One Identity Manager 8.1.4

Chargeback Administration Guide

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

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.

One Identity Manager Chargeback Administration Guide
Updated - 19 October 2020, 07:29
Version - 8.1.4

Contents

Accounting data 5
One Identity Manager users for accounting 5
Prerequisites for accounting 6
Compiling price information 6
Basic accounting data 7
Voucher types 7
Business partners 8
Functional areas 9
Data sources 10
Accounting runs 11
Cost types 12
Additional tasks for costing types 13
Activities supplied 14
Additional tasks for activities supplied 14
Attestors 15
Entering service items 16
General master data for a service item 17
Pricing information 19
Extended master data for a service item 20
Default service items 20
Additional tasks for managing service items 20
Service item overview 20
Defining hierarchy for service items 20
Editing product dependencies for requests 22
Assigning a service item to departments, cost centers and locations 22
Assigning a service item to business roles 22
Assigning functional areas 23
Assigning extended properties 23
View documentation 24
Assigning object-dependent references 24
Assigning tags 25

Changing products 25
Entering service categories 26
Service category master data 26
Default service categories 28
Additional tasks for managing service categories 28
Service category overview 28
Assigning service items 28
Assigning object-dependent references 29
Vouchers and voucher items 29
Entering vouchers 30
General master data for vouchers 30
Invoice recipients 31
User-defined master data 31
Additional tasks for vouchers 31
Entering voucher items automatically 33
Entering voucher items manually 35
General master data for a voucher item 36
Pricing information 37
Miscellaneous master data 38
User-defined master data 38
Additional tasks for voucher items 38
About us 40
Contacting us 40
Technical support resources 40
Index 41

Accounting data

One Identity Manager allows you to settle the costs incurred of all internal and external IT services rendered by a company. Not only physical devices and software, leasing, or rental, but also storage space for repositories and mailboxes or time related factors such as accrued help desk calls can be entered and invoiced.

Accounting of IT expenditure is a very company-specific procedure. Therefore, the One Identity Manager accounting module provides a basic structure for entering, evaluating, and invoicing accrued costs. It is important to customize this to suit your the company's needs.

One Identity Manager supports you with your question:

> Who, when, what, and how much to whom at which price?

One Identity Manager users for accounting

The following users are used for setting up and administration of accounting.

Table 1: User

User	Tasks
One Identity Manager administrators	• 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.

User	Tasks
	• Create and configure password policies as required.
Attestors for requests	Attestors must be assigned to the **Request & Fulfillment | IT Shop | Attestors** application role. Users with this application role: • Attest correct assignment of company resource to IT Shop structures for which they are responsible. • Can view master data for these IT Shop structures but not edit them. NOTE: This application role is available if the module Attestation Module is installed.

Prerequisites for accounting

One Identity Manager components are available for accounting if the **Accounting** configuration parameter is set.

- In the Designer, check if the configuration parameter is set. Otherwise, set the configuration parameter and compile the database.

Internal as well as external data sources can be used to invoice IT services supplies and their costs. All company resources stored in the One Identity Manager database and their assigned price information are available as internal data sources. You can use a CSV file as an external data source, for example.

Price information is entered in the One Identity Manager database for service items. Add a service item for every company resource to be invoiced. You can group individual service items into service categories.

The supplied services are grouped together in voucher for accounting. You can create voucher automatically or manually.

Related topics

- Entering service items on page 16
- Entering service categories on page 26
- Vouchers and voucher items on page 29

Compiling price information

All price information, whether purchase price, sales price, or internal transfer price, relates to one unit of the given goods or services. This applies to service items, service categories, and voucher items. In the case of voucher items, item prices are also calculated from the amount and price. Item prices are rounded to 2 decimal places. The price supplies the voucher value for vouchers. This means they are the sum of the item prices of all the voucher's items.

Amounts are displayed by default to three decimal places, prices to two decimal places in the Manager. The number of decimal places to enter can be modified in the Designer. For more detailed information, see the *One Identity Manager Configuration Guide*.

Basic accounting data

Various basic data are required for accounting.

- Voucher types
- Business partners
- Functional areas
- Data sources
- Activities supplied
- Cost types
- Accounting runs
- Attestors

Voucher types

Voucher types are used to classify vouchers. The "Delivery" and "Receipt" voucher types are supplied by default.

To edit a voucher type

1. Select the **Accounting | Basic configuration data | Voucher types** category.
2. Select the voucher type in the result list. Select the **Change master data** task.

   - OR -

   Click in the result list.
3. Edit the voucher type's master data.
4. Save the changes.

Enter the following properties for a voucher type.

Table 2: General master data for voucher types

Property	Description
voucher type	Name of the voucher type
Description	Text field for additional explanation.
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.

Business partners

You can enter a manufacturer for a service item. In One Identity Manager, you can enter the data for external businesses that might come into question as manufacturers, suppliers, or partners.

To edit business partners

1. Select the **Accounting | Basic configuration data | Business partners** category.
2. Select a business partner in the result list. Select the **Change master data** task.

   - OR -

   Click in the result list.
3. Edit the business partner's master data.
4. Save the changes.

