ONE IDENTITY

by Quest

One Identity Manager 8.2

Web Portal for Application Governance User Guide

Contents

Web Portal for Application Governance

The Web Portal for Application Governance allows you to quickly and simply run the onboarding process for new applications from one place. An application created with the Web Portal for Application Governance combines all the permissions application users require for their regular work. This way, you can assign application entitlements to your applications (such as system entitlements or system roles) and plan when they will be available as requestable products (service items) (for example, in the Web Portal).

You can find the Web Portal for Application Governance in the Web Portal.

NOTE: The role model stored in the database controls which Web Portal for Application Governance functions are available to you. This guide describes all the Web Portal for Application Governance functions. If you cannot find one of the functions described here in your Web Portal for Application Governance, it may be due to insufficient permissions. In this case, ask your administrator.

Available documentation

The online version of One Identity Manager documentation is available in the Support portal under Technical Documentation. You will find videos with additional information at www.YouTube.com/OneIdentity.

For more information about configuring the Web Portal for Application Governance, see the *One Identity Manager Web Application Configuration Guide*.

An overview of the functions

This section gives you an overview of the different functions available in the Web Portal for Application Governance.

With the Web Portal for Application Governance, you can:

- Create applications (see Creating applications on page 13)
- Display applications and their details (see Displaying applications on page 11)
- Edit applications (see Editing applications on page 14)
- Display information about your application in a HyperView.Displaying application HyperViews on page 12
- Display KPIs that affect applications (see Displaying application KPIs on page 9)
- Display application entitlements of applications (see Displaying application entitlements of applications on page 12)
- Assign entitlements to applications (see Assigning entitlements to applications on page 16)
- Unassign application entitlements from applications (see Unassigning application entitlements on page 16)
- Edit application entitlements of applications (see Editing application entitlements on page 17)
- Publish applications' application entitlements in the IT Shop and Web Portal immediately or at a later date (see Publishing applications on page 19 and Publishing application entitlements on page 18)
- Unpublish them again (see Unpublishing applications on page 20 and Unpublishing application entitlements on page 19)

Quick start - onboarding applications

The following provides a general list of the steps you need to take to create an application in the Web Portal for Application Governance and to make the associated application entitlements requestable in the Web Portal.

1. Open the Web Portal for Application Governance (see Opening the Web Portal for Application Governance on page 7).

2. Create an application.

3. Edit the application and assign a shop to it.

4. Assign Entitlements to the application that are necessary for users. Users can request these application entitlements later in the Web Portal.

5. Publish the application.

   This makes all application entitlements assigned to the application available for requesting in the Web Portal.

General advice

This chapter provides you with general advice on how to use the Web Portal for Application Governance.

Detailed information about this topic

- Opening the Web Portal for Application Governance on page 7
- Using lists on page 7

Opening the Web Portal for Application Governance

You can reach the Web Portal for Application Governance through the Web Portal.

To open the Web Portal for Application Governance

1. In the address line of your web browser, enter the web address (URL) of the Web Portal.

   TIP: By default, the URL is http://<server name>/<application name>/, where `<server name>` is the name of the server on which the Web Portal is installed.

2. On the Web Portal login page, in the **User** input field, enter your full user name.

3. In the **Password** field, enter your personal password.

4. Click **Log in**.

5. In the menu bar, click **Data administration** > **Applications**.

Using lists

The Web Portal for Application Governance uses lists to display data clearly (for example, application entitlements). In the following, you will find out how to use such lists effectively

and which options are available to you.

To search for data

- In the **Search** field above a list, enter a search string.

    The results list displays all the data that contain the given search string.

KPIs

So called Key Performance Indicators (KPIs) give you an overview of your applications, their content, and state.

The Web Portal for Application Governance differentiates between the following types of KPI:

- General KPIs that provide you with a general overview of your applications
- KPIs that relate to single applications and show whether certain policies have been adhered to (for example, if the number of permitted compliance violations has been exceeded)

Detailed information about this topic

- Displaying application KPIs on page 9

Displaying application KPIs

To find out what state you applications are in, you can display KPIs at anytime. KPIs are divided into passed and failed.

