

A Business Service Owner has rights to create and manage business services for an organization or for specific business groups within an organization. This Quick Start explains how to perform Business Service Owner tasks in the Cloud Manager console. The information is also available in the Cloud Manager console under *Help > How Do I > Business Service Owner*.

### Requesting Business Services

Any business service that you want to deploy must start as a request. The request defines the business service, including its name, contract period, and workloads. As soon as you submit the request, it goes through an approval and build process that you can track until the business service is deployed.

- 1 On the main navigation bar, click  *Business Services*, then click the *Requests* tab.
- 2 Click *Create* to display the Create Business Service Request dialog box.
- 3 Provide the following details for the business service:
  - Service Name:** Specify a name that is different than any other business service names for the business group. You can use letters, numbers, and the following special characters: space, hyphen, underscore, apostrophe, percent, ampersand, and period. The name must begin with a letter or number and have a maximum length of 110 characters.
  - Start Date:** Click  to select the date you want the business service to be available.
  - Expiration Date:** Click  to select the date you want the business service to no longer be available. If you don't want the business service to expire, delete the date from the field.
  - Contract Length:** If an expiration date is selected, this field displays the total number of months for the contract.
  - Organization:** Displays the organization of which you are a member.
  - Business Group:** Select the business group for which you are creating the business service.
  - Creator:** Displays your user name.

**Business Purpose:** Provide details that explain the purpose or justification for the business service. This information is visible to the business service's approvers during the request approval process.

- 4 Add a workload to the business service:
  - 4a Click *Add* to display the Select Workload Template dialog box.

The dialog box displays a list of workload templates. A template provides the base settings and costs for the workload.
  - 4b Select the workload template from which to create the workload, then click *OK* to display the Configure Workload dialog box.
  - 4c On the *Resources* tab, specify a name for the workload, select a service level, and customize the resources allocated to the workload.

You cannot customize the resources if they are locked. For additional information about the *Resources* settings, click the  button.
  - 4d Click the *Disks* tab to configure the workload's disks.

The workload's mandatory disks are listed. The mandatory disks are created with the workload and cannot be customized.

If the *Add* action, located above the list, is available, there are optional disks you can create for the workload. Click *Add*, then specify the size for the disk.

For additional information about the *Disks* settings, click the  button.
  - 4e Click the *Networks* tab (if it is displayed), select a network interface card, then assign the network and configure the network address and name servers.

For additional information about the *Networks* settings, click the  button.

**4f** (Optional) Click the *Windows Settings* tab (if it is displayed), then provide an Administrator account password, computer name, and workgroup or domain information.

If you do not provide this information, a Cloud Administrator will provide it before the workload is built. For additional information about the *Windows Settings* settings, click the  button.

**4g** (Optional) Click the *Windows Licensing* tab (if it is displayed), then provide a Windows product key, and registration name.

If you do not provide this information, a Cloud Administrator will provide it before the workload is built. For additional information about the *Windows Licensing* settings, click the  button.

**4h** (Optional) Click the *Linux Settings* tab (if it is displayed), then provide a host name and domain name.

If you do not provide this information, a Cloud Administrator will provide it before the workload is built. For additional information about the *Linux Settings* settings, click the  button.

**4i** (Optional) Click the *Console Access* tab, then set the password for VNC access to the workload.

If you do not provide this information, a Cloud Administrator will provide it before the workload is built. For additional information about the *Console Access* settings, click the  button.

**4j** Click *OK* to save the workload and add it to the *Workloads* list.

**5** Add any additional workloads to the business service.

You can add additional workloads by repeating [Step 4](#) or by copying an existing workload and then modifying it as necessary. To copy a workload:

**5a** Select the workload to copy, then click *Copy*.

**5b** Select the number of copies to create, and provide a unique name for each copy.

**5c** Click *OK*.

The new workloads are added to the *Workloads* list.

**5d** Edit each new workload to provide any missing information.

Each new workload contain as much of the original information as possible, but information such as network addresses, Windows computer names, and Linux host names are not copied because they need to be unique for each workload.

**6** (Optional) Give other users ownership rights to the business service.

The *Users* list lets you see any users who have been explicitly assigned ownership rights to the business service. It does not show users who inherit ownership rights to the business service through their roles.

