



One Identity Manager 8.1.4

# Software 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](http://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

<b>Managing software</b> .....	<b>4</b>
One Identity Manager users for managing software .....	4
Setting up software .....	5
General master data for software .....	5
Extended master data for software .....	7
Supervisors .....	8
Software inventory data .....	8
Assigning software to workdesks and employees .....	8
Assigning software to departments, cost centers, and locations .....	9
Assigning software to business roles .....	10
Adding software to the IT Shop .....	11
Assigning software directly to employees .....	12
Assigning software directly to workdesks .....	12
Adding software to system roles .....	13
Assigning extended properties .....	13
Deleting software .....	14
<b>Appendix: Effective configuration parameters for setting up software</b> .....	<b>15</b>
<b>Appendix: Technical details of inheriting software</b> .....	<b>16</b>
<b>About us</b> .....	<b>18</b>
Contacting us .....	18
Technical support resources .....	18
<b>Index</b> .....	<b>19</b>

## Managing software

One Identity Manager allows you to manage software applications comfortably and to assign them to employees. In the Manager, individual software applications can be created and combined into software packages. The software and software packages are assigned to employees. You can make assignments directly or indirectly by assigning them to hierarchical roles. Software and software packages can be requested through the IT Shop.

One Identity Manager components for managing software 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 software

The following users are used for managing software.

**Table 1: User**

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

## Users

Product owner for the IT Shop

## Tasks

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


Users with this application role:

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

The **Request & Fulfillment | IT Shop | Product owners | Software** default application role can be used.

# Setting up software

## To set up a software

1. Select the **Software | Software** category
2. Select the software 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 software](#) on page 5
- [Extended master data for software](#) on page 7
- [Supervisors](#) on page 8
- [Software inventory data](#) on page 8

# General master data for software

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

**Table 2: General master data of a software application**

Property	Description
Software name	Name of the software.

Property	Description
Version	Version of the software.
Language	Language of the software. Languages are supplied by default as base data in One Identity Manager.
IT Shop	Specifies whether the software can be requested through the IT Shop. This software can be requested by staff through the Web Portal and granted through a defined approval procedure. The software can still be assigned directly to employees and hierarchical roles.
Only for use in IT Shop	Specifies whether the software can only be requested through the IT Shop. This software can be requested by staff through the Web Portal and granted through a defined approval procedure. The software may not be assigned directly to hierarchical roles.
Service item	Service item data for requesting the software through the IT Shop.
Alternative software	Name of alternative software.
Internal product name	Internal name of the product.
Website	Manufacturer's website. Use the <b>Visit vendor website</b> task to open the given website.
Link to documentation	Link to the product documentation. Use the <b>Visit documentation website</b> task to open the given website.
Software	The complete name of the software with the name, language, and version number.
Description Comment	Text field for additional explanation.
Dongle required	Specifies whether a dongle is required for this software to work.
Only assign to workdesks	Specifies whether the software can only be assigned to workdesks. If this option is not set, the software can be assigned to employees and workdesks and inherited. If the option is set, the software can only be assigned to and inherited by workdesks.
Only assigned to employees.	Specifies whether the software can only be assigned to employees. If this option is not set, the software can be assigned to employees and workdesks and inherited. If the option is set, the software can only be assigned to and inherited by employees.
Deactivated	Specified whether the software is still used or not. Only software that is not enabled can be assigned in One Identity Manager. If the software is disabled, it cannot be assigned but existing assignments remain intact.


Property	Description
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 software

On the **Extended** tab, enter the data for installing software.

**NOTE:** Permitted values are predefined. Use the Designer to define further permitted values.

**Table 3: Extended master data of a software 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	How the software is accessed. 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 software. 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	Installation date of the software.
Risk index	Value for evaluating the risk of assigning the software to employees. Enter a value between 0 and 1. The field is only visible if the "QER   CalculateRiskIndex" configuration parameter is set.  For more detailed information about risk assessment, see the <i>One Identity Manager Risk Assessment Administration Guide</i> .

# Supervisors

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

**Table 4: Employees responsible for a software application**

Property	Description
Expert and deputy Expert	Specifies the expert and deputy for the software. If the software 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 software's coordinator.
IT manager and deputy IT manager	Specifies the IT manager and deputy for the software.

