DocAve®

Governance Automation

User Guide

For Administrators

Service Pack 3

Revision F

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About DocAve Governance Automation

Traditionally, administrators create SharePoint objects or manage their data in SharePoint manually by following a series of requirements. The number of human interactions that occur in business processes can inhibit speed and the quality of decisions.

Governance Automation provides ways to create and govern your SharePoint 2010 and SharePoint 2013 objects automatically by submitting rich and customizable predefined service requests which can trigger corresponding approval processes and policies to accomplish the processes. This automation results in more speed, overall effectiveness of the interactions and often a reduction in errors.

This documentation is for administrators to leverage Governance Automation for the automated, end-to-end service and information management; if you are a business user of Governance Automation, refer to the DocAve Governance Automation User Guide for Business Users.

Complementary Products

Many products and product suites on the DocAve 6 platform work in conjunction with Governance Automation. The following products are recommended for use with Governance Automation:

- DocAve Granular Backup and Restore – DocAve Granular Backup and Restore allows you to back up all farm content and quickly restore lost or corrupted content down to the item level. Site collections created by Governance Automation can be configured to be associated with an existing Granular Backup and Restore plan so that the content in the new site collection is protected upon the site collection's creation.
- DocAve Archiver – DocAve Archiver reduces SharePoint storage costs by automatically offloading SharePoint content that would ordinarily reside in expensive SQL Server storage to less expensive hierarchical storage systems, based upon fully customizable business rules. Site collections created by Governance Automation can be configured to have existing Archiver rules associated upon the site collection's creation.
- DocAve Connector – DocAve Connector allows users to collaborate upon network file shares and cloud storage resources directly through SharePoint without migration. Site collections created by Governance Automation can be configured to have DocAve Content Library and DocAve Media Library enabled so that DocAve Connector can provide users with access to their files outside of SharePoint.
- DocAve Storage Manager – DocAve Storage Manager mitigates expensive SQL Server storage cost caused by exponential data growth with a combination of multiple real-time and scheduled business rules to externalize BLOB content based on file size, type, or other file properties. Combined with Governance Automation, business users can request new sites for collaboration that have Storage Manager profiles associated upon creation based on settings configured by an administrator.

- DocAve Report Center – The Auditor feature in DocAve Report Center allows you to tracks events in SharePoint objects. Site Collection created by Governance Automation can be associated with existing DocAve Auditor profiles upon creation.
- DocAve Administrator – The Dead Account Cleaner feature within DocAve Administrator allows you to remove the permissions of deactivated users or transfer the permissions of deactivated users to an available user in the site collection managed by Governance Automation.
- DocAve Vault – DocAve Vault allows you to export the content in the site collection managed by Governance Automation to an external storage system for further management by Autonomy or Concordance platforms.
- DocAve Deployment Manager – DocAve Deployment Manager allow you to apply a robust solution that automates the change management of solutions in the site collection managed by Governance Automation.

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http://www.avepoint.com/resources/documentation-feedback/?flush=1

Before You Begin

Refer to the sections for system and farm requirements that must be in place prior to installing and using DocAve Governance Automation.

Minimum Requirements

Before installing DocAve Governance Automation, make sure your environment meets the following requirements.

Rules	**Recommended Condition**
Operating System Edition	Windows Server 2008, Window Server 2008 R2, or Windows 7
Available Physical Memory	More than 512 MB per service
Available Disk Space	More than 1 GB
.NET Framework Features	The Windows features, including WCF Activation, HTTP Activation, and Non-HTTP Activation, should be installed.
Net.Tcp Port Sharing Service	Net.TCP Port Sharing Service should be started.
Windows Process Activation Service	Windows Process Activation Service should be started. Process Model, .NET Environment, and Configuration APIs should be installed.
World Wide Web Publishing Service	World Wide Web Publishing Service should be started.
Web Server (IIS 7) Role	The following Windows features should be installed: -Web Server -Common HTTP Features (Static Content, Default Document) -Application Development (ASP.NET, .NET Extensibility, ISAPI Extensions, ISAPI Filters) -Management Tools (IIS Management Console, IIS 6 Management Compatibility, IIS 6 Metabase Compatibility)
SQL Server Version	SQL Server 2008, or SQL Server 2008 R2
DocAve Manager Version	DocAve Manager 6.1.0 or above
DocAve Product(s)	DocAve Administrator
.NET Framework Version	.NET Framework 4.5 or above
Web Browser	Internet Explorer 8, 9

Installation

***Note:** DocAve 6 Service Pack 1 is required in order to begin the Governance Automation installation. To ensure compatibility and functionality consistency, update your DocAve instance to DocAve 6 Service Pack 1 Cumulative Update 1 or later.

Installing Governance Automation

Extract the content from the ZIP file to the desired location in your directory, then follow the instructions below to install DocAve Governance Automation:

1. Find the DocAve Governance Automation directory. Double click the **Setup.exe** file.
2. In the Welcome screen, choose to install DocAve Governance Automation in English, Japanese or French by selecting the language pack from the drop-down menu, then click **Next**.
3. A message pops up to remind you to install **DocAve_Update_for_Governance_Automation_1.3** in DocAve Update Manager before proceeding with the Governance Automation Service Pack (SP) 3 installation. This update is located in the Governance Automation SP3 package.

   To install the update successfully, AvePoint strongly recommends you install the update to the Manager's services in the **Manager** tab first. Then, install the update to the farms in the **Agent** tab after the update has been installed to the Manager's services successfully.
4. Click **OK** to close the pop-up window and proceed with the Governance Automation installation process.
5. Enter your **Name** and **Organization** into the provided field. Click **Next**.
6. Carefully review the Governance Automation License Agreement. After you have read the agreement, check the **I accept the terms in the license agreement** checkbox, and click **Next**.
7. By default, Governance Automation will be installed in *C:\Program Files\AvePoint*. To change this location, click **Browse**. Click **Next**.
8. Set up the Service Configuration:
   a. **DocAve Control Service Address** – Configure the DocAve Control Service Host and the DocAve Control Service Port.
      - **DocAve Control Service Host** – Enter the hostname or IP address of the machine where DocAve Control Service is installed.
      - **DocAve Control Service Port** – Enter the DocAve Control Service port number used to communicate with DocAve Control Service. The default port number is 14000.

   b. **Governance Automation Host** – Enter the hostname or IP address of the machine where Governance Automation will be installed.

c. **IIS Web Site Settings** – Configure the IIS web site settings for the Governance Automation. You can select to use an existing IIS web site or create a new IIS web site. The IIS web site is used to access Governance Automation.

