

FUJITSU Software

Cloud Services Management V1.0.0

Overview

Windows(64)

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Preface

Purpose of This Document

This manual explains an overview of Cloud Services Management.

Intended Readers

This manual is written for people who are considering introducing Cloud Services Management, and want to understand its concept. It provides knowledge for people who want to deepen their understanding of Cloud Services Management, or are already using Cloud Services Management and want to know more about it.

Required Knowledge

The following knowledge is necessary.

- General knowledge regarding ICT (Information and Communication Technology)
- General knowledge regarding cloud computing

Structure of This Document

The structure and content of this manual is as follows.

[Chapter 1 Overview of Cloud Services Management](#)

Explains the outline, the features, and the system configuration of Cloud Services Management.

[Chapter 2 Organizations and Users](#)

Explains the users of Cloud Services Management and each user's role.

[Chapter 3 Functions](#)

Explains the functions provided by Cloud Services Management.

[Chapter 4 Operational Environment](#)

Explains the hardware and software that are necessary to operate Cloud Services Management.

[Glossary](#)

Explains the terms used in Cloud Services Management.

Positioning of This Document

Refer to the "Documentation Roadmap" for an overview of the Cloud Services Management manuals.

Notational Conventions

For details about the names, abbreviations, and symbols used in this manual, refer to the "Documentation Roadmap".

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Chapter 1 Overview of Cloud Services Management

This chapter explains the overview, features, and system configuration of Cloud Services Management.

1.1 What is Cloud Services Management

This section explains the overview of Cloud Services Management.

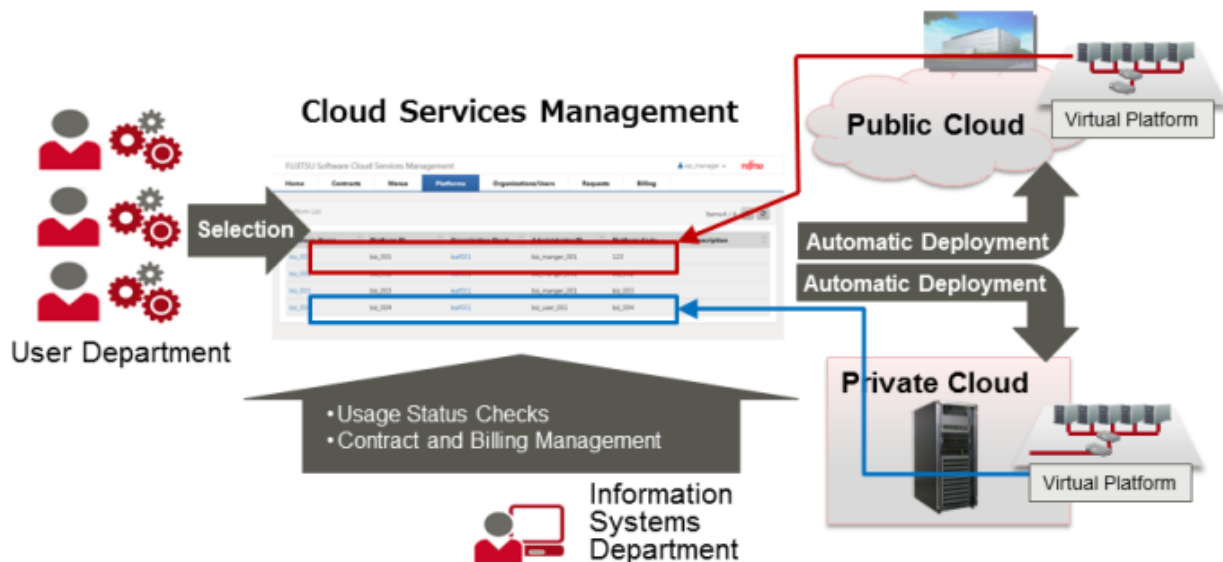
In challenging business environments where flexible modification of business processes and ICT systems according to business policies and cost reduction is a necessity, utilization of clouds is increasing. In particular, there is a growing demand for multi-cloud environments that use public clouds in addition to private clouds.

Multi-cloud operation environments are now presenting a new challenge, as information systems departments cannot control all clouds in a company, making it difficult to achieve company-wide optimization of ICT resources.

Cloud Services Management is software that realizes control of cloud usage in multi-cloud environments.

By using this product, usage of all of the clouds that were managed by individual departments and group companies can be managed collectively. In addition, by standardizing private clouds and public clouds based on the security and reliability information of multi-clouds environment, user departments can use the cloud that best fits their needs.

Figure 1.1 Overview of Cloud Services Management



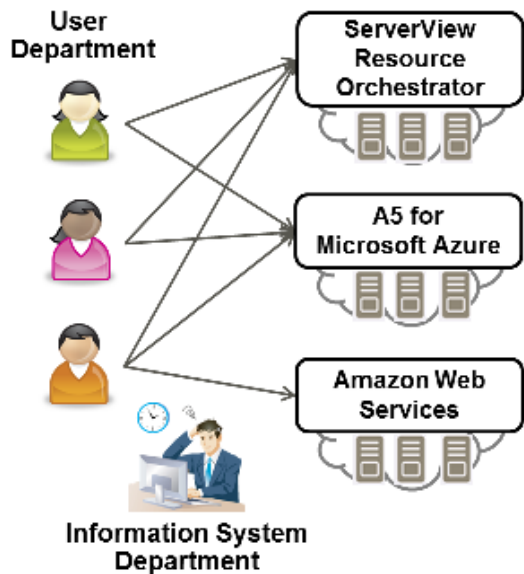
1.2 Features

This section explains the main features of Cloud Services Management.

