

Systemwalker Service Catalog Manager V15.1.0 (Business Support System)

A decorative horizontal band with a blue background. It features several glowing blue spheres of varying sizes, some with grid patterns, and thin blue lines connecting them, creating a network-like or orbital effect.

Technology Provider's Guide

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About this Manual

This manual describes the tasks of technology providers in order to prepare software applications for usage in a SaaS model and integrate them with Systemwalker Service Catalog Manager - hereafter referred to as Business Support System (BSS).

The manual is structured as follows:

Chapter	Description
<i>Introduction on page 7</i>	Explains how to prepare applications for SaaS and gives an overview of the integration tasks.
<i>Access Types on page 12</i>	Describes how users can access an application that is integrated with BSS.
<i>Integrating Applications with BSS on page 23</i>	Describes how to implement the interfaces between an application and BSS.
<i>Provisioning Applications as Services in BSS on page 26</i>	Describes how to register applications as services in BSS and appoint suppliers for them.
<i>Reporting on page 29</i>	Describes the reports available for technology providers in BSS.
<i>Menu Options and User Roles on page 30</i>	Gives an overview of the menu options relevant for technology providers.
<i>Technical Service Definition XML File on page 31</i>	Describes the elements of a technical service definition.

Readers of this Manual

This manual is directed to technology providers who are responsible for integrating applications with BSS.

This manual assumes that you are familiar with the following:

- BSS concepts as explained in the *Overview* manual
- Basic Web service concepts
- XML and the XSD language
- A programming language that can be used to create and invoke Web services, for example, Java
- Java, Java servlets, and Java server pages
- Installation and basic administration of Web servers

Notational Conventions

This manual uses the following notational conventions:

Add	The names of graphical user interface elements like menu options are shown in boldface.
<code>init</code>	System names, for example, command names, and text that is entered from the keyboard are shown in Courier font.

<code><variable></code>	Variables for which values must be entered are enclosed in angle brackets.
<code>[option]</code>	Optional items, for example, optional command parameters, are enclosed in square brackets.
<code>one two</code>	Alternative entries are separated by a vertical bar.
<code>{one two}</code>	Mandatory entries with alternatives are enclosed in curly brackets.

Abbreviations

This manual uses the following abbreviations:

BSS	Business Support System
IaaS	Infrastructure as a Service
PaaS	Platform as a Service
SaaS	Software as a Service
SAML	Security Assertion Markup Language
WSDL	Web Services Description Language
XSD	XML Schema Definition

Available Documentation

The following documentation on BSS is available:

- *Overview*: A PDF manual introducing BSS. It is written for everybody interested in BSS and does not require any special knowledge.
- *Online Help*: Online help pages describing how to work with the user interface of BSS. The online help is directed and available to everybody working at the user interface.
- *Installation Guide*: A PDF manual describing how to install and uninstall BSS. It is directed to operators who set up and maintain BSS in their environment.
- *Operator's Guide*: A PDF manual for operators describing how to administrate and maintain BSS.
- *Technology Provider's Guide*: A PDF manual for technology providers describing how to prepare applications for usage in a SaaS model and how to integrate them with BSS.
- *Supplier's Guide*: A PDF manual for suppliers describing how to define and manage service offerings for applications that have been integrated with BSS.
- *Marketplace Owner's Guide*: A PDF manual for marketplace owners describing how to administrate and customize marketplaces in BSS.
- *Developer's Guide*: A PDF manual for application developers describing the public Web service interface of BSS and how to use it to integrate applications and external systems with BSS.
- Javadoc documentation for the public Web service interface of BSS and additional resources and utilities for application developers.

1 Introduction

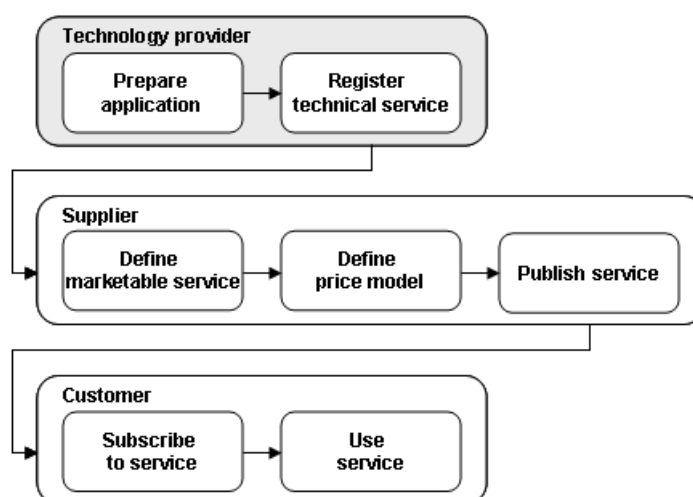
Business Support System (BSS) is a set of services which provide all business-related functions and features required for turning on-premise software applications into Software as a Service (SaaS) offerings and using them in the Cloud. This includes ready-to-use account and subscription management, online service provisioning, billing and payment services, and reporting facilities.

With its components, BSS covers all the business-related aspects of a Platform as a Service (PaaS) or Cloud platform. It supports software vendors as well as their customers in leveraging the advantages of Cloud Computing.

The basic scenario of deploying and using applications as services in the BSS framework involves the following organizations:

- **Technology providers** (e.g. independent software vendors) technically prepare their applications for usage in the Cloud and integrate them with BSS. They register the applications as technical services in BSS.
- **Suppliers** (e.g. independent software vendors or sellers) define service offerings, so-called marketable services, for the technical services in BSS. They publish the services to a marketplace.
- **Customers** register themselves or are registered by a supplier in BSS and subscribe to one or more services. Users appointed by the customers work with the underlying applications under the conditions of the corresponding subscriptions.
- **Marketplace owners** are responsible for administrating and customizing the marketplaces to which suppliers publish their services.
- **Operators** are responsible for installing and maintaining BSS.

1.1 The Technology Provider's Tasks in BSS



As a technology provider, you own or develop applications which you intend to provide as services in the Cloud using BSS to cover the business-related functionality.

To achieve this goal, you perform the following basic tasks:

- Prepare your applications for usage in a SaaS model, taking into consideration aspects such as a remote interface, multi-tenancy, high scalability and availability, and security.

- Implement the technical interfaces for integrating the applications with BSS.
- Provision the applications as technical services in BSS.

As soon as a technical service is available in BSS, one or more suppliers appointed by you can define actual service offerings, so-called marketable services, for it. The suppliers publish these services to a marketplace, where customers can subscribe to them.

BSS provides specific reports for technology providers. For example, you can retrieve information on the number of subscriptions for your services and on the usage and load of the underlying applications.

As a technology provider, you can also act as a customer in BSS. This means that you are automatically privileged to subscribe to services and work with the services you have subscribed to. If you also need to perform supplier or marketplace owner tasks, your organization must be assigned the corresponding roles by the BSS operator.

1.2 Preparing Applications for Usage in a SaaS Model

An application that is to be offered in a SaaS model should take the following aspects into consideration:

Remote Interface

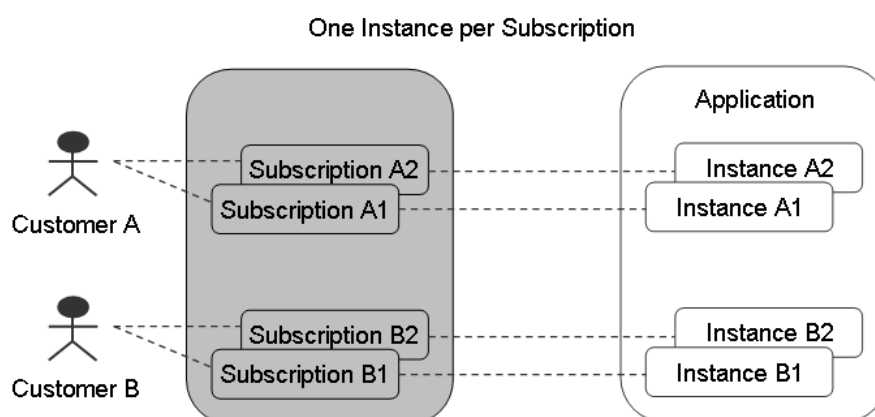
Your application should have a remote interface by which users can access it from anywhere in the Web (Internet/Intranet). This may be, for example, a Web user interface or a Web service.

Multi-Tenancy

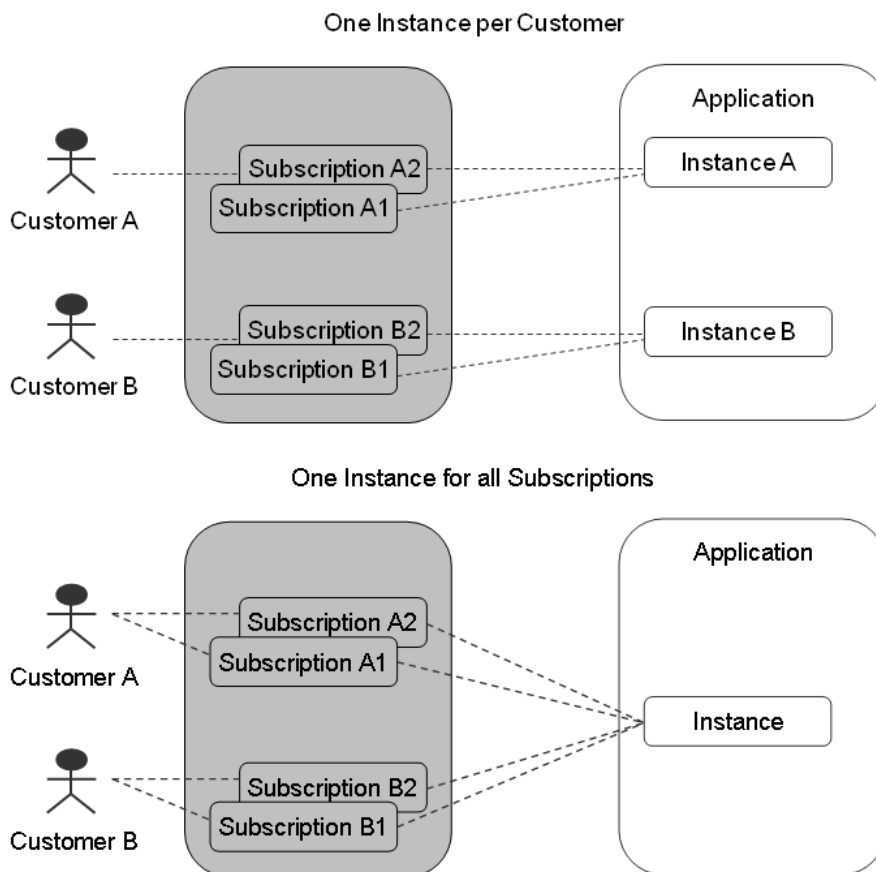
Your application should have multi-tenancy capabilities, at least with respect to the management of data: The data of different customers or of different service subscriptions of a customer should be clearly separated from each other and only be accessible by the respective customer or subscription user.

