

IBM Tivoli Service Automation Manager version 7.2.2

Disabling and enabling automatic approval



© 2014 IBM Corporation

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.

Objectives

When you have completed this training module, you can accomplish these tasks:

- Disable automatic approval
- Enable automatic approval
- Customize approvals

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.

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-service GUI are automatically approved
- You can disable automatic approval by changing the pmrdp.enable.automatic approval property from the Tivoli Service Automation Manager Administrator GUI
- With automatic approval disabled, all requests are sent to the cloud administrator for 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-service GUI
 - Inbox assignment in the Tivoli Service Automation Manager Administrator GUI
 - Cloud administrator can manually approve, decline, or reassign requests

Requests can only be reassigned in the Tivoli Service Automation Manager Administrator GUI.

Before changing the automatic approval setting, ensure that no existing requests are pending for approval.

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.

Other types of approvals

- The request approval workflow, PMRDPSRAPR, can be modified to suit your needs. By default, all requests are automatically approved.

 - 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 auto-approval setting
 - Conditionally approving requests that are based on data in the request, such as: memory less than or equal to 2GB automatically approved, more than 2 GB requires administrator approval

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

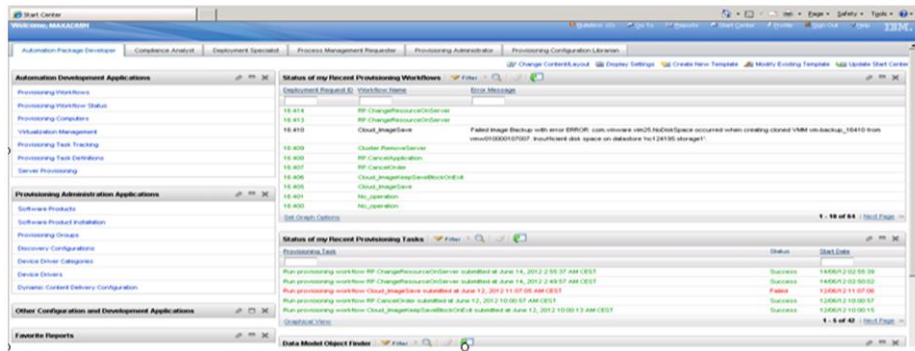
- Y: Service requests are processed without any approval need
- N: Service requests are queued, waiting for the approval of a cloud administrator

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.

Disabling automatic approval (1 of 4)

Disabling automatic approval in the approval workflow (PMRDPSRAPR) results in all service requests requiring a cloud administrator's manually entered approval. Cloud administrator approval of requests is made manually from the Tivoli Service Automation Manager Self-Service user interface.

To disable automatic approval, you must first log in to the Tivoli Service Automation Manager Admin graphical user interface.



5

Disabling and enabling automatic approval

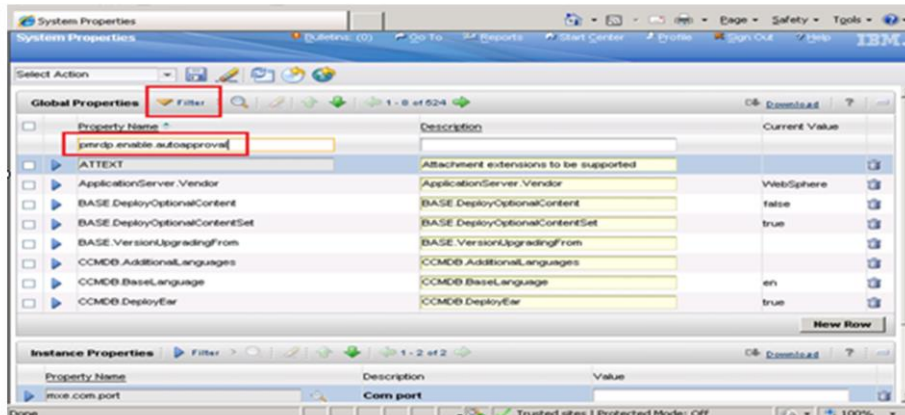
© 2014 IBM Corporation

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.