To display an application's KPIs

1. In the menu bar, click **Data administration** > **Applications**.
2. On the **Applications** page, click the application whose KPIs you want to display.
3. On the application's overview page, click the **KPI** tab.

   In the tiles, you can see which KPIs affect your application and which of them failed or passed.

4. (Optional) To display more details about KPIs, in the corresponding tile, click **Details**.

Applications

Applications build the core of the Web Portal for Application Governance.

Employees require permissions to use applications. By using the Web Portal for Application Governance, you can quickly and simply provide permissions for making requests in the Web Portal or the IT Shop. This enables employees (for example, in the Web Portal) to see immediately which products they can request in order to use the application.

To do this you create an application, assign the relevant shop and the application entitlements to it and then publish the application (see Quick start - onboarding applications on page 6). By publishing an application, service items for the assigned application entitlements are created in a corresponding service category and can be requested from then on. Once an application is published, you can assign it additional application entitlements and publish those as well.

NOTE: When publishing, you are free to decide whether you want to publish the application or application entitlements immediately or at a later time.

In addition, you can cancel publication of an application and all assigned or individual application entitlements at any time so that they can no longer be requested.

Detailed information about this topic

Publishing status of applications

Applications can have different publishing statuses. Whether an application entitlement can be requested in the Web Portal depends on the status of the application entitlement and the application to which it is assigned.

TIP: Generally applies: An application entitlement can be requested as soon as it itself and the application it is assigned to have the **Publish** status.

The following table gives an overview of the different publishing statuses that applications, application entitlements, and their dependencies can have. This information will help you when you want to publish applications, application entitlement or make them requestable in the Web Portal.

Table 1: Status and dependencies of applications and application entitlements

Application status	Status assigned application entitlements	Request status
Not published	Any status	Application entitlements cannot be requested whatever status they have.
Will be published	Published	Application entitlements with this status can be requested once the application's publishing deadline has been reached.
	Not published	Application entitlements with this status change to **Published** status and can be requested once the application's publishing deadline has been reached.
	Will be published	Application entitlements with this status change to **Published** status and can be requested once the application's and their own publishing deadline has been reached.
Published	Published	Application entitlements with this status can be requested.
	Will be published	Application entitlements with this status change to **Published** status and can be requested once their publishing deadline has been reached.
	Not published	Application entitlements with this status cannot be requested. Once these application entitlements have been published, they can be requested.

Related topics

- Publishing applications on page 19
- Publishing application entitlements on page 18

Displaying applications

You can get an overview of your applications and their details at any time.

To display an application

1. In the menu bar, click **Data administration** > **Applications**.

2. (Optional) On the **Applications** page, in the **Search** field, enter the name or partial name of the application you want to display and press enter.

3. (Optional) To only show applications do not conform to KPI requirements, select the check box next to **Only show applications with KPI issues**. For example, it shows applications that have caused too many compliance violations.

4. Click on the application you want to show.

   On the **Details** tab, you can see all the general data, publishing status, publishing progress, and all additional details about the application. You can also edit the application here or display more information.

Related topics

- Publishing status of applications on page 10
- Editing applications on page 14
- Displaying application HyperViews on page 12
- Displaying application KPIs on page 9
- Displaying application entitlements of applications on page 12

Displaying application HyperViews

To quickly grasp your applications' dependencies and relationships, you can display data about your applications in a HyperView at any time.

To display an application's data in a HyperView

1. In the menu bar, click **Data administration** > **Applications**.

2. On the **Applications** page, click the application whose HyperView you want to display.

3. On the application's overview page, click the **Info** tab.

Displaying application entitlements of applications

To obtain an overview of your applications and their content, you can display the assigned application entitlements at any time.

To display an application's application entitlements

1. In the menu bar, click **Data administration** > **Applications**.

2. On the **Applications** page, click the application whose application entitlements you want to display.

3. On the application overview page, click the **Application entitlements** tab.

4. (Optional) To display the application entitlements as tiles, on the **Application entitlements** tab, click ▦ (**Tiles**).