- **Use an existing IIS web site** – Select an existing IIS web site from the drop-down list, and if necessary, you can adjust the **Web Site Port** used to access the Governance Automation.
- **Create a new IIS web site** – Enter the web site name for creating a new IIS web site for Governance Automation. The default **Web Site Port** number used to access Governance Automation is 15000, you do not need to change it unless a known port conflict exists.
- **Web Site Port** – Enter the port number for Governance Automation communication. The default port number is 15000.

d. **Application Pool Settings** – Configure the IIS application pool settings for the corresponding web site to collect and manage requests sent to corresponding web site. You can select to use an existing application pool or create a new application pool.

- **Use an existing application pool** – Select an existing application pool from the drop-down list. If you choose to use an existing application pool, the Application Pool Account settings are greyed out and cannot be changed.
- **Create a new application pool** – Enter the application pool name and application pool account settings to create a new IIS application pool for the corresponding web site.

e. **Governance Automation Workflow Service** – The Governance Automation Workflow service is a local service that needs to be manually started before Governance Automation can be used. Configure the Workflow Service Port and Service Account.

- **Workflow Service Port** – Enter the Workflow Service port number used to communicate with Workflow Service. The default port number is 6008.
- **Service Account –** Specify the account that the Governance Automation Workflow service can use to log on by entering the username and password.

  ***Note**: The specified user must be a Governance Automation database owner with the sufficient permission to access the Governance Automation Workflow Service.

f. **Governance Automation Timer Service** – The Governance Automation Timer service is a local service that needs to be manually started before Governance Automation can be used. Configure the Service Account for Timer Service.

- **Service Account** – Specify the account that the Governance Automation Timer service can use to log on by entering the username and corresponding password.

  ***Note**: The specified user must be a Governance Automation database owner with the sufficient permission to access the Governance Automation Timer Service.

9. Click **Next** to continue to configure the authentications for Governance Automation.

10. Set up the Authentication Configuration:

    - **Authentication** – Enter the **DocAve Manager Passphrase** to ensure the communication with DocAve. If you forget the passphrase, you can view it by navigating to DocAve > **Control Panel** > **General System Settings** > **System Options** > **Security Settings**.
    - **DocAve Administration Account Settings** – Enter the DocAve Manager account by which the DocAve activities are performed. The user accounts specified here must be local users with full control permissions of DocAve.

    ***Note:** Should you need to change the DocAve account information entered here, execute the Configuration Tool in the Governance Automation folder.

11. Click **Next**.
12. Governance Automation will perform a brief pre-scan of the environment to ensure that all hardware and configurations meet the requirements. The status for each rule will be listed under the **Status** column heading. Click the hyperlink in the **Status** column, the detailed information about the scan result will be listed in the popup window.
13. Click **Details** and you can view the detailed requirements for all of the rules.
14. Click **Next** to start the configurations of databases for Governance Automation.
15. Set up the Configuration Database Settings:

    a. **Database Settings** – Specify a Configuration Database for Governance Automation to store its settings and configurations.

        - **Database Server** – Enter the server name or IP address of the database server you wish to connect to.
        - **Governance Automation Database Name** – Enter a name for Governance Automation Configuration Database. If the database does not exist, it will be automatically created in the specified database server.

    b. **Database Credentials** – Select whether Windows Authentication or SQL Authentication for the Governance Automation Configuration Database is to be used when connecting to the SQL server.

        - **Windows Authentication** – Use this method when you want the user identity to be confirmed by Windows.
        - **SQL Authentication** – SQL server will confirm the user identity itself according to the specified account and password.

    c. **Advanced Database Settings** – Enter a failover database server name to specify it as a hot standby database server for Governance Automation Configuration Database to maximize the database availability and minimize the downtime. You must set up database mirroring in SQL server before configuring the Advanced Database Settings to ensure the availability of the failover database server.

16. Click **Next**.
17. Set up the Audit Database Settings to configure an Audit Database for Governance Automation to store the auditing information, data and reports.

a. To use the same database settings including Database Server, Database Credentials, and Advanced Database Settings as Governance Automation Configuration Database's by checking the **Use the previous database settings** checkbox, and enter a name for the Audit Database for Governance Automation. If the database does not exist, it will be automatically created in the specified database server.

b. To set up a separate database as an Audit Database for Governance Automation by unchecking the **Use the previous database settings** checkbox, and entering the following information.

- **Database Server** – Enter the server name or IP address of the database server you wish to connect to.
- **Audit Database Name** – Enter a name for Governance Automation Audit Database. If the database does not exist, it will be automatically created in the specified database server.
- **Database Credentials** – Select whether Windows Authentication or SQL Authentication for the Governance Automation Audit Database is to be used when connecting to the SQL server.
    - **Windows Authentication** – Use this method when you want the user identity to be confirmed by Windows.
    - **SQL Authentication** – SQL server will confirm the user identity itself according to the specified account and password.
- **Advanced Database Settings** – Enter a failover database server name to specify it as a hot standby database server for Governance Automation Audit Database to maximize the database availability and minimize the downtime. You must set up database mirroring in SQL server before configuring the Advanced Database Settings to ensure the availability of the failover database server.

18. Click **Next**.
19. Set up the Advanced Configuration to select a Secure Socket Layer (SSL) certificate.
    - **Built-in Certificate** – Use the certificate provided by Governance Automation. No additional configuration is necessary.
    - **User-defined Certificate** –Currently unavailable.
20. In the Ready to Install DocAve Governance Automation page, all of the information configured in the previous steps is listed. Click **Install** to begin the installation. Click **Back** to return to the previous interface. Click **Cancel** to exit the installation wizard without saving any of the configurations.
21. Once Governance Automation is successfully installed, you have the option to **Register Governance Automation to Customer Experience Improvement Program to enhance technical support** in the **Installation completed** interface. Then, click **Finish** to exit the installation wizard.

*__Note__: If you continue to use Governance Automation SP2 Database when configuring Database Settings, Governance Automation automatically upgrades the SP2 data during SP3 installation.

The Governance Automation Configuration Tool

To view or edit the installation settings after the installation, navigate to **Start** > **Governance Automation** and click **Governance Automation Configuration Tool** on a server where Governance Automation is installed.

For instructions on using the Governance Automation Configuration Tool, refer to Installing Governance Automation.

Registering Governance Automation with DocAve

If you uninstall DocAve and then reinstall DocAve after a Governance Automation installation, you must re-register Governance Automation to DocAve using the Governance Automation Configuration Tool. To re-register Governance Automation to DocAve, you must configure the following settings in the Governance Automation Tool:

- DocAve Control Service Address
- DocAve Manager Passphrase
- DocAve Administration Account Settings.

Refer to Installing Governance Automation for detailed information on these settings. After re-registering Governance Automation to DocAve, an update must be manually installed in DocAve to use Governance Automation properly. This update (**DocAve_Update_for_Governance_Automation_1.3.zip**) resides in the Governance Automation installation package.

