


# **FUJITSU Software**

## **Cloud Services Management V1.0.0**

A decorative horizontal band with a red-to-dark-red gradient, featuring abstract, glowing white and red lines that swirl and intersect, creating a sense of motion and technology.

# **User's Guide**

## **for Planner and Operator**

Windows(64)

B1WS-1230-01ENZ0(00)  
October 2015

# Preface

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## Purpose of This Document

This manual explains the operation method (for planners and operators) of the cloud management portal provided by FUJITSU Software Cloud Services Management (hereinafter Cloud Services Management).

## Intended Readers

This manual is written for the following people:

The planners and operators who will use the cloud management portal of Cloud Services Management.

## Required Knowledge

It is assumed that readers have the following knowledge:

- Basic knowledge regarding the OSs that will be used
- General knowledge about cloud services
- General understanding of the setting methods for servers, storage, and network devices

## Structure of This Document

The structure of this manual is as follows.

### Chapter 1 Cloud Management Portal

Explains how to access the cloud management portal of Cloud Services Management, and the home window.

### Chapter 2 Contract Management

Explains the operations for adding and modifying contracts.

### Chapter 3 Menu Management

Explains the procedures for adding and modifying menus, and the procedures for checking the registered platform to menus.

### Chapter 4 Organization/User Management

Explains the procedures for adding and modifying organizations and the procedures for adding and modifying users.

### Chapter 5 Request Management

Explains the methods for checking and operating tasks for which requests have been submitted.

### Chapter 6 Billing Management

Explains the method to check billing.

## 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" and the following table.

Proper Name	Abbreviation
FUJITSU Software Cloud Services Management	Cloud Services Management
FUJITSU Software ServerView Resource Orchestrator	ROR
FUJITSU Cloud Service A5 for Microsoft Azure	Azure
Amazon Web Services	AWS

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## Revision History

Month/Year Issued, Edition	Manual Code
October 2015, First Edition	B1WS-1230-01ENZ0(00)

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# Chapter 1 Cloud Management Portal

The cloud management portal is a Web interface used for the operation management of Cloud Services Management.

The cloud management portal provides the following features.

- Subscription Information Management
- Menu Management
- Platform Management
- Organization/User Management
- Request Management
- Billing Management

This manual explains the operations of menus used by service planners and cloud service operators among the features above.

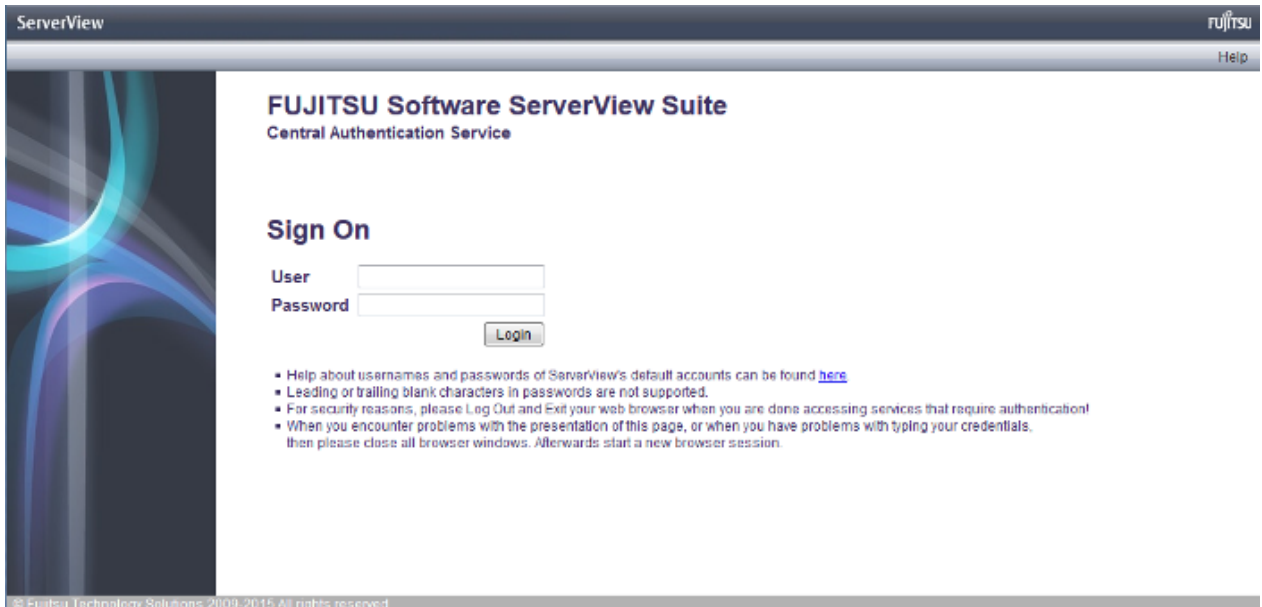
## 1.1 Access the Cloud Management Portal

This section explains the procedure for accessing the cloud management portal window.

### Log In

Click the link provided in email or another system, or enter the URL notified in the browser's address bar, and the following login window is displayed.

Figure 1.1 Login Window



In this login window, enter the user ID and password notified via email in the relevant fields and click the [Login] button.



Point

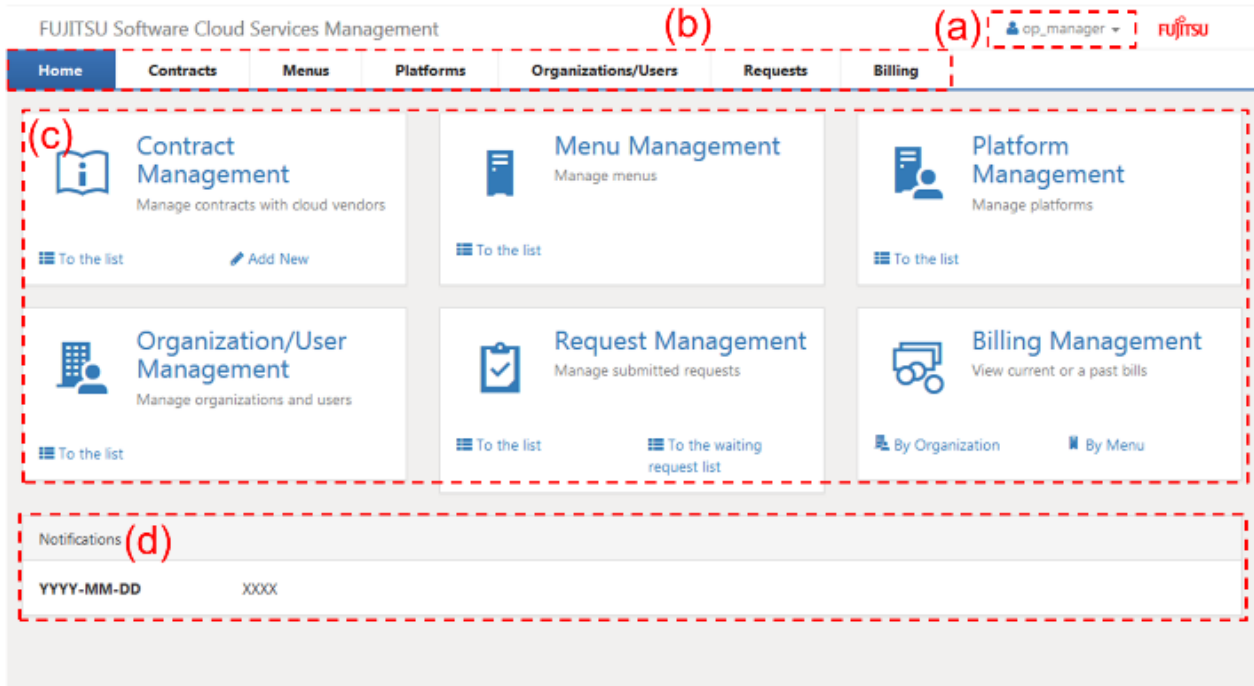
In case to show Cloud Management Portal with Internet Explorer, disable the "Enhanced Security Configuration".

## 1.2 Home Window

This section explains the contents displayed in the home window.

The home window displayed after login provides available controls depending on the authority possessed. (For details on permissions and available controls, please refer to "4.1 About Roles").

Figure 1.2 Home Window



a. Login user

The login user ID is displayed. Click this user ID to select the [Help], [Profile], or [Log Out] menu.

Help

This displays the manuals for Cloud Services Management in a separate window. As default, the index page for all manuals is shown.

Profile

This displays login user information, and allows modification. The password can also be changed here.

The modification is reflected soon after the operation, because this modification does not need any requests.

The following items can be modified.

- User Name

All UTF-8 format characters can be specified within 64 letters excluding control character like line break.

- Description

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

- Email Address

The characters can be specified, matching with the regular expression,  `/^[w\.\-]+@(?:[w\-\+\.])+[w\-\+\.]$/` . Defining set X which contains alphanumeric characters, hyphen(-) and underscore(\_), and defining set Y contains X and period(.), the format of regular expression is "Y@X.X".

- Contact Information

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

- Password

A password can contain 8 to 64 alphanumeric characters, \$\"=|[:\*+,<>?/ and ASCII characters excluding blank spaces and control characters.

- User custom field

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

#### Log Out

This lets the user log out from the cloud management portal window.

#### b. Navigation

Clicking a tab switches the window between pages.

#### c. Main

Window menus available depending on the authority possessed are displayed. Clicking a menu name displays the corresponding page. Within the menu, available links such as [To the list] and [Add New] are provided depending on the authority.

For the details for available window menus, refer to Chapter 2 and later of this manual. As for Platform Management menu, refer to "Cloud Services Management User's Guide for Platform Provider". Planners and operators can refer to platforms.

#### d. Notifications

Messages from the cloud service operators are displayed.



#### Note

This note explains methods to handle the problems on Cloud Management Portal.

- In case that Cloud Management Portal is shown to make Web client shown as maximum size and Windows task bar is automatically hidden, the button is overlapped and not available to click because the button is definitely shown at bottom of Cloud Management Portal. For clicking the button, make Web client not shown as maximum size.
- In case that information of login user is modified by the operation from other users and other sessions, the session information becomes older, and the problems may happen that the operation of login user is not reflected or the button is not shown and so on. Make the session latest to press [F5] key or click [Refresh] button of Web browser.
- Under following condition, the error dialog is shown and it says the communication failed with manager server. Log in again to Cloud Management Portal.
  - In case not to operate on Cloud Management Portal over 30 minutes.
  - In case that the service of manager server of Cloud Management Portal is restarted while logging in.
  - In case that the session information of Web browser is deleted by other window.

# Chapter 2 Contract Management

This chapter explains operations in the Contract Management window.

## 2.1 Adding, Modifying, Deleting, and Confirming Contracts

Contract means information including the contents of contracts with cloud providers and information of connections with vendors.

The Operators are engaged in contract registration. As the Operators undertake procedures to arrange contracts with cloud providers, the Operators will obtain contract from the planners and register the obtained information in the system.

