



# Access Management

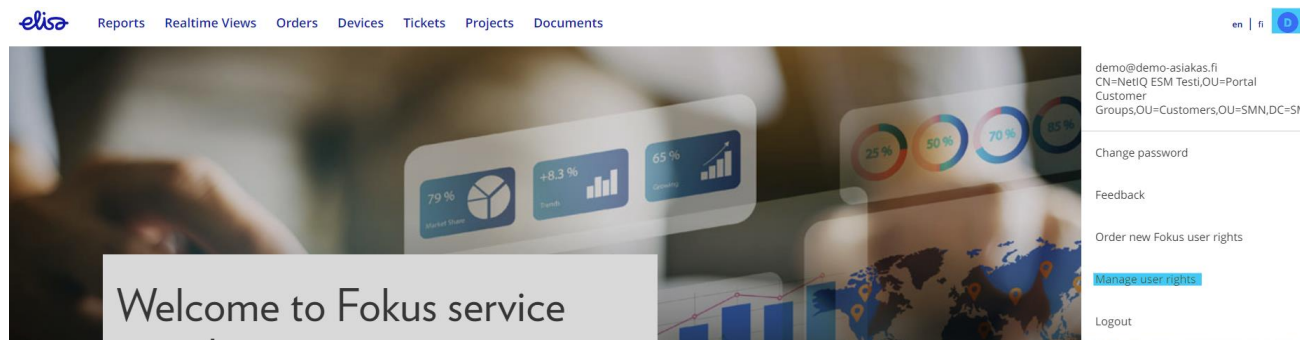
*elisa*

## Content

1 Access Management Rights Management .....	3
2 Available Services to Order .....	5
2.1 Aisti Service View .....	5
2.2 Customer data permits to service reporting .....	5
2.3 Customer Billing .....	5
2.4 Service Documentation (Extrawiki) .....	5
2.5 SantaCare rights.....	6



# 1 Access Management Rights Management



You can manage user permissions through the **"Profile"** menu in the upper right corner, under the **"Manage user rights"** section.

**Manage Fokus access rights**

- Access rights cannot be altered
- Full accesses
- Partial accesses

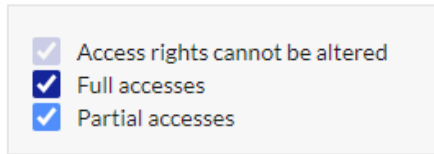
Listing below 39

NEW USER

Username	Aisti Service View	Customer billing	Customer data permits to service reporting	SantaCare basic access	SantaCare full access	Santacare other permissions	Service Documentation (Extrawiki)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Customer data permits to service reporting</b>							
<input type="checkbox"/> DEMO ASIAKAS (0010100)							
<input checked="" type="checkbox"/> 1orangit-test10@demo-asiakas.fi	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> 2orangit-testaa@demo-asiakas.fi	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 3orangit-testaa@demo-asiakas.fi	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

From the table you can find a list of all user accounts and their permissions separated into their respective columns. To set or modify permissions simply check or uncheck the boxes.





The color of the checkbox indicates whether the user has been assigned similar permissions to your own or only partial permissions. If you want to find out more about the partial permissions assigned to a user, your company's administrator can inquire with the main support.

Your own permissions determine whether you can modify another user's permissions in one way or another. You cannot grant broader permissions to another user than what you possess, but by default, you can provide similar or partial permissions. If your permissions are insufficient to make changes, the checkbox may be grayed out and you might not even see certain permissions.

Upon a separate request, it is possible that when a new user is created, they will not have the permissions to distribute rights to others in any form. By default, however, all users can share similar permissions with others.

If you need assistance with various investigations related to permission assignments, such as when and what permissions have been given to specific users and by whom, support services can assist you with these inquiries.

You can find the service support channels at the following address:

<https://yrityksille.elisa.fi/ohjeet/fokus-raportointipalvelu#block-1IbP4P3ZxNuHirkp11MIZV>



## 2 Available Services to Order

### 2.1 Aisti Service View

Elisa Aisti is a visualized service status platform that provides an overview of the IT+C services available to you through Elisa. It allows you to see the status of these services at a glance.

Elisa Aisti compiles and presents all the essential information for service management and development in a real-time, understandable format to support informed decision-making. It utilizes existing data sources and key performance indicators.

Aisti Service view is a part of the Elisa Reporting Service and is included in the Elisa Service Management Service. Aisti can be accessed through the Fokus Service Portal or used independently.

### 2.2 Customer data permits to service reporting

In Elisa's systems, your customer relationships can be composed of one or several accounts. These accounts can also include subsidiary companies or other logical customer organizations. You have the ability to manage at the user level whether a user can access data from all the same companies as you or only a portion of them.

### 2.3 Customer Billing

With cost and usage reporting you gain a real-time 24/7 overview of your expenses and usage, both at a high level and in detail. This service keeps you informed about how services are used within your organization and helps you easily identify any cost discrepancies that you can address with the help of the reports.

Cost and usage reporting is part of the Elisa Reporting Service. The service fee for Elisa Reporting Service is based on the number of users.

### 2.4 Service Documentation (Extrawiki)

Through the Extrawiki portal, you can access real-time technical documentation and operating guidelines produced and managed by Elisa's IT outsourcing services. As a primary user, you can also comment on the need for changes in the documentation. Extrawiki operates using the same credentials you use to log in to Fokus.

Extrawiki is included in Data Center and Usage Services, Workstation and User Support Services, as well as IT Outsourcing Expert Services.



## 2.5 SantaCare rights

SantaCare service views provide real-time information on service status and operation through monitoring views, offering transparency into orders, device inventory, support requests, and document management. SantaCare reporting features provide insights into service performance and the speed of handling support requests in relation to service commitments.

SantaCare service views are part of the Managed Services service package.

SantaCare permissions are divided into three different categories:

- **SantaCare Basic Permissions**
  - SantaCare basic permissions include all other permissions except ordering rights
- **SantaCare Full Visibility**
  - As the name suggests, it includes all available SantaCare rights
- **SantaCare Orders**
  - As the name suggests, it includes only SantaCare ordering rights

