FUJITSU Software
Cloud Services Management V1.1.0

User's Guide
for Planner and Operator

Windows(64)

Preface

Purpose of This Document

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

Intended Readers

This manual is written for 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 clouds

- 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 Organization and User Management

Explains the procedures for adding and modifying organization information and the procedures for adding and modifying users.

Chapter 3 Contract Management

Explains the operations for adding and modifying contracts.

Chapter 4 Menu Management

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

Chapter 5 Request Management

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

Chapter 6 Billing Management

Explains the method for checking incurred usage charges.

For details regarding project management and platform management, refer to the "FUJITSU Software Cloud Services Management User's Guide for Platform Provider".

Positioning of This Document

Refer to the "FUJITSU Software Cloud Services Management 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 "FUJITSU Software Cloud Services Management 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

Proper Name	Abbreviation
Amazon Web Services	AWS
FUJITSU Cloud Service K5	K5
VMware vSphere	VMware
ServerView Operations Manager	SVOM

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Contents

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:

- Contract Management

- Menu Management

- Platform Management

- Organization/User Management

- Request Management

- Billing Management

- Project Management

This manual explains the menu operations performed by service planners and cloud service operators for the above features.

1.1 Accessing the Cloud Management Portal

This section explains the procedure for accessing the Cloud Management Portal window.

Login

Click the link contained in an email or another system, or enter the URL notified in a browser address bar, and the following [Login] window is displayed.

Figure 1.1 Login Window
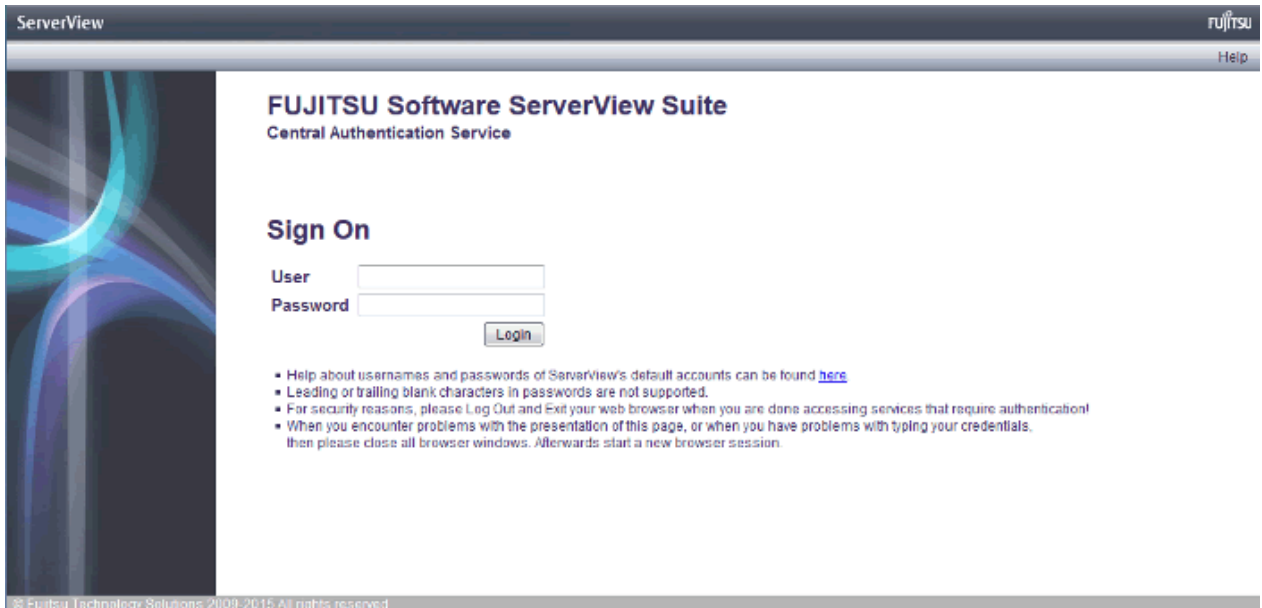
In the [Login] window, enter the user ID and password provided through email in the corresponding fields, and then click the [Login] button.

1.2 Home Window

This section explains the contents displayed in the [Home] window.

The [Home] window menu displayed after login displays available operations depending on the user role (for details on authority and available controls, please refer to "2.1 Roles").

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The menu name changes to [** Management] or [Refer to **] depending on the operation authority of the login user.

For example, for a user with addition, modification and deletion authorities, the [Project Management] menu is displayed. The [Refer to Projects] menu is displayed for users who have only reference authorities.

Figure 1.2 Home Window
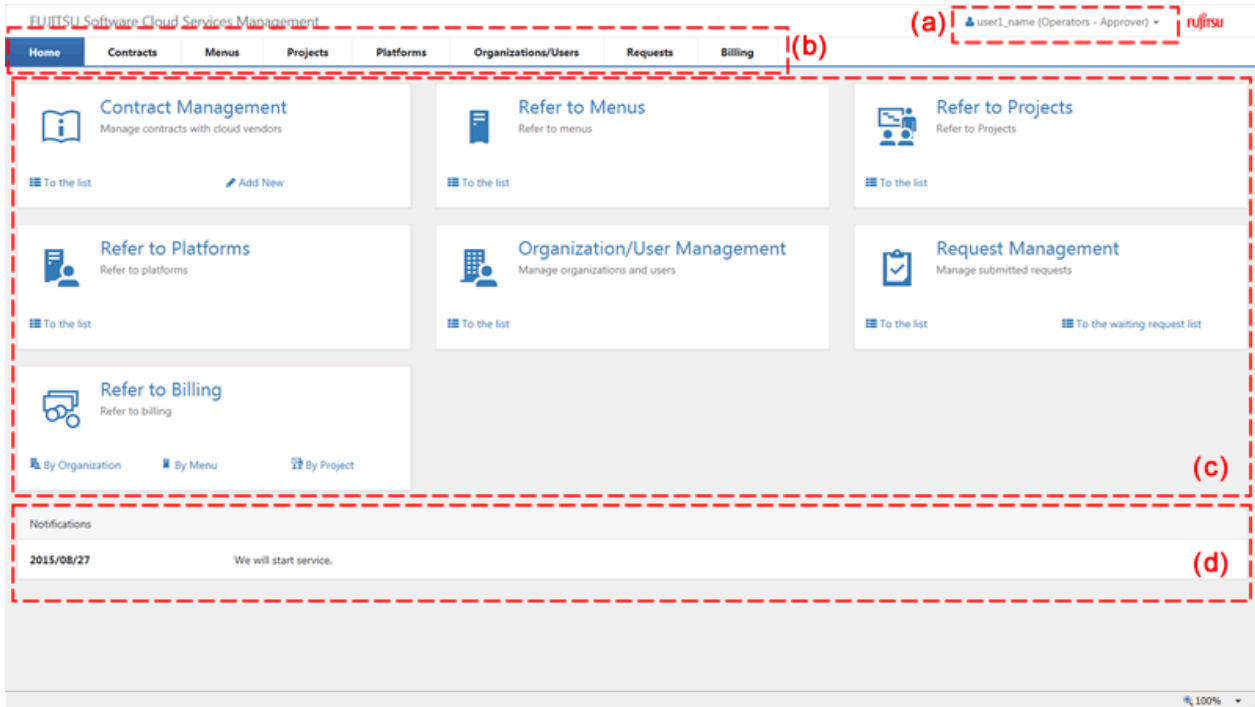
a. Login user

The user currently logged in is displayed. Click the user to select the [Help], [Profile], or [Log Out] menus.

Help

The list of manuals for Cloud Services Management is displayed in a separate window.

Profiles

The user information of the currently logged in user is displayed. Also allows for changes to be made. The password can also be changed here.

Changes to the profile do not require approval, so any modifications made are reflected immediately.

The following items can be modified.

- User Name

Any UTF-8 format character string up to 64 characters in length, excluding control characters such as line feeds can be specified.

- Description

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

- Email Address

A character string up to 256 characters in length which qualifies as a "/^[\w\.\-]+@(?:[\w\-]+\.)+[\w\-]+$/" regular expression can be specified. If X is defined as a string which contains alphanumeric characters, hyphens ("-"), and underscores ("_"), and Y contains X and periods ("."), the format of the regular expression is "Y@X.X".

- Contact Information

    Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

- Password

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

- User Specific Information

    Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

📝 Note

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When using Active Directory as the coordinated directory service with SVOM, the entry field [Password] is not displayed and modification is not possible.

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Switch Role

The role of the login user can be changed. Switching roles does not require approval, so the change is reflected immediately. The [Switch Role] menu is displayed only for users who possess multiple roles.

- Role before switching

    The name of the role used by the login user is displayed.

- Role after switching

    The login user selects the role to switch to. When a user has three roles, multiple roles to switch to are displayed.

    When the role switchover completes, the [Home] window is displayed.

    In this product, the operations of multiple roles cannot be performed using a single account at the same time. For example, if the same account is logged in on multiple browsers, if the role is switched on one browser, an error will occur when operating another browser. When such an error occurs, logging in again enables operations using the role after switching.

Logout

Allows users to log out of the Cloud Management Portal.

b. Navigation tabs

Clicking a tab switches the window between pages.

c. Main

Available window menus are displayed depending on the authority level of the user. Clicking a menu name displays the corresponding window. Within each menu, available links such as [To the list] and [Add New] are provided depending on the user's authority level.

For the details regarding the available window menus, refer to Chapter 2 or later in this manual. For the Project Management and Platform Management menus, refer to the "FUJITSU Software Cloud Services Management User's Guide for Platform Provider".

When the currently logged in role is an operator or a planner, only reference is possible for projects and platforms.

d. Notifications

Notifications from the operators are displayed.

📝 Note

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This note explains the corrective actions to take if problems occur on the Cloud Management Portal.

- If the Cloud Management Portal window is maximized in a web client and the Windows taskbar is set to auto-hide, the buttons locked on the bottom section of the Cloud Management Portal window will be covered up when the Windows taskbar appears, preventing you from clicking on them. To click these buttons, disable maximization of the web client.

- If the user information of a login user is modified due to the operations of another user or another session, the session information becomes outdated, and the operations performed by the logged in user may not be reflected on the system, buttons may not be displayed, etc. Press the [F5] key or click the [Refresh] button of the Web browser to update the session information.

- Under following conditions, an error dialog is shown which states that communication with the management server has failed. To correct the error, log in again to the Cloud Management Portal.

   - When a user has not performed operations on the Cloud Management Portal for 30 minutes.

   - When services of the management server of the Cloud Services Management are restarted while a user is logged in.

   - When the session information on the web browser is deleted by operations in another window.

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This section explains the points to keep in mind when operating the Cloud Management Portal.

In the Cloud Management Portal, the items to be configured by selected from several choices are selected from a list box. When there is only one option in a list box, the option is automatically selected, and modification is not possible.

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Chapter 2 Organization and User Management

Organization information shows organizations to which users belong and configures the approval flow for each added user. It also manages the accounting information of platforms. Organizations can have hierarchical structures, and under them platform provider users and organizations can be created.

"Users" refers to all users who use the Cloud Management Portal.

Users are mainly managed by operators. Depending on the operation type, representatives under platforms can be managed by the platform providers who manage their respective platforms.

This chapter explains how to perform operations of the organization information and users in the Cloud Management Portal, and the authority granted to different users.

2.1 Roles

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

When creating a user, be sure to assign the appropriate role.

Operation Authorities of Platform Providers

Platform providers develop and provide platforms or applications using clouds.

Platform provider users possess organization information.

Table 2.1 Operation Authorities of Platform Providers

Menu	Approver	Representative
Contract Management	No authorities	No authorities
Menu Management	Reference	Reference
Project Management	Add Modify/Delete (Refer to "Roles in Projects")	Modify/Delete (Refer to "Roles in Projects")
Platform Management	Refer to "Roles in Projects"	Refer to "Roles in Projects"
Organization/User Management	Reference of the organization information in the platform provider's own organization Add/Modify/Delete of the user information in the platform provider's own organization	Reference of the organization information in the platform provider's own organization Add/Modify/Delete of the user information in the platform provider's own organization
Request Management	Request/Cancel/Approve/Reject	Request/Cancel
Billing Management	Reference by organization in the platform provider's own organization/reference by project of the projects to which the platform provider belongs	Reference by organization in the platform provider's own organization/reference by project of the projects to which the platform provider belongs

Operation Authorities of Operators

Operators handle the operation and maintenance of Cloud Services Management.

In addition to the approver and representative roles, operators can be configured with the administrator role.

The administrator role has operation authority for all resources except those related to requests. The administrator role is used to perform special operations related to maintenance and operation, such as investigating and recovering from failures, and verifying connections with external clouds.

Operator users do not possess organization information.

Table 2.2 Operation Authorities of Operators

Menu	Approver	Representative	Administrator
Contract Management	Add/Modify/Delete	Add/Modify/Delete	Add/Modify/Delete
Menu Management	Reference	Reference	Add/Modify/Delete
Project Management	Reference	Reference	Add/Modify/Delete
Platform Management	Reference	Reference	Add/Modify/Delete
Organization/User Management	Add/Modify/Delete	Add/Modify/Delete	Add/Modify/Delete
Request Management	Request/Cancel/Approve/ Reject	Request/Cancel/Approve/ Reject	Request
Billing Management	Reference By Organization Reference By Menu Reference By Project	Reference By Organization Reference By Menu Reference By Project	Reference By Organization Reference By Menu Reference By Project

Operation Authorities of Planners

Planners handle the selection of clouds to be used by a company and the cloud contracts.