Both the approver and the representative of the operators can perform contract addition. Contract is applied instantly as no application or approval task is required for the operation. This section explains how to add, modify, and delete contracts, and how to confirm the registered contract.

### 2.1.1 Adding Contracts

This section explains how to add contracts.

1. Go to the [Contract Management] menu in the home window and click the [Add New] link.
2. Enter items according to the wizard. Click the [Next] button to proceed. Click the [Cancel] button to discard all entries.

Figure 2.1 Add Contract Window

The screenshot shows the 'Add Contract' window in the FUJITSU Software Cloud Services Management system. The window title is 'FUJITSU Software Cloud Services Management' and the user is 'op\_manager'. The 'Add Contract' wizard is in the 'Basic Information' step. The wizard has five steps: 'Select Cloud Pr...', 'Basic Information', 'Details', 'Confirmation', and 'Complete'. The 'Basic Information' step contains four input fields: 'Contract Name' (mandatory), 'Contract ID' (with specific character requirements), 'Contract Number', and 'Description'. At the bottom right, there are 'Prev', 'Next', and 'Cancel' buttons.

#### a. Select Cloud Provider

Select the connection information of a contracted vendor or an on-premise connection.

To register a cloud provider with which a new contract was entered into, it is necessary to register vendor information. For details on how to register vendor information, please refer to the "FUJITSU Software Cloud Services Management Operation Guide".

#### b. Basic Information

Enter the following items.

##### Contract Name (Entry is mandatory)

Enter the name to distinguish contract in a list such as the contract list and the business menu list.



All UTF-8 format characters can be specified within 64 letters excluding control character like line break.

#### Contract ID (Entry is mandatory)

This ID is to distinguish contract within Cloud Services Management. This item is only enabled during addition.

Not specify the contract ID which is already added.

It can be specified for small alphanumeric letters, alphanumeric numbers, hyphen(-), underscore(\_) and period(.) within 32 letters. Leading character must be small alphanumeric letters, alphanumeric numbers.

#### Contract Number

Enter the number to be linked to the actual contract with the vendor.

All UTF-8 format characters can be specified within 64 letters excluding control character like line break.

#### Description

Enter a comment about contract.

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

#### c. Details

Enter the following items. Displayed items may vary depending on the selected vendor information.

##### Vendor Portal ID

Enter the ID used for login to the actual vendor's portal and other locations if necessary.

All UTF-8 format characters can be specified excluding control character like line break.

##### Maintenance Service ID

Enter the ID used for submitting enquiries to the actual vendor if necessary.

All UTF-8 format characters can be specified excluding control character like line break.

##### Contractor

Enter the information of the users that entered into a contract with the vendor if necessary.

A name or organization not registered in Cloud Services Management can be entered.

All UTF-8 format characters can be specified within 64 letters excluding control character like line break.

##### Contractor Contact Information

Enter the contact information of the users that entered into a contract with the vendor if necessary.

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

##### Contract Period

Use this as a comment field to enter information such as the start date, next update date, and the length of the contract with the vendor if necessary.

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

##### User Agreement

Enter the body of the agreement displayed during operation application for the provider if necessary. Confidential information, personal information, and other points to be noted for using the vendor can also be entered.

All UTF-8 format characters can be specified within 1024 letters excluding control character like line break.

#### d. Confirmation

The entered content is displayed. To correct any incorrect entries, go back to the entry window using the [Prev] button and make any necessary corrections.

#### e. Complete

The addition of contract is complete.

## Note

In case that the body message in User Agreement is not specified, the check box is not shown in adding a service by Platform Provider, and the check is not required.

## Information

### **Addition from the Contract List**

The [Add] button located on the upper right of the Contract List window is also available for contract addition.

## **2.1.2 Modifying Contracts**

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This section explains how to modify contracts.

1. Select the [Contracts] navigation in the home window, and the Contract List window is displayed.
2. In the Contract List window, click the relevant contract name.
3. The Contract Details window is displayed. Click the [Modify] button located on the upper right to switch to the wizard for modification. Here, edit the items to be modified and click the [Next] button to proceed.
4. The following items can be modified.
  - Contract Name
  - Description
  - Contract Number
  - Vendor Portal ID
  - Maintenance Service ID
  - Contractor
  - Contractor Contact Information
  - Contract Period
  - User Agreement
5. Click the [Modify] button to accept the changes.

## **2.1.3 Deleting Contracts**

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This section explains how to delete contracts. If the contract has any linked menus registered, the [Delete] button described in the step 4 of this procedure is not displayed and deletion is not possible. Delete the linked menu and then delete the contract.

1. Select the [Contracts] navigation in the home window, and the Contract List window is displayed.
2. In the Contract List window, click the relevant contract name.
3. The Contract Details window is displayed.
4. After confirming the contents, click the [Delete] button located on the upper right.
5. Click the [Delete] button located on the lower right to accept the deletion.

## 2.1.4 Confirming Contracts

This section explains how to confirm contracts.

1. Select the [Contracts] navigation in the home window, and the Contract List window is displayed.
2. In the Contract List window, click the relevant contract name.
3. The Contract Details window is displayed. In this screen, confirm the registration contents of contract and the menus created based on that contract.

Figure 2.2 Contract Details Window

The screenshot shows the 'Contract Details' window in the 'FUJITSU Software Cloud Services Management' application. The interface includes a navigation bar with tabs for Home, Contracts, Menus, Platforms, Organizations/Users, Requests, and Billing. The 'Contracts' tab is active. The breadcrumb trail shows 'Contract List / Contract Details'. A 'Modify' button is visible in the top right of the details section.

The 'Details' section contains the following contract information:

Contract Name	aws - 2010
Contract ID	517
Contract Number	XXXXXXXX-517
Vendor ID	aws
Description	comment -- id=517 a
Vendor Portal ID	vendorPortal-517
Maintenance Service ID	maintenance-517
Contractor	contractorName-517
Contractor Contact Information	contractor_517@mail.com
Contract Period	2010-04 ~ 2011-03
User Agreement	agreement

The 'Menu List' section contains the following menu information:

Menu Name	Menu ID	Approval Level	Status	Published from	Published until	Description Summary
wd_aws_menu_name	1094	A	Published	2015-01-01 00:00:00	2015-02-01 00:00:00	inside

# Chapter 3 Menu Management

This chapter explains the operations in the Menu Management window and confirmation of platforms registered with menus.

## 3.1 Adding, Modifying, Deleting, and Confirming Menus

Menus refer to vendor cloud services that are subscribed to, and on-premise environments arranged as easy-to-compare and easy-to-select menus with service levels and security level reference values.

These menus are mainly used by planners.



Point

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The menu items explained in this section is changeable depending on the configuration information in the definition file specified in "Cloud Services Management Operation Guide". Typical menu items Approval Level are Approval Level, Basic Menu, Operation Options, Configuration Options, Vendor Unique Parameters and Icon.  
.....

### 3.1.1 Adding Menus

This section explains how to add menus.

1. Go to the [Menu Management] menu in the home window and click the [Add New] link.

2. Enter items according to the wizard. Click the [Next] button to proceed. Click the [Cancel] button to discard all entries.

Figure 3.1 Add Menu window

The screenshot shows the 'Add Menu' window in the Fujitsu Software Cloud Services Management interface. The window title is 'Add Menu' and the user is logged in as 'pl\_manager'. The interface features a wizard with the following steps: Select Contract, Basic Information, Details, Options, Charges, Confirmation, and Complete. The 'Basic Information' step is currently active. The form contains the following fields and controls:

- Menu Name:** A text input field with the placeholder 'Enter a string. Entry is mandatory.'
- Menu ID:** A text input field with the placeholder 'Enter the ID using lower-case alphanumeric characters, underscores ('\_'), hyphens ('-'), and periods ('.'). The first character must be a letter.'
- Approval Level:** A dropdown menu with the placeholder '- Select the item -'.
- Status:** A dropdown menu with the placeholder '- Select the item -'.
- Published from:** A date/time input field with a calendar icon and the placeholder 'Enter the date using the yyyy-mm-dd format.' and a radio button for 'Enter the time using the HH:mm format.'
- Published until:** A date/time input field with a calendar icon and the placeholder 'Enter the date using the yyyy-mm-dd format.' and a radio button for 'Enter the time using the HH:mm format.'
- Description Summary:** A text input field with the placeholder 'Enter a string.'
- Description Details:** A text area with the placeholder 'Enter a string using up to 1024 characters.'
- Icon:** A selection area showing a preview of the selected icon 'cloud1.png' with a blue dot and a row of other icons.

At the bottom right, there are three buttons: 'Prev', 'Next', and 'Cancel'.

a. Select Contract

The currently registered contract list is displayed. Select contract to create a menu for from this list and click the [Next] button.

b. Basic Information

Enter the following items.

**Menu Name (Entry is mandatory)**

This name is displayed in the menu list and other places.

All UTF-8 format characters can be specified within 64 letters excluding control character like line break.

**Menu ID (Entry is mandatory)**

This ID is to distinguish the menu within Cloud Services Management.

Not specify the Menu ID which is already added.

It can be specified for small alphanumeric letters, alphanumeric numbers, hyphen(-), underscore(\_) and period(.) within 32 letters. Leading character must be small alphanumeric letters, alphanumeric numbers.

**Approval Level (Selection is mandatory)**

Use this menu to specify the hierarchical levels of the approval flow for platform addition.

Unit: Approval must be gained at three hierarchical levels within the Platform Provider.

Division: Approval must be gained at two hierarchical levels within the Platform Provider.

Department: Approval must be gained at one hierarchical level within the Platform Provider.

#### Status (Selection is mandatory)

Select Publish or Hidden to change the specification of whether to publish this menu to Platform Providers.

In the hidden state, this menu is not provided for Platform Providers.

However, it is provided for Planners and Operators.

If publish is selected, the period specified using the start date of publication and the end date of publication settings is enabled. If hidden is selected, the start date of publication and the end date of publication settings are disabled.

#### Published from (Entry is mandatory)

Enter the date and time when the menu is to be published.

Specify the date and time as format "yyyy-mm-dd" and "hh:mm".

If omitted, "2000-01-01 00:00:00" is set by default.

If a date and time earlier than the date and time of the final approval are set, the menu is published immediately after the final approval.

#### Published until (Entry is mandatory)

Enter the date and time when the menu is to be withdrawn.

Specify the date and time as format "yyyy-mm-dd" and "hh:mm".

The menu is withdrawn at the set date and time.

If omitted, "3000-12-31 23:59:59" is set by default.

#### Description Summary

Enter explanatory comments for Planners and Operators.

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

#### Description Details

Enter explanatory comments for the Platform Provider.

This is displayed in the Menu List window and the Menu Details window viewed by Platform Providers.

All UTF-8 format characters can be specified within 1024 letters including control character like line break.

#### Icon (Entry is mandatory)

Select the icon displayed for the Platform Provider from the file names (Icon previews).

This is displayed in the Menu List window and the Menu Details window viewed by Platform Providers.

File names can contain a maximum of 32 alphanumeric characters. For details on how to register an icon, please refer to "FUJITSU Software Cloud Services Management Operation Guide".

