

# Dell™ One Identity Manager 7.1.3




Application Management Administration  
Guide



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#### Legend

-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.
-  **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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# Managing Applications


One Identity Manager allows you to manage applications comfortably and to assign them to employees. You can setup applications in the Manager. Applications can be grouped into application packages. Applications and application packages are assigned to employees. You can make assignments directly or indirectly by assigning them to roles. Applications and application packages can be requested from the IT Shop.

The One Identity Manager components for managing applications are available if the configuration parameters "Software" and "Software\Application" are set.

- Check whether the configuration parameters are set in the Designer. Otherwise, set the configuration parameters and compile the database.

## Setting Up Applications

### *To edit an application*

1. Select the category **Software | Applications**.
2. Select the application in the result list.  
- OR -  
Click  in the result list toolbar.
3. Select **Change master data** in the task view.
4. Save the changes.

### Detailed information about this topic

- [General Master Data for an Application on page 4](#)
- [Extended Master Data for an Application on page 5](#)
- [Supervisors on page 6](#)
- [Application Inventory Data on page 6](#)

## General Master Data for an Application

Enter the following data on the **General** tab:

**Table 1: General Master Data for an Application**


Property	Description
Application name	Name of the application.
Version	Version of the application.
Language culture	Language of the application. Languages are supplied by default as base data in the One Identity Manager.
IT Shop	Specifies whether the application can be requested through the IT Shop. The application can be ordered by an employee over the Web Portal and distributed using a defined approval process. The application can still be assigned directly to employees and hierarchical roles.
Only for use in IT Shop	Specifies whether the application can be requested exclusively through the IT Shop. The application can be ordered by an employee over the Web Portal and distributed using a defined approval process. The application may not assigned directly to hierarchical roles.
Service item	Service item data for requesting the application through the IT Shop.
Alternative application	Name of an alternative application.
Internal product names	Internal name of the product.
Web page	Manufacturer's website. Use the task <b>Visit vendor website</b> to open the given website.
Link to documentation	Link to the product documentation. Use the task <b>Visit documentation website</b> to open the given website.
Application	The complete name of the application with the application name, language and version number.
Comment	Spare text box for additional explanation.
Dongle required	Specifies whether a dongle is required for this application to work.
Only assign to workdesks	Specifies whether the application can only be assigned to workdesks. If this option is not set, the application can be assigned to employees and workdesks and inherited. If the option is set, the application can only be assigned to and inherited by workdesks.
Only assigned to employees.	Specifies whether the application can only be assigned to employees. If this option is not set, the application can be assigned to employees and workdesks and inherited. If the option is set, the application can only be assigned to and inherited by employees.
Disabled	Specified whether the application is still used or not. Only applications that are active can be assigned within One Identity Manager. If an application is deactivated the assignment of the application is not permitted but existing assignments remain intact.
Spare fields no. 01.....spare field no. 10	Additional company specific information. Use the Designer to customize display names, formats and templates for the input fields.

## Extended Master Data for an Application

Enter the data for installing an application on the **Extended** tab.

① | **NOTE:** Permitted values are predefined. To define further permitted values, use the Designer.

**Table 2: Extended Master Data for an Application**

Property	Description
Installation type	Type of installation. Permitted values are "Local installation, and "Network installation".
Use state	The actual state of usage. Permitted values are "Planned", "Available" and "Not available".
Use state changed on	Date on which the use state was changed.
Access type	Way of accessing the application. Permitted values are "Limited access" and "Public access".
Change cycle	Type of change cycle. Permitted values are "Yearly", "Monthly", "Quartly" and "On demand".
Approval process	Data for the approval process permitted for this application. Permitted values are "General approval", "Approval by item" and "Global approval".
Supported operating systems	Provides information about which operating systems are supported. Use the button  to insert new operating systems.
Installation date	Date the application was installed.
Risk index	Value for evaluating the risk of assigning the application to employees. Enter a value between 0 and 1. This property is only visible if the configuration parameter "QER\CalculateRiskIndex" is set.

## Supervisors

Enter the employees that are responsible for the application on the **Supervisors** tab.

**Table 3: Employees Responsible for an Application**

Property	Description
Expert/deputy manager	Specifies the expert and their deputy for the application.
Coordinator	Specifies the application's coordinator.
IT manager/Deputy IT manager	Specifies the IT manager and their deputy for the application.

## Application Inventory Data

Enter the required inventory information on the **Inventory** tab. This information can be included in the performance calculation if necessary.

**Table 4: Application Inventory Data**

Property	Description
Usage [months]	Period of use for the application in months.

Property	Description
Internal transfer price	Information about the price for invoicing the application internally.
Company software	Specifies whether the application being dealt with is the company's own.

