

Add policy entitlement parameter changes to the view request history in ITIM.

APAR: IV26987

Symptom: In View Requests for Add, Modify Provisioning Policy requests, display changes in entitlement and parameter along with policy attributes changes.

This document gives the brief description about the new feature.

Overview:

After this fix, for Add and Modify Provisioning Policy requests, ITIM will show changes in service entitlement and provisioning parameter(s) on View Request pages (e.g. View All Requests, View All Requests by User and View All Pending Requests by User).

A pair of tables will be shown for each entitlement under 'Provisioning Policy Information' twistie having table title as Entitlement Parameter-<service name>. Changes in service entitlement will get displayed in first table and service parameter in second table. However only modifications will be displayed in tables meaning that the unmodified service entitlements and unmodified service parameters in a provisioning policy will not be displayed.

Example: Please see below sample screenshot showing the changes in Win Service entitlement and its provisioning parameter.

Entitlement Parameter - Win Service

Attribute ^	Original value ^	Requested Value ^
Policy Target	Win Service	no changes
Type	manual	no changes
Target Type	Service	no changes
Process Definition	Default Account Request Workflow	
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Name ^	Template value ^	Enforcement Type ^	Value Type ^	Operation ^
Code Page	91	Default	Constant Value	Replace
Description	New Description	Excluded	Constant Value	Add
Description	Account Description	Default	Constant Value	no changes
Description	Modified Description	Excluded	Constant Value	Remove
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As shown above, in a provisioning parameter table for each row an operation will be displayed indicating modification done e.g. Add, Remove, no changes and Replace. A 'Replace' label will be hyperlinked and when clicked ITIM will navigate the user to a new page where original values (i.e. values before change) of corresponding provisioning parameter will be shown.

Example: Please see below sample screenshot showing the original values in a provisioning parameter. This new page opens when user clicks on 'Replace' hyperlink.

[View Requests](#) > [View All Requests](#) > [Entitlement Parameter](#)

View the original values for the **Code Page** attribute and click Close when finished.

Name ^	Template value ^	Enforcement Type ^	Value Type ^
Code Page	11	Default	Constant Value
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Close

ITIM will display 'Replace' operation based on provisioning parameter's (also called as service attribute) LDAP syntax in schema. The different scenarios are as below:

- 1) For Single valued service attribute, 'Replace' operation will be shown if there is any change in attribute's value OR expression type OR its enforcement type.
Example: In a WinLocal Profile 'erNTUserCountryCode' attribute is a single valued in LDAP schema.
(1.3.6.1.4.1.6054.3.10.2.16 NAME 'erNTUserCountryCode' DESC 'Country Code' SYNTAX 1.3.6.1.4.1.1466.115.121.1.27 SINGLE-VALUE)
- 2) For Multi-valued service attribute, 'Replace' operation will be shown only if there is change in attribute's enforcement type or expression type. Changes in attribute value will be shown as 'Remove' operation (for old values) and 'Add' operation (for new values) and will not be shown as 'Replace'.
- 3) In cases when ITIM fails to load attribute's syntax from LDAP, attribute would be treated as Multi-valued attribute and 'Replace' operation will be determined as mentioned in point (2) above.
Example: Data to be shown is extracted from XML present in ITIM's database and if any provisioning parameter in XML doesn't exist in current ITIM's LDAP schema then that parameter would be treated as Multi-valued attribute.

Limitation: ITIM will show changes in only policy attribute and service entitlement for 'Add' and 'Modify' provisioning policy requests that were executed before applying this fix. Thus the changes in provisioning parameters will not be displayed for the requests which were executed before this fix.

Language/Locale specific changes:

A new key and message has been introduced to support this feature. Following is the new key and default message (in English) added in Message.properties file.

ENTITLEMENT_PARAMETER_ORIGINAL_VALUE = View the original values for the {0} attribute and click Close when finished.

Please execute following step, if you have an ITIM language pack installed. Please take a backup of the file before editing it.

- 1) Edit the appropriate <ITIM_HOME>/data/Messages_<locale>.properties (where <locale> stands for two letter language code) file and add a translated label for the key 'ENTITLEMENT_PARAMETER_ORIGINAL_VALUE'.