Disabling automatic approval (2 of 4)

Begin reconfiguring the automatic approval property settings:

- Click **Go To** > **System Configuration** > **Platform Configuration** > **System Properties**
- Click **Filter**
- Type pmrdp.enable.autoapproval in the **Property Name** field



6

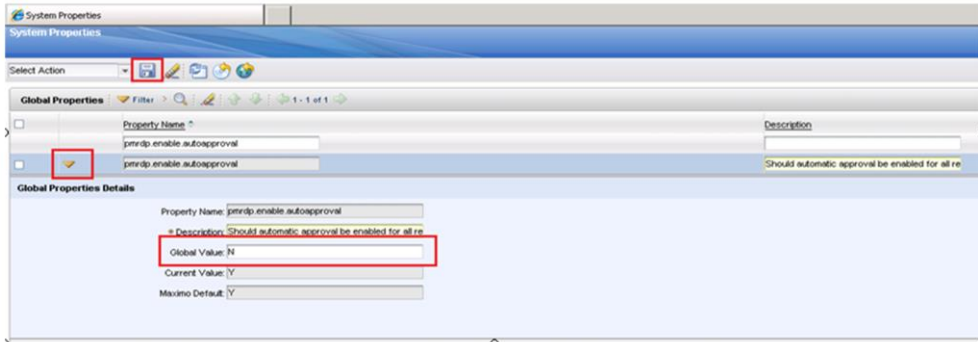
Disabling and enabling automatic approval

© 2014 IBM Corporation

From the Administration user interface start center, click **Go To** → **System Configuration** → **Platform Configuration** → **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 **Property Name** text box and then press the **Enter** key on your keyboard.

Disabling automatic approval (3 of 4)

To disable automatic approval, you edit the `pmrdp.enable.autoapproval` property and change **Global Value** to **N**.



7

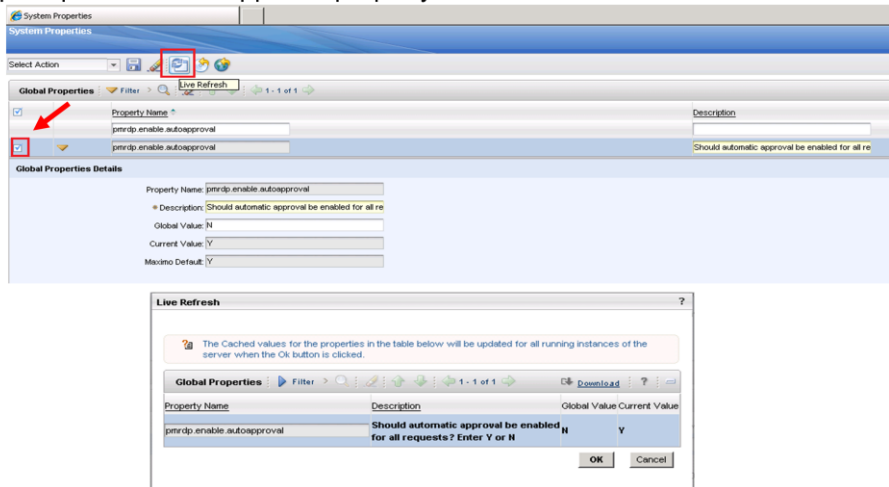
Disabling and enabling automatic approval

© 2014 IBM Corporation

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**.

Disabling automatic approval (4 of 4)

A Live Refresh is required after saving new automatic approval settings of the `pmrdp.enable.autoapproval` property.



8

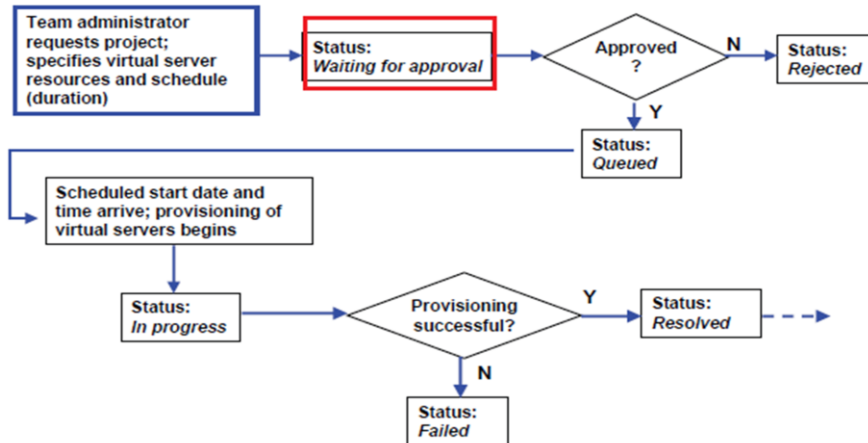
Disabling and enabling automatic approval

© 2014 IBM Corporation

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.