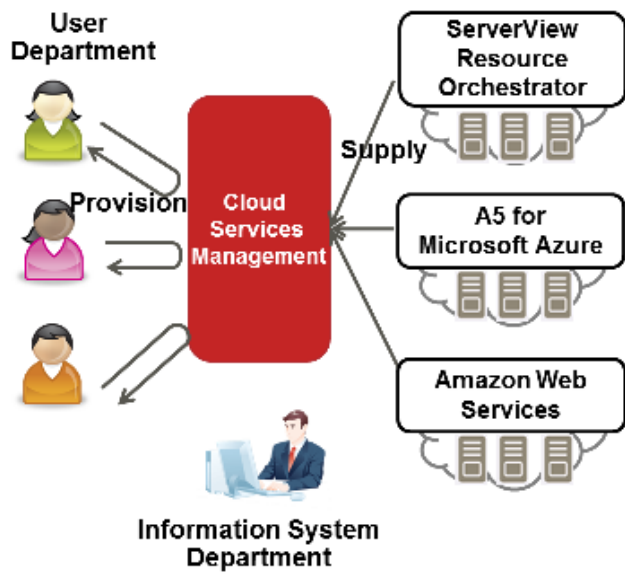
1.2.1 Controlled Cloud Usage

- Information systems departments can realize cloud usage control by centralizing everything from subscription to service delivery.
- Information systems departments can check the cloud usage status of each user department.
- This frees user departments from subscription work that had to be performed individually and lets them focus on business development.

**User Department directly contracts.
Cloud usage cannot be managed.**



**Usage control by
Information System Department**



1.2.2 Clear Cloud Selection Criteria

- Information systems departments can create cloud menus based on service contents and security information, and provide them to the user departments.
- Design of cloud menus can be performed flexibly according to the usage styles.
- Users can select the menu options from the published menu that fit their requirements.

Menu sorting					Cloud selecting		
Menu Configuration		Service Offering Time	Allowed Time for Service Stop	Security Level			
SA	Critical System Unstoppable	24 hour 365 days	Within 10 minutes	AAA~AA	CPU/Memory: L Disk : 200GB~	Private Cloud	
	A	Critical System Nonstop	24 hour 365 days	Within 1 hour	AA~A		CPU/Memory : M~L Disk : 150GB~
	B	Critical/Dept. System	24 hour 365 days	Within 4 hour	A~BBB		CPU/Memory: S~M Disk : 120GB~
C	Dept. System, high security	Best Effort	Within 8 hour	A~BBB	CPU/Memory: S~M Disk : 100GB~		Public Cloud
	Windows Dept. System	Best Effort	Within 8 hour	BBB	CPU/Memory: S~M Disk : 80GB~		
	Linux Dept. System	Best Effort	Within 8 hour	BBB	CPU/Memory: S~M Disk : 50GB~		

1.3 System Configuration

This chapter explains the system configuration of Cloud Services Management.

Figure 1.2 System Configuration of Cloud Services Management



Management Server

The server on which Cloud Services Management operates.

Web Client

Used to access the cloud management portal provided by Cloud Services Management.



See

- For the cloud management portal, refer to ["3.1 Cloud Management Portal"](#).
- For classifications of users, refer to ["Chapter 2 Organizations and Users"](#).

Chapter 2 Organizations and Users

This chapter explains the organizations and user roles managed by Cloud Services Management.

- Organizations
- User Roles

2.1 Organizations

Cloud Services Management manages the following three types of organizations:

- Planners
- Operators
- Platform Providers

Planners

This section explains the Planners.

Planners is the organization that handles selection of the clouds to be used by the company and their contracts.

Planners have the following roles:

- Responsibility for contracts with cloud providers.
- Management of menus published for the Platform Providers.



See

For details on menus, refer to "[3.3 Menu Management](#)".

Operators

This section explains the Operators.

Operators is the organization that handles operation and management of this system.

Operators have the following roles:

- User management and approval of requests for service requests made by the Platform Providers.
- Setting up and operation of private cloud environments.

Platform Providers

This section explains the Platform Providers.

Platform Providers is the organization that performs application development using clouds.

Platform Providers have the following roles:

- Application development using clouds.
- Platform management such as starting and stopping of platform.



See

For details on platform, refer to "[3.3 Menu Management](#)".

2.2 User Roles

This section explains user roles.

User roles refer to the operation privileges granted to the users of Cloud Services Management. There are two types of user roles: "Approver" and "Representative", which are assigned to each organization.

The operation privileges granted to each organization and its roles are as shown below.