Enter the following data for a company.

Table 3: General master data for a company

Property	Description
Company	Short description of the company for the views in One Identity Manager tools.
Name	Full company name.
Surname prefix	Additional company name.
Short name	Company's short name.
Contact	Contact person for the company.
Partner	Specifies whether this is a partner company.
Customer number	Customer number at the partner company.

Property	Description
Supplier	Specifies whether this is a supplier.
Customer number	Customers number at supplier.
Leasing partner	Specifies whether this is a leasing provider or rental firm.
Manufacturer	Specifies whether this is a manufacturer.
Remarks	Text field for additional explanation.

Table 4: Company address

Property	Description
Street	Street or road.
Building	Building
Zip code	Zip code.
City	City.
State	State.
Country	Country.
Phone	Company's telephone number.
Fax	Company's fax number.
Email address	Company's email address.
Website	Company's website. Click the **Browse** button to display the web page in the default web browser.

Functional areas

To analyze rule checks for different areas of your company in the context of identity audit, you can set up functional areas. Functional areas can be assigned to hierarchical roles and service items. You can enter criteria that provide information about risks from rule violations for functional areas and hierarchical roles. To do this, you specify how many rule violations are permitted in a functional area or a role. You can enter separate assessment criteria for each role, such as a risk index or transparency index.

Example for using functional areas are:

To assess the risk of rule violations for service items. Proceed as follows:

1. Set up functional areas.
2. Assign service items to the functional areas.
3. Specify the number of rule violations allowed for the functional area.
4. Assign compliance rules required for the analysis to the functional area.
5. Use the One Identity Manager report function to create a report that prepares the result of rule checking for the functional area by any criteria.

To edit functional areas

1. In the Manager, select the **Accounting | Basic configuration data | Functional areas** category.
2. In the result list, select a function area and run the **Change master data** task.

   - OR -

   Click in the result list.
3. Edit the function area master data.
4. Save the changes.

Enter the following data for a functional area.

Table 5: Functional area properties

Property	Description
Functional area	Description of the functional area
Parent Functional area	Parent functional area in a hierarchy. Select a parent functional area from the list in order to organize your functional areas hierarchically.
Max. number of rule violations	List of rule violation valid for this functional area. This value can be evaluated during the rule check. NOTE:This input field is available if theCompliance Rules Module exists.
Description	Text field for additional explanation.

Related topics

- One Identity Manager Compliance Rules Administration Guide

Data sources

You can store internal and external data source used to collect data for the accounting function. Data sources can, for example, be copied into resulting voucher items to retain transparency of the data origin. If the data is made available in a CSV file imported into the

One Identity Manager database, for example, internal data sources can be defined for this. If data is determined in One Identity Manager Service using the One Identity Manager's collector function, for example, you can define internal data sources for it.

To edit a data source

1. Select the **Accounting | Basic configuration data | Data sources** category.
2. Select the data source in the result list. Select the **Change master data** task.

   - OR -

   Click in the result list.
3. Edit the data source's master data.
4. Save the changes.

Enter the following properties for a data source.

Table 6: General master data for data source

Property	Description
Data source	Name of the data source.
Description	Text field for additional explanation.
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.

Accounting runs

Accounting runs execute events required for automatic accounting, for example, data collection or data importing. These events are grouped together on a form and you can trigger them from there.

To edit events for accounting runs

1. Select the **Accounting | Basic configuration data | Accounting runs** category.
2. Select an accounting run in the result list. Select the **Change master data** task.

   - OR -

   Click in the result list.
3. Edit the accounting run's master data.
4. Save the changes.

Enter the following properties for an accounting run.

Table 7: General master data for an accounting run

Property	Description
Voucher type	Type of voucher for which to run the accounting.
Accounting run	Name of the event to call.
Sort order	Position of the event in the accounting run.
Description	Position of the event in the accounting run.

Related topics

- Entering voucher items automatically on page 33

Cost types

Here you can maintain costing types under which voucher items are booked. For example, Infrastructure vouchers or service items.

To edit a costing type

1. Select the **Accounting | Basic configuration data | Cost types** category.
2. Select a costing type in the result list. Select the **Change master data** task.

   - OR -

   Click in the result list.
3. Edit the costing type's master data.
4. Save the changes.

Enter the following properties for a costing type.

Table 8: General master data for costing type

Property	Description
Cost type	Name of the costing type
Cost type (number)	Bookkeeping account number.
Description	Text field for additional explanation.
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.

Additional tasks for costing types

After you have entered the master data, you can run the following tasks.

Overview of costing types

To obtain an overview of a costing type

1. Select the **Accounting | Basic configuration data | Cost types** category.
2. Select the costing type in the result list.
3. Select the **Cost type overview** task.

Assigning service items

Assign service items to costing types to be able to invoice them.

To assign service items to a costing type

1. Select the **Accounting | Basic configuration data | Cost types** category.
2. Select the costing type in the result list.
3. Select the **Assign service items** task.
4. In the **Add assignments** pane, assign service items.

   - OR -

   In the **Remove assignments** pane, remove the service items.
5. Save the changes.

