



Open Mobile Roles for iPass Resellers

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Access to the Open Mobile Portal is governed by a set of controls known as RBAC (role-based access control). In RBAC, Portal users are assigned to roles, which enable a set of functions on the Portal. Users belonging to a role can perform any function that the role enables.

As an iPass reseller, you can assign and manage roles for your own Portal users, as well as those of your customers. This document discusses guidelines for iPass resellers working with Open Mobile roles.

Privileges

Roles are comprised of privileges, which enable access to specific tasks or views in the Open Mobile Portal. Privileges cannot be assigned directly to users. Instead, privileges are included in roles, to which users are assigned.

The *scope* of a privilege defines its domain of influence over users in parent and child companies. A privilege's scope is indicated by a prefix (if any) before its name.

Prefix	Naming	A user belonging to a role with the privilege can affect...
None	None	Any user in the same company
^:	Delegated	Any user in the same or child company

Assigning Roles to a Company

iPass resellers can assign roles to their own child companies.

To assign roles to a child company,

1. On the Open Mobile Portal, click **Account**.
2. In the navigation menu, under **Role Management**, click **Customers**.
3. Select or search for the customer to which you wish to assign roles. Then, under **Action**, click **Manage**.
4. Using the arrow keys, select and then move roles from the **Available Roles** column to the **Assigned Roles** column.



For a company to create its own Portal users and assign them roles, it must be assigned the User Admin or Delegated User Admin roles.

- When role assignments are complete, click **Save**.

Role Types

Roles come in several types.

Standard Roles: The standard version of a role includes all privileges assigned to it. An example would be Bill Viewer, which enables users with the role to view the **Invoices & Payments** link on the **Accounts** tab.

Viewer/Manager Roles: Many roles allow either the viewing or the management of a particular Open Mobile feature (for example, Profile Viewer and Profile Manager). In these cases, the Viewer role is subsumed in the Manager role, so a user with a Manager role does not also need the corresponding Viewer role.

Delegated Roles: The delegated version of the role enables the same privileges as the standard version, but for any child company as well. For example, Delegated Bill Viewer would allow a user with the role to view the invoices and payments for any child company.

Compound Roles: Roles can be joined to other roles to combine their functions. Any number of roles can be compounded into a single role, and compound roles may comprise other compound roles. For example, you could define a compound role called Profile Designer, which would include all roles appropriate to the creation and administration of profiles, such as Profile Manager, Client Brand Designer, and Template Manager.

Company Roles

iPass provisions roles for a company on the Open Mobile Portal. The following table defines roles available for assignment to iPass customers.

- Role:** Name of the role.
- Tasks Permitted:** Tasks permitted to users assigned to the role.
- Delegated Version:** If Yes, a corresponding Delegated version of this role exists. (For example, Bill Viewer/Delegated Bill Viewer.)
- Request Only:** If Yes, the role is not enabled for your account by default, and must be requested from iPass.

Name	Tasks Permitted	Delegated Version?	Request Only?
Additional Help Docs Viewer	View Additional Help documents, if present.	No	No
Android Brand Designer	Create branding for Android 1.2 and earlier clients.	Yes	Yes
Bill Viewer	View Invoices & Payment links on the Account tab.	Yes	No
Client Brand Designer	Create branding for the Windows client.	Yes	No
Contact Manager	Edit company address and company contacts.	Yes	No
Custom Install Packager Manager	Create Run Once packages in a profile.	Yes	No



Name	Tasks Permitted	Delegated Version?	Request Only?
Custom Install Packager Viewer	View Run Once packages in a profile.	Yes	No
Delegated Child Account Manager	Manage child accounts.	N/A	No
Delegated Company Role Manager	Assign roles to child companies.	N/A	No
Delegated Profile Viewer	View profiles created by child companies.	N/A	No
Delegated Service Offering Manager	Create service offerings and assign them to child customers. Includes the Delegated Template Manager role. (There is no non-delegated Service Offering Manager role.)	N/A	Yes
Delegated Template Manager	Manage templates. (Required to create service offerings.)	N/A	No
Directory Manager	Create custom directories.	Yes	No
Directory Viewer	View custom directories.	Yes	No
Domain Purchaser	Request a new domain.	Yes	No
Domain Viewer	View domain requests.	Yes	No
Mobile Subscription Manager	Manage mobile device numbers for reporting.	Yes	No
ODF Integrator	Create custom ODF files and view the ODF Sample Library.	Yes	No
Portal Brand Designer	Brand the Portal.	Yes	Yes
Profile Manager	Create and edit profiles; publish profiles to Test and Production; delete test profiles; migrate profiles.	Yes	No
Profile Viewer	View profiles.	Yes	No
Report Viewer	View all reports in the Reports tab.	Yes	No
Template Manager	Manage templates. (Required to create service offerings.)	Yes	No
Test Profile Manager	Create and edit profiles; publish them to test.	Yes	No
Ticket Manager	Manage tickets in the Portal Dashboard.	Yes	No
Ticket Viewer	View tickets in the Portal Dashboard.	Yes	No
User Admin	Create users and roles. Note: For a company to create its own users and assign roles to them, it must be assigned User Admin (or Delegated User Admin.)	Yes	No

Recommended Role Assignments

Grouping existing capabilities into multi-purpose compound roles can address the needs of your Portal users as well as those of your customers.

