

In this training module, you learn how to disable and enable automatic approval in Tivoli[®] Service Automation Manager version 7.2.2. You also learn as well how you can customize automatic approvals according to your business needs.

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Objective	es	
When you h	ave completed this training module, you can accomplish these tasks:	
 Disable at 	utomatic approval	
 Enable au 	itomatic approval	
 Customize 	e approvals	
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When you have completed this training module, you can perform the disablement and enablement of IBM Tivoli Service Automation Manager V7.2.2 automatic approval settings. You also learn how to customize the disablement of automatic approvals that are based on special conditions such as request memory usage size.

	IBM
Management of automatic approval request settings	
Important information about enabling and disabling of automatic approvals:	
 By default, requests submitted from the Tivoli Service Automation Manager self- are automatically approved 	service GUI
 You can disable automatic approval by changing the pmrdp.enable.automatic ap property from the Tivoli Service Automation Manager Administrator GUI 	proval
 With automatic approval disabled, all requests are sent to the cloud administrator manual review and approval: Requests that need approval can be seen by the cloud administrator in: My Approvals portlet of the Tivoli Service Automation Manager self-servition Inbox assignment in the Tivoli Service Automation Manager Administrator Cloud administrator can manually approve, decline, or reassign requests 	r for ice GUI ⁻ GUI
Requests can only be reassigned in the Tivoli Service Automation Manager Admini	strator GUI.
Before changing the automatic approval setting, ensure that no existing requests a for approval.	re pending
3 Disabling and enabling automatic approval	© 2014 IBM Corporation

In IBM Tivoli Service Automation Manager V7.2.2 default behavior, all service requests are automatically approved. You can change property settings to disable the automatic approval of requests. When automatic approval is disabled all requests for approval are sent to the cloud administrator who must manually review and approve them. Automatic approval settings are disabled through the Tivoli Process Automation Engine graphical user interface. When you disable automatic approval of all service requests, the cloud administrator gets the approval requests either in the **My Approval** portlet of the IBM Tivoli Service Automation Manager Self-Service graphical user interface or in the **Inbox** assignment of the IBM Tivoli Service Automation Manager user interface. When the cloud administrator receives approval requests for review they can manually approve, decline, or reassign them. It is important to know that before changing the automatic approval settings you must check to ensure that there are no existing requests pending for approval.

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Other types of approvals	
 The request approval workflow, PMRDPSRAPR, can be modified to suit your ne default, all requests are automatically approved. 	eeds. By
 You might change the request approval workflow to: Require manual approval for all requests Automatically approve requests except for some specific conditions Example Allow users to issue a Stop Server or Start Server request, regardless of approval setting Conditionally approving requests that are based on data in the request, memory less than or equal to 2GB automatically approved, more than 2 administrator approval 	of auto- such as: 2 GB requires
4 Disabling and enabling automatic approval	© 2014 IBM Corporation

The behavior of the default approval process PMRDPAPPSR depends on the setting of system property pmrdp.enable.autoapproval, as follows:

- Y: Service requests are processed without any approval need

- N: Service requests are queued, waiting for the approval of a cloud administrator

You can customize PMRDPAPPSR workflow so to request for cloud administrator approval only on specific service requests. For example, you can allow users to issue start and stop servers without any approval, or you can request for approval only for requests of memory greater than a specific amount.

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As stated before, by default, approval is not required for service requests submitted to the IBM Tivoli Service Automation Manager Self-Service graphical user interface. If you disable automatic approval in the approval workflow, then all service requests must have cloud administrative approval in the Tivoli Service Automation Manager self-service graphical user interface. In order to disable automatic approval, you must first log in to the IBM Tivoli Service Automation Manager V7.2.2 administrative user interface with administrator role privileges.

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From the Administration user interface start center, click <u>Go</u> To \rightarrow System Configuration \rightarrow Platform Configuration \rightarrow System Properties. If the filter row is not visible, click Filter. Using the system properties filter, search for the property named pmrdp.enable.autoapproval. To begin the search, type pmrdp.enable.autoapproval into the <u>Property Name</u> text box and then press the Enter key on your keyboard.

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Expand system property pmrdp.enable.autoapproval to view details and change the Global Value to **N**. This disables automatic approval of service requests. To save the property disablement Global Value setting click **Save**.

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Disabling a	automatic appro	oval (4 of 4)		
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Click the check box on the left of the pmrdp.enable.autoapproval row to have that property enabled. Now click the **Live Refresh** icon (or select it from the Select Action menu) to update the current value of the property.

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This flowchart shows the normal lifecycle of a virtual server provisioning project from request submission to project end. A project can take one of many statuses that are shown on this slide.

By default, all requests from the self-service GUI are automatically approved. The approval process is kicked off by a Tivoli Provisioning Manager escalation.

If the default is modified, meaning that it is required an approval process, when a cloud administrator approves a process request, then the project is scheduled for provisioning.

	IBM
Disabled automatic approval scenario - log in Log in to the Service Automation Manager Self-Service GUI to begin a service approval when automatic approval is disabled.	ce request
Image: Sector of Descent and the Descent and th	
10 Disabling and enabling automatic approval	© 2014 IBM Corporation

Here is a scenario where you submit a service request to create a new project. This scenario demonstrates how the approval process works when automatic approval of service requests has been disabled.