Assigning service categories

Assign service categories to costing types to be able to invoice them.

To assign service categories to a costing type

1. Select the **Accounting | Basic configuration data | Cost types** category.
2. Select the costing type in the result list.
3. Select the **Assign service categories** task.
4. In the **Add assignments** pane, add service categories.

   - OR -

   In the **Remove assignments** pane, remove the service categories.
5. Save the changes.

Activities supplied

Activities supplied can be seen as cost units, for example, products, or projects.

To edit a supplied activity

1. Select the **Accounting | Basic configuration data | Activities supplied** category.
2. Select an activity in the result list. Select the **Change master data** task.

   - OR -

   Click in the result list.
3. Edit the activity's master data.
4. Save the changes.

Enter the following properties for the activity supplied.

Table 9: General master data for an activity supplied

Property	Description
Activity supplied	Name of the activity supplied.
Description	Text field for additional explanation.
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.

Additional tasks for activities supplied

After you have entered the master data, you can run the following tasks.

Overview of activities supplied

To obtain an overview of a supplied activity.

1. Select the **Accounting | Basic configuration data | Activities supplied** category.
2. Select the activity in the result list.
3. Select the **Activity supplied overview** task.

Assigning service items

Assign service items to activities supplied to be able to invoice them.

To assign service items to an activity supplied

1. Select the **Accounting | Basic configuration data | Activities supplied** category.
2. Select the activity in the result list.
3. Select the **Assign service items** task.
4. In the **Add assignments** pane, assign service items.

   - OR -

   In the **Remove assignments** pane, remove the service items.
5. Save the changes.

Assigning service categories

Assign a service categories to activities supplied to be able to invoice them.

To assign service categories to an activity supplied

1. Select the **Accounting | Basic configuration data | Activities supplied** category.
2. Select the activity in the result list.
3. Select the **Assign service categories** task.
4. In the **Add assignments** pane, add service categories.

   - OR -

   In the **Remove assignments** pane, remove the service categories.
5. Save the changes.

Attestors

Installed modules:	Attestation Module

In One Identity Manager, you can specify which employees are used as attestors for service items and service categories in attestation cases if the approval workflow is set up accordingly. To do this, assign a service item or a service category to an attestor's application role. Assign employees that are authorized to attest accounting data to this application role. A default application role for attestors is available in One Identity Manager. You may create other application roles as required.

For detailed information about implementing and editing application roles, see the *One Identity Manager Authorization and Authentication Guide*.

Table 10: Default application roles for attestors

User	Tasks
Attestors for IT Shop	Attestors must be assigned to the **Request & Fulfillment | IT Shop | Attestors** application role. Users with this application role: • Attest correct assignment of company resource to IT Shop structures for which they are responsible. • Can view master data for these IT Shop structures but not edit them. NOTE: This application role is available if the module Attestation Module is installed.

To specify attestors

1. Select the **Accounting | Basic configuration data | Attestors** category.
2. Select the **Assign employees** task.
3. In the **Add assignments** pane, add employees.

   TIP: In the **Remove assignments** pane, you can remove assigned employees.

   To remove an assignment

   - Select the employee and double-click ✅.
4. Save the changes.

Entering service items

In order to invoice company resources internally, a service item must be assigned to them. The price information is entered in the service item. Add a service item for every company resource to be invoiced. You can group individual service items into service categories.

To edit service items

1. In the Manager, select the **Accounting | Service items** category.
2. In the result list, select the product's service item and select the **Change master data** task.

   - OR -

   Click ➕ in the result list.
3. Enter the service item's master data.
4. Save the changes.

General master data for a service item

Enter the following data on the **General** tab. If you add a new service item, you must fill out the required fields.

Table 11: General master data for a service item

Master data	Meaning
Service item	Service item name.
Special service item	If a product is used for a specific purpose, for example, for product collection, then mark it as a special service item.
Service category	Group individual products into a collection of products. Select an existing service category from the list or add a new one. To create a new service category, click . Enter at least one name for the service item.
Product owners	Assign a **Request & Fulfillment | IT Shop | Product owner** application role. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Attestors	Assign a **Request & Fulfillment | IT Shop | Attestor** applic-ation role. The members of this application role can chosen as attestor in an attestation procedure. To create a new application role, click . Enter the application role name and assign a parent application role. Attestors can only be assigned if the **QER | ITShop** configuration parameter is enabled.
Cost center	Cost center for booking the service item in the accounts.
Manufacturer	Manufacturer data.
Terms of use	Terms of use for the product. The product can only be requested if the requester has accepted the terms of use. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Request number, product code, product code (foreign).	Company-specific service item properties.
Activity supplied	Select a activity from the menu.