Table 2.1 List of User Privileges

Department	Menu	Approver	Representative
Platform Providers	Contract management	No privileges	No privileges
	Menu management	Reference	Reference
	Platform management	The following privileges are only granted when platform can be created in the organization. In other cases, only reference is possible. Add/modify/delete Service operation	Add/modify/delete Service operation
	Organization/User management	Operation of the users who belong to the own organization	Reference
	Request management	*1	*2
	Billing management	Reference by organization of the own organization only	Reference by organization of the own organization only
Operators	Contract management	Add/modify/delete	Add/modify/delete
	Menu management	Reference	Reference
	Platform management	Reference	Reference
	Organization/User management	Operation of organizations Operation of users	Operation of organizations Operation of users
	Request management	*1	*2
	Billing management	Reference by organization Reference by menu	Reference by organization Reference by menu
Planners	Contract management	No privileges	No privileges
	Menu management	Add/modify/delete	Add/modify/delete
	Platform management	Reference	Reference
	Organization/User management	Reference	Reference
	Request management	*1	*2
	Billing management	Reference by organization Reference by menu	Reference by organization Reference by menu

*1: available to request and approve

*2: available to request

Chapter 3 Functions

This chapter explains the functions provided by Cloud Services Management.

Cloud Services Management provides the following functions:

- Cloud Management Portal
- Contract management
- Menu management
- Platform management
- Organization/User management
- Request management
- Billing management

The functions of Cloud Services Management can be operated using the web interface called the "Cloud Management Portal".



See

.....
For details on operation procedures of the functions explained in this chapter, refer to the "Cloud Services Management User's Guide".
.....

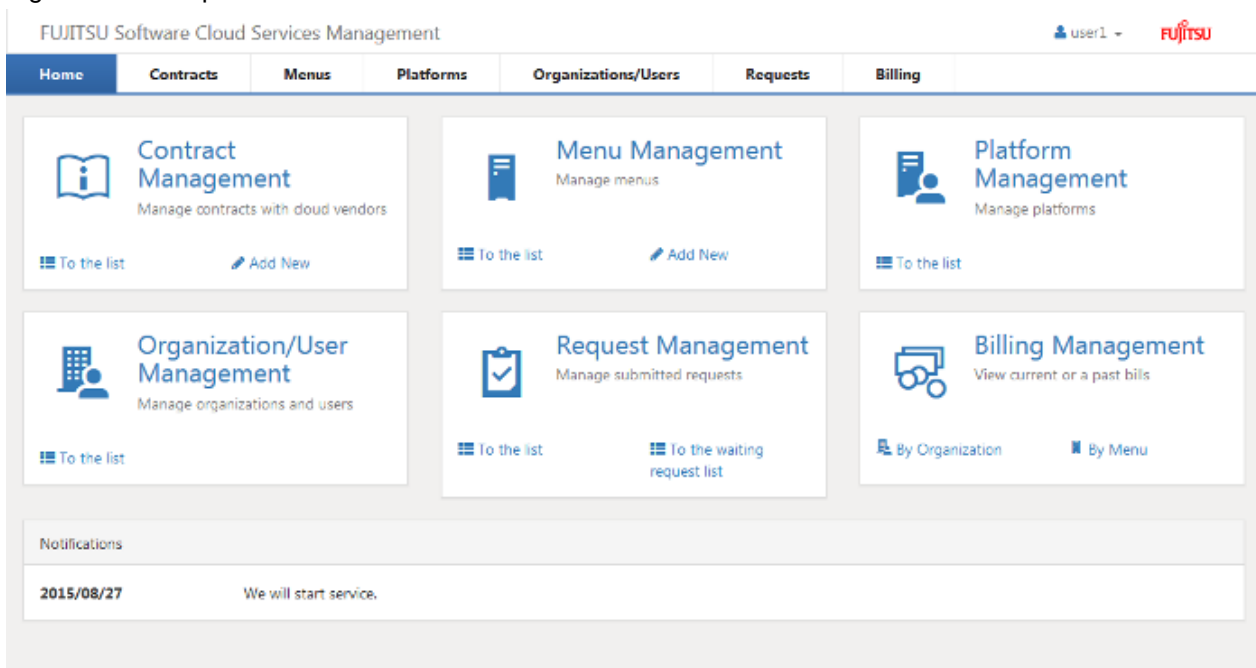
3.1 Cloud Management Portal

Operation management of this product can be performed from the cloud management portal. Users can use the cloud management portal to perform management work based on their user roles.

When a user enters the ID and password to log in to the cloud management portal, the "Home" window of the cloud management portal is displayed. The cloud management portal provides the following functions:

- Notifications
Gives notification of the information about the systems that use this product as well as the information about public and private clouds.
- Function List
Displays a list of the functions provided by this product. User can use those functions by selecting the desired function from the list.

Figure 3.1 Example of the Home Window



3.2 Contract Management

This product provides Contract Management that manages the IDs of the Contract provided by cloud providers as well as various types of information.

Contract Management is the function for the Operators.