Upgrading Governance Automation

If you have been using Governance Automation Service Pack 2 and you wish to upgrade to Service Pack 3, download the upgrade update **DocAve_Governance_Automation_1.0_SP3.zip**. It is recommended that you contact AvePoint Technical Support for links to the ZIP file. Then, refer to the following instructions to finish the upgrade:

1. In DocAve Manager, navigate to **Control Panel** > **Update Manager** and ensure that the update **DocAve_Update_for_Governance_Automation_1.3** is installed successfully.

   If the update is not installed, manually install the update **DocAve_Update_for_Governance_Automation_1.3.zip**. Extract the upgrade update **DocAve_Governance_Automation_1.0_SP3.zip**; the update **DocAve_Update_for_Governance_Automation_1.3.zip** resides in *…\DocAve_Governance_Automation_1.0_SP3\GovernanceAutomationPatch\GovernanceAutomation\Update*. To install the update successfully, AvePoint strongly recommends you install the update to the Manager's services in the **Manager** tab first. Then, install the update to the farms in the **Agent** tab after the update has been installed to the Manager's services successfully.

2. In **Update Manager**, install the downloaded **DocAve_Governance_Automation_1.0_SP3.zip** upgrade update in the **Governance Automation** tab to upgrade Governance Automation in the selected servers.

***Note**: If you wish to upgrade Governance Automation Service Pack 1 to Governance Automation Service Pack 3, first upgrade Governance Automation Service Pack 1 to Governance Automation Service Pack 2 by installing the upgrade update in DocAve Manager > **Control Panel** > **Update Manager**. Then, upgrade Governance Automation Service Pack 2 to Governance Automation Service Pack 3.

Installing the DocAve Governance Automation Web Part

The DocAve Governance Automation Web part embeds the business user interface within a SharePoint site. This provides SharePoint users with easier access without having to leave their SharePoint environment.

***Note:** Make sure the intended users have the correct permissions to access the sites where this Web part is installed.

Deploying the DocAve Governance Automation Web Part Solution

Follow the instructions below to add Governance Automation Web Part to SharePoint:

1. Go to **Start** > **Run** > enter **cmd** in the **Open** textbox and click **OK**.
2. Enter the following command:

   cd C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\BIN

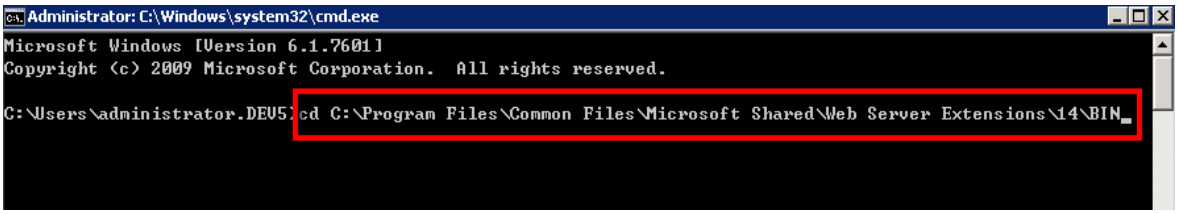

Figure 1: Deploy the DocAve Governance Automation Web Part Solution (1)

3. Press **Enter** and continue the command in the following format:

   stsadm.exe -o addsolution -filename C:\GAWebPart.wsp

4. Note that **C:\GAWebPart.wsp** should be replaced with the path where the solution is stored.

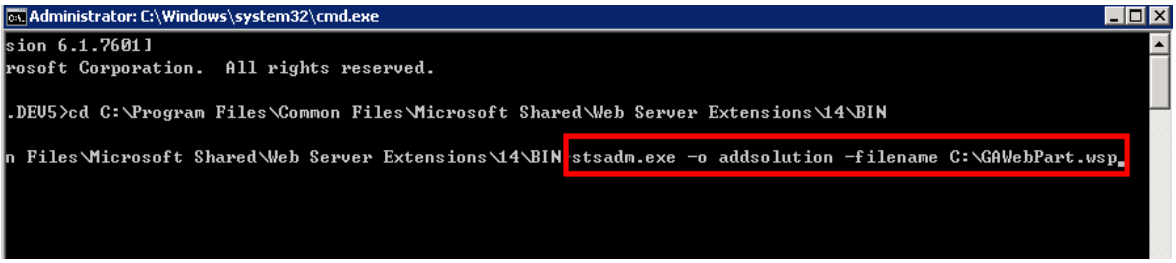

Figure 2: Deploy the DocAve Governance Automation Web Part Solution (2)

5. Press **Enter**. You will see the message *Operation completed successfully* when the solution has been added to the solution store.
6. Navigate to **SharePoint 2010 Central Administration** > **System Settings** > **Farm Management**, and then click **Manage farm solution** in which GAWebPart.wsp is displayed.
7. Click **gawebpart.wsp**, and then click **Deploy Solution** to deploy it.

Inserting the Web Part Into a SharePoint Site

To add the web part to a page in a SharePoint site collection, go to the site collection you want to add the web part to and follow the instructions below:

1. Navigate to **Site Actions** > **Site Settings** > **Site collection features**.
2. Find DocAve Governance Automation Web Part Feature and click **Activate**.
3. In the page where you want to add the web part, click **Edit Page** > **Insert** > **Web Part**.
4. Select **DocAve Governance Automation** then select the web part and click **Add**.
5. Once the web part has been added, click on down arrow in the upper right-hand corner and select **Edit Web Part** from the drop-down menu.
6. Under Appearance, set the size for the web part. For most, it is recommended to use height of 768 and width of 1024
7. Set the URL in the following format:

   https://servername:port

   ***Note:** do not add another / after the URL.
8. Click **OK** to save. A prompt appears confirming that you want to display the content; click **Yes**.

Installing DocAve Governance Automation Site Directory Web Part

The DocAve Governance Automation Site Directory web part displays detailed site information and allows business users to search for URL, Title, Primary Site Contact, Secondary Site Contact, or metadata added in Governance Automation.

