



# Using Self-Service Provisioning

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## Service Requests

You can use the self-service provisioning feature to create a service request to provision virtual machines (VMs), services, or applications. The service request process produces a provisioning workflow for VM creation that includes the following actions:

- Budget validation
- Dynamic resource allocation
- Approvals
- Provisioning
- Lifecycle setup and notification



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**Note**

If you change the number of CPU Cores or memory allocation while in the **Deployment Configuration** pane, the total cost is automatically updated and displayed.

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To provision a VM or execute an orchestration workflow, you must first create a service request. If desired, you can require approval from one or two administrators or designated users before the VM is provisioned

or the workflow executed. VMs can be immediately approved or scheduled to be approved within a maximum of 90 days from the original request.

## Service Request Workflows

The service request workflow can be summarized into several stages:

- **Initiation**—Service request initiation.
- **Resource Allocation**—Resources required for VM provisioning.
- **Approval**—The group's virtual data center (vDC) defines the approval process for a service request. The service request approver is sent an email that describe the request. Once the approver approves the request, the VM is provisioned.
- **Provision**—The act of provisioning a VM.
- **Setup Lifecycle Schedule**— The scheduled and termination time.
- **Notify**—An email notice is sent to the user stating the VM is provisioned.

If defined, the following process may also be applicable to the service request workflow:

- **Budget Watch (Optional)**—This process determines if sufficient resources are available to provision a VM for the group. You can view a resource by choosing the **Organization > Resource limit** tab. After you submit a request, you can view its status by choosing **View Details**.

## Creating A Service Request for a Standard Catalog

The administrator publishes catalogs to a group and an end user can choose the required catalog to create a service request. The administrator provides the Self-Service portal with orchestration workflows in the form of catalogs. A catalog, published by the administrator, can be a standard catalog, advanced, or service container.



### Important

You can complete this procedure only if the administrator has enabled the **Create Service Request** permission for your role. This **Create Service Request** permission enables or disables the **Create Request** option that is accessible only from the **Services** menu option. It does not have any impact on the **Create Request** option from the **Catalog** menu option.

### Procedure

- Step 1** On the menu bar, choose **Services**.
- Step 2** Click the **Service Requests** tab.
- Step 3** Click **Create Request**.
- Step 4** In the **Create Service Request** dialog box, complete the following field:

Name	Description
Catalog Type drop-down list	<p>The type of catalog type. Choose <b>Standard</b>.</p> <p>The other options include:</p> <ul style="list-style-type: none"> <li>• <b>Advanced</b>—This catalog type is used exclusively for the orchestration workflow.</li> <li>• <b>Service Container</b>—This catalog type is used in application containers.</li> </ul>

**Step 5** Click **Submit**.

**Step 6** In the **Catalog Selection** pane, complete the following fields:

Name	Description
<b>VM Ownership</b>	
Customer Organization radio button	Select this radio button to choose the customer organizations for which a VM is provisioned.
Customer Organizations: field	<p>Click <b>Select</b> to choose the customer organizations to which you want to provision the VM.</p> <p><b>Note</b> Customer organizations that have valid vDCs are displayed.</p> <p>This field is visible only when you select the <b>Group</b> radio button.</p>
User radio button	Select this radio button to choose the users to whom you want a VM is provisioned.
User field	<p>Click <b>Select</b> to choose the users to whom you want to provision the VM. This list is populated with users from groups which allow resource assignment to users.</p> <p><b>Note</b> Currently, only VMs that are in a VMware cloud can be assigned to a specific end user.</p>
Catalog Type drop-down list	<p>Displays the catalog type that you previously selected. It can be one of the following:</p> <ul style="list-style-type: none"> <li>• <b>Standard</b></li> <li>• <b>Advanced</b></li> <li>• <b>Service Container</b></li> </ul>
Select Catalog drop-down list	Choose the catalog that is used for VM provisioning.