Depending on the rights you have, you might only be able to view the list of users, or you might be able to add users. If you have rights and want to add a user:

**6a** Click the *Users* tab, then click *Add*.

**6b** Select users from the two lists.

The *Members* list displays all users who are members of the business service's organization. The *System Users* list displays users who are not members of the organization.

You can Shift-click and Ctrl-click to select multiple users (or user groups).

**6c** Click *OK*.

The users are added to the list.

**7** Click *Save* to add the request to the *Requested Services* list without submitting it.

or

Click *Submit* to add the request and submit it for approval.

## Managing Deployed Business Services

You can cycle (start, suspend, stop) a deployed business service's workloads, open a remote console to a workload, and give other users access to the business service.

### STARTING, SUSPENDING, OR SHUTTING DOWN A WORKLOAD

- 1 On the main navigation bar, click  *Business Services*, then click *Deployed*.
- 2 Select the business service with the workload you want to cycle, then click *Manage*.
- 3 In the *Workloads* list, select the workload.
- 4 Click one of the following controls:
  -  Start the workload.
  -  Suspend the workload.
  -  Shut down the workload.
- 5 Click *Close*.

### OPENING A WORKLOAD CONSOLE

Cloud Manager provides remote access to workloads via a VNC console.

- 1 On the main navigation bar, click  *Business Services*, then click *Deployed*.
- 2 Select the business service with the workload you want to access, then click *Manage*.

- 3 In the *Workloads* list, select the workload, then click *Console*.  
If the *Console* action is not available, your Cloud Administrator has not enabled remote console access.
- 4 Specify the console password to log in.  
After you log in, a remote console session is opened to the workload. Most functions of the remote console work the same as the local console. However, if you need to use special key sequences such as Ctrl+Alt+Del, you must select them from the *Send Special Key Sequence* menu located at the top of the console.
- 5 When you have finished, close the browser window to end the session.

## DELEGATING OWNERSHIP OF A BUSINESS SERVICE

By default, the following users have ownership rights to a business service:

- ◆ The creator of the business service
- ◆ All Business Service Owners for the business group that the business service belongs to
- ◆ All Business Service Owners for the organization
- ◆ All Organization Managers

If necessary, you can delegate ownership to other users. When you do so, the user receives rights to view, manage, and change the business service.

- 1 On the main navigation bar, click  *Business Services*, then click *Deployed*.
- 2 Select the business service to which you want to give another user access, then click *Manage*.
- 3 Click the *Users* tab to display the *Business Service Owner* list.
- 4 Click *Add*, select the users or user groups you want to give access to the business service, then click *OK*.  
You can Shift-click and Ctrl-click to select multiple users and user groups.  
If the *Add* action is not available, you do not have rights to give access to other users.

## Changing Deployed Business Services

You can change a business service's details (expiration date and business purpose) and workloads. Any change (including changing the expiration date and business purpose) generates a change request that must be approved before the changed business service can be redeployed.

## CHANGING A BUSINESS SERVICE'S DETAILS

- 1 On the main navigation bar, click  *Business Services*, then click *Deployed*.
- 2 Select the business service, then click *Change*.
- 3 Modify the details for the business service:
  - Expiration Date:** Specify the date you want the business service to no longer be available.
  - Business Purpose:** Provide details that explain the purpose or justification for the change to the business service.
- 4 Click *Submit* to submit your business service change request.  
or  
If you don't want to submit the change request at this time, click *Save* to save the change request.  
  
A change icon  is added next to the business service name in the *Deployed* list to indicate that a change request has been generated and added to the *Requests* list. If you saved the change request rather than submitting it, you must go to the *Requests* list to edit the request or submit it.

## REASSIGNING A BUSINESS SERVICE TO A DIFFERENT BUSINESS GROUP

You can reassign a business service to a different business group if 1) you have rights to the other business group and 2) the business group's resources (hypervisor, service levels, and so forth) support the business service's workloads.

- 1 On the main navigation bar, click  *Business Services*, then click *Deployed*.
- 2 Select the business service, then click *Change*.
- 3 In the *Business Group* list, select the target business group.
- 4 Click *Submit* to submit your business service change request.  
or  
If you don't want to submit the change request at this time, click *Save* to save the change request.  
  
A change icon  is added next to the business service name in the *Deployed* list to indicate that a change request has been generated and added to the *Requests* list. If you saved the change request rather than submitting it, you must go to the *Requests* list to edit the request or submit it.

