

IBM Shopz Roles and Authorization Management



# User's Guide

*Version 1 Release 0*



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# 1 The Roles and Authorization Management (RAM) application

This guide is meant to get you started using RAM quickly. While it contains a lot of detail and screenshots, it does not describe all functionality of the application that is available for every customer. For additional details, log in to <https://www14.software.ibm.com/webapp/ram/>. This takes you to the welcome page where you can access the Roles and Authorization Management (RAM) online Help pages from the left-hand navigation bar. See Figure 1.

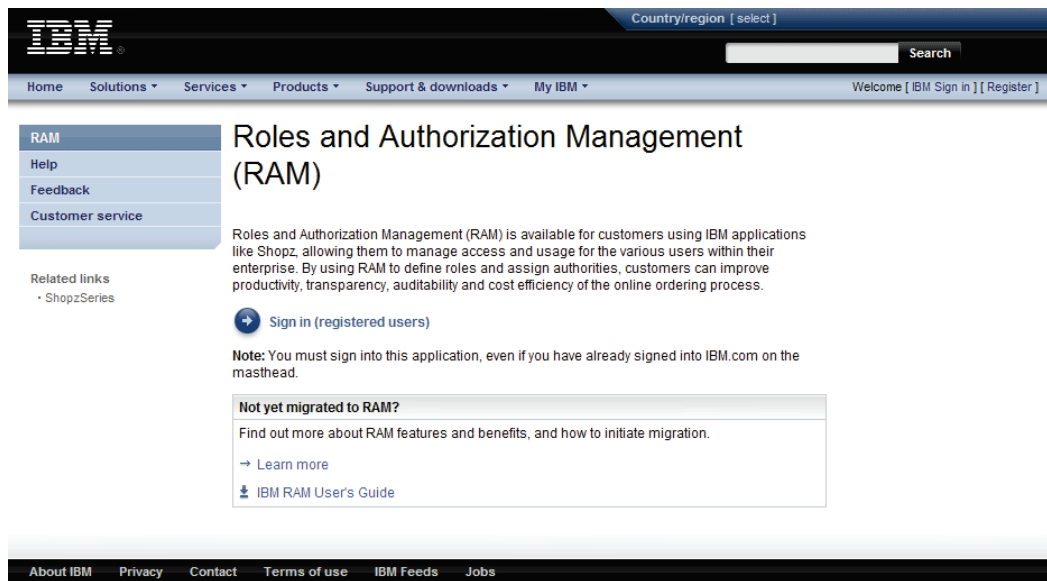


Figure 1 Welcome to RAM

The screenshots included in this manual are for demonstration purposes only. They cover the most common functions, including controlling access to other applications.