Deploying the DocAve Governance Automation Site Directory Web Part Solution

Follow the instructions below to add Governance Automation Site Directory Web part to SharePoint:

1. Go to **Start** > **Run** > enter **cmd** in the **Open** textbox and click **OK**.
2. Enter the following command:

   cd C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\BIN

   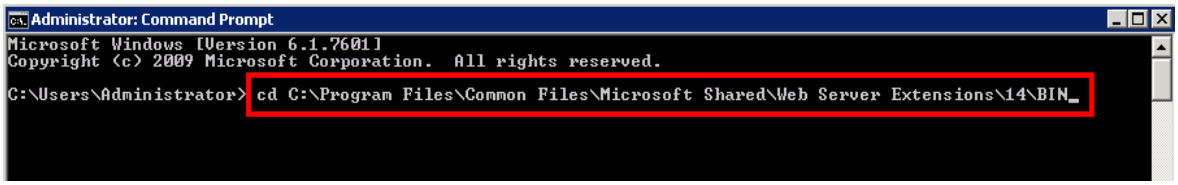

   Figure 3: Deploy the DocAve Governance Automation Site Directory Web Part Solution (1)

3. Press **Enter** and continue the command in the following format:

   stsadm.exe -o addsolution -filename C:\GASubSiteDirectory.wsp

   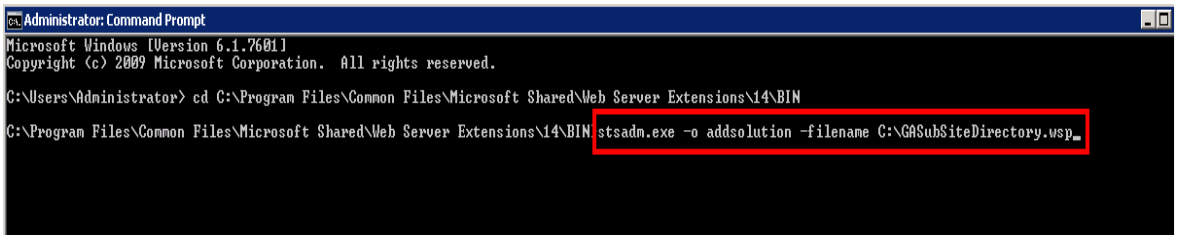

   Figure 4: Deploy the DocAve Governance Automation Site Directory Web Part Solution (2)

   ***Note**: **C:\GASubSiteDirectory.wsp** should be replaced with the path where the solution is stored.

4. Press **Enter**. You will see the message *Operation completed successfully* when the solution has been added to the solution store.
5. Navigate to **SharePoint 2010 Central Administration** > **System Settings** > **Farm Management**, and then click **Manage farm solution** in which GASubSiteDirectory.wsp is displayed.
6. Click **gasubsitedirectorywebpart.wsp**, and then click **Deploy Solution** to deploy it.

Inserting the Web Part Into a SharePoint Site

To add the web part to a page in a SharePoint site collection, go to the site collection you want to add the web part to and follow the instructions below:

1. Navigate to **Site Actions** > **Site Settings** > **Site collection features**.
2. Find DocAve Governance Automation Site Directory Web Part Feature and click **Activate**.
3. In the page where you want to add the web part, click **Edit Page** > **Add a Web Part**.

4. Select **DocAve Governance Automation** then select the web part and click **Add**.
5. Once the web part has been added, click on down arrow in the upper right-hand corner and select **Edit Web Part** from the drop-down menu.
6. You can choose how many pieces of site information to be displayed in one page by selecting an option in the **Show row** drop-down menu.

   ***Note**: The minimum width is 787 pixels.
7. Click **OK** to save. You will be prompted to confirm that you want to display the content; click **Yes**.

Applying the Governance Automation License

The Governance Automation license is applied through DocAve using License Manager. To apply your new Governance Automation license:

1. Log into DocAve and navigate to **Control Panel** > **License Manager.**
2. Click **Import**, and browse to where you extracted the content of the ZIP file to.
3. Select the license and click **Open**.
4. Click **Apply** on the ribbon to apply the license.

Once the license has been applied, the Governance Automation agents will automatically be enabled and ready to use.

Configuring AD Authentication and E-mail Notification Settings

To grant your users access to Governance Automation using their Active Directory (AD) account, the AD must be configured and enabled in DocAve. For information on configuring AD authentication in DocAve, see the Authentication Manager section of the DocAve 6 Control Panel Reference Guide.

Governance Automation e-mail notifications leverages SMTP settings configured in DocAve. For Governance Automation to send out e-mail notifications, you must first configure the Send E-Mail Settings in DocAve. For information on configuring the Send E-Mail Settings in DocAve, see the User Notification Settings section of the DocAve 6 Control Panel Reference Guide.

Getting Started

Refer to the sections below for important information on getting started with Governance Automation.

Understanding Governance Automation

If you are new to Governance Automation, it may be helpful to review the Key Terms list to familiarize yourself with terms such as “service”, “policy”, and “approval process”, which will be used throughout this user guide.

Once you have familiarized yourself with Governance Automation terminology, it is important to understand how the different features and functionalities work together. This knowledge is essential to properly configure the software for your organization.

In Governance Automation, administrators can set up services that perform SharePoint or DocAve operations. These services can be made available to only the relevant departments/purposes so that they can be customized to be most effective for each department/purpose. A Service may have a policy associated with it so that if your organization has specific rules on certain SharePoint operations, you can ensure that all services with the same associated policy will be compliant to your organization’s standards. Services will also have at least one approval process configured so that when a user submits a request for a specific service, the appropriate parties (such as the user’s manager) are notified and can provide the necessary approval. Once the service request has been fully approved, Governance Automation performs the SharePoint and/or DocAve processes according to the customized settings configured for that service.

Logging In for the First Time

In Governance Automation, different administrator and business user accounts may be configured in the Account Manager. However, when logging into Governance Automation for the first time, you must use the built-in administrator account:

Login ID: **admin**

Password: **admin**

Login on to: **Local System**

When you first log into DocAve Governance Automation, the **Quick Start Wizard** appears. Enter the information as instructed by the wizard to generate a default approval process, two policies (gold and silver), and a create site collection service.

- **Administrator** – Enter a username to set as the administrator. Click to check that the name is valid. You may also click to search for a user.
- **Business User** – Enter a username to set as the business user. Click to check that the name is valid. You may also click to search for a user.
- **Department** – Enter a customized department name in the text box.
- **Farm** – Select a farm from the drop-down menu to configure the scope further.
- **Scope** – Select the whole farm, one or more Web applications to add into the scope.
- Click **OK** to save the above configurations, or click **Cancel** to exit the Quick Start Wizard.

If User Profile Service is used in your SharePoint environment, we recommend you configure Governance Automation to use your existing User Profile Service once you complete this wizard. This can be configured in Settings.

Configuring Personal Settings

To configure the language that your Governance Automation platform displays, click your login ID on the navigation bar. Then, click **Configure Personal Settings**.

In the pop-up **Configure Personal Settings** interface, select a **Language** from the drop-down menu to set it as the display language. Then, click **Save** on the ribbon to save your configuration and Governance Automation changes the display language automatically, or click **Cancel** to exit the **Configure Personal Settings** interface.

Settings

The Settings page is where you customize configurations that affect the entire Governance Automation platform, as well as configure settings that may be only relevant to certain features in Governance Automation.

To access Settings, click **Settings** in the Administrator landing page.

The User Profile Service Interface

The User Profile Service application in Microsoft SharePoint Server 2010/2013 stores information about users in a central location. User Profile Service allows you to get the detailed staff information in an organization, which can facilitate productive interactions and enable users to collaborate efficiently.