Master data	Meaning
Cost type	Select a costing type from the menu.
Functional area	Company-specific service item property.
Approval policies	Approval policy used to determine the approver when the service item is requested in the IT Shop. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Request property	Select the group for defining extended properties for a request. The request properties are displayed in the Web Portal depending on the configuration, requester, or approver. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Calculation info	Enter the calculation mode as accounting information.
Availability	Company-specific information about the service item's avail-ability.
Sort order	Customer-specific criteria for sorting service items.
Website	Web page with more information about the service item. This field allows you to link product descriptions in the internet or intranet to the service item. To open the website, select **Visit website** in the default web browser.
Validity period	Time period for limited assignments through IT Shop. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Description	Text field for additional explanation.
Retain service item assignment on relocation	Specifies whether requests belonging to this service item remain intact when a customer or a product relocates.. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Not available	Specifies whether the service item can still be requested in the IT Shop. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Request properties must be defined separately per recipient	Specifies whether additional request properties must be entered separately for each recipient of this product, if the product is requested for different recipients in one request procedure. If this option is not set, the selected requested properties apply uniformly to all recipients of the product.

Master data	Meaning
	This property is only available if the **QER | ITShop** configuration parameter is enabled.
Approval by multi-factor authentication	The approval of requests with this service item requires multi-factor authentication.

Detailed information about this topic

- Entering service categories on page 26
- Attestors on page 15
- Business partners on page 8
- Activities supplied on page 14
- Cost types on page 12
- Functional areas on page 9

Related topics

- One Identity Manager IT Shop Administration Guide
- One Identity Manager Attestation Administration Guide

Pricing information

Enter the required pricing information for booking the service item to the accounts on the **Calculation** tab.

Table 12: Pricing for a service item

Property	Description
Purchase price	Purchase price.
Sales price	Sales price.
Internal price	Internal transfer price.
Rental rate (purchasing)	Purchase price on product rental.
Rental rate (selling)	Sales price on product rental
Rental rate (internal)	Internal transfer price on product rental
Currency	Currency unit
Sales tax	Sale tax to apply in percent (%)

Related topics

- Compiling price information on page 6

Extended master data for a service item

On the **Picture** tab, you can import an image of the product into the data base. Select the path where the picture is stored.

On the **User-defined** tab, enter additional company-specific information in the spare fields. Use the Designer to customize display names, formats, and templates for the fields.

Default service items

One Identity Manager supplies service items by default.

To edit default service items

- Select the **Accounting | Service items | Predefined** category.

Additional tasks for managing service items

After you have entered the master data, you can run the following tasks.

Service item overview

To obtain an overview of a service item

1. Select the **Accounting | Service items** category.
2. Select the service item in the result list.
3. Select the **Service item overview** task.

Defining hierarchy for service items

You can structure service items hierarchically. To do this, assign a service item below or above another service item.

Example

The items "cabling", "service infrastructure", "hotline", and "backup system" are agreed upon by seller and purchaser and given prices. The collective products "service PC", "service notebook", and "service user accounts" are defined within the company. These comprise the single items listed above. The prices for the collective products can be taken from the prices for the single items assuming a corresponding processes have been implemented for this.

Table 13: Example for grouping collective products

Collective Item	Single Item
Service PC	cabling
	service infrastructure
	backup system
	hotline
Service notebook	cabling
	service infrastructure
	hotline
Service user accounts	hotline

To structure service items hierarchically

1. In the Manager, select the **Accounting | Service items** category.
2. In the result list, select a service item in the result list and run the task **Edit service item hierarchy**.
3. Select the **Child service items** tab.

   In the **Add assignments** pane, assign child service items.

   > TIP: In the **Remove assignments** pane, you can remove service item assignments.
   >
   > ***To remove an assignment***
   >
   > - Select the service item and double-click ✅.

4. Select the **Parent service items** tab.

   In the **Add assignments** pane, assign parent service items.
5. Save the changes.

Editing product dependencies for requests

Dependencies between products are taken into account by IT Shop requests. This task is only available if the **QER | ITShop** configuration parameter is set. For more information, see the *One Identity Manager IT Shop Administration Guide*.

Assigning a service item to departments, cost centers and locations

You can issue separate invoices according to the different company structures. To do this assign the service items to departments, cost centers, and locations.

To assign a service item to departments, cost centers, and locations

1. Select the **Accounting | Service items** category.
2. Select the service item in the result list.
3. Select the **Assign organizations** task.

   In the **Add assignments** pane, assign the organizations:

   - On the **Departments** tab, assign departments.
   - On the **Locations** tab, assign locations.
   - On the **Cost centers** tab, assign cost centers.

   TIP: In the **Remove assignments** pane, you can remove assigned organizations.

   To remove an assignment

   - Select the organization and double-click ✅.
4. Save the changes.

Assigning a service item to business roles

Installed modules: Business Roles Module

You can issue separate invoices according to the different company structures. Assign service items to business roles to do this.

To assign service items to business roles

1. Select the **Accounting | Service items** category.
2. Select the service item in the result list.
3. Select the **Assign business roles** task.

In the **Add assignments** pane, assign business roles.

TIP: In the **Remove assignments** pane, you can remove assigned business roles.

To remove an assignment

- Select the business role and double-click .

4. Save the changes.

Assigning functional areas

You can use One Identity Manager to assess the risk of assignments. The assessments can be evaluated separately by functional area. To do this, service items must be assigned to functional areas. For more detailed information, see the *One Identity Manager Risk Assessment Administration Guide*.

