



One Identity Manager 9.2.1

Application Governance User Guide

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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.

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For the most recent documents and product information, see [Online product documentation](#).

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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 entitlements 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) in the Web Portal, for example.

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 16)
- Display applications and their details (see [Displaying applications](#) on page 13)
- Edit applications (see [Editing applications](#) on page 17)
- Display information about your application in a HyperView. [Displaying application HyperViews](#) on page 14
- 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 14)
- Assign entitlements to applications (see [Assigning entitlements to applications](#) on page 18)
- Unassign application entitlements from applications (see [Unassigning application entitlements](#) on page 22)
- Edit application entitlements of applications (see [Editing application entitlements](#) on page 22)
- Publish applications' application entitlements in the IT Shop and Web Portal immediately or at a later date (see [Publishing applications](#) on page 31 and [Publishing application entitlements](#) on page 24)
- Unpublish them again (see [Unpublishing applications](#) on page 31 and [Unpublishing application entitlements](#) on page 25)

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 8).
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.

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)

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 your 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.

Users require certain entitlements to be able use applications. The Application Governance Module helps you to quickly and simply acquire entitlements for making requests in the Web Portal or the IT Shop. This enables users (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 7). 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.

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 31
- [Publishing application entitlements](#) on page 24

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 12
- [Displaying application KPIs](#) on page 10

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 application entitlement details

You can display details of individual application entitlements assigned to your application 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 that is assigned the application entitlement you want to display.
3. On the application overview page, click the **Application entitlements** tab.
4. On the **Application entitlements** tab, click the application entitlement you want to display.
5. On the right-hand side, expand the details pane.

This shows the details of the application entitlement You can also edit the application entitlement here (see [Editing application entitlements](#) on page 22).

Displaying identities with application access to application entitlements

For each application, you can display those identities that have access to the application entitlements of an application. In this way, you can ensure that no one has unauthorized access to 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 18 and IT Shop) and publish them in the Web Portal (see [Publishing applications](#) on page 31 and [Publishing application entitlements](#) on page 24).

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, users can find all associated products available to be requested in the Web Portal, for example.
 - **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 identity's name to filter the list and then select one of the suggested identities.
 - **Owner (application role):** (Optional) Click **Select** 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 17
- [Assigning entitlements to applications](#) on page 18


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, 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 identity's name to filter the list and then select one of the suggested identities.
 - **Owner (application role)**: Select the application role whose members can configure the application.
 - **Approver (application role)**: Select an approver application role. If an identity 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 application** approval procedure is used).
 - **IT Shop structures**: Select the shop that you want to publish the application in.
 - **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.
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 relevant 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 relevant functional area.
7. Click **Save**.

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.

The following options are available for assigning entitlements to application:

- You can assign application entitlements **manually** to applications.
- You can **merge** several application entitlements in to system role and then assign it to applications.
- You can **create** and **edit** conditions. If an application entitlement fulfills these conditions, it is automatically assigned to the application. Once the conditions for automatic assignment have been created, you can **verify**, at any time, whether new application entitlements match the conditions and can be assigned.

To manually assign an application 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 more > Assign manually**.
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 more > Assign manually**.
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**.

To automatically assign application entitlements 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 **Create automatic assignment**.
 - If the application has already been assigned application entitlements, click **Assign more > Assign automatically**.
5. In the **Create Automatic Assignment** pane, use conditions to specify which application entitlements to assign to the application. Perform the following actions to do this:
 - a. Click **Add condition**.
 - b. In the **Property** menu, select the relevant property.
 - c. In the **Operator** menu, select a logical operator.
 - d. In the final field, specify a comparison value.
 - e. (Optional) To add another condition, click **Add another condition** and repeat the steps.
 - f. (Optional) To change the way the conditions are linked, you can toggle between **And** and **Or** by clicking the link.

TIP: To remove a condition, click  (**Delete**).

For more information about customizing filter conditions, see *One Identity Manager Web Portal User Guide*.

TIP: To verify which application entitlements the conditions apply to, click **Test automatic assignment**.

6. Click **Save automatic assignment**.

This opens the **View Matching Application Entitlements** pane and shows you all the application entitlements added to this application due to the conditions.

7. (Optional) To assign the application entitlements immediately after saving the application's conditions, enable the **Assign application entitlements after saving** switch.
8. Click **Save automatic assignment**.