For customers using a custom database to store user information, see the Using a Custom User Information Database section for instructions on synchronization with DocAve Governance Automation.

To configure User Profile Service for Governance Automation, click **User Profile Service** in the Settings page. Click **Cancel** on the ribbon to close the User Profile Service interface.

Follow the instructions below to configure a User Profile Service:

1. In the User Profile Service interface, select the farm from in the **Farm Name** drop-down menu. This is the farm that will be leveraging the User Profile Service.
2. Select a User Profile Service from the **User Profile Service Name** drop-down menu.
3. Click **Save** on the ribbon to save the configurations, or click **Cancel** to return to the Settings interface without saving the configurations.

Using a Custom User Information Database

To retrieve user information from a customized database, follow the instructions below:

1. Add the **GAContract.dll** file that is in …*AvePoint**GovernanceAutomation**bin* as a reference.
2. Make a class and inherit the **ICustomRoleService** interface.
3. Implement interface **ICustomRoleService**.
4. Note that the user data must contain the following information: **IdentityName**, **Department**, **Manager**, and **IsDeleted**.)
5. Build the DLL file and add to …\AvePoint\GovernanceAutomation\bin
6. Navigate to …*AvePoint**GovernanceAutomation* and right-click the **Global.config** file to open with Notepad.
7. Find the **LoadCustomRolesConfig** node and modify the value to **True**.
8. Add the assembly information to the highlighted area below:

```
<peoplePickerStaticSource Enabled="false">
  <setting FarmId="B2E8E191-C4FA-4521-9257-CFA4A1E514E6" WebApplicationUrl="http://fidelserver" />
</peoplePickerStaticSource>
<CommunicationEncryptionKeySettings>
  <CommunicationEncryptionKey value="AQAAANCMnd8BFdERjHoAwE/Cl+sBAAAADfI4oskovkC9FGcN+zOcTQQAAAACAAAAAAADZgAAwAAAABAAAABb64Nyrbyb3TfC8lAoQ3QyAAAAAASA
</CommunicationEncryptionKeySettings>
<SiteCollectionQueue Enable="false">
</SiteCollectionQueue>
<InvokeCustomApp Enable="false">
</InvokeCustomApp>
<LoadCustomRolesConfig enable="false">
  <Provider type="GACustomProvider.Class1" assembly="GACustomProvider, Version=1.0.0.0, Culture=neutral, PublicKeyToken=74ba60ae57a49b8e" />
</LoadCustomRolesConfig>
<LoadLatestSiteCollectionTemplates Enable="false">
</LoadLatestSiteCollectionTemplates>
<WorkflowServicePort value="6008">
</WorkflowServicePort>
</config>
```

Figure 5: Edit the **Global.config** file

9. Save and close the file.

DocAve Governance Automation will retrieve user metadata from the customized database and synchronize user information.

The Department Interface

Departments with specific responsibilities in an organization can be associated with corresponding Services in order to organize services to help create custom service catalogs catered to the needs of different users.

You can choose to retrieve the department information from SharePoint User Profile Service or configure the departments manually. In the Settings page, click **Department** to configure Departments. Click **Cancel** on the ribbon to close the Departments interface.

To get existing Department information from SharePoint User Profile Service, follow the instructions below:

1. In the Department interface, select the **Use Property in User Profile Service** by clicking the radio button next to it.
2. Select **Property** from the drop-down menu to get the department information. By default, the Department property is selected in the drop-down menu. The properties displayed here are configured in User Profile Service.
3. Click **Save** on the ribbon to save the configurations. Click **Cancel** to return to the Settings interface without saving any configurations.

To add new Departments in Governance Automation, follow the instructions below:

1. In the **Department** interface, select the **Configure Departments** by clicking the radio button next to it.
2. Click the **Add New** link on the left-hand corner of the Configure Departments section.
3. Enter a Department name in the textbox under the **Value** column heading.
4. Click the **Insert** link next to the textbox to add the desired department. Click next to the textbox to modify the department name, and click the **Update** link to save the modifications or

click the **Cancel** link to exit the editing mode without saving any modifications. Click ✕ next to the Edit link to delete the unnecessary departments.

5. Repeat the steps above to add more departments.
6. Click **Save** on the ribbon to save all of the configurations. Click **Cancel** to return to the Settings interface without saving any configurations.

The Account Manager Interface

***Note:** In order to use your Active Directory to create user accounts and groups in Governance Automation, Active Directory authentication must be configured in DocAve. For more information on how to configure Active Directory authentication in DocAve, see the Authentication Manager section of the DocAve 6 Control Panel Reference Guide.

Account Manager allows you to manage user accounts and groups for Governance Automation. There are two default groups used to manage user accounts for Governance Automation:

- **Administrator Group** – Users in this group are able to access both the administrator and business user interface of Governance Automation, giving them the ability to configure system settings, monitor requests and tasks, and maintain services, as well as submit and approve requests for services.
- **Business User Group** – Users in this group are only able to access the business user interface of Governance Automation, allowing them to submit and approve requests for allowed services. Custom Business User Groups may be created allowing designated users to also view Governance Automation reports for monitoring processes and ownership of site collections.

Additional custom user groups can be created to allow certain users to view reports and monitor all requests and tasks.

To configure Account Manager for Governance Automation, click **Account Manager** in the Settings page. Click **Close** on the ribbon to close the Account Manager interface.

Managing Governance Automation Groups

In Account Manager, you can change the number of groups displayed per page by selecting the desired number from the **Show rows** drop-down menu in the top right-hand corner. To sort the groups, click in a column heading such as **Group Name**, and **Description**.

You can perform the following actions in the Account Manager interface:

- Add Group – Create groups of user accounts for Governance Automation. For information about creating groups of Governance Automation, see Creating User Groups.
- Edit Group – Modify user group information or reassign group permissions. For information about editing groups of Governance Automation, see Creating User Groups.

- View User(s) – View the user accounts within a selected group. Within the groups, you can add or remove user accounts. For information about adding users or removing user accounts, see Adding Users into Groups or Removing Users from Groups.
- **Delete Group** – Remove a group from Governance Automation. A confirmation window will pop up when you click **Delete Group**. Click **OK** to delete the selected group, or click **Cancel** to return to the Account Manager interface without deleting the selected group. Note that the Administrator Group and Business User Groups cannot be deleted.

Managing Administrator Accounts

To view and manage the administrators for Governance Automation, in the **Account Manager** interface, select the **Administrator Group** checkbox and click **View User(s)** on the ribbon. Click **Back** on the ribbon to return to the **Account Manager** interface. All previously configured administrators will be listed in the Administrator Group interface.