To assign functional areas to a service item

1. Select the **Accounting | Service items** category.
2. Select the service item in the result list.
3. Select the **Assign functional areas** task.

   Assign the functional areas in **Add assignments**.

   TIP: In **Remove assignments**, you can remove functional area assignments.

   To remove an assignment

   - Select the functional area and double-click .
4. Save the changes.

Assigning extended properties

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

To assign extended properties to a service item

1. Select the **Accounting | Service items** category.
2. Select the service item in the result list.
3. Select the **Assign extended properties** task.

   In the **Add assignments** pane, assign extended properties.

   TIP: In the **Remove assignments** pane, you can remove assigned extended properties.

To remove an assignment

- Select the extended property and double-click .

4. Save the changes.

View documentation

You can link product descriptions in internet or intranet with the service item. For this, you enter the URL of a website in **Website** on the master data form.

To open the website in a standard browser

1. Select the **Accounting | Service items** category.
2. Select the service item in the result list.
3. Select the **Visit website** task.

Related topics

- General master data for a service item on page 17

Assigning object-dependent references

NOTE: This task is only available if the **QER | ITShop** configuration parameter is set.

Object dependent references can be assigned to service items. Use object dependent references to configure your Web Portal with the Web Designer. All object dependent references whose type references the `AccProduct` table can be assigned.

To assign object dependent references to a service item

1. Select the **Accounting | Service items** category.
2. Select the service item in the result list.
3. Select the **Assign object-dependent references** task.
4. In the **Add assignments** pane, assign object-dependent references.

   \- OR -

   In the **Remove assignments** pane, remove the object-dependent references.
5. Save the changes.

Related topics

- One Identity Manager Web Designer Reference Guide

Assigning tags

Use this task to assign tags to service items and to add new tags. This task is only available if the configuration parameter **QER | ITShop** is set.

To assign a tag to a service item

1. Select the **Accounting | Service items** category.
2. Select the service item in the result list.
3. Select the **Assign tag** task.
4. Double-click on the assignment form on the tag to assign to the service item.
5. Save the changes.

To add a tag for a service item

1. Select the **Accounting | Service items** category.
2. Select the service item in the result list.
3. Select the **Assign tag** task.
4. Select the **Create tag** task.
5. Enter the tag and a description for it.
6. Save the changes.

   The new tag is shown on the assignment form.
7. Double-click on the tag to assign it to the selected service item.
8. Save the changes.

Changing products

A product can be replaced by another product at a specified time. This task is only available if the configuration parameter "QER | ITShop" is set.

To replace a product with another one

1. Select the **Accounting | Service items** category.
2. In the result list, select the product's service item to be replaced.
3. Select the **Change product...** task.
4. Enter the following data:
   - Expiry date

     Date on which the product is replaced by a different product.
   - Alternative product

     Enter the service item that can be requested instead in Alternative product.

5. Click **OK**.

Entering service categories

You can group individual service items into service categories to create a service catalog. Price information required or service category cost types and services types can be mapped to individual products using customized templates.

To edit service categories

1. In the Manager, select the **Select Accounting | Service catalog** category.
2. In the result list, select the service category and run the **Change master data** task.
3. Edit the service category's master data.
4. Save the changes.

Service category master data

Enter the following master data for a service category. If you add a new service category, you must fill out the required fields.

Table 14: General master data for a service category

Master data	Meaning
Service category	The service item's name.
Special service category	Specifies whether the service category has a special purpose.
Parent service category	If you want to have service categories in a hierarchical structure, select a parent service category from the list.
Product owners	Assign a **Request & Fulfillment | IT Shop | Product owner** application role. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Attestors	Assign a **Request & Fulfillment | IT Shop | Attestor** application role. The members of this application role can chosen as attestor in an attestation procedure. To create a new application role, click . Enter the application role name and assign a parent application role.

Master data	Meaning
	Attestors can only be assigned if the **QER | ITShop** configuration parameter is enabled. For more detailed information, see the *One Identity Manager Attestation Administration Guide*.
Activity supplied	Select a activity from the menu.
Cost type	Select a costing type from the menu.
Approval policies	Approval policies used to determine the approver when the service item is requested from a service category in the IT Shop. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Request property	Select the group for defining extended properties for a request. The request properties are displayed in the Web Portal depending on the configuration, requester, or approver. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Purchase price, sales price, internal price, currency	Enter the required price information for the service category accounting.
Sort order	Customer specific criteria for sorting assigned service items.
Description	Text field for additional explanation.
Image	Image for this service category. Select the path where the picture is stored.
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.

Detailed information about this topic

- Attestors on page 15
- Activities supplied on page 14
- Cost types on page 12

Related topics

- One Identity Manager IT Shop Administration Guide
- One Identity Manager Attestation Administration Guide.

Default service categories

One Identity Manager supplies service categories by default. These service categories make up the default service items in the service catalog.

To edit default service categories

- Select the **Accounting | Service catalog** category.

Additional tasks for managing service categories

After you have entered the master data, you can run the following tasks.

Service category overview

To obtain an overview of a service category

1. Select the **Accounting | Service catalog** category.
2. Select the service category in the result list.
3. Select the **Service category overview** task.