Planner users do not possess organization information.

Table 2.3 Operation Authorities of Planners

Menu	Approver	Representative
Contract Management	Reference	Reference
Menu Management	Add/Modify/Delete	Add/Modify/Delete
Project Management	Reference	Reference
Platform Management	Reference	Reference
Organization/User Management	Reference only of organization information Add/Modify/Delete of user information	Reference only of organization information Add/Modify/Delete of user information
Request Management	Request/Cancel/Approve/Reject	Request/Cancel
Billing Management	Reference By Organization Reference By Menu Reference By Project	Reference By Organization Reference By Menu Reference By Project

Dual Roles

Dual roles can be assigned to users.

The following dual roles can be assigned:

- Planners & Platform Providers - Approver

- Planners & Platform Providers - Representative

- Operators & Platform Providers - Approver

- Operators & Platform Providers - Privileged Approver

- Operators & Platform Providers - Representative

- Operators & Platform Providers - Privileged Representative

- Operators - Privileged Approver

- Operators - Privileged Representative

When a dual role user performs an operation for a department, the user's role must be switched accordingly.

However, users can cancel their own requests without switching roles.

![Note icon] **Note**

A user cannot be both an approver and a representative.

Roles in Projects

Project users have roles valid within the relevant project in addition to the approver or representative role. During creation of a project, a role is granted to each user added as a project member.

This role determines the user's authorities for service operations targeting the project and platforms in the project.

Project Manager

The project manager role is granted to the user who created the project.

Projects can be created by users who have the platform provider approver role.

Project managers can manage, modify, and delete information of the relevant project.

Project User

The project user role is granted to the members added to the project.

Users who have this role can use platforms added to the project and services added to those platforms.

Each role has the following operation authorities.

Service operations refer to the starting and stopping of virtual machines, and the creation, restoration, and deletion of snapshots.

Table 2.4 Project Roles and Authorities

Project Role	Projects	Platforms	Services
Project Manager	Modify/Delete Add/Delete of project members	Add/Modify/Delete	Add/Modify/Delete Service Operations
Project User	Add/Delete of project members	Add/Modify/Delete	Add/Modify/Delete Service Operations

2.2 Confirming Organizations and 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 tab.

2. The [Organization/User List] window is displayed. In this window, the following information can be confirmed:

   - [Organization List] shows the top organization.

   - [Accounting Code List] shows a list of the accounting codes which are not allocated to an organization.

- [Planners - User List] shows users assigned the planners role.

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

Figure 2.1 Organization/User List Window

3. From [Organization List], click the name of an organization to confirm the details of the organization. In the Details window, a list of organizations under the selected organization is provided as [Organization List]. From this list, select the organization names sequentially to confirm organizations in hierarchical order.

4. Along with the detailed information of the organization, users belonging to that organization are shown in [User List]. In addition, the [Accounting Code List] shows a list of the accounting codes allocated to the organization. In [User List], click a user name to confirm the detailed information of that user.

Note
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- **Display of Platform Provider Users**

  Users who are platform providers in addition to another department are displayed in the [User List] under the [Organization List].

For example, a user who is a platform provider approver and an operator approver is not displayed in [Operators - User List], and is instead only displayed in [User List] of the organization to which the user belongs.

- **Display of Accounting Codes**

In the [Organization/User List] window in which [Organization Name] is not selected, the accounting codes which are not allocated to an organization are displayed.

In the [Organization/User List] window in which [Organization Name] is selected and the organization details are displayed, the accounting code which is allocated to the organization is displayed.

The accounting code is created using the accounting code operation command. For details on operations related to accounting codes, refer to "Accounting Code Operation Commands" in the "FUJITSU Software Cloud Services Management Operation Guide".

2.3 Management of Organization Information

This section explains how to add, modify, and delete organization information, and the approval flow for the addition of organization information.

2.3.1 Adding Organizations

This section explains how to add organization information.

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 tab. The [Organization/User List] window is displayed.

2. Click the [Add Organization] button located on the right of the organization list to switch to the Wizard screen. The [Add Organization] button is located in the [Organization/User List] window or the [Details] window selectable from the [Organization/User List] window.

3. Specify the details using the wizard. Click the [Next] button to proceed. Clicking the [Cancel] button discards all of the entries.

4. Specify the following items:

Organization Name (Required)

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

Any UTF-8 format character string up to 64 characters in length, excluding control characters such as line feeds can be specified.

Organization ID (Required)

This ID distinguishes the information of the organization from that of other organizations. This item can only be specified during addition. Specify a unique value that is unlikely to require changing, such as the department code.

Do not specify an organization ID which has already been added.

A character string up to 32 characters in length containing lower-case alphanumeric characters, hyphens ("-"), underscores ("_") and periods (".") can be specified. The beginning character must be a lower-case alphanumeric character.

Parent Organization Short Name: Organization ID (Unselectable)

Only displayed when adding an organization with an organization above it in a hierarchy. The organization from the window in which the add button was clicked is automatically shown.

Organization Short Name (Required)

The abbreviated name of the organization that the platform belongs to. Used when organizations are displayed side-by-side in a window, such as a Platform List.

Any UTF-8 format character string up to 64 characters in length, excluding control characters such as line feeds can be specified.

Description

Specify a description (comment) about the organization information.

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

Organization Specific Information (Up to Five Entries)

The items to be specified will vary depending on the details defined in the system information, which is explained in the "FUJITSU Software Cloud Services Management Operation Guide". Specify values according to the description of the items in the window.

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

5. Clicking the [Next] button displays the [Confirmation] window. To correct any incorrect entries, go back to the previous windows for entry using the [Prev] button and make any necessary corrections.

6. Click the [Request] button in the [Confirmation] window. The request is indicated as waiting processing, and a request for approval email is automatically sent to the approvers.

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Moving organization information can be performed by changing the parent organization in the organization information.

The value of the parameter "org.depth.max", which is specified in the system information explained in the "FUJITSU Software Cloud Services Management Operation Guide", is the maximum number of hierarchical levels which can be created in an organization.
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2.3.2 Modifying Organization Information

This section explains how to modify organization information.

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 tab.

2. The [Organization/User List] window is displayed.

3. In the list labelled 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 Details. The following items can be modified:

   - Organization Name

   - Parent Organization

   - Organization Short Name

   - Description

   - Organization Specific Information

6. Clicking the [Next] button displays the [Confirmation] window. To correct any incorrect entries, go back to the previous windows for entry using the [Prev] button and make any necessary corrections.

7. Click the [Request] button in the [Confirmation] window. The request is indicated as waiting processing, and a request for approval email is automatically sent to the approvers.

2.3.3 Deleting Organization Information

This section explains how to delete organization information.

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 tab.

2. The [Organization/User List] window is displayed.

3. In the list labelled as [Organization List], click the relevant organization name.

4. The [Organization/User Details] window is displayed.

5. Clicking the [Delete] button on the upper right in Details displays the [Confirmation] window.

6. Clicking the [Yes] button on the lower right in the displayed [Confirmation] window causes the request to be indicated as waiting processing, and a request for approval email is automatically sent to the approvers.

⚠ Note

Organizations with added child organizations or users cannot be deleted. Perform a transfer or another operation to remove the resources belonging to a platform before deleting it. Upon request or approval of a request for deletion, an error occurs if there are any organizations or users belonging to the target organization.

2.3.4 The Approval Process

Operator Representative and Approver Operations

In the process of addition, modification, and deletion of organization information, a request is submitted and the status of the organization changes to under request for the corresponding operation.

Use the following route to approve requests for addition, modification, and deletion of organization information.

Figure 2.2 The Organization Information Approval Flow
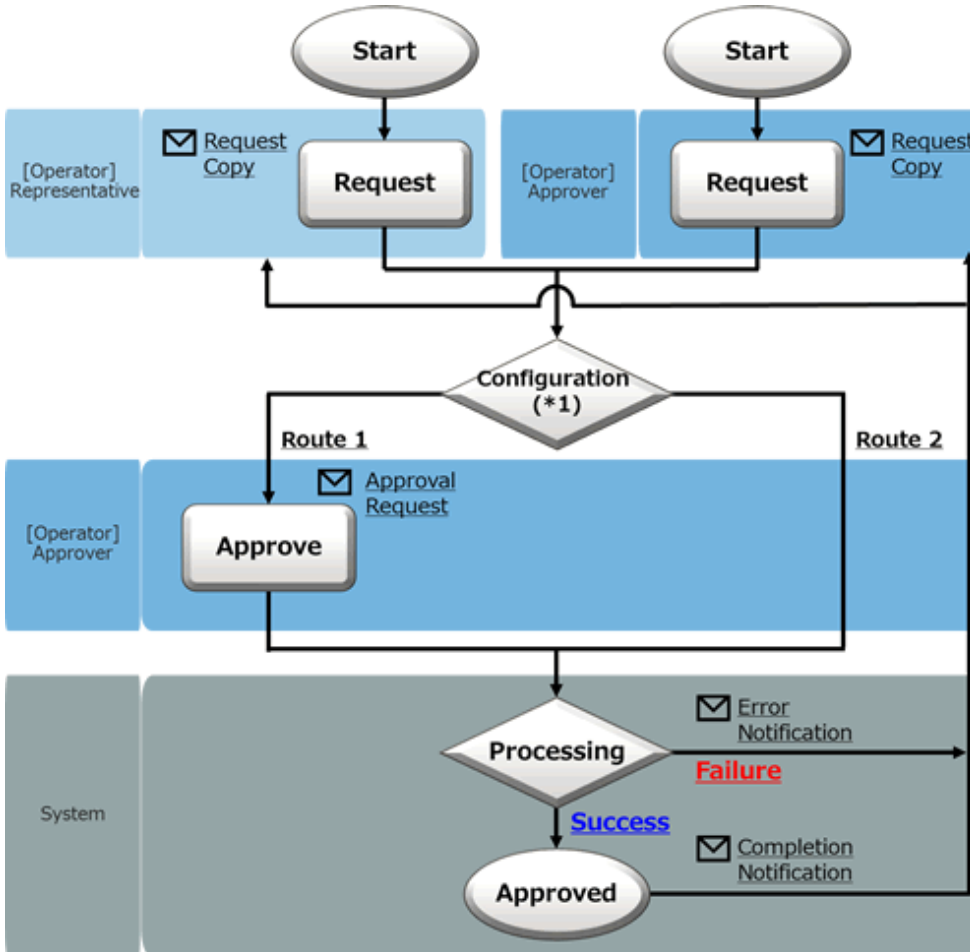
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*1: The approval flow is defined according to the configuration. For details on how to configure the approval flow, refer to "Approval Flow Configuration Information" in the "FUJITSU Software Cloud Services Management Operation Guide".

In [Operation] in the diagram above, not only approval, but also rejection and cancellation operations can be performed. For details on operations and statuses of requests, refer to "Figure 5.1 Changes in Request Status".

Email Notifications Related to Approvals

After a request is submitted, a request for approval email is sent to all subsequent approvers in the approval flow.

In addition, a notification email with a copy of the request is sent to the user who performs the operation.

After the final approval is granted, the details of the addition or modification are reflected to the system. Upon reflection, a notification of approval completion email is sent to the requester. When the reflection fails for some reason, an error notification email is sent to the requester (TO) and the request operator (CC).

Confirmation of Request Statuses

To confirm the approval statuses and details of requests for addition, modification, and deletion, view the [Request Management] window.

For details on how to perform the main operations in the [Request Management] window, refer to "Chapter 5 Request Management".

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When performing addition, modification, or deletion using the administrator role, as approval is granted immediately, no approval operations are necessary.
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2.4 User Management

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

2.4.1 Adding Users (Platform Providers)

This section explains how to add platform provider users.

Platform provider users can create operator users or platform provider 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 tab. The [Organization/User List] window is displayed.

2. From the list labelled [Organization List], select the highest level organization to which the user will be added.

3. A list of organizations and users belonging to the selected organization is displayed. From [Organization List], select in order the organization names up to the relevant hierarchical level.

4. While [Details] shows the target organization 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 added user belongs is automatically set.

   User Name (Required)

       This name is displayed in lists and other locations.

       Any UTF-8 format character string up to 64 characters in length, excluding control characters such as line feeds can be specified.

   User ID (Required)

       This ID distinguishes the information of the user from that of other users. This item can only be specified during addition.

       Do not specify a user ID which has already been added.

       A character string up to 320 characters in length containing alphanumeric characters, hyphens ("-"), underscores ("_"), periods ("."), and at marks ("@") can be specified.

Note

The character input is case insensitive, so user IDs that only differ by the cases of the characters used will be recognized as the same user ID. For example, if "User" has been added, then "user" cannot be added.

Role (Required)

Select the user's authority.