Name	Description
<b>Perform deployment assessment</b> check box	<p>Check this check box to perform an assessment of the budget allocation, resource limits and resource availability prior to submitting a service request. After you check this check box, the summary of the assessment is displayed in the <b>Deployment Assessment</b> pane.</p> <p><b>Important</b> This option is visible only for VMware catalogs, and for catalogs that are not ISO-based.</p>

**Step 7** Click **Next**. The **Deployment Configuration** screen appears.

**Step 8** In the **Deployment Specification** screen, complete the following fields:

Name	Description
<b>Select VDC</b> drop-down list	The VDC on which the VM is provisioned. VDCs are defined by the administrator.
<b>Comment</b> field	Any comments relating to the deployment configuration.
<b>Provision</b> drop-down list	<p>Choose either <b>Now</b> or <b>Later</b>.</p> <p>When you choose <b>Now</b>, the VM is provisioned immediately or up to 90 days in the future. When you choose <b>Later</b>, a calendar for the Day, drop-down lists for the Hour and Minute, and radio buttons for AM or PM appear.</p> <p><b>Important</b> This check box is visible only if the administrator has unchecked the <b>Hide end user VM provision later</b> check box.</p>
<b>Lease Time</b> check box	<p>Check this check box to configure a lease time for the VM.</p> <p>The lifetime of the VM can be assigned in terms of days and hours after the VM is terminated (automatically). The VM is terminated after the specified number of days and hours have elapsed.</p> <p><b>Important</b> This field is editable only if the administrator has not specified a lease time in the catalog used for VM provisioning and has unchecked the <b>Hide end user lease configuration</b> check box.</p>

Name	Description
<b>Days</b> field	The number of days after which the VM is terminated. <b>Note</b> This option appears when the <b>Lease Time</b> check box is checked.
<b>Hours</b> field	Choose the number of hours after which the VM is terminated. <b>Note</b> This option appears when the <b>Lease Time</b> check box is checked.
<b>VM Name Suffix</b> field	Specify a VM suffix name if required. The name (label) is appended to the VM name. <b>Note</b> You receive this option only if it is enabled by the administrator in the VMware System Policy associated to the (above selected) vDC.
<b>Default Cost Computation Period Settings</b>	<b>Attention</b> These fields are displayed only when the <b>Lease Time</b> check box is unchecked. The cost computation is displayed in the <b>Summary</b> pane.
<b>Charge Duration</b> drop-down list	Choose a charge duration from the drop-down list. It can be <b>Monthly</b> , <b>Hourly</b> , or <b>Daily</b> .
<b>Month</b> field	If you selected <b>Monthly</b> as the charge duration, then specify the number of months the default cost must be calculated for.
<b>Hourly</b> field	If you selected <b>Hourly</b> as the charge duration, then specify the number of hours the default cost must be calculated for.
<b>Daily</b> field	If you selected <b>Daily</b> as the charge duration, then specify the number of days to be included in the cost computation.

**Step 9** Click Next.

In the **Custom Specification** screen, complete the following fields.

Name	Description
<b>CPU Cores</b> field	The number of CPUs being utilized for the VM being provisioned. This list is available only if you configured the resizing option in the computing policy.

Name	Description
<b>Memory field</b>	The amount of memory for the VM being provisioned. This list is available only if you have configured the resizing option in the computing policy.
<b>Disks field</b>	The datastore for the VM being provisioned. The list of datastores available for selection depends upon the conditions established in the storage policy. You can enable or disable this option in the storage policy.
<b>Storage Tier field</b>	The storage entry for the VM being provisioned. This list appears only if the Virtual Storage Catalog is enabled for the selected catalog.
<b>Select Datastore drop-down list</b>	Choose a datastore. Click <b>Submit</b> to confirm your selection. For templates with multiple disks, you must repeat the datastore selection process for each disk. <b>Note</b> You can select only one datastore for each disk category (System, Data, Database, Swap, and Log). The list of datastore items depends upon the scope conditions in the storage policy.

**Step 10** Click **Next**.

The **Custom Workflow Inputs** screen appears. Custom workflow inputs are applicable, if the catalog selected for VM provisioning has Post Provisioning Custom Actions selected during catalog creation. In this scenario, the post provisioning workflow allows end users to specify custom inputs. The inputs option depends upon the workflow attached to a catalog. Complete the following fields:

Name	Description
<b>MAC Address field</b>	The MAC address of the server.
<b>IP Address field</b>	The IP address of the server.
<b>Host Name field</b>	The hostname of the server.