Virtual server provisioning project lifecycle

Normal lifecycle of a virtual server provisioning project.



9

Disabling and enabling automatic approval

© 2014 IBM Corporation

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.

Disabled automatic approval scenario - log in

Log in to the Service Automation Manager Self-Service GUI to begin a service request approval when automatic approval is disabled.



IBM.

Service Automation Manager

User Name
PMRDPCAUSR

Password
●●●●●●●●●●

Login

License Material - Property of IBM Corp. © IBM Corporation and other(s) 2009, 2011. IBM is a registered trademark of the IBM Corporation in the United States, other countries, or both.

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.

Scenario with disabled automatic approval - create project

Perform these actions to create a project from the IBM Tivoli Service Automation Manager Self-Service GUI:

- Click **Request a New Service > Virtual Server Management > Create Project with VMWare Servers**
- Complete the required (*) fields and click **Next** to advance
- After entering all project details click **Finish**

Project Details

Requested Image

Server Details (optional)

Additional Software (optional)

Network Configuration (optional)

Other Settings (optional)

Summary

*Project Name: mytest

*Team to Grant Access: L2

Project Description:

*Start Date: 6/18/2012

*Start Time: 5:34 PM

*End Date: 7/2/2012

*End Time: 5:34 PM

Check resources

Back Next Finish Cancel

11

Disabling 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**.

Scenario with disabled automatic approval – viewing requests waiting for approval (1 of 2)

Service requests are monitored in the My Request portlet.



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.

Scenario with disabled automatic approval – viewing requests waiting for approval (2 of 2)

You get more details on requests waiting for approval from the Manage Requests screen.

The screenshot shows the 'Manage Requests' interface. A table lists several requests with their descriptions and statuses. The first request, 'Create Project with VMware Servers mytest', is highlighted in red and has a status of 'Waiting for approval'. A blue arrow points from this request to a 'View Service Request' dialog box. The dialog box shows the details of the selected request, including the request ID (PMRDPCAUSR), the request description, and the submission time.

Description	Status
Create Project with VMware Servers mytest	Waiting for approval
Modify Server Resources vmw010000107009	Resolved
Modify Server Resources vmw010000107009	Resolved
Create Project with VMware Servers TestC6MT	Resolved
Create Project with VMware Servers who	Resolved
Create Server Image vmw010000107007 Image Name: vm-backup	Failed
Create Server Image its10706 Image Name: its10706-backup	Resolved

View Service Request
 General Work Log Communication Log
 Communication log for the service request. Select the table row to view the details of the note.

Select	Application	To	From	Date	Subject
<input checked="" type="checkbox"/>	PMRDPCAUSR	root@10.0.107	msadmin@ibm.com	6/18/2012	Approval Required - C
<input type="checkbox"/>	PMRDPCAUSR	...	msadmin@ibm.com	6/18/2012	Approval Required - C
<input type="checkbox"/>	PMRDPCAUSR	gmsadmin@ibm.com	msadmin@ibm.com	6/18/2012	Approval Required - C

Details
 Dear Cloud Admin (ID: PMRDPCAUSR),
 your approval is required for the following service request.
 Use the link below to bring up the approval request and either accept or reject it.
 https://ocm.alpha1.ibm.com/smp/ibm/index.jsp?view=info&app=...
 Request description: Create Project with VMware Servers mytest
 Submitted by: PMRDPCAUSR
 Submitted at: 6/18/12 17:48:36

13

Disabling and enabling automatic approval

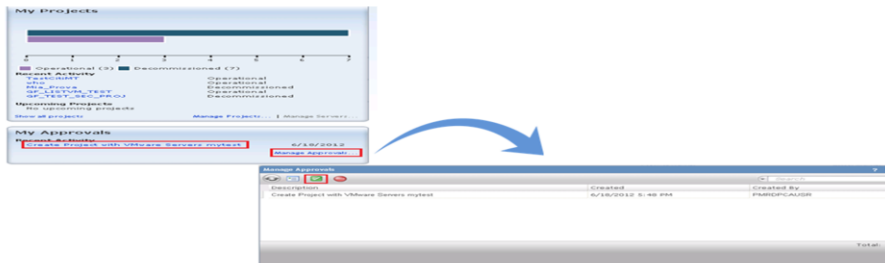
© 2014 IBM Corporation

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.