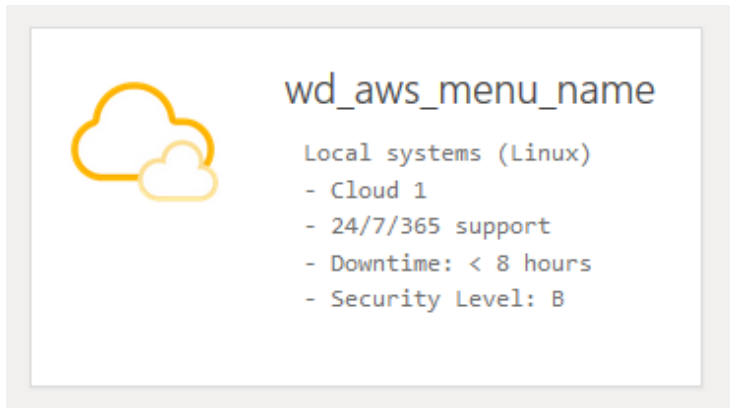
### Example

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#### Description Details and Icon Locations

The Description Details and icons set as part of basic information are displayed in the Menu List window as follows when viewed by Platform Providers.

Figure 3.2 Menu Window for Platform Providers



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## Point

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Describe the cloud to coordinate with into Description Summary or Details for Platform Provider to find out the cloud to coordinate with (either AWS, Azure, ROR or physical server)

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### c. Details

Enter the following items.

#### Vendor Unique Parameters (Entry is mandatory)

The items that can be selected vary depending on the selected vendor. The items that can be selected are those defined in definition file described in the "FUJITSU Software Cloud Services Management Operation Guide".

### d. Options

Enter the following items.

#### Basic Menu

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

##### - Availability

The items that can be set vary depending on the selected vendor.

Value Examples: fault-tolerant, daily backup, support available 24/7/365, restoration within 8 hours, backup at system update, support available during business hours

##### - Security level

The items that can be set vary depending on the selected vendor.

Value Examples: AA, BBB

##### - Common operations

The items that can be set vary depending on the selected vendor.

Value Examples: phone, email acceptance, email acceptance only

##### - <Custom basic options>

The items that can be set vary depending on the selected vendor.

#### Operation options

Select whether to make it possible to access DR, operation monitoring, and other options from the menu. Multiple options can be selected.

#### Configuration options

Check the options to be provided as menus.

- Instance type
- System disk images
- Additional disks
- Others

### Charges

Set the charges for each item.

It can be specified for alphanumeric numbers within 11 integer part and within 4 decimal part.

- Basic Menu (Entry is mandatory)
  - Basic charges (Entry is mandatory)
  - Initial costs (Entry is mandatory)
- Operation options
- Configuration options




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#### About the [To be determined after discussion] Check Box

The [To be determined after discussion] check box is displayed next to each item of detailed information.

For the checked items, it is possible leave the charges unset at the time of menu publication. This allows Platform Providers to have meetings with Operators to determine prices outside the platform, after platform request.

To reflect the charges to the platform after the meeting, the operators must create hidden menus with menu operation commands and add the platform determined in the meeting with platform operation commands.

For details on how to use menu operation and platform operation commands, refer to "the "FUJITSU Software Cloud Services Management Operation Guide".

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#### e. Confirmation

The entered content is displayed. To correct any incorrect entries, go back to the entry window using the [Prev] button and make any necessary corrections.

#### f. Complete

Addition of the menu is complete. The request is indicated as under requesting, and a request for approval email is automatically sent to the approver.

## 3.1.2 Modifying Menus

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This section explains how to modify menus.

1. Select the [Menus] navigation in the home window, and the Menu List window is displayed.
2. In the Menu List screen, click the relevant menu name.
3. The Menu Details window is displayed. Click the [Modify] button on the upper right to switch to the wizard window. The following items can be modified. For the start date of publication, unlike in the menu addition case, enter the date and time when the changes in the menu are to be enabled.
  - Menu Name
  - Approval Level
  - Status
  - Published from
  - Published until



- Description Summary
  - Description Details
  - Icon
  - Vendor Unique Parameters
  - Basic Menu
  - Operation options
  - Configuration options
  - Basic charges
  - Initial costs
  - Various charges for operation options
  - Various charges for configuration options
4. Click the [Modify] button to finish the modification process. The request is indicated as under requesting, and a request for approval email is automatically sent to the approver.



#### Note

#### Modifying Options

In case to modify menu, configured operation options and configuration options cannot be deleted. In case to delete the operation options and configuration options, use menu operation command. Or, add it as another menu. For the details of how to use menu operation command, refer to "Cloud Services Management Operation Guide"

#### Modifying Unit Prices

If a unit price is modified, the new unit price is applied for the billing of current month. Though, as for billing, the unit price is adapted that makes maximum billing in the month. This means that, in case to modify menu and reduce unit price, the unit price before modifying can be adapted in the month to change.

If unit price is modified during the month, the usage charge of last month based on the original unit price is not recalculated with the new unit price.

### 3.1.3 Deleting Menus

This section explains how to delete menus.

1. Select the [Menus] navigation in the home window, and the Menu List window is displayed.
2. In the Menu List screen, click the relevant menu name.
3. The Menu Details window is displayed.
4. After confirming the content, click the [Delete] button on the upper right, and the confirmation dialog is displayed. The request is indicated as under requesting, and a request for approval email is automatically sent to the approver.
5. In the confirmation dialog, click the [To the Request List] button, and the Request List window is displayed. Click the [Close] button to close the confirmation dialog.



#### Note

If the menu is linked to from any platform, the deletion process fails.

### 3.1.4 Confirming Menus and Linked Platforms

This section explains how to confirm menus.

1. Select the [Menus] navigation in the home window, and the Menu List window is displayed.
2. In the Menu List screen, click the relevant menu name.
3. The Menu Details window is displayed. In this window, confirm the registered contents of menus. The Platform List shows the platforms created with this menu.
4. Click a contract name to confirm the contents of the corresponding contact information.
5. Click a platform name in the Platform List to confirm the service configuration of that platform.

### 3.1.5 The Flow Up to Approval

#### Planners and Operators Representative/Approver Operations

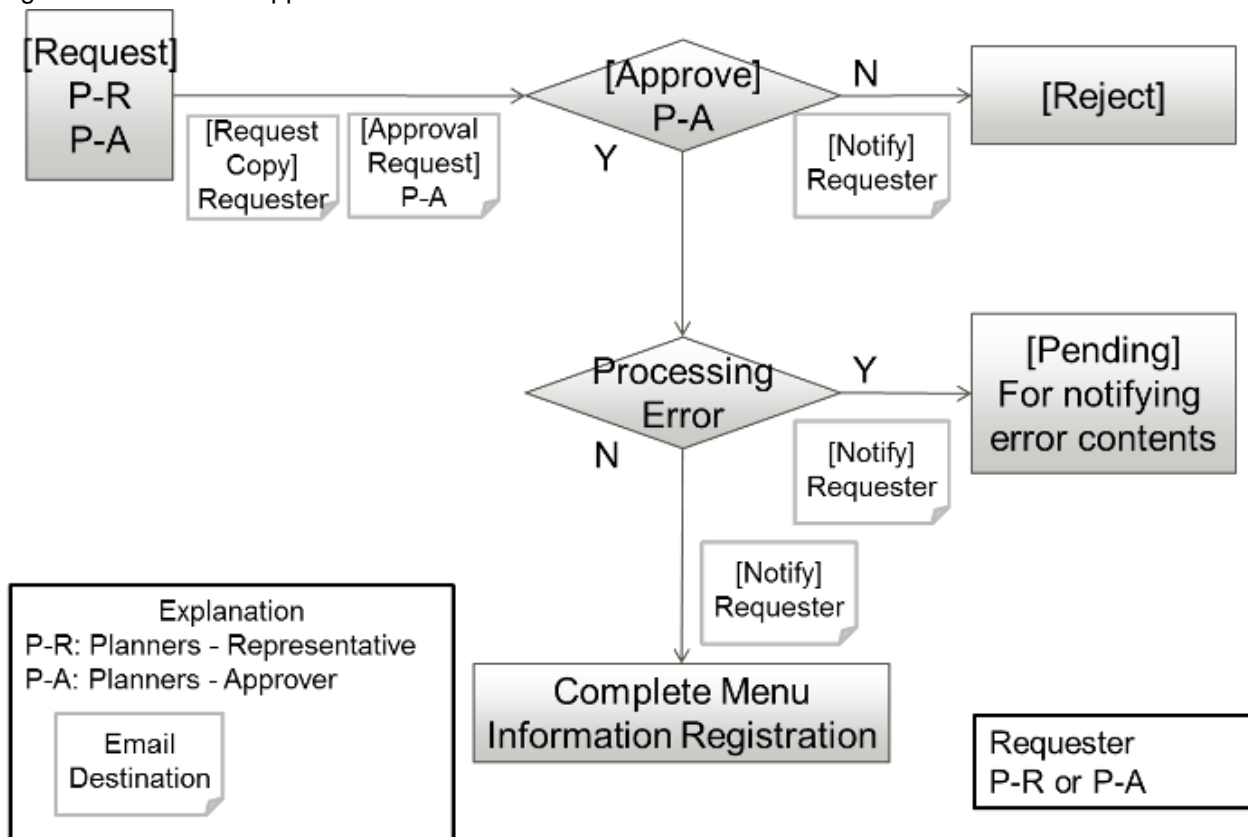
Menu addition, modification, and deletion are not reflected immediately after the process. The approval process is required.

In the process of addition, modification, or deletion, a notification email is sent to the relevant user as a copy of the request.

A request for approval email is sent to the approver appointed according to the relevant user's organizational configuration.

After the final approval is granted, the addition or modification contents are reflected. On reflection, a notification of approval completion email is sent to the requester.

Figure 3.3 The Menu Approval Flow



To confirm the approval status and contents of requests for addition, modification, and deletion, go to the request management window.

For details on how to perform the main operations in the request management window, please refer to "[Chapter 5 Request Management](#)."

# Chapter 4 Organization/User Management

Organization is to configure the approval routes of various registrations and is used as the unit of operation system usage. Organizations can have hierarchical structures, and there are two types of organizational units: a unit "[node] has subordinate organizations" for organization control and a unit "[leaf] has subordinate platforms and users" for business deployment. Platforms and representatives can be created only in the latter unit. The organization type can only be specified during addition, and cannot be changed afterwards.

Users means all users who use the cloud management portal.

The Operators manage organization and approver users and the Platform Providers that manage various platforms manage the representatives of each platform.

This chapter explains how to perform operations in the Organization Management and User Management windows, and the authority granted to users.

## 4.1 About Roles

Users are classified into three departments, and representative or approver roles. Based on these roles, the authority possessed for operations within the cloud management portal varies.

When creating a user, an appropriate role should be assigned.