- Platform Providers - Approver

- Platform Providers - Representative

- Planners & Platform Providers - Approver

- Planners & Platform Providers - Representative

- Operators & Platform Providers - Approver

- Operators & Platform Providers - Privileged Approver [*]

- Operators & Platform Providers - Representative

- Operators & Platform Providers - Privileged Representative [*]

  * Note: Only selectable when addition is performed by an administrator.

  For details on authority, please refer to "2.1 Roles".

Description

Specify a description (comment).

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

Email Address (Required)

Specify the user's email address. During the approval process, notification emails will be sent to this email address.

A character string up to 256 characters in length which qualifies as a "/^[\w\.\-]+@(?:[\w\-]+\.)+[\w\-]+$/" regular expression can be specified. If X is defined as a string which contains alphanumeric characters, hyphens ("-"), and underscores ("_"), and Y contains X and periods ("."), the format of the regular expression is "Y@X.X".

Contact Information (Required)

Specify the user's contact information.

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

Password (Required)

Specify the password for authentication to be used by the user when logging in.

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

Confirm Password (Required)

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

User Specific Information (Up to Five Entries)

The items to be specified will vary depending on the details defined in the system information, which is explained in the "FUJITSU Software Cloud Services Management Operation Guide". Specify values according to the description of the items in the window.

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

6. Clicking the [Next] button displays the [Confirmation] window. To correct any incorrect entries, go back to the previous windows for entry using the [Prev] button and make any necessary corrections.

7. Click the [Request] button in the [Confirmation] window. The request is indicated as waiting processing, and a request for approval email is automatically sent to the approvers.

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

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When using Active Directory as the coordinated directory service with SVOM, the following points must be noted:

- It is necessary to add the same user as the user to be added on Active Directory. When there is no entry on Active Directory, login to the Cloud Management Portal is not possible. To add a user, it is necessary for an operator to add the same user in an entry on Active Directory before the final approval is processed.

- The [Password] and [Confirm Password] entry fields are no longer displayed, and modification is not possible.

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2.4.2 Adding Users (Planners and Operators)

This section explains how to add users to planners and operators. Unlike platform providers, planners and operators are added as distinctive resources that do not belong under any organizations.

Planner users can create operator and planner users.

Operator users can create operator 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 tab. The [Organization/User List] 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:

User Name (Required)

This name is displayed in lists and other locations.

Any UTF-8 format character string up to 64 characters in length, excluding control characters such as line feeds can be specified.

User ID (Required)

This ID distinguishes the information of the user from that of other users. This item can only be specified during addition.

Do not specify a user ID which has already been added.

A character string up to 320 characters in length containing alphanumeric characters, hyphens ("-"), underscores ("_"), periods ("."), and at marks ("@") can be specified.

Note

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The character input is case insensitive, so user IDs that only differ by the cases of the characters used will be recognized as the same user ID. For example, if "User" has been added, then "user" cannot be added.

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Role (Required)

Select the user's authority.

When adding a user to planners, select from the following:

- Planners - Approver

- Planners - Representative

When adding a user to operators, select from the following:

- Operators - Approver

- Operators - Representative

- Operators - Administrator[*]

- Operators - Administrator Approver[*]

- Operators - Administrator Representative[*]

* Note: Only selectable when addition is performed by an administrator.

For details on authority, please refer to "2.1 Roles".

Description

Enter a description (comment) about the user information.

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

Email Address (Required)

Specify the user's email address. During the approval process, notification emails will be sent to this email address.

A character string up to 256 characters in length which qualifies as a "/^[\w\.\-]+@(?:[\w\-]+\.)+[\w\-]+$/" regular expression can be specified. If X is defined as a string which contains alphanumeric characters, hyphens ("-"), and underscores ("_"), and Y contains X and periods ("."), the format of the regular expression is "Y@X.X".

Contact Information (Required)

Specify the user's contact information.

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

Password (Required)

Specify the password for authentication to be used by the user when logging in.

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

Confirm Password (Required)

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

User Specific Information (Up to Five Entries)

The items to be specified will vary depending on the details defined in the system information, which is explained in the "FUJITSU Software Cloud Services Management Operation Guide". Specify values according to the description of the items in the window.

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

4. Clicking the [Next] button displays the [Confirmation] window. To correct any incorrect entries, go back to the previous windows for entry using the [Prev] button and make any necessary corrections.

5. Click the [Request] button in the [Confirmation] window. The request is indicated as waiting processing, and a request for approval email is automatically sent to the approvers.

Note

When using Active Directory as the coordinated directory service with SVOM, the following points must be noted:

- It is necessary to add the same user as the user to be added on Active Directory. When there is no entry on Active Directory, login to the Cloud Management Portal is not possible. When a planner user adds a user, it is necessary for an operator to add the same user in an entry on Active Directory before the final approval is processed.

- The [Password] and [Confirm Password] entry fields are no longer displayed, and modification is not possible.

2.4.3 Modifying Users

This section explains how to modify 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 tab.

2. The [Organization/User List] window is displayed.

3. From the list labelled as [Organization List], select the highest level organization to which the user to be modified belongs.

   Planner or operator users can click the relevant user names in [User List] in each department. In this case, proceed to step 6.

4. A list of organizations and users belonging to the selected organization is displayed. From [Organization List], select in order the organization names up to the relevant hierarchical level.

5. While [Details] shows the target organization for user modification, click the relevant user name in [User List].

6. The [User Details] window is displayed. Clicking the [Modify] button enables the editing of details. The following items can be modified:

   - User Name

   - Organization Short Name: Organization ID

   - Role

   - Description

   - Email Address

   - Contact Information

   - Password

   - User Specific Information

🅿 Point
. . . .

[Organization Short Name: Organization ID] is displayed only when modifying a platform provider user.
. . . .

7. Clicking the [Next] button displays the [Confirmation] window. To correct any incorrect entries, go back to the previous windows for entry using the [Prev] button and make any necessary corrections.

8. Click the [Request] button in the [Confirmation] window. The request is indicated as waiting processing, and a request for approval email is automatically sent to the approvers.

📒 Note
. . . .

- When using Active Directory as the coordinated directory service with SVOM, the [Password] and [Confirm Password] entries are no longer displayed, and modification is not possible.

- The user role of operator or planner cannot be modified to the role of platform provider, nor can either role be possessed in conjunction with the role of platform provider. For details, check the following explanation of modifying roles.

- By modifying the role of a user who is a project manager from platform provider approver to another role, the conditions required for the user to be a project manager are no longer satisfied. Therefore, modify the project manager to another user with the platform provider approver role.
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Modifying Roles

When modifying a user role, the roles which a user can be configured to are limited based on the user's original role.

	Available Roles														
		P-A	P-R	O-A	O-R	PP-A	PP-R	O-AD	P-A + PP-A	P-R + PP-R	O-A + PP-A	O-R + PP-R	O-A + O-AD	O-R + O-AD	O-A + PP-A + O-AD	O-R + PP-R + O-AD
User Role Before Modification	P-A	–	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No
	P-R	Yes	–	No	No	No	No	No	No	No	No	No	No	No	No	No
	O-A	No	No	–	Yes	No	No	Yes	No	No	No	No	Yes	Yes	No	No
	O-R	No	No	Yes	–	No	No	Yes	No	No	No	No	Yes	Yes	No	No
	PP-A	No	No	No	No	–	Yes	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes
	PP-R	No	No	No	No	Yes	–	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes
	O-AD	No	No	Yes	Yes	No	No	–	No	No	No	No	Yes	Yes	No	No
	P-A + PP-A	No	No	No	No	Yes	Yes	No	–	Yes	Yes	Yes	No	No	Yes	Yes
	P-R + PP-R	No	No	No	No	Yes	Yes	No	Yes	–	Yes	Yes	No	No	Yes	Yes
	O-A + PP-A	No	No	No	No	Yes	Yes	No	Yes	Yes	–	Yes	No	No	Yes	Yes
	O-R + PP-R	No	No	No	No	Yes	Yes	No	Yes	Yes	Yes	–	No	No	Yes	Yes
	O-A + O-AD	No	No	Yes	Yes	No	No	Yes	No	No	No	No	–	Yes	No	No
	O-R + O-AD	No	No	Yes	Yes	No	No	Yes	No	No	No	No	Yes	–	No	No
	O-A + PP-A + O-AD	No	No	No	No	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	–	Yes
	O-R + PP-R + O-AD	No	No	No	No	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	Yes	–

Yes: Modification is possible

No: Modification is not possible

P-A: Planners - Approver

P-R: Planners - Representative

O-A: Operators - Approver

O-R: Operators - Representative

PP-A: Platform Providers - Approver

PP-R: Platform Providers - Representative

O-AD: Operators - Administrator

2.4.4 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 tab.

2. The [Organization/User List] window is displayed.

3. From the list labelled as [Organization List], select the highest level organization to which the user to be deleted belongs.

4. A list of organizations and users belonging to the selected organization is displayed. From [Organization List], select in order the organization names up to the relevant hierarchical level.

5. While [Details] shows the target organization for user deletion, click the relevant user name in [User List].

6. The [User Details] window is displayed.

7. Clicking the [Delete] button on the upper right of Details displays the [Confirmation] window.

8. Clicking the [Yes] button on the lower right in the displayed [Confirmation] window causes the request to be indicated as waiting processing, and a request for approval email is automatically sent to the approvers.

> **📒 Note**
>
> - When deleting a user who is specified as a platform manager, note that the user can only be deleted after specifying another user as the manager of the relevant platform.
>
> - If communication with the directory service of SVOM fails, the user information may remain on the LDAP. For details, refer to the manuals for SVOM.
>
> - When deleting a user who is specified as a project manager, note that the user can only be deleted after specifying another user as the manager of the relevant project.
>
> - When deleting a user who is added as a project manager, request another project manager to delete that user as a project manager.

2.4.5 The Approval Process

In the process of addition, modification, and deletion of a user, a request is submitted and the status of the user changes to under request for the corresponding operation.

Use the following route to approve addition, modification, and deletion of users requested by operators.

