



Deploy Team Management

- [Deploy Team Management, page 1](#)

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Prime Service Catalog provides the ability to support multi-team environments. A multi-team environment enables the division of large organizations into logical entities called teams. As a result, you can achieve logical isolation between teams and manage the permissions to order services to the entire team or project. Team Management is provided as a service pack with Prime Service Catalog. You can choose to activate it to use the team management functionality.

Prime Service Catalog provides a strict organizational hierarchy as follows:

- 1 Project
- 2 Team
- 3 Sub Team

Project is a root team and can have multiple teams. Each team can have multiple sub teams. By default the users go not have permissions to order any services. It's the Site Administrator or Service Administrator's responsibility to grant permission to a Project or Team for a service through Integrations or Service Designer. When the permissions are granted at Project level, all the users who belong to the Project can order the service. However, any permission for services granted at team level are only available for the users that are below it in the same hierarchy.

For example, if a system has sub teams named Team A and Team B, Team A cannot order services granted for the Team B. Team B cannot order any services granted for the Team A. However, both Team A and Team B can order services available for the Project.

On the Prime Service Catalog side, when a Project is created a corresponding account is created. And when a team or sub team is created, a corresponding OU is created. OU is used to leverage permissions to the teams and sub teams. OUs have the same name as the Team/sub team corresponding to them. Permissions on the Service Items created as a result of the deployments or server creations are assigned to the Team OU of the user.

Once team management is activated, every Prime Service Catalog user must belong to a team to be able to order services. When the user first navigates to Teams page from the main menu, the user is provided with two options. User can join an existing team or create a new team. In this release a user can be a member of only one team regardless of his role.

The below table lists the High-level roles and their respective tasks in Team Management. For more details of the roles and capabilities see, [Application Roles and Capabilities](#).

Table 1: High-level roles and Tasks in Team Management:

Role	Tasks
Site Administrator	Deploys/Activates Team Management. Creates Service Administrator Role.
Service Administrator	Creates integrations with UCSD and CloudCenter, discovers entities and objects from UCSD and CloudCenter. Configures search facets, permissions, and presentation of the services. Assigns the Service Administrator role to other users using the <i>Create Service Admin</i> service.
Team administrator	Approves the permission for a new member to join the team or create a sub team under the current team. Views the assets and deployments for the entire team hierarchy.
User	Joins an existing team or creates a new team (in this case this user becomes a Team Administrator). The User can deploy only those applications and services to which they have permissions to order. This person can perform life cycle operation on deployments or servers he/she owns.

Activating Team Management

Once you have understood how the team management works, as a Day-0 configuration, you must activate Team management module. Only the Site administrator role has capability to activate Team Management. Only when Team Management is activated, the **Teams** menu is available in the main menu for all other users.



Warning

In the 12.0 release, once you enable Team Management, you cannot disable it.

To activate Team Management:

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- Step 1** Log in as the Site Administrator.
 - Step 2** From the main menu, choose **Teams**.
 - Step 3** Click **Activate now** and accept the terms and conditions. The deploy team management service form appears.
 - Step 4** Enter the details in the service form and click **Submit**.

Field	Description
Name	Enter a name for the team management configuration.
Billing	Choose whether the billing is active or inactive. If billing is selected as active the following three fields appear for selection.
Billing type	Choose the billing type for the teams from the drop-down list. You are allowed to choose multiple options from the list.
Billing Department	Indicates that the billing department can be a free form text.
Team admin approval required	Specify whether the join team or create team action need approval.
Department	Specify the user's department in the organization.

Create Integration

A service administrator creates integrations with UCSD and CloudCenter and governs the permissions on the services. For more information on integration with UCSD and CloudCenter see, sections [Integrating UCS Director \(UCSD\) or VACS with Prime Service Catalog](#) and [Integrating CloudCenter with Prime Service Catalog](#).

The service administrator can assign unique services to each team through the related OUs. For more information see section [Configuring Permissions and Presentation for CloudCenter Services](#).