In BSS, the term "instance" refers to what is provisioned for a tenant (customer or subscription) on the application side. Before integrating an application with BSS, you must decide what to consider an instance in the context of the application. Possible solutions range from using different workspaces in one data container over maintaining different databases to instantiating different virtual servers in an Infrastructure as a Service (IaaS) environment.

Also, you need to decide what you want to provision an instance for. The usual and recommended way is to provision one instance for each subscription:



In case your application runs in a stateless mode and there is no need to store any data, or in case you know that a customer will only use one subscription, you could use one instance for a customer or you could even use a single instance for all subscriptions of all customers:



High Scalability

The number of users, performance, and space requirements may differ to a great extent for each customer. Therefore, your application should provide for high scalability.

High Availability

Ideally, your application should be available 24x7. You may consider having your application hosted in a professional data center that takes care of non-stop operation, backup, data security, and regular maintenance.

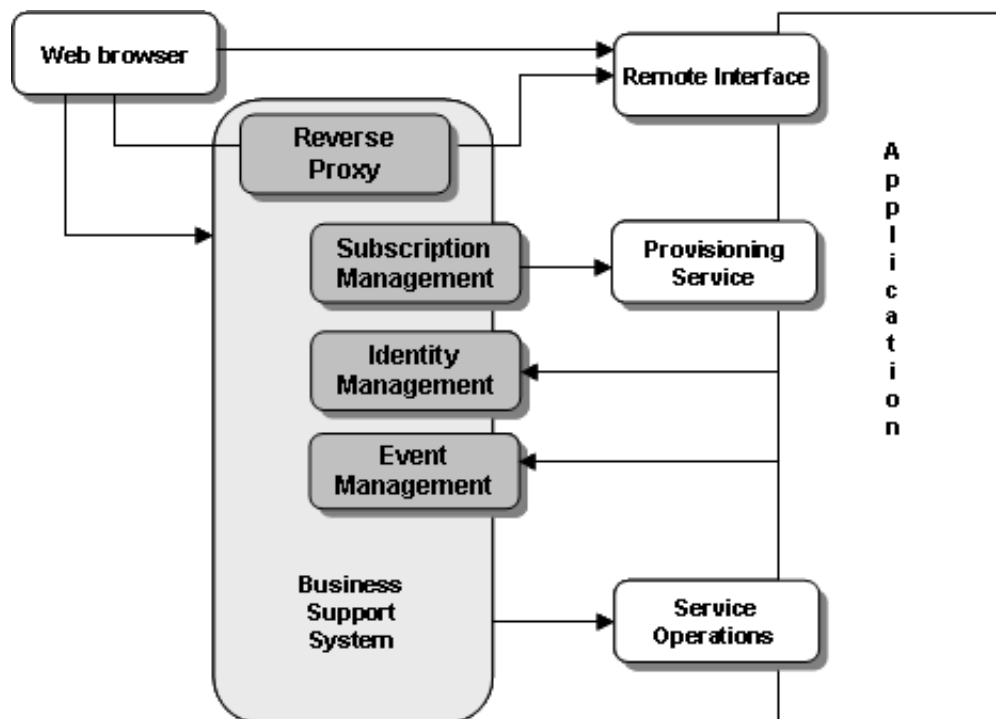
Security

Consider the following security aspects when implementing your application: Web service calls between BSS and the application can be sent as plain text containing a user ID and password.

For secure communication, the usage of certificates is recommended.

1.3 Overview of Integration Tasks

An application can be integrated with BSS components as shown in the following illustration. The BSS components are colored in dark grey:



Depending on your requirements, the integration involves the following tasks:

1. Decide how users access your application. Depending on the type of access, you need to consider different aspects for integration.

Users may access an application directly or through BSS. When access occurs through BSS, user management and authentication are under full control of the BSS identity management, and price models on a per-user basis can be used.

For details on access types, refer to *Access Types* on page 12.

2. Implement a provisioning service (optional).

If an application is to integrate with the subscription management of BSS, it must provide a corresponding Web service (provisioning service). By the provisioning service, BSS triggers the application to provision and manage whatever is required for a subscription.

For more details, refer to *Implementing a Provisioning Service* on page 23.

3. Adapt the application's login/logout implementation (optional).

If an application is to be accessed through BSS, its login/logout implementation must be adapted. Depending on the access type, the methods defined by the provisioning service must be implemented.

For more details, refer to *Adapting the Login/Logout Implementation* on page 24.

4. Integrate with the BSS event management (optional, but recommended for fine-grained pay-per-use billing).

The application can send events to the event management of BSS. Events can be used as a basis for price models, billing, and reporting.

For more details, refer to *Integrating with BSS Event Management* on page 25.

5. Implement service operations (optional).

The application can implement operations that can be executed from the BSS user interface. Service operations can be used to access the resources of the application and perform administrative tasks.

For more details, refer to *Implementing Technical Service Operations* on page 25.

6. Provision your application as a service in BSS.

To do so, you first have to register the application as a technical service with BSS, either via the BSS user interface or by preparing an XML service definition and importing it into BSS. Afterwards, you appoint suppliers for your services, who can then define service offerings.

For details, refer to *Provisioning Applications as Services in BSS* on page 26.

1.4 Accessing BSS

You use the BSS user interface to perform some of your tasks. The role of your organization as a technology provider basically determines which features are available to you at the BSS user interface. The actions available to you as an individual user additionally depend on your user role within the organization.

BSS distinguishes between the following user roles within technology provider organizations:

- **Administrator:** Each technology provider organization must have at least one user with this role. An administrator can manage the organization's account and subscriptions as well as its users and their roles. The first administrator of an organization is defined when the organization is created.
- **Technology manager:** This role allows a user to define technical services in BSS.

To access the BSS user interface, you use the login information provided by BSS in the email confirming the creation of your user account.

To log in:

1. Click the link provided in the email, or type the access URL in your Web browser's address bar.

The access URL has the following format:

```
http://<server>:<port>/fujitsu-bss-portal
```

2. On the **Login** page, type your user ID and password.
3. Click **Login**, or press **Return**.

You are either logged in directly, or you are prompted to change your initial password when you log in for the first time. It is highly recommended to change the initial password.

If you try to log in with a wrong password, your account is locked after the third attempt. In this case, contact your administrator who can reset your password. You will get a new temporary password for your next login.

If you have forgotten your user ID, contact your administrator who can look up the ID in the list of users registered for your organization.

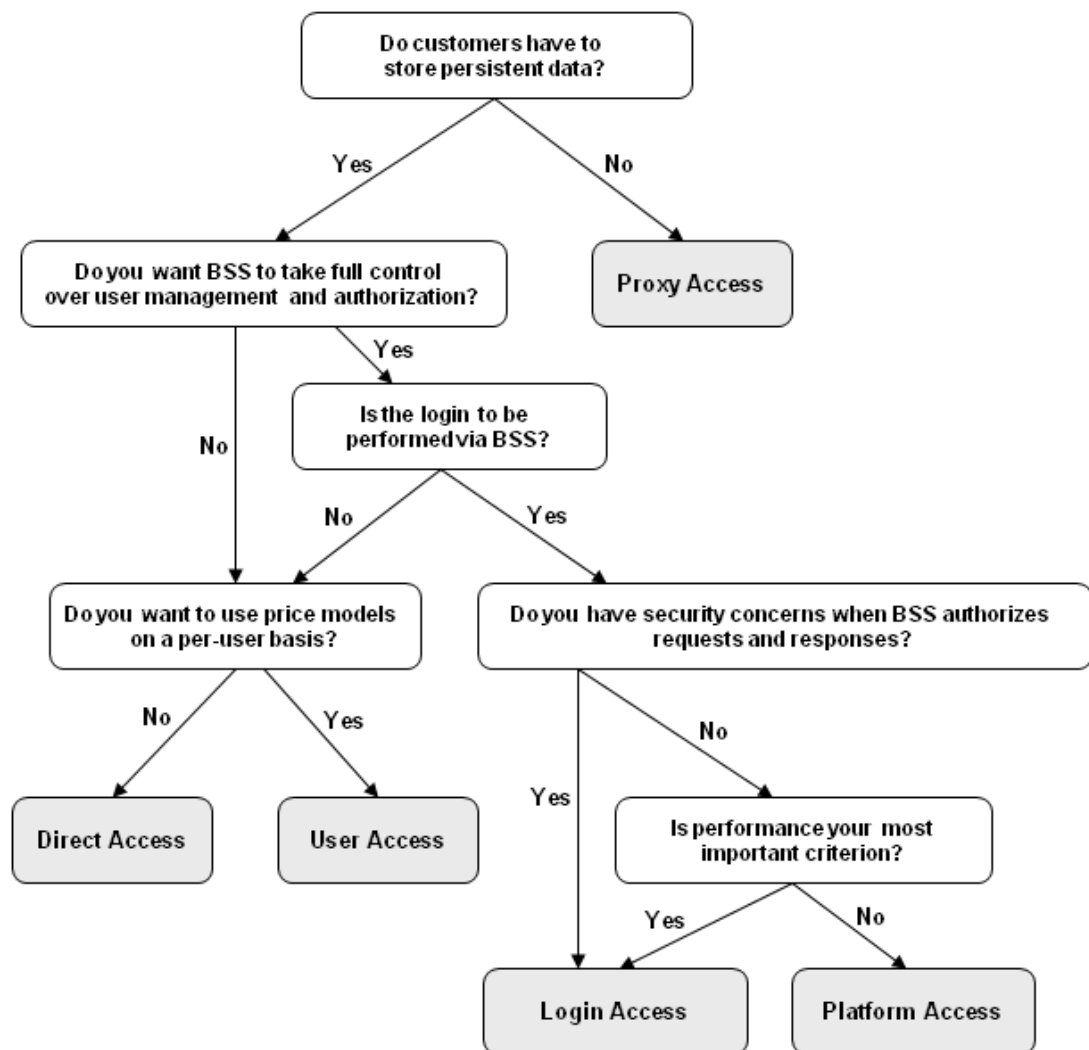
If your session expires, you have to log in again.