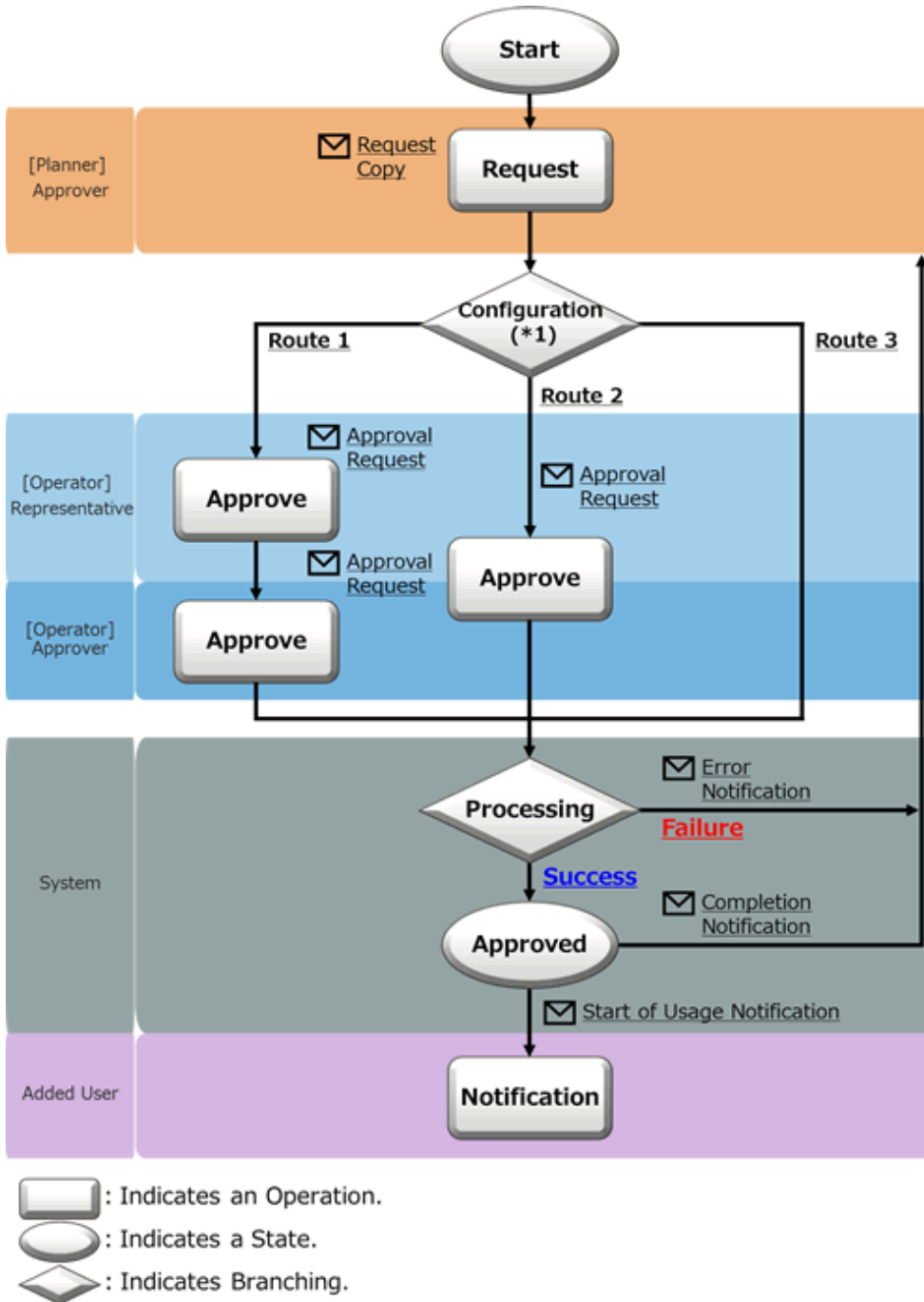Figure 2.3 The User Information Approval Flow (for Operators)
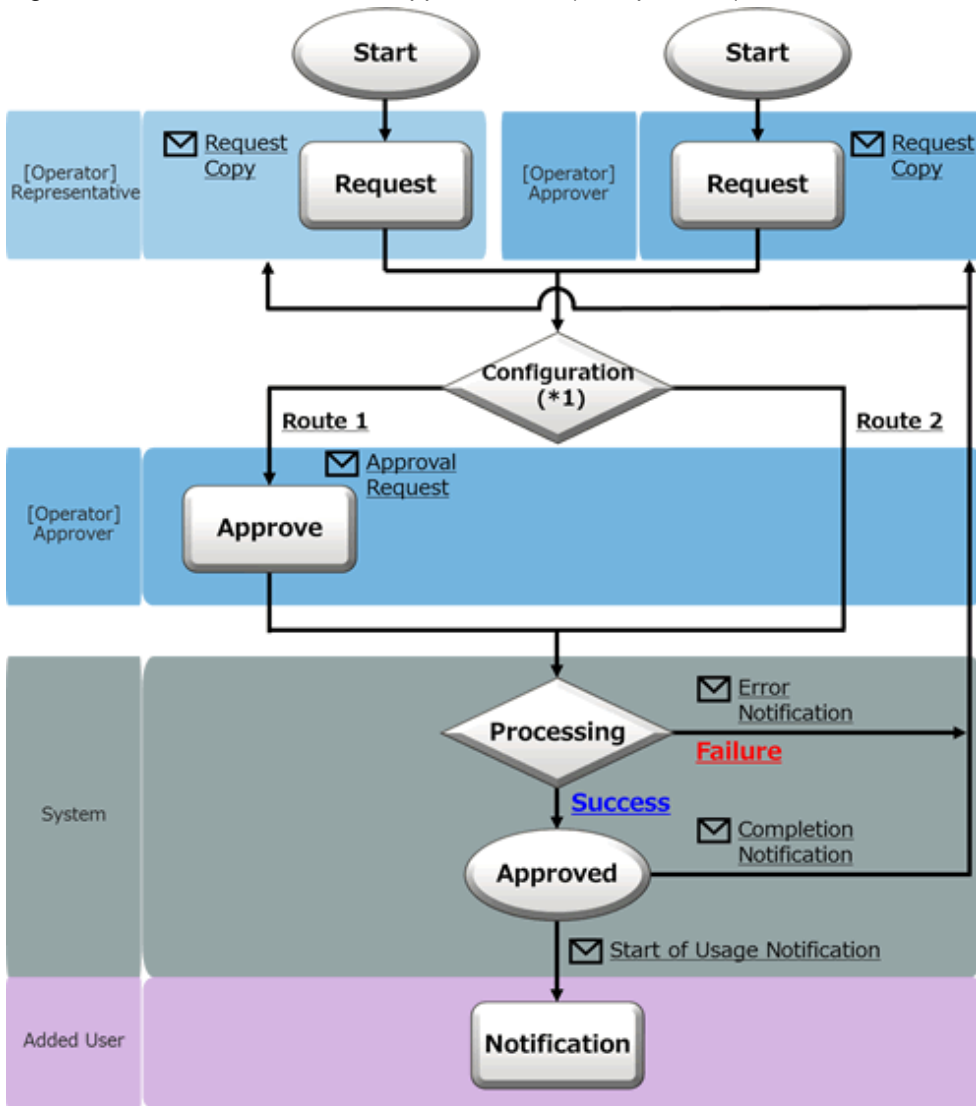
*1: The approval flow is defined according to the configuration. For details on how to configure the approval flow, refer to "Approval Flow Configuration Information" in the "FUJITSU Software Cloud Services Management Operation Guide".

In [Operation] in the diagram above, not only approval, but also rejection and cancellation operations can be performed. For details on operations and statuses of requests, refer to "Figure 5.1 Changes in Request Status".

Use the following route to approve addition, modification, and deletion requested by planner representatives.

Figure 2.4 The User Information Approval Flow (for Planners - Representative)
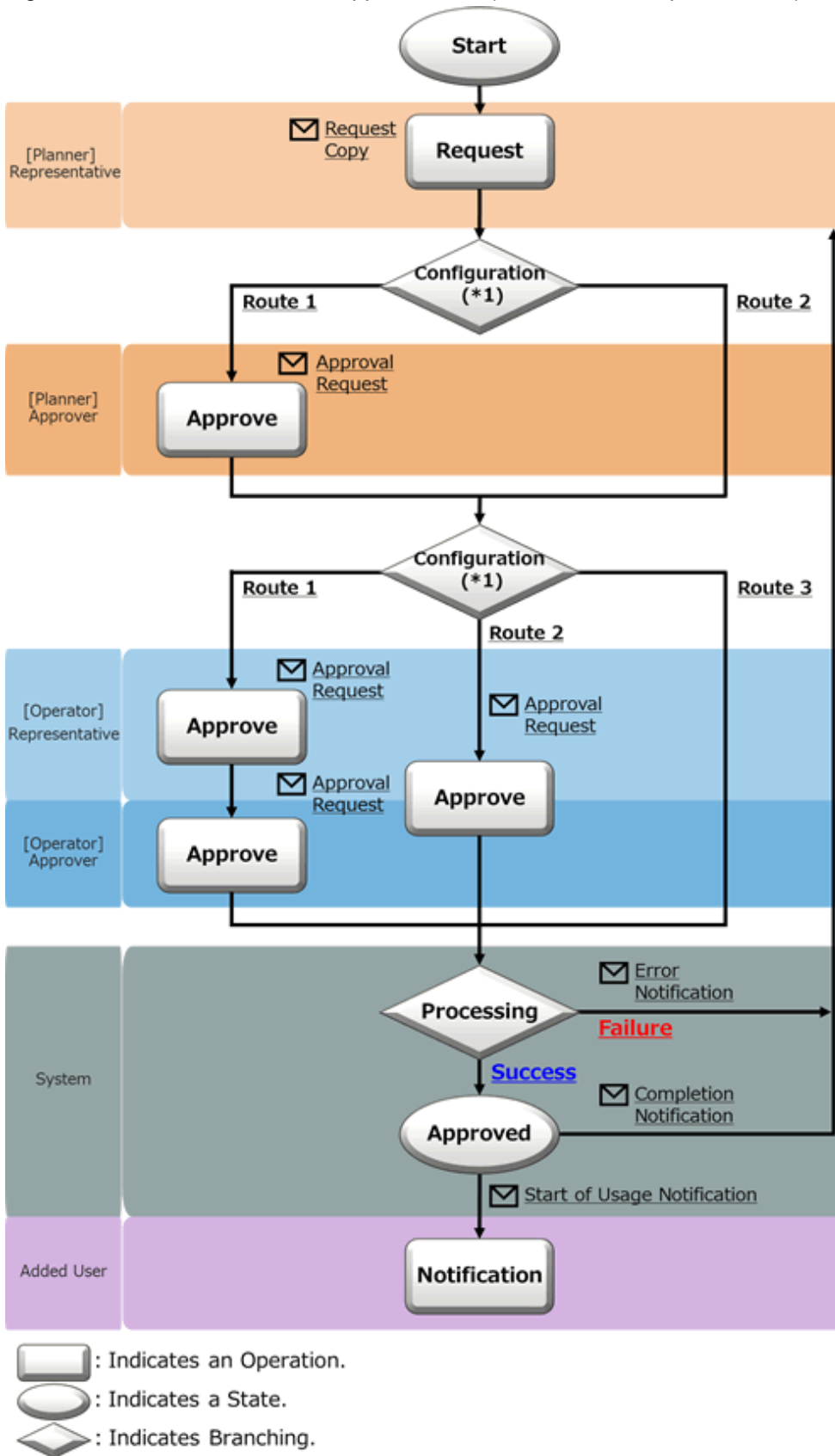
*1: The approval flow is defined according to the configuration. For details on how to configure the approval flow, refer to "Approval Flow Configuration Information" in the "FUJITSU Software Cloud Services Management Operation Guide".

In [Operation] in the diagram above, not only approval, but also rejection and cancellation operations can be performed. For details on operations and statuses of requests, refer to "Figure 5.1 Changes in Request Status".

Use the following route to approve addition, modification, and deletion requested by planner approvers.

Figure 2.5 The User Information Approval Flow (for Planners - Approver)

*1: The approval flow is defined according to the configuration. For details on how to configure the approval flow, refer to "Approval Flow Configuration Information" in the "FUJITSU Software Cloud Services Management Operation Guide".

In [Operation] in the diagram above, not only approval, but also rejection and cancellation operations can be performed. For details on operations and statuses of requests, refer to "Figure 5.1 Changes in Request Status".

Email Notifications Related to Approvals

After a request is submitted or intermediate approval is granted, a request for approval email is sent to all subsequent approvers in the approval flow.

In addition, a notification email with a copy of the request is sent to the user who performs the operation.

After the final approval is granted, the details of the addition or modification are reflected to the system. Upon reflection, a notification of approval completion email is sent to the requester. After that, a notification of availability email is sent to the users that were added. When the reflection fails for some reason, an error notification email is sent to the requester (TO) and the request operator (CC).

Confirmation of Request Statuses

To confirm the approval statuses and details of requests for addition, modification, and deletion, view the [Request Management] window.

For details on how to perform the main operations in the [Request Management] window, refer to "Chapter 5 Request Management".

Point

When performing addition, modification, or deletion of users while using the administrator role, as approval is promptly granted, no approval operations are necessary.

Note

When using Active Directory as the coordinated directory service with SVOM, the following points must be noted:

It is necessary to add the same user as the user to be added on Active Directory. When there is no entry on Active Directory, login to the Cloud Management Portal is not possible. When a planner or platform provider user adds a user, it is necessary for an operator to add a user to the entry on Active Directory before the final approval is processed.

For details, refer to "Ensuring Consistency of User Information When Coordinating Authentication with Active Directory" in the "FUJITSU Software Cloud Services Management Operation Guide".

Chapter 3 Contract Management

This chapter explains how to operate contracts in the Cloud Management Portal.

3.1 Adding, Modifying, Deleting, and Confirming Contracts

Contracts refers to information including the details of contracts and information of connections with a cloud provider.

Operators are responsible for contract addition. In order to arrange contracts with cloud providers, operators obtain contracts from planners and add them in the system.

Both operator approvers and representatives can add contracts. Contracts are reflected immediately as no request or approval process is required for the operation. This section explains how to add, modify, and delete contracts, and how to confirm an added contract.

3.1.1 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. Specify the details using the wizard. Click the [Next] button to proceed. Clicking the [Cancel] button discards all of the entries.

    Figure 3.1 Add Contract Window

    a. Select Cloud Provider

        Select the connection information of a contracted cloud provider or an on premises connection.

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

    b. Basic Information

        Specify the following items:

        Contract Name (Required)

            Enter the name to distinguish the contract from other contracts in a Contract List or Menu List.

Any UTF-8 format character string up to 64 characters in length, excluding control characters such as line feeds can be specified.

Contract ID (Required)

This ID is to distinguish the contract within Cloud Services Management. This item can only be specified during addition.

Do not specify a contract ID which has already been added.

A character string up to 32 characters in length containing lower-case alphanumeric characters, hyphens ("-"), underscores ("_") and periods (".") can be specified. The beginning character must be a lower-case alphanumeric character.

Contract Number

Enter a number to be linked to the contract with the cloud provider.

Any UTF-8 format character string up to 64 characters in length, excluding control characters such as line feeds can be specified.

Description

Enter a comment about the contract.

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

c. Details

Specify the following items. Displayed items may vary depending on the selected cloud vendor.

Vendor Portal ID

Enter the ID used for logging on to the portal of the cloud provider and other locations if necessary.

Any UTF-8 format character string can be specified, excluding control characters such as line feeds.

Maintenance Service ID

Enter the ID used when submitting inquiries to the cloud provider, if necessary.

Any UTF-8 format character string can be specified, excluding control characters such as line feeds.

Contractor

Enter the information of the users that entered into the contract with the cloud provider, if necessary.

A name or organization name not added in Cloud Services Management can be specified.

Any UTF-8 format character string up to 64 characters in length, excluding control characters such as line feeds can be specified.

Contractor Contact Information

Enter the contact information of the users that entered into the contract with the cloud provider, if necessary.

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

Contract Period

Enter any necessary comments such as the contract start date, the date of the next update, the length of the contract with the cloud provider, etc.