Creating applications

The first step in the onboarding process for an application involves creating a new application. After that, you can assign application entitlements (see Assigning entitlements to applications on page 16 and IT Shop) and publish them in the Web Portal (see Publishing applications on page 19 and Publishing application entitlements on page 18).

To create a new application

1. In the menu bar, click **Data administration** > **Applications**.

2. On the **Applications** page, click + (**Create**).

3. On the **Create Application** page, enter the following information about the new application:

   - **Application**: Enter the name of the application.

   - **Description**: Enter a description for the application. For example, where and for what the application will be use.

   - **Service category**: (Optional) Select a service category for the application. To create a new service category with the same name as the application, leave this field empty.
     Under this category, employees can find all associated products available to be requested in, for example, the Web Portal.

   - **Manager**: (Optional) Select a manager for the application. This manager is responsible for the application and can manage the application.

     TIP: You can enter part of an employee's name to filter the list and then select one of the suggested names.

   - **Owner (application role)**: (Optional) Select the application role whose members can manage the application.

4. (Optional) Under **Application Icon**, click **EDIT** and follow these steps:

   a. In the **Edit Application Icon** dialog, click one of the suggested icons or click **Upload Image** and load an image (in png format) from your hard disk.

   b. Click **Save**.

5. In the **Create Application** pane, click **Save**.

This creates the application. Now you can edit the application to configure more settings and to assign application entitlements.

Related topics

-
-

Editing applications

To make changes to existing applications, you can edit them at any time. If you edit an application, you can change some properties directly, such as assigning an to the application.

You can also assign and publish application entitlements and then unassign and unpublish them again.

To edit application properties

1. In the menu bar, click **Data administration** > **Applications**.

2. On the **Applications** page, click the application you want to edit.

3. On the application's overview page, click the **Details** tab.

4. In the **Details** tab, next to **General** click 🖉 **Edit**.

5. On the **Edit Application** page, change any data required:

    - **Application**: Enter the name of the application.

    - **Description**: Enter a description for the application. For example, where and for what the application will be use.

    - **Manager**: Select a manager for the application. This manager is responsible for the application and can manage the application.

        TIP: You can enter part of an employee's name to filter the list and then select one of the suggested names.

    - **Owner (application role)**: Select the application role whose members can configure the application.

    - **Approver (application role)**: Select an approver application role. If an employee requests one of the application's application entitlements, the members of this application role make the approval decision about the request (if the **BE - Approver of a business application** approval procedure is used).

    - **IT Shop structures**: Select the shop that you want to publish the application in.

6. Enter more details in the following fields. These field only serve to provide information and do not have any functionality:

- **Applications: user account assignments**: Select the user accounts used by the application. Perform the following actions as well:

  1. Click **Assign**/**Change** next to the field.

  2. In the dialog, select the check box next to the corresponding user account.

  3. Click **Apply**.

- **Environment**: Select the application's environment.

- **Web page**: Enter a URL for the application. Use the following format: **https://www.example.com** or **http://www.example.com**.

- **Authentication directory service**: Select the authentication directory service used by the application.

- **Integrated authentication**: Check this box if the application uses integrated authentication. Also enter the **Authentication directory service**.

- **Federation enabled**: Check this box if the application supports federations.

- **Multi-factor authentication**: Check this box if the application supports multi-factor authentication.

- **Single sign-on**: Check this box if the application supports single sign-on.

- **Redirection URL**: Enter a URL for forwarding to a login with single sign-on. Use the following format: **https://www.example.com** or **http://www.example.com**.

- **Number of purchased items**: Enter how many licenses have been purchased for the application.

- **Risk index**: Enter the application's risk index. The higher this value is, the higher the risk of requests for application objects.

- **Functional area**: Select the functional area the application belongs to.

7. (Optional) Under **Application Icon**, click **EDIT** and follow these steps:

   a. In the **Edit Application Icon** dialog, click one of the suggested icons or click **Select image** and load an image (in PNG format) from your hard disk.

   b. Click **Save**.

