



Propel

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HPE Propel Concepts Guide

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The Service Broker Advantage

Today's end users are just a few clicks away from a world of services. They expect service-on-demand, a shopping experience that is centralized, streamlined, and responsive. Becoming an IT service broker helps realize these demands. Transitioning to the service broker model moves IT towards a unified consumer experience and away from the jungle of multiple portals, websites, and catalogs.

HPE Propel (Propel) offers the service broker advantage—access to IT services through a single portal. The backbone of HPE Propel is an open service exchange, which brokers services from multiple suppliers. HPE Propel aggregates services from these suppliers; in other words, Propel creates custom service catalogs without the time and overhead required for catalog consolidation. In so doing, HPE Propell fosters increased customer engagement, satisfaction, and productivity.

This guide is designed for newcomers to the Propel experience. It is written to provide the basics for those who administer the flexible set of consumer applications that comprise HPE Propel. As you will discover in the sections that follow, these apps support a rich set of features, including an enhanced shopping experience, integrated support tickets, and on-demand access to knowledge articles across your enterprise.

Before you begin, download copies of the HPE Propel 2.20 Administrator Help and Consumer Help PDFs. These will be useful for finding more information as you go through this document.

Tip: Click [here](#) for the latest English version of the HPE Propel Admin Help, or [here](#) for the latest English version of the HPE Propel Consumer Help, and enter your HPE Passport credentials (user ID and password). Alternatively, go to the HPE Software Support site at <https://softwaresupport.hpe.com/group/softwaresupport>. Enter your HPE Passport credentials and then click **Sign In**. Type **Propel Help** into the search text box. In the results section, select the help PDF you are interested in that has the most recent date.

Tip: Before you begin, obtain your HPE Propel login credentials.

We encourage you to try HPE Propel. If you have access to an instance of HPE Propel 2.20, either as standalone “on premise” software or as part of a hosted cloud solution, see your Propel administrator to obtain a user name and password for all applicable user roles (admin, orgadmin, and/or consumer). The sections below introduce many of the Propel apps. For hands-on experience, look for ***Try It!***

Understanding Fulfillment Systems

Fulfillment systems or suppliers are the endpoint systems that partner with HPE Propel to make the service broker advantage possible. For HPE Propel 2.20, out-of-the-box integrations are provided for the following fulfillment systems:

- HPE Cloud Service Automation (HPE CSA)
- HPE Service Manager (HPE SM)
- HPE Service Anywhere (HPE SAW)
- HPE Operations Orchestration (HPE OO)

To integrate with fulfillment systems, Propel features HPE Service Exchange, an essential Propel component that integrates fulfillment systems with the front-end applications accessed from the Propel Launchpad. Service Exchange works with built-in extensions called content packs, which enable communication with fulfillment systems. A content pack is delivered as a ZIP or JAR file that contains pre-built configuration files, such as operation definitions, Free Marker templates, or HPE Operation Orchestration (OO) flows. Content packs can be installed or uninstalled using the HPE Propel **Content Management** application, accessible when logged into Propel as an administrator.

To make HPE Propel extensible, each fulfillment system provides an adapter, an extensible pluggable software component designed to communicate with Service Exchange. With advanced programming expertise, adapters can be written to customize Propel, adding new fulfillment systems besides those natively supported. See the **Adapters in HPE SX** section in the *HPE Propel Service Exchange SDK* document for more information.

