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|        Case Information          |
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https://access.redhat.com/support/cases/#/case/01871560
Case Title      : Unable to provide granular access to Red Hat entitlements for our customers
Case Number     : 01871560
Case Open Date  : 2017-06-16 14:08:07
Severity        : 2 (High)
Problem Type     : Configuration issue

Most recent comment: On 2017-07-03 16:55:13, Rahaman, Ashfaqur commented:
"Hello Mike,
I am in a process for raising the RFE.

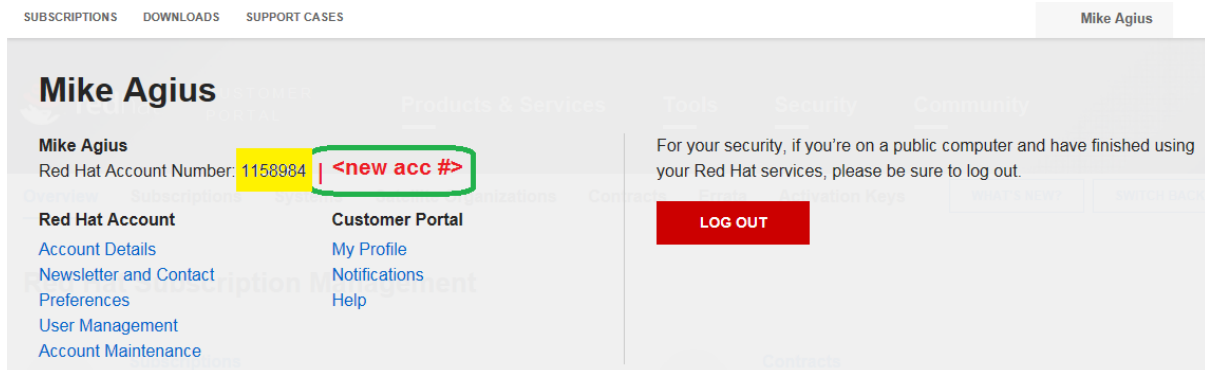Would you please fill up the below information which are require to raise the RFE.

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1. Proposed title of this feature request:
   a. Managing multiple Account IDs (children) from single Account ID (parent) from the Red Hat customer portal, when not using SAM/Satellite Deployments

2. Why does the customer need this? (List the business requirements here)
   a. Our group uses a RHEL embedded developer license to build our integrated product. As such we signed a partner program and within this it states that we are responsible for distributing updates to our end customer who use our integrated product.

      As such we create a separate account ID for our customer, with us as the organisation administrator and transfer the contract #/subscription to that account ID (as per customer support #162499) to enable them to be able to register their systems and receive Errata updates. We still need to keep track of the number of licenses purchased. The current solution requires us to create multiple account IDs with multiple logins to manage and keep track of them which becomes time consuming and inefficient.

3. How would the customer like to achieve this? (List the functional requirements here)
   a. Have the ability to view linked accounts from own Red Hat login profile as shown below. This would list all accounts and allow access to them as an Organisation Administrator. **(MUST HAVE)**

b. Have the ability to <u>navigate</u> back to the Red Hat customer portal account id parent via the same method of clicking on the account ID (ie: 1158984) as shown in the yellow highlight **(MUST HAVE)**



c. Ability to <u>report</u> by account ID with contract #, subscriptions, systems from a single location (ie: our parent account ID) **(MUST HAVE)**

d. Ability to <u>manage</u> linked account ID as Organisation administrator, manage user permissions to that account ID so that they only have access to that account ID and not our parent account ID. **(SHOULD HAVE)**

e. Ability to <u>create</u> the new account ID for the customer from our parent account ID **(SHOULD HAVE)**

4. For each functional requirement listed, specify how Red Hat and the customer can test to confirm the requirement is successfully implemented.

a. Login to the Red Hat customer portal as a BAE Systems user (Organisation Administrator) and confirm that the multiple Account IDs linked to this account are viewable and are able to access by clicking on the child account id as per the screenshot provided in section 3a).

b. Navigate back to the parent account ID by clicking on the parent account ID user link as per the screenshot in 3b).

c. Clicking on the Subscriptions link the report summary on screen would show total number at the Red Hat Subscription Management screens and then by account IDs (parent & children)

d. Parent Account Organisation Administrators roles/permissions flow down to child account ID to allow management of child account ID. We would see this under the "Account Management" section when clicking on user. (ie: as shown in 3a above).

e. Only available to parent Organisation Administrator account (would spawn a new window with link to <u><URL></u>) to create the new child account ID as per customer support #162499.

5. Does the customer have any specific timeline dependencies and which release would they like to target?
a. Q4-2017 if possible.

6. Is the sales team involved in this request and do they have any additional input?
a. Sales involved and no further requirements from them.

7. Would the customer be able to assist in testing this functionality if implemented?
a. Yes – please give 2 days' notice.

Regards,
Ashfaqur Rahaman
Technical Support
GSS, Red Hat"