

CA Automation Suite for Clouds

Approving Manager Guide
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CA Technologies Product References

This documentation set references the following CA Technologies products and components:

- CA Service Catalog
- CA Process Automation
- CA Embedded Entitlements Manager (CA EEM)
- CA Business Intelligence
- CA Server Automation
- CA IT Client Manager
- CA AppLogic®

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Contents

Chapter 1: Introduction	7
Chapter 2: Monitor and Manage Reservation Requests	9
Approve or Reject Requests	9
Chapter 3: Access and Run Reports	11
Review Reservation Requests	11

Chapter 1: Introduction

This guide describes the responsibilities of an Approving Manager. Your responsibilities require you to:

- Monitor and manage reservation requests
- Approve or reject requests
- Access and run reports
- Review reservation requests

Chapter 2: Monitor and Manage Reservation Requests

This chapter describes the tasks for Approving Managers to manage reservation requests from Service Consumers. As an Approving Manager, you approve or reject requests for virtual resources from service consumers.

To understand how requests affect business requirements and priorities, you review reservation requests for you and other approving managers. You can also generate reports of the resource usage and availability, which are useful for verifying Service Level Agreements.

The self-service portal allows you to monitor and manage reservation requests.

Approve or Reject Requests

As an Approving Manager, you are responsible for reviewing the requests that you receive from a Service Consumer. A request is automatically assigned to you based on the user that opened the reservation. Requests automatically appear in the portal as Requests Pending My Action. You can view all requests and can approve or reject the requests.

You can perform other tasks on reservations such as, transfer, or delegate requests. For more information, click Help and see the topics under Handle Requests Pending Action.

Follow these steps:

1. Log in to CA Service Catalog.
2. Click Requests.
The available list of services opens.
3. Click Pending My Action.
The requests awaiting your review and approval or rejection display.
4. Click Actions for a request then click Approve/Reject.
The Approve Request page opens.
5. Click Show Details and review the reservation details.
6. Select Approved or Rejected from the Item Status drop-down list.

7. Click Save.

A dialog opens and prompts you to confirm.

8. Click Yes.

The Request Details page opens showing the updated status of the request.

After you approve the application request, CA Automation Suite for Clouds fulfills the request. The Service Consumer who opened the reservation request receives an email notification of the request status.

Chapter 3: Access and Run Reports

Reports can assist with request approvals by giving you a picture of resource usage and availability. You can also generate service accounting reports and query data within a range to generate reports for stakeholders or verify compliance with Service Level Agreements.

You can run available reports from InfoView directly from CA Service Catalog.

Follow these steps:

1. Log in to CA Service Catalog.
2. Click Reports.
3. Click InfoView.
The BusinessObjects InfoView page opens.
4. Click Document List and navigate to Public Folders, CA Reports, CA SLCM.
The CA SLCM folder contains two folders:

Admin Reports

Provides reports of interest to Approving Managers and Service Providers.

User Reports

Provides reports of interest to service consumers, such as the User Requests report. This report provides details about requests that were opened, approved, or fulfilled within specific time periods.

Note: Your access to folders and reports depends on your access privileges.

5. Double-click a report.
The Prompt dialog opens.
6. Type specific parameters to generate the report.
7. Click Run Query.
The report generates and opens.

Review Reservation Requests

As an Approving Manager, you need to understand how requests affect business requirements and business priorities. You must understand the options available to process requests, and what users are requesting. By reviewing the requests that service consumers generate, you can better understand the business requirements and business priorities.

Reviewing reservation requests also helps you create effective policies for automatically assigning tasks in the request lifecycle to users. Policies are commonly used to expedite requests and assign a specific approver to a specific service or service option. You can also assign approval or rejection duties to users other than the manager of the requester.

Follow these steps:

1. Log in to CA Service Catalog.
2. Click Requests.
3. In the Request Lookup pane, select one of the following options:
 - Open Requests to review all outstanding requests for approving managers.
 - Completed Requests to review recently processed requests.
 - Pending My Action to review requests that you are responsible for processing or delegating.
4. Review requests with the on-screen navigation options.
5. (Optional) Click Home to return to the CA Service Catalog home page.

You can view requests pending action for all approving managers.