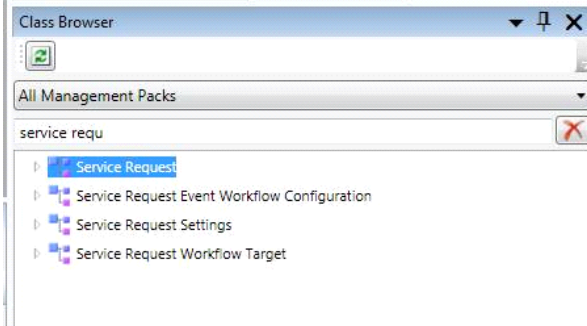
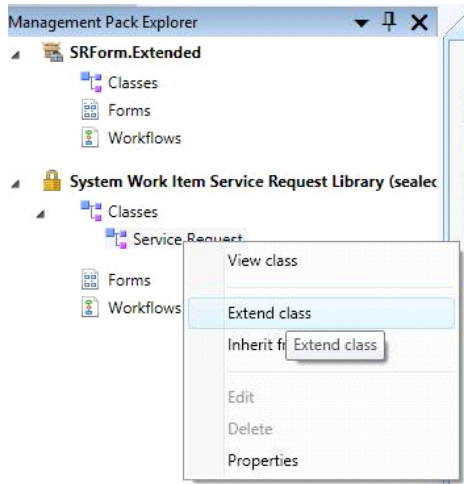


**Extend the Service Request Class:**

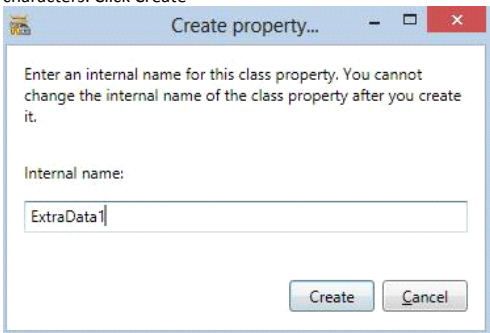
- Open the Authoring Tool & Create a New Management Pack
- In the "Class Browser" section, select the drop down and select "All Management Packs"
- In the list, locate "Service Request"



- Right click > View.
- In the "Management Pack Explorer" section, right click "Service Request" > "Extend Class"



- Click OK in the warning message. This is to notify you that the Management Pack Service Request is in is sealed, therefore customizations will be stored in your Management Pack.
- Click the "Create property" button.
- Give your custom property a name for example "ExtraData1". Note, this cannot have spaces or special characters. Click Create



- Now, we can look at the settings for the ExtraData1 property.

Details	
ExtraData1 (Property)	
<b>General</b>	
Data Type	String
Description	
Internal Name	ExtraData1
Name	Extra Data 1
<b>Others</b>	
Auto Increment	False
Case Sensitive	False
Default Value	
Key	False
Maximum Length	256
Maximum Value	2147483647
Minimum Length	0
Minimum Value	-2147483648
Required	False

- We can leave the data type as String, as this is free text.
- I've gone ahead and changed the **Name** attribute, just giving it a friendly display name. Note the internal name cannot be altered.
- I will leave the rest of the options at default. Here you have the option of limiting the length, saying whether it's required to be filled in, or if it's case sensitive.

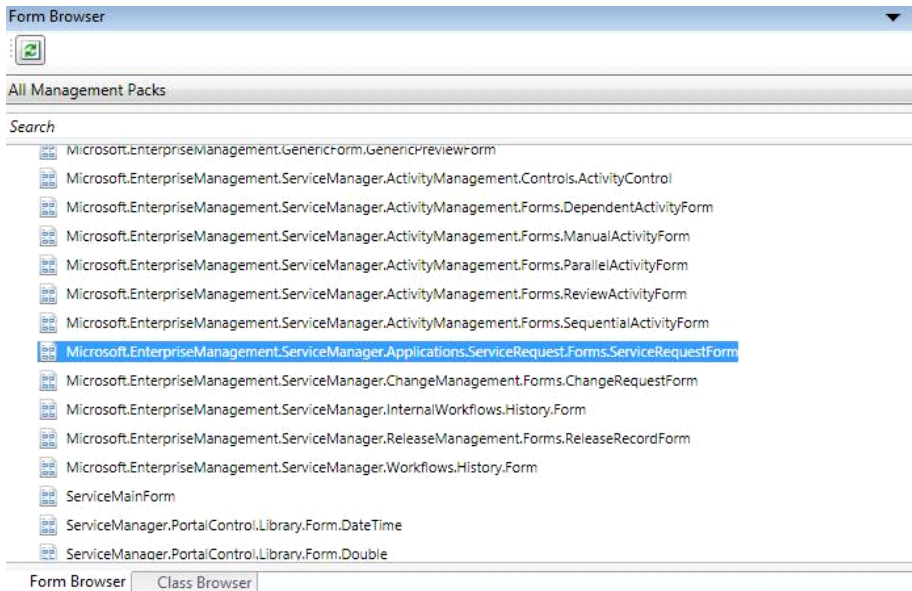
Now, repeat the steps above, to create as many extra properties as you want. I've added in two more:

- ExtraData2
- ExtraData3

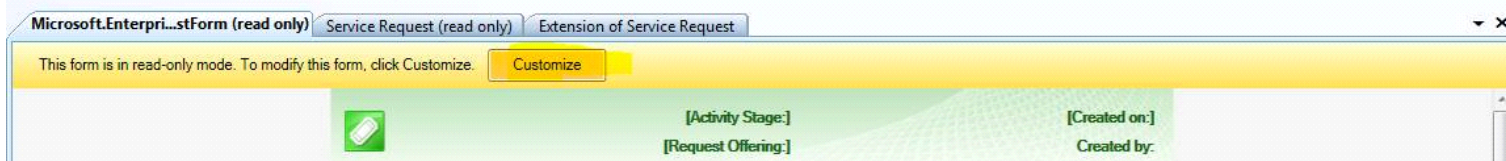
#### Extend the Form:

Now we've extended the data model, we can customize the console form.

- In the Authoring Tool, go to the "Form Browser".
- Locate the "Microsoft.EnterpriseManagement.ServiceManager.Applications.ServiceRequest.Forms.ServiceRequestForm".
- Right Click > View.



- Click the yellow customize button & click OK in the warning:



- From the tools on the right, select a "Label" and drag it over the form.
- **IMPORTANT:** drag it down, until you see a grey dotted line exactly the same as the screenshot below.
- If you get green lines, DO NOT drop the label.

[User Input] ^

No applicable user inputs were found in this service request	
Question	Value

[Action Log] ^

[Comment]:  [Private]

[Add]

[Expand All]

[Log entry]	[Private]	[Created by]	[Date/Time]

- Once you've let go, you'll see the label added like this:

[Action Log] ^

[Comment]:  [Private]

[Add]

[Expand All]

[Log entry]	[Private]	[Created by]	[Date/Time]

Label1

- Now, drop in a Text Box, in exactly the same way. It should be placed underneath the label:

[Expand All]

[Log entry]	[Private]	[Created by]	[Date/Time]

Label1

TextBox\_1

- Repeat this another 2 times - or as for as many custom fields as you require:

Label1

TextBox\_1

Label2

TextBox\_2

Label3

TextBox\_3

- Now, click on Label 1.

- Edit the "Content" attribute to whatever you want it to say:

name	Label_1
Text	
Content	Extra Data 1:
Font Family	Microsoft Sans Serif
Font Size	11
Font Style	Normal
Font Weight	Normal

- Now, change the "Layout" attributes of the label to the same as I've put below. I've highlighted the changes:

Layout	
Height	Auto
Horizontal Alignment	Stretch
Minimum Height	22
Minimum Width	80
Vertical Alignment	Bottom
Width	Auto

- Repeat these steps for the other 2 labels

- Now, click on Text Box 1. Change the "layout" attributes in the same way:

Layout	
Height	Auto
Horizontal Alignment	Stretch
Minimum Height	22
Minimum Width	80
Vertical Alignment	Bottom
Width	Auto

- Note, if you want the text box to be multi-line, simply alter the height.

Next, we need those three text boxes to be associated with the three properties you added to the Service Request Class. To do this:

- Click on Text Box 1

- Go to the "binding" section of the attributes, and click the "...":

Binding	
Visibility	Visible
Binding Mode	Default
Binding Path	
Binds directly to source	False

- Select to bind this to "Extra Data 1" and click OK.

Search

- Service Request
  - Actual Cost
  - Actual Downtime End Date
  - Actual Downtime Start Date
  - Actual end date
  - Actual start date
  - Actual Work Hours
  - Alternate contact method
  - Closed Date
  - Completed Date
  - Created date
  - Description
  - Display Name
  - Display Name (Internal)
  - Extra Data 1
  - ExtraData2
  - ExtraData3
  - First assigned date
  - First response date
  - ID
  - ID (Internal)

"Extra Data 1" from Service Request found in

- Now, you need to change the "Binding Mode" to Two-Way, so is so you can read & write from the text box:

Binding	
Binding Mode	Two way
Binding Path	ExtraData1
Binds directly to source	False

- Repeat the steps to bind Text Box 2 to Extra Data 2, and bind Text Box 3 to Extra Data 3.
- Set those both to "Two Way" binding mode also.

Your form should now look something like this:

[Expand All]

[Log entry]	[Private]	[Created by]	[Date/Time]

Extra Data 1:

Extra Data 2:

Extra Data 3:

**Import the Management Pack:**

That's it! You can now import the Management Pack. Once imported, please close & re-open your console to see the changes.

Please note – if you are using these fields in Request Offerings for the portal, you **will not** see/be able to use the custom properties, until you have closed & re-opened your console.