## 2 Definitions

### 2.1 Group Profile (GP)

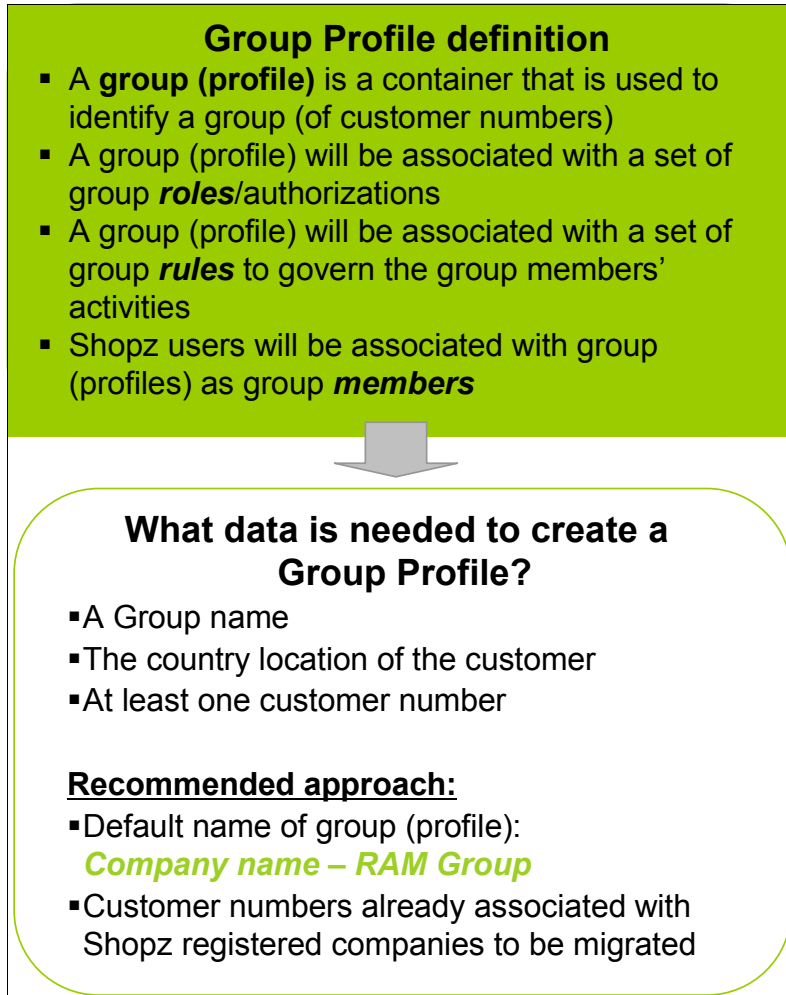


Figure 2 Group Profile definition



## 2.2 Group Manager (GM)

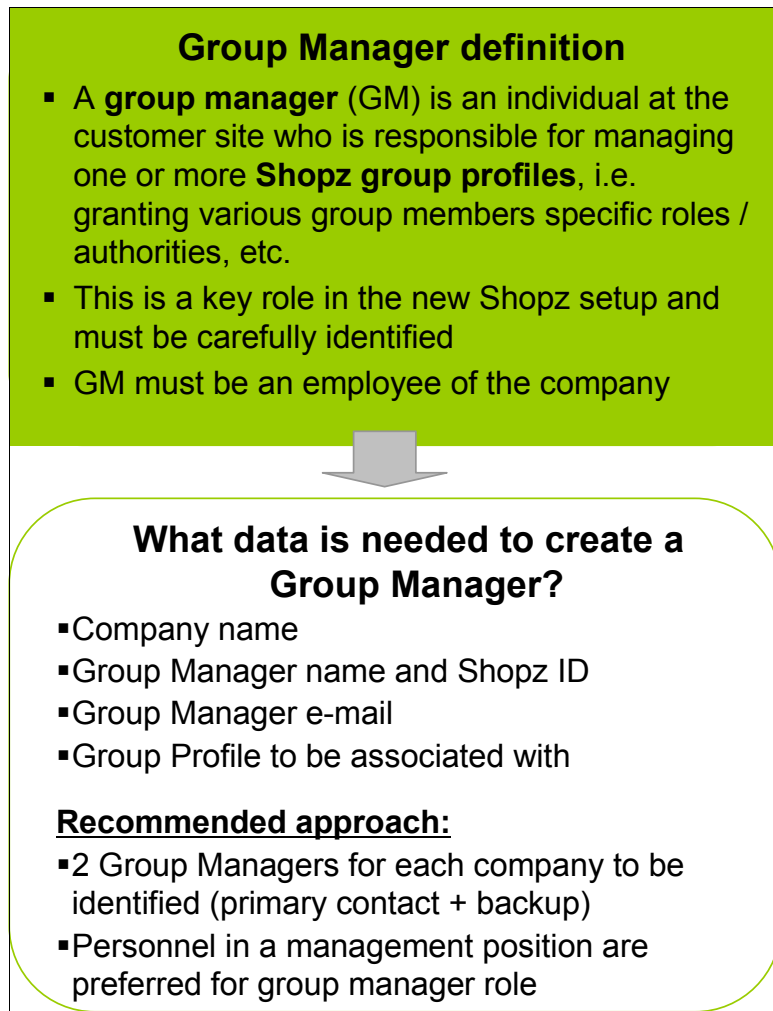


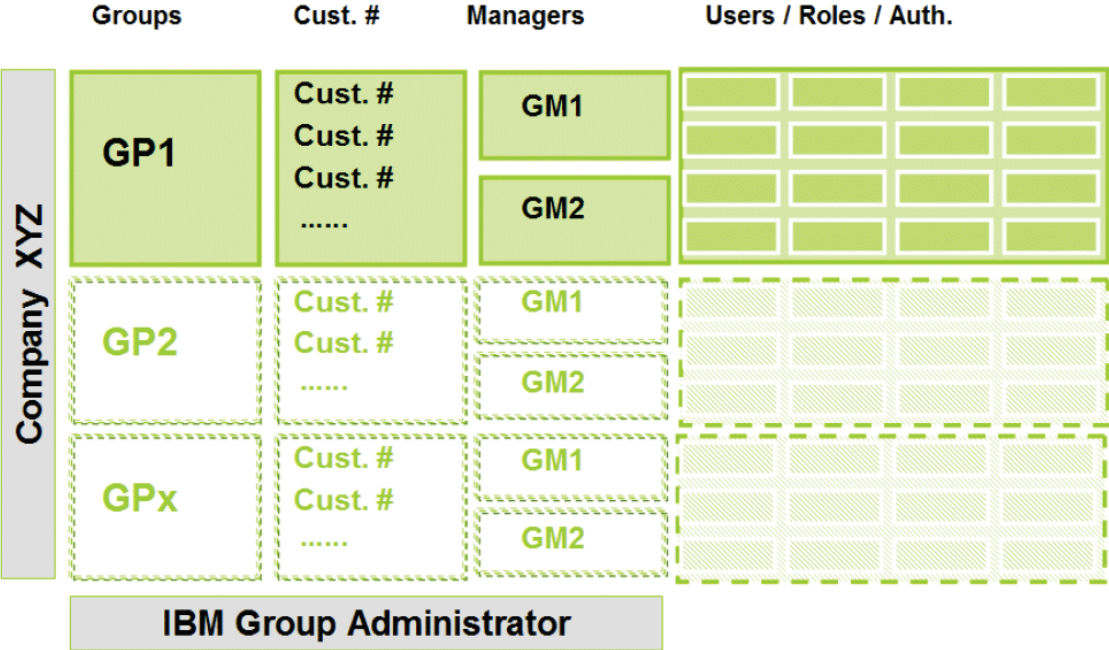
Figure 3 Group Manager definition

As a Shopz group manager, it is your responsibility to execute the following tasks:

- ▶ Review and process requests from your group members (or users who wish to become members).
- ▶ Manage basic group details, such as your group's name.
- ▶ Manage your group's customer numbers and keep them up to date.
- ▶ Manage your group members and keep group membership up-to-date.
- ▶ Assign appropriate roles to your group members.
- ▶ Manage the rules for your group.
- ▶ Transfer your group management responsibilities when your role changes.

### 2.3 RAM group overview

The logic behind RAM in terms of Group Profiles, Group Managers, Roles and Responsibilities is represented in Figure 4. The IBM group administrator is an individual at IBM who creates group profiles and authenticates the group managers.



GP = Group Profile GM = Group Manager

Figure 4 RAM logic

### 3 Accessing the RAM application

Perform the following steps to access the RAM application:

1. Enter the following URL in your browser:  
<https://www14.software.ibm.com/webapp/ram/>
2. Authenticate by clicking the **Sign in (registered users)** button, indicated in Figure 5 by the number (1) in the yellow box .

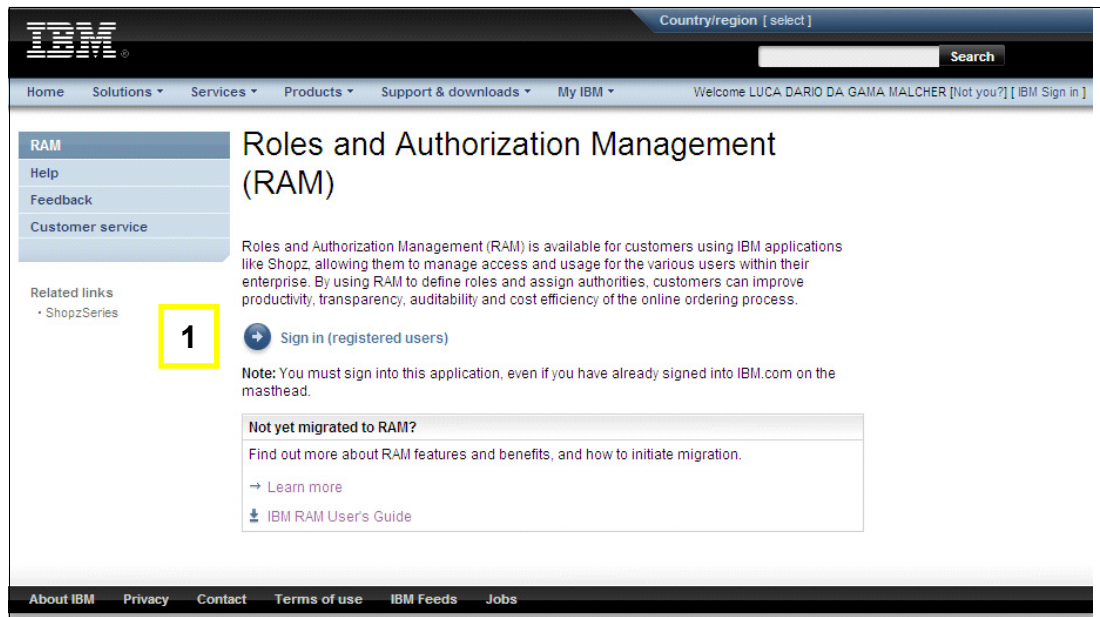


Figure 5 RAM Access

### 4 RAM sign in page

The sign in page allows you to sign into the RAM application with your IBM ID. See Figure 6.



Figure 6 RAM Sign-in page

## 4.1 Authorized group managers

To access RAM as a Group Manager you must already be authorized by IBM for that role.

