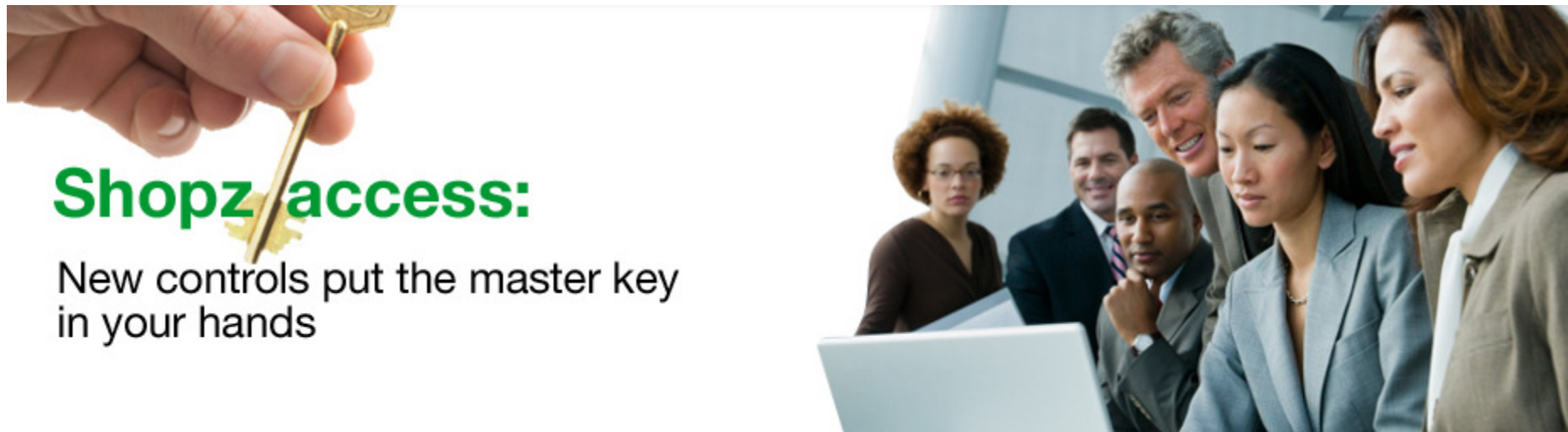




Shopz users' authorization administration: Roles and Authorization Management (RAM)



Shopz access:

New controls put the master key
in your hands

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- Shopz today and enhancements through RAM
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Management of Shopz access and permissions is now in your hands

Shopz is the online solution for ordering and delivery of System z® software products, used by IBM customers worldwide to plan, order and track delivery online, 24/7

- Software product, system and service upgrades
- Entitled and priced order submission
- Online catalog with requisite and incompatibility check
- e-delivery

The **NEW Roles Authorization Management (RAM)** functionality provides the customer organization with a flexible management of users and privileges in Shopz based on rules, roles and policies self defined

These enhanced access controls provides you with:

- Faster access activation
- Transparency about Shopz permissions for each employee registered
- Cooperation in the ordering process
- Improved security



Customizable Shopz access control management was #1 request from users. IBM has developed RAM to meet these requirements.

Shopz before RAM



Shopz with RAM

- **Shopz users' access is administered** by IBM
- Users receive **only full or no authorization to order** for customer numbers on which they are registered
- There is **Limited control** of users
- Each user **operates independently** from others, without review/collaboration of a combined group
- **Every Shopz user is managed individually**, there is no facility to group users

- After defining a Shopz Group and Group Manager, the customer is able to **authorize access and control the Shopz capabilities of its company**
- Each employees' role in Shopz can be determined individually (e.g. only service orders)
- Customer is be able to **customize the ordering process** by setting group rules and assigning roles to appropriate personnel
- All Shopz activity is visible to the customer

RAM function is accessible from Shopz home page or directly from this URL <https://www14.software.ibm.com/webapp/ram/>

Shopz home page

<http://www.ibm.com/Software/shopzseries>

Country/region [select]

Home Solutions Services Products Support & downloads My IBM Welcome Demo Customer Demo Customer [Not you?] [IBM Sign in]

Shopz

Product catalog

Help

News

Feedback

Customer service

Related links

- System z software
- System z servers
- Operating systems
- Linux on IBM System z
- Resource Link
- Publications center
- Passport Advantage
- RAM

Shopz access:
New controls put the master key in your hands
→ Learn more

Shopz is the online solution for ordering and delivery of System z software. Shopz is used by customers worldwide to plan, place, and track orders, 24/7.

Features and benefits

- Easy, fast planning and ordering of System z software product, system and service upgrades
- Online catalog, shopping cart, order tracking and reporting functions
- Support for z/OS, z/VM and z/VSE operating environments
- Entitled and priced transactions
- Roles Authorization Management
- Internet delivery for product and service orders

Fast access to Shopz

- Sign in for registered users
- New user registration

You must sign into this application, even if you have already signed into IBM.com on the masthead.