2 Access Types

BSS offers various ways of integrating and accessing your application. The interaction takes place between the following components:

- The client which in fact is the user who accesses a service using a Web browser or a Web service
- BSS
- The application which is accessed by the user

There are some criteria to be considered before you decide to use a specific access type. The following decision diagram helps you in deciding which access type to use according to your environment and requirements:



The decision you make is reversible. If the basic requirements of your system are changing, you can, of course, also change the access type.

The access type determines

- whether your application uses BSS for user authentication and BSS forwards login information to your application (**application login**).
- whether your application needs to implement a **provisioning service**.
- whether your application will use BSS as a **reverse proxy** for all requests exchanged between the client and the application.

The following table provides an overview of the different access types and the available combinations:

Functionality Access type	Application Login (to be supported by the application)	Provisioning Service (to be supported by the application)	Reverse proxy (provided by BSS)
Platform access	yes	yes	yes
Login access	yes	yes	no
Proxy access	yes *	no	yes
Direct access	no	yes without BSS user management	no
User access	yes **	yes	no
External access	no	no	no

* With proxy access, your application uses BSS for user authentication only; BSS does not forward login information to your application.

** With user access, the application login can be controlled completely by the application, or SAML can be used as a single sign-on mechanism for user authentication.

You define the desired access type when preparing a service definition for your application. If you opt for access through BSS (platform or login access), you need to adapt the login/logout implementation in your application. Depending on the access type you choose, you must implement the methods defined by the provisioning service.

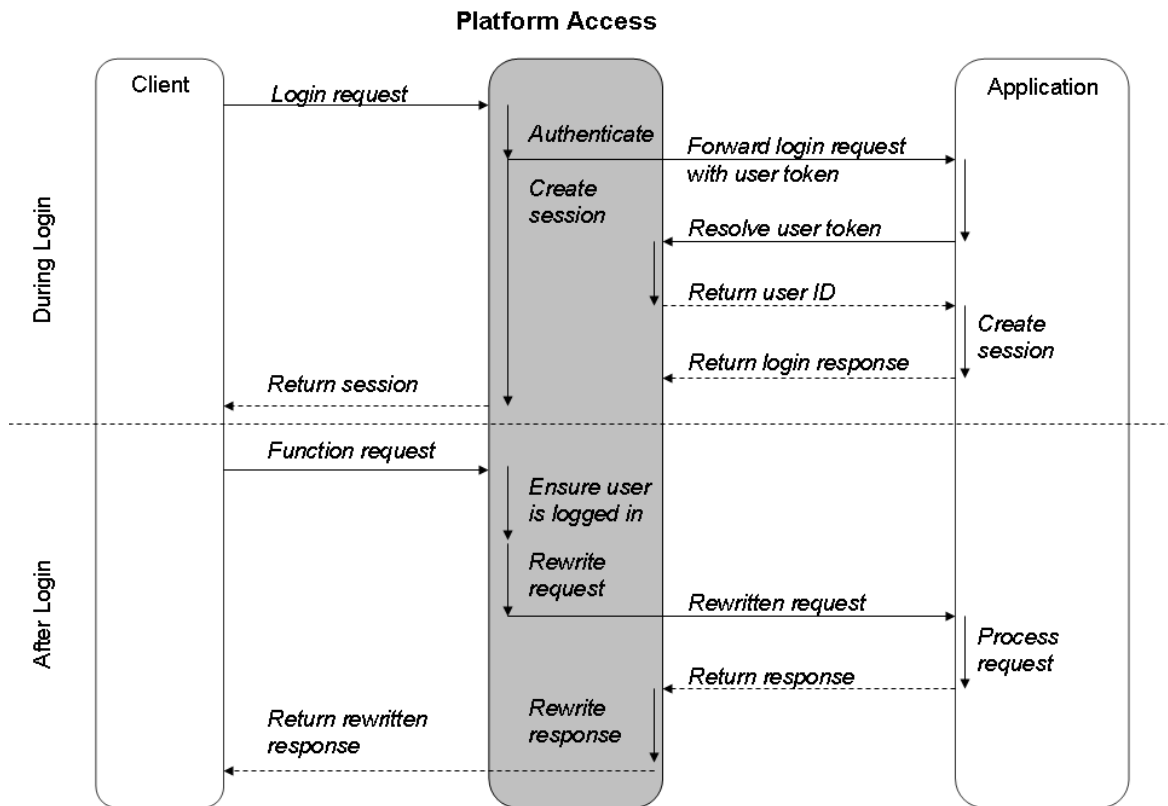
The following sections provide detailed information about the different access types. The sequence diagrams illustrate the interaction between the involved components. Arrows with solid lines represent messages requiring a response, arrows with dotted lines represent the response messages.

2.1 Platform Access

With platform access, any interaction including login takes place through BSS. In this case, BSS acts as a reverse proxy for all requests exchanged between the client and the application.

User management and authentication are under full control of the BSS identity management, and price models on a per-user basis and corresponding billing services can be used.

The following figure shows the interaction between the client, BSS, and the application:



When a user logs in to BSS in order to use a service, he is authenticated by BSS and a BSS session is created. Next, BSS creates a user token and forwards it to the application. To be able to log the user in, the application sends a login request to BSS prompting for the user ID corresponding to the user token. Once the user ID is returned, the application needs to log the user in without requesting any further credentials. Users are trusted because they have been authenticated by BSS.

After login, BSS rewrites all URLs passed back and forth in order to route requests and responses to the proper location.

Note: If you want to use platform access, make sure that your application meets the following requirements:

- URLs referenced in your application must be relative to the page from where they are called. Absolute URLs except for the base URL cannot be redirected and handled by BSS and will thus be ignored.
- URLs referenced in your application must not be generated dynamically or be called in a format other than HTML or XHTML.
- Your application should provide some default content for the base URL, since this URL specifies the application's remote interface if a user is already logged in to BSS. The base URL is specified in the technical service definition (see *Technical Service Definition XML File* on page 31).
- If you experience any issues during operation, especially with time- and/or data-sensitive applications, switch to login access.

Logout and Session Timeout

BSS needs to be notified by the application when a user logs out or a session timeout occurs. The corresponding BSS user session is then closed and the session data is updated in the BSS database. After logout, the application must redirect the user to the URL of the logout page of the underlying application. The URL is returned by the `deleteServiceSession` method of the BSS session service.

Note: Users must not be redirected to the application after logout. Access to the application is no longer authorized because the BSS session has been closed.

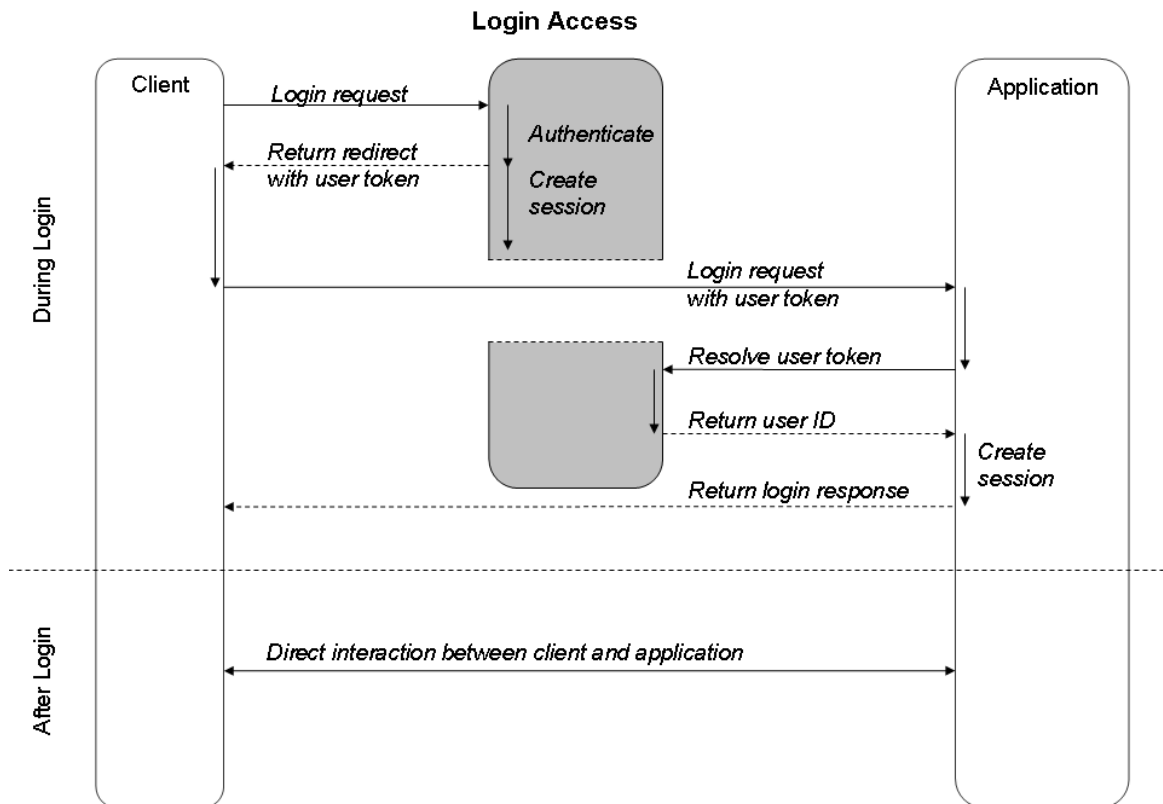
2.2 Login Access

With login access, BSS is involved during login only.