In this interface, you can change the number of administrator accounts displayed per page by selecting the desired number from the **Show rows** drop-down menu in the top right-hand corner. To sort the user accounts, click in a column heading such as **Username**, and **Permission**. Then choose **Ascending** or **Descending**. You can also filter Permission by clicking .

You can perform the following actions in the Administrator Group interface.

- **Add User** –To add a user to the Administrator Group, click **Add User** on the ribbon. You will be brought to the Add User interface.
    a. **Add User(s)** – Enter the username of the users/groups you wish to add into the textbox. Then click to check that the names are valid. You can also click to search for users. Separate multiple users with semicolons.
    b. **Permissions** – Select the permission level for this administrator by checking the corresponding radio buttons. **Full Control to all farms** gives the user control over all farms using Governance Automation, while **Integrate with SharePoint Permissions** gives the user control to only farms that they are a SharePoint administrator of.
    c. Click **Save** on the ribbon to save the configurations, or click **Cancel** to return to the Administrator Group interface without saving any configurations.
- **Edit** –To change the permission level of an administrator, select the user by clicking the username, then click **Edit** on the ribbon. You will be brought to the Edit User interface. Select the permission level for this administrator by checking the corresponding radio buttons. **Full Control to all farms** gives the user control over all farms using Governance Automation, while **Integrate with SharePoint Permissions** gives the user control to only farms that they are a SharePoint administrator of.

    Click **Save** on the ribbon to save the modifications, or click **Cancel** to return to the Administrator Group interface without modifying the settings of the selected user.
- **Remove User from Group** – To remove an administrator from Governance Automation, select the user by clicking the username, then click **Remove User from Group** on the ribbon. A

confirmation window will pop up. Click **OK** to delete the selected user, or click **Cancel** to return to the Administrator Group interface without deleting the selected user.

Managing Business Users

To view and manage the business users for Governance Automation, in the **Account Manager** interface, select the **Business User Group** checkbox and click **View User(s)** on the ribbon. Click **Back** on the ribbon to return to the Account Manager interface. All previously configured business users will be listed in the Business User Group interface and you can perform the following actions.

- **Add User** – To add a user to the Business User Group, click **Add User** on the ribbon. You will be brought to the Add User interface. Enter the name of the users/groups you wish to add in the textbox. Then click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.

  Click **Save** on the ribbon to save the configurations, or click **Cancel** to return to the Business User Group interface without saving any configurations.

- **Remove User from Group**– To remove a business user from Governance Automation, select the user by clicking before the username, then click **Remove User from Group** on the ribbon. A confirmation window will pop up. Click **OK** to delete the selected user, or click **Cancel** to return to the Business User Group interface without deleting the selected user.

Creating User Groups

To create a new user group for Governance Automation, in the **Account Manager** interface, click **Create Group** on the ribbon. To modify a previously configured group, select the desired group, and click **Edit Group** on the ribbon. These groups are aimed to give the business users' permissions to view the reports, activities, requests, and tasks.

In the **Create Group** or **Edit Group** interface, configure the following settings:

1. **Group Information** – Enter a **Group Name** in the provided textbox. Then enter an optional **Group Description** for group for future reference
2. **Permissions** – Assign the permissions to the group by checking corresponding checkbox.
3. Click **Save** to save the configurations, or click **Cancel** to return the Account Manager interface without creating the group.

Adding Users into Groups

To add a user into a group, refer to the instructions below:

1. In the **Account Manager** interface, select a group by clicking the group name, and then click **View User(s)** on the ribbon.
2. Within the group, click **Add User** on the ribbon. You will be brought to the **Add User** interface.

3. Enter the name of the users/groups you wish to add in the textbox. Then click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.
4. Click **Save** on the ribbon to save the configurations, or click **Cancel** to return to the group interface without adding any users.

Removing Users from Groups

To remove a user from a group:

1. In the **Account Manager** interface, select a group by clicking the group name, and then click **View User(s)** on the ribbon.
2. Within the group, select the desired user by clicking the Username, and click **Remove User from Group** on the ribbon. Then a confirmation window will pop up.
3. Click **OK** to delete the selected user, or click **Cancel** to return to group interface without deleting the selected user.

The Report Export Location Interface

Report Export Location allows you to specify a storage location to export Governance Automation reports. For information on the Governance Automation reports, see Audit Reports.

To access Report Export Location settings for Governance Automation, in the Settings page, click **Report Export Location**.

Managing Report Export Locations

In Report Export Location, you can create a new export location, edit a previously configured export location, or delete a previously configured export location. For details on creating or editing an export location, see Configuring Report Export Locations.

Searching Report Export Locations

In this interface, you can search your desired Report Export Locations by designated keywords. Enter the keyword in the **Search** text box and then click .The Location Name and Description column support to search for export locations, and only the content in the column displayed in the current view can be searched.

Editing and Deleting Report Export Locations

Click **Edit** on the ribbon to change the configurations for the selected export location. For details on editing configurations for an export location, see Configuring Report Export Locations.

To delete a report export location from Governance Automation, select an export location from the list of previously configured export locations, and then click **Delete** on the ribbon. A confirmation window

will pop up to ask if you are sure you want to proceed with the deletion. Click **OK** to delete the selected export location, or click **Cancel** to return to the **Export Location** interface without deleting the selected export location.

Configuring Report Export Locations

To create a new report export location, click **Create** on the ribbon. To modify a previously configured export location, select the export location, and click **Edit** on the ribbon.

In the **New Report Export Location** or Edit Report Export Location interface, configure the following settings:

1. **Name and Description** – Enter a **Name** for the report export location. Then enter an optional **Description** for the export location for future reference.
2. **Path** – The export location can be a file share, Storage Area Network (SAN), or Network-Attached Storage (NAS). Enter the **UNC Path** in the following format:

   \\admin-PC\c$\data or \\admin-PC\shared folder

   ***Note:** The path you specified must be an existing one.
3. Enter the **Username** and **Password** in the corresponding textboxes. Then click **Validation Test**. DocAve will test the path and user information to make sure they are valid.
4. Click **Save** to save the configurations and return to the Report Export Location interface, or click **Cancel** to return back to Report Export Location interface without saving any changes.

The E-mail Templates Interface

***Note:** For Governance Automation to send notification e-mails, outbound e-mail SMTP must be configured in Send E-Mail Settings in DocAve. For information on configuring the Send E-Mail Settings in DocAve, see the User Notification Settings section of the DocAve Control Panel Reference Guide.

E-mail Templates allow you to customize notification e-mails sent by Governance Automation, such as when a request is approved or when a task is assigned. Different e-mail templates are used for different notifications. Since only the appropriate template types are displayed depending on the notification type,

To access E-mail Templates settings, in the **Settings** page, click **E-mail Templates**.

Managing E-mail Templates

In E-mail Templates, you can view a list of predefined e-mail templates by Governance Automation and previously configured e-mail templates by yourself, create a new e-mail template, and edit or delete a previously configured e-mail template. For details on creating or editing an e-mail template, see Configuring E-mail Templates.