## Assigning Applications to Workdesks and Employees

You can assign applications directly or indirectly to employees or workdesks. In the case of indirect assignment, employees (workdesks, hardware) and applications are grouped into hierarchical roles. The number of applications assigned to an employee (or workdesk) is calculated from the position in the hierarchy and the direction of inheritance.

### Prerequisites for indirect assignment to employees

- Assignment of employees and applications is permitted for role classes (department, cost center, location or business role).

### Prerequisites for indirect assignment to workdesks

- Assignment of workdesks and applications is permitted for role classes (department, cost center, location or business role).

Furthermore, applications can be assigned to employees through IT Shop requests. Add employees to a shop as customers to assign applications through IT Shop requests. All applications, which are assigned to this shop as products, can be requested by the customers. Requested applications are assigned to the employees after approval is granted.

### Detailed information about this topic

- [Assigning Applications to Departments, Cost Centers and Locations on page 7](#)
- [Assigning Applications to Business Roles on page 8](#)
- [Adding Applications to the IT Shop on page 9](#)
- [Assigning Applications Directly to Employees on page 10](#)
- [Assigning Applications Directly to Workdesks on page 10](#)
- [Assigning Applications to System Roles on page 11](#)
- [Dell One Identity Manager Identity Management Base Module Administration Guide](#)

## Assigning Applications to Departments, Cost Centers and Locations

You can assign applications to departments, cost centers and locations for employees and workdesks to inherit them through these organizations.

### *To assign an application to departments, cost centers or locations*

1. Select the category **Software | Applications**.
  2. Select the application in the result list.
  3. Select **Assign organizations**.
  4. Assign organizations in **Add assignments**.
    - Assign departments on the **Departments** tab.
    - Assign locations on the **Locations** tab.
    - Assign cost centers on the **Cost center** tab.
- OR -
- Remove the organizations from **Remove assignments**.
5. Save the changes.

#### **Related Topics**

- [Assigning Applications to Business Roles on page 8](#)
- [Adding Applications to the IT Shop on page 9](#)
- [Assigning Applications Directly to Employees on page 10](#)
- [Assigning Applications Directly to Workdesks on page 10](#)

## Assigning Applications to Business Roles

Installed Module: Business Roles Module

You can assign an application to business roles so that the application can be assigned to employees and workdesks through these business roles.

### *To assign an application to business roles*

1. Select the category **Software | Applications**.
2. Select the application in the result list.
3. Select **Assign business roles** in the task view.
4. Assign business roles in **Add assignments**.
  - OR -
  - Remove business roles from **Remove assignments**.
5. Save the changes.

#### **Related Topics**

- [Assigning Applications to Departments, Cost Centers and Locations on page 7](#)
- [Adding Applications to the IT Shop on page 9](#)
- [Assigning Applications Directly to Employees on page 10](#)



- [Assigning Applications Directly to Workdesks](#) on page 10
- [Dell One Identity Manager Business Roles Administration Guide](#)

## Adding Applications to the IT Shop

When an application is assigned to an IT Shop shelf it can be ordered by the shop's customers. To ensure the application is requestable, further prerequisites need to be guaranteed.

- The application must be labeled with the **IT Shop** option.
- The application must be assigned to a service item.
- If the application can only be assigned to employees by using IT Shop requests, you must also label the application with the option **Only for use in IT Shop**. After which, the resource may not be assigned directly to hierarchical roles.

### *To add an application to the IT Shop*

1. Select the category **Software | Applications**.
2. Select the application in the result list.
3. Select **Add to IT Shop** in the task view.
4. Assign the application to the IT Shop shelves in **Add assignments**.
5. Save the changes.

### *To remove an application from an IT Shop shelf.*

1. Select the category **Software | Applications**.
2. Select the application in the result list.
3. Select **Add to IT Shop** in the task view.
4. Remove the application from the IT Shop shelves in **Remove assignments**.
5. Save the changes.

### *To remove an application from all IT Shop shelves.*

1. Select the category **Software | Applications**.
2. Select the application in the result list.
3. Select **Remove from all shelves (IT Shop)** in the task view.
4. Confirm the security prompt with **Yes**.
5. Click **OK**.

The application is removed from all shelves by the One Identity Manager Service. All requests and assignment requests with this application are canceled in the process.

### Related Topics

- [General Master Data for an Application](#) on page 4
- [Assigning Applications to Departments, Cost Centers and Locations](#) on page 7
- [Assigning Applications to Business Roles](#) on page 8

- [Assigning Applications Directly to Employees](#) on page 10
- [Assigning Applications Directly to Workdesks](#) on page 10
- Dell One Identity Manager IT Shop Administration Guide

## Assigning Applications Directly to Employees

The default procedure for distributing company resources to employees is to add them to roles and assign company resources to these roles. In order to react quickly to special requests, you can also assign company resources directly to an employee.