Scenario with disabled automatic approval – approving a service request as cloud administrator

Perform these actions with automatic approval disabled (as cloud administrator) to both manage and approve service request waiting for approval:

- Log in to the Tivoli Service Automation Manager self-service GUI as cloud administrator
- From the My Approvals section, click either **Manage Approvals** or the actual request
- Click the appropriate icon to reassign, approve, or deny the service request



14

Disabling and enabling automatic approval

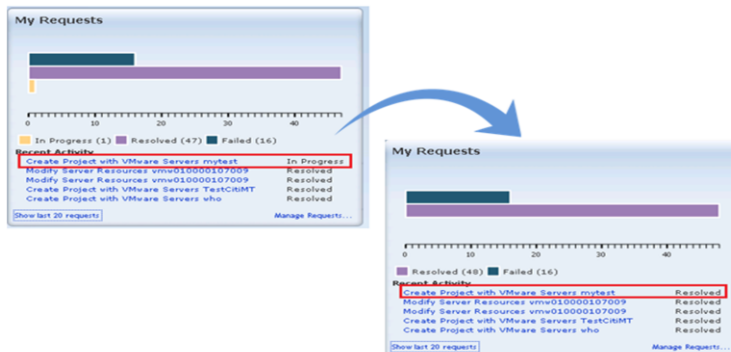
© 2014 IBM Corporation

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.

Scenario with disabled automatic approval - the two approved request statuses In Progress and Resolved

There are three statuses for approved service requests. They are:

- In Progress: An approved service request that is awaiting completion
- Resolved: An approved service request that is already completed
- Failed: The approved request has been rejected



15

Disabling and enabling automatic approval

© 2014 IBM Corporation

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.

Enabling automatic approval (1 of 3)

Enabling automatic approval in the approval workflow (PMRDPSRAPR) results in all service requests no longer requiring prior cloud administrator manual approval.

The screenshot displays the IBM Tivoli Service Automation Manager (TSAM) graphical user interface. The main window is titled "Start Center" and shows a navigation pane on the left with categories like "Automation Development Applications", "Provisioning Administration Applications", and "Other Configuration and Development Applications". The central pane is divided into several sections:

- Status of my Recent Provisioning Workflows:** A table listing workflow requests with columns for Request ID, Workflow Name, and Error Message.

Deployment Request ID	Workflow Name	Error Message
16.414	RP-ChangeResourceOnServer	
16.413	RP-ChangeResourceOnServer	
16.410	Cloud_ImageClone	Failed Image Backup with error ERROR: cmd-utility.exe:insufficient space occurred when creating cloned VM disk vm-backup_16410 from vmw0000000007. Insufficient disk space on datastore 'vc124195 storage1'
16.409	Cluster_RemoveServer	
16.408	RP-CancelApplication	
16.407	RP-CancelOrder	
16.406	Cloud_ImageCopySaveBackupOnExit	
16.405	Cloud_ImageClone	
16.403	Img-generation	
16.400	Img-generation	
- Status of my Recent Provisioning Tasks:** A table listing provisioning tasks with columns for Task Name, Status, and Start Date.

Provisioning Task	Status	Start Date
Run provisioning workflow RP-ChangeResourceOnServer submitted at June 14, 2012 2:55:37 AM CEST	Success	16/06/12 02:55:39
Run provisioning workflow RP-ChangeResourceOnServer submitted at June 14, 2012 2:45:57 AM CEST	Success	16/06/12 02:50:02
Run provisioning workflow Cloud_ImageClone submitted at June 12, 2012 11:07:05 AM CEST	Failed	12/06/12 11:07:06
Run provisioning workflow RP-CancelOrder submitted at June 12, 2012 10:00:57 AM CEST	Success	12/06/12 10:00:57
Run provisioning workflow Cloud_ImageCopySaveBackupOnExit submitted at June 12, 2012 10:00:13 AM CEST	Success	12/06/12 10:00:13