To edit conditions for automatic assignment

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, click **Assign more > Edit automatic assignment**.
5. In the **Edit Automatic Assignment** pane, use conditions to specify which application entitlements to assign to the application. Perform the following actions to do this:
 - a. Click **Add condition**.
 - b. In the **Property** menu, select the relevant property.
 - c. In the **Operator** menu, select a logical operator.
 - d. In the final field, specify a comparison value.
 - e. (Optional) To add another condition, click **Add another condition** and repeat the steps.
 - f. (Optional) To change the way the conditions are linked, you can toggle between **And** and **Or** by clicking the link.

TIP: To remove a condition, click  (**Delete**).

For more information about customizing filter conditions, see *One Identity Manager Web Portal User Guide*

TIP: To verify which application entitlements the conditions apply to, click **Test automatic assignment**.

6. Click **Save automatic assignment**.

This opens the **View Matching Application Entitlements** pane and shows you all the application entitlements added to this application due to the conditions.

7. (Optional) To assign the application entitlements immediately after saving the application's conditions, enable the **Assign application entitlements after saving** switch.
8. Click **Save automatic assignment**.

To check for new application entitlements that fulfill the specified conditions for automatic assignment

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, click **Assign more > Check for new automatic assignments**.

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 Entitlement** pane, change the application entitlement main.

You can edit the following main data.

Table 2: Application entitlement main data

Property	Description
Application entitlement	Enter a name for the application entitlement.
Description	Enter a description for the application entitlement. For example, enter here what the application entitlement is used for.
Additional approvers	<p>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).</p> <p>To assign or change an application role, perform the following:</p> <ol style="list-style-type: none"> 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	<p>Define tags for the application authorization. To do this, enter one or more terms and then press the Enter key.</p> <p>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.</p>
Product owner	<p>Specify which identities are responsible for the application entitlement.</p> <p>Product owners can edit the main data of the application entitlement and be used as approvers in approval processes for application entitlement requests.</p> <p>If no product owner is assigned, the product owner of the assigned service category is determined by template.</p> <p>To specify members of a specific application role as product owners, perform the following actions:</p> <ol style="list-style-type: none"> 1. Click Assign/Change. 2. In the Product owner pane, click the application role.
Approval policy	Select the approval policy for determining the approvers if an application entitlement is requested.

Property	Description
Terms of use	<p>Select the terms of use that the application entitlement's requester must accept.</p> <p>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.</p>
Request property	<p>Select the request property using the additional request parameters that are defined for a request. If you do not select any request properties, the request properties of the associated service category are used.</p> <p>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.</p>
Service category	<p>Click Select/Change and select the service category to which you want to assign the application entitlement.</p> <p>You can use service categories to group different service items together.</p>
Website	<p>Specify the URL of a web page that contains more information about the application entitlement. Use the following format: https://www.example.com or http://www.example.com.</p> <p>This field allows you to link product descriptions in the internet or intranet to the service item.</p>
Approval by multi-factor authentication	<p>Select the check box if approvals of requests for this application entitlement require multi-factor authentication.</p>

6. Click **Save**.

Related topics

- [Assigning application entitlements to service categories](#) on page 29

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 31).

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 12.

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 17).

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**.

Managing service categories of applications

Application entitlements of an application are assigned to a base service category by default. If an application has several application entitlements, you can also create and manage child service categories. This allows you to distribute the application entitlements to the relevant service categories.

Displaying service categories of applications

To obtain an overview, you can display the root service category of an application and its child service categories.

To display an application's service categories

1. In the menu bar, click **Data administration > Applications**.
2. On the **Applications** page, click the application whose service categories you want to display.
3. On the application's overview page, click the **Details** tab.
4. On the **Details** tab, click **⋮ (Actions) > Edit service categories**.
This opens the **Edit Service Categories** pane.
5. (Optional) To display details of a service category, click the appropriate service category.

Creating service categories of applications

To better manage the application entitlements of an application, you can create additional service categories under the basic service category and distribute the application entitlements to these service categories.

To create a service category

1. In the menu bar, click **Data administration > Applications**.
2. On the **Applications** page, click the application for which you want to create a service category.
3. On the application's overview page, click the **Details** tab.
4. On the **Details** tab, click **⋮ (Actions) > Edit service categories**.
5. In the **Edit Service Categories** pane, next to the service category under which you want to create a child category, click **+ Add child service category**.
6. In the **Create Service Category** pane, enter the service category's main data.

You can edit the following main data.

