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Aliso Viejo, CA 92656

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Legend

WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.

CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

IMPORTANT, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.

One Identity Manager Application Management Administration Guide
Updated - August 2019
Version - 8.1.1
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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 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.

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

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

One Identity Manager users for managing applications

The following users are used for managing system roles.

Table 1: User

<table>
<thead>
<tr>
<th>User</th>
<th>Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Identity Manager administrators</td>
<td>- Create customized permissions groups for application roles for role-based login to administration tools in Designer as required.</td>
</tr>
<tr>
<td></td>
<td>- Create system users and permissions groups for non-role-based login to administration tools in Designer as required.</td>
</tr>
<tr>
<td></td>
<td>- Enable or disable additional configuration parameters in Designer as required.</td>
</tr>
<tr>
<td></td>
<td>- Create custom processes in Designer as required.</td>
</tr>
<tr>
<td></td>
<td>- Create and configures schedules as required.</td>
</tr>
<tr>
<td></td>
<td>- Create and configure password policies as required.</td>
</tr>
</tbody>
</table>
### User Tasks

| Product owner for the IT Shop | Product owners must be assigned to the **Request & Fulfillment | IT Shop | Product owner** application role or a child application role.

Users with this application role:

- Approve through requests.
- Edit service items and service categories under their management.

You can use the default application role **Request & Fulfillment | IT Shop | Product owner | Applications**.

### Setting up applications

**To edit an application**

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

### Detailed information about this topic

- **General master data for an application** on page 5
- **Extended master data for an application** on page 7
- **Supervisors** on page 8
- **Application inventory data** on page 8

### General master data for an application

Enter the following data on **General**:

**Table 2: General master data for an application**

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td>Name of the application.</td>
</tr>
<tr>
<td>Property</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>name</td>
<td>Version of the application.</td>
</tr>
<tr>
<td>Version</td>
<td>Version of the application. Languages are supplied by default as base data in One Identity Manager.</td>
</tr>
<tr>
<td>Language</td>
<td>Language of the application. Languages are supplied by default as base data in One Identity Manager.</td>
</tr>
<tr>
<td>IT Shop</td>
<td>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.</td>
</tr>
<tr>
<td>Only for use in IT Shop</td>
<td>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 be assigned directly to hierarchical roles.</td>
</tr>
<tr>
<td>Service item</td>
<td>Service item data for requesting the application through the IT Shop.</td>
</tr>
<tr>
<td>Alternative application</td>
<td>Name of an alternative application.</td>
</tr>
<tr>
<td>Internal product name</td>
<td>Internal name of the product.</td>
</tr>
<tr>
<td>Web page</td>
<td>Manufacturer's website. Use <strong>Visit vendor website</strong> to open the given website.</td>
</tr>
<tr>
<td>Link to documentation</td>
<td>Link to the product documentation. Use <strong>Visit documentation website</strong> to open the given website.</td>
</tr>
<tr>
<td>Application</td>
<td>The complete name of the application with the application name, language, and version number.</td>
</tr>
<tr>
<td>Comment</td>
<td>Spare text box for additional explanation.</td>
</tr>
<tr>
<td>Dongle required</td>
<td>Specifies whether a dongle is required for this application to work.</td>
</tr>
<tr>
<td>Only assign to workdesks</td>
<td>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.</td>
</tr>
<tr>
<td>Only assigned to employees.</td>
<td>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.</td>
</tr>
<tr>
<td>Disabled</td>
<td>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</td>
</tr>
</tbody>
</table>
but existing assignments remain intact.

Additional company specific information. Use 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.

### Table 3: Extended Master Data for an Application

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installation type</td>
<td>Type of installation. Permitted values are &quot;Local installation&quot;, and &quot;Network installation&quot;.</td>
</tr>
<tr>
<td>Use state</td>
<td>The actual state of usage. Permitted values are &quot;Planned&quot;, &quot;Available&quot;, and &quot;Available&quot;.</td>
</tr>
<tr>
<td>Use state changed on</td>
<td>Date on which the use state was changed.</td>
</tr>
<tr>
<td>Access type</td>
<td>Way of accessing the application. Permitted values are &quot;Limited Access&quot; and &quot;Public Access&quot;.</td>
</tr>
<tr>
<td>Change cycle</td>
<td>Type of change cycle. Permitted values are &quot;Yearly&quot;, &quot;Monthly&quot;, &quot;Quarterly&quot;, and &quot;On Demand&quot;.</td>
</tr>
<tr>
<td>Approval process</td>
<td>Data for the approval process permitted for this application. Permitted values are &quot;General approval&quot;, &quot;Approval by Item&quot;, and &quot;Global Approval&quot;.</td>
</tr>
<tr>
<td>Supported operating systems</td>
<td>Provides information about which operating systems are supported. Use the button to insert new operating systems.</td>
</tr>
<tr>
<td>Installation date</td>
<td>Date the application was installed.</td>
</tr>
<tr>
<td>Risk index</td>
<td>Value for evaluating the risk of assigning the application to employees. Enter a value between 0 and 1. The input field is only visible if the &quot;QER\CalculateRiskIndex&quot; configuration parameter is set. For more detailed information about risk assessment, see the One Identity Manager Risk Assessment Administration Guide.</td>
</tr>
</tbody>
</table>