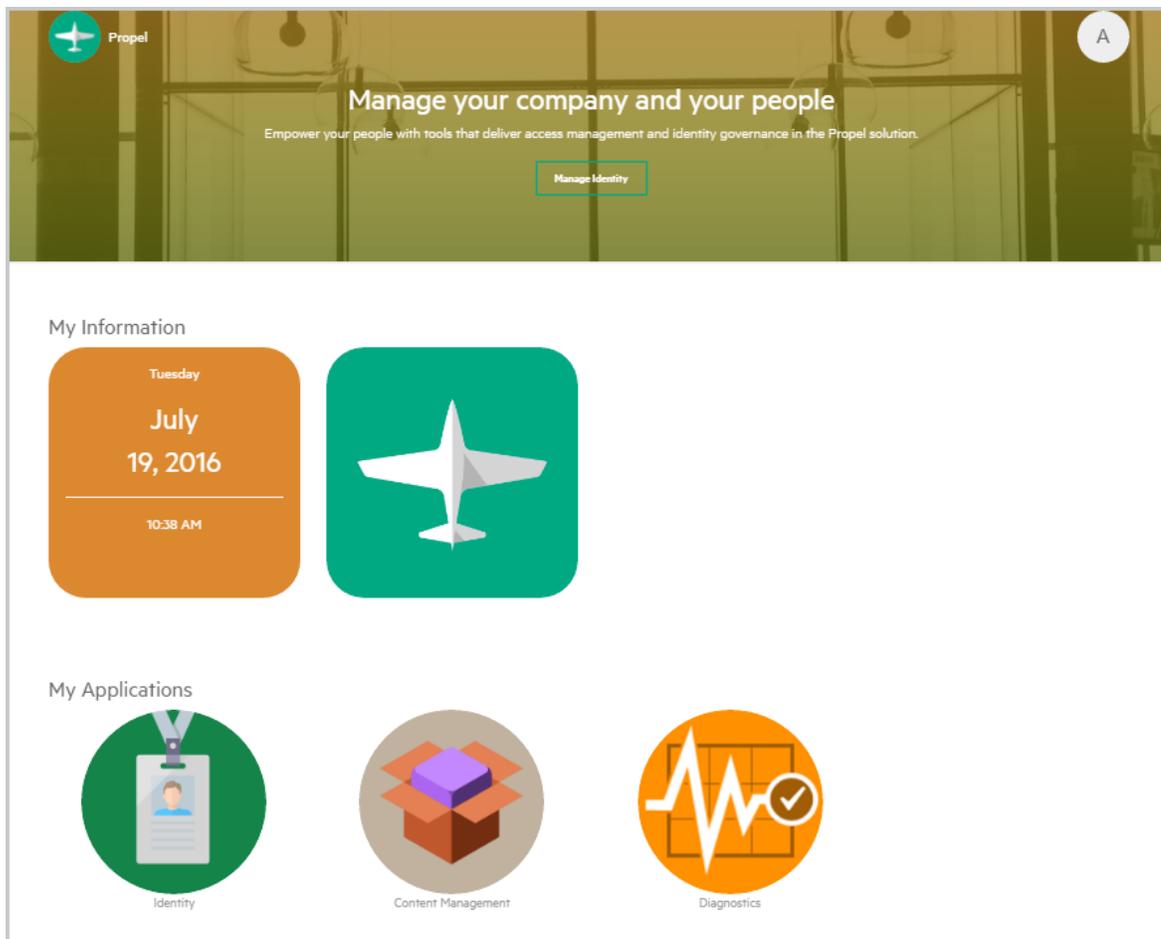
Quick Tour

Before we look into major features, let's take a few minutes to become familiar with the HPE Propel Launchpad—the place you start when you log into Propel—and the user roles provided out-of-the box. Note that the URL for accessing HPE Propel is of the form: `https://<host>:<port>/org/<org id>`. The following include default port and org id values. Ask your Propel administrator for the appropriate values for your environment.

1. Administrator

- Logs in to your Propel host as the admin user at <https://<host>:9000/org/Provider>
- Manages settings across all HPE Propel organizations, creating and managing organizations, and managing content packs.
- Has access to the Identity, Content Management, and Diagnostics applications.

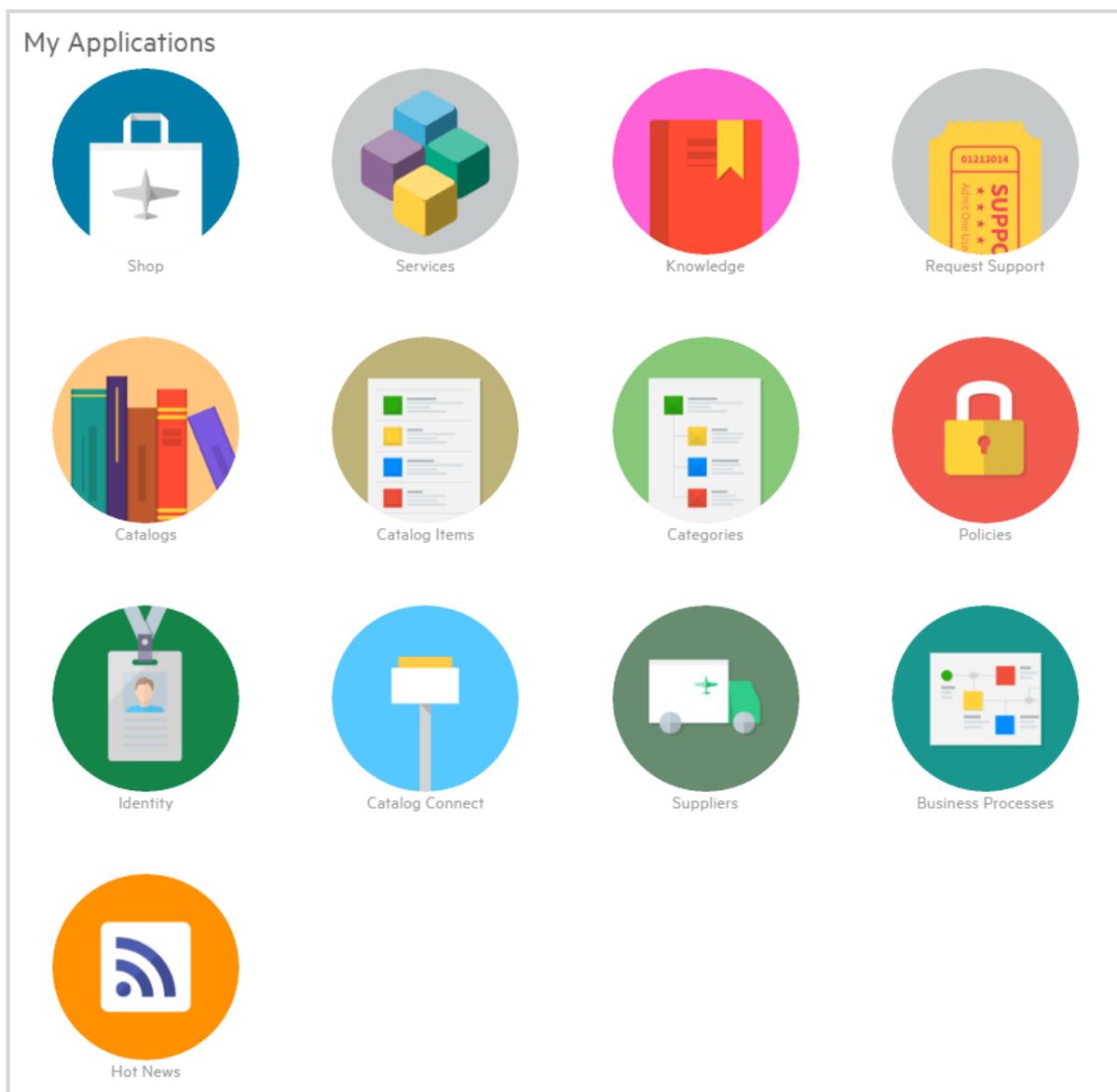
Following is a screen shot of the out-of-the-box Propel administrator Launchpad.