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

User Agreement

Enter the body of the user agreement which is displayed when a platform or a service is added, if necessary. Confidential information, personal information, and other notes regarding use of the relevant cloud vendor, etc., can also be specified.

Any UTF-8 format character string up to 1024 characters in length, including line feeds, can be specified.

d. Confirmation

A summary of the specified information is displayed. To correct any incorrect entries, go back to the previous windows for entry using the [Prev] button and make any necessary corrections.

e. Complete

Click the [Add] button in the [Confirmation] window, complete addition of the contracts.

🍀 Note
....
If the body message of the user agreement is not specified, the [Agree] check box is not shown when a platform or a service is added, and no check is required.
....

📖 Information
....
The [Add] button on the upper right of the [Contract List] window may also be used for contract addition.
....

3.1.2 Modifying Contracts

This section explains how to modify contracts.

1. Selecting the [Contracts] navigation tab in the [Home] window displays the [Contract List] window.

2. In the [Contract List] window, click the relevant contract name.

3. The [Contract Details] window is displayed. Click the [Modify] button on the upper right to switch to the modification wizard. Edit the items to be modified and click the [Next] button to proceed. The following items can be modified:

   - Contract Name

   - Contract Number

   - Description

   - Vendor Portal ID

   - Maintenance Service ID

   - Contractor

   - Contractor Contact Information

   - Contract Period

   - User Agreement

4. Clicking the [Next] button displays the [Confirmation] window. To correct any incorrect entries, go back to the previous windows for entry using the [Prev] button and make any necessary corrections.

5. Clicking the [Modify] button reflects the changes.

3.1.3 Deleting Contracts

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

1. Selecting the [Contracts] navigation tab in the [Home] window displays the [Contract List] window.

2. In the [Contract List] window, click the relevant contract name.

3. The [Contract Details] window is displayed.

4. After confirming the details, click the [Delete] button located on the upper right.

5. The [Confirmation] window is displayed. Click [Yes] to perform the deletion, or click [No] to cancel the deletion.

3.1.4 Confirming Contracts

This section explains how to confirm contracts.

1. Selecting the [Contracts] navigation tab in the [Home] window displays the [Contract List] window.

2. In the [Contract List] window, click the relevant contract name.

3. The [Contract Details] window is displayed. Confirm the details of the contract and the menus created based on the contract.

Figure 3.2 Contract Details Window

Chapter 4 Menu Management

This chapter explains how to operate menus in the Cloud Management Portal and confirm a platform added to a menu.

4.1 Adding, Modifying, Deleting, and Confirming Menus

"Menu" refers to a cloud contracted with a cloud provider. "On-premise environment" refers to arrangements of relatively easy to select menus with service levels and security level reference values configured.

These menus are mainly used by planners.

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The menu items explained in this section may change depending on the configuration information in the definition file specified in the "FUJITSU Software Cloud Services Management Operation Guide". The typical menu items are Approval Level, Basic Menu, Operation Options, Configuration Options, Vendor Unique Parameters, and Icons.

. . . .

4.1.1 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. Specify the details using the wizard. Click the [Next] button to proceed. Clicking the [Cancel] button discards all of the entries.

   a. Select Contract

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

b. Basic Information

Figure 4.1 Add Menu Window
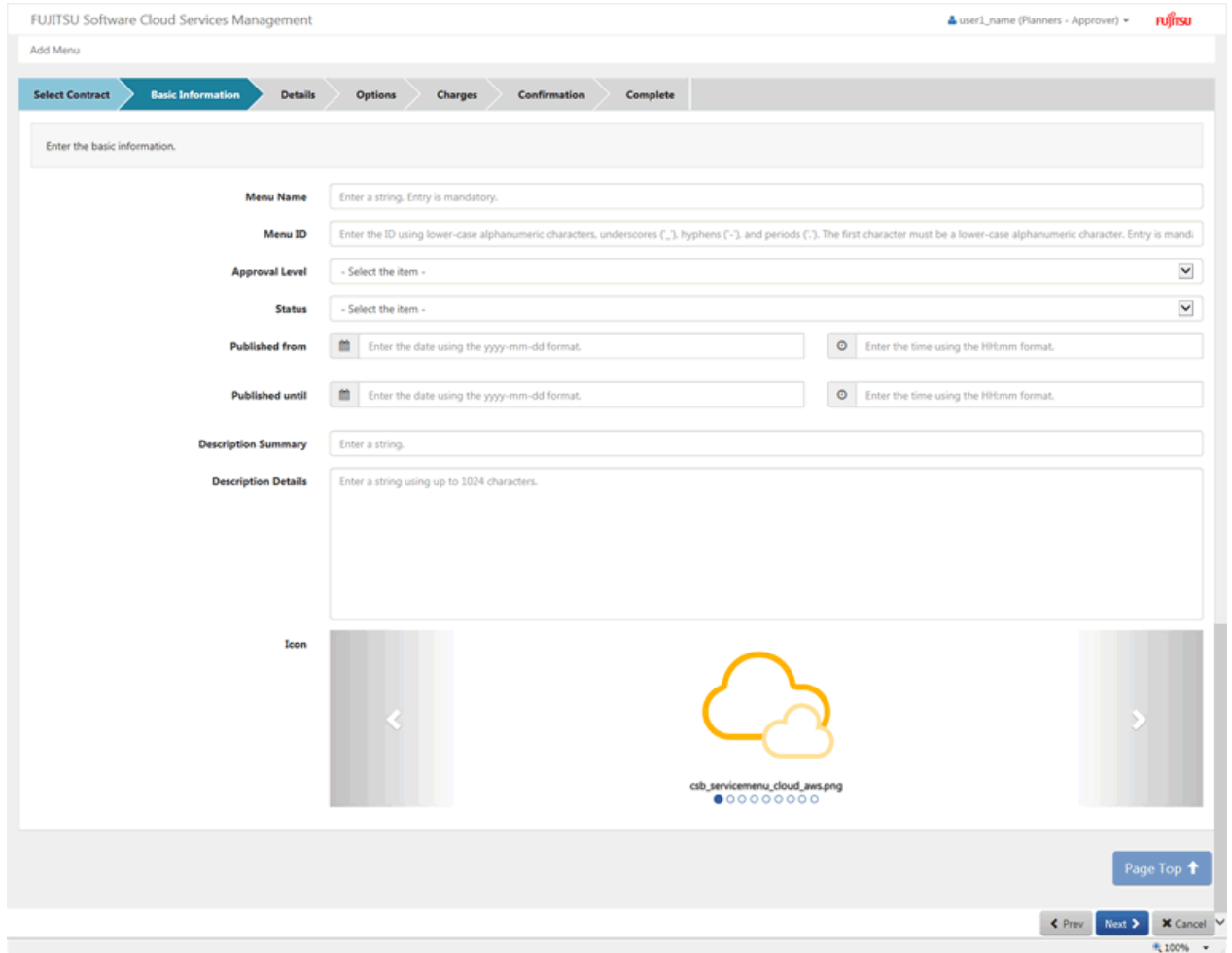
Specify the following items:

Menu Name (Required)

The name displayed in the menu list and other places.

Any UTF-8 format character string up to 64 characters in length, excluding control characters such as line feeds can be specified.

Menu ID (Required)

This ID is to distinguish the menu within Cloud Services Management. This item is only enabled during the addition of menus.

This item can only be specified during addition and cannot be modified.

Do not specify a Menu ID which has already been added.

A character string up to 32 characters in length containing lower-case alphanumeric characters, hyphens ("-"), underscores ("_") and periods (".") can be specified. The beginning character must be a lower-case alphanumeric character.

Approval Level (Required)

Use this menu to specify the hierarchical level of the approval flow in platform providers whose approval is required to add a platform or a service in the platform.

No Approval: approval by platform providers is not necessary.

Project: approval can only be granted by a project manager.

Unit: Approval must be granted at all three hierarchical levels within platform providers.

Division: Approval must be granted at two hierarchical levels within platform providers.

Department: Approval must be granted at one hierarchical level within platform providers.

Status (Required)

Select Published or Hidden to change the specification of whether to display this menu to platform providers.

If Hidden, this menu will not be displayed to platform providers.

However, it will be provided for planners and operators.

If publish is selected, a setting for specifying the start date of publication and the end date of the period of publication is enabled. If Hidden is selected, the start date of publication and the end date of publication settings are disabled.

Published from (Required)

Enter the date and time when the menu is published.

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

If left unspecified, "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 is specified, the menu is published immediately after the final approval is granted.

Published until (Required)

Enter the date and time in which the menu's publication will complete.

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

The menu will change to Hidden at the specified date and time.

If left unspecified, "12/31/3000 11:59:59 PM" is set by default.

Description Summary

Specify any explanatory comments for reference by planners and operators.

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

Description Details

Specify any explanatory comments for platform providers.

This is displayed in the Menu List window and the Menu Details window viewed by platform providers.

Any UTF-8 format character string up to 1024 characters in length, including line feeds, can be specified.

Icon (Required)

Select the file name (icon preview) of the icon to be displayed for the platform providers.

This is displayed in the Menu List window and the Menu Details window viewed by platform providers.

The file name can contain up to 32 alphanumeric characters. For details on how to add an icon, please refer to the "FUJITSU Software Cloud Services Management Operation Guide".

Example

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Description Details and Icon Display Locations

The Description Details and Icons configured as basic information are displayed in the Menu List window in the following format when viewed by platform providers:

Figure 4.2 Menu Window for Platform Creation

- -

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- -

- Enter the cloud service (either AWS, Azure, ROR, K5, VMware or a physical server) to connect with in the Description Summary or Description Details for platform providers to indicate which cloud will be used.

- Depending on the cloud to be coordinated, the number of virtual machines which can be added at one time may be limited to one. Describe the restrictions used by platform providers or other advisory notes in the Description Summary or Description Details.

- When adding the first virtual machine under a platform using ROR, the instance type is configured according to the definition of the L-Platform template in the cloud vendor definition. For this reason, when deploying the first virtual machine, it is necessary to specify an instance type which is compatible with the system disk image.
  In order for platform providers to be able to recognize suitable combinations of system disk images and instance types, include advisory notes in the description summary and description details.

- -

c. Details

Specify the following items:

Vendor Unique Parameters (Required)

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

d. Options

Specify the following items:

Basic Menu

Any UTF-8 format character string up to 256 characters in length, excluding control characters such as line feeds can be specified.

- Availability

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

Examples: uninterruptable, daily backup, 24/7/365 support, restoration within 8 hours, backup at system update, support during business hours only

- Security level

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

Examples: AA, BBB

- Common operations

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

Examples: phone, email, only receive email

- <Custom basic options>

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

Operation options

Select whether to enable access to DR, operation monitoring, and other options from this menu. Multiple options can be selected.

Configuration options

Check the options to be provided as menus.

- Instance type

- System disk images

- Type of Additional Data Disk

- Others

e. Charges

Set the charges for each item.

Any number up to 9 digits and within 6 decimal points can be specified.

- Basic Menu

- Basic charges (required)

- Initial costs (required)

- 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 in Details.

Items for which the checkbox is checked are set as having usage charges which are not yet configured when the menu is published. This allows platform providers to have meetings with operators to determine prices outside the system after the platform request is made. To reflect the charges to the platform after the meeting, the operators must create Hidden menus using menu operation commands and add the platform decided upon in these meetings using platform operation commands.

To display this checkbox, select an item other than "No Approval" for [Approval Level] in the [Basic Information] window.

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

f. Confirmation

A summary of the specified information is displayed. To correct any incorrect entries, go back to the previous windows for entry using the [Prev] button and make any necessary corrections.

g. Complete

Click the [Request] button in the [Confirmation] window. The request is indicated as waiting processing, and a request for approval email is automatically sent to the approvers.

4.1.2 Modifying Menus

This section explains how to modify menus.

1. Selecting the [Menu] navigation tab in the [Home] window opens the [Menu List] window.

2. In the [Menu List] window, click the name of the relevant menu.

3. The [Menu Details] window is displayed. Click the [Modify] button on the upper right to switch to the wizard window. Edit the items to be modified and click the [Next] button to proceed. The following items can be modified: For the start date of publication, unlike in menu addition, 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. Clicking the [Next] button displays the [Confirmation] window. To correct any incorrect entries, go back to the previous windows for entry using the [Prev] button and make any necessary corrections.

5. Click the [Request] button in the [Confirmation] window. The request is indicated as waiting processing, and a request for approval email is automatically sent to the approvers.

Note

- **Modifying Options**

    When modifying a menu, configured operation options and configuration options cannot be deleted. To delete the operation options and configuration options, use menu operation commands. Or, add the desired options as another menu. For details on how to use menu operation commands, refer to the "FUJITSU Software Cloud Services Management Operation Guide".

- **Modifying Unit Prices**

    If a unit price is modified, the new unit price is applied for the billing of the current month. However, the highest billing price will be used for the billing of that month. So if the unit price of a menu is reduced during modification, the unit price from before modification will be used for that month.

    If unit price is modified during the month, the usage charge of the previous month is not affected.

4.1.3 Deleting Menus

This section explains how to delete menus.

1. Selecting the [Menu] navigation tab in the [Home] window opens the [Menu List] window.

2. In the [Menu List] window, click the name of the relevant menu.

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 waiting processing, and a request for approval email is automatically sent to the approvers.