Shopz

RAM User's Guide

RAM User's Guide

Prepare your system for Shopz readiness

Important information about products acquired from Candle

Important information about products acquired from Consul

Important information about products acquired from Princeton Softech

About IBM Privacy Contact Terms of use IBM Feeds Jobs

RAM home page

<https://www14.software.ibm.com/webapp/ram/>

Country/region [select]

Home Solutions Services Products Support & downloads My IBM Welcome [IBM Sign in] [Register]

RAM

Help

Feedback

Customer service

Related links

- ShopzSeries

Roles and Authorization Management (RAM)

Roles and Authorization Management (RAM) is available for customers using IBM applications like Shopz, allowing them to manage access and usage for the various users within their enterprise. By using RAM to define roles and assign authorities, customers can improve productivity, transparency, auditability and cost efficiency of the online ordering process.

Sign in (registered users)

Note: You must sign into this application, even if you have already signed into IBM.com on the masthead.

Not yet migrated to RAM?
Find out more about RAM features and benefits, and how to initiate migration.
→ Learn more
IBM RAM User's Guide

About IBM Privacy Contact Terms of use IBM Feeds Jobs

RAM adds new capabilities and roles to Shopz

External customer access

- IBM customers are now able to login and use RAM

Group Profile (GP)

- A **group profile** is a container used to identify a group (of customer numbers)
- A **group profile** is associated with a set of group members (each group member is assigned one or more roles/authorizations)
- A **group profile** is associated with a set of rules to govern the group's activities

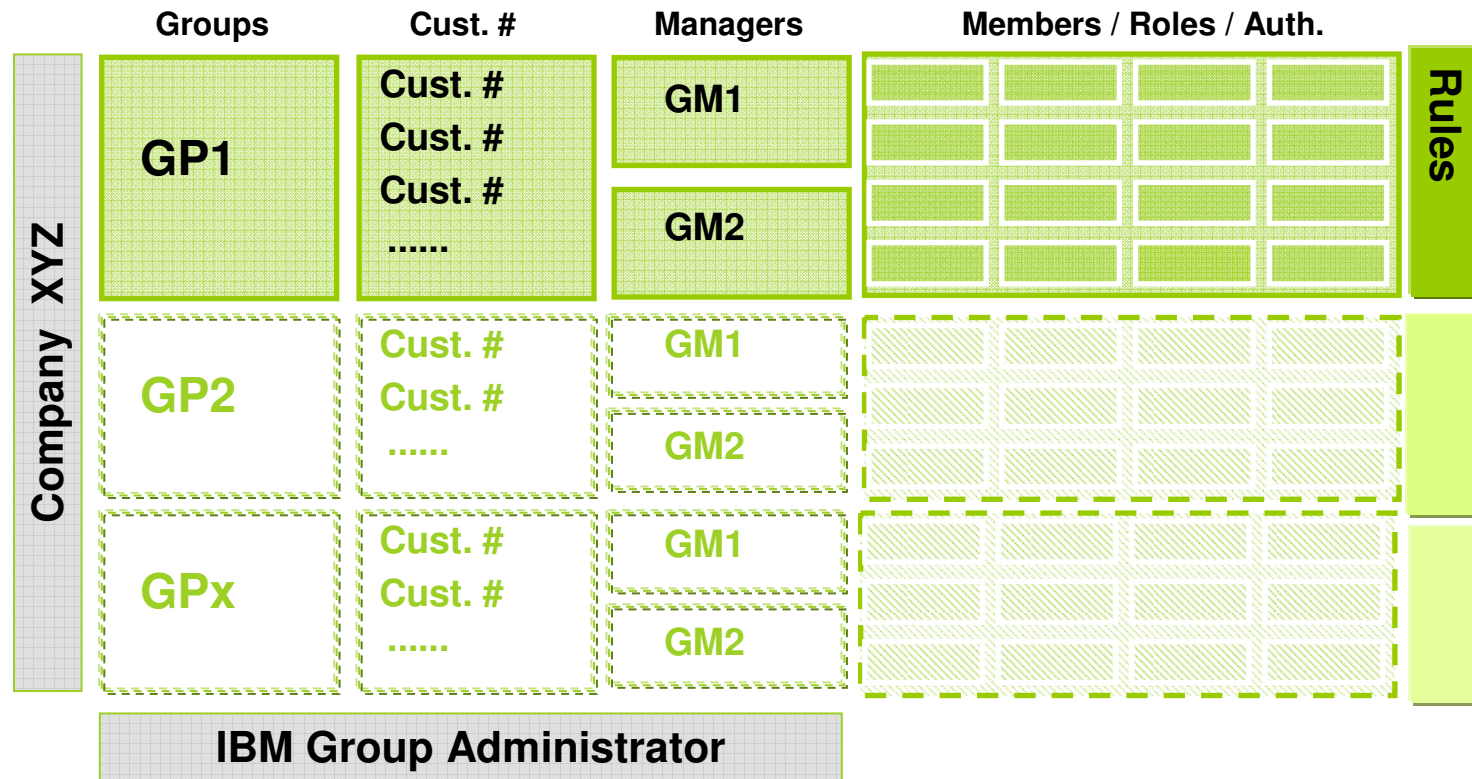
Group Manager (GM)