Assigning service items

Use this task to assign any number of service items to the service category.

To assign service items to a service category

1. In the Manager, select the **Select Accounting | Service catalog** category.
2. Select the service category in the result list.
3. Select the **Assign service items** task.

   In the **Add assignments** pane, assign service items.

   > TIP: In the **Remove assignments** pane, you can remove service item assignments.
   >
   > ***To remove an assignment***
   >
   > - Select the service item and double-click ✓.
4. Save the changes.

Assigning object-dependent references

NOTE: This task is only available if the "QER | ITShop" configuration parameter is set.

Object dependent references can be assigned to service categories. Use object dependent references to configure your Web Portal with the Web Designer. All object-dependent references whose type references the `AccProductGroup` table can be assigned.

To assign object dependent references to a service category

1. Select the **Accounting | Service categories** category.

   - OR -

   Select the **Accounting | Service catalog** category.
2. Select the service category in the result list.
3. Select the **Assign object-dependent references** task.
4. In the **Add assignments** pane, assign object-dependent references.

   - OR -

   In the **Remove assignments** pane, remove the object-dependent references.
5. Save the changes.

Related topics

- One Identity Manager Web Designer Reference Guide

Vouchers and voucher items

Vouchers are overviews of bookable IT services. Each of the services are added as voucher items in a voucher. For example, software assigned to an employee or scheduled measurement of mailbox sizes can be consolidated in one voucher item. It is also possible to include data from external data sources for making vouchers. Vouchers are initially merely entered in One Identity Manager because accounting methods and the bookable amounts vary between companies. One action which is independent of this and can be customized is grouping and evaluation of receipts or other vouchers.

You can group voucher items automatically using One Identity Manager. To do this, One Identity Manager Service offers a process component, which you can use to collect and process vouchers and voucher items. One Identity Manager also offers the option to link report generation into the accounting procedure.

To make vouchers for bookable IT services

1. Create vouchers in the Manager.
2. Define processes to put together the vouchers automatically.

Related topics

- Entering voucher items automatically on page 33

Entering vouchers

To edit a voucher

1. Select the **Accounting | Vouchers** category.
2. Select the voucher in the result list.

   - OR -

   Click in the result list.
3. Select the **Change master data** task.
4. Edit the voucher's master data.
5. Save the changes.

General master data for vouchers

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

Table 15: General master data for vouchers

Property	Description
Voucher number	Number or ID of the voucher.
Voucher date	Data of the voucher.
Voucher type	Select a voucher type from the menu.
Voucher number (external)	Customer or supplier's voucher number if the voucher was imported.
Contract	Supplier's contract reference number.
Purchase price	Purchase price.
Sales price	Sales price.
Internal price	Internal transfer price.
Currency	Currency unit
Comment	Text field for additional explanation.
Booked	Specifies whether the voucher has been processed or not.

Related topics

- Voucher types on page 7
- Reactivating a voucher on page 32

Invoice recipients

Enter the address data for the invoice recipient on the **Invoice recipient** tab.

Table 16: Voucher's invoice recipient data

Property	Description
Name	Invoice recipient.
Surname prefix	Addition to recipients name.
Street	Street or road.
Zip code	Zip code.
City	City.
Desired delivery date.	Target date for delivery.
Received on	Date on which the voucher was received.
Date approved	Date on which the voucher was approved.

User-defined master data

Additional company-specific information. Use the Designer to customize display names, formats, and templates for the input fields.

Additional tasks for vouchers

After you have entered the master data, you can run the following tasks.

Overview of the voucher

To obtain an overview of a voucher

1. Select the **Accounting | Vouchers** category.
2. Select the voucher in the result list.
3. Select the **Voucher status overview** task.

Starting an accounting run

Use this task to start accounting for a voucher. For more information, see Entering voucher items automatically on page 33.

Assign devices

Use this task to assigned different devices items to a voucher.

To assign a device to a voucher

1. Select the **Accounting | Vouchers** category.
2. Select the voucher in the result list.
3. Select the **Assign devices** task.
4. In the **Add assignments** pane, assign the devices.

   - OR -

   In the **Remove assignments** pane, remove the devices.
5. Save the changes.

Recalculating a voucher

The invoice date and price information provide further information about an invoice voucher. Prices are determined from the item prices of the active voucher items using the **Recalculate** task. For more information, see Compiling price information on page 6.

Reactivating a voucher

If a voucher has already been processed, set the **Booked** option. This voucher can no longer be processed.

To reactivate a voucher for processing

1. Select the **Accounting | Vouchers** category.
2. Select the voucher in the result list.
3. Select the **Recalculate** task.
4. Save the changes.

Related topics

- General master data for vouchers on page 30

Entering voucher items automatically

Table 17: Configuration parameter for automatically entering voucher items

Configuration parameter	Meaning
Accounting | SimpleCollector	Preprocessor relevant configuration parameter for controlling database model components, for automatically making vouchers for accounting. If the parameter is set, vouchers can be made automatically. Changes to this parameter require the database to be recompiled.
Accounting | SimpleCollector | ReportDir	Configuration parameter containing the path for storing reports.