By using Contract Management, not only the Contract provided by cloud providers but also private cloud information can be managed. Contract Management provides the following functions:

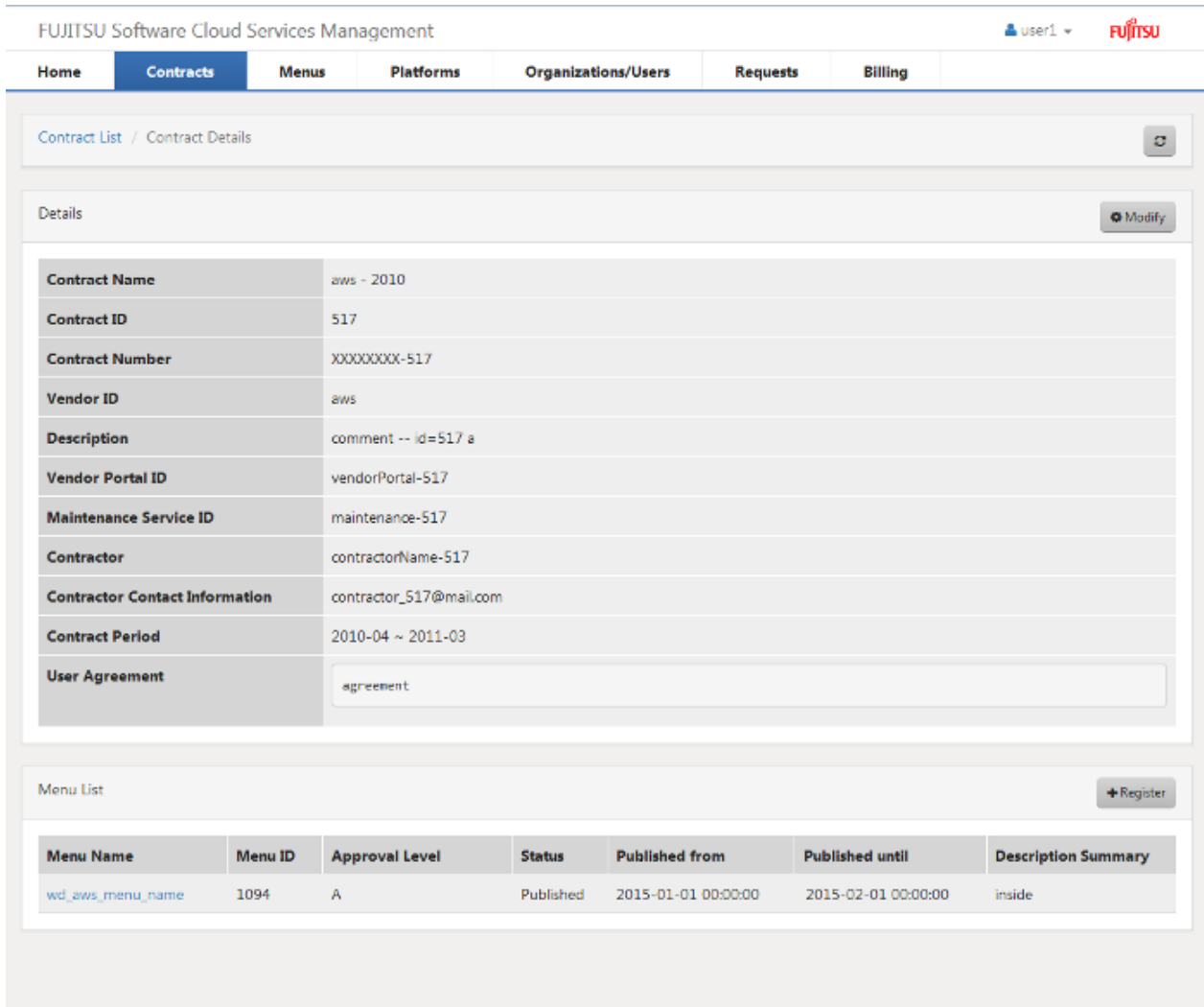
- Contract List

Displays a list of the Contract that has been registered with the system. Details of the registered Contract can be checked by selecting a subscription name from this list.

- Add Contract

Allows you to easily perform registration of Contract, including selecting a vendor, basic information such as Contract ID, etc., according to the navigation provided by this product.

Figure 3.2 Example of the Contract Management Window



3.3 Menu Management

This product provides Menu Management that lets you create and update the menus to be published for the Platform Providers.

Menu Management is the function for the Planners and the Platform Providers. The available functions differ depending on the organization role.

For the Planners, Menu Management provides the following functions:

- Menu List

Displays a list of the menus already registered with the system. In this list, the approval level and status are visualized. In addition, details of the registered menu information can be checked by selecting a menu name from this list.

- Add Menu

Enables you to register menu information, including basic information such as menu name and approval level and charge information, based on the Contract. Users can register menus easily, by following the navigation provided by this product.

For the Platform Providers, Menu Management provides the following functions:

- Menu List

Displays a list of the menu available to the Platform Providers.

- Add Platform

Select a desired menu from the menu list and register a Platform. To register a Platform, register the necessary information such as the name and ID of the Platforms by following the navigation provided by this product.

Figure 3.3 Example of the Menu Window (for Planners)

Menu Name	Menu ID	Contra...	Appro...	Status	Published from	Published until	Description Summary
Premium	526	521	Department	Hidden	2015-01-01 00:00:00	2015-02-01 00:00:00	for mainstay service
Gold	668	521	Division	Published	2015-01-01 00:00:00	2015-02-01 00:00:00	for local service
Silver	810	521	Unit	Published	2015-01-01 00:00:00	2015-02-01 00:00:00	for local service
Bronze	952	521	Division	Published	2015-01-01 00:00:00	2015-02-01 00:00:00	for local service
wd_aws_menu_name	1094	517	Unit	Published	2015-01-01 00:00:00	2015-02-01 00:00:00	for local service
Bronze	1236	519	Unit	Published	2015-01-01 00:00:00	2015-02-01 00:00:00	for local service