Searching and Filtering E-mail Templates

To change the number of rows displayed, use the **Show rows** drop-down menu in the upper right-hand corner. To sort the E-mail Templates, click in a column heading such as **E-mail Template**, **E-mail Template Type**, and **Description**. You can also filter the E-mail Template Type by clicking in the column heading.

To search displayed e-mail template, enter the keyword in the **Search** textbox and then click .

Editing and Deleting E-mail Templates

Click **Edit** on the ribbon to change the settings for the selected e-mail template. For details on editing settings for an e-mail template, see Configuring E-mail Templates.

To delete an e-mail template from Governance Automation, select an e-mail template from the e-mail template list, and then click **Delete** on the ribbon. A confirmation window will pop up and ask if you are sure you want to proceed with the deletion. Click **OK** to delete the selected e-mail template, or click **Cancel** to return to the E-mail Template interface without deleting the selected e-mail template.

Configuring E-mail Templates

To create a new e-mail template, click **Create** on the ribbon. To modify a previously configured e-mail template, select the e-mail template, and click **Edit** on the ribbon.

In the Create Template or Edit Template interface, configure the following settings:

1. Enter a desired **E-mail Template Name** for e-mail template. Then enter an optional **Description** for the e-mail template for future reference.
2. Select an **E-mail Template Type** from the drop-down menu to designate when the e-mail template can be used in Governance Automation.
3. **Subject** – Enter a subject name of the e-mail notification for the e-mail template. You can insert reference in the Subject by clicking the **Insert Reference** hyperlink. A Reference is a parameter that will call up the corresponding bit of information for which it is named specific to each individual service request.
4. **Message Body** – Customize the message body of the e-mail notification for the e-mail template. You can insert reference in the Message Body by clicking the **Insert Reference** hyperlink. A Reference is a parameter that will call up the corresponding bit of information for which it is named specific to each individual service request.
5. Click **Save** to save the configurations and return to the E-mail Templates interface, or click **Cancel** to return to the E-mail Templates interface without saving any configurations.

Administrator Notification

Administrator Notification allows you to configure a notification to inform the Administrator Contact Should any service request encounter an error.

To access Administrator Notification settings, in the **Settings** page, click **Administrator Notification**. Click **Cancel** on the ribbon to close the **Administrator Notification** interface.

Follow the instructions below to configure the Administrator Notification settings:

1. **Alternate Administrator Contact** – Specify a user to be an alternate Administrator Contact in case that the Administrator Contact is unavailable. Enter the username in the textbox. Click to check that the username is valid, or click to search for the desired user.
2. **E-mail Settings** – Allows you to send an e-mail to the Administrator Contact once a task has been assigned to that Administrator Contact when an error occurs. Select the **Notify the Service Request Administrator Contact when the task is assigned** checkbox, and select an e-mail template from the drop-down menu for this e-mail notification.
3. **Duration and Escalation** – Select the **Enable Duration and Escalation** checkbox to notify another administrator contact if a task has not been handled within the specified amount of time. Make sure that the user receiving the escalated tasks has enough permission to handle all tasks.
    a. Enter a positive integer into the **Duration** textbox for the deadline, and select either **Day(s)** or **Week(s)** as the time unit for the duration.
    b. **Escalation** – Select the action that the escalation will trigger from the drop-down menu.
        - **Notify** – The specified user will be notified when the task is escalated. Enter the username in the textbox. Click to check that the username is valid, or click to search for the desired user. You can also enter **$** in the textbox to choose **Manager of Approver**. The manager of the approver of the task will be notified when the task is escalated.
        - **Re-assign to** – The task will be re-assigned to the specified users when the task is escalated. Enter the username in the textbox. Click to check that the username is valid, or click to search for the desired user. You can also enter $ in the textbox and choose **Manager of Approver**. The task will be re-assigned to the manager of the approver.
    c. **E-mail Template** – Select an e-mail template from the drop-down menu.
4. Click **Save** to save the configurations and return to the Settings interface, or click **Cancel** to return to the System Settings interface without saving any changes.

The Metadata Interface

In Governance Automation, you can create metadata that can be made available in services for users to select when submitting a request to create a new site collection or site. The metadata created by Governance Automation is stored in the property bag of the site collection/site and can be used to maintain information such as purpose of creation, geography, for compliance and records standards purposes, etc.

***Note: GA_Published** is a pre-defined metadata which will be automatically added into the Create Site Collection service. You can choose whether or not to add this metadata to the site collection created by

Governance Automation when submitting a service request. All of the site collections with GA_Published metadata can be displayed in the Public Site Collection Directory. For information on Public Site Collection Directory, see Public Site Collection Directory.

To manage metadata created by Governance Automation, in the **Settings** page, click **Metadata**.

Managing Metadata

In **Metadata Management**, you can create new metadata, view details about previously configured metadata, edit predefined metadata or previously configured metadata, or delete previously configured metadata. For details on creating or editing metadata, see Configuring Metadata.

Searching and Filtering Metadata

To change the number of rows displayed, use the **Show rows** drop-down menu in the upper right-hand corner. To sort the metadata, click in a column heading such as **Metadata Name**, **Default Value**, **Index Metadata**, **Last Modified Time**, and **Created By** then select **Ascending** or **Descending**.

You can customize how the metadata are displayed in a number of different ways:

- **Search** – Allows you to filter metadata displayed by the keyword you designate. The Metadata Name column and the Created By column support to search for the desired metadata, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. Click , and then check the checkbox next to the column name to have that column shown in the list.
- – This allows you to filter which item in the list is displayed. Click the of the column you want to filter, and then check the checkbox next to the item name to have that item shown in the list.

To view details of a metadata, click the metadata name.

Editing and Deleting Metadata

Click **Edit** on the ribbon to change the settings for the selected metadata. For details on editing settings for metadata, see Configuring Metadata.

To delete a metadata, select a previously configured metadata, and then click **Delete** on the ribbon. A confirmation window will pop up and ask if you are sure you want to proceed with the deletion. Click **OK** to delete the selected metadata, or click **Cancel** to return to the **Metadata Management** interface without deleting the selected property.

Configuring Metadata

To create a new metadata, click **Create** on the ribbon. You can choose to create metadata for Create Site Collection service requests or Create Site service requests by clicking corresponding hyperlinks under the Metadata Type heading. To modify a previously configured metadata, select the metadata, and click **Edit** on the ribbon.

Configure the following settings when creating or editing metadata:

1. **Metadata Type** – Select the metadata type that this metadata is used for, Create Site Collection or Create Site.

