

## IBM Tivoli Service Automation Manager version 7.2.2

### Managing self-service users



© 2012 IBM Corporation

In this training module you learn how to manage self-service users who are responsible for managing and submitting virtual server deployments from the Tivoli® Service Automation Manager self-service graphical user interface.

## Objectives

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

- Create users from the Tivoli Service Automation Manager V7.2.2 self-service user interface
- Remove users from the Tivoli Service Automation Manager V7.2.2 self-service user interface
- Modify users from the Tivoli Service Automation Manager V7.2.2 self-service user interface

When you have completed this training module, you can accomplish these tasks: create users, remove users, and modify users.

## Creating users (1 of 5)

Cloud and team administrators can create users and add them to the existing teams.

Ensure you meet these privilege prerequisites:

- Users only created by cloud administrators, cloud customer administrators, and security administrators
- Requesting user must have grant option for the roles
- The ability to assign to policy levels depends on requesting user's level
- The policy level must be registered in the system properties:
  - pmrdp.security.cloud.level.group
  - pmrdp.security.customer.level.group

Cloud and team administrators can create users and add them to the existing teams.

Before beginning, you need to ensure you meet the following prerequisites:

- Users can only be created by cloud administrators, cloud customer administrators, and security administrators.
- The requesting user must have grant option for the roles that are being assigned.
- The ability to assign to policy levels depends on the requesting user's level. For example, the users on cloud level can create users on cloud, and cloud customer levels. The users on cloud customer level can create users on the same level only.
- The policy level must be registered in the system properties:

pmrdp.security.cloud.level.group

pmrdp.security.customer.level.group

## Creating users (2 of 5)

### Each user is assigned to these:

- Customer level:
  - User can access only the resources assigned to that customer and global resources available to all customers
  - Predefined global customer is PMRDPCUST
  - New users assigned as a PRMDPCUST if no other customer assignment made
- Security level:
  - Defines which cloud resources you can access
  - Two default security levels:
    1. Cloud level
    2. Customer level
- One or more security group:
  - Nine security groups to which you can belong determine which requests you can access
- One or more team:
  - To use a project, you must be a member of the team that has project access
  - Can be a member of more than one team
  - All teams must belong to the same customer

Each user is assigned to a customer, security level, one or more security groups, and, optionally, to one or more teams.

Cloud administrators can define for which customer the user is created by selecting the customer in the Home panel. The user can access only the resources assigned to the selected customer and global resources that are available to all customers.

There is one predefined global customer: PMRDPCUST. Each new user is assigned to this customer if no other customers are specified during user creation.

The security level defines which cloud resources the user can access. There are two default security levels:

- Cloud level

Users on cloud level can access the information and resources that are available in the cloud, regardless of customer limits. They are always assigned to a default global customer called PMRDPCUST.

- Customer level

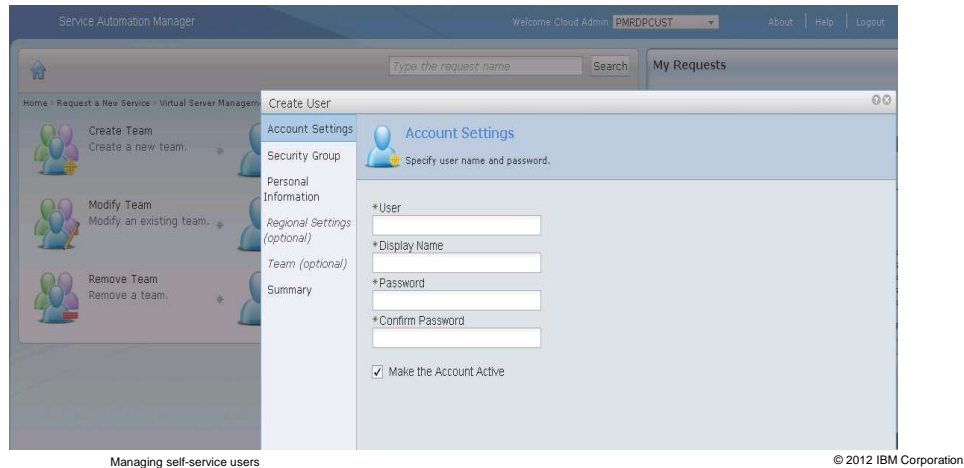
Users on this level are always assigned to one customer only, and they can only access information and resources assigned to that customer. Resource assignments are managed in the administrative user interface.

There are also nine security groups to which the user can belong. The group assignment determines which requests the user can access. A user belongs to exactly one policy level.

To be able to use a project, the user must be a member of the team that has access to this project. A user can be a member of more than one team, but all teams must belong to the same customer

## Creating users (3 of 5)

In the SimpleSRM Home panel, select the customer for which you want to create a user. Click **Request a New Service > Virtual Server Management > Manage Users and Teams > Create User**.