For Platform Providers, the following menus are displayed:

Figure 3.4 Example of the Menu Window (for Platform Providers)

Menu Name	Menu ID	Contract	Appro...	Status	Published from	Published until	Description Summary
Premium	526	521	Department	Hidden	2015-01-01 00:00:00	2015-02-01 00:00:00	for mainstay service
Gold	668	521	Division	Published	2015-01-01 00:00:00	2015-02-01 00:00:00	for local service
Silver	810	521	Unit	Published	2015-01-01 00:00:00	2015-02-01 00:00:00	for local service
Bronze	952	521	Division	Published	2015-01-01 00:00:00	2015-02-01 00:00:00	for local service
wd_aws_menu_name	1094	517	Unit	Published	2015-01-01 00:00:00	2015-02-01 00:00:00	for local service
Bronze	1236	519	Unit	Published	2015-01-01 00:00:00	2015-02-01 00:00:00	for local service

3.4 Platform Management

This product provides the Platform Management that lets you view and update the Platforms created by the Platform Providers.

Platform Management is the function for the Operators and the Platform Providers. The available functions differ depending on the organization role and user roles.

For the Operators, Platform Management provides the following functions:

- Platform List

Displays a list of all Platforms managed by the system. Platform list enables them to confirm information about Platforms, including the Platform name, Platform ID, manager, etc.

In addition, details of each Platform can be checked by selecting a Platform from the list of Platforms.

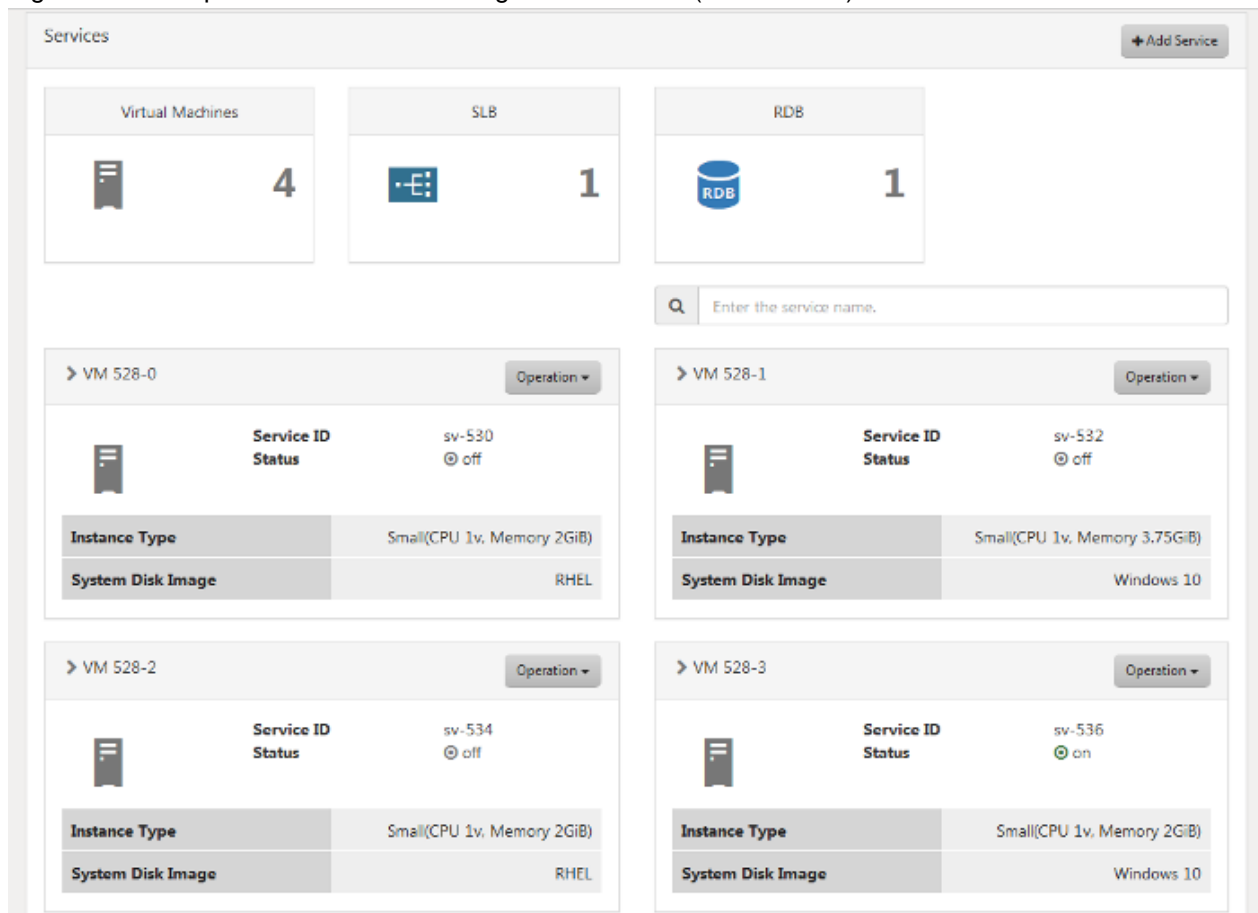
For the Platform Providers, Platform Management provides the following functions:

- Platform List

Displays a list of all Platforms being used by the Platform Providers. By selecting a Platform that you want to view and update from the list of Platforms, the details of that Platform can be checked.