2. Organization Administrator

- Logs in as an orgadmin user at <https://<host>:9000/org/CONSUMER>
- Manages the organization, aggregates and manages catalog items, manages catalogs and categories.
- Has access to the Business Processes, Catalogs, Catalog Connect, Catalog Items, Categories, Identity, Policies, and Suppliers applications, as well as the consumer functions Shop, Services, Knowledge, Request Support, and Hot News.

Following is a screen shot of the typical out-of-the-box applications on the Propel organization administrator Launchpad.

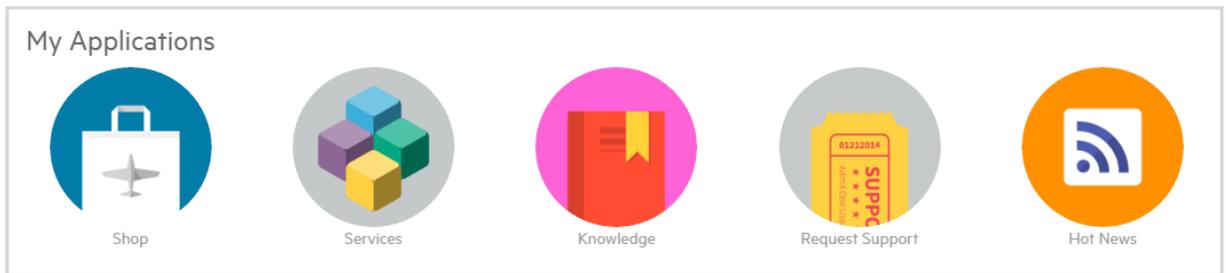


3. Organization Consumer

- Logs in as a consumer user at <https://<host>:9000/org/CONSUMER>
- Performs shopping, manages services, searches knowledge articles, and requests support.
- Has access to the Shop, Services, Knowledge, Request Support, and Hot News applications.

Following is a screen shot of the applications available out-of-the-box on the Propel consumer

Launchpad.



Consumer User Scenarios

As an IT Administrator, your customers access HPE Propel as consumers, reaping benefits of a single, self-service portal to obtain IT services and to fulfill support requests. All user engagement begins from the Propel Launchpad.

1. **Let's Shop** – To order from aggregated catalogs, consumers click the **Shop** app. From here, they can select and then configure catalog items, add items to their shopping cart, and submit orders.
2. **Modify Services/Orders** – To modify or view details about services they have ordered, consumers click the **Services** app. Services with Active status can be edited or canceled from this location. Inactive services can be deleted from the list. Order information (which includes services) can be accessed from the Propel avatar drop-down list.
3. **Search for Information** – To learn more about their services, research common problems, or search knowledge articles, consumers click the **Knowledge** app, browsing articles or searching for information by key word or string. Propel features a powerful IDOL search engine, providing broadly based search capability for services, support requests, and knowledge articles. Global search on this content is available from the **Search Propel** box in Launchpad.
4. **Ask for Assistance** – Consumers click the **Request Support** app to report problems and to open support requests. The Request Support app has been designed for self-service, encouraging users to access knowledge articles and to identify common support problems before opening a support request.
5. **Specify and View RSS Feeds** - Propel enables the administrator to specify RSS feeds, and the consumer to view them using the **Hot News** app. See **Configuring the Hot News application** in the *HPE Propel Administration Guide*.

Try It! – Login with Different User Roles

By now you should be ready for a genuine “hands-on” experience with HPE Propel. If you have the Propel software installed at your location, let’s start by verifying your login-credentials and by accessing the Launchpad as an Administrator, Organization Administrator, and Consumer. Before you begin, make sure you have access to all user roles with a current user name and password, and know what your Propel administrator is comfortable with you doing. For example, if you are logging into Propel in a production environment, you will not want to test out ordering equipment from the Shop app, because you could very well be placing a real order.