## ADDING A WORKLOAD

- 1 On the main navigation bar, click  *Business Services*, then click *Deployed*.
- 2 Select the business service to which you want to add a workload, then click *Change*.
- 3 On the *Workloads* tab, click *Add* to display the Select Workload Template dialog box.

The dialog box displays a list of workload templates. A template is the basis for a workload, providing basic workload settings and costs.
- 4 Select the workload template from which to create the workload, then click *OK* to display the Configure Workload dialog box.
- 5 On the *Resources* tab, specify a name for the workload, select a service level, and customize the resources allocated to the workload.

If the resources are locked, you cannot customize them. For additional information about the *Resources* settings, click the .
- 6 Click the *Disks* tab to configure the workload's disks.

The workload's mandatory disks are listed. The mandatory disks are created with the workload and cannot be customized.

If the *Add* action, located above the list, is available, there are optional disks you can create for the workload. Click *Add*, then specify the size for the disk.

For additional information about the *Disks* settings, click the .
- 7 Click the *Networks* tab (if it is displayed), select a network interface card, then assign the network and configure the network address and name servers.

For additional information about the *Networks* settings, click the .
- 8 (Optional) Click the *Windows Settings* tab (if it is displayed), then provide an Administrator account password, computer name, and workgroup or domain information.

If you do not provide this information, a Cloud Administrator will provide it before the workload is built. For additional information about the *Windows Settings* settings, click the .
- 9 (Optional) Click the *Windows Licensing* tab (if it is displayed), then provide a Windows product key and registration name.

If you do not provide this information, a Cloud Administrator will provide it before the workload is built. For additional information about the *Windows Licensing* settings, click the .
- 10 (Optional) Click the *Linux Settings* tab (if it is displayed), then provide a host name and domain name.

If you do not provide this information, a Cloud Administrator will provide it before the workload is built. For additional information about the *Linux Settings* settings, click the .

- 11 (Optional) Click the *Console Access* tab, then set the password for VNC access to the workload.

If you do not provide this information, a Cloud Administrator will provide it before the workload is built. For additional information about the *Console Access* settings, click the .
- 12 Click *OK* to save the workload and add it to the *Workloads* list.
- 13 Click *Submit* to submit your business service change request.

or

If you don't want to submit the change request at this time, click *Save* to save the change request.

A change icon  is added next to the business service name in the *Deployed* list to indicate that a change request has been generated and added to the *Requests* list. If you saved the change request rather than submitting it, you must go to the *Requests* list to edit the request or submit it.

## MODIFYING A WORKLOAD

- 1 On the main navigation bar, click  *Business Services*, then click *Deployed*.
- 2 Select the business service with the workload you want to modify, then click *Change*.
- 3 On the *Workloads* tab, select the workload to modify, then click *Edit*.
- 4 Modify the workload settings as desired.

For information about the workload settings, click the .
- 5 Click *OK* to save the workload changes.
- 6 Click *Submit* to submit your business service change request.

or

If you don't want to submit the change request at this time, click *Save* to save the change request.

## REMOVING A WORKLOAD

- 1 On the main navigation bar, click  *Business Services*, then click *Deployed*.
- 2 Select the business service with the workload you want to remove, then click *Change*.
- 3 On the *Workloads* tab, select the workload, then click *Remove*.
- 4 Click *Yes* to confirm the action.

5 Click *Submit* to submit your business service change request.

or

If you don't want to submit the change request at this time, click *Save* to save the change request.

## Generating Reports

You can generate reports showing the costs for your business services.

- 1 On the main navigation bar, click  *Reports*.
- 2 Click *Generate* to display the Reports dialog box.
- 3 In the *Report Templates* list, select the report you want to generate and the format you want, then click *Next*.
- 4 In the Report Parameters dialog box, select your organization, then click *Generate*.

A report window appears. Depending on the amount of data to be collected, the report might be completed quickly or it might take a while. As soon as the report is

completed, it is displayed in the report window, saved to your computer, opened in an associated application, or you are prompted about which action you want to take (depending on your browser configuration).

If the report is taking a while, you can close the report window and the report continues to generate. If you close the report, its status is shown in the *My Reports* list. As soon as it is complete, you can view it.

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