Table 4.1 User Authorities

Department	Menu	Approver	Representative
<b>Platform Providers</b>	<b>Contract Management</b>	No authority	No authority
	<b>Menu Management</b>	Reference	Reference
	<b>Platform Management</b>	The authority below is granted if platforms can be created under the organization. In other cases, only reference is possible.  Addition/Modification/Deletion Service operations	Addition/Modification/Deletion Service operations
	<b>Organization/User Management</b>	Operations of users under the user's organization	Reference
	<b>Request Management</b>	*1	*2
	<b>Billing Management</b>	Reference with organization viewpoint only for under the user's organization	Reference with organization viewpoint only for under the user's organization
<b>Operators</b>	<b>Contract Management</b>	Addition/Modification/Deletion	Addition/Modification/Deletion
	<b>Menu Management</b>	Reference	Reference
	<b>Platform Management</b>	Reference	Reference
	<b>Organization/User Management</b>	Organizational operations User operations	Organizational operations User operations
	<b>Request Management</b>	*1	*2
	<b>Billing Management</b>	Reference with organization viewpoint  Reference with menu viewpoint	Reference with organization viewpoint  Reference with menu viewpoint

Department	Menu	Approver	Representative
<b>Planners</b>	<b>Contract Management</b>	No authority	No authority
	<b>Menu Management</b>	Addition/Modification/Deletion	Addition/Modification/Deletion
	<b>Platform Management</b>	Reference	Reference
	<b>Organization/User Management</b>	Reference	Reference
	<b>Request Management</b>	*1	*2
	<b>Billing Management</b>	Reference with organization viewpoint Reference with menu viewpoint	Reference with organization viewpoint Reference with menu viewpoint

\*1: available to request and approve

\*2: available to request

## 4.2 Confirming Organizations/Users

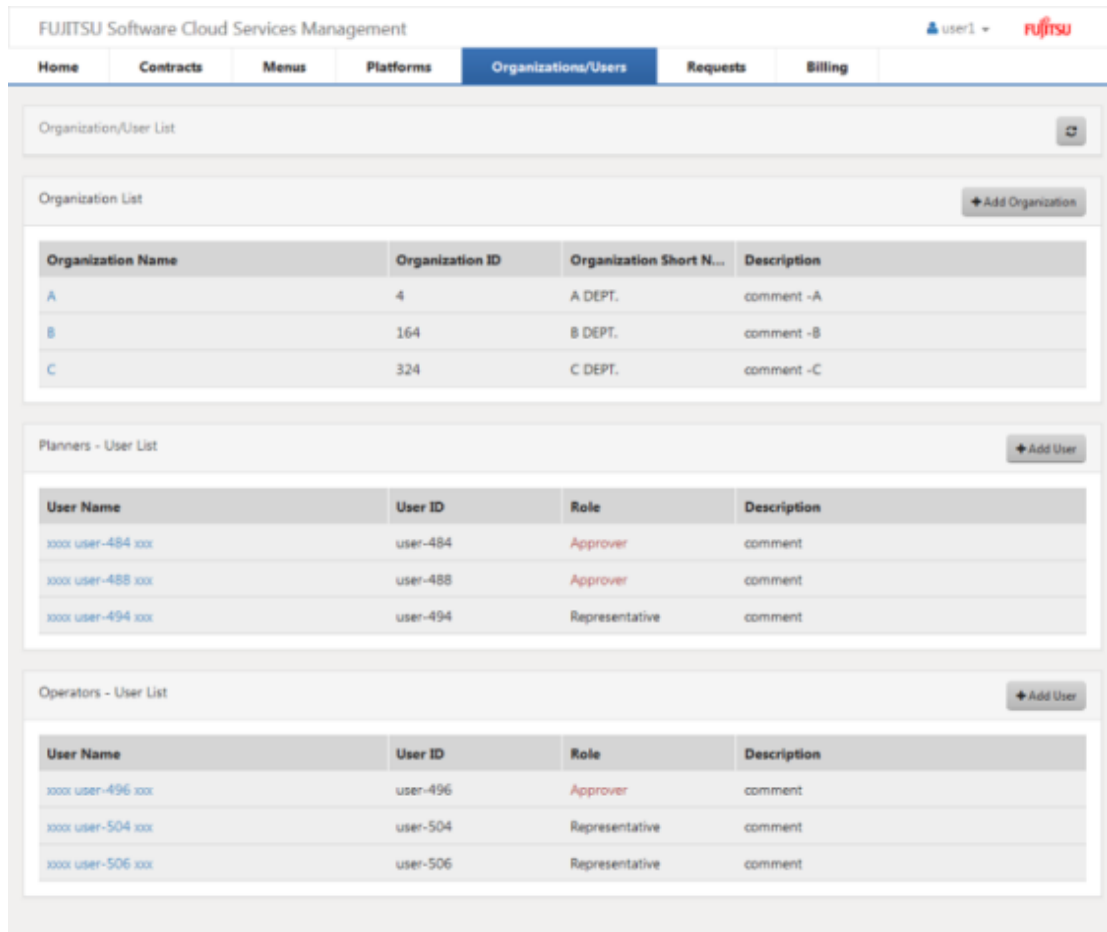
---

This section explains how to confirm organizations and users.

1. Go to the [Organization/User Management] menu in the home window and click the [To the list] link, or select the [Organizations/Users] navigation.
2. The Organization/User window is displayed. In this window, the following information can be confirmed.
  - [Organization List] shows the top organization.
  - [Planners - User List] shows users assigned the Planners role.

- [Operators - User List] shows users assigned the Operators role.

Figure 4.1 Organization/User List Window



3. From [Organization List], click an organization name to confirm the detailed organization of. In the details window, a list of organizations under the selected organization is provided as [Organization List]. From this list, select organization names sequentially to confirm organizations by hierarchy.
4. Along with the detailed information of the organization displayed, users belonging to that organization are shown in [User List]. Click a user name to confirm the detailed information of that user.

## 4.3 Adding, Modifying, and Deleting Organizations

This section explains how to add, modify, and delete organizations, and the approval flow relevant to organization addition.

### 4.3.1 Adding Organizations

This section explains how to add organizations.

1. Go to the [Organization/User Management] menu in the home window and click the [To the list] link, or select the [Organizations/Users] navigation, and then the Organization/User window is displayed.
2. Click the [Add Organization] button located on the right of the organization list to switch to the wizard screen, which is shown in Organization/User List window or Details window chosen from Organization/User List window.
3. Enter items according to the wizard. Click the [Next] button to proceed. Click the [Cancel] button to discard all entries.

4. Specify the following items.

**Organization Name (Entry is mandatory)**

This name is displayed in the organization list and other locations.

All UTF-8 format characters can be specified within 64 letters excluding control character like line break.

**Organization ID (Entry is mandatory)**

This ID is to distinguish organization. This item is only enabled during addition. Specify a unique value that is unlikely to require changing, such as the department code.

Not specify the organization ID which is already added.

It can be specified for small alphanumeric letters, alphanumeric numbers, hyphen(-), underscore(\_) and period(.) within 32 letters. Leading character must be small alphanumeric letters, alphanumeric numbers.

**Parent Organization Short Name: Organization ID (Unselectable)**

This is shown in case to add the organization including upper hierarchical organization. The organization in the screen where the [Add] button was clicked is automatically shown.

**Organization Attributes (Entry is mandatory)**

Select the organization attribute. This item is only enabled during addition. Up to five hierarchical levels of organizations (node organization with 0 to 4 levels and 1 leaf organization under bottom node organization) can be set.

- Child organizations under [node]
- Platforms, and approvers and representatives under [leaf]

**Organization Short Name (Entry is mandatory)**

This is the abbreviated name of the organization that the Platform belongs to. It is used when organizations are displayed side-by-side in a window, such as a Platform List.

All UTF-8 format characters can be specified within 64 letters excluding control character like line break.

**Description**

Specify a description (comment).

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

**Organization Custom Fields 1 to 5**

The items to specify vary depending on the environment. Specify values according to the description on items in the window.

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

5. The entered content is displayed. To correct any incorrect entries, go back to the entry window using the [Prev] button and make any necessary corrections.
6. Addition of the organization is complete. The request is indicated as under requesting, and a request for approval email is automatically sent to the approver.



.....  
The transfer of organization can be achieved by the changing the parent organization of the organization information.

The value of parameter "org.depth.max" which is specified in definition file in "Cloud Services Management Operation Guide" is the maximum hierarchical levels. And, the number of hierarchical levels of "node" organization cannot be specified more than the value which 1 is subtracted from "org.depth.max". (Example: in case of 3 for the value of "org.depth.max", node organizations can be added by 2 hierarchical levels.)  
.....

### 4.3.2 Modifying Organizations

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This section explains how to modify organization.

1. Go to the [Organization/User Management] menu in the home window and click the [To the list] link, or select the [Organizations/Users] navigation.
2. The Organization/User window is displayed.
3. In the list indicated as [Organization List], click the relevant organization name.
4. The Organization/User Details window is displayed.
5. Click the [Modify] button on the upper right of the detailed information. The following items can be modified.
  - Organization Name
  - Parent Organization Short Name : Organization ID
  - Organization Short Name
  - Description
  - Organization Custom Fields 1 to 5
6. Click the [Modify] button to finish the modification process. The request is indicated as under requesting, and a request for approval email is automatically sent to the approver.

### 4.3.3 Deleting Organizations

---

This section explains how to delete organization.

1. Go to the [Organization/User Management] menu in the home window and click the [To the list] link, or select the [Organizations/Users] navigation.
2. The Organization/User window is displayed.
3. In the list indicated as [Organization List], click the relevant organization name.
4. The Details window is displayed.
5. Click the [Delete] button on the upper right of the detailed information. The request is indicated as under requesting, and a request for approval email is automatically sent to the approver.



Organization information including registered child organizations, users, and platforms cannot be deleted. In this case, for example, perform transfer of users and platforms, and perform deletion of the organization when nothing belongs to it. On request or approval of a request for deletion, an error occurs if there are any organizations or users belonging to the target.

