



One Identity Manager 8.1.2

Application Management
Administration Guide

Copyright 2020 One Identity LLC.

ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of One Identity LLC .

The information in this document is provided in connection with One Identity products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of One Identity LLC products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, ONE IDENTITY ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL ONE IDENTITY BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF ONE IDENTITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. One Identity makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. One Identity does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

One Identity LLC.
Attn: LEGAL Dept
4 Polaris Way
Aliso Viejo, CA 92656

Refer to our Web site (<http://www.OneIdentity.com>) for regional and international office information.

Patents

One Identity is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <http://www.OneIdentity.com/legal/patents.aspx>.

Trademarks

One Identity and the One Identity logo are trademarks and registered trademarks of One Identity LLC. in the U.S.A. and other countries. For a complete list of One Identity trademarks, please visit our website at www.OneIdentity.com/legal. All other trademarks are the property of their respective owners.

Legend

 **WARNING:** A WARNING icon highlights a potential risk of bodily injury or property damage, for which industry-standard safety precautions are advised. This icon is often associated with electrical hazards related to hardware.

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

Contents

Managing applications	4
One Identity Manager users for managing applications	4
Setting up applications	5
General master data for an application	5
Extended master data for an application	7
Supervisors	8
Application inventory data	8
Assigning applications to workstations and employees	8
Assigning applications to departments, cost centers, and locations	9
Assigning applications to business roles	10
Adding applications to the IT Shop	11
Assigning applications directly to employees	12
Assigning applications directly to workstations	12
Assigning applications to system roles	13
Installation sequence and physical software dependencies	14
Assigning extended properties	15
Deleting applications	15
Appendix: Configuration parameters for managing applications	16
Appendix: Technical Details about Inheriting Applications	17
About us	19
Contacting us	19
Technical support resources	19
Index	20

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

User	Tasks
One Identity Manager administrators	<ul style="list-style-type: none"> • Create customized permissions groups for application roles for role-based login to administration tools in the Designer as required. • Create system users and permissions groups for non role-based login to administration tools in the Designer as required. • Enable or disable additional configuration parameters in the Designer as required. • Create custom processes in the Designer as required. • Create and configure schedules as required. • Create and configure password policies as required.

User	Tasks
Product owner for the IT Shop	<p>Product owners must be assigned to the Request & Fulfillment IT Shop Product owner application role or a child application role.</p> <p>Users with this application role:</p> <ul style="list-style-type: none"> • Approve through requests. • Edit service items and service categories under their management. <p>You can use the default application role Request & Fulfillment IT Shop Product owner Applications.</p>

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 the **Change master data** task.
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 the **General** tab.

Table 2: General master data for an application

Property	Description
Application	Name of the application.

Property	Description
name	
Version	Version of the application.
Language	Language of the application. Languages are supplied by default as base data in 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 name	Internal name of the product.
Web page	Manufacturer's website. Use Visit vendor website to open the given website.
Link to documentation	Link to the product documentation. Use Visit documentation website to open the given website.
Application	The complete name of the application with the application name, language, and version number.
Comment	Spare field 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


Property	Description
	but existing assignments remain intact.
Spare field 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.

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

Table 3: 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 "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", "Quarterly", 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. The input field is only visible if the "QER\CalculateRiskIndex" configuration parameter is set. For more detailed information about risk assessment, see the One Identity Manager Risk Assessment Administration Guide.

Supervisors

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

Table 4: Employees responsible for an application

Property	Description
Expert and deputy expert	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.
Coordinator	Specifies the application's coordinator.
IT manager and 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 5: Application Inventory Data

Property	Description
Usage [months]	Period of use for the application in months.
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 workstations 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 (departments, cost centers, locations, or business roles).

Prerequisites for indirect assignment to workdesks

- Assignment of workdesks and applications is permitted for role classes (departments, cost centers, locations, or business roles).

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.

TIP: In **Remove assignments**, you can remove the assignment of organizations.

To remove an assignment

- Select the organization and double-click ✓.
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 **Remove assignments**, 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.

Related topics

- [General master data for an application on page 5](#)
- [Assigning applications to departments, cost centers, and locations on page 9](#)
- [Assigning applications to business roles on page 10](#)
- [Assigning applications directly to employees on page 12](#)
- [Assigning applications directly to workstations on page 12](#)

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.

Related topics

- [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 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.

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 **Remove assignments**, you can remove the assignment of system roles.

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 **Remove assignments**, 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

Configuration parameters	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 this parameter require recompilation of 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 `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

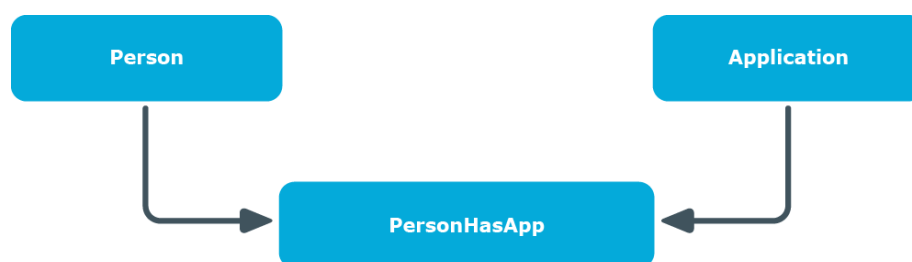


Figure 2: Inheritance with Indirect Secondary assignment of Applications to Employees

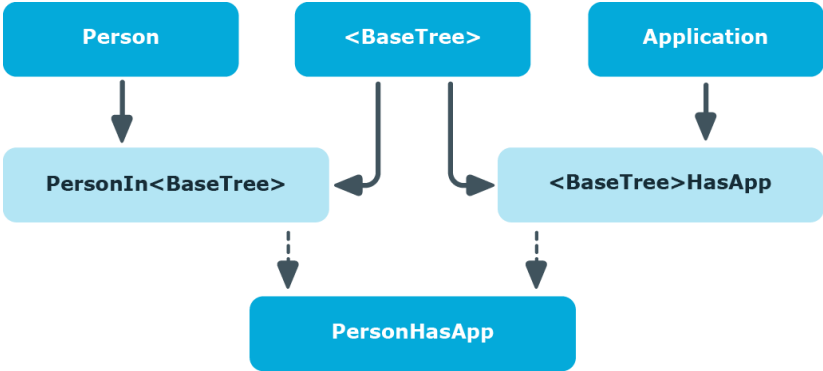
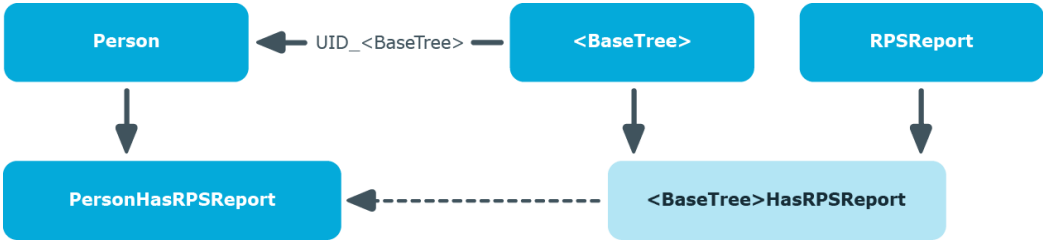


Figure 3: Inheritance with Indirect Primary Assignment of Applications to Employees



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 and other inquiries, such as licensing, support, and renewals, visit <https://www.oneidentity.com/company/contact-us.aspx>.

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