# ONE IDENTITY™

One Identity Manager 8.1.4

# Software Management Administration Guide

# Contents

# 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 | - 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. |

| Users | Tasks |
|---|---|
| Product owner for the IT Shop | 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 **Visit vendor website** task to open the given website. |
| Link to documentation | Link to the product documentation. Use the **Visit documentation website** 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 *One Identity Manager Risk Assessment Administration Guide*. |

# 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 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**

# 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**

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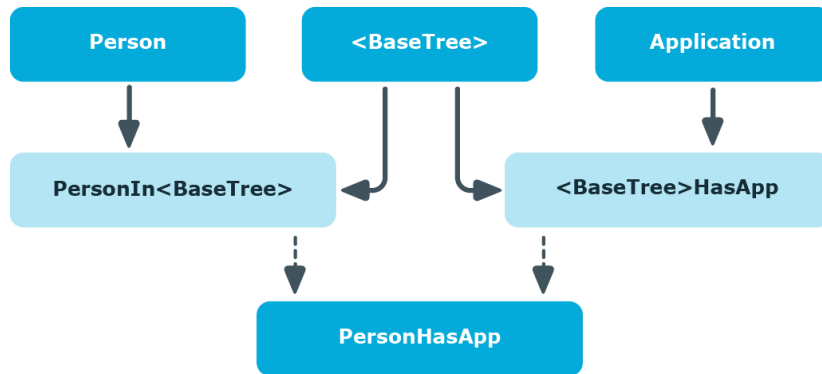
Assignments of roles to software are stored in the `<BaseTree>HasApp` table. Software can also be inherited through system roles. For more information, see the .*One Identity Manager System Roles Administration Guide*

**Figure 1: Inheritance with direct assignment of software to employees**
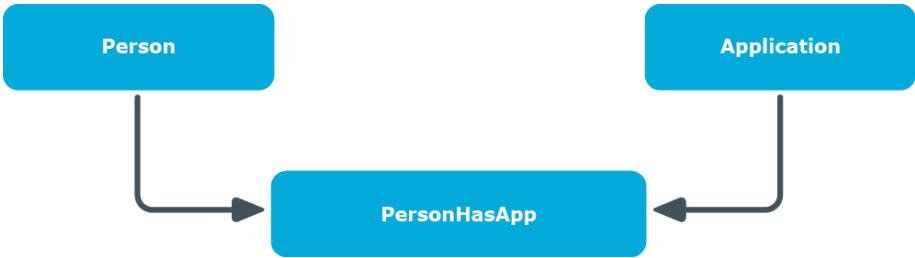
**Figure 2: Inheritance with indirect secondary assignment of software to employees**



**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
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

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