Note: Browser support

HPE Propel 2.20 supports Microsoft Internet Explorer version 11 or higher, the current version of Microsoft Edge, Google Chrome 51 or higher, Mozilla Firefox ESR 38, Mozilla Firefox 47 or higher, and Safari 9.0 or higher. For the most up-to-date information about browser support, refer to the *HPE Propel Support Matrix* for more information.

Log in as Administrator

1. Access HPE Propel with administrator (admin) privileges using the Provider URL, which will be of the following form, as described earlier in ["Quick Tour" on page 5](#).

\$Propel_Hostname:9000/org/Provider

2. After login to the Propel Management Console, you see the Propel Launchpad with access to these administrator apps:
 - Identity - Create and manage organizations and manage licensing.
 - Content Management - Manage Service Exchange content packs.
 - Diagnostics - View basic monitoring and health check data.
3. We’ll walk you through each of these applications later. For now, simply become familiar with the layout of the Administrator Launchpad.
 - The Propel Launchpad link is available at the top-left of any screen. Click this link to return to the Launchpad from anywhere in Propel.
 - Click the avatar icon at the top right of the Launchpad. This important link provides a drop-down list of items you’ll frequently access. When you sign in as a Propel administrator, you see **My Workstream** with feeds on announcements, orders, and approvals, as well as Propel license management, help access, version information, and session logout.

Note: Customizing your avatar

By default, the avatar shows a letter indicating your user role: for example, “A” for admin. You can customize your avatar to show an icon or photo. To learn how to do this, see **Manage Authentications** in the *HPE Propel Administrator Help*, then look for the customization setting for User Avatar in LDAP Attributes.

4. After you have viewed Administrator Launchpad, logout to end the current session. Next you will access Propel under the orgadmin user role.

Log in as Organization Administrator

1. Access HPE Propel with organization administrator (orgadmin) privileges using the Consumer URL. Like the admin access, this URL must include the Propel hostname:

`$Propel_Hostname:9000/org/CONSUMER`

2. After login to the Propel Portal, you see the Propel Launchpad with access to all consumer applications, plus special apps designed for orgadmin role:
 - Shop – Shop for catalog items (consumer app).
 - Services – Manage service subscriptions (consumer app).
 - Knowledge – Access knowledge articles (consumer app).
 - Request Support – Request support assistance (consumer app).
 - Catalogs – Create and manage catalogs (orgadmin only).
 - Catalog Items – Create and manage catalog items (orgadmin only).
 - Categories – Create and manage catalog categories (orgadmin only).
 - Policies – Create and manage approval policies (orgadmin only).
 - Identity - Manage roles, groups and permissions within an organization (admin and orgadmin). Note that access is limited to only the organization you have logged into as orgadmin.
 - Catalog Connect – Create and manage catalog aggregations (orgadmin only).
 - Suppliers – Create and manage suppliers (orgadmin only).
 - Business Processes – Manage the business workstream and the approval process (orgadmin only).
 - Hot News - View RSS feeds selected by the Propel administrator (consumer app).

3. You might also see optional applications if configured by the Propel administrator.
4. Like administrator access, the orgadmin Launchpad provides you with the Propel Launchpad link, available from anywhere in Propel. You also see links to the HPE IT Service Broker Solution webpage, and the date and time for your geography.
5. Click the avatar icon at the top-right of the Launchpad (now marked with an “O” by default). As an Organization Administrator, you see a different set of options with access to your shopping cart, service orders, order approvals and support requests, as well as **My Workstream** feeds, help, about (version information), and session logout.
5. After you have viewed the orgadmin Launchpad, logout to end the current session. Next you will access Propel under the consumer user role.

Log in as Consumer

1. Access HPE Propel with consumer (end user) privileges using the Consumer URL. Note that although the URL for the consumer is identical to the URL for the orgadmin, you will need consumer log-in credentials.

\$Propel_Hostname:9000/org/CONSUMER

2. After login to the Propel Portal, you see the Propel Launchpad with access to the consumer applications, but none of the administrator apps:
 - Shop – Shop for catalog items.
 - Services – Manage service subscriptions.
 - Knowledge – Access knowledge articles.
 - Request Support – Request support assistance.
 - Hot News - View RSS feeds selected by your Propel administrator.
3. For the consumer, the overall layout of the Launchpad is similar to the layout for the orgadmin with the same set of options under the avatar icon (now marked with a “C” by default).
4. After you have viewed the consumer Launchpad, logout to end the current session.

You have now verified access to all out-of-the-box HPE Propel user roles. This concludes our tour of the Propel Launchpad.

Administrator Tasks

Consumer organizations and user identity management provide the fundamentals for all consumer interactions with HPE Propel. As a Propel administrator, you are responsible for developing and validating the organization rollout, including establishing identity management configuration baselines for various user groups.

