

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

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

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

Role Administrator

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

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



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

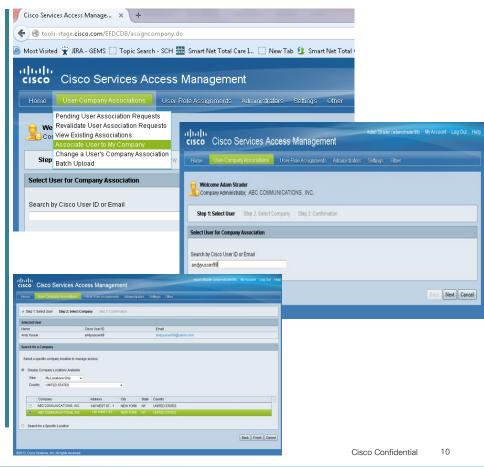
Granting access to Internal and External Users

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



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

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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

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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: <u>http://tools.cisco.com/CDCEB/</u>
- Cisco Services Access Management How to: <u>http://www.cisco.com/E-</u> Learning/bulk/subscribed/SNTC_3-x/index.htm
- SNTC Portal (Smart Services Connection): <u>https://tools.cisco.com/smartservices/</u>
- <u>New SNTC Interface Introduction Video</u>
- <u>Customer eLearning</u>
- 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 © 2013-2014 Cisco and/or its affiliates. All rights reserved.

Thank you.

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