## 4.2 New users or group managers

If you do not yet have an IBM ID, go to the [My IBM Registration page](#) to request one. If you have an IBM ID registered to Shopz, but you are not authenticated as Group Manager, perform the following steps to gain access to the RAM application:

1. Determine if you are eligible for the group manager role through your IBM Representative.
2. Collect the list of your company's IBM customer numbers to be associated with your group profile.
3. Identify any other person that is eligible to play the group manager role in your company (recommended set-up is to have a primary and a backup group manager).
4. Fill in the RAM application form with all data elements needed by IBM group administrators to enable your group. Contact your sales representative for a RAM application form.
5. Send the RAM application form to the following email address: [ram4shop@us.ibm.com](mailto:ram4shop@us.ibm.com).

The IBM Group Administrator creates the new company Group Profile and can add user(s) to the group. RAM sends a note to a user when they are added to a group by the IGA. See Figure 7.

```
You have been added as a group member to a ShopzSeries group in the Roles and Authorization Management (RAM) tool.
As a group member, you have been given roles/authorities that you can use in ShopzSeries. Please review the
information regarding the group and your role within it:

Your roles/authorities:
  1. Service order creator - A ShopzSeries user who has the authority to create service orders, and is
authorized to submit them for fulfillment. They can also view and download orders they created.
  2. Product order creator - A ShopzSeries user who has the authority to create product orders, and is
authorized to submit them for approval or submit them for fulfillment if no further approval is required. They can
also view and download orders they created.

To view the details of the group you are now a member of, please access the RAM application at:
https://www14.software.ibm.com/webapp/ram/viewGroup?appId=1&groupId=209

To begin using your new group and authorities, please access the ShopzSeries application at the following link:
https://www.ibm.com/software/shopzseries

Should you have questions or problems, please contact ShopzSeries/RAM support at 1-877-426-2784
in the United States or CAT@dk.ibm.com elsewhere.
```

Figure 7 Note sent by RAM when a user is added to a group.

Figure 8 is a note notifying the user that they have been made group manager and the revised roles.

Your roles/authorities within a ShopzSeries group in the Roles and Authorization Management (RAM) tool have been changed. Please review the following information regarding modification of your roles/authorities within the group:

**Prior roles/authorities:**

1. Service order creator - A ShopzSeries user who has the authority to create service orders, and is authorized to submit them for fulfillment. They can also view and download orders they created.
2. Product order creator - A ShopzSeries user who has the authority to create product orders, and is authorized to submit them for approval or submit them for fulfillment if no further approval is required. They can also view and download orders they created.

**Current roles/authorities:**

1. Service order creator - A ShopzSeries user who has the authority to create service orders, and is authorized to submit them for fulfillment. They can also view and download orders they created.
2. Product order creator - A ShopzSeries user who has the authority to create product orders, and is authorized to submit them for approval or submit them for fulfillment if no further approval is required. They can also view and download orders they created.
3. Group manager - A group member who has the authority to manage group membership, assign member roles, set group rules, and other group functions.

You were granted the group manager role. As a group manager you are responsible for determining the list of members in the group and configuring the authorities those members can have in ShopzSeries.

As a group manager you are responsible for:

1. Establishing the appropriate rules for the group.
2. Processing requests to join the group.
3. Determining the customer numbers that should be contained within the group.
4. Configuring the roles/authorities of the members of the group appropriately for your organization.
5. Removing group members when necessary.

Since you are not listed as the primary group manager for this group, you can configure whether or not to be notified of group events by using the link below.

To get additional details about the group the changes have been made to, please access the RAM application at:  
<https://www14.software.ibm.com/webapp/ram/manageGroupBasics?appId=1&groupId=209>

To begin using your new roles and authorities, please access the ShopzSeries application at the following link:  
<https://www.ibm.com/software/shopzseries>

Should you have questions or problems, please contact the group manager(s) for Group Name: 4608247- IBM Group Manager's Email: kathywa@us.ibm.com ShopzSeries/RAM support at 1-877-426-2784 in the United States or CAT@dk.ibm.com elsewhere.

Figure 8 Change of roles notification

## 5 RAM home page

The home page, Figure 9, welcomes you to the RAM application. Because RAM provides role and authorization management support for a variety of applications, select which one to work from the **Current application** drop-down box. If you have signed in previously and selected an application, RAM remembers your selection for subsequent sessions. If you are only authorized for one application, as is the case for all customers and business partners, then that application (Shopz) is automatically selected for you.

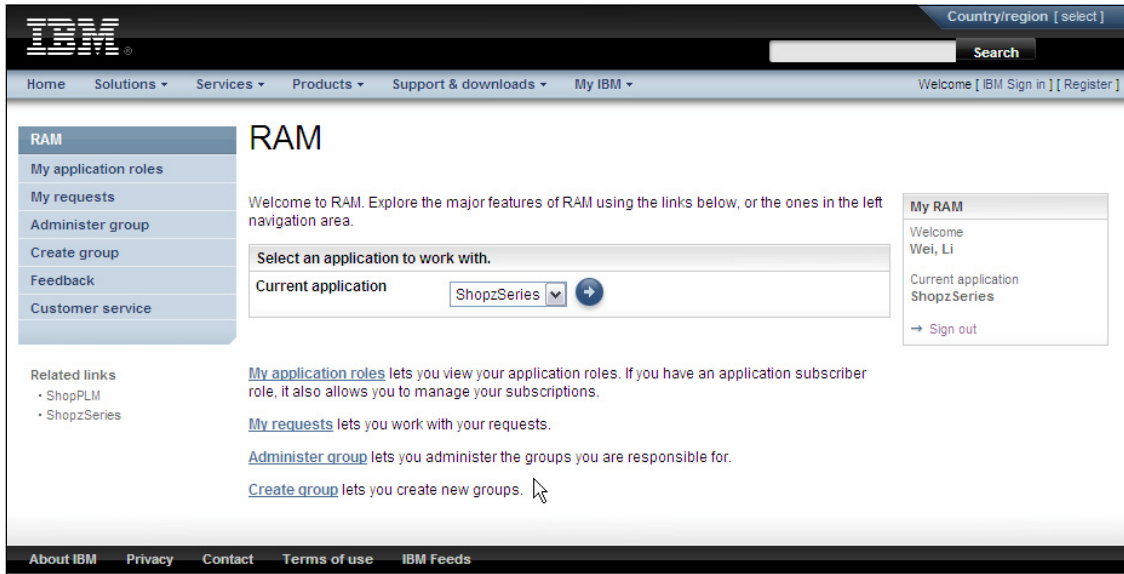


Figure 9 RAM home page

## 6 Left navigation bar

The left navigation bar is displayed on all RAM pages and includes links to RAM's major features. The welcome page also lists the features applicable to your role. See Figure 10.