From the detailed information of the Platform, it is possible to update the basic information and register services.

Figure 3.5 Example of the Platform Management Window (Add Service)



P Point

Starting and stopping of allocated services can also be performed on this window.

3.5 Organization/User Management

This product provides Organization/User Management that enables management of organizations and users.

Organization/User Management is the function available to all users. The available functions differ depending on the organization role and user roles.

For the Planners, Organization/User Management provides the following functions:

- Organization List

Displays all of the registered organizations, users of the Planners, and users of the Operators, in list format.

For the Operators, Organization/User Management provides the following functions:

- Organization List

Displays all of the registered organizations, users of the Planners, and users of the Operators, in list format.

- Add Organization

Creating a new organization using the [Add Organization] button.

- Add User

Users of the Planners and Operators can be registered.

For the approver of the Platform Providers, Organization/User Management provides the following functions:

- Details and User List

Displays detailed information about the organization of their own department and the user list.

- Add User

Registration of users of the own department is possible.

Figure 3.6 Example of the Organization/User Management Window (User List)

The screenshot displays the 'Organizations/Users' management window. At the top, there is a navigation bar with 'Home', 'Menus', 'Platforms', 'Organizations/Users' (selected), 'Requests', and 'Billing'. The main content area is divided into three sections:

- Details:** A table showing information for a specific organization (ID 8):

Organization Name	D
Organization ID	8
Organization Attributes	node
Organization Short Name	A\D
Description	comment -A-D
custom A	custom 2
custom B	custom 4
custom C	custom 5
- Organization List:** A table listing all organizations:

Organization Name	Organization ID	Organization Short N...	Description
X	12	A\D\X	comment -A-D-X
Y	28	A\D\Y	comment -A-D-Y
Z	44	A\D\Z	comment -A-D-Z
- User List:** A table listing users:

User Name	User ID	Role	Description
xxxx user-10 xxx	user-10	Approver	comment

3.6 Request Management

This product provides Request Management that lets you manage subscription request information made by the Platform Providers.

Request Management is the function available to all users. By using Request Management, it is possible to check the requests issued by the person in charge at each department. The approver of each department approves or rejects the issued requests.

Figure 3.7 Example of the Request Management Window (Request Details)

The screenshot shows the 'Request Details' window in the FUJITSU Software Cloud Services Management interface. The interface includes a navigation menu with 'Home', 'Contracts', 'Menus', 'Platforms', 'Organizations/Users', 'Requests', and 'Billing'. The 'Requests' tab is active. The page title is 'Request List / Request Details'. The main content area is divided into two columns. The left column contains a 'Details' section with a 'Related Information' link and a table of request information. The right column contains a 'Request Content' section with a table of user information and a 'Waiting Approval' notification with 'Approve' and 'Reject' buttons.

Request Name	user change request
Request ID	20
Request Type	User
Requested By	op_user
Request Date	2015-09-10 04:05:21
Status	Waiting processing

User Name	user XXX
User ID	op_manager
Role	Operators - Approver
Description	manger
Email Address	xxxxx.xxxx@xx.xxxx.xxx
Contract Info...	000-000-000
custom 1	-
custom 2	-
custom 3	-
custom 4	-
custom 5	-

3.7 Billing Management

This product provides Billing Management that calculates usage charges according to actual usage amount of the clouds.

Billing Management is the function for the Planners and the Platform Providers. By using Billing Management, it is possible to display information by organization, by Platform, and by time period.

The available functions differ depending on the organization role and user roles.

For the Planners, Billing Management provides the following functions:

- Billing by organization

Displays the transition of usage charges of all organizations and the usage charge for each Platform.

- Billing by menu

Displays the usage charges for each menu.

For the Platform Providers, Billing Management provides the following functions:

- Billing by organization

Displays the transition of usage charges of the user's own department and the usage charges for each Platform.

Figure 3.8 Example of the Billing Management Window (Graph)