NOTE: Permitted values are predefined. To define further permitted values, use Designer.
Supervisors

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

Table 4: Employees responsible for an application

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expert and deputy expert</td>
<td>Specifies the expert and their deputy for the application. If the application can be requested in the IT Shop, the experts are automatically members in the application role for product owners to which the service item is assigned.</td>
</tr>
<tr>
<td>Coordinator</td>
<td>Specifies the application's coordinator.</td>
</tr>
<tr>
<td>IT manager and deputy IT manager</td>
<td>Specifies the IT manager and their deputy for the application.</td>
</tr>
</tbody>
</table>

Application inventory data

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

Table 5: Application Inventory Data

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usage [months]</td>
<td>Period of use for the application in months.</td>
</tr>
<tr>
<td>Internal transfer price</td>
<td>Information about the price for invoicing the application internally.</td>
</tr>
<tr>
<td>Company software</td>
<td>Specifies whether the application being dealt with is the company's own.</td>
</tr>
</tbody>
</table>
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 9
- Assigning applications to business roles on page 10
- Adding applications to the IT Shop on page 11
- Assigning applications directly to employees on page 12
- Assigning applications directly to workstations on page 12
- Assigning applications to system roles on page 13
- 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 so that the application is inherited by employees and workstations through these organizations.

To assign an application to departments, cost centers or locations

1. Select 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 centers tab.
To remove an assignment

5. Save the changes.

Related topics

- Assigning applications to business roles on page 10
- Adding applications to the IT Shop on page 11
- Assigning applications directly to employees on page 12
- Assigning applications directly to workstations on page 12

Assigning applications to business roles

Installed modules: 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 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.

   TIP: In the Remove assignments area, you can remove the assignment of business roles.

   To remove an assignment

   - Select the business role and double click ✓.

5. Save the changes.

Related topics

- Assigning applications to departments, cost centers, and locations on page 9
- Adding applications to the IT Shop on page 11
- Assigning applications directly to employees on page 12
- Assigning applications directly to workstations on page 12
- 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 Software | Applications.
2. Select the application in the result list.
3. Select Add to IT Shop.
4. Assign the application to the IT Shop shelves in the Add assignments area.
5. Save the changes.

To remove an application from an IT Shop shelf.

1. Select Software | Applications.
2. Select the application in the result list.
3. Select Add to IT Shop.
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 Software | Applications.
2. Select the application in the result list.
3. Select Remove from all shelves (IT Shop).
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.

For more detailed information about request from company resources through the IT Shop, see the 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 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.

Assigning applications directly to workstations

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 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 9
- Assigning applications to business roles on page 10

Assigning applications to system roles

Installed modules: 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.

![NOTE: Applications where the Only use in IT Shop option is set can only be assigned to system roles that also have this option set. For more information, see the One Identity Manager System Roles Administration Guide.](image)

To assign an application to system roles

1. Select Software | Applications.
2. Select the application in the result list.
3. Select Assign system roles.
4. Assign system roles in Add assignments.
   ![TIP: In the Remove assignments area, you can remove the assignment of system roles.](image)
   To remove an assignment
   - Select the system role and double click ✔.
5. Save the changes.

When you assign a system role to employees, the applications are inherited by those employees.
Installation sequence and physical software dependencies

You can define the logical and physical dependencies of application in 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 Define installation dependencies.
- Specify the (conflicting) applications you want to exclude for a particular application using 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 Define installation dependencies form.
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 Extended properties context menu.
5. Set the Installation prerequisites option 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 One Identity Manager, for example, operating codes, cost codes or cost accounting areas.

To specify extended properties for an group

1. Select 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.

TIP: In the Remove assignments area, you can remove the assignment of extended properties.

To remove an assignment

- Select the extended property and double click ☑.

5. Save the changes.

For detailed information about using extended properties, see the 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 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 6: Configuration parameters for application administration

<table>
<thead>
<tr>
<th>Configuration parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software</td>
<td>This configuration parameter specifies whether application management is supported.</td>
</tr>
<tr>
<td>Application</td>
<td>Preprocessor parameter to control the model parts for application administration. If the parameter is active, application administration items are available. Changes to this parameter require recompilation of the database.</td>
</tr>
</tbody>
</table>
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 PersonHasApp table.

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 WorkdeskHasApp table.

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 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
One Identity solutions eliminate the complexities and time-consuming processes often required to govern identities, manage privileged accounts and control access. Our solutions enhance business agility while addressing your IAM challenges with on-premises, cloud and hybrid environments.

Contacting us

For sales or other inquiries, visit https://www.oneidentity.com/company/contact-us.aspx or call +1-800-306-9329.

Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at https://support.oneidentity.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. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos at www.YouTube.com/OneIdentity
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product
A

application
  assign business roles  10
  assign cost center  9
  assign department  9
  assign employees  12
  assign location  9
  delete  15
  dependency  14
  installation sequence  14
  manage  4
  set up  5