User management and authentication are under full control of the BSS identity management, and price models on a per-user basis and corresponding billing services can be used.

After login, any interaction between the client and the application takes place directly and without BSS being involved.

The following figure shows the interaction between the client, BSS, and the application:



The login sequence is almost identical to the sequence for platform access. The only differences are the following: With login access the application receives the login request from the client and not from BSS, and the application must be publicly visible.

After login, any interaction takes place directly between the client and the application.

Note: Your application should provide some default content for the base URL, since this URL specifies the application's remote interface if a user is already logged in to BSS. The base URL is specified in the technical service definition (see *Technical Service Definition XML File* on page 31).

Logout and Session Timeout

BSS needs to be notified by the application when a user logs out or a session timeout occurs. The corresponding BSS user session is then closed and the session data is updated in the BSS database. After logout, the application must redirect the user to the URL of the logout page of the underlying application. The URL is returned by the `deleteServiceSession` method of the BSS session service.

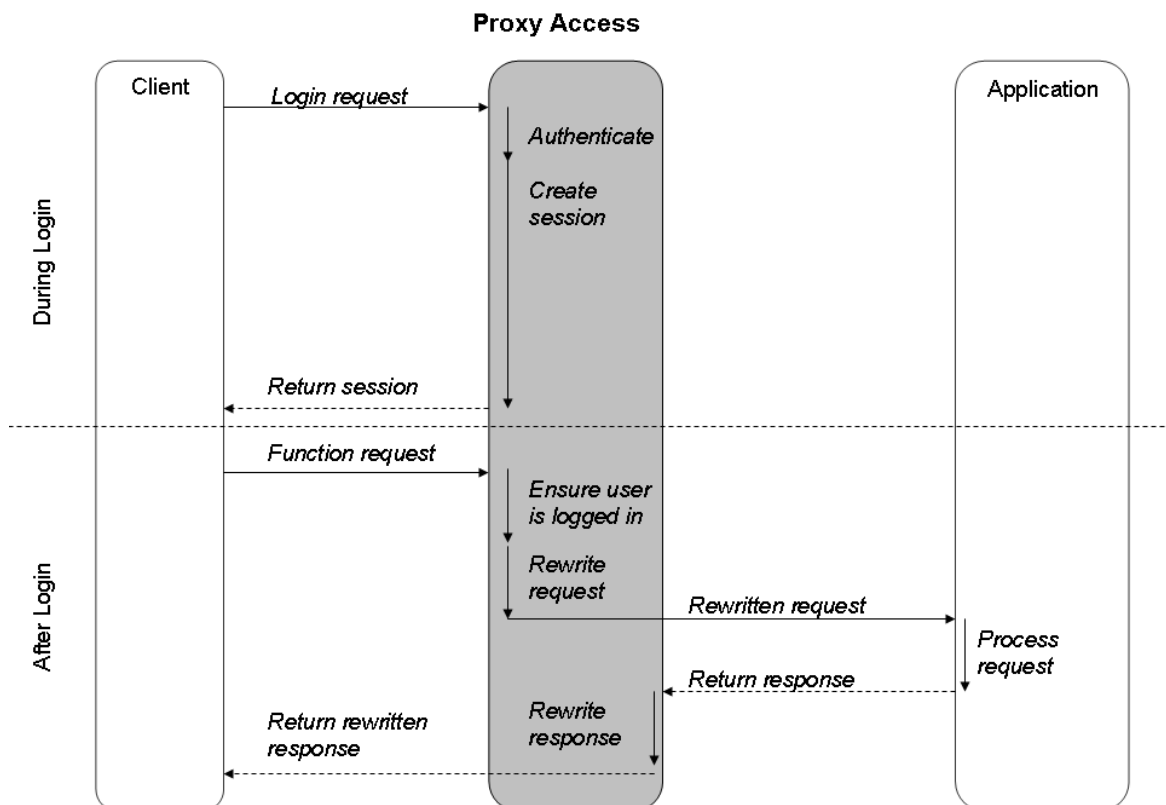
Note: Users must not be redirected to the application after logout. Access to the application is no longer authorized because the BSS session has been closed.

2.3 Proxy Access

With proxy access, BSS acts as a reverse proxy for all requests exchanged between the client and the application. Any interaction including login takes place through BSS. Your application uses BSS for user authentication only; BSS does not forward login information to your application. Thus, you do not need to implement a provisioning service.

Price models on a per-user basis and corresponding billing services can be used.

The following figure shows the interaction between the client, BSS, and the application:



When a user logs in to BSS in order to use a service, he is authenticated by BSS and a BSS session is created. BSS rewrites all URLs passed back and forth in order to route requests and responses to the proper location.

Using this type of access requires that you take care of security issues. Otherwise, anybody could use the application without logging in. As long as no VPN is established between BSS and your application, you could apply an IP filter on the application side. Or, if you provide, for example, a Web page as a technical service, use a base URL that is difficult to guess, such as

<http://server/7899/8890291/562>.

Note: If you want to use proxy access, make sure that your application meets the following requirements:

- URLs referenced in your application must be relative to the page from where they are called. Absolute URLs outside the base URL cannot be redirected and handled by BSS and will thus be ignored.
- URLs referenced in your application must not be generated dynamically or be called in a format other than HTML or XHTML.
- Your application should provide some default content for the base URL, since this URL specifies the application's remote interface if a user is already logged in to BSS. The base URL is specified in the technical service definition (see *Technical Service Definition XML File* on page 31).
- The Web pages of the application must not contain `<base>` tags.
- If you experience any issues during operation, especially with time- and/or data-sensitive applications, switch to direct access.

Logout and Session Timeout

If a user accesses an application is using BSS as a reverse proxy, and does not carry out any actions in the application for 30 minutes, the corresponding BSS session is closed and the session data is updated in the BSS database.

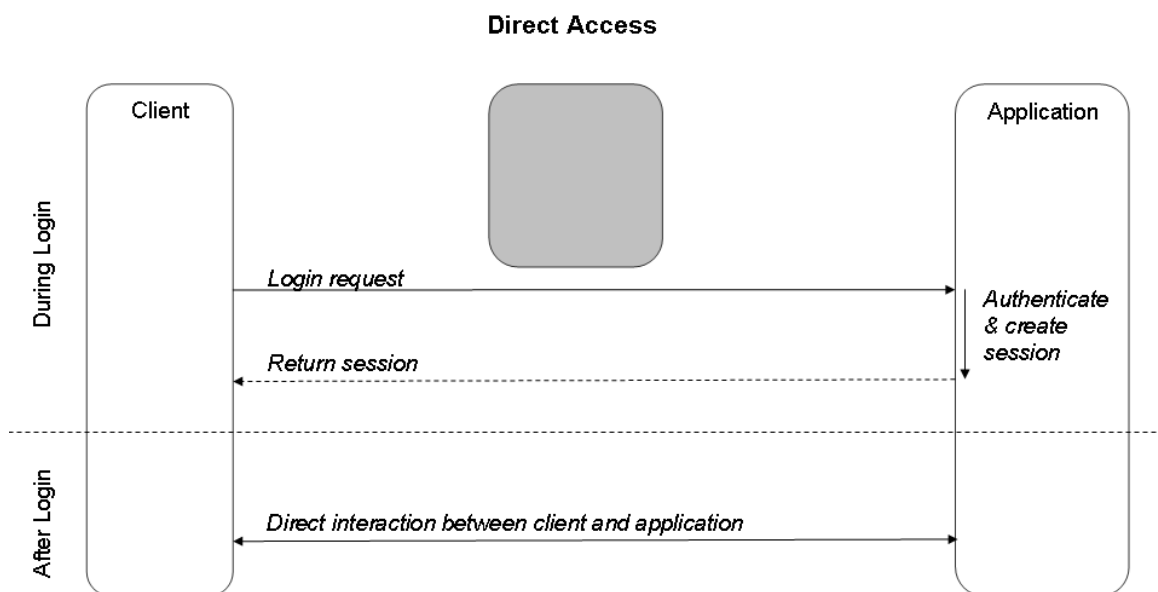
BSS is not notified by the application when a user logs out or a session timeout occurs because users are authenticated by BSS only.

2.4 Direct Access

With direct access, users interact directly with the application.

As login is not carried out through BSS, there are no special requirements from BSS concerning the application's login/logout functionality. BSS has no information about the number and duration of user sessions. Therefore, price models on a per-user basis and corresponding billing services in BSS cannot be used.

The following figure shows the interaction between the client, BSS, and the application:



The client sends a user's login request directly to the application. The application authenticates the user, creates a session, and returns that session to the client. Any subsequent interaction also takes place directly between the client and the application.

The application needs to ensure that users are directed to the application instance that belongs to the relevant subscription in BSS. For Web applications, this could be achieved, for example, by configuring separate application URLs for the individual subscriptions. The relevant application URL can be included in the information which is returned to BSS when the instance for a new subscription is created.

2.5 User Access

With user access, users interact directly with the application.