Enter separate voucher items into a voucher. One voucher item corresponds to a bookable IT service. For example, software assigned to an employee or scheduled measurement of mailbox sizes can be consolidated in one voucher item. It is also possible to include data from external data sources for making vouchers. However, the methods used for this differ from company to company and, therefore, you should implement them to suit yours.

For the automatic creation of voucher items, you can use the collector functions of the One Identity Manager Service provided with the process component `VI.JobService.JobComponents.InvoiceComponent`. Using One Identity Manager reporting functionality, you can group vouchers in the form of an invoice and send then by email.

To simplify dealings with data imports and collection and if necessary to extend it, you can manage the accounting run using the **Start accounting run** task. All available events and the current processing status of a voucher are displayed on the form.

The executable events must be customized.

- Add the executable events for each voucher type in **Accounting | Basic configuration data | Accounting runs**. The order in which the events are displayed on the form is given by the sort order property. For more information, see Accounting runs on page 11.

The One Identity Manager default system contains examples of simple data collectors for voucher with the voucher type "Receipt" that can be controlled through the form. Use this to collect the data you want in the database, a new voucher item is created for each data set and linked to the voucher for which the event was triggered. There is also an example of how to generate an accounting report which can then be sent by email. Processes for the base object `Invoice` are defined for the events supplied. If you start and event from the form, it starts running the corresponding process.

Table 18: Data collector in the default system

Event	Description	Item
COLPERSONHASAPP	Collects software assignments for	0

Event	Description	Item
	employees.	
COLWORKDESKHASAPP	Collects software assignments for workdesks.	1
COLHARDWARE	Collects devices.	2
COLADSACCOUNT	Collects enabled Active Directory user accounts.	3
COLEX2KMAILBOX	Collects enabled mailboxes.	4
COLADSHOMESIZE	Collects home directory sizes.	5
COLEX2KMAILSIZE	Collects mailbox sizes.	6
GENERATE_PROFITCENTER_REPORTS	Generates reports for cost centers.	7

The processing state is stored in the `Invoice` table in the `CollectorState` column. At the same time, one character of this status string represents the current processing state of an event. The string's index is defined through the sort order of the associated event. The characters have the following meaning:

Table 19: Permitted status and meaning

Character	Name	Description
Blank space	New/unknown	Processing has not started. Initial state.
S	Started	This state is set by the form in order to immediately return a result to the user.
R	Running	This state is set by the process to signal that the import/-collector is running.
F	Complete	The process was ended successfully.
E	Errors	The process ended in failure.

To set a status in the processes, you can use the SQL procedure `VI_Accounting_SetCollectorState`. This procedure expects the following parameters:

Table 20: `VI_accounting_SetCollectorState` procedure parameters

Parameters	Meaning
uid_invoice	Unique name of the voucher
eventname	Event name
state	Status

Calling example:

```
exec VI_Accounting_SetCollectorState '"&$UID_Invoice$&"','COLHARDWARE','R'
```

The database views used in the data collection processes can be used as templates for customizing database view.

Table 21: Database views for determining data

Name of the view	Usage
vi_view_accColADSAccount	Collects accounting relevant information for all Active Directory user accounts that are connected with an employee and managed with account definitions.
vi_view_accColADSHomeSize	Collects accounting relevant information about the size of Active Directory user account homes. The price must be given in MB in the service item. The view must be customized!
vi_view_accColEx2kMailbox	Collects accounting relevant information for all Microsoft Exchange mailboxes that are connected with an employee and managed with account definitions.
vi_view_accColEx2kMailSize	Collects accounting relevant information about the size of Microsoft Exchange mailboxes. The price must be given in MB in the service item. The view must be customized!
vi_view_accColHardware	Collects accounting relevant information of each device with workdesk and a device model with a service item.
vi_view_accColPersonHasApp	Collects accounting relevant information for all software applications assigned to employees and which have a service item.
vi_view_accColWorkdeskHasApp	Collects accounting relevant information for all software applications assigned to workdesks and which have an activity supplied.

Entering voucher items manually

Voucher items cannot only be automatically entered but you can also enter and handle them manually in the Manager. However, you should only do this if marginal modifications required.

To enter voucher items

1. Select the **Accounting | Items** category.
2. Select the voucher item in the result list.

   - OR -

   Click in the result list.
3. Select the **Change master data** task.

4. Enter the voucher item's master data.
5. Save the changes.

General master data for a voucher item

Enter the following properties for the voucher.

Table 22: General master data for a voucher item

Property	Description
Name	Display name of the voucher item. In the standard installation of One Identity Manager, the name is formed from the service item and the comment.
Voucher	Voucher into which the voucher item is added.
Service item	Service item to be invoiced.
Description	Text field for additional explanation.
Data source	Data source from which the voucher item comes.
Voucher date	Data of the voucher.
Delivery item	Specifies whether the voucher item is part of a delivery. This means that price entries on the **Calculation** tab are not mandatory. If this option is disabled, the **Amount** and **Voucher date** are required fields. On the **Calculation** tab, a price must be entered as a minimum requirement.
Delivery date	Delivery date for the IT service.
Desired delivery date.	Target date for delivery.
Supplier	Supplier ID.
Request number	Request number of the IT service for requesting from a supplier.
Product number (foreign)	External product number.
Voucher item (external)	Item information in imported voucher.
Voucher item (consolidated)	Voucher item for accumulating this item.