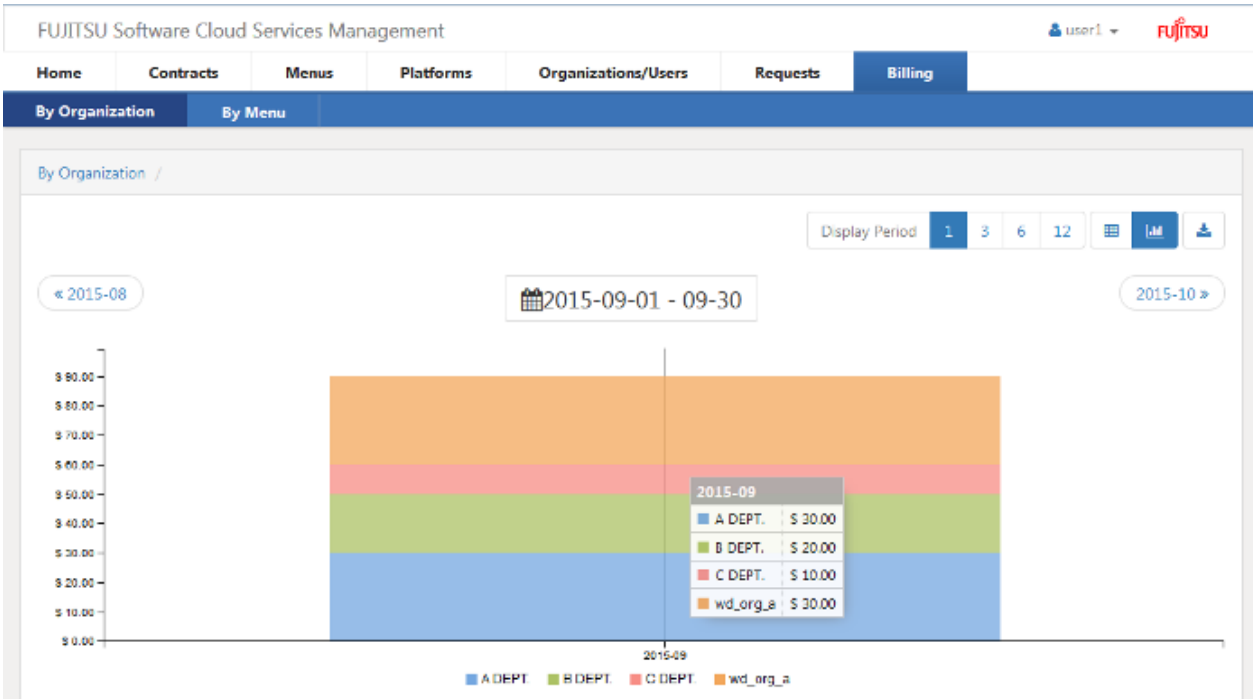


Figure 3.9 Example of the Billing Management Window (Details)

The screenshot shows the 'Billing' section of the 'FUJITSU Software Cloud Services Management' interface. The 'By Organization' tab is selected. The table displays usage charges for the period 2015-09-01 to 09-30. The table has six columns: Organization Short N..., Number of Platforms..., Basic Menu [\$], Operation Options [\$], Configuration Option..., and Total [\$].

Organization Short N...	Number of Platforms...	Basic Menu [\$]	Operation Options [\$]	Configuration Option...	Total [\$]
A DEPT.	3	10.00	20.00	30.00	60.00
B DEPT.	3	10.00	20.00	30.00	60.00
C DEPT.	3	10.00	20.00	30.00	60.00
wd_org_a	3	10.00	20.00	30.00	60.00
Total	12	40.00	80.00	120.00	240.00

Chapter 4 Operational Environment

This chapter explains the operational environment of Cloud Services Management.

4.1 Hardware

This section explains the hardware necessary for operating Cloud Services Management.

Table 4.1 Supported Hardware

Type	Requirements
Server	PRIMERGY, PRIMEQUEST
CPU	Intel® Xeon(R) Quad-core or higher
Memory size	4 GB or more
Disk space for installation	6000 MB or more

4.2 Software

This section explains the software necessary for installing Cloud Services Management.

Operating System

Cloud Services Management operates on the following operating systems.

Table 4.2 Supported Operating Systems

Type	Product
Windows (64-bit versions)	Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Datacenter

Required Software

Cloud Services Management operates using the following software.

Table 4.3 Required Software

Type	Product	Remarks
Web client	Internet Explorer 10 - 11 or Mozilla Firefox ESR31, ESR38	Necessary for displaying the cloud management portal.
	Adobe Reader	Necessary for viewing the PDF manuals.
Server operation management	ServerView Operations Manager V6.30 - V7.02	Necessary for authentication function of this product.



Note

- When accessing this product, configure the web browser as follows:
- Enable cookies in the web browser.

- Specify "English" for the language used by the web browser.
- Do not use the web browser on the management server. A part of pages cannot be shown correctly.

Exclusive Software

Cloud Services Management cannot coexist with the following software.

Table 4.4 Exclusive Software

Product	Version/Level
INTERSTAGE - INTERSTAGE Standard Edition - INTERSTAGE Enterprise Edition	Coexistence is not possible with any version
Interstage Application Server - INTERSTAGE Application Server Standard Edition - INTERSTAGE Application Server Enterprise Edition - INTERSTAGE Application Server Web-J Edition - Interstage Application Server Standard Edition - Interstage Application Server Standard-J Edition - Interstage Application Server Enterprise Edition - Interstage Application Server Plus - Interstage Application Server Plus Developer - Interstage Application Server Web-J Edition	Coexistence is not possible with any version
Interstage Application Framework Suite - Interstage Application Framework Suite Standard Edition - Interstage Application Framework Suite Enterprise Edition - Interstage Application Framework Suite Web Edition	Coexistence is not possible with any version
Interstage Business Application Server - Interstage Business Application Server Standard Edition - Interstage Business Application Manager	Coexistence is not possible with any version
Interstage Job Workload Server	Coexistence is not possible with any version
Interstage Apcoordinator	Coexistence is not possible with any version
INTERSTAGE WEBCOORDINATOR	Coexistence is not possible with any version
Interstage BPM Flow	Coexistence is not possible with any version
Interstage Business Process Manager	Coexistence is not possible with any version
Interstage Shunsaku Data Manager	Coexistence is not possible with any version
Interstage Traffic Director	Coexistence is not possible with any version
Interstage Apworks	Coexistence is not possible with any version
Interstage Studio	Coexistence is not possible with any version
Interstage Service Integrator	Coexistence is not possible with any version
Interstage Service Integrator Standard Edition	Coexistence is not possible with any version
Interstage Service Integrator Enterprise Edition	Coexistence is not possible with any version
Interstage Security Director (Interstage Proxy)	Coexistence is not possible with any version