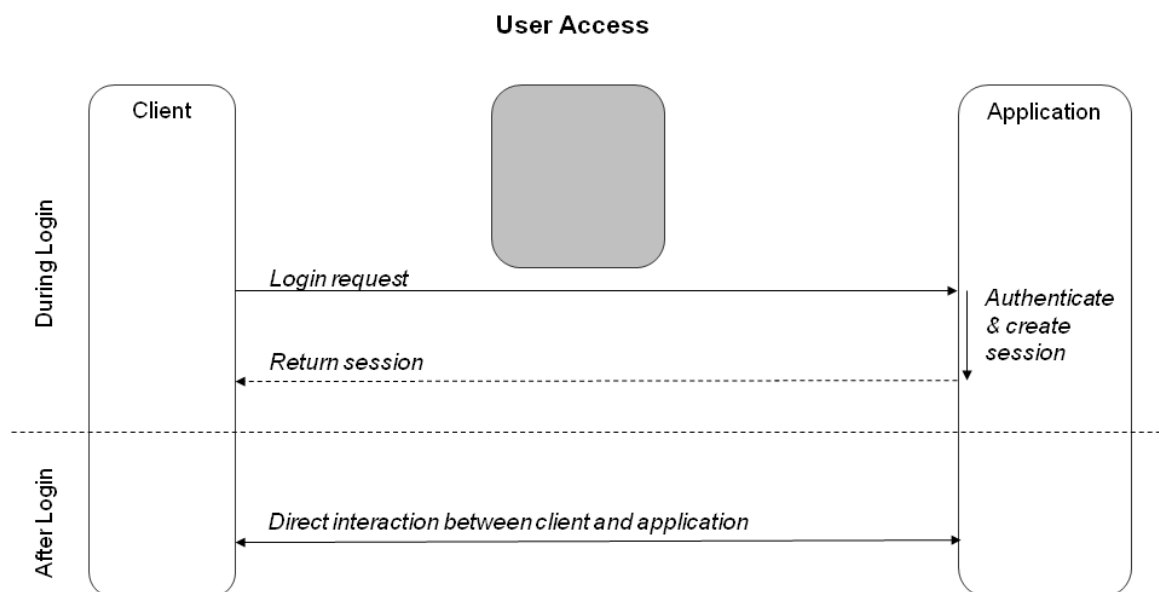
However, a basic user management is still carried out in BSS, which means that the corresponding methods of the provisioning service are called when assigning a user to a subscription. Thus, price models on a per-user basis and corresponding billing services in BSS can be used.

The application login can either be controlled completely by the application, or you can use SAML to provide a single sign-on mechanism. If you use SAML, the required authorization must be performed by the application itself.

Access Without Single Sign-on

Users may interact directly with the application without involving BSS in any way.

The following figure shows the interaction between the client, BSS, and the application:



The client sends a user's login request directly to the application. The application authenticates the user, creates a session, and returns that session to the client. Any subsequent interaction also takes place directly between the client and the application.

The application needs to ensure that users are directed to the application instance that belongs to the relevant subscription in BSS. For Web applications, this could be achieved, for example, by configuring separate application URLs for the individual subscriptions. The relevant application URL can be included in the information which is returned to BSS when the instance for a new subscription is created.

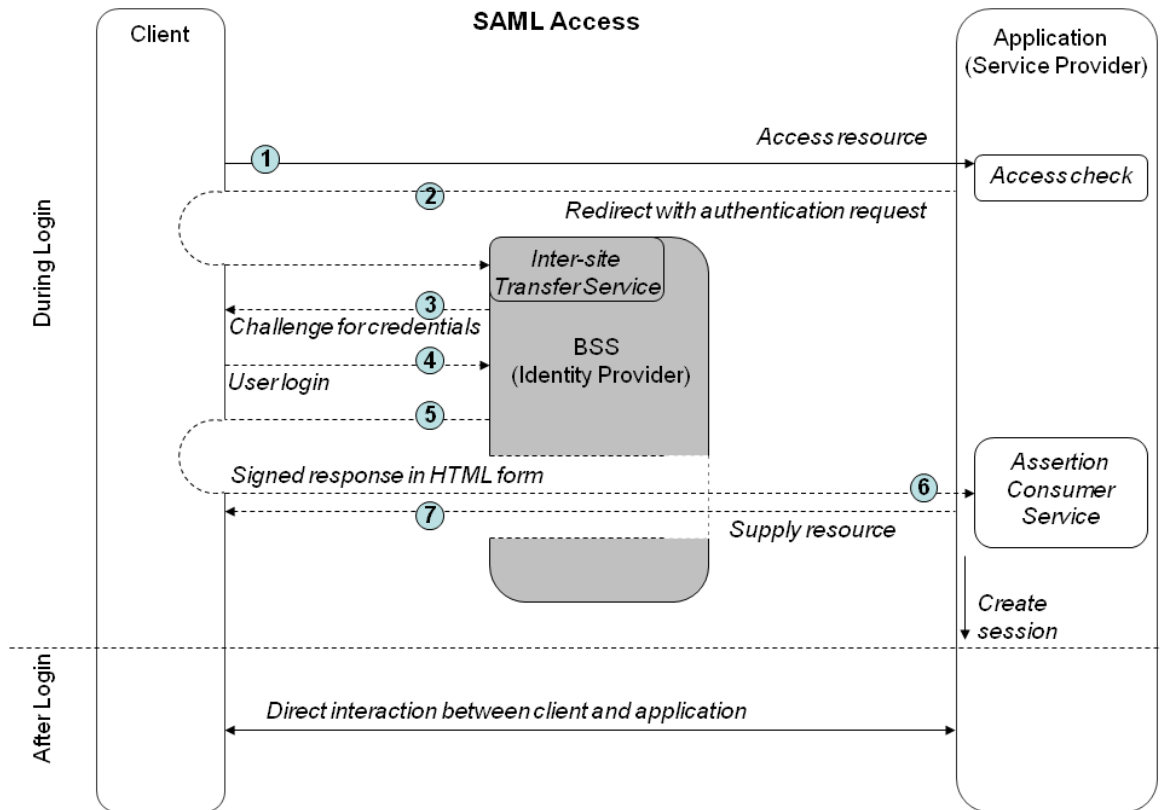
Access With Single Sign-on Using SAML

The Security Assertion Markup Language (SAML) is an XML-based open standard for exchanging authentication and authorization data between security domains, that is between an **Identity Provider** (a producer of assertions) and a **Service Provider** (a consumer of assertions). SAML assertions contain statements that Service Providers use to make access control decisions.

In BSS terms, the Identity Provider is BSS itself, the Service Provider is the application to be accessed. Authorization data are not exchanged.

For details on SAML, refer to the information on the relevant websites. BSS supports the SAML 1.1 standard.

The following graphics shows the interaction between the client, BSS (Identity Provider), and the application (Service Provider):



The following steps are depicted in the figure above:

1. A user tries to access a resource of the application (Service Provider) integrated with BSS (Identity Provider).
2. The application requests the inter-site Transfer Service (SSO Service) of BSS:
`https://idp.example.org/TransferService?TARGET=<target>`
 where <target> is the desired resource at the Service Provider.
 Be aware that the Browser/POST profile does not specify how the URL to the Transfer Service (with TARGET parameter) is obtained by the Service Provider. The Service Provider must be configured so that it can obtain the URL to the Transfer Service.
3. The inter-site Transfer Service determines whether the user has an existing logon security context. If this is not the case, BSS interacts with the client to prompt the user to provide valid credentials.
4. The user provides valid credentials and a local logon security context is created for him within BSS.
5. The inter-site Transfer Service returns an HTML document containing a FORM element, where the TARGET parameter of step 2 has been preserved. The value of the SAMLResponse parameter is the base64 encoding of a SAML Response element. The SAML Response is digitally signed by

the Identity Provider. This signature contains the public certificate to be used for validating the signature value.

It is assumed that the Service Provider has already established a security context at the Identity Provider, otherwise the inter-site Transfer Service is unable to provide an authentication statement in the SAML `Response` element.

6. The Identity Provider requests the Assertion Consumer Service at the Service Provider, where the values of the `TARGET` and `SAMLResponse` parameters are taken from the HTML form created in step 5.
7. The Assertion Consumer Service consumes the SAML `Response` element and creates a security context at the Service Provider. The Service Provider must take care of validating the SAML `Subject` identifying the user and perform the required authorization. If the validation is successful and the user is allowed to access the application, the Service Provider redirects the client to the target resource.

After login, any interaction takes place directly between the client and the application.

Note: Your application should provide some default content for the base URL, since this URL specifies the application's remote interface if a user is already logged in to BSS. The base URL is specified in the technical service definition (see *Technical Service Definition XML File* on page 31).

In order for your application to use BSS as Identity Provider, you must observe and take care of the following:

- Your application must support SAML 1.1. For example, the authentication ID passed with the SAML request (see below) must conform to the SAML 1.1 standard.
- The SAML request your application sends as HTTP redirect response to the inter-site Transfer Service of BSS contains the following parameters:
 - `ACS`: URL of the Service Provider Assertion Consumer Service
 - `TARGET`: Target URL of the requested resource
 - `authID`: Authentication ID for the SAML request

Example:

```
https://myserver.example.com/fujitsu-bss-portal/saml/identityProvider.jsf?
ACS=http%3A%2F%2Fmyapp.info%2Fcom.myplace.sso.POSTProfileGateway.wcp&
TARGET=http://user.myapp.info/olc/&
authID=63f1848a-699a-11e0-f029-2871ec2d5
```

- The Service Provider Assertion Consumer Service must be able to validate the digitally-signed assertion returned by the inter-site Transfer Service of BSS.

2.6 External Access

With external access, users can access an application directly after subscribing to a corresponding service. The users are redirected immediately to the application. The URL leading to the application is specified in the technical service definition.

Any further interaction takes place directly between the client and the application without involving BSS in any way.

3 Integrating Applications with BSS

Integrating an application with BSS involves the following implementation tasks:

- Implement a provisioning service
- Adapt the login/logout implementation
- Integrate the application with the BSS event management
- Implement service operations

These tasks are described in detail in the sections below.

To help you perform these tasks, the BSS integration package (`fujitsu-bss-integration-pack.zip` file) with the following artifacts is shipped and provided with BSS:

- Web service specifications as Javadoc
- WSDL and XSD files
- Java archives with resources required for implementing the necessary Web services

The following Web services and utilities are shipped for public use with BSS:

- Platform services
- Provisioning API for implementing a provisioning service
- Notification API for implementing a notification service
- Operation API for implementing service operations

For a detailed description of the Web services and the usage of the utilities, refer to the *Developer's Guide*.

Prerequisites

Integrating applications with BSS involves several interfaces for communication between the BSS platform and the technical service or application. The communication takes place in two directions: Calls from the application to BSS (inbound calls) as well as calls from BSS to the application (outbound calls). For inbound calls, the application must implement a client; for outbound calls, the application must provide a server.

Before you begin, make sure that the following prerequisites are met:

- The application to be integrated is installed and operational.
- An application server is installed and operational.
- You have access to the BSS integration package. Here you find the resources required for performing the integration tasks.