**Step 11** Click **Next**.**Step 12** If you checked the **Perform deployment assessment** check box, then review the report of the assessment displayed in the **Deployment Assessment** pane.

If this assessment report identifies errors, then you must return to the previous panes and rectify the errors before submitting the request. If the assessment report shows no errors, then you can proceed to the next pane.

**Step 13** Click **Next**.

The **Summary** screen appears. Review the information for accuracy.

**Step 14** Click **Submit**.

The **Submit Result** dialog box confirms that the service request was submitted successfully.

### What to Do Next

View the service request status.

## Creating a Service Request for an Advanced Catalog

The administrator publishes catalogs to a group and end users choose the required catalog to create a service request. A catalog published by the administrator can be a standard catalog (VM creation), advanced catalog (orchestration workflow), or a service container (application container).

### Before You Begin

This type of service request requires that an advanced-type catalog be available for selection.

### Procedure

- Step 1** On the menu bar, choose **Services**.
- Step 2** Click the **Service Requests** tab.
- Step 3** Click **Create Request**.
- Step 4** In the **Create Service Request** dialog box (**Catalog Selection** pane), complete the following fields:

Name	Description
Catalog Type drop-down list	The type of catalog type. Choose one of the following: <ul style="list-style-type: none"> <li>• <b>Standard</b>—This catalog type is used for standard catalogs.</li> <li>• <b>Advanced</b>—This catalog type is used exclusively for the orchestration workflow.</li> <li>• <b>Service Container</b>—This catalog type is used in application containers.</li> </ul>
Select Catalog drop-down list	Choose a VM to be provisioned. A catalog is a VM in a catalog format.

- Step 5** In the **Catalog Type** drop-down list, choose **Advanced**.  
The **Create Service Request** page appears.
- Step 6** Choose a catalog from the **Catalog** drop-down list.
- Step 7** Click **Next**.
- Step 8** From the **Workflow** drop-down list, choose a service container.  
The **Summary** pane appears. Review the information for accuracy.

**Step 9** Click **Submit**.

The **Submit Result** dialog box confirms that the service request was submitted successfully.

**What to Do Next**

View your existing service requests.

## Creating a Service Request for Service Container Catalogs

The administrator publishes catalogs to a group and end users choose the required catalog to create a service request. A catalog published by the administrator can be a standard catalog (VM creation), advanced catalog (orchestration workflow), or service container (application container).

**Before You Begin**

This type of service request requires that a service container catalog be available for selection.

**Procedure**

**Step 1** On the menu bar, choose **Services**.

**Step 2** Click the **Service Requests** tab.

**Step 3** Click **Create Request**.

**Step 4** In the **Create Service Request** dialog box (**Catalog Selection** pane), complete the following fields:

Name	Description
Catalog Type drop-down list	The type of catalog type. Choose one of the following: <ul style="list-style-type: none"> <li>• <b>Standard</b>—This catalog type is used for standard catalogs.</li> <li>• <b>Advanced</b>—This catalog type is used exclusively for the orchestration workflow.</li> <li>• <b>Service Container</b>—This catalog type is used in application containers.</li> </ul>
Select Catalog drop-down list	Choose a VM to be provisioned. A catalog is a VM in a catalog format.

**Step 5** In the **Catalog Type** drop-down list, choose **Service Container**.  
The **Create Service Request** page appears.

**Step 6** Choose a catalog from the **Catalog** drop-down list.

**Step 7** Click **Next**.

**Step 8** In the **Summary** pane, review the information for accuracy, and then click **Submit**.  
The **Submit Result** dialog box confirms that the service request was submitted successfully.



**What to Do Next**

View your existing service requests.

# Viewing the Service Request Status

**Before You Begin**

Create a service request.

**Procedure**

**Step 1** Choose **Services > the Service Request tab**.

**Step 2** Choose a service request.

**Step 3** Click **View Details**.

The **Service Request** screen provides the details regarding the service request and the related workflow steps. From this page you view the status for each workflow step. Details, such as the time, are also displayed in addition to each step's status (color-coded).