### 4.3.4 The Flow Up to Approval

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#### Operators Representative/Approver Operations

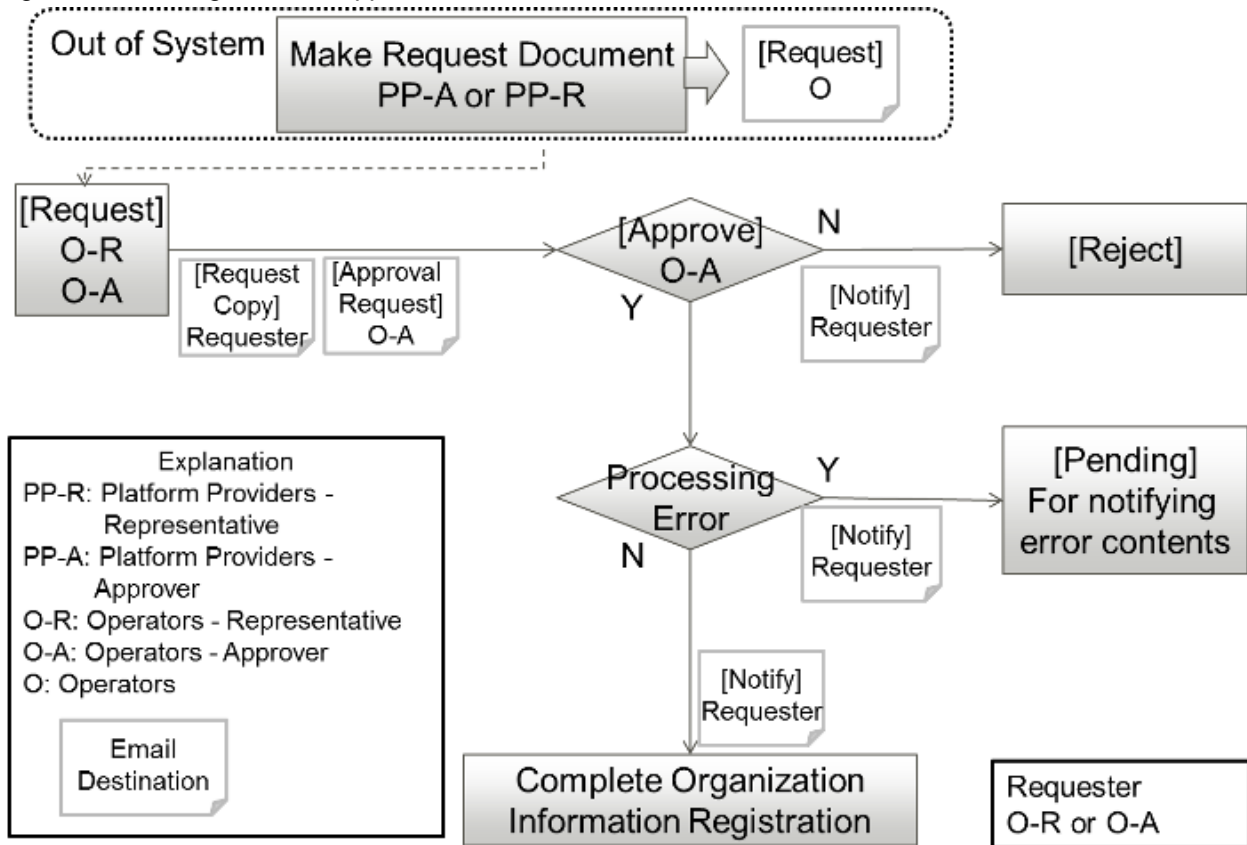
Organization addition, modification, or deletion is not reflected immediately after that process, but is followed by the approval process.

In the process of addition, modification, or deletion, a notification email is sent to the relevant user as a copy of the request.

A request for approval email is sent to the approver.

After the final approval is granted, the addition or modification contents are reflected. On reflection, a notification of approval completion email is sent to the requester.

Figure 4.2 The Organization Approval Flow



To confirm the approval status and contents of requests for addition, modification, and deletion, go to the request management window. For details on how to perform main operations in the request management screen, please refer to "[Chapter 5 Request Management](#)."

## 4.4 Adding, Modifying, and Deleting Users

This section explains how to add, modify, and delete users, and the approval flow relevant to user addition.

### 4.4.1 Adding Users (Platform Providers)

This section explains how to add users of platform providers.

1. Go to the [Organization/User Management] menu in the home window and click the [To the list] link, or select the [Organizations/Users] navigation, and then the Organization/User window is displayed.
2. From the list indicated as [Organization List], select the top organization of the organization in which the user is registered.
3. A list of organizations/users belonging to the selected organization is displayed. From [Organization List], select organization names sequentially to the relevant hierarchical level.
4. After ensuring that the [Details] field shows the organization targeted for user addition, click the [Add User] button next to [User List] displayed in the same window.
5. Specify the following items. The organization ID is displayed in addition to the following items, but it is grayed out because the ID of the organization to which the registered user belongs is automatically set.

User Name (Entry is mandatory)

This name is displayed in lists and other locations.



All UTF-8 format characters can be specified within 64 letters excluding control character like line break.

#### User ID (Entry is mandatory)

This ID is used to distinguish user information. This item is only enabled during addition.

Not specify the user ID which is already added.

It can be specified for small alphanumeric letters, alphanumeric numbers, hyphen(-), underscore(\_) and period(.) within 32 letters. Leading character must be small alphanumeric letters, alphanumeric numbers.

#### Role (Selection is mandatory)

Select the user's authority.

- Approver
- Representative

(For details on authority, please refer to "4.1 About Roles.")

#### Description

Specify a description (comment).

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

#### Email Address (Entry is mandatory)

Specify the user's email address. In the process of approval, notification email will be sent to this mail address.

The characters can be specified, matching with the regular expression,  `/^[w\.-]+@(?:[w\.-]+\.)+[w\.-]+$/` . Defining set X which contains alphanumeric characters, hyphen(-) and underscore(\_), and defining set Y contains X and period(.), the format of regular expression is "Y@X.X".

#### Contact Information (Entry is mandatory)

Specify the user's contact information.

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

#### Password (Entry is mandatory)

Specify the password for authentication used by the user to log in.

A password can contain 8 to 64 alphanumeric characters,  `$"=|[:*+,<>?/`  and ASCII characters excluding blank spaces and control characters.

#### Confirm Password (Entry is mandatory)

Specify the password for confirmation. The same character same as the specified password must be entered.

#### User Custom Fields 1 to 5

The items to enter vary. Enter values according to the description on items in the window.

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

6. Click the [Add] button. The request is indicated as under requesting, and a request for approval email is automatically sent to the approver.



.....  
The transfer of a user can be achieved by changing the organization that user belongs to.  
.....

## 4.4.2 Adding Users (Planners/Operators)

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This section explains how to add users of Planners and Operators. Unlike the platform providers case, Planners and Operators are registered as distinctive users that do not belong under organizations.

1. Go to the [Organization/User Management] menu in the home window and click the [To the list] link, or select the [Organizations/Users] navigation, and then the Organization/User window is displayed.

2. Click the [Add User] button next to [Planners - User List] to create a Service Planner, or click the [Add User] button next to [Operators - User List] to create an Operator.
3. Specify the following items. The organization ID is displayed in addition to the following items, but it is grayed out because the ID of the organization to which the registered user belongs is automatically set.

#### User Name (Entry is mandatory)

This name is displayed in lists and other locations.

All UTF-8 format characters can be specified within 64 letters excluding control character like line break.

#### User ID (Entry is mandatory)

This ID is used to distinguish user information. This item is only enabled during addition.

Not specify the user ID which is already added.

It can be specified for small alphanumeric letters, alphanumeric numbers, hyphen(-), underscore(\_) and period(.) within 32 letters. Leading character must be small alphanumeric letters, alphanumeric numbers.

#### Role (Selection is mandatory)

Select the user's authority.

- Approver
- Representative

(For details on authority, please refer to "4.1 About Roles.")

#### Description

Enter a description (comment) about the user information.

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

#### Email Address (Entry is mandatory)

Specify the user's email address. In the process of approval, notification email will be sent to this mail address.

The characters can be specified, matching with the regular expression,  `/^[w\.-]+@([w\.-]+)\.[w\.-]+$/`. Defining set X which contains alphanumeric characters, hyphen(-) and underscore(\_), and defining set Y contains X and period(.), the format of regular expression is "Y@X.X".

#### Contact Information (Entry is mandatory)

Specify the user's contact information.

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

#### Password (Entry is mandatory)

Specify the password for authentication used by the user to log in.

A password can contain 8 to 64 alphanumeric characters,  `\="[:*+;<>?/` and ASCII characters excluding blank spaces and control characters.

#### Confirm Password (Entry is mandatory)

Specify the password for confirmation. The same character same as the specified password must be entered.

#### User Custom Fields 1 to 5

The items to specify vary. Specify values according to the description on items in the window.

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

4. Click the [Add] button. The request is indicated as under requesting, and a request for approval email is automatically sent to the approver.

## 4.4.3 Modifying Users

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This section explains how to modify users.

## Note

In case to modify the belonging organization of the user who is specified as administrator of platform, modify the administrator of platform to another user in advance.

1. Go to the [Organization/User Management] menu in the home window and click the [To the list] link, or select the [Organizations/Users] navigation.
2. The Organization/User window is displayed.
3. In the list indicated as [Organization List], select the top organization of the organization to which the user to be modified belongs.
4. A list of organizations/users belonging to the selected organization is displayed. From [Organization List], select organization names sequentially to the relevant hierarchical level.
5. After ensuring that the [Details] field shows the organization to which the user to modify belongs to, confirm the [User List] and click the relevant user name.
6. The Details window is displayed. The following items can be modified.
  - User name
  - Belonging Organization
  - Role
  - Description
  - Email Address
  - Contact Information
  - Password
  - User Custom Fields 1 to 5
7. Click the [Modify] button. The request is indicated as under requesting, and a request for approval email is automatically sent to the approver.

### 4.4.4 Deleting Users

---

This section explains how to delete users.

1. Go to the [Organization/User Management] menu in the home window and click the [To the list] link, or select the [Organizations/Users] navigation.
2. The Organization/User window is displayed.
3. In the list indicated as [Organization List], select the top organization of the organization to which the user to be deleted belongs.
4. A list of organizations/users belonging to the selected organization is displayed. From [Organization List], select organization names sequentially to the relevant hierarchical level.
5. After ensuring that the [Details] field shows the organization to which the user to delete user belongs, confirm the [User List] and click the relevant user name.
6. The Details window is displayed.
7. Click the [Delete] button on the upper right of the detailed information.
8. Confirm Window is displayed. Click [Yes] in case to delete, or [No] in case not to do. The request is indicated as under requesting, and a request for approval email is automatically sent to the approver.

 Note

the user who is specified as administrator of platform cannot be deleted.

In case that the communication failed with the directory server of ServerView Operations Manager, the user information might remain on LDAP. For details, refer to the manual of ServerView Operations Manager.

