NetIQ Cloud Manager 2.1

Quick Start - Approver

An Approver has rights to approve or deny a business service request based on the available resource capacity for the requesting organization or the hosting zone. This Quick Start explains how to perform Approver tasks in the Cloud Manager console. The information is also available in the Cloud Manager console under *Help > How Do I > Approver*.

Approving Business Service Requests

After a business service request is submitted, an Administrator approval task is sent to you. This task allows you to review the business service and ensure that the resources requested for the business service are available.

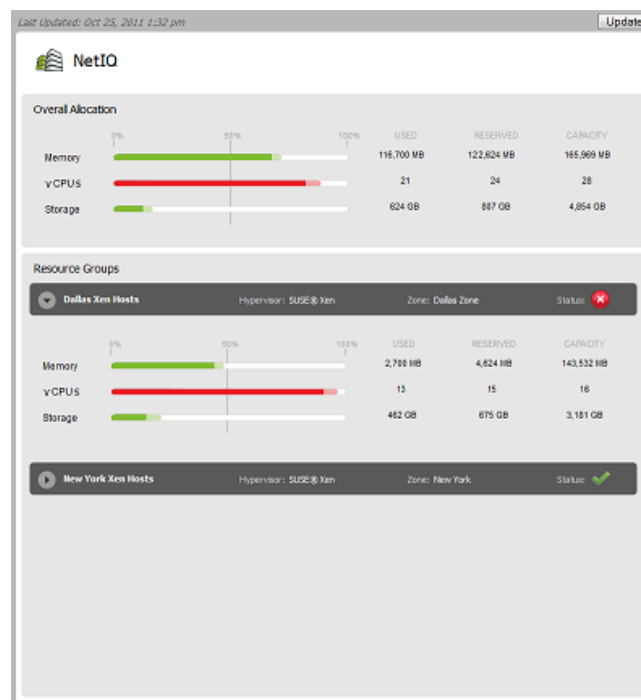1 On the main navigation bar, click ☑ *Tasks*, then click the *Unclaimed* tab.

2 If you want to claim the task so that no other administrators can work on it, select the task (the subject is *Approval required for a new Business Service - Administrator Approval*), then click *Claim*.

The task is moved to your *My Tasks* list.

3 Select the task in the list (either the *Unclaimed* list or the *My Tasks* list), then click *Review*.

In the *Workloads* list, the *Zone* column displays the zone and resource group that will host the deployed workload. The *CPU*, *Memory (MB)*, and *Disks (GB)* columns display the requested resources for the workload.

If you are not sure that the resource group has sufficient available resources for the workload, close the dialog box and open the 🗄 *Capacity* view. Select the organization for which the business service is being deployed, then select the resource group to see the available resource capacity.

After verifying the requested resources against the available resources, open the task again.

4 When you have finished reviewing the task, select one of the following

- *Approve*: Approves the request.

- *Deny*: Denies the request. You can select a predefined reason for denying the request or provide a custom reason of your own. The Business Service Owner receives an e-mail that states the reason.

- *Close*: Closes the task without approving or denying it.

Monitoring Resource Capacity

The Capacity view provides information about used, reserved, and allocated resource capacity for organizations and zones.

To open the Capacity view:

1 On the main navigation bar, click 🔳 *Capacity*.

UNDERSTANDING THE CAPACITY VIEW

The Capacity view includes three main sections: the Capacity Summary bar, the Organizations or Zones List, and the Details panel.

Capacity Summary Bar

The Capacity Summary bar provides a summary for the total resources within your management scope.

For example, if you are a Cloud Administrator, you see a summary for all of the resources in your Cloud. If you are a Zone Administrator, you see a summary of all of the resources in the zones you manage. If you are an Approver, you see a summary of all of the resources in your assigned organizations and zones.

Each resource (Memory, CPU, and Storage) has its own capacity indicator. The indicator displays the used and reserved capacity as a percentage of the total available capacity.