Partner Roles

iPass resellers supply and resell Open Mobile services and have a complex set of needs. Partners are able to push settings down to their customers, as well as act on behalf of their customers for purposes of troubleshooting and configuration assistance. A number of Delegated roles support these needs.

Partners who utilize Open Mobile services themselves should duplicate the Customer Administrator role given on page 6 for their internal IT staff, to ensure their administrators can manage their own Open Mobile requirements without having access to services utilized by customers.

Administrator Compound Role

This compound role will enable delivery administrators to have full control of the Portal, as well as their customers who utilize the service. Create the Administrator compound role with the following roles:

- Additional Help Docs Viewer
- Bill Viewer
- Client Brand Designer
- Contact Manager
- Contact Viewer
- Custom Install Packager Manager
- Delegated Bill Viewer
- Delegated Child Account Manager
- Delegated Company Role Manager
- Delegated Contact Manager
- Delegated Contact Viewer
- Delegated Directory Manager
- Delegated Directory Viewer
- Delegated Domain Purchaser
- Delegated Domain Viewer
- Delegated ODF Integrator
- Delegated Profile Manager
- Delegated Profile Viewer
- Delegated Report Viewer
- Delegated Template Manager
- Delegated Test Profile Manager
- Delegated Ticket Viewer
- Delegated User Admin
- Directory Manager
- Directory Viewer
- Domain Viewer
- ODF Integrator
- Profile Manager

- Profile Viewer
- Report Viewer
- Template Manager
- Test Profile Manager
- Ticket Manager
- Ticket Viewer
- User Admin

Support Roles: Level 1 and Level 2

These two compound roles include appropriate roles for different levels of support staff.

Support Level 1

This compound role provides read-only access to customer accounts and should include these roles:

- Additional Help Docs Viewer
- Bill Viewer
- Contact Viewer
- Custom Install Packager Viewer
- Delegated Bill Viewer
- Delegated Contact Viewer
- Delegated Directory Viewer
- Delegated Domain Viewer
- Delegated ODF Integrator
- Delegated Profile Viewer
- Delegated Report Viewer
- Delegated Ticket Viewer
- Directory Viewer
- Domain Viewer
- ODF Integrator
- Profile Viewer
- Report Viewer
- Ticket Viewer

Levels 2 and 3

These compound roles for support levels 2 and 3 enable support staff to edit customer settings. These should only be provided to employees with proper training in the operation of Open Mobile. They should include these roles:

- Additional Help Docs viewer
- Bill Viewer
- Contact Manager
- Contact Viewer
- Custom Install Packager Manager
- Delegated Bill Viewer
- Delegated Child Account Manager
- Delegated Company Role Manager
- Delegated Contact Manager
- Delegated Contact Viewer

- Delegated Directory manager
- Delegated Directory Viewer
- Delegated Domain Purchaser
- Delegated Domain Viewer
- Delegated ODF Integrator
- Delegated Profile Manager
- Delegated Profile Viewer
- Delegated Report Viewer
- Delegated Template Manager
- Delegated Test Profile Manager
- Delegated Ticket Viewer
- Delegated User Admin
- Directory Manager
- Directory Viewer
- Domain Viewer
- ODF Integrator
- Profile Viewer
- Report Viewer
- Template Manager
- Test Profile Manager
- Ticket Manager
- Ticket Viewer

Child Customer Roles

Your child customers generally have two distinct needs – the need to self-manage the service capabilities, and the need to provide first level support and audit. We recommend that the following two compound roles be created for your child customers: *Administrator* and *Help Desk*. In addition, these roles can be re-assigned to the child accounts of direct customers. Open Mobile supports the creation of custom grouping and the re-use of roles definitions. As a result, this step can be performed once and applied to all accounts.

Administrator Compound Role

This compound role will enable administrators to configure Open Mobile, perform reporting and troubleshooting, and generally manage the day-to-day needs of the iPass service. Roles typically assigned to a customer administrator role include:

- Additional Help Docs Viewer
- Client Brand Designer
- Contact Manager
- Contact Viewer
- Custom Install Packager Manager
- Directory Manager
- Directory Viewer
- Domain Viewer
- ODF Integrator
- Profile Manager

- Report Viewer
- Template Manager
- Test Profile Manager
- Ticket Viewer
- User Admin

Help Desk Compound Role

Including few manager roles, this compound role will enable audit personnel to access reports, troubleshoot, and perform other valuable tasks in Open Mobile without risking operational settings. Roles assigned to the Help Desk compound role should include:

- Additional Help Docs Viewer
- Contact Manager
- Contact Viewer
- Custom Install Packager Viewer
- Directory Viewer
- Domain Viewer
- ODF Integrator
- Report Viewer
- Template Manager
- Test Profile Manager

Further Information

For more information on working with accounts and roles, see the *Open Mobile Portal Administrator's Guide*, available from the Open Mobile Portal.