Product	Version/Level
Interstage Web Server	Coexistence is not possible with any version
Interstage Web Server Express	Coexistence is not possible with any version
ObjectDirector	Coexistence is not possible with any version
Systemwalker Centric Manager - SystemWalker/CentricMGR - SystemWalker/CentricMGR-M - SystemWalker/CentricMGR EE - SystemWalker/CentricMGR SE - Systemwalker Centric Manager Enterprise Edition - Systemwalker Centric Manager Standard Edition	Coexistence is not possible with any version
Systemwalker IT Change Manager - Systemwalker IT Change Manager Enterprise Edition - Systemwalker IT Change Manager Standard Edition	Coexistence is not possible with any version
Systemwalker IT Process Master	Coexistence is not possible with any version
Systemwalker Operation Manager - SystemWalker/OperationMGR Enterprise Edition - SystemWalker/OperationMGR Standard Edition - SystemWalker OperationMGR Enterprise Edition - SystemWalker OperationMGR Standard Edition - Systemwalker Operation Manager Enterprise Edition - Systemwalker Operation Manager Standard Edition	Coexistence is not possible with any version
Systemwalker PKI Manager	Coexistence is not possible with any version
Systemwalker Runbook Automation	Coexistence is not possible with any version
Systemwalker Software Configuration Manager (management server)	Coexistence is not possible with any version
Systemwalker Software Configuration Manager (managed server)	Coexistence is not possible with any version
Systemwalker Service Quality Coordinator Enterprise Edition (Integrated server)	Cannot coexist if versions are V13.4.0 or later
ServerView Resource Orchestrator Cloud Edition	Coexistence is not possible with any version
Securecrypto library	Coexistence is not possible with any version
TeamWARE Office Server	Coexistence is not possible with any version
TRADE MASTER	Coexistence is not possible with any version
Cloud infrastructure management software	Coexistence is not possible with any version

4.3 Supported Cloud Environments

This section explains the supported environments.

Cloud Services Management can operate in coordination with the following cloud environments.

Table 4.5 Supported Cloud Environments

Type	Service or Product	Supported feature
Public cloud	Amazon Web Services	- Provision/Modify/Terminate and start/stop virtual machines, and create/restore/delete snapshots - Request SLB and RDB
	FUJITSU Service Cloud A5 for Microsoft Azure	Provision/Modify/Terminate and start/stop virtual machines
Private cloud	ServerView Resource Orchestrator	Provision/Terminate and start/stop virtual machines

4.4 Operating Conditions

This section explains the operating conditions of Cloud Services Management.

The assumed operating scale is following:

- Contract number: 5
- Menu number: 5 Publish, 20 Hidden
- Platform number: 100
- Virtual machine number: 300
- Organization number: sum 100 Platform Providers organization with 2 or 3 hierarchy.
- User number in Platform Providers: 200

Glossary

operation options

The definition of service specifications of configurable operations that are added to the basic menu (business monitoring, Disaster Recovery, etc.). Operation options are configured when the operators perform installation.

basic menu

The basic services such as availability, the security level, and the common operations, as specified in the service specifications.

basic charges

The fixed monthly charges determined by the items of the basic menu. These fixed charges are applied on a business system basis, regardless of the number of virtual machines that are used.

platform

The management unit used by Platform Providers who use the cloud. Systems are comprised of the applied menu, the management information of the selected operation expansion menu, and the information of the used VMs, SLBs, and RDBs.

Platform Provider

Organizations that use the cloud to develop applications.

cloud management portal

The web interface used by users to perform operation management.

operators

The organization that manages operation of systems using this product. They perform registration or organizations, processing of requests, infrastructure management, etc.

subscription information

Information such as the number of the subscription with the vendor, the name of the subscriber, the period of the subscription, etc.

configuration options

The definition of the service specifications regarding the configuration of the instance options and system disk images, etc., that can be used for each menu.

service

A collective term referring to virtual machines and options (SLB/RDB).

planners

The organization responsible for selecting the cloud to be used by their company, and arranging the subscription.

approver

Users that have the authority to approve requests from representatives or other departments in their organization.

initial costs

The costs incurred in the first month after a request is made to use a business system. The installation charges for physical servers, etc. can be configured.

request

Request information for a process or operation that requires approval. When approved by an approver, the process is executed or the information is reflected.

organization

The individual departments to which planners, operators, and Platform Providers belong. For Platform Providers, this is the unit used for service request and billing management.

by organization

Reference to charge information on an organization level.

representative

For organizations, users with no approval authority who apply for service use, etc.

menu

The definition of the content and level of services provided to Platform Providers. There is one definition for each business system. It is comprised of the basic menu, the operation options, and the configuration options.

by menu

Reference to charge information on a menu level.

user

People who use this product. Used when it is not necessary to distinguish between departments or roles.

billing

Information calculated based on metering information and charge information. The charges that Platform Providers should be invoiced for. No invoicing function is included.

coordination adapter

The function to perform the own processes of cloud providers to coordinate, such as control for automated provisioning of services. This runs on Management Server.