Managing Organizations

Before putting HPE Propel into production, you and your team need to consider how you will build out Propel organizations. You are going to create a blueprint for access to IT services across your enterprise. Here are a few simple examples that may facilitate the design process.

1. Organize by business unit; for example, separating finance, human resources, IT, and software development businesses. Propel has a secure design for shared tenancy, so that (if so configured), users in HR cannot access services offered to the financial organization.
2. Organize by geography; for example, create a single organization for Asia-Pacific, one for the Americas, and one for Europe.
3. Organize by function; for example, have one organization for management (providing access to the more costly catalog items) and one for employees.

Note that HPE Propel can provide another layer to IT services approval through a configurable business approvals process. We'll look at this in more detail in the **Managing Approvals and Consumer Access** section of [Orgadmin tasks](#).

Caution: Only complete the Administrator exercises that follow if you have a test Propel instance. If you will be working in a production system, be sure to get permission from your administrator, and clean-up your work as described in "[Remove Your Experimental Content](#)" on page 22.

Note: you do not need to complete the Propel Administrator exercises to do the Propel Organization Administrator exercises in the sections that follow.

Try It! – Create an Organization

The following steps allow you to create an organization and specify its basic properties. After you have done this, you must perform additional tasks around authentications, customization, roles, groups, and

permissions to configure your new organization. An introduction to these tasks follows. See **Identity Management** in the *HPE Propel Administrator Help* for more information.

1. Log in as administrator (see "Quick Tour" on page 5). Click the **Identity** application in Launchpad.

Tip: Access the Identity Management online help by clicking the user avatar and selecting **Help**.

2. Click **Add Organization**.
3. In the **Create Organization** dialog, type your new organization name. A unique organization ID, based on your organization name, is created.
4. Click **Create** to create the organization. The new organization appears in the **Organization Details** view.
5. In the **Organization Details** view, click **Edit**.
6. In the **Organization Information Editor**, you can enter an organization description, and optionally provide the URL of an image in the **Organization Image URL** field.
7. Click **Save** to finish and save your changes.

Identity Management

In HPE Propel, the most important administrator tasks require the configuration of identity management servers. You can set up LDAP authentication for your organization. See **Concepts** in the **Identity Management** topic of the *HPE Propel Administrator Help* for more information.

Try It! – Add LDAP Authentication for Your New Organization

Follow these steps to configure LDAP for your new organization. And again, you do not need to complete this exercise to do those that follow.

Tip: Access the Identity Management online help at any point in the following steps by clicking the user avatar and selecting **Help**. See **Manage Authentications** for detailed help for this task.

1. If you are no longer in the **Organization Details** view, return to that view:
 - a. Click the **Identity** app in Launchpad.
 - b. In the **Organization List** view, click the organization you created and now want to configure.
2. Click **Authentication** to access the **Authentication** view.

3. In the **Authentication** view, click **Add Configuration**.
4. In the **Create new Authentication** dialog, select **LDAP Configuration**, and then click **Create**.
5. In the **LDAP Server Settings** dialog, type the values for required fields.

See **LDAP Server Settings** in the **Identity Management** topic in the *HPE Propel Administrator Help*. You might also need to contact your Propel administrator for appropriate values.

6. Click **Save** to complete the authentication configuration.

The new LDAP authentication configuration appears in the list of authentications for the organization.

Managing Customizations

As a Propel administrator, you can customize the HPE Propel portal for each organization you create. You create customizations by modifying KeyPair values. Customizations include capabilities such as the following:

1. Propel application labeling, such as the welcome message and the name displayed on the login screen and header for an organization's portal.
2. Links external to the Propel organization, such as to your organization's terms and conditions.
3. Propel application enhancement, such as selecting a service offerings category to feature, or enabling/disabling Propel's Impersonation feature.
4. Widgets, such as a link to your organization's home page. The default set of widgets provided in Propel include a link to the HPE Propel website and a clock widget.

See **Manage Customizations** in the **Identity Management** topic of the *HPE Propel Administrator Help* or more information.

Try It! – Add a Customized KeyPair Value

Follow the instructions below to configure what users in your organization see by adding a new KeyPair value. We suggest you add a widget link to your company's home page—a safe, but useful customization. This new widget will be displayed on the Launchpad when you login to Propel under the organization you create the widget for.

Tip: Until you add users and then log in to your new organization (an exercise we will not do), you will not be able to test your new widget. Perhaps your Propel administrator would allow you to add

a widget to your Provider organization—the organization you are currently logged in under. You can then log out and log back in to see your new widget.

See **Add a New KeyPair** under **Manage Customizations** in the *HPE Propel Administrator Help*.

1. If you are no longer in the **Organization Details** view or want to customize a different organization per the previous Tip:
 - a. Click the **Identity** app in Launchpad.
 - b. In the **Organization List** view, click the organization you want to customize (perhaps the one you created, or perhaps the Provider organization per the previous Tip).
2. Click **Customization** to access the Customization content for this organization.
3. Scroll through the existing KeyPair values to view what has already been defined. You'll likely see several widgets in this list.
4. Click **Add KeyPair**.
5. In the **Create KeyPair** dialog, type a descriptive KeyPair **Name** starting with **widget:** as required for new widgets, for example **widget:My_Test**.
6. For **Value** enter the following, modifying the HPE URL and Propel image if you prefer.


```
{
  "type": "LINK",
  "url": "http://www.hpe.com",
  "backgroundImageUrl": "/assets/propel-endpoints/images/app-propel.png",
  "target": "_blank"
}
```
7. Click **Save** to finish and save your changes.