5. In the confirmation dialog, click the [To the Request List] button, and the [Requests 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.
. . . .

4.1.4 Confirming Menus and Linked Platforms

This section explains how to confirm menus.

1. Selecting the [Menu] navigation tab in the [Home] window opens the [Menu List] window.

2. In the [Menu List] window, click the name of the relevant menu.

3. The [Menu Details] window is displayed. Confirm the contents of menus. The Platform List shows the platforms created using this menu.

4. In the [Menu Details] window, click the name of a contract to confirm the corresponding contract information.

5. Click platform name in the Platform List to confirm the service configuration of that platform.

4.1.5 Menu Display Order

Planner users and operator administrator users can change the display order of the menus in [Menu Display Order].

The [Menu Display Order] window displays a preview of the order of the menus displayed when creating a platform.

In this window, the display order can be specified.

Perform the following operations to display the [Menu Display Order] window.

1. In the [Menu List], double-click the [Menu Display Order] tab.

Figure 4.3 Menu List

2. The [Menu Display Order] window is displayed.

   The menu in this window includes menus which are not displayed when creating a platform.

Figure 4.4 Menu Display Order

3. In the [Menu Display Order] window, the location of menus can be modified by dragging and dropping them. Clicking the [Save] button saves the details of modification. Approval is not required to change the order of menus.

4. The details of modification is reflected on the following windows:

   - [Menu List] window

- [Menu Display Order] window

- The [Menu List] window displayed when a platform provider user clicks the [Add Platform] navigation

4.1.6 The Approval Process

In the process of addition, modification, and deletion of menus, a request is submitted, and the status of the menu changes to under request for the corresponding operation.

Use the following route to approve requests for the addition, modification, and deletion of menus.

Figure 4.5 The Menu Approval Flow

*1: The approval flow is defined according to the configuration. For details on how to configure the approval flow, refer to "Approval Flow Configuration Information" in the "FUJITSU Software Cloud Services Management Operation Guide".

In [Operation] in the diagram above, not only approval, but also rejection and cancellation operations can be performed. For details on operations and statuses of requests, refer to "Figure 5.1 Changes in Request Status".

Email Notifications Related to Approvals

After a request is submitted or intermediate approval is granted, a request for approval email is sent to all subsequent approvers in the approval flow.

In addition, a notification email with a copy of the request is sent to the user who performs the operation.

After the final approval is granted, the details of the addition or modification are reflected to the system. Upon reflection, a notification of approval completion email is sent to the requester. When the reflection fails for some reason, an error notification email is sent to the requester (TO) and the request operator (CC).

Confirmation of Request Statuses

To confirm the approval statuses and details of requests for addition, modification, and deletion, view the [Request Management] window.

For details on how to perform the main operations in the [Request Management] window, refer to "Chapter 5 Request Management".

🅿 Point

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When adding a menu while using the administrator role, as approval is granted immediately, no approval operations are necessary.

. . . .

Chapter 5 Request Management

Cloud Services Management requires the approval process when operations of the following resources are performed:

- Menu Management

- Project Management

- Platform Management

- Service Management

- Organization Management

- User Management

A request is submitted after the addition, modification and deletion of a resource. The status of a request changes depending on the operations of the requester and approvers, and the status of reflection within the system, as described below.

Figure 5.1 Changes in Request Status
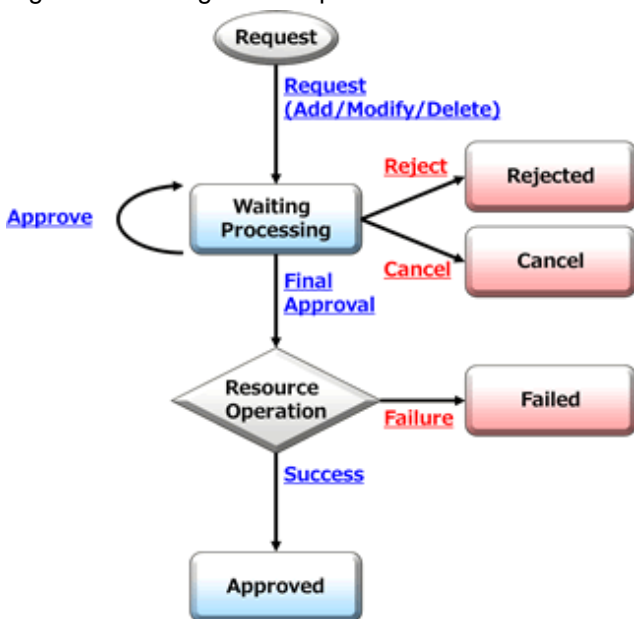
Point

The underlined text in the diagram indicates request operations, and the squares indicate request statuses.

The operations in the diagram indicate the following:

- Request: A request is submitted after the addition, modification and deletion of a resource.

- Approval, final approval: Approvals are granted multiple times according to the conditions.

- Rejected: When the details of a request are not appropriate, an approver rejects the request.

- Cancel: During waiting processing, the requester can perform the cancel operation.

The statuses in the diagram indicate the following:

- Waiting Processing: Indicates the status before approvers approve a request. The status becomes waiting processing until the final approval is granted.

- Rejected: Indicates that an approver rejected the request.

- Cancel: Indicates that the request has been canceled.

- Approved: Indicates that the final approval has been granted.

- Failed: Indicates that an error occurred during reflection on the system after approval.

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The request management function is used to manage requests which occur in response to each operation related to a resource.

This chapter explains how to operate requests in the Cloud Management Portal.

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, tasks for which the login user has been specified as an approver and tasks which the login user has requested are displayed.

   When a user possesses multiple roles, regardless of whether the role is logged in, all requests for available roles can be viewed.

   Requests for which the login user is specified as an approver are displayed on the top of the list, and below that the requests for which operations (request, approval, rejection, and cancellation) were performed by the login user are displayed in descending order of request ID. For details on the approval statuses of requests, confirm using the [Request Details] window.

   Figure 5.2 Request List Window
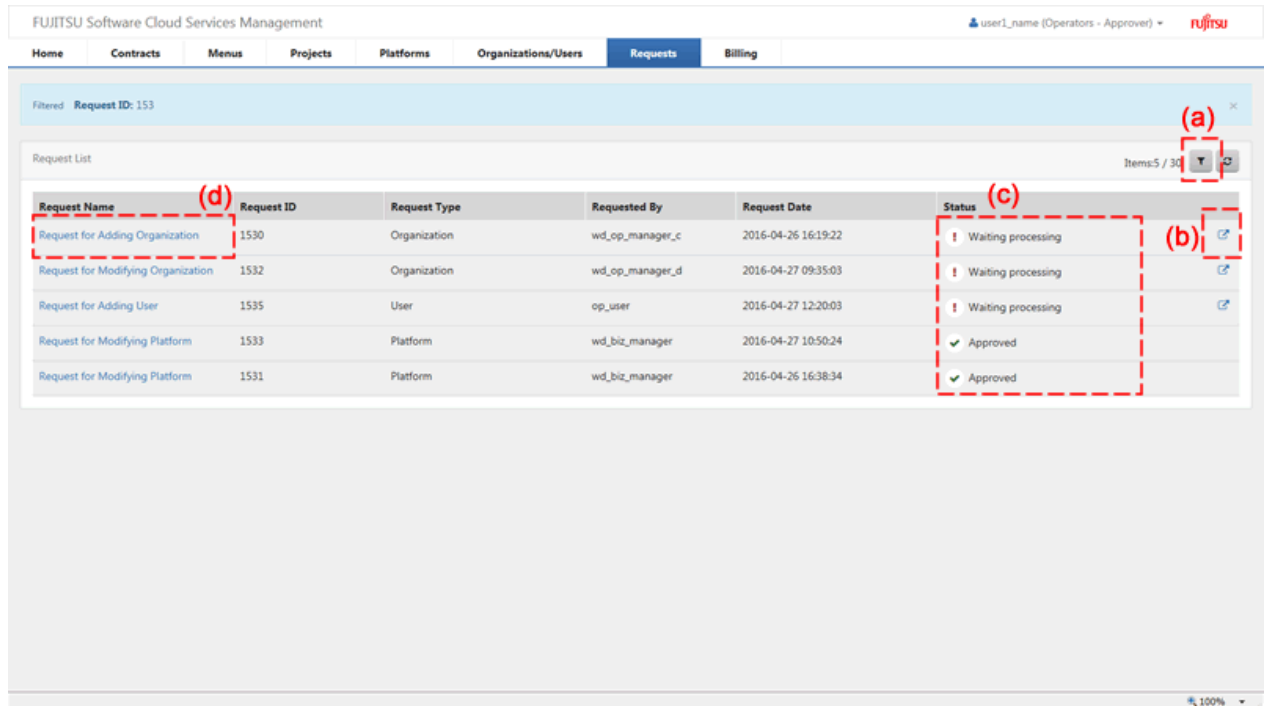
   a. Filter

      For [Request Name], [Request ID], [Request Type], [Requested By], [Status], and [Request Date], specify keywords to refine the displayed list of requests.

      ## Information

      . . . .

      The items displayed to the left of the [Filter] button are displayed as "filtered items / items retrieved from the management server".

      . . . .

   b. Links to Details windows

      Clicking the link opens the Details window of the relevant request.

c. Status

Displays the approval status of a request.

Status	Approval Status
Approved	Indicates that final approval has been granted.
Rejected	Indicates that the request has been rejected.
Waiting Processing	Indicates that the request is waiting for approval.
Failed	Indicates that an error occurred during reflection on the system after approval.
Cancel	Indicates that the request has been canceled.

d. Links to related information

Clicking a link displays the relevant request information.

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- **The [To the waiting request list] link**

Clicking the [To the waiting request list] link in the [Request Management] menu from the [Home] window displays the [Request Management] window, and the requests in the waiting processing status for which the login user has approval authority are displayed.

- **Requests which have exceeded the determined storage period**

Requests whose approval status are approved, rejected, cancel, or failed, are automatically deleted on a regular basis when after a set storage period.

Operators are responsible for configuration of the storage period. For details on how to configuring the storage period, refer to the "FUJITSU Software Cloud Services Management Operation Guide".

5.2 Operating Requests

The statuses of requests change due to approval, rejection, and cancellation operations. This section explains how to operate requests.

Note

The details of the request process depend on the information of the relevant users, organizations, menus, and the relationship between the requester, and approver when the request is submitted. Therefore if an operation is performed which targets a user, organization, or menu which is linked to a request which has been submitted but is not yet approved, the approval process may fail. Before performing the following operations, the status of all relevant requests musts be canceled, rejected or approved. There must be no requests in the waiting processing status.

- Moving organizations on a process

- Deleting organizations on a process

- Moving organizations of a requester

- Deleting a requester

- Modifying the approval level of a menu

- Deleting projects on the process

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. [Requests List] is displayed. This list shows only requests in the waiting processing status.

3. Clicking the link of the name of the relevant request displays the [Request Details] window.

4. The [Request Details] window displays detailed information and the approval flow. If the login user is an approver, the [Approve] button and the [Reject] button are displayed as approval process icons.

Figure 5.3 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 task is reflected and the status of the request changes to approved. If an error occurs in the system during the reflection process, the status of the request changes to failed. In either case, a request status email is automatically sent to the requester.

Note

- -

- When reflection to the system fails after a request, there may be a problem such as a conflict between the statuses of the virtual machines on the Cloud Management Portal in Cloud Services Management and those on the problems might happen such as the confliction for status of virtual machine between Cloud Management Portal of the integrated cloud service. Solve the problem by referencing the email sent to the MAIL_ADDRESS specified during setup of the management server.

- When modifying a service which includes virtual machines on AWS, ROR, or VMware, confirm that the virtual machines have been stopped before performing the modification. If any virtual machines are running, ask a platform provider requester to stop them. If final approval is granted while virtual machines are still running, an error occurs in the process, and the modification is not reflected. After modifying a service, the virtual machine is stopped. Restart it from the [Platform Details] window.

  However, it is not necessary to stop a virtual machine when changing the virtual machine name.

- When multiple virtual machines are deployed or deleted in the same affinity group in Azure, a conflict error may occur. Please note the following when granting approval for requests related to the addition or deletion of Azure virtual machines:

  - Confirm that there are no virtual machines in deployment or whose deployment is currently being deleted before granting the final approval.

  - Reject requests for the addition of multiple virtual machines.

- When logged in to the Cloud Management Portal as an administrator, requests cannot be approved.
  In the Profile menu, switch the role to the approver role, and approve any pending requests.

- When a user possesses multiple roles, it is necessary to switch to a role with approval authority before approving a request.
  After switching to a role with approval authority in the Profile menu, perform the approval operation.

- -

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. [Requests List] is displayed. This list shows only requests in the waiting processing status.

3. Clicking the link of the request name of the relevant request displays the [Request Details] window.

4. The [Request Details] window displays detailed information and the approval process. If the login user is an approver, the [Approve] button and the [Reject] button are displayed as approval process icons. Clicking the [Reject] button displays the [Confirmation] window for specifying a description.

