid=250788	<i>Contributors:</i> Cheryl.dolan, David.Bailey, Emily.partridge, George.rawlins, John.ramos, Joseph.messerschmidt, Neil.narvaez, Steven.wood, Suzanne.smith
Installed with Product Catalog	<i>Source:</i> http://wiki.servicenow.com/index.php?oldid=232372	<i>Contributors:</i> Emily.partridge, Joseph.messerschmidt, Suzanne.smith
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