Other Administration Tasks

Additional administration tasks that are available under the administrator login include:

1. Managing Roles – Modify the out-of-the-box admin, orgadmin, and consumer roles provided with HPE Propel. See **Manage Roles** in the **Identity Management** topic of the *HPE Propel Administrator Help*.
2. Managing User Groups – Add groups of users with specifically assigned roles to an organization. Optionally, add and manage individual user roles. See **Manage Groups** in the **Identity Management** topic of the *HPE Propel Administrator Help*.

3. Managing Permissions – Configure a specific set of permissions for accessing Propel apps. For example, an Organization Administrator with Catalog Administrator permissions can access only the Catalogs, Catalog Items, Categories, and Policies apps. See **Manage Permissions** in the **Identity Management** topic of the *HPE Propel Administrator Help*.
4. Managing the HPE Propel License – Administer both instant-on and permanent licenses. See **HPE Propel Automation License** in the **Identity Management** topic of the *HPE Propel Administrator Help*.

Organization Administrator Tasks

In HPE Propel, the Organizational Administrator (orgadmin) user role can be thought of as an organization's administrator or manager. For example, the orgadmin creates and maintains consumer catalogs with catalog items and service bundles. This user role is responsible making knowledge articles and support requests available to consumers. The orgadmin configures and manages suppliers (fulfillment systems) per organization. Additionally, the orgadmin can manage roles, groups, and permissions.

The Organization Administrator also has access to the Propel applications that are accessible to consumers, such as Shop, within an organization.

Managing Suppliers

Suppliers are fulfillment systems that are integrated with Propel. The supplier's offerings can be imported into Propel. Since suppliers are associated with Propel organizations, they are managed by the Propel Organization Administrator.

See **Concepts** in the **Suppliers** topic of the *HPE Propel Administrator Help* for more information.

Try it! – View the Supplier Overview

To view the overview for a supplier:

1. Log in as orgadmin (see [Quick_Tour.htm](#)).
2. From Launchpad, click the **Suppliers** application.
3. In the **Suppliers** view, click the supplier of interest from the displayed list.
4. In the **Supplier Detail** view, click the **Overview** tab, if it is not already selected.

View **General** information about this supplier such as the endpoint system it is associated with, as well as information about the **User** who created this supplier in Propel. **Task executions** provides information on tasks performed on this supplier, for example, service request synchronizations.

See **View Supplier Overview** in the **Suppliers** topic of the *HPE Propel Administrator Help* for more information.

Try it! – View the Supplier Diagnostics

To view the diagnostics for a supplier:

1. If not in the **Suppliers** view:
 - a. Click **Home** or the **Suppliers** icon to return to the list of suppliers. Or if you are not continuing from the previous exercise,
 - i. Log in as orgadmin (see [Quick_Tour.htm](#)).
 - i. From Launchpad, click the **Suppliers** application.
2. In the **Suppliers** view, click the supplier of interest from the displayed list.
3. In the **Supplier Detail** view, click the **Diagnostics** tab.

The Endpoint accessibility status and Login status of the supplier are displayed. You can also view metrics, such as New Orders and Support Tickets, Response Time, and Request Status.

See **View Supplier Diagnostics** in the **Suppliers** topic of the *HPE Propel Administrator Help* for more information.

Setting-up Shop

As a Propel Organization Administrator, you are responsible for creating catalogs and catalog items, and managing what catalogs a group of users has access to thereby making “things” available to consumers. These tasks include catalog aggregation—integrating catalog items from Propel suppliers.

See the **Catalogs**, **Catalog Items**, and **Catalog Connect** topics in the *HPE Propel Administrator Help* for information.

Try it! – Create an Empty Catalog

1. While logged into Propel as orgadmin, from Launchpad, click the **Catalogs** app. The **Catalog List** appears.

Remember that you can return to the Launchpad by clicking the Propel icon in the upper left corner.

2. Click **Add Catalog**.
3. Type a descriptive name into the **Name** field, then click **Add Catalog**.
4. Click the **Catalogs** icon in the upper left corner to return to the **Catalogs List** view. Your new empty catalog will appear in the list.

Try it! – Aggregate Items from a Supplier (Fulfillment System)

Follow the instructions below to aggregate catalog items from a fulfillment system or supplier configured to work with Propel, including suppliers such as HPE Service Manager (SM) and HPE Service Anywhere (SAW). Don't worry, until you "Publish" a catalog with the items you aggregate, the items will not be available to anyone for ordering.