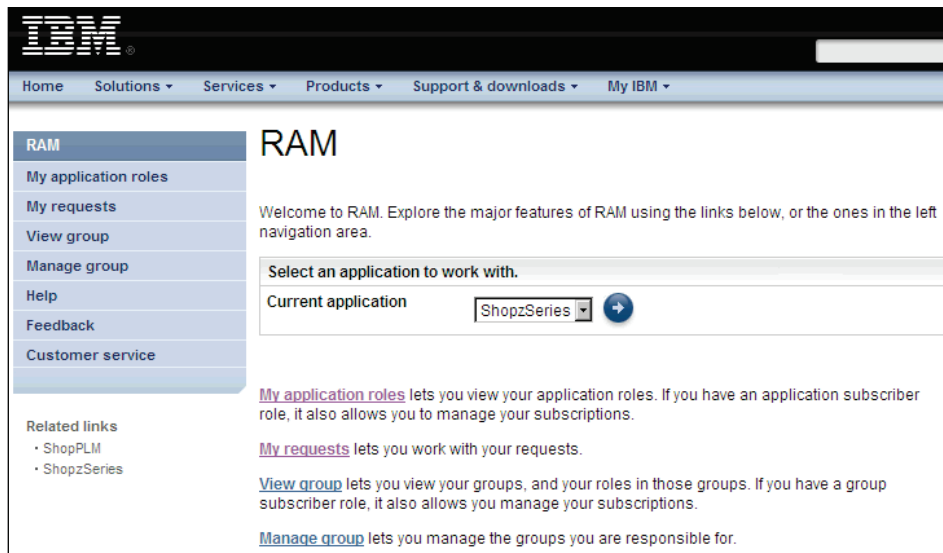


Figure 10 Left navigation bar

The link options are as follows:

- ▶ **RAM**

If the user has not yet signed in, clicking this option returns the user to the Landing page. If the user has signed in, this link sends the user to the Top page. This link is always visible.
- ▶ **My Application Roles**

This link allows the user to view the user's application roles. If the user has an application subscriber role, clicking this link allows the user to manage the user's subscriptions.
- ▶ **My Requests**

If you have pending requests to process, clicking this link takes the user to the Process tab of the My Requests page. If you do not have any requests to process, clicking this link takes you to the Review tab of the My Requests page.
- ▶ **View group**

This option links to the View group page. This link is only available if you are signed in and belong to one or more active groups for the current application.
- ▶ **Manage group**

This option links to the Manage group page. This link is only available if you are signed in and are a group manager for one or more active groups for the current application.
- ▶ **Help**

This option links to the Help page and is always available.
- ▶ **Feedback**

This option links to the Feedback page and is always available.
- ▶ **Customer service**

This option links to the Customer service page and is always available.
- ▶ **Related links**

These links are visible on the Landing page and Top welcome page and list the supported applications. The only related link is for Shopz.

## 6.1 My requests page

The 'My requests' page (Figure 11) allows you to manage requests. This page is divided into three tabs:

- ▶ Create tab
- ▶ Review tab
- ▶ Process tab

### Create tab

The Create tab allows users to create new requests. This tab is only functional if the user is authorized to create requests.



Figure 11 My requests

### Review tab

The Review tab allows you to view previously submitted requests. Completed requests continue to be displayed for a configurable number of days.

#### ▶ Requests

Lists your recent requests with the request type, status and date created of each. The request type is a link to display the corresponding request details. The list is sorted by created date (newest first).

#### ▶ Request details.

Displays the details of a request as label-value pairs. The specific details that are displayed depend on the type of request, but always include the request type, request status, date created and date last updated. The approver for the request is also listed unless it would violate privacy rules.



## Process tab

The Process tab allows you to approve or reject requests submitted by others. Shopz users submit requests by performing basic tasks in the Shopz application. The most common request is to join the group, which is generated by Shopz when a user registers or adds a customer number to their Shopz user profile. Requests are sent by email to the group manager and include a link directly to the request details in RAM. See Figure 12.

**ACTION: Your Approval Needed for Request to Join Group**

**From** [eordsup@us.ibm.com](mailto:eordsup@us.ibm.com)

**To** [shopzhe@gmail.com](mailto:shopzhe@gmail.com)

**Date** Fri, Jan 14, 2011 at 3:57 PM

**Subject** ACTION: Your Approval Needed for Request to Join Group

You are receiving this note because you are a group manager for a group in ShopzSeries and someone has requested to join your group. The details of the request are below.

- Group name: Test group 4 for China DVLP
- Requester name: shopz. Grace
- Requester email: [yanguoqiu@hotmail.com](mailto:yanguoqiu@hotmail.com)
- Requester Shopz id: [shopzgrace@gmail.com](mailto:shopzgrace@gmail.com)(W)

By granting your approval, the requester will be able to use your group's customer number(s) to perform the activities authorized in the settings you can configure within the Roles and Authorization Management (RAM).

Please go to this link to approve or deny this request:  
<https://sunlight.boulder.ibm.com/webapp/ram/addressRequests.wss?requestId=5162&appId=1>

Should you have questions or problems, please contact ShopzSeries/RAM support at 1-877-426-2784 in the United States or [CAT@dk.ibm.com](mailto:CAT@dk.ibm.com) elsewhere.

Figure 12 Approval for request to join group

After reviewing the details of the request, approve or reject the request by pressing the appropriate button.

- ▶ **(1) Requests.** Lists all requests you are authorized to process with the requestor, date created and request type. The requestor is a link to display the corresponding request details.
- ▶ **(2) Request details.** Displays the details of a request as label-value pairs. The specific details displayed depend on the request type and always include the requestor's email address and date created.
- ▶ **(3) Join group request.** Includes the group, the requestor's name, email address and telephone number, as well as the country and the customer numbers requested. For each customer number, the company name is also included.
- ▶ **(4) Reason.** Allows you to indicate why you approved or rejected this request. It is a required field if you rejected the request.
- ▶ **(5) Approve button.** Approves the request and notifies the requestor through email. If the request is to join a group, the Members tab of the Manage group page is displayed, so you can update the user's role as appropriate. For requests to join a group or add customer numbers to a group, group managers with notification enabled are notified. If a request to join a group is approved by an IBM GA, all group managers are notified.
- ▶ **(6) Reject button.** Rejects the request and notifies the requestor through email.

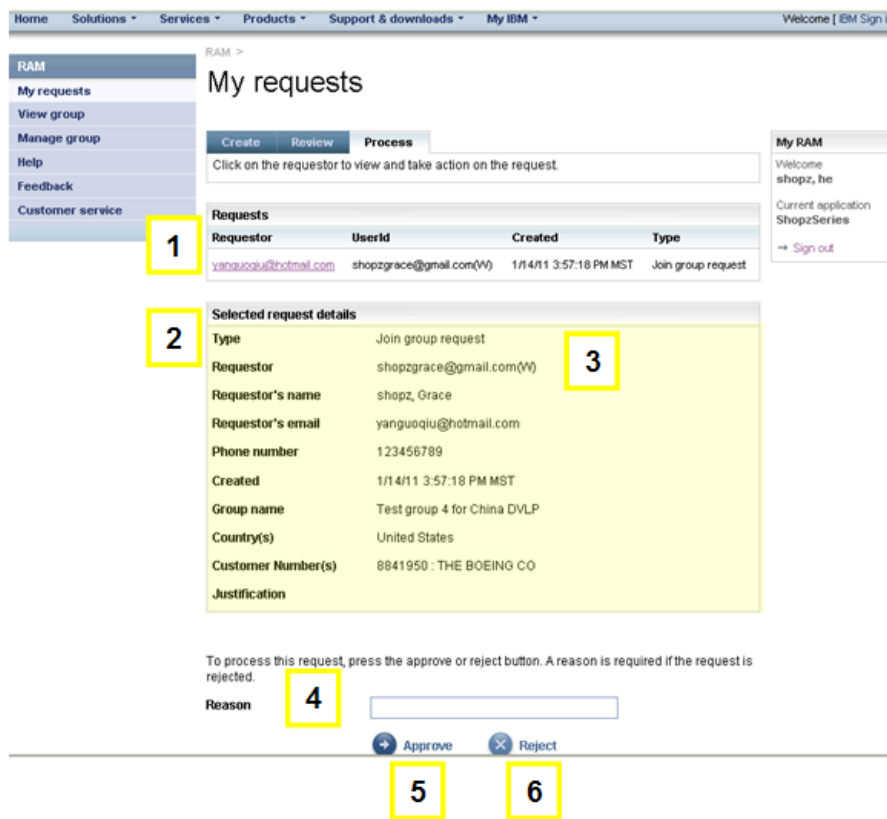


Figure 13 Process tab—Requesting approval

## 6.2 View group page

The View group page (Figure 14 on page 14) is where group members view their group details (for example, company name, customer numbers), and update their group subscriptions if they have a subscriber role.