Table 3: Service category main data

Property	Description
Service category	Enter a full, descriptive name for the service category.
Description	Enter a description for the service category.
Product owner	Click Select/Change and then select an application role. Members of this application role can edit the service category's main data. They can also be used as approvers in approval processes when requests for service items assigned to this service category.
Approval policy	Select the approval policy used to determine the approver when a service item in the service category is requested in the Web Portal. NOTE: The approval policy specified for a service category is inherited by all associated service items and all child service categories where this is not specified.
Attestor	Click Select/Change and then select an application role. Members of this application role can approve attestation cases that affect the service category.
Picture	Add a picture of the service category. Users see this picture when they make a request. NOTE: The picture provided for a service category is inherited by all its associated service items and child service categories that do not have one. Perform the following actions as well: <ol style="list-style-type: none">1. Click Add/Change.2. Select an image from your medium.

7. Click **Save**.

Editing service categories of applications

You can edit the details of service categories.

To edit a service category

1. In the menu bar, click **Data administration > Applications**.
2. On the **Applications** page, click the application whose service category you want to edit.
3. On the application's overview page, click the **Details** tab.
4. On the **Details** tab, click **⋮ (Actions) > Edit service categories**.
5. In the **Edit Service Categories** pane, click the service category that you want to edit.
6. In the **Edit Service Category** pane, enter the service category's main data.

You can edit the following main data.

Table 4: Service category main data

Property	Description
Service category	Enter a full, descriptive name for the service category.
Description	Enter a description for the service category.
Product owner	Click Select/Change and then select an application role. Members of this application role can edit the service category's main data. They can also be used as approvers in approval processes when requests for service items assigned to this service category.
Approval policy	Select the approval policy used to determine the approver when a service item in the service category is requested in the Web Portal. NOTE: The approval policy specified for a service category is inherited by all associated service items and all child service categories where this is not specified.
Attestor	Click Select/Change and then select an application role. Members of this application role can approve attestation cases that affect the service category.
Picture	Add a picture of the service category. Users see this picture when they make a request. NOTE: The picture provided for a service category is inherited by all its associated service items and child service categories that do not have one. Perform the following actions as well: <ol style="list-style-type: none">1. Click Add/Change.2. Select an image from your medium.
Parent service category	To structure service categories hierarchically, click Select/Change and then select the parent service category.

7. Click **Save**.

Assigning application entitlements to service categories

To distribute application entitlements to service categories, assign them to the relevant service categories.

To assign an application entitlement to a service category

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 assign to a service category.
3. On the application overview page, click the **Application Entitlements** tab.
4. On the **Application Entitlements** tab, click the application entitlement to which you want to assign to a service category.
5. In the **Edit Application Entitlement** pane, in the service category field, click **Select/Change**.
6. In the **Edit Property** pane, click the service category to which you want to assign the application entitlement.
7. Click **Save**.

Related topics

- [Editing application entitlements](#) on page 22

Deleting service categories of applications

You can delete existing service categories.

Before you can delete a service category, the following requirements must be met:

- Application entitlements are no longer assigned to the service category. To remove application entitlements, edit the application entitlements and remove the assigned service categories (see [Editing application entitlements](#) on page 22).
- There are no longer child service categories under the service category. To assign child service categories under another service category or to remove them again, edit the corresponding child service category and remove or change the parent service category (see [Editing service categories of applications](#)).

To create a service category

1. In the menu bar, click **Data administration > Applications**.
2. On the **Applications** page, click the application for which you want to create a service category.
3. On the application's overview page, click the **Details** tab.
4. On the **Details** tab, click **⋮ (Actions) > Edit service categories**.
5. In the **Edit Service Categories** pane, next to the service category you want to delete, click **🗑 Delete service category**.
6. In the **Delete Service Category** dialog, confirm the prompt with **Yes**.

Editing translations of applications

To display information to users in their respective language, you can keep translations of names and descriptions for applications.

To edit translations for an application

1. In the menu bar, click **Data administration > Applications**.
2. On the **Applications** page, click the application whose translations you want to edit.
3. On the application's overview page, click the **Details** tab.
4. On the **Details** tab, click **Edit**.
5. In the **Edit Application** pane, click **Edit Translations**.
6. In the **Edit Translations** dialog, enter translations for the name and description of the application in the corresponding language fields.
7. Click **Save**.

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 12.

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**.

Deleting applications

You can delete applications if you no longer need them, for example.

You can only delete an application if all assigned application entitlements have a status of **Not published** (see [Unpublishing application entitlements](#) on page 25). Application entitlements of applications that you delete cannot be requested anymore. Application entitlements that have already been assigned or requested stay the same.

To create a new application

1. In the menu bar, click **Data administration > Applications**.
2. On the **Applications** page, click the application you want to delete.
3. On the application's overview page, click the **Details** tab.
4. On the **Details** tab, click **Delete**.
5. In the **Delete application** dialog, confirm the prompt with **Yes**.

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

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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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