Alternatively, you can use a Web service framework for generating classes out of WSDL specifications.

3.1 Implementing a Provisioning Service

As a first integration step, you implement a so-called provisioning service that exposes its operations as a Web service. A provisioning service is required for integrating an application with the subscription management of BSS. The provisioning service is called by BSS when customers subscribe to a service and manage their subscriptions. Additionally, the provisioning service may be called for creating and managing users.

You do not need to implement a provisioning service if you have chosen to use the proxy or external access type. For details on access types, refer to *Access Types* on page 12.

For the implementation of a provisioning service, you need to consider the following:

- **Instance provisioning**

When a customer subscribes to a service, the underlying application is supposed to perform specific steps required for the subscription and return an identifier to BSS for future reference. The term 'instance' denotes all the items that the application has provisioned for a subscription. The actions to be performed and the items to be created, if any, depend entirely on the concepts and functionality of your application. For example, if a customer creates and stores data when using your application, your application may create a separate workspace in a data container or a separate database instance.

- **Provisioning mode**

Instance provisioning can be performed in synchronous or asynchronous mode.

Synchronous mode is used if provisioning can be completed right away. The provisioning service triggers the application to perform all the required actions and confirms the operation as complete. BSS then sets the subscription to active, which means that the service is ready to be used by the customer.

Asynchronous mode is used if provisioning takes longer, for example, because long-running processes or manual steps are involved. In this case, the provisioning service notifies BSS that the provisioning is pending. Required actions may have started on the application side, but have not been completed yet. The provisioning service needs to notify BSS using the subscription management service when provisioning is either complete or cannot be completed.

- **Application parameters**

An application may have parameters that are of relevance for the service provisioning in BSS. Parameters can be used to define different feature configurations or service restrictions, for example, the maximum number of folders, files, or objects that can be created. Application parameters are specified in the technical service definition.

BSS can pass parameters to your application through the instance provisioning call. Any further processing must be carried out by your application. Especially if parameters are used to impose restrictions on service usage, the application needs to ensure that the restrictions are met. For example, if there is a parameter to restrict the maximum number of files created for a subscription, the application needs to track the actual number and ensure that the maximum number is not exceeded.

For details on how to define parameters in the technical service definition, refer to *Technical Service Definition XML File* on page 31.

- **User management**

If users access your application through BSS, you need to implement user management operations. These operations are called when a customer assigns users to a subscription in BSS, when users are deassigned from a subscription, or when user profiles are updated. Your application may take corresponding actions, for example, create corresponding user accounts in its own user management system.

For details on how to implement a provisioning service, refer to the *Developer's Guide*.

3.2 Adapting the Login/Logout Implementation

If you opt for access through BSS (platform or login access), you need to adapt the login/logout implementation of your application and implement the methods defined by the provisioning service.

The required functionality for login and logout is distributed between a token handler, a custom login module, a custom logout module, and a logout listener:

- The **token handler** is responsible for requesting BSS to resolve a user token into a user ID. It takes up the task of creating a session object and storing the user ID in that object. Additionally, it forwards requests containing a resolved user token to a custom login module.
- The **custom login module** lets users log in to the application without requesting any further credentials. Users are trusted because they have been authenticated by BSS. For example, a custom login module might pass the user ID and a default password to the application. To ensure that any login takes place through BSS, a direct login to your application must be bypassed.
- The **custom logout module** closes user sessions on the application side and redirects users to the logout page of the underlying application. The URL of the logout page is returned by the `deleteServiceSession` method of the BSS session service.
- The **logout listener** notifies BSS when a user logs out or a session timeout occurs.

For details on how to adapt the login/logout implementation, refer to the *Developer's Guide*.

3.3 Integrating with BSS Event Management

The event management service in BSS collects specific events generated during application operation. These events can be used for price models, billing, and reporting. Examples of events are the completion of a specific transaction, or the creation or deletion of specific data.

Your application can send events to BSS at runtime through the event management service, which is one of the BSS platform services.

To integrate with BSS event management:

1. If your application does not generate the required events yet, implement the generation of events.
2. Implement the sending of events to BSS.

For details, refer to the *Developer's Guide*.

3. When preparing the service definition, declare the events that your application will send.

For details on the technical service definition, refer to *Technical Service Definition XML File* on page 31.

3.4 Implementing Technical Service Operations

You may wish that your technical service offers additional operations or functions that are to be accessible via BSS without opening the application. In a SaaS environment, applications are not installed locally but provisioned as services. Therefore, users cannot access the system resources the applications are using, for example, to perform administrative tasks such as system backup or shutdown. Integrating such operations in your technical service simplifies the integration without the need to enhance the application by another interface that is reachable via the Web.

The information about the operations provided by the technical service must be added to its XML definition. Refer to *Technical Service Definition XML File* on page 31 for details.

For details on how to implement technical service operations, refer to the *Developer's Guide*.

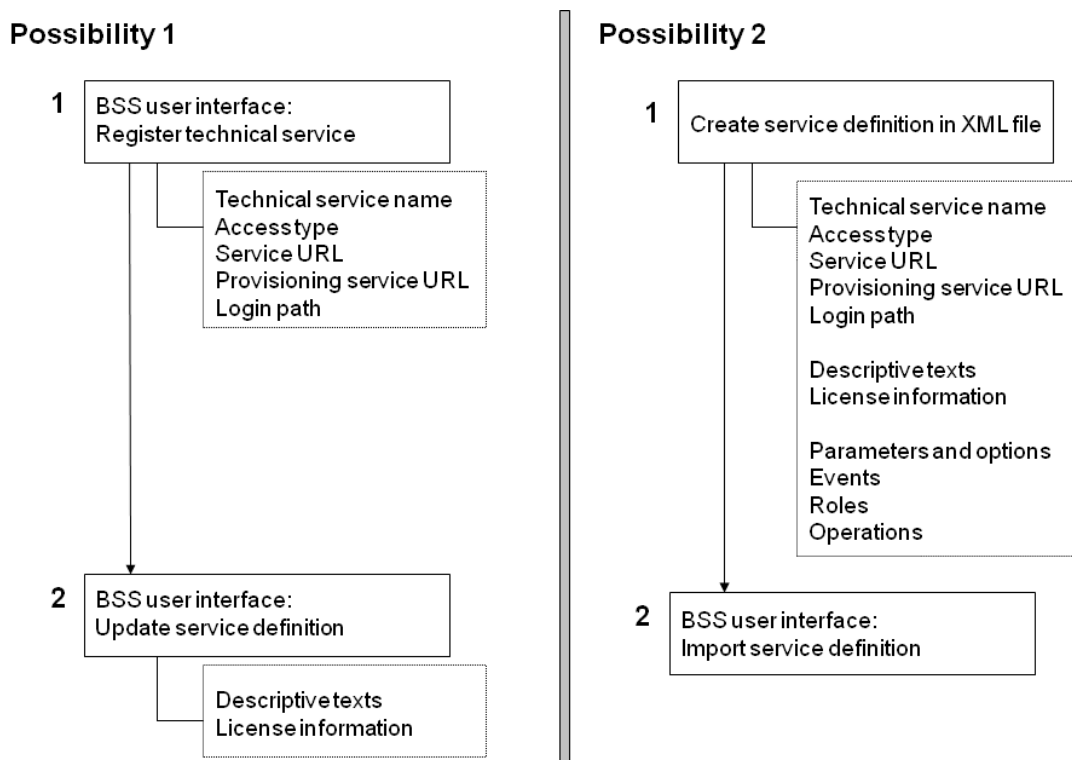
4 Provisioning Applications as Services in BSS

After the required adaptations of your application are finished, you register your application as a technical service in BSS.

There are two possibilities for achieving this task:

1. If the application does not provide any parameters, options, roles, events, or operations, register the application as a technical service using the BSS user interface. Here, you can define the basic features for the technical service you want to provide.
2. If an application is more complex and provides parameters, options, etc., create an XML file containing the technical service definition and import this file into BSS.

The figure below provides an overview of the two possibilities:



Possibility 1 consists of registering the application and then updating the service definition. Possibility 2 consists of creating an XML file and then importing this file into BSS.

You can also combine both ways. For example:

1. Register the service using the BSS user interface.
2. Export the service definition and save it to an XML file.
3. Edit the XML file: Specify descriptions, license information, parameters, options, events, roles, operations, etc.

4. Import the XML file into BSS again.

After registering your application as a technical service, you need to appoint suppliers for it in BSS so that marketable services can be defined and published.

The following sections describe the individual steps in detail.

4.1 Registering a Technical Service

By registering an application as a technical service, you make it available in BSS.

To register a technical service:

1. Log in to BSS using the login information provided by your BSS operator.
2. At the BSS user interface, do one of the following:
 - Select **Technical Service > Register service definition**, and fill in the fields as desired.
 - Select **Technical Service > Import service definition**, and import the XML file containing your service definition.

For details on how to create a technical service definition, refer to *Defining a Technical Service in an XML File* on page 27.

4.2 Defining a Technical Service in an XML File

You can define a technical service in an XML file. The file contains a description of the service's purpose, the license agreement, application parameters, options, events, service roles, and operations.

A service definition must conform to the `TechnicalServices.xsd` XML schema. For detailed information on the elements and attributes, refer to *Technical Service Definition XML File* on page 31.

To prepare a service definition in an XML file:

1. Create an XML file according to the `TechnicalServices.xsd` XML schema, and save it under a name of your choice, for example, `ServiceDefinition.xml`.
2. In the `TechnicalService` section of the file, specify at least the following information:
 - `id`
 - `accessType`
 - `provisioningType` (if not specified, instance provisioning is performed in synchronous mode)
 - `provisioningUrl` (optional for proxy and external access, otherwise required)
3. If you have configured basic user authentication (authentication without certificates) and since BSS is the only application allowed to access your provisioning service, specify the following information:
 - `provisioningUserName`
 - `provisioningPassword`
4. Do one of the following:
 - If users log in directly to your application (user or direct access), describe how to access the application using the `accessInfo` element.
 - Fill in the `baseUrl` attribute (mandatory for all access types except direct and user access).
 - If login is performed through BSS (login or platform access), fill in the `loginPath` attribute.
5. If there are any parameters that are to be passed to your application by an instance provisioning call, declare them in the `ParameterDefinition` sections.