Users who are members of more than one group select the group to view from a list.

▶ **Group selector**

Lists the groups you are a member of, sorted alphabetically. Initially, the first group is pre-selected, but when you select a different group (on this page or the Manage group or Administer group pages), that group persists for the duration of your session, as long as the selected group is valid on the page. If you are a member of only one group, then the selector is not displayed.

▶ **Group basics**

– **Country**

Indicates the country the group and its customer numbers are affiliated with.

– **Group manager or Group administrator**

Email link to the primary group manager, or the IBM group administrator, if no group manager is specified.

▶ **Customer numbers**

Lists the customer numbers defined for the group by company name and customer number.

▶ **My group roles**

Lists your roles in the group, including the group manager role, if applicable. Subscription type roles, if any, are listed last and include secondary lists of subscriptions available to you. Each available subscription is preceded by a checkbox indicating whether you have activated the subscription, and allowing you to activate or deactivate the subscription. The available subscriptions are defined by the group manager (or IBM group administrator). All subscriptions are initially inactive and must be explicitly activated if desired. It is not required for you to activate any subscriptions. A **Help** link opens a Role help pop-up page for the current application.


▶ **Submit button**

Save your event subscriptions. If you have no available subscriptions, this button is not displayed.

RAM >

## View group

4608247- IBM

Select group  

---

**4608247- IBM**

**Group basics**

Country	United States
Group manager	<a href="mailto:catsq@us.ibm.com">catsq@us.ibm.com</a>

**Customer numbers**

Company	Customer number
IBM CORP	5352254

**My group roles [\[Help\]](#)**

Service order creator
Product order creator
Group manager

Figure 14 View group page

## 6.3 Manage group page

The Manage group page (Figure 15) is where group managers manage their groups (that is, assign roles, set rules, and so forth). If you are a manager of more than one group, you can select the group to manage from a list. The group details are displayed on a set of tabbed pages:

- ▶ Basics tab
- ▶ Customer numbers tab
- ▶ Members tab
- ▶ Managers tab
- ▶ Rules tab

**Select group drop-down box** - Lists the groups you are a member of, sorted alphabetically. Initially, the first group is pre-selected, but when you select a different group, that group persists for the duration of your session, as long as the selected group is valid on the page. If you are a member of only one group, then the selector is not displayed.

The screenshot shows the 'Manage group' page. On the left is a navigation menu with items: RAM, My requests, View group, Manage group (highlighted), Help, Feedback, and Customer service. The main content area is titled 'Manage group' and features a 'Select group' dropdown menu with a search icon. Below this is a tabbed interface with tabs for Basics, Customer numbers, Members, Managers, and Rules. The 'Basics' tab is active, showing the text 'view or update group basics'. A note states 'Required fields are indicated with an asterisk (\*)'. The form includes fields for 'Group name', 'Country' (with 'United States' entered), and 'Group administrator'. A 'Rename group' section contains a 'Group name\*' field and a 'Rename group' button with a search icon.

Figure 15 Manage group options

## Basics tab

The Basics tab (Figure 16) displays basic group information and allows the group manager to rename the group.

► **Group name (1)**

Displays the group's name. Groups are created by IBM group administrators with default names or with the name of choice you have requested in the RAM application form.

► **Country**

Displays the group's country. All of the group's customer numbers must be from this country.

► **Group administrator**

An email link to the group's IBM Group Administrator.

► **Rename group dialog box**

– **Group name**

Allows you to change the group's name. If you would like to change the name of the group, you have to fill in the blank field (2). A group name can be up to 60 characters long.

– **Rename button (3)**

Saves the new group name. Group managers with notification enabled are notified of the change through email.

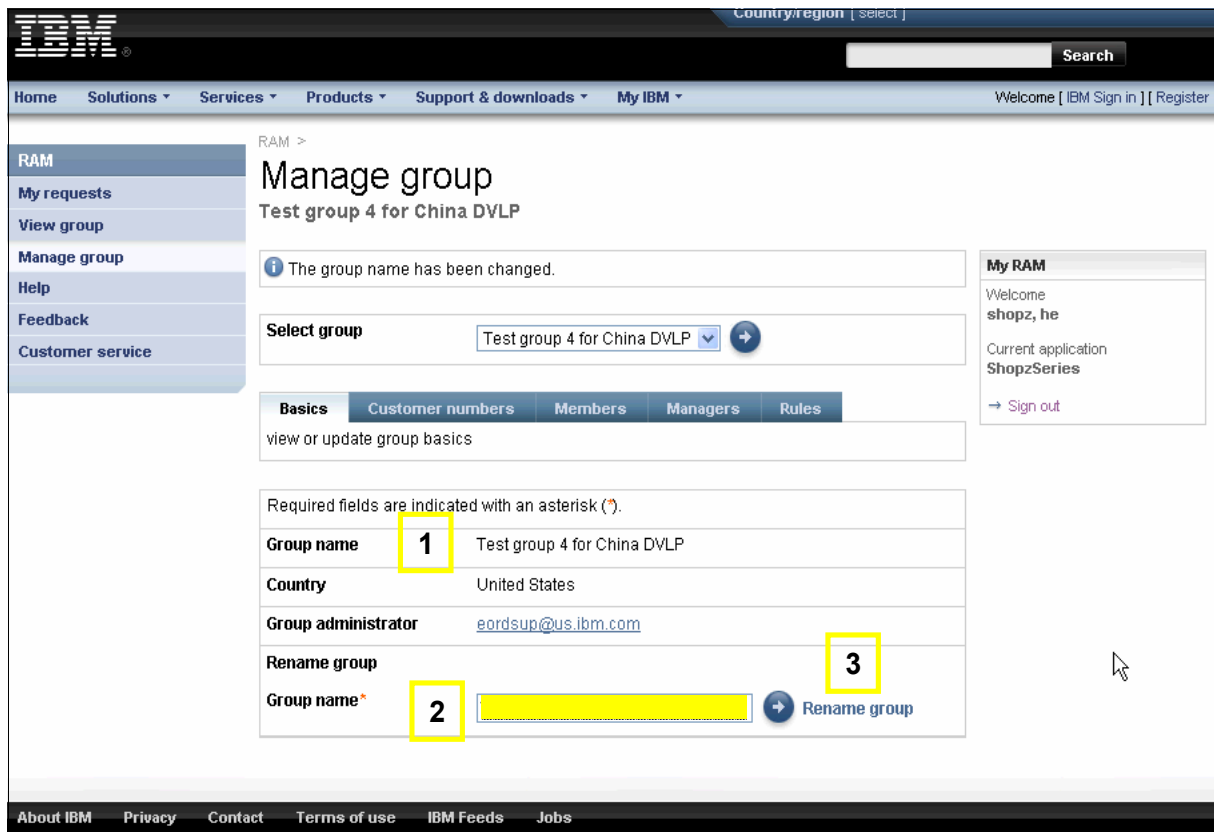


Figure 16 Manage group—Basics tab

## Customer numbers tab

The Customer numbers tab (Figure 17) displays the customer numbers for the group, and allows the group manager to add and remove customer numbers.