16

Disabling and enabling automatic approval

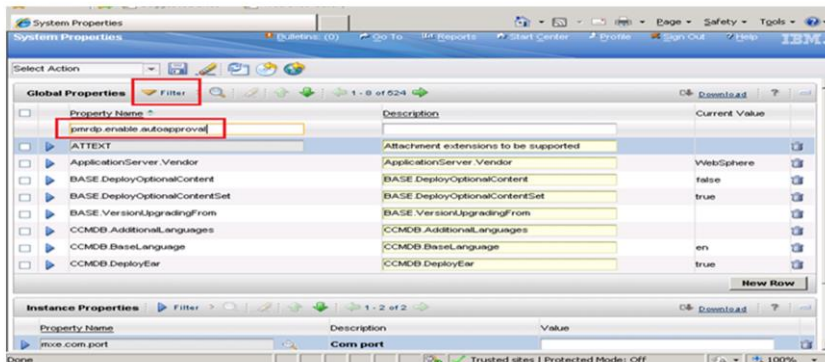
© 2014 IBM Corporation

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 `pmr.dp.enable.autoapproval` system property. In order to do this, you must log in to the IBM Tivoli Service Automation Manager graphical user interface.

Enabling automatic approval – system properties (2 of 3)

Perform these actions to locate the automatic approval property:

- Click **Go To > System Configuration > Platform Configuration > System Properties**
- Click **Filter**
- Search for the property named **prmdp.enable.autoapproval**



17

Disabling and enabling automatic approval

© 2014 IBM Corporation

From Admin user interface Start Center, click **Go 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 **prmdp.enable.autoapproval**. When you locate it, press the keyboard **Enter** key.

Enabling automatic approval – system properties (3 of 3)

Perform these actions to enable automatic approval:

- Edit the pmrdp.enable.autoapproval property and change Global Value to Y
- Save the property and click **Live Refresh**

The screenshot shows the 'System Properties' console. In the 'Global Properties' list, the property 'pmrdp.enable.autoapproval' is selected. The 'Global Value' field is set to 'Y'. A 'Live Refresh' dialog box is open, displaying a table with the following data:

Property Name	Description	Global Value	Current Value
pmrdp.enable.autoapproval	Should automatic approval be enabled for all requests? Enter Y or N	Y	N

18

Disabling and enabling automatic approval

© 2014 IBM Corporation

After 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.

Summary

Now that you have completed this training module, you can accomplish these tasks:

- Enable automatic approval
- Disable automatic approval
- Customize approvals

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

Trademarks, disclaimer, and copyright information

IBM, the IBM logo, ibm.com, and Tivoli are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of other IBM trademarks is available on the web at "[Copyright and trademark information](http://www.ibm.com/legal/copytrade.shtml)" at <http://www.ibm.com/legal/copytrade.shtml>

Other company, product, or service names may be trademarks or service marks of others.

THE INFORMATION CONTAINED IN THIS PRESENTATION IS PROVIDED FOR INFORMATIONAL PURPOSES ONLY. WHILE EFFORTS WERE MADE TO VERIFY THE COMPLETENESS AND ACCURACY OF THE INFORMATION CONTAINED IN THIS PRESENTATION, IT IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. IN ADDITION, THIS INFORMATION IS BASED ON IBM'S CURRENT PRODUCT PLANS AND STRATEGY, WHICH ARE SUBJECT TO CHANGE BY IBM WITHOUT NOTICE. IBM SHALL NOT BE RESPONSIBLE FOR ANY DAMAGES ARISING OUT OF THE USE OF, OR OTHERWISE RELATED TO, THIS PRESENTATION OR ANY OTHER DOCUMENTATION. NOTHING CONTAINED IN THIS PRESENTATION IS INTENDED TO, NOR SHALL HAVE THE EFFECT OF, CREATING ANY WARRANTIES OR REPRESENTATIONS FROM IBM (OR ITS SUPPLIERS OR LICENSORS), OR ALTERING THE TERMS AND CONDITIONS OF ANY AGREEMENT OR LICENSE GOVERNING THE USE OF IBM PRODUCTS OR SOFTWARE.

© Copyright International Business Machines Corporation 2014. All rights reserved.