



## Setting Up Team Management

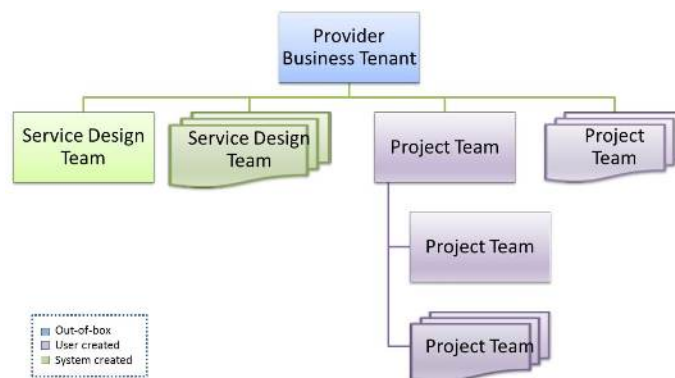
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## Team Management

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 project team. As of today, Team management does not support quota and billing management.

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:

**Figure 1: Teams Hierarchy**



- **Provider Business Tenant:** is an out-of-box root team which represents root team of the organization. The Site administrator is the team administrator of this team and has permissions to manage all the teams underneath. Users can then create multiple project teams under the Provider Business Tenant.
- **Project Teams:** Project Team are logical grouping of users in the organization working on Projects. Resources and permissions can be assigned to these teams as required.
- **Service Design Team:** The Service Design teams are system generated for every corresponding integration. The SOA of the integration is designated as the team administrator of the Service Design team.

Each team can have multiple sub teams. By default, the users do not have permissions to order any services. It's the Service Operations Administrator's responsibility to grant permission to a project team for a service through Integrations or Service Designer modules . When the permissions are granted at Project team level, all the users who belong to the Project team can order the service. However, any permission for services granted at team level is 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 Parent Project team.

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 at least one team to be able to order team relevant services. Other services can still be ordered by users who are not part of any team. 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.

All the operations in the teams UI can also be performed by REST APIs as well. For the full list of new APIs for Team Management, see section *New, Changed, and Deprecated APIs* in [Cisco Prime Service Catalog Adapter Integration Guide](#).

## What are Project Teams and Service Design Teams

- Project Teams refer to the existing concept of teams, which are used to structure large organizations into logical groups. Team Management mostly revolves around the managing these project teams.
- Service Design teams refers to the teams created for every integration (internal or custom) created in Integrations module. Each integration creates a corresponding Service Design team and is displayed under the Service Design teams tab. The purpose of Service Design team is to provide a comprehensive view of all the data pertaining to that service group. Only those teams are displayed that are owned by the logged in SOA user. For more information see section [Service Design Teams](#).

## Setting up Team Management

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

**Table 1: Roles and Responsibilities in Team Management**

Role	Tasks
Site Administrator	Activates or deactivates Team Management. Turns on or off approvals and notifications. See section <a href="#">Site Administrator Tasks</a> .
Integration Administrator	Creates integrations with third party Cloud Applications, discovers entities and objects from those connections. Once the Integration Administrator creates the integration he is assigned the SOA role automatically. See section <a href="#">Integration Administrator Tasks</a> .
SOA	Configures search facets, permissions, and presentation of the services. This role also assigns services to the teams. SOA also determines which of the services or service groups must be team relevant. See section <a href="#">Service Operations Administrator tasks</a> .
Team administrator	Approves the permission for a new member to join the team. Manages members of the teams. Creates or deactivates a team under the current team. Makes services orderable for the team members. Views the assets and deployments for the entire team hierarchy. See section Using Team Management in <a href="#">Cisco Prime service catalog User Guide</a> .
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. See section Using Team Management in <a href="#">Cisco Prime service catalog User Guide</a> .

## Site Administrator Tasks

Once Team Management is activated, the cockpit panel on the teams page is visible only to the Site Administrators to control global changes on Team management such as, notifications , approvals and deactivating team management.

## 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** option is available in the main menu for all other users. To activate Team Management, from the main menu, choose **Teams**. Click **Activate now**.

## Deactivating Team Management

If you have activated Team Management and then decide against setting it up, you can deactivate it at any time. On deactivation all the members associated to the teams are removed and Once deactivated none of the team management features are seen anymore and services can be ordered without selecting teams.

If Team Management is reactivated all permissions, and roles, assigned services to each team will still be associated to the teams but the team members need to be added back by the team administrator or the team members must join the team on their own.

To deactivate Team Management, from the Teams Cockpit panel click **Deactivate Team Management** and click **OK** on the confirmation message.

**Note**

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Only the Site administrator role has capability to deactivate Team Management. The Service Items will be associated to the home OU.

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## Turning off Approvals

You can decide whether the approvals are required or not for operations such as create, join, and leave team from the members. By default whenever a user creates, joins, or leaves team, approval is required by the team administrator of that team. To turn off approvals, from the Teams Cockpit panel click **Edit** and click the **Approval Required** toggle button. In case approvals are turned off, these actions are auto approved.

## Turn off Notifications

You can decide whether the notifications must be sent out to members on initiating specific tasks that affect the members. By default whenever the team administrator adds or removes a user from the team email notifications are sent out. To turn off notifications, from the Teams Cockpit panel click **Edit** and click the **Notifications Required** toggle button.

## Integration Administrator Tasks

Following are the tasks IA role is responsible for:

### Create Integration

An integration administrator creates internal integrations such as with UCSD, PO, and CloudCenter, and custom integrations like Service Groups. The services associated with these integrations must be made orderable for teams to order these services. For more details on integrations with Prime Service Catalog see Chapter [Integrating with Prime Service Catalog](#).

# Service Operations Administrator tasks

Following are the tasks SOA is responsible for:

## Assigning Services to Teams

To be able to order services by the team members:

- 1 The Service Operation Administrator must first assign individual services to each team. For more information on assigning services see section [Assign Services to Teams](#).
- 2 The team administrator must then make these services orderable to the team members. The sub-teams inherit the orderable services from their parent team. For more details on making services orderable see section *Managing Orderable Services* in [Cisco Prime Service Catalog User Guide](#).

## Making Services Team Relevant

You can configure how the services can be ordered for teams. Marking the services or Service Groups as Team Relevant makes it easier for the user to order services for only those teams that have the permission to order the service. Depending on the services granted to the user (directly or inherited) you can allow the user to choose for which team the service is being ordered.

If a service is marked team relevant, means that when ordering that service, it must be ordered for a specific team. The order form displays an additional field called *Team Name*. This field displays only those teams to which the user belongs and also has permission to order this service.

Some services may have been marked as Team Relevant by default but this feature comes into affect only when Team management is activated. This setting can be modified at Service Group level or at individual service level from the Service Designer module. For more information see section *Making Services Team Relevant* in [Cisco Prime Service Catalog Designer Guide](#).

## Service Design Teams

For every connection (internal or custom) on the integrations module, a corresponding Service Group and Service Design team is created. The SOA of the connection is also the team administrator of the Service Design team. Any user who had the read/write permission on these connections become the member of these teams.

On upgrade, these teams are created automatically for every connection and are displayed under the Service Design Teams tab of Team Management module.

The purpose of Service Design team is to provide the SOA and members of the team a comprehensive view of all the data pertaining to the integration in one place. Only those teams are displayed that are permitted to the logged in user.

For more information see section *Viewing Service Design Team* in [Cisco Prime Service Catalog User Guide](#).