**Customer numbers.** Lists the customer numbers in the group by company name and customer number. A checkbox allows you to select customers to be deleted (1).

### Delete selected customer numbers dialog

- **Reason (2)**

Allows you to indicate why the customer numbers are being deleted. It is a required field.

- **Delete button (3)**

Deletes the selected customer numbers from the group. At least one, but not all customer numbers must be selected. Group managers with notification enabled are notified of the changes through email.

### Add new customer numbers dialog box

- **Enter Customer numbers (4)**

Allows you to enter one or more new customer numbers to be added to the group.

- **Comments (5)**

Allows you to provide comments (optional field).

- **Add button (6)**

Creates a request to add the specified customer numbers. At least one customer number must be specified. Customer numbers must exist and not already be in this, or any other group. Customer numbers must be of the same customer type and from the same country as the ones already in the group. An email is sent to the group's IBM Group Administrator with the request to be processed.

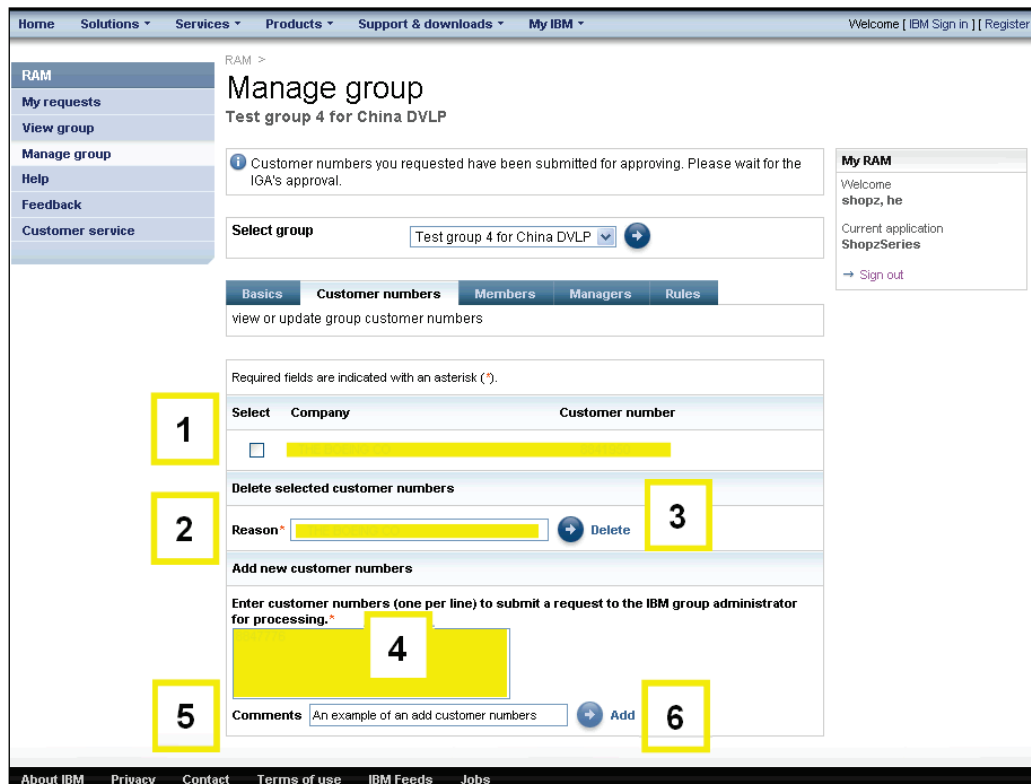


Figure 17 Manage group—Customer numbers

## Members tab

The Members tab (Figure 18) displays the members of the group, and allows the group manager to delete members and update the roles of members. Group managers cannot add members here; they can add members by processing a "join group" request.

**Members.** Lists the members of the group by name and displays their current roles in the group (1) and their Business partner status. The member's name is also a link to open the member's details (2). The member who is the primary group manager is also indicated (3). A help link opens the Application roles pop-up help page for the current application (4).

The screenshot displays the IBM Manage group interface. At the top, there is a navigation bar with the IBM logo and a search box. Below this is a menu with options like Home, Solutions, Services, Products, Support & downloads, and My IBM. The main content area is titled "Manage group" and "Test group 4 for China DVLP". A "Select group" dropdown menu is set to "Test group 4 for China DVLP". Below this are tabs for Basics, Customer numbers, Members (highlighted with a yellow box and '1'), Managers, and Rules. The "Members" tab shows a list of group members with columns for Name, User ID, Roles, and Business partner. The first member is "shopz\_Grace" with roles "Service order creator" and "Product order creator". The second member is "shopz\_he" with roles "Service order creator", "Product order creator", "Order approver", "Product order modifier", "Service order modifier", "Group manager (Primary)", "Product order viewer", and "Service order viewer". The name "shopz\_he" is highlighted with a yellow box and '2'. The role "Group manager (Primary)" is highlighted with a yellow box and '3'. The "Roles [Help]" link is highlighted with a yellow box and '4'. Below the table is a "Delete selected members" section with a "Reason" field and a "Delete" button. A right-hand sidebar shows "My RAM" information, including "Welcome shopz, he" and "Current application ShopzSeries".

Figure 18 Manage group—Members tab



### Delete selected members dialog

- ▶ **(1) Flag selection.** Checkbox that indicates the member(s) to be deleted
- ▶ **(2) Reason.** Text field that allows you to indicate why the members are being deleted. It is a required field.
- ▶ **(3) Delete button.** Deletes the selected members from the group. At least one member must be selected. You may delete yourself as long as there is another group manager. Your authorities will be immediately reset and you will be taken to the Top page. You may delete other group managers. If you delete the primary group manager, another primary group manager is selected. Removed members are notified through email. If applicable, the new primary group manager is notified of their new responsibilities through email. All other group managers (if any) are also notified of the new primary through email regardless of their notification setting. See Figure 19.

IBM Country/region [ select ] Search

Home Solutions Services Products Support & downloads My IBM Welcome [ IBM Sign in ] [ Register ]

RAM > Manage group Test group 4 for China DVLP

Select group Test group 4 for China DVLP

Basics Customer numbers **Members** Managers Rules

view or update group members

Required fields are indicated with an asterisk (\*).

To view a member's details or update a member's roles, click on the member's name.