- A **group manager** is an individual at the customer site who is responsible for managing one or more **group profiles**, i.e. granting various group members specific roles/authorities, etc...

IBM Group Administrator (IGA)

- The **IBM group administrator** is an individual at IBM who creates **group profiles** and authenticates the **group managers** during group set-up

The logic behind RAM is based on group profiles, group managers, group members' roles and responsibilities as represented below



GP = Group Profile GM = Group Manager

- Each company should have at least one Group Profile defined
- Each Group Profile should have at least one customer # and a Group Manager associated
- Same customer # cannot be part of multiple groups at the same time

RAM user roles description

Role	Description
Service order creator (SOC)	<ul style="list-style-type: none"> The SOC has the authority to create service orders, and is authorized to submit them for fulfillment. He can also view and download orders created within the group
Service order viewer (SOV)	<ul style="list-style-type: none"> The SOV has the authority to view service orders within his group that have been submitted for fulfillment
Service order modifier (SOM)	<ul style="list-style-type: none"> The SOM has the authority to view and modify (i.e. download and delete) service orders within his group that have been submitted for fulfillment.
Product order creator (POC)	<ul style="list-style-type: none"> The POC has the authority to create product orders, and is authorized to submit them for approval or submit them for fulfillment if no further approval is required. He can also view and download orders created within the group
Product order viewer (POV)	<ul style="list-style-type: none"> The POV has the authority to view product orders within his group that have been submitted for fulfillment.
Product order modifier (POM)	<ul style="list-style-type: none"> The POM has the authority to view and modify (i.e. download and delete) product orders within his group that have been submitted for fulfillment
Order approver (OA)	<ul style="list-style-type: none"> The OA has the authority to approve and submit orders (for manual price quotes and/or fulfillment) which require a formal approval within his group. This user also has the authority to reject an order that was sent for approval
Event subscriber (ES)	<ul style="list-style-type: none"> The ES has the authority to request to be notified via e-mail when various events, such as the submission of an order, occur within his group. Note: in order to view orders he must also be granted the SOV and/or POV role.

RAM definitions and requested information to get started

Group Profile

- The Group Profile (GP) is a group of customer numbers
- The GP is associated with different authorization rules
- The GP is associated with multiple group rules to govern group's activities
- Shopz users will be associated with group (profiles) as group members



What is needed to create a Group Profile?

- A **group name** (e.g. "Company Name – country – CustomerNr1, CustomerNr2...")
- At least one **customer number** (recommended, the customer numbers that are already used with Shopz)
- The **associated country** of the customer (a group can contain only one country)

Group Manager

- The Group Manager (GM) must be an employee of the company (people in a management position are preferred)
- The GM plays a key role in the new Shopz RAM setup on the client side
- The GM is responsible of the group profile
- The GM gives individual group members access and permissions



What is needed to create a Group Manager?

- **Name of Group Profile** to be associated
- **Company name**
- Name of the employee selected as **Group Manager** and **Shopz ID** (recommended two per group = primary contact + backup)
- Group Manager **e-mail**

Note: group name, customer numbers and Group Managers can be adjusted later

Get started to RAM in a few steps

1. Apply for RAM		Client action
a	Group Manager identification	<ul style="list-style-type: none"> ▪ Identify 2 people within your organization that can play the group manager role <ul style="list-style-type: none"> – One primary contact – One backup contact ▪ Selected group managers should have the authority to coordinate other users roles
b	Group Profile and Group Manager data collection	<ul style="list-style-type: none"> ▪ Collect the list of your customer numbers you would like to be associated with your profile ▪ Collect group managers' names and Shopz IDs to be enabled ▪ Fill-in the RAM application form
c	Notification to IBM	<ul style="list-style-type: none"> ▪ Send the RAM application form to your IBM Sales Rep. or directly to IBM at ram4shop@us.ibm.com ▪ Include management sign-off (if the selected group manager is not in a management position)

2. Process applications		IBM action
a	Group Profile creation and Group Manager enablement	<ul style="list-style-type: none"> ▪ IBM Group Administrator creates the Group Profile and associates selected Group Managers according to your input
b	Confirmation to customer	<ul style="list-style-type: none"> ▪ E-mail notification is sent to authorized Group Managers with full enablement confirmation

