ONE IDENTITY

by Quest

One Identity Manager 9.0

Application Governance User Guide

Contents

Application Governance Module

The Application Governance Module allows you to quickly and simply run the onboarding process for new applications from one place. An application created with the Application Governance Module 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 Application Governance Module in the Web Portal.

NOTE: The role model stored in the database controls which Application Governance Module functions are available to you. This guide describes all the Application Governance Module functions. If you cannot find one of the functions described here in your Application Governance Module, 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 Application Governance Module, 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 Application Governance Module.

With the Application Governance Module, you can:

- Create applications (see Creating applications on page 14)
- Display applications and their details (see Displaying applications on page 12)
- Edit applications (see Editing applications on page 15)
- Display information about your application in a HyperView. Displaying application HyperViews on page 13
- Display KPIs that affect applications (see Displaying application KPIs on page 10)
- Display application entitlements of applications (see Displaying application entitlements of applications on page 13)
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- Publish applications' application entitlements in the IT Shop and Web Portal immediately or at a later date (see Publishing applications on page 22 and Publishing application entitlements on page 20)
- Unpublish them again (see Unpublishing applications on page 22 and Unpublishing application entitlements on page 21)

Quick start - onboarding applications

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

1. Open the Web Portal (see Using the Application Governance Module 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 Application Governance Module.

Detailed information about this topic

- Using the Application Governance Module on page 7
- Using lists on page 8
- Using filters on page 8

Using the Application Governance Module

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

To use the Application Governance Module's functionality

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 Application Governance Module 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.

Using filters

You can find the filter function represented by ▼ (**Filter**) on a lot of pages. It provides you with a selection of different filters.

> NOTE: The contents of the filters vary depending on context.

To use a filter

1. On the page with the filter function, click ▼ (**Filter**).
2. In the menu, enable the filter that you want to apply.
3. (Optional) To reset the filter, click ▼ (**Filter**) and then **Clear filters**.

KPIs

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

The Application Governance Module 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 general KPIs

To obtain an overview of your applications, their content, and state, you can display KPIs that apply to all the applications.

To display the KPI overview

1. Open the Web Portal's home page.
2. In the **Application KPI Overview** tile, click **Show KPI Overview**.

   In the **Global KPIs** pane, you will see a list of KPIs.
3. (Optional) To see more details of a KPI, click **Show** next to the corresponding KPI.

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**.

Managing applications

Applications build the core of the Application Governance Module.

Employees require permissions to use applications. By using the Application Governance Module, 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 on page 11
- Displaying applications on page 12
- Creating applications on page 14
- Editing applications on page 15

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 22
- Publishing application entitlements on page 20

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.

Detailed information about this topic

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**).

Displaying identities with application access to application entitlements

For each application, you can display that identities that have access to the application entitlements of a business application. In this way, you can ensure that no one has unauthorized access to business applications or the associated application entitlements.

To identities with application access to application entitlements

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

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

3. On the application's overview page, click the **Identities With Access** tab.

4. (Optional) To view which application entitlements an identity has access to, click **Details** in the corresponding tile.

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 17 and IT Shop) and publish them in the Web Portal (see Publishing applications on page 22 and Publishing application entitlements on page 20).

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) Click **Assign** and then the service category that you want to assign to 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) Click **Assign** and then the application role whose members can manage the application.

4. (Optional) In the **Icon** field, click **Add** and perform the following:

   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 on page 15
- Assigning entitlements to applications on page 17

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. On the **Details** tab, next to **General**, click ✏ **Edit**.
5. In the **Edit Application** pane, change any application data required:

- (Optional) Under **Icon**, click **Add**/**Change** and perform the following:

    1. 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.

    2. Click **Save**.

- **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 **Edit User Accounts** pane, set the check box next to the respective 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**.

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

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

- **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. Perform the following actions to do this:

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

    2. In the **Edit Functional Area** pane, click the respective functional area.

- **Date of next attestation**: Enter the date to attest the application. Click 📅 (**Calendar**) to do this and use the date picker to select the date.

7. Click **Save**.

Detailed information about this topic

- Assigning entitlements to applications on page 17
- Unassigning application entitlements on page 18
- Publishing application entitlements on page 20
- Unpublishing application entitlements on page 21
- Editing application entitlements on page 19

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 an application 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** pane, in the **Type** menu, select the type of application entitlement you want to assign to the application.

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

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

7. Click **Assign**.

To merge multiple application entitlements into one system role and then assign it to the application

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

2. On the **Applications** page, click the application to which you want to assign an application 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** pane, in the **Type** menu, select the type of application entitlement you want to assign to the application.

6. Select the check box next to the application entitlements that you want to merge into a system role.

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

7. Click **Merge Application Entitlements Into System Role**.

8. Perform one of the following actions:

   • To merge the application entitlements into a new system role, enable the **Create new system role** option, enter a name for the new system role in the **Name** input field, and click **Create new system role**.

   • To merge the application entitlements into an existing system role, enable the **Add to existing system role** option, click the appropriate system role, and click **Add to system role**.

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 next to the application entitlement you want to unassign.

   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 owners, 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. In the **Edit Application** pane, change any application entitlement data as required:

   - **Application entitlement**: 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.

   - **Product owner**: 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.

     To assign or change an application role, perform the following:

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

     2. In the **Product owner** pane, click the application role.

   - **Additional approvers**: Members of this application role or business role can make approval decisions about this application entitlement request (if the **BE –**

Application approvers approval procedure is used).

To assign or change an application role, perform the following:

1. Click **Assign**/**Change**.
2. In the pane, enable the **Application role** or the **Business role** option.
3. Click the application role or business role.

- **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.

- **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 application entitlement.

  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**: Select this check box to specify that approvals of requests of this application entitlement require multi-factor authentication.

6. 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 22).

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 11.

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 15).

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 next to 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 next to 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.

Application entitlements that already have a publishing date are not published until that date. For more information, see Publishing status of applications on page 11.

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, click ⋮ (**Actions**) > **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, click ⋮ (**Actions**) > **Unpublish**.

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

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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