- Grey—Indicates the step still needs to be completed.
- Green—Indicates the step completed successfully.
- Red—Indicates the step failed. The reason for the failure is also specified under the step.
- Blue—Indicates more input is required from the user for the step to be completed. For example, if an approver was defined for this service request, blue indicates that the service request is waiting for approval.

Name	Description
Overview section	
<b>Request ID</b> field	The service request ID number.
<b>Request Type</b> field	The type of request (for example, VM)
<b>vDC</b> field	The vDC where the VM is provisioned.
<b>Image</b> field	The image used in provisioning the VM.
<b>Request Time</b> field	The time the service request was created.
<b>Request Status</b> field	The status of the service request (for example, Complete, Canceled, or Failed).
<b>Comments</b> field	Comments added during the service request creation.

Name	Description
Ownership section	
<b>Group</b> field	The group to which the user requesting the service request belongs.
<b>Initiating User</b> field	The user who initiated the service request.
<b>Duration Hours</b> field	The time period for which the VM is active. If defined, the VM is deleted after the specified time.
<b>Scheduled Time</b> field	The time period after which the VM is provisioned. If defined, the VM is provisioned at 6 a.m. on the scheduled dates. If not defined, the VM is provisioned as soon as the workflow for the requests is complete.
Catalog Information section	
<b>vDC Owner</b> Email	The email ID of the administrator who created the vDC.
Approving Users section	The user who needs to approve a service request for a successful VM provisioning.
<b>Catalog Item</b> Name	The name of the catalog item to use in provisioning.
Catalog Item Description section	
<b>SR Cost</b> field	The projected cost of provisioning the VM. This cost is determined based on the cost model defined for the catalog item.

**Note** Approvers can view service requests that need their approval under the **Approvals** tab.

## Creating a Deferred Provisioning Service Request

You can schedule VM provisioning for a later time and day using the Deferred Provisioning feature.

## Procedure

**Step 1** On the menu bar, click **Service** and choose **Service Requests**.

**Step 2** On the **Service Requests** tab, click **Create Request**.

**Step 3** In the **Create Service Request** screen, complete the following fields:

Name	Description
Catalog Type drop-down list	Choose one of the following types of catalog: <ul style="list-style-type: none"> <li>• <b>Standard</b>—This catalog type is used for standard catalogs.</li> <li>• <b>Advanced</b>—This catalog type is used exclusively for the orchestration workflow.</li> <li>• <b>Service Container</b>—This catalog type is used application containers.</li> </ul>
Select Catalog drop down list	Choose a catalog.

**Step 4** Click **Next**.

**Step 5** In the **Deployment Configuration** screen, complete the following fields to define the configuration:

Name	Description
Select VDC drop-down list	Choose a VDC.
Comments field	The comments added during the service request creation.
Provision drop-down list	Choose a provisional state: <ul style="list-style-type: none"> <li>• <b>Later</b>—Choose to enter a specific date and time.</li> <li>• <b>Now</b>—Choose to start the provision now.</li> </ul>
Power OFF the VM after check box	If checked, the system powers off the VM after provisioning is complete.

**Step 6** Click **Close**.

## Using Service Request VM Provisioning

Using the Self-Service Portal you can provision a VM exclusively for the end user. If the **Assign to user** check box is checked, the end user provisioning the VM is assigned ownership. Once the VM is provisioned

it is assigned to the end user. If the **Assign to user** check box is not checked, the VM is provisioned to a (IT) group. Any user within that group can see that VM.

### Procedure

**Step 1** On the menu bar, choose **Service > the Service Requests tab**.

**Step 2** Click **Create Request**.

**Step 3** In the **Create Request** dialog box (**Catalog Selection** screen), complete the following fields:

Name	Description
Catalog Type drop-down list	The type of catalog type. Choose one of the following: <ul style="list-style-type: none"> <li>• <b>Standard</b>—This catalog type is used for standard catalogs.</li> <li>• <b>Advanced</b>—This catalog type is used exclusively for the orchestration workflow.</li> <li>• <b>Service Container</b>—This catalog type is used in application containers.</li> </ul>