6. If your application sends events to BSS, declare all the events in the `Event` sections.
7. If you want to define your own service roles, declare them in the `Role` sections.

A user can be granted a service role for a subscription. Service roles provide different types of access to the underlying application. Each service role is mapped to corresponding access rights or privileges in the application.
8. If you want to allow users to invoke specific operations on your technical service, declare the operations in the `Operation` sections.

You may wish that your technical service offers additional operations or functions that are to be accessible via BSS without opening the application. In a SaaS environment, applications are not installed locally but provisioned as services. Therefore, users cannot access the system resources the applications are using, for example, to perform administrative tasks such as system backup or shutdown. Integrating such operations in your technical service simplifies the integration without the need to enhance the application by another interface that is reachable via the Web.

4.3 Appointing Suppliers for a Technical Service

After registering a technical service either by importing the technical service definition XML file or by providing the required information at the user interface, you appoint one or more suppliers for it. Suppliers are the companies, departments, or people who offer your technical service as marketable services. Your organization may act as a supplier of its own, if it is granted the corresponding role by the BSS operator.

To appoint suppliers:

1. Log in to BSS.
2. Select **Account > Manage suppliers** and select the technical service for which you want to appoint a supplier.
3. Specify the organization ID of the supplier to be appointed and click **Add**.

You can only specify suppliers that have previously been registered by the BSS operator. You can obtain the organization IDs from your suppliers.

The suppliers can now start defining marketable services for the technical services they are appointed for. These can be different editions of the technical services with individual price models, configurations, upgrade options, and restrictions.

You can also delete suppliers from the list of appointed suppliers. If customer subscriptions exist for the marketable services of a supplier, a corresponding message is displayed. It lists the instance IDs of the underlying technical services. If you want to view the instance IDs of your technical services, you can create an instance report.

4.4 Updating and Maintaining the Service Definition

You can update the descriptive texts and the license agreement text for a technical service either by editing the XML service definition file, or - in a more convenient way - at the BSS user interface. The changes are effective for all marketable services based on this technical service.

To update the texts for the the technical service in BSS:

1. Log in to BSS using the login information provided by your BSS operator.
2. At the BSS user interface, select **Technical Service > Update service definition**, and edit the texts as desired.

5 Reporting

BSS offers comprehensive reports for different purposes and at different levels of detail. You can choose from various predefined reports.

The following reports are available for technology providers:

- **Technical service usage report:** Shows all technical services of a technology provider, including the type and number of the events that were collected during the usage of the services.
- **Supplier report:** Shows the suppliers registered by a technology provider for the technical services, and lists the marketable services which the suppliers have defined based on the technical services.
- **Subscription report:** Shows the marketable services suppliers created based on the technical services of the technology provider, and the number of subscriptions to the marketable services.
- **Instance report:** Shows all application instances of the technology provider's technical services and their configuration (parameters and values).

Use the **Create report** menu option in the **Account** menu of the BSS user interface and choose the desired report. Depending on the report type, you might have to enter additional report parameters.

The generated report is instantly displayed at the BSS user interface. You can choose to print the report or save it in several formats.

Note: Contact your platform operator if the reporting functionality is not available. He is responsible for defining the respective configuration parameters.

Appendix A: Menu Options and User Roles

This appendix provides an overview of the user roles required for using the menu options at the BSS user interface which are of relevance to a technology provider. For details on the menu options, refer to the *Online Help*.

Account Menu

The following user roles are required for using the menu options in the **Account** menu:

Edit profile	Any user role
Change password	Any user role
Register new users	Administrator
Manage users	Administrator
Create report	Administrator
Manage suppliers	Technology manager

Technical Service Menu

The following user roles are required for using the menu options in the **Technical service** menu:

Register technical service	Technology manager
Import technical service	Technology manager
Update technical service	Technology manager
Export technical service	Technology manager
Delete technical service	Technology manager

Appendix B: Technical Service Definition XML File

A service definition contains the information required to register an application as a technical service in BSS. It is specified in an XML file which needs to conform to the `TechnicalServices.xsd` XML schema.

This section describes the meaning of the elements and attributes that can be defined. For information on the syntax, refer to the `TechnicalServices.xsd` schema.

TechnicalServices

Top-level element of a service definition file.

TechnicalService

Contains all the information required to register an application as a technical service in BSS.

Attributes:

- **id** - ID of the application (required).
The `id` is the key that uniquely identifies your application as a technical service. The ID must be unique across all your applications registered as technical services.
- **build** - Build number of the application (optional).
You can use this number to specify the build number or patch level of the application underlying the technical service.
- **provisioningType** - Specifies whether instance provisioning is performed in synchronous or asynchronous mode (optional). The default is synchronous mode.
Use `SYNCHRONOUS` if you implemented the `createInstance` method in your provisioning service.
Use `ASYNCHRONOUS` if you implemented the `asyncCreateInstance` method.
For details on provisioning modes, refer to *Implementing a Provisioning Service* on page 23.
- **provisioningTimeout** - Specifies the time in milliseconds after which an asynchronous provisioning operation is considered to have failed (optional). By default, no timeout occurs.
- **provisioningUrl** - URL of the WSDL document that defines the provisioning service you implemented for your application (optional for the `PROXY` and `EXTERNAL` access type, otherwise required).
- **provisioningVersion** - Version number of your provisioning service (optional).
- **provisioningUsername** - Name of the user who is authorized to access the provisioning service (optional).
Only required if you secure your provisioning service by basic user authentication (authentication without certificates). Basic user authentication ensures that the provisioning service can be called by BSS only.
To configure basic user authentication, use the standard functions of your software environment. For example, if you are using an application server, you enable basic authentication using the application server's configuration tools.
- **provisioningPassword** - Password of the user specified in `provisioningUserName` (optional).
- **accessType** - Specifies how users access your application (required).
Use `DIRECT` if users log in directly to your application without involving BSS.

Use `LOGIN` if users log in to your application through BSS. Subsequent interactions take place directly between the client and the application without involving BSS.

Use `PLATFORM` if users log in to your application and interact with it through BSS.

For details on access types, refer to *Access Types* on page 12.

Use `PROXY` if users log in to BSS and BSS acts as a reverse proxy for all requests exchanged between the client and the application.

Use `USER` if the user-specific methods of the provisioning service should be used. With this access type, the application login can be controlled completely by the application, or SAML can be used as a single sign-on mechanism.

Use `EXTERNAL` if users should be able to access an application directly via the URL specified in the `baseUrl` attribute. The service ID (`id` attribute) is appended to the URL when accessing the service.

- **baseUrl** - URL of the remote interface of your application.
Required for all access types except `DIRECT` and `USER`. For the `EXTERNAL` access type, you provide the external URL here. Your application should provide some default content for the base URL, since this URL specifies the application's remote interface if a user is already logged in to BSS.
- **loginPath** - Path to the token handler, a module of your application that handles login requests containing a user token (optional). Required if `accessType` is set to `LOGIN` or `PLATFORM`.
The path must be relative to the URL specified as `baseUrl` and start with a `/`.
- **onlyOneSubscriptionPerUser** - Defines whether an organization can subscribe only once to a service. Can be set to `true` or `false`. If set to `false` (default), an organization can subscribe to several marketable services based on your technical service. If set to `true`, an organization can subscribe to one marketable service based on your technical service only. In this case, the supplier can still define several marketable services, but as soon as a customer subscribes to one of these services, the other marketable services will no longer be available for subscription.
- **allowingOnBehalfActing** - Defines whether an organization can act on behalf of another organization. Can be set to `true` or `false` (default). If set to `true`, an organization with the technology provider and the supplier role can log in to BSS on behalf of a customer organization. This is achieved via a customer's subscription whose underlying technical service has the `allowingOnBehalfActing` attribute set to `true`.

Example:

```
<TechnicalService
  accessType="PLATFORM"
  baseUrl="http://myserver:7777/myservice"
  build="25.01.2010"
  id="SampleService"
  loginPath="/login"
  provisioningType="SYNCHRONOUS"
  provisioningUrl=
    "http://myserver:8090/axis/services/MyProvisioningService?wsdl"
  onlyOneSubscriptionPerUser="false">
```

AccessInfo

Only required if `accessType` is set to `DIRECT` or `USER`.

Contains a textual description of how users can access your application in the language specified by the `locale` attribute. The description is required because users do not access the application through BSS.

For example, if your application has a Web user interface, you could provide some introductory text and the URL of the login page.

The description is displayed at the BSS user interface and included in the email that is sent to users of services based on your technical service. The description can be specified for multiple languages. Make sure that you always specify the access information at least for the default language, English (`locale=en`). This is also used for any language for which no separate text has been stored.

Attribute:

`locale` - Locale code, for example `en` for English or `en-US` for English - United States.

LocalizedDescription

Contains a description of the item's purpose in the language specified by the `locale` attribute. Can be specified for multiple languages.

`LocalizedDescription` elements are contained in the following elements:

- `TechnicalService`

At the BSS user interface, the service description is visible to you as the technology provider, to any supplier who sells your service.

- `ParameterDefinition`

At the BSS user interface, the parameter description is visible to you as the technology provider, to any supplier who sells your service, and to the customers subscribing to your service.

- `Event`

At the BSS user interface, the event description is visible to you as the technology provider, to any supplier who sells your service, and to the customers subscribing to your service.

- `Role`

At the BSS user interface, the role description is visible to you as the technology provider and to any supplier who sells your service.

- `Operation`

At the BSS user interface, the operation description is visible to you as the technology provider when updating the technical service definition and to customers when they select an operation to be executed for your service.

Attribute:

`locale` - Locale code, for example `en` for English or `en-US` for English - United States.

Example:

```
<LocalizedDescription locale="en">
  Our Service supports you in ...
</LocalizedDescription>
```

LocalizedLicense

Contains the license agreement for the customer in the language specified by the `locale` attribute. Can be specified in multiple languages.

At the BSS user interface, the license agreement is visible to you as the technology provider, to any supplier who sells your service, and to the customers subscribing to your service. It can be changed by the supplier.