Log in to the IBM Tivoli Service Automation Manager Self-Service graphical user interface.

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Scena	ario with	disabled aut	omatic	approval -	create pro	ject	
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11	Disablir	ng and enabling automatic approval					© 2014 IBM Corporation

In order to create a new project, you start at the Tivoli Service Automation Manager Self-Service GUI home page. Next, click **Request a New Service** > **Virtual Server Management** > **Create Project with VMWare Servers**. Complete the Create Project with VMWare Servers fields according to your needs and click **Next**. After completing the rest of the Project Details wizard you click **Finish**.

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Scenario with disabled automatic approval – viewing request waiting for approval (1 of 2)	ts
Service requests are monitored in the My Request portlet.	
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12 Disabling and enabling automatic approval	© 2014 IBM Corporation

After submitting a service request, you can verify the status of the request in the My Requests portlet. On this slide, notice that the service request changes status from New to Waiting for approval. Automatic approval is disabled in this scenario. The service request is waiting thus for cloud administrator approval, denial, or reassignment. When a service request is in the Waiting for approval status, you can view details on the request. Either click **Manage Requests** or click the specific request itself to see service request details.

cenario with disabled autom aiting for approval (2 of 2)	atic approval –	viewing requests
u get more details on requests waiting	g for approval from the	e Manage Requests screen.
Description	Status	s
Create Project with VMware Servers mytest	Waiting for approval	6,
Modify Server Resources vmw010000107009	Resolved	6,
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Create Project with VMware Servers TestCitIMT	Resolved	6.
Create Project with VMware Servers who	Resolved	6
Create Server Image vmw010000107007 Image Name: vm-backup	Failed	6
Create Server Image its10706 Image Name: its10706-backup	Resolved	6.
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In the Manage Requests panel, click **View Details** to view more details about the service requests currently waiting for approval. On this slide, you see the service request Create Project with VMware Servers mytest. Its status is shown as waiting for approval. More details on this service request are available. On this slide, you click either the actual request or the **View Service Request** icon to see more detailed information about the status of this service request. In this slide, an approval request has been sent out to PMRDPCAUSR – a person having cloud administrator role privileges.

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Scenario with disabled automatic approval – approving a request as cloud administrator	service
Perform these actions with automatic approval disabled (as cloud administrator manage and approve service request waiting for approval:	r) to both
 Log in to the Tivoli Service Automation Manager self-service GUI as cloud ad 	dministrator
From the My Approvals section, click either Manage Approvals or the actua	l request
Click the appropriate icon to reassign, approve, or deny the service request	
My Projects	
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14 Disabling and enabling automatic approval	© 2014 IBM Corporation

On this slide, the cloud administrator PMRDPCAUSR is logged in to the Tivoli Service Automation Manager Self-Service GUI. PMRDPCAUSR then goes to the My Approvals portlet and finds the service requests Create Project with VMware Servers mytest under Recent Activity. PMRDPCAUSR can click either the actual service request link or the **Manage Approvals** link to manage this service request that is waiting to be approved. Remember, a cloud administrator can manually either reassign, approve, or deny a service request when automatic approval is disabled. In this instance cloud administrator PMRDPCAUSR clicks the approval icon.

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Scenario with disabled auto request statuses In Progres	omatic approval - the two approved as and Resolved	
There are three statuses for approved	d service requests. They are:	
 In Progress: An approved service re 	equest that is awaiting completion	
 Resolved: An approved service required 	uest that is already completed	
 Failed: The approved request has b 	een rejected	
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On this slide, you monitor the status of the service request in the My Requests portlet. When a service request is approved, it changes status from **Waiting for approval** to **In Progress**. The other statuses are Resolved and Failed. When the status of a service request in the My Requests portlet indicates a status of Resolved, it means that the service request has been completed. Otherwise, the cloud administrator has rejected the request. A service request that is rejected by the cloud administrator acquires the Failed status.

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This is how to re-enable the automatic approval, considering this is the default setting. This way all service requests are processed without need of any approval from a cloud administrator. In order to enable automatic approval, you must set to **Y** the value of the pmrdp.enable.autoapproval system property. In order to do this, you must log in to the IBM Tivoli Service Automation Manager graphical user interface.

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From Admin user interface Start Center, click <u>Go</u> To and follow the menu path to click **System Properties**. If the filter row is not visible, you click **Filter**.

Use the filter row to search for the property pmrdp.enable.autoapproval. When you locate it, press the keyboard **Enter** key.

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Enabling automatic approval	– system pro	perties (3 of 3)
Perform these actions to enable autor Edit the pmrdp.enable.autoapprova Save the property and click Live Re	matic approval: l property and char e fresh	nge Global Value to	Υ
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			OK Cancel
18 Disabiling and enabling automatic approval			© 2014 IBM Corporation

Afther the change, click the **Save Property** button to save current value. Click the check box on the left of the pmrdp.enable.autoapproval row. Either click the **Live Refresh** icon or select it from the **Select Action** menu to update the current value of the property. When the automatic approval property is set to **Y** all service requests are processed without need of cloud administrator intervention.

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Sum	imary	
Now th	hat you have completed this training module, you can accomplish thes	se tasks:
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Cust	tomize approvals	
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19	Disabling and enabling automatic approval	© 2014 IBM Corporation

Now that you have completed this training module, you can enable automatic approvals, disable automatic approvals, and customize approvals.

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