Property	Description
Quantity	Quantity to book.
Unit of measure	Unit of measure.
Remarks	Text field for additional explanation.
Booked	Specifies whether the voucher item has already been processed or consolidate with another item. If this option is set, the voucher position cannot be processed again.
Denied	Specifies whether approval was granted to the voucher item or not.

Related topics

- Reactivating a voucher item on page 39
- Pricing information on page 37

Pricing information

Enter the required pricing information for booking the voucher item to the accounts on the **Calculation** tab. At least one price has to be entered as the voucher item value is calculated from the quantity and the price. Specify which available price information is being used to suit your company requirements.

Table 23: Pricing for a voucher item

Property	Description
Unit price (purchasing)	Unit price for purchasing the IT service.
Item price (purchasing)	Item price calculated from quantity and unit price (purchasing).
Unit price (sales)	Unit price for selling the IT service.
Item price (sales)	Item price calculated from quantity and unit price (sales).
Unit price (internal)	Internal booking price for the IT service.
Item price (internal)	Item price calculated from quantity and unit price (internal).
Currency	Currency unit
Sales tax (%)	Sale tax to apply in percent.

Related topics

- Compiling price information on page 6

Miscellaneous master data

You can enter more information required for booking the voucher item on the **Miscellaneous** tag. The recipient of the IT service must be entered. You must fill out at least one of the fields workdesk, device, employee, business role, location, cost center, department, or customer.

Table 24: Miscellaneous master data for a voucher item

Property	Description
Activity supplied	Select a activity from the menu. For more information, see Activities supplied on page 14.
Cost type	Select a costing type from the menu. For more information, see Cost types on page 12.
Workdesk	Worksdesk that received the IT service.
Device	Device that received the IT service.
Employee	Employee that received the IT service.
Business role	Business role that received the IT service.
Location	Location that received the IT service.
Cost center	Cost center that received the IT service.
Department	Department that received the IT service.
Customer	Partner that received the IT service.
Received on	Date the IT service bill was received.
Approved on	Date of final approval.

User-defined master data

Additional company-specific information. Use the Designer to customize display names, formats, and templates for the input fields.

Additional tasks for voucher items

After you have entered the master data, you can run the following tasks.

The **Recalculate** task recalculates the purchase price, sales price, and the internal booking price.

Overview of voucher items

To obtain an overview of a voucher item

1. Select the **Accounting | Items** category.
2. Select the voucher item in the result list.
3. Select the **Voucher item overview** task.

Reactivating a voucher item

If a voucher item has already been processed, set the **Booked** option. This voucher can no longer be processed.

To reactivate a voucher item for processing

1. Select the **Accounting | Items** category.
2. Select the voucher item in the result list.
3. Select the **Recalculate** task.
4. Save the changes.

Related topics

- General master data for a voucher item on page 36

About us

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

Index

A

accounting

data collection 33

accounting run 11

activity supplied 7, 14

assign service category 15

assign service item 14

overview form 14

administrator 5

application role

administrator 5

attestors 15

product owners 5

attestors 7

B

business partner 8

business role

assign service item 22

C

cost center

assign service item 22

costing type 7

assign service category 13

assign service item 13

create 12

overview form 13

currency 19

D

data collection 33

data source 7, 10

database view

vi_view_accColADSAccount 33

vi_view_accColADSHomeSize 33

vi_view_accColEx2kMailbox 33

vi_view_accColEx2kMailSize 33

vi_view_accColHardware 33

vi_view_accColPersonHasApp 33

vi_view_accColWorkdeskHasApp 33

default service category 28

default service item 20

department

assign service item 22

E

extended property

assign service item 23

F

functional area 9

assign service item 23

I

invoice recipient 31

L

location

assign service item 22

M

manufacturer 8

P

price 19

compose 6

procedure

VI_Accounting_Set CollectorState 33

product

documentation 20

replace 25

product owners 5, 7

R

risk assessment

functional area 9

S

service catalog 20, 26, 28

service category

assign service item 28

log 26

object dependent xref 29

overview form 28

process information 26

service item

approval policies 17

assign 20

assign business role 22

assign cost center 22

assign department 22

assign extended properties 23

assign function area 23

assign location 22

assign tag 25

assign to service category 28

attestors 17

cost center 17

documentation 20

extended property 20

image 20

log 16

manufacturer 17

multi-request 17

object dependent xref 24

open site 24

overview form 20

parent 20

product description 24

product owners 17

relocate 17

replace 25

request property 17

subordinate 20

validity 17

T

tag

assign service item 25

create 25

V

voucher

calculate price 32

invoice recipient 31

log 30

overview form 31

price 30

voucher type 30

voucher item

automatic 33

enter manually 35

log 33

overview form 39

reenable 35, 39

voucher sequence

start 33

status 33

voucher type 7, 30