1. While logged into Propel as orgadmin, from Launchpad, click the **Catalog Connect** app. The **Aggregation List** appears.
2. Click **Add Aggregation**.
3. In the **Aggregation Properties** tab of the **New Aggregation** dialog:
 - a. Type a descriptive aggregation name into the **Name** field.
 - b. Select the end-point system from the **Supplier** list.
 - c. *Optional, depending on the supplier.* Select the **Offering Type**. A **Service Offering** is a catalog item used for shopping in the Portal. A **Support Offering** is a catalog item used to request support.
 - d. *Optional, depending on the supplier.* Optional: to create a subset of catalog items in the aggregation, enter query criteria in the **Query Filter** field. See the Query Filter help  for details. Only catalog items that meet the query criteria are displayed and will be added to the aggregation.
 - e. *Optional, depending on the supplier.* Select the **Source Catalog** to specify which Propel catalog to use when importing catalog items from the supplier.
 - f. Prior to creating the aggregation, preview the catalog items that will be added.
 - i. Click the **Preview** tab. The list of catalog items is displayed.
 - ii. If you did not do so previously, you can choose to aggregate only a subset of catalog items, using the **Query Filter** field.

- g. After validating the correct set of catalog items that will be added to the aggregation, click **Save** to create the aggregation. The new aggregation appears in the **Aggregation List**. A progress bar indicates the status of adding catalog items to the aggregation.
4. To display the aggregation's general properties and status, click the aggregation. The **Aggregation Report** appears.

Try it! – Add Your Aggregated Items to Your Catalog

1. From Launchpad, select **Catalog Items**.
2. Under **Items**, select **Template Items** (your aggregation has not been published, and so won't appear in the **Published** list).
3. Under **Categories**, locate and click the aggregation you created.
4. Select one or more items for adding to your catalog by clicking on the circle adjacent to the item(s).
5. Click **Publish**.
6. Select your new catalog's name from the **Catalog Name** drop-down list, then click **Publish**.

Note that this does not make your catalog and catalog items visible to anyone else. That happens after you select one or more groups of users to have access to your catalog using **Access Control** in the **Catalogs** view. We will NOT do this as part of this exercise to avoid making real items available for ordering in a production environment.

To view the items in your catalog:

1. Return to the Launchpad by clicking the Propel icon in the upper left corner.
2. Select **Catalogs**.
3. Locate and click the catalog you created.
4. Click **Items** to view the items you have added to your catalog.

Managing Approvals and Consumer Access

Propel provides several ways to tailor approval policies and control consumer access. The Propel Organization Administrator is responsible for managing the following:

1. **Catalog Access Control:** Manage which groups of users can access a catalog and its associated items using the catalog's **Access Control** tab.
2. **Policies:** Control the approval requirements for orders placed by consumers. Some simple policies are managed at the catalog or catalog item level. "Business Approvals" policies are associated with a specific business process. See the **Policies** topic in the *HPE Propel Administrator Help* for more information.
3. **Business Processes:** Create and manage business processes to tailor approval policies to business needs. Examples of out-of-the-box business process definitions are simple manager approval, and conditional approval (for example, if the price of an item is greater than the specified amount, manager approval is required). As an organization administrator, you can create new business process definitions. See the **Business Processes** topic in the *HPE Propel Administrator Help* for more information.
4. **Impersonations (also know as Request on Behalf)** - Request items from a catalog on behalf of another user. For example, an administrative assistant might place orders on behalf of their manager. See the **Manage Impersonations** topic in the *HPE Propel Administrator Help* for more information.

Try it! – Explore Catalog Access Control

Let's look at how you grant one or more groups access to a catalog.

1. Return to the Launchpad by clicking the Propel icon in the upper left corner.
2. Select **Catalogs**.
3. Locate and click the catalog you created.
4. Click the **Access Control** tab. In this view you will see what groups have access to this catalog. In this case, because you have not granted access to any group, the list will be empty.
5. Click **Grant Access** to see what groups are available for granting catalog access to.
6. Click the drop-down list in the **For Group** box. You will be shown all available groups.
7. Close this dialog without granting access by clicking the Close **X** icon.

Caution: It is recommended that you not proceed with the **Grant access** action unless your HPE Propel administrator has said this is a test environment and that you are free to make any changes you would like.

Tip: From the Catalogs view (step 3), select an existing catalog and view its Access Control information.

Try it! – Set up Impersonation

Following the instructions below, set up an impersonation to allow one group of users, the **Impersonation Group**, to be able to make requests on behalf of another group of users, the **Impersonation Target Group**. This is useful, for example, when you want members of your IT team to order equipment for employees. Policies can be set up to ensure the necessary approvals are given before an order is approved. See the **Manage Impersonations** topic in the *HPE Propel Administrator Help* for more information.

To add an impersonation to an organization:

1. From the Launchpad, click **Identity**.
2. Select the organization of interest (your new organization, if you created one), then click the **Impersonation** tab.
3. Information will be displayed on impersonations that have already been created. Click **Add Group** to create a new impersonation.
4. In the **Add Group** dialog, from the drop-down list select an impersonation group. This group contains members that will be able to request catalog items for members in the impersonation target group that you'll select in the next step.
5. In the **Add Impersonation Target Group** dialog, from the drop-down list select the impersonation target group, which contains members that can have items requested on their behalf.
6. Click **Save** to finish and save your changes.

