

Roles

Portal and organization roles

Lenovo

XClarity One roles

- XClarity One has two types of roles:
 - **Portal roles** – Lenovo only
 - **Organization roles**
- Portal roles exist at the portal level
- Organization roles exist inside the context of an organization and are associated to the roles customers receive as permissions
- The same user can have completely separate portal and organization roles
- At the organization level, XClarity One also has flags that can be attached to a user:
 - **Service agent**: A user who is part of an MSP (managed service provider) organization

XClarity One portal roles

Role name	Functions
Portal user administrator	<ul style="list-style-type: none">• Manage portal users• Resend invitations• View organization users• Lock/unlock portal or organization users• View the list of all audit and system events at the portal level, including all authentication events
Organization administrator	<ul style="list-style-type: none">• Manage the list of organizations• Resend invitations for pending organizations• Add new owners to existing organizations• Approve/deny requested organizations• Lock/unlock organizations• Perform an emergency shutdown• View the list of all audit and system events at the portal level, including all authentication events• View the list of jobs at the portal level
Monitoring administrator (no UI in GA 24.1)	<ul style="list-style-type: none">• View the list of all audit and system events at the portal level, including all authentication events

XClarity One organization roles

Role name	Functions
Device administrator	<ul style="list-style-type: none">• View unmanaged devices and onboard/disconnect them• View devices associated with the organization and with each collection (including their usage, health information)• Manage device firmware and vulnerabilities• Manage collections• Manage Call Home• Manage Data Forwarders• View the list of Things to do actions related to devices• View events and alerts related to devices, collections, and hubs
User administrator	<ul style="list-style-type: none">• Manage organization users• Lock/unlock organization users• Resend invitations• Reset MFA
Hub administrator	<ul style="list-style-type: none">• Manage hubs and additional managers• View the list of Things to do actions related to hubs and managers

XClarity One organization roles

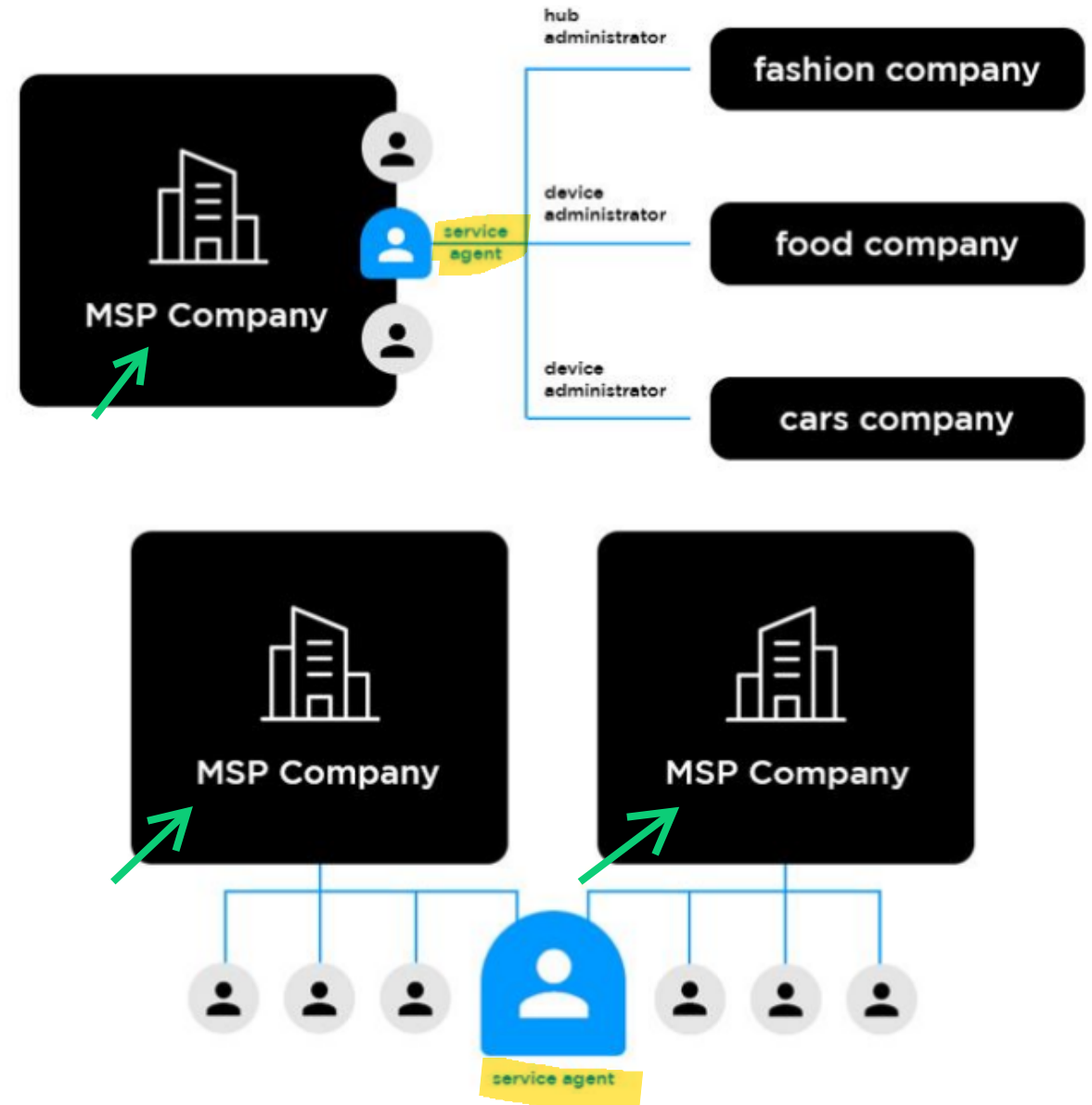
Flag name	Description
Organization owner	<ul style="list-style-type: none">• Has all User Administrator privileges and some owner-specific permissions• Manage other organization owners• Manage organization settings• Manage Call Home settings• Manage custom alerts

XClarity One organization flags

Flag name	Description
Service agent	<ul style="list-style-type: none">• Can be added to other external organizations (from other companies)• Cannot be an owner in an external organization• Has no permission by default
Owner	<ul style="list-style-type: none">• Has all the permissions of the User Administrator role• Is the first user in an organization• Can manage other owners

Managed service provider overview

- A managed service provider (MSP) can deliver IT services to other companies.
- An MSP organization can mark its users as agents and allow them to be added to external organizations.
- Many companies might be interested in hiring a service agent to help them with service support and active administration.
- A company can be split into multiple organizations, so a user can be part of multiple MSP organizations.



Managed service provider constraints

- If the MSP company loses the MSP license, all agents will lose access to the external organizations.
- A service agent will also lose access to external organizations if they are disabled in the MSP organization.