## 4.4.5 The Flow Up to Approval

### Operators Representative/Approver Operations

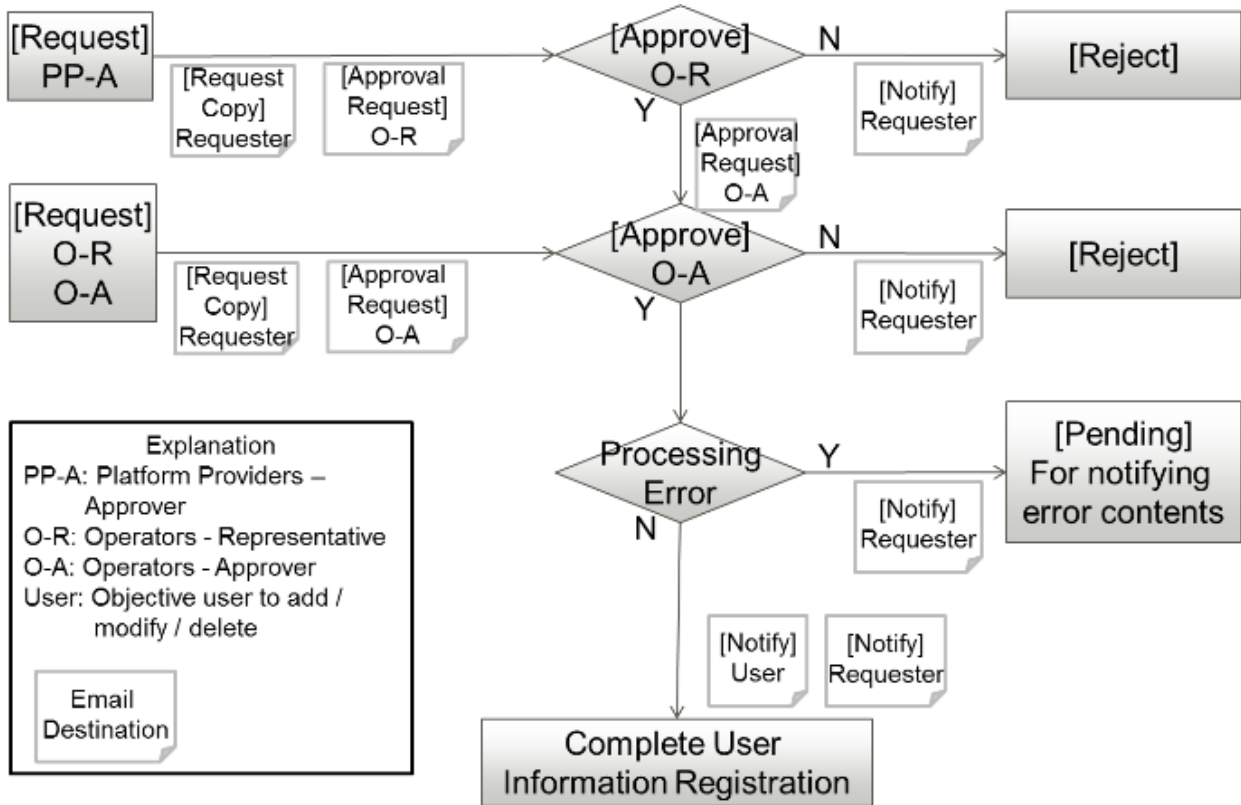
User addition, modification, or deletion is not reflected immediately after that process, but is followed by the approval process.

In the process of addition, modification, or deletion, a notification email is sent to the relevant user as a copy of the request.

A request for approval email is sent to the approver of the Operators.

After the final approval is granted, the addition or modification contents are reflected. On reflection, a notification of approval completion email is sent to the requester. After that, a notification of availability email is sent to the registered user.

Figure 4.3 The Approval Flow of User Information



To confirm the approval status and contents of requests for addition, modification, and deletion, go to the request management window.

For details on how to perform main operations in the request management screen, please refer to "[Chapter 5 Request Management](#)."

# Chapter 5 Request Management

Cloud Services Management requires the approval process when the following management information is operated.

- Menu Management
- Platform Management
- Service Management
- Organization Management
- User Management

The Request Management window is used to manage requests occurring in response to various management information operations.

This chapter explains how to perform operations in the Request Management window.

## 5.1 Confirming Requests

This section explains how to confirm requests.

1. Go to the [Request Management] menu in the home window and click the [To the list] link.
2. The Request List window is displayed.

In this window, requests for which the login user has applied for approval and those for which the login user has been assigned as an approver are displayed.

Figure 5.1 Request List Window

Request Name (b)	Request ID	Request Type	Requested By	Request Date	Status (c)	(a)	(d)
Request for Modifying User	32	User	op_user	2015-09-24 18:31:58	! Waiting processing		
Request for Modifying Orga...	31	Organization	op_user	2015-09-24 18:31:46	! Waiting processing		
Request for Adding User	30	User	op_user	2015-09-24 18:30:54	! Waiting processing		
Request for Adding Organiz...	28	Organization	op_user	2015-09-24 18:30:16	! Waiting processing		
Request for Adding Platform	27	Platform	biz_manager	2015-09-24 18:28:45	! Waiting processing		
Request for Adding Platform	26	Platform	biz_manager	2015-09-24 18:28:36	! Waiting processing		
Request for Modifying Orga...	24	Organization	op_manager	2015-09-24 18:26:27	! Waiting processing		
Request for Adding Organiz...	22	Organization	op_manager	2015-09-24 18:25:58	! Waiting processing		
Request for Adding Organiz...	23	Organization	op_manager	2015-09-24 18:26:14	✘ Cancel		
Request for Modifying User	17	User	op_manager	2015-09-24 18:15:16	✘ Rejected		
Request for Adding User	15	User	op_manager	2015-09-24 18:13:25	✓ Approved		
Request for Adding User	6	User	op_manager	2015-09-24 13:18:19	✓ Approved		
Request for Adding Organiz...	5	Organization	op_manager	2015-09-24 13:17:33	✓ Approved		
Request for Adding User	1	User	op_manager	2015-09-24 11:27:25	✓ Approved		

a. Filter

For the request name, request ID, request type, user ID (displayed "requested by"), request date and status, specify keywords to refine displayed requests.

## Information

The items displayed on left side of [Filter] button are shown as format "filtering item / getting items from manager server".

### b. Links to details windows

Click a link to open the details window of the relevant request.

### c. Status

This column shows the approval status of requests.

Status	Approval Status
Approved	This status indicates that final approval has been completed.
Rejected	This status indicates that the request has been rejected.
Waiting processing	This status indicates that the request is waiting for approval.
Pending	This status indicates that approval of the request is pending due to a system reflection error after approval.
Cancel	This status indicates that the request has been canceled.

### d. Links to related information

Click a link to view the relevant request information.

## Information

### Clicking [To the waiting request list]

Clicking the [To the waiting request list] link on the [Request Management] menu in the home window also displays the request management list window as in the case of clicking the [To the list] link.

When [To the waiting request list] is clicked, the list refined to requests in [Waiting Processing] status is displayed.

## 5.2 Operating Requests

The statuses of requests change depending on the approval, rejection, and cancelation operations. This section explains how to operate requests.

## Note

The process of request depends on the information of user, relevant organization and menu to requester and approver in making the request. So, in case to operate for relevant organization and menu to the request which was made and is not yet approved, the approval might not be executed successfully. Before executing following operations, it is required to make the all relevant requests canceled, rejected or approved status, and there must not be the waiting processing requests.

- Moving organizations for the organization on the process
- Deleting for the organization on the process
- Moving organizations for the requester
- Deleting requester
- Modifying for approval level of menu

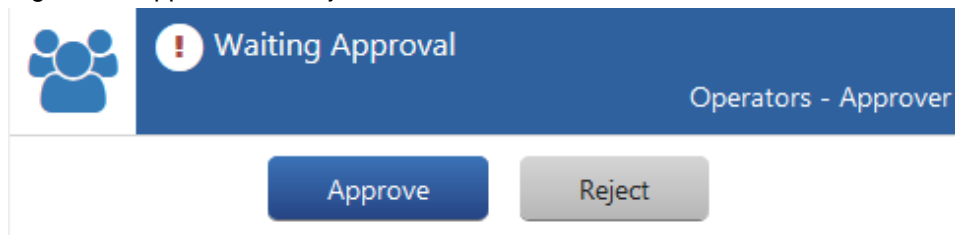
## 5.2.1 Approving

---

This section explains how to approve requests.

1. Go to the [Request Management] menu in the home window and click the [To the waiting request list] link.
2. The request list is displayed. This list shows only requests in the status of waiting for approval.
3. Click the relevant request name link, and the details window is displayed.
4. The Request Details window shows detailed information and the approval flow. If the login user is an approver, the [Approve] button and the [Reject] button are provided as on-flow icons.

Figure 5.2 Approve and Reject Buttons



5. Clicking the [Approve] button automatically sends a request for approval email to the next approver. If it is the final approval, the operation of the relevant request is reflected and the request is shifted to the approved status. If an error occurs in the system during the reflection process, the request is shifted to the pending status. In either case, an request status email is automatically sent to the requester.

### Note

- In case to fail system reflecting after request, problems might happen such as the confliction for status of virtual machine between Cloud Management Portal of Cloud Services Management and coordinating Cloud. Refer to the Email notified to the MAIL\_ADDRESS specified in setting up manager server, and solve the problems.
  - As for the last approval for service modification including AWS virtual machine modification, approve it after confirming that the virtual machine is stopped. When the virtual machine is started, ask Platform Provider as requester to stop the virtual machine. In case to do last approval with the started virtual machine, the virtual machine on cloud is stopped forcedly, and this might effect to the platform. Also, the confliction happens with the status of virtual machine managed by Cloud Services Management. In case to approve wrongly, after the service modification has been completed, start the objective virtual machine using with AWS management console and so on.
- Though, in case to modify the service name of virtual machine, the virtual machine does not have to be stopped.
- In case to provision or remove multiple virtual machines in one affinity group for Azure, competing error might happen. In case to do last approval for the request to include adding or deleting Azure virtual machine, be aware of followings:
    - After confirming that there are no other virtual machines to be provisioning or removing, do last approval.
    - Reject the request to add multiple virtual machines.

## 5.2.2 Rejecting

---

This section explains how to reject requests.

1. Go to the [Request Management] menu in the home window and click the [To the waiting request list] link.
2. The request list is displayed. This list shows only requests in the status of waiting for approval.
3. Click the request name link to the relevant request, and the details window is displayed.

4. The Request Details window shows detailed information and the approval flow. If the logged in user is an approver, the [Approve] button and the [Reject] button are provided as on-flow icons. Click the [Reject] button, and the confirmation dialog is displayed for description specification.
5. Click the [Yes] button on the lower right, and an request rejection email is automatically sent to the requester, and the request shifts to the rejected status.

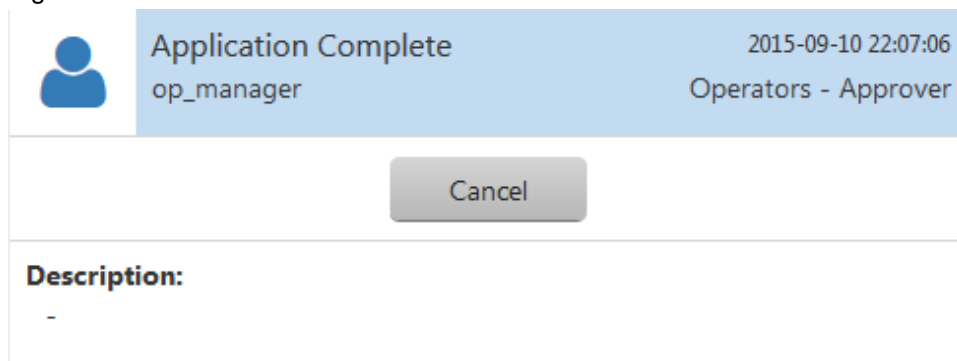
### 5.2.3 Canceling

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This section explains how to cancel requests.

