



Exposing TES Functions as a Cisco Workplace Portal Service

Overview

TES functions are exposed via the Service Item Manager module of the Service Portal module that allows designers and administrators to design and manage service item types and instances; and to create, import, and manage the supporting data (or standards) that provide validation and reference data for the service (order) forms through which users will request service items.

Exposing the Functions

To expose the functions:

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- Step 1** Log into the Cisco Service Portal and navigate to Service Item Manager.
- The Service Item Manager is the Service Portal module that allows designers and administrators to design and manage service types and instances; and to create, import, and manage the supporting data (or standards) that provide validation and reference data for the service (order) forms through which you can request service items.
- Step 2** Create a new entry in the Manage Standards StTES_JOBS table with the following values:
- **TES Job Rule** – This is the rule that allows the selection of one or more jobs from TES to be exposed. The rule becomes the query condition when the jobs are pulled from TES.
For example:
 - To expose a single job by id, the rule is `Job.id=n` where `n` is the job id.
 - To expose multiple jobs by id in a single rule `Job.id in (n1,n2,n3)`.
 - To expose a group of jobs, the rule is `Job.parentname='\parentname'`.
 - **Rule Description** – The general description for the Job or Job selection rule.
 - **Operations** – The action that corresponds to the job(s) being exposed. This is a comma-separated list and case-sensitive. Valid values are **Launch**, **Rerun**, **Cancel**, **Hold**, **Resume**.
 - **Security Role** – The security roles in Cisco Service Portal that will have access to the jobs and action exposed by this rule. Multiple security roles must be comma separated.
- Step 3** Use the following entries for exposing TES Jobs.

Entries in StTES_JOBS are expanded into the StTES_SERVICES table on demand; changes made in the StTES_JOBS table are synchronized to the StTES_SERVICES table via an Admin Process. The StTES_SERVICES table is used by the forms to populate the **Job** dropdown field whenever a user submits a service request.

- Step 4** Perform the required on-demand process of submitting the Refresh Standards service request for exposing the jobs in the StTES_SERVICES table and in the job function forms.

The StTES_SERVICES table is system-managed without user interaction.

The values displayed in the **Job Name** list are based on your role.