### *To assign an application directly to employees*

1. Select the category **Software | Applications**.
2. Select the application in the result list.
3. Select **Assign to employees** in the task view.
4. Assign employees in **Add assignments**.  
- OR -  
Remove employees from **Remove assignments**.
5. Save the changes.

### Related Topics

- [Assigning Applications to Departments, Cost Centers and Locations](#) on page 7
- [Assigning Applications to Business Roles](#) on page 8
- [Adding Applications to the IT Shop](#) on page 9

## Assigning Applications Directly to Workdesks

You can assign applications directly or indirectly to a workdesk. Indirect assignment is carried out by allocating the workdesk and applications in company structures, like departments, cost centers, locations or business roles.

To react quickly to special requests, you can assign applications directly to workdesks.

### *To assign an application directly to workdesks*

1. Select the category **Software | Applications**.
2. Select the application in the result list.
3. Select **Assign workdesks** in the task view.
4. Assign applications in **Add assignments**.  
- OR -  
Remove applications in **Remove assignments**.
5. Save the changes.

## Related Topics

- [Assigning Applications to Departments, Cost Centers and Locations](#) on page 7
- [Assigning Applications to Business Roles](#) on page 8

# Assigning Applications to System Roles

Installed Module: System Roles Module

Use this task to individually group application packages for employees, workdesks and role. Employees and workdesks can obtain application packages directly or by inheriting them over company structures. It is also possible to request application packages through the IT Shop.

- ① **NOTE:** Applications where the option **Only use in IT Shop** is set, can only be assigned to system roles that also have this option set.

### *To assign an application to system roles*

1. Select the category **Software | Applications**.
2. Select the application in the result list.
3. Select **Assign system roles in the task view**.
4. Assign system roles in **Add assignments**.  
- OR -  
Remove system roles from **Remove assignments**.
5. Save the changes.

When you assign a system role to employees, the applications are inherited by those employees.

# Installation Order and Physical Software Dependencies

You can define the logical and physical dependencies of application in the One Identity Manager.

## Logical Dependencies

You can define logical dependencies when you want to specify which applications should be additionally installed in association with an application installation. You can create an exclusion list of applications that should not be installed together on a workstation because of problems that may occur in functionality. This avoids installing two incompatible applications for a user.

### *To specify logical dependencies*

- Specify a parent application (higher-level) or child (lower-level) for the selected application using the task **Define installation dependencies**.
- Specify the (conflicting) applications you want to exclude for a particular application using the task **Define installation dependencies**.

## Physical Dependencies

Specify the physical dependencies when a particular installation sequence must be followed or when an application requires another application as installation prerequisite. This might be the case for patches or service packs, for example.

### *To specify physical dependencies*

1. First, specify the (parent) application on the form **Define installation dependencies**.
2. This means that the dependency is set and the sort order can be calculated.
3. Save the changes.
4. Change to the details form using the context menu **Extended properties**.
5. Set the option **Installation prerequisites** for dependency.  
This means that the required application must be installed before the selected application.
6. Save the changes.

# Assigning Extended Properties

Extended properties are meta objects that cannot be mapped directly in the One Identity Manager, for example, operating codes, cost codes or cost accounting areas.

### *To specify extended properties for an group*

1. Select the category **Software | Applications**.
2. Select the application in the result list.
3. Select **Assign extended properties** in the task view.
4. Assign extended properties in **Add assignments**.  
The view- OR -  
Remove extended properties from **Remove assignments**.
5. Save the changes.

### Detailed information about this topic

- Dell One Identity Manager Identity Management Base Module Administration Guide

# Deleting Applications

An application can only be deleted when it is no longer assigned to an employee, a workdesk or a business role.

### *To delete an application*

1. Select the category **Software | Applications**.
2. Select the application in the result list.

3. Delete the application.
4. Confirm the security prompt with **Yes**.

# Appendix: Configuration Parameters for Managing Applications

The following configuration parameters are additionally available in One Identity Manager after the module has been installed.

**Table 5: Configuration Parameters for Application Administration**

Configuration parameter	Description
Software	This configuration parameter specifies whether application management is supported.
Application	Preprocessor parameter to control the model parts for application administration. If the parameter is active, application administration items are available. Changes to the parameter require recompiling the database.