1. Go to the [Request Management] menu in the home window and click the [To the waiting request list] link.
2. The request list is displayed. This list shows only requests in the status of waiting for approval.
3. Click the request name link to the relevant request, and the Request Details window is displayed.
4. The Request Details window shows detailed information and the approval flow. If the login user is the requester, the [Cancel] button is provided as on-flow icons. Click the [Cancel] button, and the confirmation dialog is displayed for description specification.
5. Click the [Yes] button on the lower right, and a request cancellation email is automatically sent to the approver, and the request shifts to the cancel status.

Figure 5.3 Cancel Button



## 5.3 Notification Responding to Request & Approval Operations

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If application, approval, rejection, and cancellation operations of requests are performed, a notification email is automatically sent to the requester and the next approver. The contents of the email are as follow.



Figure 5.4 Example Notification Email

Dear op\_manager,

The following request for approval has been received.

Requested by: op\_manager  
 Request Name: Request for Adding User  
 Request ID: 15  
 Request Date: 2015-09-24 18:13:25  
 Request Result: Approval Completed

\*This mail is delivered from the send-only mail address.  
 Please note that it will not be answered if you directly reply to this mail.

## 5.4 Actions for Requests with Pending Status

This section explains the causes for requests to become pending status and how to support them. In case for requests to become pending status, refer to the cause and action in following table.

Request type	Operation	Cause	Action
Menu	Add	Selected contract is deleted.	Select existing contract, and request again.
		Menu ID is duplicated in the system.	Specify the menu ID which does not exist in the system, request again.
	Modify	Selected menu is deleted.	Menu is already deleted.
	Delete	Platform exists under the menu.	Delete existing platform, and request again.
		Menu is deleted.	Menu is already deleted.
Platform	Add	Selected organization is deleted.	Select existing organization, and request again.
		Platform ID is duplicated in the system.	Specify the platform ID which does not exist in the system, request again.
		Selected administrator is deleted.	Select existing administrator, and request again.
		Selected menu is deleted.	Select existing menu, and request again.
	Modify	Selected organization is deleted.	Select existing organization, and request again.
		Selected administrator is deleted.	Select existing administrator, and request again.
		Platform is deleted.	Platform is already deleted.
	Delete	Service exists under the platform.	Delete existing service, and request again.
		Service is being added under the platform.	After completing to add service, delete all services, and request again.
		Platform is deleted.	Platform is already deleted.
Service	Add	Platform is deleted.	Add platform again, and request again.
		Service ID is duplicated in the system.	Specify the service ID which does not exist in the system, request again.

Request type	Operation	Cause	Action
		Service operation cannot be accepted.	Communication error might happen between manager server and coordination adapter. Error cause is sent by Email to the Email address specified in setting up. For details of action, refer to "Cloud Services Management Operation Guide".
	Modify	Platform is deleted.	Platform is already deleted.
		Service is already deleted.	Service is already deleted.
		Service operation cannot be accepted.	Communication error might happen between manager server and coordination adapter. Error cause is sent by Email to the Email address specified in setting up. For details of action, refer to "Cloud Services Management Operation Guide".
Delete	Service operation cannot be accepted.	Communication error might happen between manager server and coordination adapter. Error cause is sent by Email to the Email address specified in setting up. For details of action, refer to "Cloud Services Management Operation Guide".	
Organization	Add	Selected parent organization is deleted.	Select existing organization, and request again.
		Organization ID is duplicated in the system.	Specify the organization ID which does not exist in the system, request again.
		It is more than the maximum value of organization hierarchy level.	Request again to add organization within the maximum value of organization hierarchy level.
	Modify	Selected parent organization is deleted.	Select existing organization, and request again.
		It is more than the maximum value of organization hierarchy level.	Request again to modify organization within the maximum value of organization hierarchy level.
		The structure of organization is cycled.	Request again with specifying the structure which is not cycled.
		Organization is deleted.	Organization is already deleted.
	Delete	Organization is deleted.	Organization is already deleted.
User	Add	Selected organization is deleted.	Select existing organization, and request again.
		User ID is duplicated in the system.	Specify the user ID which does not exist in the system, request again.
		User operation failed in Directory server.	- Communication with Directory server might fail. Confirm the communication settings with Directory server, and request again. - The entry of same user ID might remain in Directory server. Delete the entry, or, specify different user ID, and request again.
	Modify	Selected organization is deleted.	Select existing organization, and request again.
		User role is modified.	Specify to modify proper role, and request again.
		Selected user is deleted.	User is already deleted.
		User operation failed in Directory server.	Communication with Directory server might fail. Confirm the communication settings with Directory server, and request again.
	Delete	Selected user is deleted.	User is already deleted.
It is administrator user for platform		Modify to the other user for administrator for platform, or, request again after deleting platform.	

Request type	Operation	Cause	Action
		User operation failed in Directory server.	Communication with Directory server might fail. User is deleted on Cloud Services Management, though, the entry of same user ID in Directory server is not deleted. Confirm the entry and communication settings in and with Directory server, and request again.

# Chapter 6 Billing Management

Cloud Services Management measures service usage status and operational status and calculates daily billing. In the Billing window, the calculation results can be viewed.

Planners and Operators can confirm billing by two viewpoints (by Organization and by Menu).

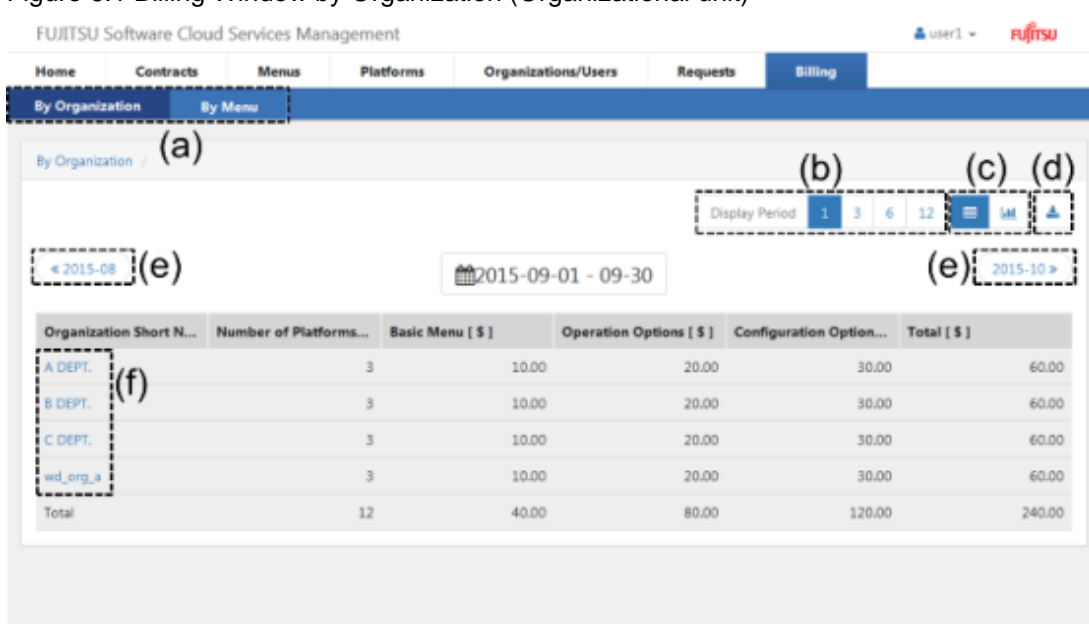
This chapter explains how to perform operations in the Billing window.

## 6.1 Confirming Charges from the Organization Viewpoint

This section explains how to confirm billing from the organization viewpoint.

1. Go to the [Billing Management] menu in the home window and click the [By Organization] link, or click the [Billing] navigation.
2. The Billing window is displayed with accumulated charges displayed in organizational unit.

Figure 6.1 Billing Window by Organization (Organizational unit)



- a. Switch View  
Switches the charge view between organizational unit and menu unit.
- b. Display Period  
Switches between display periods: month, quarter, semi-annual, and annual. In case to display multiple months, the starting month is different depending on the value specified in system information in "Cloud Services Management Operation Guide"
- c. Switch Table/Graph  
Switches the view between list display and graph display. The amounts of graph display indicate total amounts.
- d. Download CSV  
Displayed charges can be downloaded in CSV format.
- e. Switch Page  
Switches between the previous period and the next period.
- f. Switch Organization Hierarchy Level  
Click this to switch to the view in unit of organizations belonging to the selected organization. Drilling down reaches the charge details window in platform unit.

Figure 6.2 Billing Window by Organization (Platform Unit)

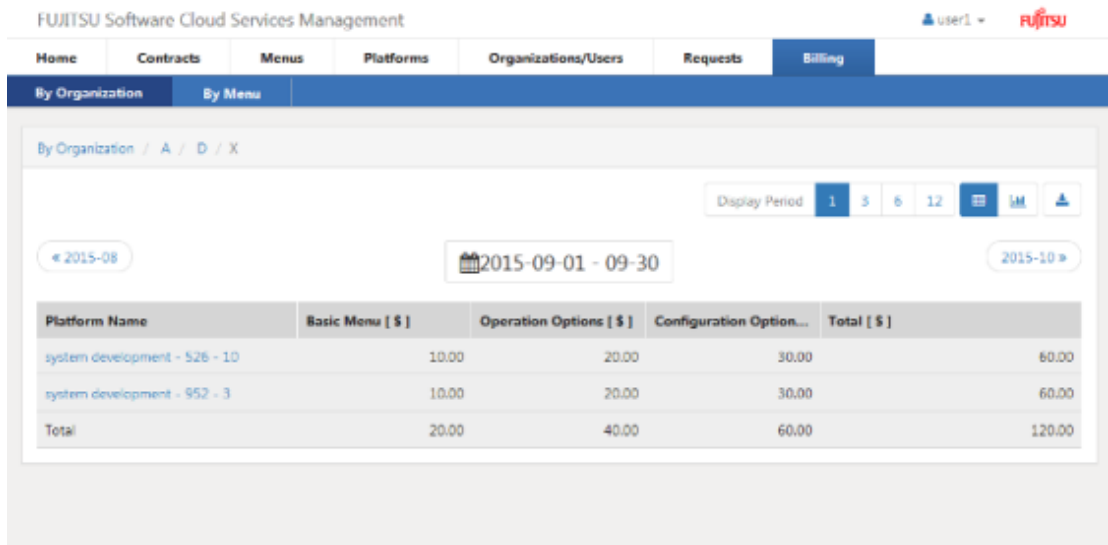
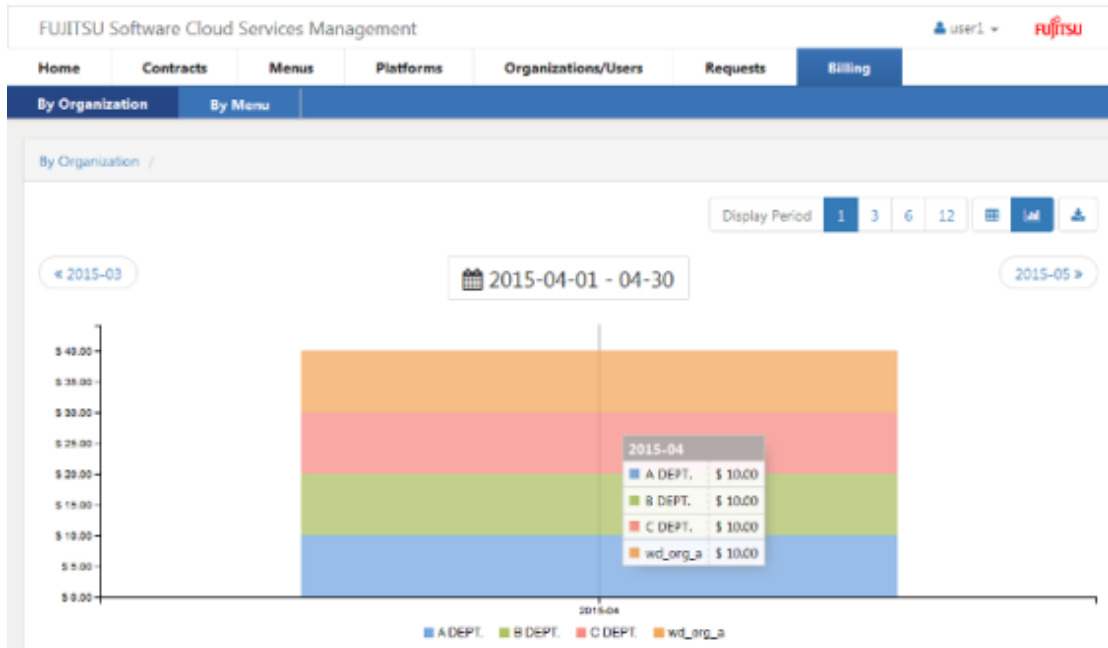