## Software inventory data

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

**Table 5: Software application inventory data**

Property	Description
Usage [months]	Period of use for the software in months.
Internal transfer price	Information about the price for invoicing the software internally.
Company software	Specifies whether the software being dealt with is the company's own.

## Assigning software to workdesks and employees

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



## Prerequisites for indirect assignment to employees

- Assignment of employees and software is permitted for the role class (department, cost centers, location, or business role).

## Prerequisites for indirect assignment to workdesks

- Assignment of workdesks and software is permitted for the role class (department, cost center, location or business role).

Software can also be assigned to employees through IT Shop requests. Add employees to a shop as customers so that software can be assigned through IT Shop requests. All software applications assigned to this shop as products can be requested by customers. Requested software is assigned to the employees after approval is granted.

## Detailed information about this topic

- [Assigning software to departments, cost centers, and locations](#) on page 9
- [Assigning software to business roles](#) on page 10
- [Adding software to the IT Shop](#) on page 11
- [Assigning software directly to employees](#) on page 12
- [Assigning software directly to workdesks](#) on page 12
- [Adding software to system roles](#) on page 13
- One Identity Manager Identity Management Base Module Administration Guide

# Assigning software to departments, cost centers, and locations

You can assign software to departments, cost centers, and locations so that the software is inherited by employees and workstations through these organizations.

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

1. Select the **Software | Software** category
2. Select the software in the result list.
3. Select the **Assign organizations** task.
4. 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 ✓.
5. Save the changes.

### **Related topics**

- [Assigning software to business roles](#) on page 10
- [Adding software to the IT Shop](#) on page 11
- [Assigning software directly to employees](#) on page 12
- [Assigning software directly to workdesks](#) on page 12

## **Assigning software to business roles**

Installed modules: Business Roles Module

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

### **To assign a software application to business roles**

1. Select the **Software | Software** category
2. Select the software in the result list.
3. Select the **Assign business roles** task.
4. 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 ✓.
5. Save the changes.

### **Related topics**

- [Assigning software to departments, cost centers, and locations](#) on page 9
- [Adding software to the IT Shop](#) on page 11
- [Assigning software directly to employees](#) on page 12
- [Assigning software directly to workdesks](#) on page 12
- One Identity Manager Business Roles Administration Guide

# Adding software to the IT Shop

Once software is assigned to an IT Shop shelf, it can be ordered by the shop's customers. There are other prerequisites required to make software requestable.

- The software must be labeled with the option **IT Shop**.
- The software must be assigned to a service item.
- If you want the software to be assigned only to employees through the IT Shop, the software must also be marked with the **Only use in IT Shop**. Then, the software may no longer be assigned directly to hierarchical roles.

## ***To add a software application to the IT Shop***

1. Select the **Software | Software** category
2. Select the software in the result list.
3. Select the **Add to IT Shop** task.
4. In the **Add assignments** pane, assign the software to IT Shop shelves.
5. Save the changes.

## ***To remove a software application from individual IT Shop shelves***

1. Select the **Software | Software** category
2. Select the software in the result list.
3. Select the **Add to IT Shop** task.
4. In **Remove assignments**, remove the software from the IT Shop shelves.
5. Save the changes.

## ***To remove a software application all IT Shop shelves***

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

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

For detailed information about requesting company resources through the IT Shop, see the One Identity Manager IT Shop Administration Guide.

## **Related topics**

- [General master data for software](#) on page 5
- [Assigning software to departments, cost centers, and locations](#) on page 9

- [Assigning software to business roles](#) on page 10
- [Assigning software directly to employees](#) on page 12
- [Assigning software directly to workdesks](#) on page 12

## Assigning software 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 a software directly to employees***

1. Select the **Software | Software** category
2. Select the software in the result list.
3. Select the **Assign to employees** task.
4. In the **Add assignments** pane, add employees.  
- OR -  
In the **Remove assignments** pane, remove employees.
5. Save the changes.

### **Related topics**

- [Assigning software to departments, cost centers, and locations](#) on page 9
- [Assigning software to business roles](#) on page 10
- [Adding software to the IT Shop](#) on page 11

## Assigning software directly to workdesks

Software can be assigned directly or indirectly to a workdesk. Indirect assignment is carried out by assigning workdesks and software to company structures, such as departments, cost centers, locations, or business roles.

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

### ***To assign a software application directly to workdesks***

1. Select the **Software | Software** category
2. Select the software in the result list.
3. Select the **Assign workdesks** task.
4. In the **Add assignments** pane, assign software.