5. Click the [Yes] button on the lower right, automatically sends a request rejection email to the requester, and the request status changes to rejected.

![Note icon] **Note**

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When a user possesses multiple roles, it is necessary to switch to a role with approval authority before rejecting a request.

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5.2.3 Canceling

This section explains how to cancel requests.

1. Go to the [Request Management] menu in the [Home] window and click the [To the list] link.

2. [Requests List] is displayed.

3. Clicking the link of the name of the relevant request displays the [Request Details] window.

4. The [Request Details] window displays detailed information and the approval flow. If the login user is the requester, the [Cancel] button is displayed as an approval flow icon. Clicking the [Cancel] button displays the [Confirmation] window for specifying a description.

5. Clicking the [Yes] button on the lower right automatically sends a request cancellation email to the requester, and the request status changes to canceled.

Figure 5.4 Cancel Button
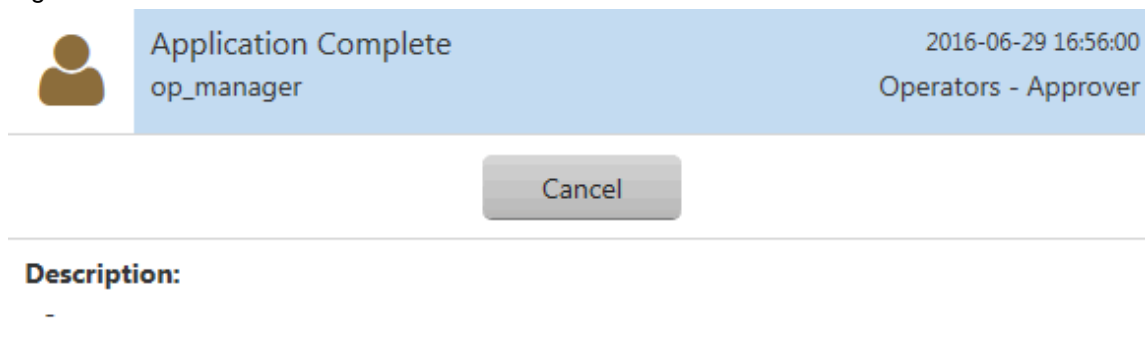
5.3 Responses to Requests and Approvals

If request submission, approval, rejection, or cancellation are performed, a notification email is automatically sent to the requester and the next approver. The content of the email is as follows.

```
Subject: Approval Request of Request for Adding Platform

Dear Operators - Approver,

The following request for approval has been received.

Requested by: user04
Request Name: Request for Adding Platform
Request ID: 17
Request Date: 2016-4-25 15:06:56
```

```
Please operate approval processing for the request in cloud management portal.

*This mail has been sent from a send-only mail address.
 Please note that if you directly reply to this mail, it will not be answered.
```

The destinations of notification emails are as follows.

Operation	Request Type and Operation	Notification Email Type	Destination Address
Request	Common	Approval request	(CC) Requester
			All approvers
Canceling	Common	Cancellation notification	Requester
Rejected ∗	Common	Rejection notification	(CC) Rejecting user
			Requester
Approved (intermediate)	Common	Approval request	(CC) Approving user
			All approvers
Approval (final) ∗	Common	Approval complete	(CC) Approving user
			Requester
System reflection	User addition	Start of usage	Email address of user to be added
	Addition of service	Start of usage	Requester

∗ Note: When the requester has been deleted, a notification email is sent to the operator of approval or rejection.

5.4 Actions for Failed Requests

This section explains the causes for a request status to change to failure, and the corrective actions to take. If the status of a request has changed to failure, refer to the causes and corrective actions listed in the following table:

Request Type	Operation	Cause	Action
Common	Common	The requester has been deleted.	The requester has already been deleted.
Menu	Addition	The selected contract has been deleted.	Select an existing contract, and submit the request again.
		The menu ID has a duplicate in the system.	Specify a menu ID which does not already exist in the system, and submit the request again.
	Modification	The menu has been deleted.	The selected menu has already been deleted.
	Deletion	Platforms exist under the menu.	Delete any existing platforms, and submit the request again.
		The menu has been deleted.	The selected menu has already been deleted.
Platform	Addition	The selected project has been deleted.	Select an existing project, and submit the request again.
		The platform ID has a duplicate in the system.	Specify a platform ID which does not already exist in the system, and submit the request again.
		The selected supervisor has been deleted.	Select an existing supervisor, and submit the request again.
		The selected menu has been deleted.	Select an existing menu, and submit the request again.
	Modification	The selected project has been deleted.	Select an existing project, and submit the request again.

Request Type	Operation	Cause	Action
		The selected supervisor has been deleted.	Select an existing supervisor, and submit the request again.
		The platform has been deleted.	The platform has already been deleted.
	Deletion	Services exists under the platform.	Delete any existing services, and submit the request again.
		A service is currently being added under the platform.	After the addition of the service completes, delete any existing services, and submit the request again.
		The platform has been deleted.	The platform has already been deleted.
Service	Addition	The platform has been deleted.	Add the platform again, and submit the request again.
		The service ID has a duplicate in the system.	Specify a service ID which does not already exist in the system, and submit the request again.
		The service operation could not be accepted.	A communication error may have occurred between the management server and the coordination adapter. The cause of the error is sent by email to the email address specified during setup.
	Modification	The platform has been deleted.	The service has already been deleted.
		The service has already been deleted.	The service has already been deleted.
		The service operation could not be accepted.	A communication error may have occurred between the management server and the coordination adapter. The cause of the error is sent by email to the email address specified during setup.
	Deletion	The service operation could not be accepted.	A communication error may have occurred between the management server and the coordination adapter. The cause of the error is sent by email to the email address specified during setup.
		The service has already been deleted.	The service has already been deleted.
Organization	Addition	The selected parent organization has been deleted.	Select an existing organization, and submit the request again.
		The organization ID has a duplicate in the system.	Specify an organization ID which does not already exist in the system, and submit the request again.
		The maximum value of organization hierarchy level has been exceeded.	Select an organization to add with a number of organization hierarchy levels under the maximum value.
	Modification	The selected parent organization has been deleted.	Select an existing organization, and submit the request again.
		The maximum value of organization hierarchy level has been exceeded.	Select an organization to modify with a number of organization hierarchy levels under the maximum value.
		An affiliated organization has been specified as the parent organization, creating an invalid organization hierarchy.	Specify a modification which does not create an invalid hierarchy in the organization, and submit the request again.
		The organization has been deleted.	The organization has already been deleted.
	Deletion	The organization has been deleted.	The organization has already been deleted.
		A user who belongs to the organization exists.	Delete any existing users, and submit the request again.

Request Type	Operation	Cause	Action
User	Addition	The selected organization has been deleted.	Select an existing organization, and submit the request again.
		The user ID has a duplicate in the system.	Specify a user ID which does not already exist in the system, and submit the request again.
		The user operation failed on the directory service.	- Connection to the directory service may have failed. Check the communication settings with the directory service, and submit the request again. - An entry with the same user ID may already exist on the directory service. Delete the entry or specify a different user ID, and submit the request again.
	Modification	The selected organization has been deleted.	Select an existing organization, and submit the request again.
		The user role has been modified.	Specify the correct role, and submit the request again.
		The selected user has been deleted.	The selected user has already been deleted.
		The user operation failed on the directory service.	Connection to the directory service may have failed. Check the communication settings with the directory service, and submit the request again.
	Deletion	The selected user has been deleted.	The selected user has already been deleted.
		The user is a platform manager.	Reassign the role of platform manager to another user, or, submit the request again after deleting the platform.
		The user is a project manager.	Reassign the role of project manager to another user, or, submit the request again after deleting the project.
		The user operation failed on the directory service.	Connection to the directory service may have failed. Check the communication settings with the directory service, and submit the request again.
Project	Addition	The project ID has a duplicate in the system.	Specify a project ID which does not already exist in the system, and submit the request again.
		The selected supervisor has been deleted.	Select an existing supervisor, and submit the request again.
		The selected accounting code has been deleted.	Select an existing accounting code, and submit the request again.
	Modification	The selected supervisor has been deleted.	Select an existing supervisor, and submit the request again.
		The project has been deleted.	The selected project has already been deleted.
		The selected accounting code has been deleted.	Select an existing accounting code, and submit the request again.
	Deletion	The project has been deleted.	The selected project has already been deleted.
		Platforms exist under the menu.	Delete any existing platforms, and submit the request again.

Chapter 6 Billing Management

Cloud Services Management measures service usage and operational statuses to calculate daily charges.

The usage statuses of platforms and services are reflected on the billing calculation at the following timings:

- Platforms

    - When the status of the request for addition, modification, and deletion of a platform changes to complete

- Services

    - When the status of the request for addition of a service changes to complete and the deployment of the virtual machine completes

    - When the status of the request for modification of a service changes complete, and modification of the virtual machine completes

    - When start or stop operation of a service is performed

    - When the status of the request for deletion of a service changes to complete

When deleting or migrating a project or platform, the basis by which billing is calculated will change. The organizations used to calculate billing and the billing charges are as described below.

- When a project or platform is deleted

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

    For resources which are charged based on the amount of use, charges are calculated based on the usage time before the resources are deleted.

    The billing charges incurred in the deleted platform are displayed in the [Billing] window even after the platform itself is deleted.

- When migrating a platform to another project

    For resources to which fixed charging applies, charges are calculated for the organization linked with the accounting code of the project to which resources are moved. Charges are not applied to the organization linked with the accounting code of the project from which resources are moved.

    After resources which are charged based on the amount of use have been moved, charges are calculated, based on the amount of use, for the organization linked with the accounting code of the project to which resources are moved. For the organization linked with the accounting code of the project from which resources are moved, charges are calculated based on the amount of use before the movement.

    The organization before the movement and the organization after the movement are displayed as two separate platforms in the [Billing] window.

- When modifying the accounting code of a project (transfer)

    For resources to which fixed charging is applies, charges are calculated for the organization linked with the accounting code of the modified resource. Charges are not calculated for the organization linked with the accounting code of the resource before the modification.

    After resources which are charged based on the amount of use have been modified, charges are calculated, based on the amount of use, for the organization linked with the accounting code of the resource after it was modified. For the organization linked with the accounting code of the resource before it was modified, charges are calculated based on the amount of use before the modification.

    When modifying the accounting code of a project, the project before the modification and after the modification are displayed as two separate projects in the [Billing] window.

When modifying an organization short name, menu name, project name, or platform name, the change of name is reflected at the following timings:

- Organization short names and menu names

    Immediately reflected for the charges in all periods.

- Project names

   Immediately reflected. When the accounting code of a project is modified, the modification is reflected only on the latest project information. It is not reflected on the information from before the modification of the accounting code was performed.

- Platform names

   Charges incurred after the change of platform name are reflected on the next billing calculation after the change takes place. When a platform is migrated to another project, the migration is reflected only on the latest platform information. It is not reflected on the information from before the migration of the project was performed.

In the [Billing] window, the billing calculated based on usage of a platform or a service can be viewed.

Planners and operators can confirm usage charges in three ways, by organization, by menu, and by project.

This chapter explains how to confirm billing in the Cloud Management Portal.

🅿 Point

The billing which can be checked in the Cloud Management Portal is the calculation result of the day before checking.

6.1 Confirming Usage Charges from the Organization Viewpoint

This section explains how to confirm usage charges from the organization viewpoint.

1. Go to the [Refer to Billing] menu in the [Home] window and click the [By Organization] link, or click the [Billing] navigation tab.

2. The [Billing] window is displayed with the accumulated charges calculated for each organization.

   Figure 6.1 Billing Window (By Organization)

   a. Switch View

      Switches the unit of display of charges between organizations, menus, and projects.

b. Display Period

Switches between different display periods: monthly, quarterly, semi-annual, and annual. When displaying multiple months, the starting month will vary depending on the system information value specified in the "FUJITSU Software Cloud Services Management Operation Guide".

c. Toggle List/Graph

Toggles the view between list and graph displays. The amounts in the graph display indicate total charges.

d. Download CSV

Displayed charges can be downloaded in CSV format.

Note

When [Internet Explorer's Enhanced Security Configuration] is enabled in a Windows Sever environment, it may not be possible to download files using Internet Explorer.

e.

Changes between the previous period and the next period.

f. Change the Level of the Organization/Accounting Code

Clicking this changes the unit of display to the organizations belonging to the selected organization. Drilling down switches the view to a list of the accounting codes linked to the organization. In addition, selecting an accounting code switches the view to a list of the projects linked to the selected accounting code. Selecting a project switches the view to a list of the platforms in the project. Selecting a platform displays the [Billing Details] window at the level of individual platforms.