The color of the indicator is determined by the Warning and Problem thresholds set for the Cloud environment. Green indicates that no thresholds have been reached, yellow indicates that the Warning threshold has been reached, and red indicates that the Problem threshold has been reached.
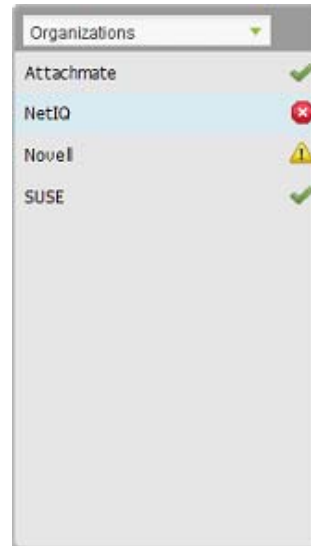
The Issues section of the Capacity Summary bar shows the following:

 ◆ ✔ No resource issues.

 ◆ ⚠ The number of resources that have reached the Warning threshold.

 ◆ ❌ The number of resources that have reached the Problem threshold.

Organizations or Zones List

The Organizations or Zones list displays the organizations or zones for which you can view resource capacity.
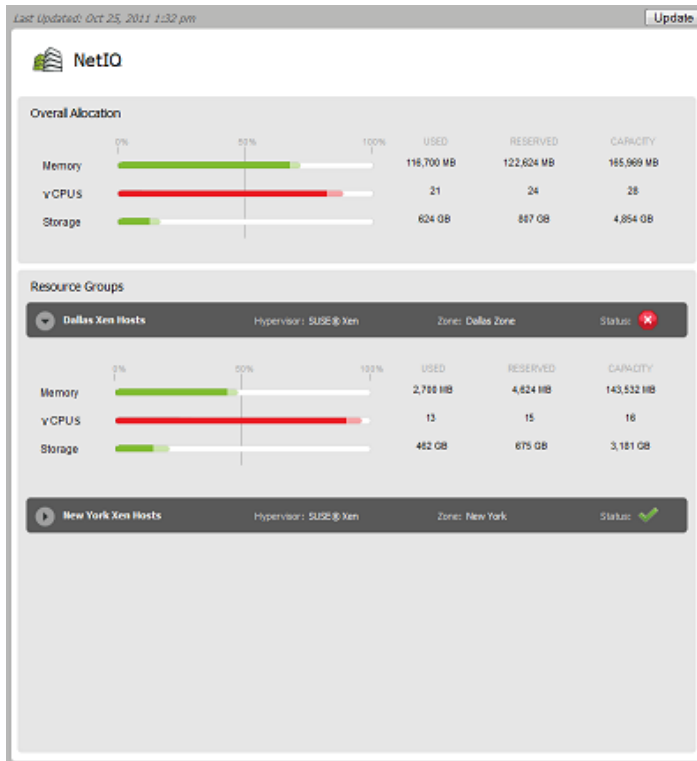

Depending on your role, you might be able to see either organizations or zones but not both.

The icon next to each organization or zone indicates the current status of the resources for that item. The statuses correspond to the statuses that can be listed in the Capacity Summary bar:

 ◆ ✔ No resource issues.

 ◆ ⚠ One or more resources for the organization or zone have reached the Warning threshold.

 ◆ ❌ One or more resources for the organization or zone have reached the Problem threshold.

Organizations or Zones Details

The Organizations or Zones Details panel displays the resource capacity information for the organization or zone that is selected in the list.

The *Overall Allocation* section provides a summary of the used, reserved, and available capacity for the entire organization or zone.

- **Used:** The amount of the resource that is actually being consumed by deployed workloads. For example, a workload might be allocated 4 GB of memory but only be using 2 GB.

- **Reserved:** The amount of the resource that is reserved for deployed workloads. For example, if a workload is allocated 4 GB of memory, all 4 GB are reserved.

- **Capacity:** The total amount of the resource that is available for deployed workloads.

The *Resource Groups* sections provide capacity details for each resource group assigned to the organization or zone. The status of each resource group is also displayed.

The *Last Updated* field displays the last time the capacity data was updated. The *Update* button lets you update the data.

UPDATING THE CAPACITY DATA

The Capacity engine collects capacity data on a regular interval specified in System Configuration. The collected data is cached on the Cloud Manager Application Server.

The Capacity data is static, meaning that the Capacity view displays the same data until you update from the cached data on the Cloud Manager Application Server.

To update the data:

1 Click *Update*.

   If the cached data is newer than the current data, the Capacity view is updated with the cached data.

2 Click *Yes* to confirm that you to continue with the manual update.

   The Capacity engine collects the new data from the system. As soon as the data is collected, the Capacity view automatically updates to the new data.