



APPENDIX **A**

Admin User Roles

This appendix describes the Cisco Application Performance Assurance (APA) administrative user roles.

Explanation of Roles

[Table A-1](#) lists the activities that are allowed to each of the Admin User Roles.

Table A-1 Admin User Roles

Role	Jobs	Workflows	Access-Level
IT Administrator	<ol style="list-style-type: none"> Keeps network running 	<ol style="list-style-type: none"> Adding and removing NME-APA devices on site 2. Initial installation and configuration Initial configuration of protocols, services and policies Further configuration of protocols, services and policies Report configuration Reporting data retrieval and generation the reports Using and interpretation of the real-time monitoring results Weekly adjustment and reviewing the policies Fault management Capacity and performance management (based on statistics) Local upgrades Local backups Sets up new users consuming services - User management 	15
IT Manager	<ol style="list-style-type: none"> Identifies policies Deployment schedules and targets Runs reports on a regular basis Organizational responsibility Owner of the master password 	<ol style="list-style-type: none"> Defines reports Customizes reports Runs reports Sets up password structure Network architecture. Spots trends regarding capacity and responds to network needs. 	15

Table A-1 Admin User Roles (continued)

Role	Jobs	Workflows	Access-Level
IT Technician	<ol style="list-style-type: none"> 1. Manage the fault components 2. Runs reports 	<ol style="list-style-type: none"> 1. Runs reports 2. Distributes reports as appropriate 3. Views and investigates alarms and statistics 4. Low level alarm resolution 5. Uses real-time monitoring 6. Initiates trouble tickets 7. Escalates severe alarms 8. Collates local information 	5
Service Admin	<ol style="list-style-type: none"> 1. Sole role is to prepare devices for managed service rollout 	<ol style="list-style-type: none"> 1. Central staging- setup and configuration of initial policies 	15

Table A-1 Admin User Roles (continued)

Role	Jobs	Workflows	Access-Level
Field Engineer	<ol style="list-style-type: none"> 1. Manages customer installations and configurations onsite 	<ol style="list-style-type: none"> 1. Uploads configuration files to APA Device Console 2. Modifies policy configurations as required 3. Sets up initial report templates 4. Installs the pre-configured module into the router and runs initial diagnostics 5. Ensures ability to integrate into central NMS 6. Sets up password structure onsite 7. Performs final test, perhaps provides initial usage training 	10
Service Manager	<ol style="list-style-type: none"> 1. Identifies policies 2. Deployment schedules and targets 3. Runs reports on a regular basis 4. Organizational responsibility 5. Owner of the master password 	<ol style="list-style-type: none"> 1. Defines reports 2. Customizes reports 3. Runs reports 4. Sets up password structure 5. Network architecture. Spots capacity trends and responds to network needs 	15

Mapping User Roles to APA Features

Table A-2 shows which users have access to which APADC features. A “Y” indicates that the user has access to that feature.

Table A-2 Features Supported Per User Type

APADC Path and Feature	IT Admin	IT Manager	IT Technician	Service Admin	Service Manager	Field Engineer
Dashboard	Y	Y	Y	Y	Y	Y
Device Management > Configuration						
Retrieve	Y	Y	N	Y	Y	N

Table A-2 Features Supported Per User Type (continued)

APADC Path and Feature	IT Admin	IT Manager	IT Technician	Service Admin	Service Manager	Field Engineer
Export	Y	Y	N	Y	Y	N
Import	Y	Y	N	Y	Y	N
Apply	Y	Y	N	Y	Y	N
Basic tab	Y	Y	Y	Y	Y	Y
Time tab	Y	Y	Y	Y	Y	Y
Device Management > Configuration > SNMP tab						
Add trap manager	Y	Y	N	Y	Y	N
Edit trap manager	Y	Y	N	Y	Y	N
Delete trap manager	Y	Y	N	Y	Y	N
Device Management > Configuration > Security tab						
Add device user	N	Y	N	N	Y	N
Edit device user	N	Y	N	N	Y	N
Delete device user	N	Y	N	N	Y	N
Change enable password	N	Y	N	N	Y	N
Save changes	N	Y	N	N	Y	N
Cancel changes	N	Y	N	N	Y	N
Apply changes	N	Y	N	N	Y	N
Device Management > Installation						
Read	Y	Y	N	Y	Y	N
Apply changes	Y	Y	N	Y	Y	N
Traffic Management						
Retrieve	Y	Y	N	Y	Y	N
Export	Y	Y	N	Y	Y	N
Import	Y	Y	N	Y	Y	N
Apply	Y	Y	N	Y	Y	N
Traffic Management > Applications > Classes						
View classes	Y	Y	Y	Y	Y	Y
Add classes	Y	Y	N	Y	Y	N
Edit classes	Y	Y	N	Y	Y	N
Delete classes	Y	Y	N	Y	Y	N
View class elements	Y	Y	Y	Y	Y	Y
Add class elements	Y	Y	N	Y	Y	N
Edit class elements	Y	Y	N	Y	Y	N
Delete class elements	Y	Y	N	Y	Y	N
Traffic Management > Applications > Signatures						