This is the procedure to create a user: In the **SimpleSRM Home** panel, select the customer for which you want to create a user. Click **Request a New Service > Virtual Server Management > Manage Users and Teams > Create User**. The **Create User** wizard opens.

## Creating users (4 of 5)

- Account Details tab:
  - Enter a user ID and a user display name (can be up to thirty characters and must be unique)
  - Specify and confirm the password (must be at least six characters long)
  - Select **Make the Account Active**
  - Click **Next**
- Security Groups tab:
  1. Select Security Policy.
    - Determine cloud level policy
    - Determine cloud customer level policy
  2. Assign user to security groups

In the **Account Details** tab, enter a user ID and a display name. The ID can be up to thirty characters and must be unique. It cannot be in use or previously deleted. Specify and confirm the password. The password must be at least six characters in length. Select **Make the account active** to enable log in after the new user registration is complete. Click **Next**. In the **Security Groups** tab select a security policy. If the user is subject to cloud level policy then they are allowed access all cloud resources and information. This applies regardless of which customer the information is assigned to. For cloud customer level policy a user is subject to the limits of this particular customer. They can only access the resources assigned to the group that they belong to. Assign the user to security groups. If permission to assign other users to the selected group is granted for the user then select the **Grant** option. Click **Next**.

## Creating users (5 of 5)

- In the **Personal Details** tab, fill in the fields as required and click **Next**.
- In the **Regional Settings** tab, define the locale and click **Next**
- When setting the locale for users in the self-service user interface the same locale is used in the administrative interface
- Set language of the user interface
- From the **Team** tab define team membership
- Click **Next** and view a summary of user settings
- Click **Finish** to submit the request
- Users receive email notifications with their registration details

In the **Personal Details** tab, fill in the fields as required and click **Next**. In the **Regional Settings** tab, define the locale. Click **Next**. When setting the locale in the self-service user interface, the same locale is used in the administrative interface. Also, the language interface is set accordingly. In the **Team** tab, define team membership. Click **Next** to view a summary of the settings. Click **Finish** to submit the request.

Note that:

- Team administrators can only select from teams they belong to.
- A user can only be added to the teams that belong to the customer that was selected at the beginning of the user creation process.
- Do not add cloud administrators to teams, because they can access them by default. If you add a cloud administrator to a team, the profile can be edited by team administrators.

At the end the user receives email notification with their registration details.

## Removing users

When you delete users the accounts are removed and the IDs can never be reused.

- From the Home panel select **Request a New Service > Virtual Server Management > Manage Users and Teams > Remove User**
- Select the user from the list
- User details display
- Click **OK** to submit the request

The user is deleted from all teams that they were a member of. The account ID can never be reused. The deleted user's email address can be reused to create a new account ID

You can delete a user. The user account is removed and its ID can never be reused.

This task can only be performed by a cloud administrator. Ensure that you have the required privileges.

### **This is the procedure:**

From the Home panel, select **Request a New Service > Virtual Server Management > Manage Users and Teams > Remove User**.

Select the user from the list. User details display.

Click **OK** to submit the request.

As a result, the user is deleted from all teams that they were a member of, and the account ID can never be reused. Additionally, the deleted user's email address can be reused to create a new account ID.



## Modifying users

Modifying user information and changing their team membership procedure:

- Select Home > Request a New Service > Virtual Server Management > Manage Users and Teams > Modify User
- Select the user from the list that includes only those users that meet the conditions for modification
- Modify the information as required
- Click **OK** to submit the request

The user record gets updated accordingly. The affected user receives email notification about the changes. User IDs cannot be modified

You can modify the user information and change their team membership.

To accomplish this, complete the following steps:

Select **Home > Request a New Service > Virtual Server Management > Manage Users and Teams > Modify User**.

Select the user from the list. The list includes only those users that meet the conditions for modification (see the next slide).

Modify the information as required.

Click **OK** to submit the request.

Note that the User ID cannot be modified.

As a result, the user record is updated accordingly and the affected user receives an email notification about the changes.

## Summary

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

- Create users from the Tivoli Service Automation Manager V7.2.2 self-service user interface
- Remove users from the Tivoli Service Automation Manager V7.2.2 self-service user interface
- Modify users from the Tivoli Service Automation Manager V7.2.2 self-service user interface

Now that you have completed this training module, you can accomplish these tasks: create users, remove users, and modify users.



## Feedback

Your feedback is valuable

You can help improve the quality of IBM Education Assistant content to better meet your needs by providing feedback.

- Did you find this module useful?
- Did it help you solve a problem or answer a question?
- Do you have suggestions for improvements?

Click to send email feedback:

[mailto:iea@us.ibm.com?subject=Feedback\\_about\\_manage\\_users.ppt](mailto:iea@us.ibm.com?subject=Feedback_about_manage_users.ppt)

This module is also available in PDF format at: [../manage\\_users.pdf](..../manage_users.pdf)

You can help improve the quality of IBM Education Assistant content by providing feedback.



## 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>

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 2012. All rights reserved.

© 2012 IBM Corporation