



Smart Net Total Care (SNTC) Deployment

Cisco Services Access
Management Training



Today we will cover:

What is Cisco Services Access Management & Delegated Admin

Available Roles

Complete your access to SNTC Portal

How to add, edit, remove Users

Delegated Administrator Management

Best Practice

Useful Links

Cisco Services Access Management (Cisco Services Access Management) Tool

The Cisco Services Access Management tool provides proactive self-service access management to Cisco services.

It requires customers to designate a Customer Delegated Administrator, known as the DA.

Delegated Administration allows for a structured approach and greater control over “who gets access to what.”

<http://tools.cisco.com/CDCEB/>

Delegated Administrator

Delegated Administration is Cisco's self-service access management that allows you to decide independently who in your company should have access to each Cisco Service program.

You, as Delegated Administrator, now have complete control to administer user access rather than contacting Cisco to submit access requests.

Roles in Cisco Services Access Management

Delegated Administrator (Company Administrator)

- DA for all Cisco services
- Associate users with a company (also to External users)
- Assign roles to administrators and users of Cisco services
- Nominate additional DAs
- Approve or deny user requests

Role Administrator

- Perform Role assignment to users (also to the External users)
- Assign, approve, or reject user role requests

Roles in SNTC

Customer Administrator (Internal)

- Manage (register, edit add/or delete) collectors
- View the reports of the data/company, which the user is associated with such as All devices, all Contracts, Product alerts, Device Configuration, Service Coverage Management

Customer User (Internal)

- View reports of the data/company, which the user is associated with such as All devices, all Contracts, Product alerts, Device Configuration, Service Coverage Management

CBR User (External)

- View reports of the data/company, which the user is associated with such as All devices, all Contracts, Product alerts, Device Configuration, Service Coverage Management

Live Cisco Services Access Management Portal Demo

Takeaway Slides from Portal Demo

Complete your access to the SNTC portal (as Delegated Admin)

1. You received email notification that your Cisco account has been associated to your company and that you have been nominated to become the DA for your Company
2. You need to accept the Terms and Conditions if you have not done so already (Link enclosed in the email)
3. You will then log into Cisco Services Access Management and assign yourself the Customer Admin role to access the SNTC portal

Granting access to Internal and External Users

Two-step process

Step 1 – Assign Internal User to a Company

- Go to User-Company Associations tab
- Select Associate User to My Company
- Enter a valid CCO ID or email address and click Next
- Select the company location or search for a specific location and click Next
- Verify details and click Finish
- A notification will be sent to the user confirming their association to the Company

Expected Visuals

The screenshots illustrate the following steps in the interface:

- Navigation:** The 'User-Company Associations' tab is selected in the top navigation bar.
- Dropdown Menu:** A dropdown menu is open, showing options like 'Associate User to My Company' which is highlighted.
- User Selection:** A search box labeled 'Search by Cisco User ID or Email' is shown. A user profile for Adam Strader is displayed with details like 'Company Administrator, ABC COMMUNICATIONS, INC.' and progress indicators for 'Step 1: Select User', 'Step 2: Select Company', and 'Step 3: Confirmation'.
- Company Search:** A 'Search for a Company' screen is shown with a table of available locations. The table has columns for Company, Address, City, State, and Country.

Company	Address	City	State	Country
ABC COMMUNICATIONS, INC.	140 WEST ST. 1	NEW YORK	NY	UNITED STATES
ABC COMMUNICATIONS, INC.	140 WEST ST.	NEW YORK	NY	UNITED STATES

Step 2 – Assign the SNTC Role to the Internal User

- Go to User-Role Assignments tab
- Select Assign Roles to Users
- Select from a list of existing users, or search by first/last name, CCOID or email address and click Next
- Select SNTC service to open roles
- Select a role
- Identify Start and End dates if applicable
- Click Finish
- A notification will be sent to the user confirming granting access to SNTC

This is the same process you followed to assign yourself as Customer Administrator

Expected Visuals

The screenshot displays the Cisco Services Access Management (CSAM) web interface. The top navigation bar includes 'Home', 'User-Company Associations', 'User-Role Assignments', 'Administrators', 'Settings', and 'Other'. A dropdown menu is open under 'User-Role Assignments', showing options: 'Pending Role Assignment Requests', 'Assign Roles to Users', 'Change a User's Role Assignments', 'Change External User's Role Assignments', and 'Batch Upload'. The main content area shows a user profile for 'John Logan' (San Jose, CA) and a 'Pending User Association Requests' section. Below this, a table lists existing users with columns for Name, Cisco User ID, Email, and Company. The user 'csamdemo demo' is selected. A progress bar indicates 'Step 2: Select Role'. The 'Selected User' table shows 'csamdemo demo' with Cisco User ID 'csamsntcdemo1' and Email 'csamsntcdemo1@gmail.com'. The 'Available Service Rules for Selected Users' section lists roles under 'CISCO SYSTEMS, INC.', including 'Customer Administrator', 'Customer User', and 'Smart Licensing'. Start and End Date fields are visible for each role.