Select	Name	User ID	Roles [Help]	Business partner
<input checked="" type="checkbox"/>	<a href="#">shopz_Grace</a>	shopzgrace@gmail.com(W)	Service order creator Product order creator	
<input type="checkbox"/>	<a href="#">shopz_he</a>	shopzhe@gmail.com(W)	Service order creator Product order creator Order approver Product order modifier Service order modifier Group manager (Primary) Product order viewer Service order viewer	

**Delete selected members**

Deleting a group member will not halt orders already submitted by that member, but it will prevent that member from being able to check order status or download orders.  
Deleting a group manager may cause delays in order processing and group management activities.

Reason\*  Delete

Figure 19 Manage group—Deleting a member

### User details dialog

- ▶ **(1) User details table.** Lists a member's details, including name, email address (as an email link), phone number, and roles in this group. This table is visible when you click on a name link in the Members list. All group roles defined by the application are displayed with a checkbox indicating if the member has that role, and allowing you to add or remove the role. A help link opens the Application roles pop-up help page for the current application.
- ▶ **(2) Reason text box.** Allows you indicate why you want to change the member's roles. It is a required field.
- ▶ **(3) Submit button.** Updates the selected member's roles. At least one role must be selected. You may update your own roles, including removal of their own group manager role, as long as there is another group manager. If you are the primary group manager and remove that role, a new primary is selected. Your authorities are immediately reset and you are taken to the Top page. You may remove the group manager role from other group managers. If this role is removed from the primary group manager, you become the new primary. When a user is granted a group manager role, his notification setting is initially turned on. Updated members are notified of their updated roles through email. If applicable, the new primary group manager is notified of their new responsibilities through email. See Figure 20.

The screenshot shows a web form titled "User details". At the top, it states "Required fields are indicated with an asterisk (\*)". Below this, there are fields for "Name" (shopz, he), "E-mail" (shopzhe@gmail.com), and "Phone number" (15120045016). A section titled "Select Roles [Help]" contains a list of roles with checkboxes: "Service order viewer", "Service order modifier", "Service order creator", "Product order viewer", "Product order modifier", "Product order creator", "Order approver", and "Group manager". Below this is an "Event subscriber" section with three sub-options, all of which are unchecked. The "Update roles" section contains a warning message and a "Reason\*" text input field. A "Submit" button is located at the bottom right of the form. Three yellow callout boxes are present: callout 1 points to the "Required fields" text, callout 2 points to the "Reason\*" text input field, and callout 3 points to the "Submit" button.

Figure 20 User details table

*Table 6-1 User role descriptions*

<b>Role</b>	<b>Description</b>
Service order creator (SOC)	A Shopz user who has the authority to create service orders, and is authorized to submit them for fulfillment. They can also view and download orders they created.
Service order viewer (SOV)	A Shopz user who has the authority to view service orders within his group that have been submitted for fulfillment.
Service order modifier (SOM)	A Shopz user who has the authority to view and modify, download and delete, service orders within his group that have been submitted for fulfillment.
Product order creator (POC)	A Shopz user who has the authority to create product orders, and is authorized to submit them for approval or submit them for fulfillment if no further approval is required. They can also view and download orders they created.
Product order viewer (POV)	A Shopz user who has the authority to view product orders within his group that have been submitted for fulfillment.
Product order modifier (POM)	A Shopz user who has the authority to view and modify, download and delete, product orders within his group that have been submitted for fulfillment.
Order approver (OA)	A Shopz user who has the authority to approve and submit orders for manual fulfillment, which require a formal approval within his group. This user also has the authority to reject an order that was sent for approval.
Event subscriber (ES)	A Shopz user who has the authority to request to be notified through email when various events, such as the submission of an order, occur within his group. Note that in order to view orders they must also be granted the SOV and/or POV role.

## Managers tab

The Managers tab (Figure 21) displays the managers of the group, identifies the primary group manager and indicates which managers are notified of group events. The primary group manager can be updated and you can change your own notification option.

- ▶ **Group managers**

Lists managers by name and displays email addresses and group event notification settings. The primary group manager is identified with radio buttons. If notification is enabled, this setting is displayed as a checkmark, or a checkbox in order to change your own setting. Notification is always enabled for the primary group manager, so it is displayed as a static checkmark. Group managers with notification enabled are notified of all group events through email.

- ▶ **Comments text box**

Allows you to provide comments about your changes and is an optional field.

- ▶ **Submit button**

Makes the requested changes. If the primary group manager is changed, the new primary's notification setting is automatically enabled and the old primary's notification setting remains enabled. Group managers with notification enabled are sent an email pertaining to changes to the primary group manager.

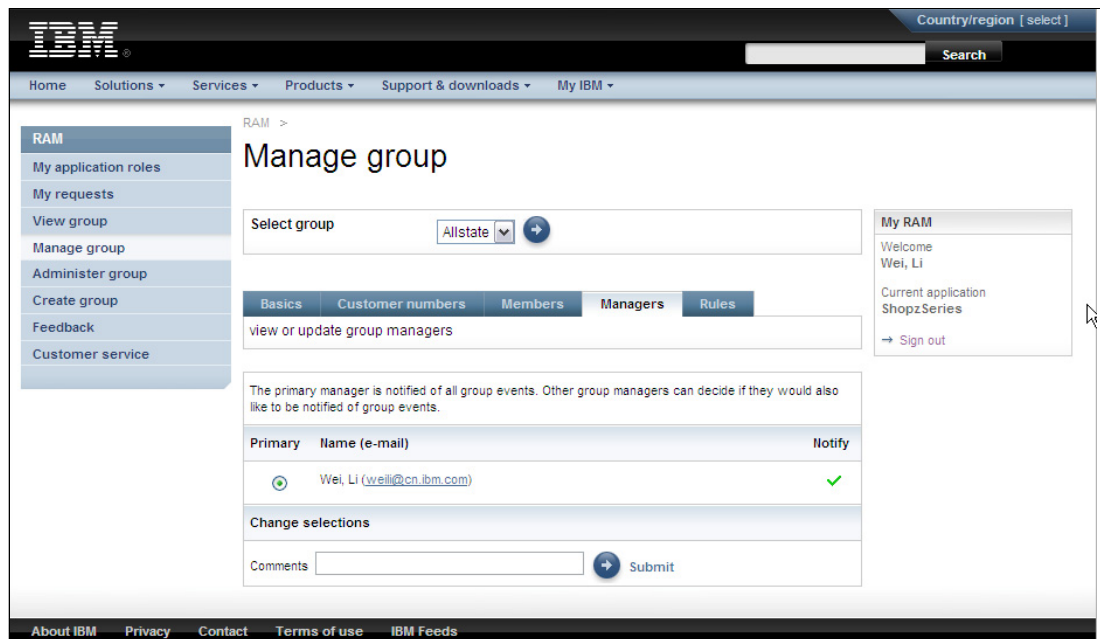


Figure 21 Managers tab

## Rules tab

The Rules tab (Figure 22) displays the group rules and allows you to update them. Rules, including their display sequence, are defined by the supported application and may only be applicable to some customer types and countries.