Figure 6.2 Billing Window (By Accounting Code)

Figure 6.3 Billing Window (By Project)


Figure 6.4 Billing Window (By Platform)

Figure 6.5 Billing Window by Organization: Graph Display
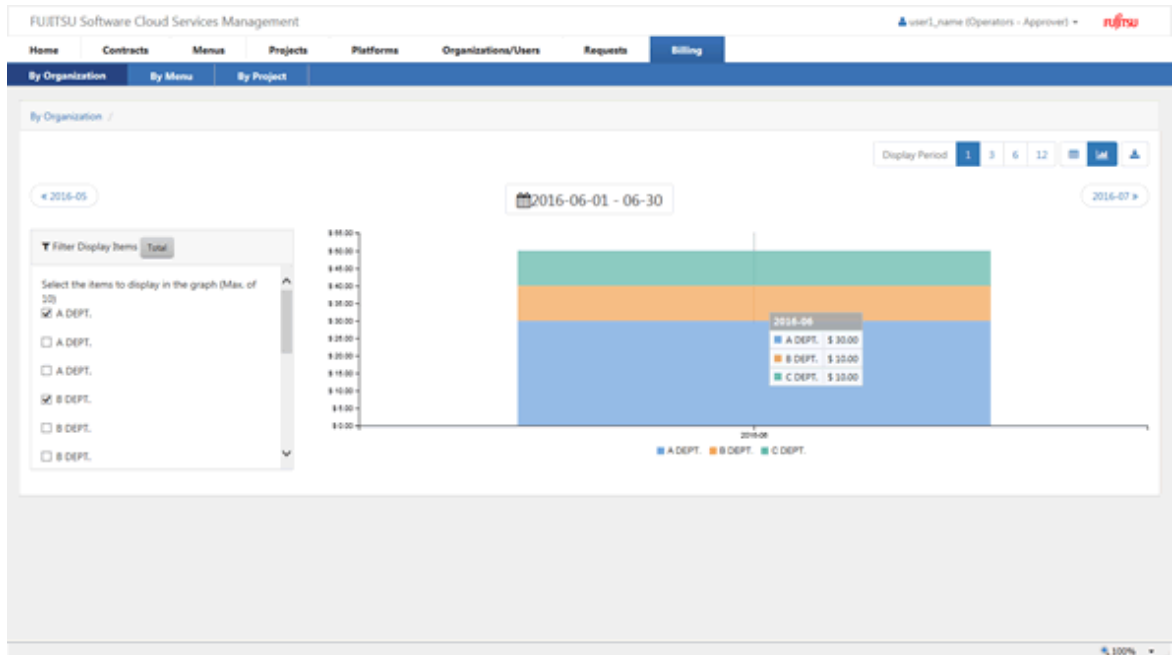
P Point

The display of data and data titles varies depending on the number of pieces of data in the display period.

- If the number of pieces of data is 10 or smaller: a breakdown of the data is displayed as a tooltip when the mouse pointer hovers over the graph.

- If the number of pieces of data is 11 or larger: the total number of pieces of data is displayed in a tooltip when the mouse pointer hovers over the graph.

- By selecting an item to be displayed in the [Filter Display Items] field, the data to be displayed can be filtered. Up to 10 items to be displayed can be selected.
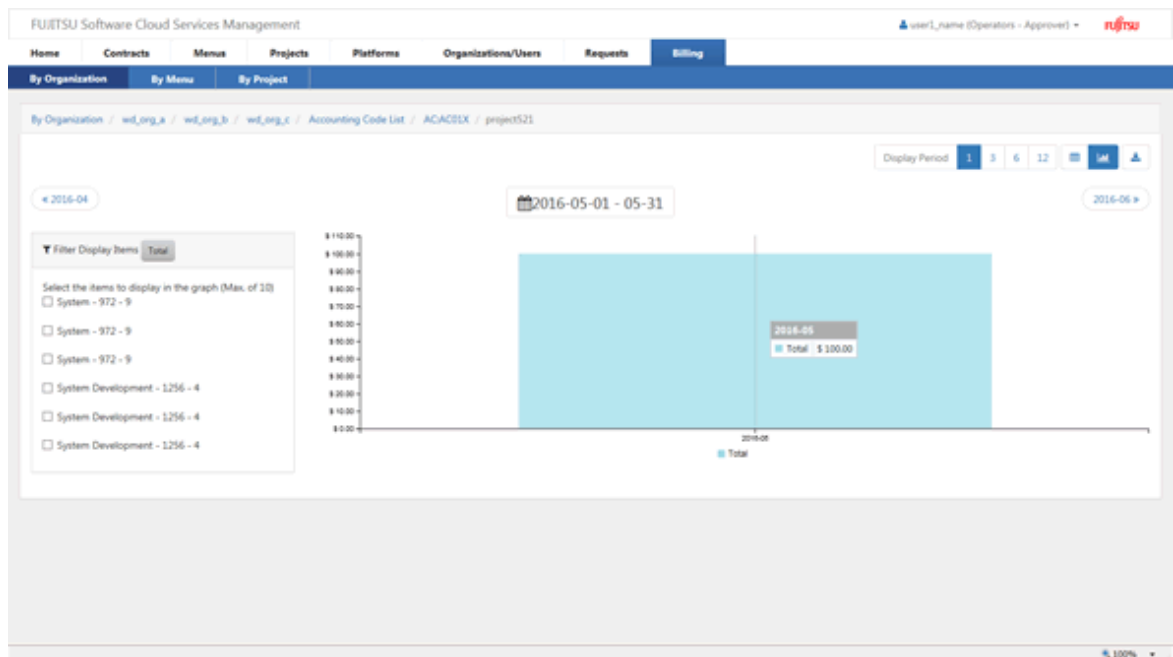
6.2 Confirming Usage Charges from the By Menu View

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

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

2. The [Billing] window is displayed with the usage charges calculated by menu.

Figure 6.6 Billing Window by Menu

a. Switch View

   Switches the unit of display of charges between organizations, menus, and projects.

b. Display Period

   Switches between different display periods: monthly, quarterly, semi-annual, and annual. The starting month will vary depending on the values of the system information specified in the "FUJITSU Software Cloud Services Management Operation Guide".

c. Toggle List/Graph

   Toggles the view between list and graph displays. The amounts in the graph display indicate total charges.

d. Download CSV

   Displayed charges can be downloaded in CSV format.

🔰 Note

When [Internet Explorer's Enhanced Security Configuration] is enabled in a Windows Sever environment, it may not be possible to download files using Internet Explorer.
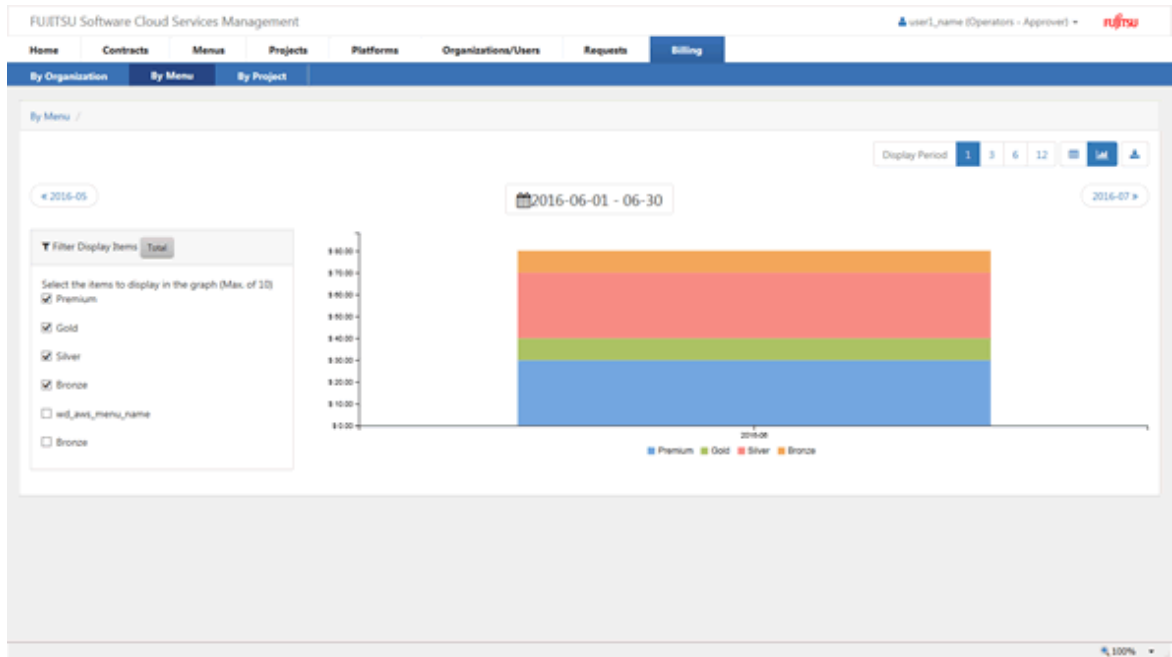
e. Change Page

   Changes between the previous period and the next period.

f. Menu Name

Selecting and clicking the name of a menu displays the accumulated charges by project for the selected menu.

Figure 6.7 Usage Charges by Menu: Graph Display

Point

The display of data and data titles varies depending on the number of pieces of data in the display period.

- If the number of pieces of data is 10 or smaller: a breakdown of the data is displayed as a tooltip when the mouse pointer hovers over the graph.

- If the number of pieces of data is 11 or larger: the total number of pieces of data is displayed in a tooltip when the mouse pointer hovers over the graph.

- By selecting an item to be displayed in the [Filter Display Items] field, the data to be displayed can be filtered. Up to 10 items to be displayed can be selected.

6.3 Confirming Usage Charges by Project

This section explains how to confirm usage charges from the by project viewpoint.

1. Go to the [Refer to Billing] menu in the [Home] window and click the [By Project] link.

2. The [Billing] window is displayed with the usage charges calculated by project.

Figure 6.8 Billing Window by Project

a. Switch View

Switches the unit of display of charges between organizations, menus, and projects.

b. Display Period

Switches between different display periods: monthly, quarterly, semi-annual, and annual. The starting month will vary depending on the values of the system information specified in the "FUJITSU Software Cloud Services Management Operation Guide".

c. Toggle List/Graph

Toggles the view between list and graph displays. The amounts in the graph display indicate total charges.

d. Download CSV

Displayed charges can be downloaded in CSV format.

📖Note

When [Internet Explorer's Enhanced Security Configuration] is enabled in a Windows Sever environment, it may not be possible to download files using Internet Explorer.
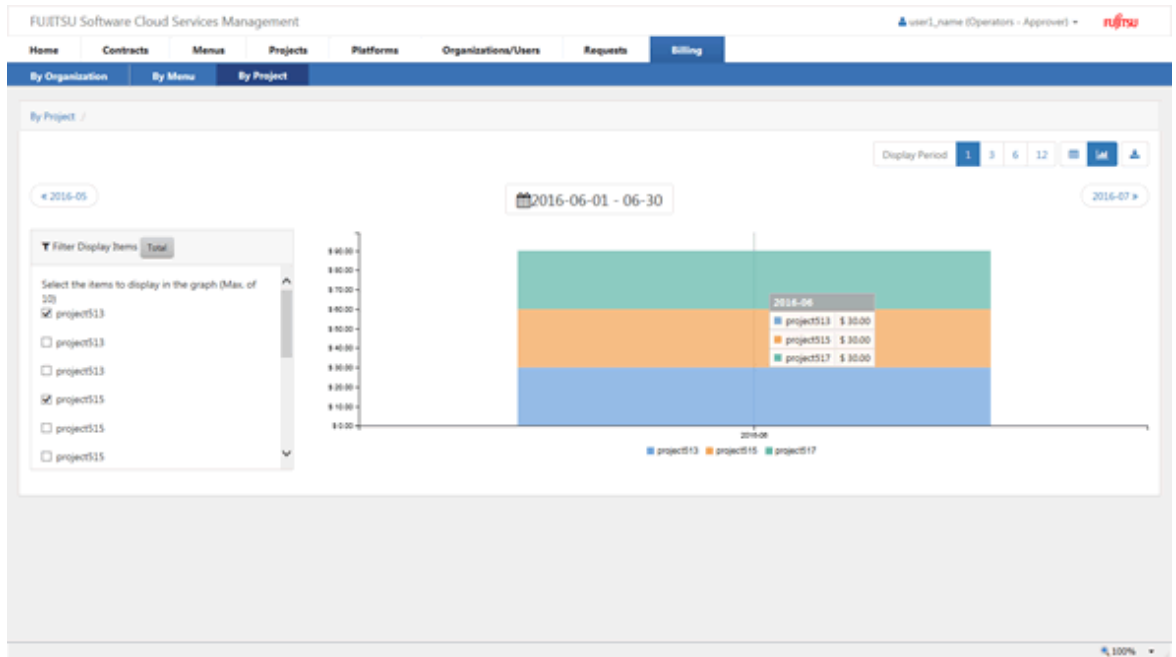
e. Change Page

Changes between the previous period and the next period.

f. Project Name

Selecting and clicking the name of a project displays the accumulated charges by platform under the selected project.

Figure 6.9 Graph Display by Project

P Point
. . . .

The display of data and data titles varies depending on the number of pieces of data in the display period.

- If the number of pieces of data is 10 or smaller: a breakdown of the data is displayed as a tooltip when the mouse pointer hovers over the graph.

- If the number of pieces of data is 11 or larger: the total number of pieces of data is displayed in a tooltip when the mouse pointer hovers over the graph.

- By selecting an item to be displayed in the [Filter Display Items] field, the data to be displayed can be filtered. Up to 10 items to be displayed can be selected.
. . . .