Assign an External User

- Go to User-Role Assignments tab
- Select Assign Roles to User Outside of My Company
- Search by CCOID and email address and click Next
- Select SNTC service to open roles
- Select the External role – CBR User and click Finish
- A notification will be sent to the user confirming granting access to SNTC

Expected Visuals

The image displays a collage of screenshots from the Cisco Services Access Management (CSAM) web interface, illustrating the steps for assigning an external user role. The main screenshot shows the 'User-Role Assignments' tab with a 'Pending Role Assignment Requests' dropdown menu. Below this, a user profile card for 'John Logan' is visible. The interface is divided into sections for 'INTERNAL ROLES TO USERS (INSIDE MY COMPANY)' and 'EXTERNAL ROLES TO USERS AND ADMINISTRATORS'. The 'EXTERNAL ROLES' section is selected, showing options for 'Assign Role to User Outside of My Company' and 'Assign External Role to Role Administrator'. A search form is present with fields for 'Cisco User ID' and 'User's Email', and a 'Submit' button. Other screenshots show a 'Search for a Company' dialog box with a table of company locations and a 'Pending User Association Requests' notification.

INTERNAL ROLES TO USERS (INSIDE MY COMPANY)

- Show Existing Users
- Search for User by Full Name
- Search by Cisco User ID or Email

EXTERNAL ROLES TO USERS AND ADMINISTRATORS

- Assign Role to User Outside of My Company
 - Search by Cisco User ID and Email
 - Cisco User ID
 - User's Email
 -
- Assign External Role to Role Administrator


Company	Address	City	State	Country
ABC COMMUNICATIONS, INC.	140 WEST ST., 1	NEW YORK	NY	UNITED STATES
ABC COMMUNICATIONS, INC.	140 WEST ST.	NEW YORK	NY	UNITED STATES

Edit User Access

Changing User-Company Association

- Go to **User-company Associations** and select Change a User's Company Association
- Select the user and click Edit
- On the next screen change the View option to My Full Span of Control
- Select the user's new location and click Save

Changing User's Role Assignments

- Go to **User-Role Assignments** and select Change a User's Role Assignments
- Use radio button to select the role and click Edit
- Click  to expand currently Assigned roles and additional Available Roles
- Check the box next to the role and (optionally) enter start/end date and click Save

Remove User Access

Remove User-Company Association

- Go to **User-Company Associations** and select **Change a User's Company Association**
- Select the user using radio button and click on **Remove Association**

Remove User's Role Assignments

- Go to **User-Role Assignments** and select **Change a User's role Assignments**
- Select the role to be removed and click **Remove Role**

Managing Delegated Administrators

Nominating other Delegated Administrators

- Go to Administrators tab and select **Nominate an Administrator**
- Select **Admin type** and click **Next**
- Select **user from a list of existing users or by CCOID/email address** and click **Next**
- Select the **company location** or search for a specific location and click **Finish**
- Notification will be sent to the new Delegated Administrator confirming their nomination.



Viewing and Removing Existing Delegated Administrators

- Go to Administrators tab
- Select **View Existing Administrators**
- Use the radio button to select a **User** and click **Remove**



Best practice

- Have at least 1 Delegated Admin & 1 Back up DA
 - At least one DA should exist at all times
- The DA is for All Cisco services that use Cisco Services Access Management not just the SNTC
 - Where there are multiple DAs the company should designate a Main DA; the others are considered as backups or have limited/defined responsibilities
- The system does not enforce any status differences; all DAs have the same rights within Cisco Services Access Management
 - It is up to the DA, within the company, to make sure that they are not overwriting each other's role assignments

Smart Net Total Care Toolkit

- Cisco Services Access Management (Cisco Services Access Management) tool: <http://tools.cisco.com/CDCEB/>
- Cisco Services Access Management How to: http://www.cisco.com/E-Learning/bulk/subscribed/SNTC_3-x/index.htm
- SNTC Portal (Smart Services Connection): <https://tools.cisco.com/smartservices/>
- [New SNTC Interface Introduction Video](#)
- [Customer eLearning](#)
- [SNTC How-to Videos on YouTube](#)
- [Smart Net Total Care Service Description](#)
- [Smart Net Total Care Community](#) (best viewed in Firefox or Chrome)
- [SNTC Smart Edge Webinar Series](#)

Thank you.