► **(1) Rules**

Lists the rules for the current application which are applicable to the group. Some rules, marked "IGA only", may not be editable by the group manager and are displayed as static text. For each editable group rule, radio buttons indicate the current setting and allow you to change it. Boolean rules are displayed with **Yes** and **No** options. Each rule includes a help link, which opens the Application rules help page for the current application.

► **(2) Comments**

Allows you to provide comments about your changes. It is an optional field.

► **(3) Submit button**

Makes the requested changes.

Country/region [select]

Home Solutions Services Products Support & downloads My IBM Welcome [ IBM Sign in ] [ Register ]

RAM >

Manage group  
Test group 4 for China DVLP

The group rules have been updated.

Select group Test group 4 for China DVLP

Basics Customer numbers Members Managers **Rules**

view or update group rules

Some rules cannot be updated because of the group's customer type or country, or because only an IBM group administrator can update it.

For a non-entitled product order, purchase order number required? [\[Help\]](#)

Yes  
 No

Internet delivery default/required or any media selection OK? [\[Help\]](#)

Any  
 Internet delivery default (if available)  
 Internet delivery required

Type of orders requiring approval? [\[Help\]](#)

All product orders  
 New license orders  
 No approval required

Update rules

Comments

My RAM  
Welcome shopz, he  
Current application ShopzSeries  
→ Sign out

Figure 22 Manage group rules

## 6.4 Contacts

### Contacting your IBM Group Administrator

To contact your IBM group administrator, go to the Basics tab of the Manage group page. See Figure 23.

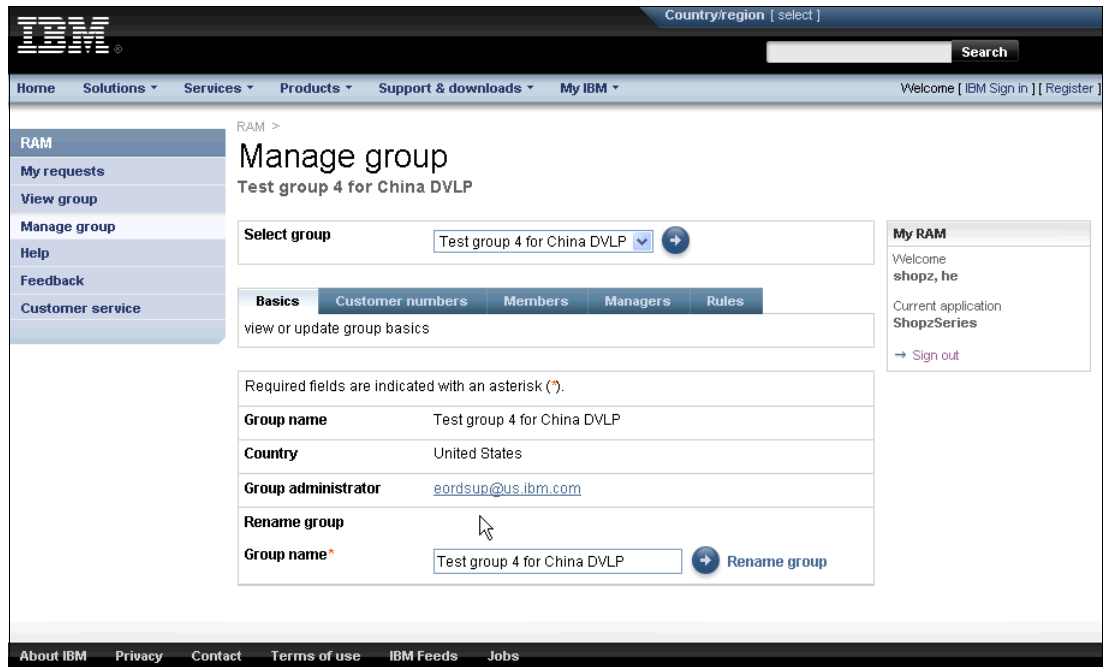


Figure 23 Contacting the IBM Group Administrator

### Contacting customer service

If you experience problems using RAM, click **Customer service** on left navigation bar.

## 7 Examples

### 7.1 Case 1: How to transfer group management responsibilities for your group

Always have at least two group managers: a primary and a backup. To add a group manager, add the role to the appropriate team member on the Members tab of the Manage group page. If you are the primary group manager, you can assign primary group manager responsibilities to another group manager. Select the checkbox next to the person you wish to make the primary group manager and click **Submit**. If your responsibilities are changing permanently, after assigning a new primary group manager, remove your own group manager role, or delete yourself entirely from the group. See Figure 24.

User details	
Required fields are indicated with an asterisk (*).	
Name	shopz, Grace
E-mail	yanquojia@hotmail.com
Phone number	123456789
Select Roles <a href="#">[Help]</a>	
<input type="checkbox"/>	Service order viewer
<input type="checkbox"/>	Service order modifier
<input type="checkbox"/>	Service order creator
<input type="checkbox"/>	Product order viewer
<input type="checkbox"/>	Product order modifier
<input type="checkbox"/>	Product order creator
<input type="checkbox"/>	Order approver
<input checked="" type="checkbox"/>	Group manager
<input type="checkbox"/>	Event subscriber
<input type="checkbox"/>	Event notification for the submission of service orders
<input type="checkbox"/>	Event notification for the submission of entitled product orders
<input type="checkbox"/>	Event notification for the submission of product orders that require new licenses
Update roles	
Deleting roles from a group member will not halt orders already submitted by that member, but it will prevent that member from being able to check order status or download orders. Deleting the group manager role from a member may cause delays in order processing and group management activities.	
Reason*	<input type="text" value="an example of adding the group manager role"/> <input type="button" value="Submit"/>

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Figure 24 Updating a member to become a Group Manager

## 7.2 Case 2: How to transfer the Primary Group Manager role to another group member

To transfer the Primary Group Manager role, select the team member radio button, include any comments, and click **Submit**. See Figure 25.

The screenshot shows the IBM RAM 'Manage group' interface for 'Test group 4 for China DVLP'. A message at the top states: 'The primary group manager has been changed.' Below this, the 'Select group' dropdown is set to 'Test group 4 for China DVLP'. The 'Managers' tab is active, showing a table of group managers. The table has columns for 'Primary', 'Name (e-mail)', 'User ID', and 'Notify'. The first row, for 'shopz, Grace (yanquogiu@hotmail.com)', has a selected radio button and a green checkmark in the 'Notify' column. The second row, for 'shopz, he (shopzhe@gmail.com)', has an unselected radio button and a checkbox in the 'Notify' column. Below the table is a 'Change selections' section with a 'Comments' text box and a 'Submit' button. The right sidebar shows the user's profile: 'My RAM', 'Welcome shopz, he', 'Current application ShopzSeries', and a 'Sign out' link. The footer contains links for 'About IBM', 'Privacy', 'Contact', 'Terms of use', 'IBM Feeds', and 'Jobs'.

Primary	Name (e-mail)	User ID	Notify
<input checked="" type="radio"/>	shopz, Grace (yanquogiu@hotmail.com)	shopzgrace@gmail.com	✓
<input type="radio"/>	shopz, he (shopzhe@gmail.com)	shopzhe@gmail.com	<input type="checkbox"/>

Figure 25 Transferring the Primary Group Manager role





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