- OR -

In the **Remove assignments** pane, remove software.

5. Save the changes.

## Related topics

- [Assigning software to departments, cost centers, and locations](#) on page 9
- [Assigning software to business roles](#) on page 10

# Adding software to system roles

Installed modules: System Roles Module

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


**NOTE:** Software with the **Only use in IT Shop** option 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 a software application to system roles*

1. Select the **Software | Software** category
2. Select the software in the result list.
3. Select the **Assign system roles** task.
4. In the **Add assignments** pane, assign system roles.

**TIP:** In the **Remove assignments** pane, you can remove assigned 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 software is inherited by those employees.

# 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 specify extended properties for a software application***

1. Select the **Software | Software** category
2. Select the software in the result list.
3. Select the **Assign extended properties** task.
4. 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 .
5. Save the changes.

For detailed information about using extended properties, see the *.One Identity Manager Identity Management Base Module Administration Guide*

## **Deleting software**

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

### ***To delete a software application***

1. Select the **Software | Software** category
2. Select the software in the result list.
3. Delete the software.
4. Confirm the security prompt with **Yes**.

## Effective configuration parameters for setting up software

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

**Table 6: Configuration parameters for managing software applications**

<b>Configuration parameter</b>	<b>Description</b>
Software	This configuration parameter specifies whether software management is supported.
Application	Preprocessor relevant configuration parameter to control the database model components for managing software. If the parameter is set, the components for managing software are available. Changes to this parameter require the database to be recompiled.

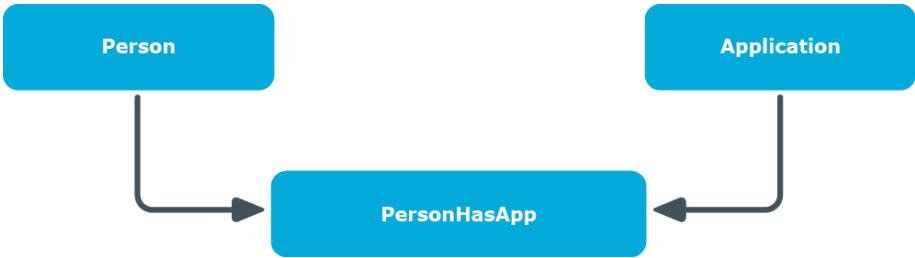
## Technical details of inheriting software

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

A workdesk can directly obtain software. Furthermore, workdesks inherit (and pass on) all software applications from all the roles of which they are members (PersonIn<BaseTree> table) as well as the software of all the roles that are referenced over a foreign key relationship (Workesk table, UID\_<BaseTree> column). Direct and indirect assignments of software to workdesks are mapped in the WorkdeskhasApp table.

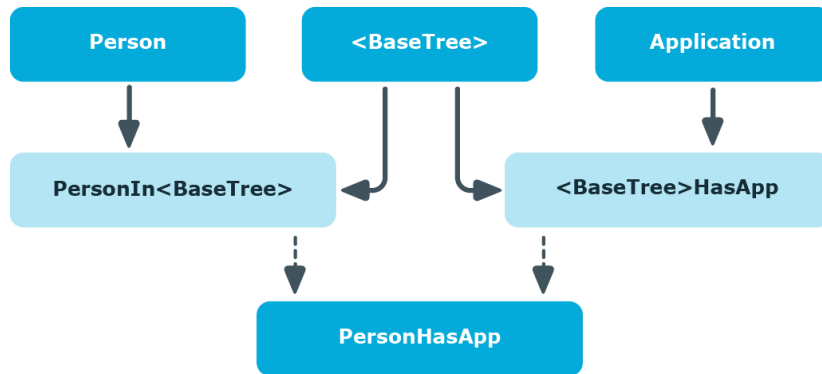
Assignments of roles to software are stored in the <BaseTree>HasApp table. Software can also be inherited through system roles. For more information, see the *.One Identity Manager System Roles Administration Guide*

**Figure 1: Inheritance with direct assignment of software to employees**





**Figure 2: Inheritance with indirect secondary assignment of software to employees**



**Figure 3: Inheritance with indirect primary assignment of software 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](http://www.YouTube.com/OneIdentity)
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

## S

### software

assign business roles 10

assign cost center 9

assign department 9

assign employees 12

assign location 9

delete 14

manage 4

set up 5