8. On the **Edit Application** page, click **Save**.

Detailed information about this topic

Assigning entitlements to applications

If an application is going to need entitlements at some point or they should be requestable, you must assign them to the application. You can publish these application entitlements later to make them requestable.

To assign an entitlement to an application

1. In the menu bar, click **Data administration** > **Applications**.

2. On the **Applications** page, click the application to which you want to assign a system entitlement.

3. On the application overview page, click the **Application entitlements** tab.

4. On the **Application entitlements** tab, perform one of the following actions:

   - If the application has not yet been assigned application entitlements, click **Assign application entitlement**.

   - If the application has already been assigned application entitlements, click **Assign**.

5. In the **Application entitlements assigned** dialog, in the **Type** menu, select the type of entitlement that you want to assign.

6. Select the check box next to the entitlement that assign to the application.

   TIP: To select all the entitlements listed, check the box at the top of the list.

7. Click **Assign**.

Unassigning application entitlements

If application entitlements that are assigned to an application, are not required anymore, you can remove them from the application at anytime.

NOTE: If a application entitlements has already been published, it is unpublished at the same time and requests associated with it are canceled.

To unassign an application entitlement

1. In the menu bar, click **Data administration** > **Applications**.

2. On the **Applications** page, click the application from which you want to remove an assignment.

3. On the application overview page, click the **Application entitlements** tab.

4. On the **Application entitlements** tab, select the check box in front of the application entitlements you want to publish.

   TIP: To select all the application entitlements listed, select the check box at the top of the list.

5. Click **Unassign**.

6. In the **Unassign Application Entitlement** dialog, click **Unassign**.

Editing application entitlements

To add additional data to application entitlements, you can edit them at anytime. For example, you can specify request properties, tags, product supervisors or request approvers.

To edit an application entitlement

1. In the menu bar, click **Data administration** > **Applications**.

2. On the **Applications** page, click the application that is assigned the application entitlement you want to edit.

3. On the application overview page, click the **Application entitlements** tab.

4. On the **Application entitlements** tab, click the application entitlement you want to edit.

5. On the right-hand side, click ‹ (**Expand**), to expand the details pane.

6. In the details pane, in the appropriate fields, change the application entitlement data:

   - **Display name**: Enter a name for the application entitlement.

   - **Description**: Enter a description of the application entitlement. For example, enter here what the application entitlement is used for.

   - **Tags**: Enter keywords for the application entitlement and press the Enter key.

     Use tags to find products faster in the Web Portal search. In this way, you can find products not just with their names but by using other keywords.

   - **Product owner**: Select an application role. The members of this application role can edit the main data of the application entitlement and be used as approvers in approval procedures for application entitlement requests.

     If no product owner is assigned, the product owner of the assigned service category is determined by template.

   - **Additional approver**: Members of this application role or business role can make approval decisions about this application entitlement request (if the **BE – Application approvers** approval procedure and/or the **BA - Application owners** approval procedure is used).

     Perform the following actions:

     1. Click **Assign**/**Change**.

     2. In the dialog window, enable the **Application role** or the **Business role**.

     3. Click **Assign** next to the application role or business role.

- **Approval policy**: Select the approval policy for determining the approvers if a application entitlement is requested.
- **Terms of use**: Select the terms of use that apply to this system entitlement or system role.

  Terms of use that explain conditions of use for a product can be stored for individual service items (for example, software license conditions). When someone requests this product, the requester, and request recipient must accept the terms of use before the request can be finalized.
- **Request property**: Select the request properties of the application entitlement. If you do not select any request properties, the request properties of the associated service category are used.

  Requests can be given additional information though product-specific request properties such as the specific details of a product, its size, or color. A request property gathers all additional features together that can be given when requesting a product.
- **Web page**: Enter the URL under which you can find more information about the application entitlement. Use the following format: **https://www.example.com** or **http://www.example.com**.
- **Approval by multi-factor authentication**: Check this box to specify that approvals of requests of this application entitlement require multi-factor authentication (such as Starling 2FA).