## Appendix: Technical Details about Inheriting Applications

An employee can directly obtain applications. Furthermore, employees inherit (and pass on) all applications from all the roles of which they are members (table `PersonIn<BaseTree>`) as well as the applications of all the roles that are referenced over a foreign key relationship (table `Person`, column `UID_<BaseTree>`). Direct and indirect assignments of system roles to employees are mapped in the table `PersonHasApp`.

A workdesk can directly obtain applications. Furthermore a workdesk inherits (and passes inheritance onto) all applications from all the roles of which it is a member (table `WorkdeskIn<BaseTree>`) as well as the applications of all the roles that are referenced over a foreign key relationship (table `WorkDesk`, column `UID_<BaseTree>`). Direct and indirect assignments of applications to workdesks are mapped in the table `WorkdeskhasApp`.

Assignments of roles to application are stored in the `<BaseTree>HasApp` table. Applications can also be inherited through system roles. For more information, see the Dell One Identity Manager System Roles Administration Guide.

Figure 1: Inheritance when Assigning Applications Directly to Employees

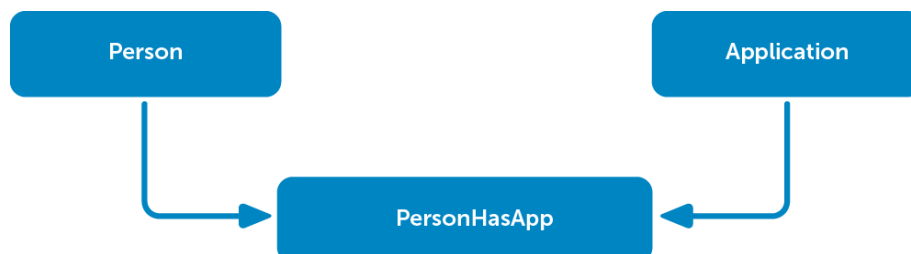


Figure 2: Inheritance with Indirect Secondary assignment of Applications to Employees

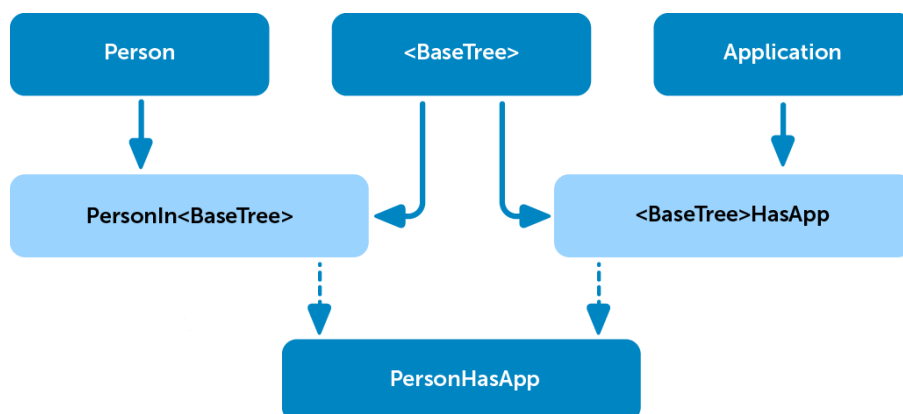
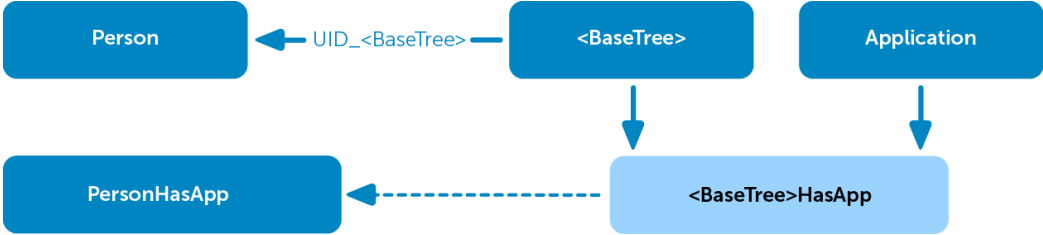


Figure 3: Inheritance with Indirect Primary Assignment of Applications to Employees





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## Contacting Dell

For sales or other inquiries, visit <http://quest.com/company/contact-us.aspx> or call +1 949 754-8000.

## Technical support resources

Technical support is available to customers who have purchased Dell software with a valid maintenance contract and to customers who have trial versions. To access the Support Portal, go to <https://support.quest.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. In addition, the Support Portal provides direct access to product support engineers through an online Service Request system.

The Support Portal enables you to:

- Create, update, and manage Service Requests (cases)
- View Knowledge Base articles
- Obtain product notifications
- Download software. For trial software, go to <http://quest.com/trials>.
- View how-to videos
- Engage in community discussions
- Chat with a support engineer

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