Get started to RAM in a few steps

3. Group Profile set-up		Client action
a	E-mail notification	<ul style="list-style-type: none"> If you are a Group Manager you receive an email with a link to RAM when your group is activated
b	First login	<ul style="list-style-type: none"> Login to RAM and check your data in the “Manage group” view of the site (customer #, members, managers, rules)

- RAM
- My application roles
- My requests
- View group
- Manage group
- Help
- Feedback
- Customer service

RAM >

Manage group

XYBank - DE 123456 897654

Select group

[Basics](#)
[Customer numbers](#)
[Members](#)
[Managers](#)
[Rules](#)

view or update group basics

Required fields are indicated with an asterisk (*).

Group name	XYBank - DE 123456 897654
Country	Germany
Group administrator	ram4shop@us.ibm.com

Rename group

Group name* [Rename group](#)

My RAM

Welcome

Surname, Name

Current application
ShopzSeries

[→ Sign out](#)

Get started to RAM in a few steps

3. Group Profile set-up		Client action
c	Manage group rules	<ul style="list-style-type: none"> Under the “Rules” tab you should select the Shopz settings and rules to start with (can be changed later)

RAM

My application roles

My requests

View group

Manage group

Help

Feedback

Customer service

RAM >

Manage group

XY Bank - DE 123456 897654

Select group XY Bank - DE 123456 897654 ➔

Basics
Customer numbers
Members
Managers
Rules

view or update group rules

Some rules cannot be updated because of the group's customer type or country, or because only an IBM group administrator can update it.

For a non-entitled product order, purchase order number required? [\[Help\]](#)

Yes

No

Internet delivery default/required or any media selection OK? [\[Help\]](#)

Any

Internet delivery default (if available)

Internet delivery required

Type of orders requiring approval? [\[Help\]](#)

All product orders

New license orders

No approval required

Update rules

Comments ➔ Submit

These selections are appropriate for the majority of companies

- Purchase Order number not mandatory for non-entitled product orders
- Each delivery media can be ordered
- No special approval required

Get started to RAM in a few steps

4. Group members set-up		Client action
a	Group member enablement	<ul style="list-style-type: none"> Inform all Shopz users of your company about RAM and ask them to submit their request in "My Profile"
b	Group member management	<ul style="list-style-type: none"> If Shopz users in your company have already submitted new roles applications, you can see them in the "Members"
c	Group member roles attribution	<ul style="list-style-type: none"> in the "Members" tab, click on the Shopz user and select the following roles If you want to leave the old Shopz submitter permission select Service order creator (SOC) and Product order creator (POC) For cooperation in various orders select Service Order Modifier (SOM) and Product order modifier (POM)

User details

Required fields are indicated with an asterisk (*).

Name: Mazurek, Achim

E-mail: achim_mazurek@de.ibm.com

Phone number: 49-228-881-573

Select Roles [\[Help\]](#)

- Service order viewer
- Service order modifier SOM
- Service order creator SOC
- Product order viewer
- Product order modifier POM
- Product order creator POC
- Order approver
- Group manager
- Event subscriber
 - Event notification for the submission of service orders
 - Event notification for the submission of entitled product orders
 - Event notification for the submission of product orders that require new licenses

Shopz order status enhancement through RAM

Colleagues with group permissions can now see in the Shopz section “My orders” the orders created/submitted by other group members (SOV, POV) and/or continue to work on that (SOM, POM) either modifying or downloading

Shopz

- My orders
- My profile
- My hardware systems
- My licensed software
- My installed software
- Product catalog
- Help
- News
- Feedback
- Customer service

Shopz >

My orders

Create new order
Draft orders
In process
Completed

In process | Awaiting approval

To review or process an order, click on its name. To track it, click on its status.

- Include group orders in view
- Load new orders into view(please be patient)

[Refresh order status](#)

In process orders

Select	Order reference number - Order name	Status
<input type="checkbox"/>	U00942991 - PTF Test Order Customer number: 123456 Submitter userid: immihenne@de.ibm.com IBM order number: B5015546	Download

Fast access to Shopz

Welcome
Achim Mazurek

Current group
**XYBank - DE 123456
897654**

- [→ Manage group](#)
- [→ Sign out](#)
- [→ Edit profile](#)

For more information

- **Shopz homepage:**

<https://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp>

- **Shopz help:**

<https://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp>

- **RAM home page:**

<https://www14.software.ibm.com/webapp/ram/>

- **RAM help:**

<https://www14.software.ibm.com/webapp/ram/help>

- **Customer service:**

<https://www14.software.ibm.com/webapp/ram/service>

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