7. Click **Save**.

Publishing application entitlements

To make applications' application entitlements available for requesting in the Web Portal, you must publish them.

NOTE: You must publish the application first (see Publishing applications on page 19).

You can assign more application entitlements to a published application at anytime and publish them.

For more information, see Publishing status of applications on page 10.

TIP: If you want to publish application entitlements on a specific date for applications that are not published yet, continue as described below. Ensure that the application is published by this time as well.

NOTE: Application entitlements that are already published although the application is not published yet, are labeled respectively.

NOTE: If the application has not been assigned a shop, you cannot publish the application entitlements. To assign a shop to an application, edit the application and assign the corresponding shop (see Editing applications on page 14).

To publish an application entitlement

1. In the menu bar, click **Data administration** > **Applications**.

2. On the **Applications** page, click the application whose application entitlement you want to publish.

3. On the application overview page, click the **Application entitlements** tab.

4. On the **Application Permissions** tab, select the check box in front of the application entitlements you want to publish.

   TIP: To select all the application entitlements listed, select the check box at the top of the list.

5. Click **Publish**.

6. In the **Publish Application Entitlement** dialog, do one of the following:

   - To publish an application entitlement immediately, enable the **Now** option.
   - To publish the application entitlement later, enable the **Later** option, click 🗓 (**Calendar**) and select a publishing date.

7. Click **Publish**.

Unpublishing application entitlements

To prevent applications' application entitlements from being requested, you can unpublish application entitlements at anytime.

Application entitlements that have already been assigned or requested stay the same.

To unpublish an application entitlement

1. In the menu bar, click **Data administration** > **Applications**.

2. On the **Applications** page, click the application that you want to unpublish.

3. On the application overview page, click the **Application entitlements** tab.

4. On the **Application entitlements** tab, select the check box in front of the application entitlement you want to unpublish.

   TIP: To select all the application entitlements listed, select the check box at the top of the list.

5. Click **Unpublish**.

6. In the **Unpublish Application Entitlement** dialog, click **Unpublish**.

Publishing applications

To make applications' application entitlements available for requesting in the Web Portal, you can publish applications at anytime.

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Application entitlements that already have a publishing date are not published until that date. For more information, see Publishing status of applications on page 10.

To publish an application

1. In the menu bar, click **Data administration** > **Applications**.

2. On the **Applications** page, click the application you want to publish.

3. On the application's overview page, click the **Details** tab.

4. On the **Details** tab, next to **Publishing status**, click ⋮ **More** > **Publish**.

5. In the **Publish application** dialog, do one of the following:

   - To publish an application immediately, enable the **Now** option.
   - To publish the application later, enable the **Later** option, click ▭ (**Calendar**) and select a publishing date.

6. Click **Publish**.

Unpublishing applications

To prevent applications' application entitlements from being published, you can unpublish them at anytime.

Applications' application entitlements that you unpublish cannot be requested anymore. Application entitlements that have already been assigned or requested stay the same.

To unpublish an application

1. In the menu bar, click **Data administration** > **Applications**.

2. On the **Applications** page, click the application you want to unpublish.

3. On the application's overview page, click the **Details** tab.

4. On the **Details** tab, next to **Publishing status**, click ⋮ (**More**) > **Unpublish**.

5. In the **Unpublish application** dialog, click **Unpublish**.

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

advice 7

application entitlements

    assign 16

applications 10

    create 13

    display 11

    edit 14

    publish 19

    status 10

    unpublish 20

assign

    application entitlements 16

assignments

    revert 16

authorizations

    display 12

    edit 17

    KPIs 9

    publish 18

    status 10

    unassign 16

    unpublish 19

C

create

    applications 13

D

definition 4

display

    applications 11

    authorizations 12

    HyperView 12

    Info 12

    KPIs 9

    performance indicator 9

    roles 12

E

edit

    applications 14

    authorizations 17

    roles 17

F

filter 7

functions 5

G

general advice 7

group 7

H

HyperView

    display 12