Table A-2 Features Supported Per User Type (continued)

APADC Path and Feature	IT Admin	IT Manager	IT Technician	Service Admin	Service Manager	Field Engineer
View signatures	Y	Y	Y	Y	Y	Y
Traffic Management > Applications > Protocols						
View protocols	Y	Y	Y	Y	Y	Y
Add protocols	Y	Y	N	Y	Y	N
Edit protocols	Y	Y	N	Y	Y	N
Delete protocols	Y	Y	N	Y	Y	N
View protocol elements	Y	Y	Y	Y	Y	Y
Add protocol elements	Y	Y	N	Y	Y	N
Delete protocol elements	Y	Y	N	Y	Y	N
Traffic Management > Applications > Zones						
View zones	Y	Y	Y	Y	Y	Y
Add zones	Y	Y	N	Y	Y	N
Edit zones	Y	Y	N	Y	Y	N
Delete zones	Y	Y	N	Y	Y	N
View zone elements	Y	Y	Y	Y	Y	Y
Add zone elements	Y	Y	N	Y	Y	N
Delete zone elements	Y	Y	N	Y	Y	N
Traffic Management > Applications > Flavors						
View flavors	Y	Y	Y	Y	Y	Y
Add flavors	Y	Y	N	Y	Y	N
Edit flavors	Y	Y	N	Y	Y	N
Delete flavors	Y	Y	N	Y	Y	N
Traffic Management > Monitoring						
View usage RDRs	Y	Y	Y	Y	Y	Y
Modify usage RDRs	Y	Y	N	Y	Y	N
View transaction RDRs	Y	Y	Y	Y	Y	Y
Modify transaction RDRs	Y	Y	N	Y	Y	N
View real-time user RDRs	Y	Y	Y	Y	Y	Y
Modify real-time user RDRs	Y	Y	N	Y	Y	N
View transaction usage RDRs	Y	Y	Y	Y	Y	Y
Modify transaction usage RDRs	Y	Y	N	Y	Y	N
Traffic Management > Policies						
Global Filtering	Y	Y	N	Y	Y	N
Global Policy	N	Y	N	Y	Y	N
Traffic Management > Policies > User Policies						

Table A-2 Features Supported Per User Type (continued)

APADC Path and Feature	IT Admin	IT Manager	IT Technician	Service Admin	Service Manager	Field Engineer
View user policies	Y	Y	Y	Y	Y	Y
Add user policies	Y	Y	N	Y	Y	N
Edit user policies	Y	Y	N	Y	Y	N
Delete user policies	Y	Y	N	Y	Y	N
View sub user policies	Y	Y	Y	Y	Y	Y
Add sub user policies	Y	Y	N	Y	Y	N
Edit sub user policies	Y	Y	N	Y	Y	N
Delete sub user policies	Y	Y	N	Y	Y	N
View user policy rules	Y	Y	Y	Y	Y	Y
Add user policy rules	Y	Y	N	Y	Y	N
Edit user policy rules	Y	Y	N	Y	Y	N
Delete user policy rules	Y	Y	N	Y	Y	N
Traffic Management > Global Settings						
View system mode	Y	Y	Y	Y	Y	Y
Modify system mode	Y	Y	N	Y	Y	N
Global calendars	Y	Y	N	Y	Y	N
ToS Marking	Y	Y	N	Y	Y	N
Redirection URLs	Y	Y	N	Y	Y	N
User Management > Provisioning > Users						
View all users	N	Y	N	N	Y	N
Add user	N	Y	N	N	Y	N
Edit user	N	Y	N	N	Y	N
Delete user	N	Y	N	N	Y	N
User Management > Provisioning > Groups						
View all groups	N	Y	N	N	Y	N
Add group	N	Y	N	N	Y	N
Edit group	N	Y	N	N	Y	N
Delete group	N	Y	N	N	Y	N
User Management > Monitoring	Y	Y	N	Y	Y	N
User Management > Provisioning	N	Y	N	N	Y	N
Reporting > Data Retrieval	N	Y	N	N	Y	N
Reporting > Running Reports	Y	Y	Y	Y	Y	N
Admin > Admin User Management						
View all users	N	Y	N	N	Y	N
Add user	N	Y	N	N	Y	N

Table A-2 *Features Supported Per User Type (continued)*

APADC Path and Feature	IT Admin	IT Manager	IT Technician	Service Admin	Service Manager	Field Engineer
Edit user	N	Y	N	N	Y	N
Delete user	N	Y	N	N	Y	N