**Step 4** Click **Submit**.

**Step 5** In the **Catalog Selection** screen, complete the following fields:

Name	Description
Assign to user check box	If checked, the end user provisioning the VM is assigned ownership. Once the VM is provisioned it is assigned to the end user. If the <b>Assign to user</b> check box is not checked, the VM is provisioned to a (IT) group. Any user within that group can see that VM.
Catalog Type drop-down list	The type of catalog type. Choose one of the following: <ul style="list-style-type: none"> <li>• <b>Standard</b>—This catalog type is used for standard catalogs.</li> <li>• <b>Advanced</b>—This catalog type is used exclusively for the orchestration workflow.</li> <li>• <b>Service Container</b>—This catalog type is used in application containers.</li> </ul>
Select Catalog drop-down list	Choose a VM to be provisioned. A catalog is a VM in a catalog format.

**Step 6** Click Next.

**Step 7** In the Deployment Configuration screen complete the following fields:

Name	Description
Select VDC drop-down list	If checked, the end user provisioning the VM is assigned ownership. Once the VM is provisioned it is assigned to the end user. If the <b>Assign to user</b> check box is not checked, the VM is provisioned to a (IT) group. Any user within that group can see that VM.
Comment field	The type of catalog type. Choose one of the following: <ul style="list-style-type: none"> <li>• <b>Standard</b>—This catalog type is used for standard catalogs.</li> <li>• <b>Advanced</b>—This catalog type is used exclusively for the orchestration workflow.</li> <li>• <b>Service Container</b>—This catalog type is used in application containers.</li> </ul>
Provision drop-down list	Choose a VM to be provisioned. A catalog is a VM in a catalog format.
Lease Time check box	The lease time of the VM.

**Step 8** Click Next.

**Step 9** In the **Custom Specification** screen, complete the following fields:

Name	Description
CPU Cores drop-down list	Choose the CPU core for the VM being provisioned.
Memory drop-down list	Choose the amount of memory for the VM being provisioned.

**Step 10** Click Next.

**Step 11** Review the **Summary** screen.

# Adding VMs to an Existing Application Container

## Before You Begin

The ability for a self-service user to provision a container is defined using the Administrator GUI. Refer to the Cisco UCS Director Administration Guide for additional information. The administrator must assign a catalog to a specific group. Once that task is accomplished you can view the catalog-to-group association in the Self-Service portal.

## Procedure

**Step 1** On the menu bar, choose **Catalog**.

**Step 2** Click on a catalog.

**Step 3** In the **Create Service Request** dialog box (**Catalog Selection** screen), complete the following fields:

Name	Description
Catalog Type drop-down list	The type of catalog type. Choose one of the following: <ul style="list-style-type: none"> <li>• <b>Standard</b>—This catalog type is used for standard catalogs.</li> <li>• <b>Advanced</b>—This catalog type is used exclusively for the orchestration workflow.</li> <li>• <b>Service Container</b>—This catalog type is used in application containers.</li> </ul>
Select Catalog drop-down list	Choose a VM to be provisioned. A catalog is a VM in a catalog format.

**Step 4** In the **Catalog Type** drop-down list, choose **Service Container**.

**Step 5** Choose a catalog from the **Catalog** drop-down list.

**Step 6** Click **Next**.

**Step 7** In the **Deployment Configuration** screen, complete the following fields:

Name	Description
Comment field	The type of catalog type. Choose one of the following:
Provision drop-down list	Choose either <b>Now</b> or <b>Later</b> . If <b>Later</b> is chosen, enter a specific time and date.
Service Container Name field	The name of the service container.

- Step 8** Click **Next**.
- Step 9** Click **Submit**.  
The **Submit Result** dialog box confirms that the service request was submitted successfully.
- Step 10** On the menu bar, choose **Virtual Resources > Application Containers**.
- Step 11** Click the application container.
- Step 12** Click **Add VMs**.
- Step 13** In the **Manage VMs** dialog box click the **Pencil**.
- Step 14** In the **Edit Virtual Machines Entry** dialog box, complete the following fields:

Name	Description
Additional VMs field	The number of additional VM instances. <b>Note</b> The maximum number of VM instances is defined using the Administrator GUI. If you enter a value higher than allowed, you are presented with an error message.

- Step 15** Click **Submit**.
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