The new impersonation is displayed in the **Impersonation** list. The users in the selected impersonation group will now be able to order catalog items on behalf of users in the selected impersonation target group.

To remove your new impersonation, and this is strongly recommended if you are working in a production environment:

1. Click the delete icon **×** adjacent to your new impersonation.

Other Organization Administration Tasks

Additional organization administrator tasks available under the orgadmin login include:

1. Managing catalog categories, or groups of catalog items that come from fulfillment systems and are aggregated into HPE Propel. See the **Categories** topic in the *HPE Propel Administrator Help* for more information.
2. Accessing Consumer apps, such as Shop, Services, Knowledge, and Request Support.

Remove Your Experimental Content

Try it! – Clean-Up Your Test Catalog Aggregation

Remove the catalog items you aggregated by following these steps:

1. While logged into Propel as orgadmin, from Launchpad, click **Catalog Connect**.
2. Select your catalog aggregation from the **Aggregation List**.
3. Click  adjacent to the aggregation name, and select **Delete**.
4. Confirm the aggregation deletion.

Once processing is complete, the aggregation should no longer be included in the **Aggregation List**.

Try it! – Clean-Up Your Test Catalog

Remove your test catalog by following these steps:

1. Return to the Launchpad by clicking the Propel icon in the upper left corner.
2. Click **Catalogs**.
3. In the **Catalogs** view, click  adjacent to your catalog's name, and select **Remove**.
4. Confirm the catalog deletion.

The catalog should no longer be included in the **Catalog List** view.

Try it! – Clean-Up Your Test Organization

Remove your test organization by following these steps:

1. Log out to change to the administrator role by clicking the avatar and selecting **Logout**.
2. Log in as an administrator. See **Log in as Administrator** in "[Quick Tour](#)" on page 5. You'll need to access the correct URL as described there.
3. Click the **Identity** application in the Launchpad.
4. In the **Organization List** view, click your test organization (the organization you want to delete).
5. In the **Organization Details** view, click **Remove**.
6. Click **Delete Organization** to confirm deletion of the organization.

Advanced Customization and Extension

HPE Propel provides ways to further customize and extend Propel's capabilities.

1. Customize HPE Propel Launchpad by changing your organization or corporate logo, change the Launchpad banner, link to additional applications in Launchpad's **My Application** section, or add new widgets to the **My Information** section. See the *HPE Propel Customizing Launchpad* document for more information.

2. Jumpstart Toolset

HPE Propel Jumpstart enables developers to quickly start developing web applications using common practices and conventions, as well as reusable modules created by other Jumpstart developers. IT organizations will find unprecedented flexibility in customizing their Propel Portal using Jumpstart, easily extending their portal with new content or by incorporating existing content from other sources. HPE Propel Jumpstart provides scaffolding of server and UI modules to bootstrap implementation of new feature(s) or changes to existing features.

Jumpstart is a toolset to help build single page web application as a collection of modules. It's based on open source specification (of npm and Bower) and a set of development workflows leveraging module management capabilities of npm and Bower. Such an approach enables developers to leverage thousands of existing open source modules and deliver value to their customers quickly. For example, application(s) built by HPE Propel Jumpstart will have built-in core features of Propel applications, as well as built-in support for a common user interface. To simplify upgrading with customized applications, Jumpstart includes dependency management capabilities via semantic versioning in generated apps.

See the *Jumpstart Hands-On Guide* and *Jumpstart Guide* for more information.

3. HPE Service Exchange SDK

HPE Service Exchange is an extensible and customizable framework that allows clients to integrate with any back-end system (supplier) without the need to implement a specific exchange format for each system. Clients communicate with HPE SX through SX REST APIs, and use a unified data format independent of the target back-end system. HPE SX processes the request, transforms it into a back-end system-specific data format, and sends it to the system. During the processing of the request, HPE SX notifies the client about progress and results.

The HPE Service Exchange SDK documentation provides information on SX use cases, developing SX adapters, SX content packs, and more. See the *HPE Service Exchange SDK* document for more information.

For More Information

For more information about HPE Propel, visit HPE Live Network at <https://hpln.hpe.com/product/service-broker/content>.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: <https://softwaresupport.hpe.com/>. This site requires that you register for an HPE Passport and to sign in. To register for an HPE Passport ID, click **Register** on the HPE Software Support site or click **Create an Account** on the HPE Passport login page.

Tip: Click [here](#) for the latest English version of the HPE Propel Admin Help, or [here](#) for the latest English version of the HPE Propel Consumer Help, and enter your HPE Passport credentials (user ID and password). Alternatively, go to the HPE Software Support site at <https://softwaresupport.hpe.com/group/softwaresupport>. Enter your HPE Passport credentials and then click **Sign In**. Type **Propel Help** into the search text box. In the results section, select the help PDF you are interested in that has the most recent date.

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Just add your feedback to the email and click send.

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We appreciate your feedback!