Figure 6.3 Billing Window by Organization: Graph View



**P Point**

Data and data titles displayed in graph view is differently shown depending on the data number included in Display Period.

- Data number is less than 10: in case to hover a mouse cursor over graph, the data are displayed on tooltip as a group.
- Data number is between 10 and 30: in case to hover a mouse cursor over graph, the data is displayed on tooltip one by one.
- Data number is equal to or more than 31: in case to hover a mouse cursor over graph, the data are not displayed. Data tiles are not displayed under the graph. In case to display data and data title, specify the data number as equal to or less than 30 to shorten the Display Period.

## Note

When organizations or platforms are deleted or moved, the following applies regarding billing target organizations and charges.

- When organizations or platforms are deleted

For the resources to which fixed charging is applied, fixed charges are charged.

For the resources to which charging by the amount of use is applied, charges are charged based on the usage time until the corresponding resources are deleted.

- When organizations or platforms are moved

For the resources to which fixed charging is applied, fixed charges are charged to the movement destination organization, not to the movement source organization.

For the resources to which charging by the amount of use is applied, the charges are charged to the movement destination organization based on the usage time of the resources after movement. To the movement source organization, the charges are charged based on the usage time of the resources before movement.

When an organization is moved, the organization before the movement and the organization after the movement are displayed as two different organizations in the [Billing] window.

In case to modify Organization Short Name, Menu Name and Platform Name, the changed names are reflected under following timings.

- Organization Short Name and Menu Name

They are immediately reflected for charges in all period.

- Platform Name

It is reflected since billing calculation after modification for charges after modifying Platform Name.

## Example

When organization B belonging to organization A is moved to organization C, the following organizations are displayed in the [Billing] window.

- In the [Billing] window, for the month when the movement of the organization was performed, organization B is displayed as two different organizations. One belongs to organization A and the other belongs to organization C.
- For the next and subsequent months after the movement, only organization B belonging to organization C is displayed.

## 6.2 Confirming Charges from the Menu Viewpoint

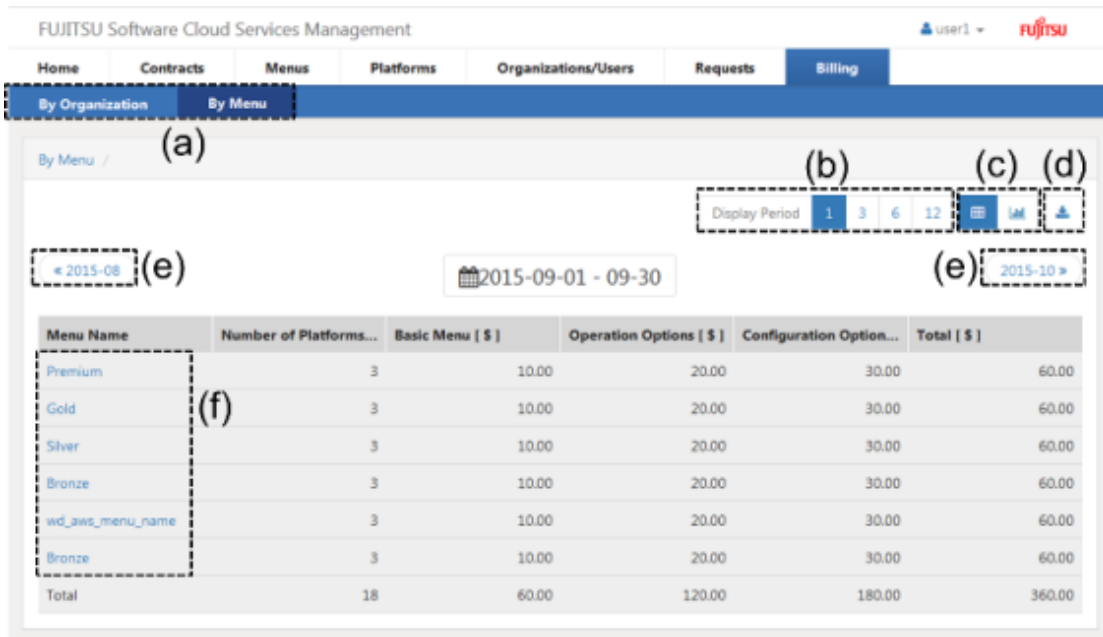
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This section explains how to confirm charges from the menu viewpoint.

1. Go to the [Billing Management] menu in the home window and click the [By Menu] link.

2. The Billing window is displayed with integrated charges in menu unit.

Figure 6.4 Billing Window by Menu



a. Switch View

Switches the charge view between organizational unit and menu unit.

b. Display Period

Switches between display periods: month, quarter, semi-annual, and annual. In case to display multiple months, the starting month is different depending on the value specified in system information in "Cloud Services Management Operation Guide"

c. Switch Table/Graph

Switch the view between list display and graph display. The amounts of graph display indicate total amounts.

d. Download CSV

Displayed charges can be downloaded in CSV format.

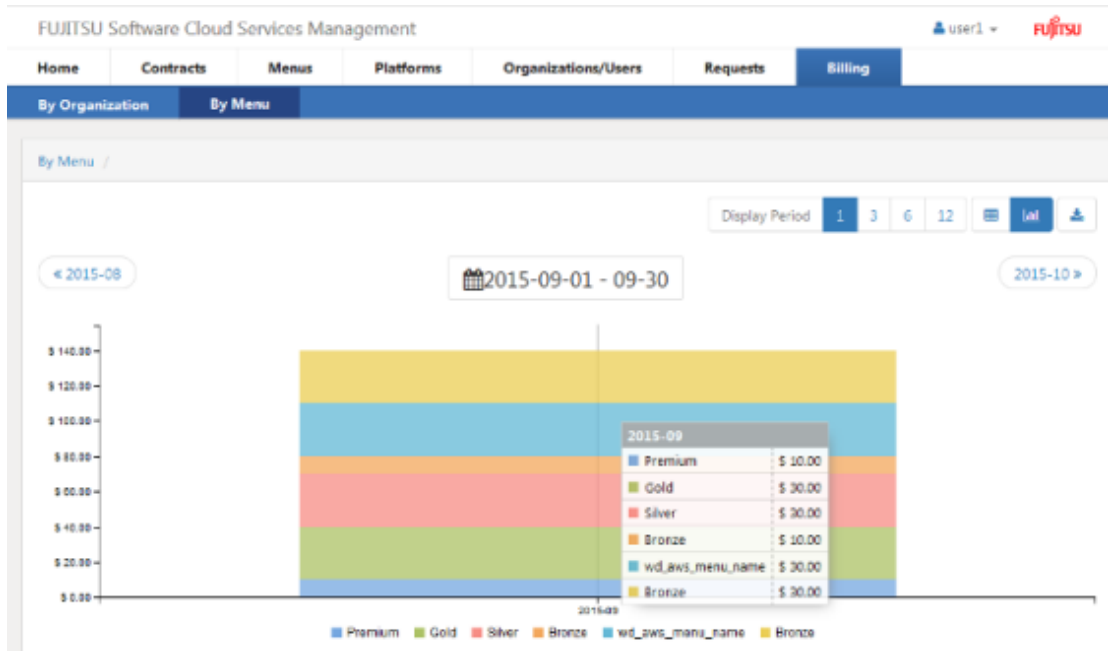
e. Switch Page

Switch between the previous period and the next period.

f. Menu Name

Select and click a menu name to view the accumulated charges in unit of organizations using the selected menu.

Figure 6.5 Billing Window by Menu: Graph View



**P** Point

Data and data titles displayed in graph view is differently shown depending on the data number included in Display Period.

- Data number is less than 10: in case to hover a mouse cursor over graph, the data are displayed on tooltip as a group.
- Data number is between 10 and 30: in case to hover a mouse cursor over graph, the data is displayed on tooltip one by one.
- Data number is equal to or more than 31: in case to hover a mouse cursor over graph, the data are not displayed. Data tiles are not displayed under the graph. In case to display data and data title, specify the data number as equal to or less than 30 to shorten the Display Period.

**Note**

When organizations or platforms are deleted or moved, the following applies regarding billing target organizations and charges.

- When organizations or platforms are deleted

For the resources to which fixed charging is applied, fixed charges are charged.

For the resources to which charging by the amount of use is applied, charges are charged based on the usage time until the corresponding resources are deleted.

- When organizations or platforms are moved

For the resources to which fixed charging is applied, fixed charges are charged to the movement destination organization, not to the movement source organization.

For the resources to which charging by the amount of use is applied, the charges are charged to the movement destination organization based on the usage time of the resources after movement. To the movement source organization, the charges are charged based on the usage time of the resources before movement.

When an organization is moved, the organization before the movement and the organization after the movement are displayed as two different organizations in the [Billing] window.

In case to modify Organization Short Name, Menu Name and Platform Name, the changed names are reflected under following timings.



- Organization Short Name and Menu Name

They are immediately reflected for charges in all period.

- Platform Name

It is reflected since billing calculation after modification for charges after modifying Platform Name.



## Example

When organization B belonging to organization A is moved to organization C, the following organizations are displayed in the [Billing] window.

- In the [Billing] window, for the month when the movement of the organization was performed, organization B is displayed as two different organizations. One belongs to organization A and the other belongs to organization C.
- For the next and subsequent months after the movement, only organization B belonging to organization C is displayed.