Attribute:

`locale` - Locale code, for example `en` for English or `en-US` for English - United States.

Example:

```
<LocalizedLicense locale="en">
  Please read this software license agreement ... The license terms
  are applied for the concession of the rights ...
</LocalizedLicense>
```

LocalizedTag

Contains tags (search terms) to be associated with the technical service in the language specified by the `locale` attribute. Can be specified in multiple languages.

At the BSS user interface, the tags are visible to you as the technology provider. On a marketplace, customers can use the tags to search for marketable services based on the technical service, provided that the tag display is enabled for the marketplace by the marketplace owner.

You can enter up to five terms, separated by commas. The tags are not case-sensitive. They must not consist of more than 20 characters.

Attribute:

`locale` - Locale code, for example `en` for English or `en-US` for English - United States.

Example:

```
<LocalizedTag locale="en">
  Documentation
</LocalizedTag>
```

LocalizedName

Contains the name of a service role or operation in the language specified by the `locale` attribute. Can be specified for multiple languages.

At the BSS user interface, the role name is visible to you as the technology provider, to any supplier who sells your service, and to the customers when they assign users to subscriptions. The operation name is visible to customers when they start to use your service and to you as the technology provider when updating the technical service definition.

Attribute:

`locale` - Locale code, for example `en` for English or `en-US` for English - United States.

ParameterDefinition

Declares a parameter that is passed to your application during instance provisioning.

Suppliers can use parameters to make different values available to customers as different options, for example, different feature configurations or service restrictions. For parameters of type `ENUMERATION`, you can define specific options. For example, for a `MEMORY_STORAGE` parameter that may take a value of 1 GB, 2 GB, or 4 GB, you could define three options: one for minimum space,

one for medium space, and one for maximum space. The options will be available to a supplier when defining a price model; a customer can choose between the options when subscribing to a service. BSS passes all parameters that you declare in the service definition to your application through the instance provisioning call. Any further processing must be carried out by your application. Especially if parameters are used to impose restrictions on service usage, the application needs to ensure that the restrictions are met. For example, if there is a parameter to restrict the maximum number of files created by a user, the application needs to track the actual number and ensure that the maximum number is not exceeded.

For example, if you declare a `MAX_FILE_NUMBER` parameter that restricts the maximum number of files created by a user, the application needs to track the actual number and ensure that the maximum number is not exceeded.

BSS offers the following predefined parameters:

Parameter	Description
<code>NAMED_USER</code>	This parameter is used to restrict the maximum number of users per subscription. It is relevant for all access types except direct and external access.
<code>CONCURRENT_USER</code>	This parameter is used to restrict the maximum number of concurrent users. It is relevant for all access types except direct and external access.
<code>PERIOD</code>	This parameter is used to define the maximum lifetime of a subscription. As soon as this period has expired, the instances related to the subscription are deactivated. The parameter is relevant for all access types except external access.

Predefined parameters are controlled by BSS and can be set for any marketable service. No implementation effort is required from your side.

Attributes:

- `id` - ID of the parameter. The ID must be unique across the parameters of a technical service.
- `valueType` - Data type of the parameter: `BOOLEAN`, `INTEGER`, `LONG`, `STRING`, `ENUMERATION`.
- `mandatory` - Defines whether a value for the parameter must be set for a subscription. Can be set to `true` or `false`.
- `configurable` - Defines whether the parameter is visible to suppliers. Can be set to `true` or `false`. If set to `false`, only you can see and modify the parameter. If set to `true`, the supplier can define whether to provide this parameter as different option to customers. Only if the supplier defines the parameter as configurable for his customers, he can define a price for it and the customer can choose an option when subscribing to the service. Irrespective of any setting, the parameter will be sent to the service during the provisioning.
- `default` - Defines the default value for the parameter. Values for the data types `INTEGER`, `LONG`, and `BOOLEAN` are evaluated by native Java mechanisms. For boolean values, this means, for example, that all values except `true` or `TRUE` are converted to `false`.
- `minValue` - Defines the minimum value for the parameter.
- `maxValue` - Defines the maximum value for the parameter.

- **Options** - For parameters of type `ENUMERATION`, declares the possible options that can be passed to the application for this parameter during instance provisioning. The `Options` element contains various `Option` elements that have the following attributes:
 - **id** - ID of the option. The ID must be unique across the options of a parameter.
 - **LocalizedOption** - Contains a description of the option's purpose in the language specified by the `locale` attribute. Can be specified in multiple languages.

Example:

```

<ParameterDefinition
  configurable="true"
  default="2"
  id="MEMORY_STORAGE"
  mandatory="false"
  valueType="ENUMERATION">

  <Options>
    <Option id="1">
      <LocalizedOption locale="en">Minimum space (1GB)
      </LocalizedOption>
    </Option>
    <Option id="2">
      <LocalizedOption locale="en">Medium space (2GB)
      </LocalizedOption>
    </Option>
    <Option id="3">
      <LocalizedOption locale="en">Maximum space (4GB)
      </LocalizedOption>
    </Option>
  </Options>
</ParameterDefinition>

<ParameterDefinition
  configurable="true"
  default="200"
  id="MAX_FOLDER_NUMBER2"
  mandatory="true"
  maxValue="500"
  minValue="12"
  valueType="INTEGER">
  <LocalizedDescription locale="en">
    Number of folders that can be created.</LocalizedDescription>
</ParameterDefinition>

```

Event

Declares an event type. The application can notify BSS about its occurrence. Only required if you implemented the notification of events. For details, refer to *Integrating with BSS Event Management* on page 25.

Attribute:

id - ID of the event. The ID must be unique across the events of a technical service.

Example:

```

<Event id="FILE_DOWNLOAD">

```

```

    <LocalizedDescription locale="en">
      File Download
    </LocalizedDescription>
  </Event>

```

Role

Declares a service role. Service roles provide different types of access to the underlying application. Each service role is mapped to corresponding access rights or privileges in the service's underlying application.

Service roles can be used for role-specific pricing of events.

Attribute:

id - ID of the service role. The ID must be unique across the service roles of a technical service.

Example:

```

<Role id="ADMIN">
  <LocalizedName locale="en">Administrator</LocalizedName>
  <LocalizedDescription locale="en">
    Administrators have full access to all data entities
    and can execute administrative tasks such as
    role assignments and user creation.
  </LocalizedDescription>
</Role>

<Role id="GUEST">
  <LocalizedName locale="en">Guest</LocalizedName>
  <LocalizedDescription locale="en">
    Guests only have limited read access.
  </LocalizedDescription>
</Role>

```

Operation

Declares an operation that can be executed on a technical service.

Attributes:

- **id** - ID of the operation. The ID must be unique across the operations of a technical service.
- **type** - Type of transaction to be invoked by the operation. Can only be set to `SYNCHRONOUS`.
- **actionURL** - URL of the WSDL document defining the operation service you implemented.

Example:

```

<Operation id="BACKUP" type="SYNCHRONOUS"
  actionURL="http://myserver:7777/myOperation.wsdl">
  <LocalizedName locale="en">Backup</LocalizedName>
  <LocalizedDescription locale="en">
    Performs a backup of the subscription data.
  </LocalizedDescription>
</Operation>

```

Glossary

Administrator

A privileged user role within an organization. Each organization has at least one administrator.

Application

A software, including procedures and documentation, which performs productive tasks for users.

Cloud

A metaphor for the Internet and an abstraction of the underlying infrastructure it conceals.

Cloud Computing

The provisioning of dynamically scalable and often virtualized resources as a service over the Internet on a utility basis.

Customer

An organization which subscribes to one or more marketable services in BSS in order to use the underlying applications in the Cloud.

Infrastructure as a Service (IaaS)

The delivery of computer infrastructure (typically a platform virtualization environment) as a service.

Marketable Service

A service offering to customers in BSS, based on a technical service. A marketable service defines prices, conditions, and restrictions for using the underlying application.

Marketplace

A virtual platform for suppliers in BSS to provide their services to customers.

Marketplace Owner

An organization which holds a marketplace in BSS, where one or more suppliers can offer their marketable services.

Marketplace Manager

A privileged user role within a marketplace owner organization.

Operator

An organization or person responsible for maintaining and operating BSS.

Organization

An organization typically represents a company, but it may also stand for a department of a company or a single person. An organization has a unique account and ID, and is assigned one or more of the following roles: technology provider, supplier, customer, marketplace owner, operator.

Payment Service Provider (PSP)

A company that offers suppliers online services for accepting electronic payments by a variety of payment methods including credit card or bank-based payments such as direct debit or bank transfer. Suppliers can use the services of a PSP for the creation of invoices and payment collection.

Payment Type

A specification of how a customer may pay for the usage of his subscriptions. The operator defines the payment types available in BSS; the supplier determines which payment types are offered to his customers, for example, payment on receipt of invoice, direct debit, or credit card.

Platform as a Service (PaaS)

The delivery of a computing platform and solution stack as a service.

Price Model

A specification for a marketable service defining whether and how much customers subscribing to the service will be charged for the subscription as such, each user assigned to the subscription, specific events, or parameters and their options.

Role

A collection of authorities that control which actions can be carried out by an organization or user to whom the role is assigned.

Service

Generally, a discretely defined set of contiguous or autonomous business or technical functionality, for example, an infrastructure or Web service. BSS distinguishes between technical services and marketable services, and uses the term "service" as a synonym for "marketable service".

Service Manager

A privileged user role within a supplier organization.

Standard User

A non-privileged user role within an organization.

Software as a Service (SaaS)

A model of software deployment where a provider licenses an application to customers for use as a service on demand.

Subscription

An agreement registered by a customer for a marketable service in BSS. By subscribing to a service, the customer is given access to the underlying application under the conditions defined in the marketable service.

Supplier

An organization which defines marketable services in BSS for offering applications provisioned by technology providers to customers.

Technical Service

The representation of an application in BSS. A technical service describes parameters and interfaces of the underlying application and is the basis for one or more marketable services.

Technology Manager

A privileged user role within a technology provider organization.

Technology Provider

An organization which provisions applications as technical services in BSS.