2. **Name and Type** – Enter a name for the new metadata into the **Metadata Name** textbox. All metadata created by Governance Automation will have the prefix **GA_**. Then select the type of information you wish to store in this metadata by clicking the corresponding radio button. Choose from **Single line of text**, **Multiple lines of text**, **Yes/No (check box)**, **Choice (menu to choose from)**, **Person or Group** or **Managed Metadata**.

3. **Additional Column Settings** – Configure additional settings for the new metadata. Enter an optional description into the **Description** textbox. Then configure the following settings depending on your selection in **The type of information in this metadata is** field.

    - **Single line of text** – Enter the desired text into the **Default Value** textbox. Select who assigns this metadata from the drop-down menu. Choose between **Assign by Business User** and **Assign by Administrato**r. If **Assign by Business User** is selected, choose whether or not to require input from the business user by checking the **Require Business User Input** checkbox.

    - **Multiple lines of text** – Enter the desired text into the **Default Value**. You may enter multiple lines of text by hitting the Enter key on your keyboard. Select who assigns this metadata from the drop-down menu. Choose between **Assign by Business User** and **Assign by Administrator**. If **Assign by Business User** is selected, choose whether or not to require input from the business user by checking the **Require Business User Input** checkbox.

    - **Yes/No (checkbox)** – Choose whether or not to **Enable Terms and Conditions Agreement** by checking the checkbox. If the option is enabled, enter the desired terms and conditions in the textbox. Select **Yes** or **No** as the **Default Value** from the drop-down menu. Select who assigns this metadata from the drop-down menu. Choose between **Assign by Business User** and **Assign by Administrator**. If **Assign by Business User** is selected, choose whether or not to require input from the business user by checking the **Require Business User Input** checkbox.

    - **Choice (a selection to choose from)** – Enter the choices you wish to provide in the **Type each choice on a separate line** textbox. Choose the type of selections to provide from the following: **Drop-down Menu**, **Radio Buttons** or **Checkboxes (allow multiple selections)**. Select who assigns this metadata from the drop-down menu. Choose between **Assign by Business User** and **Assign by Administrator**. If **Assign by Business User** is selected, choose whether or not to require input from the business user by checking the **Require Business User Input** checkbox.

    - **Person or Group** – Enter the usernames or group names in the **Default Value** field. For multiple entries, separate each entry with a semicolon. Select who assigns this metadata from the drop-down menu. Choose between **Assign by Business User** and **Assign by Administrator**. If **Assign by Business User** is selected, choose whether or not to require input from the business user by checking the **Require Business User Input** checkbox.

    - **Managed Metadata** – Configure the following settings for Managed Metadata.

        - **Multiple Value Field** – Select the **Allow multiple values** checkbox if you wish to create multiple terms for the site collection created by Governance Automation.

        - **Term Set Settings** – Select a farm from the **Select farm and term set** drop-down menu to load the term sets where you can retrieve the terms. Expand the

Managed Metadata Service tree to select the term set where to choose the term by clicking the term set name. The selected term set is highlighted in orange.

- **Default Value** – Enter your desired terms as the default values in the textbox or specify a default value by selecting the icon to access the **Select Default** interface. Expand the term set tree to select the desired term and click the **Add** button in the lower left-corner of the Select Default interface.

Choose between **Assign by Business User** and **Assign by Administrato**r. If **Assign by Business User** is selected, choose whether or not to require input from the business user by checking the **Require Business User Input** checkbox.

4. **Index Metadata** – Choose whether or not to index this metadata for the Site Collection/ Site Report of Governance Automation.
   - **Yes** – Allows for faster filtering, searching and sorting of the metadata column in the Site Collection/ Site Report of Governance Automation. While indexing metadata takes up space in the database, the storage space required for this index is miniscule.
   - **No** – The index is not added to the database, and filtering, searching and sorting this metadata column will be slower for the Site Collection/Site Report.
5. Click **Save** to save the configurations and return to the Create Metadata interface, and click **Cancel** to return to the Create Metadata interface without saving any configurations.
   ***Note**: When you finish editing the metadata that is applied to existing services, click **Save and Update to All Applied Services** to save and update this metadata for the corresponding services.

The SharePoint Permission Level Management Interface

Permission levels allow you to assign a particular set of permissions to users and SharePoint groups so that they can perform specific actions on your site.

To access **SharePoint Permission Level Management** for Governance Automation, in the **Settings** page, click **SharePoint Permission Level Management**.

Managing Permission Levels

In **SharePoint Permission Level Management**, you can create new permission levels, edit previously configured permission levels, or delete previously configured permission levels. For details on creating or editing a permission level, see Configuring Permission Levels.

Displaying and Searching Permission Levels

To change the number of rows displayed, use the **Show rows** drop-down menu in the upper right-hand corner.

To search the displayed SharePoint Permission Level, enter the keyword in the **Search** textbox and click .

Editing and Deleting Permission Levels

Click **Edit** on the ribbon to change the settings for the selected permission level. For details on editing settings for a permission level, see Configuring Permission Levels.

To delete a permission level from Governance Automation, select a previously configured permission level, and then click **Delete** on the ribbon. A confirmation window will pop up and ask if you are sure you want to proceed with the deletion. Click **OK** to delete the selected permission level, or click **Cancel** to return to the **SharePoint Permission Level Management** interface without deleting the selected permission level.

Configuring Permission Levels

To create a new permission level, click **Create** on the ribbon. To modify a previously configured permission level, select the desired permission level, and click **Edit** on the ribbon.

In the Create SharePoint Permission Level interface or Edit SharePoint Permission Level interface, configure the following settings:

1. **Name and Description** – Enter a desired **Name** for the permission level. Then enter an optional **Description** for the permission level for future reference.
2. **Permissions** – Add permission to the permission level by checking corresponding checkboxes.
3. Click **Save** to save the configurations and return to the **SharePoint Permission Level Management** interface, or click **Cancel** to return to the **SharePoint Permission Level Management** interface without saving any configurations.

The Execution Schedule Interface

Use the Execution schedule feature to define when Governance Automation executes service requests.

To access **Execution Schedule** settings, in the **Settings** page, click **Execution Schedule**.

Managing Execution Schedules

In **Execution Schedule**, you can create new execution schedule, edit a previously-configured execution schedule, or delete a previously-configured execution schedule. For details on creating or editing an execution schedule, see Creating and Editing Execution Schedules.

Displaying and Searching Execution Schedules

To change the number of execution schedules displayed, use the **Show rows** drop-down menu in the upper right-hand corner.

To search the displayed execution schedules, enter the keyword in the **Search** textbox and click .

Editing and Deleting Execution Schedules

Click **Edit** on the ribbon to change the settings for the selected execution schedule. For details on editing settings for an execution schedule, see Creating and Editing Execution Schedules.

To delete an execution schedule, select a previously configured execution schedule, and then click **Delete** on the ribbon. A confirmation window will pop up and ask if you are sure you want to proceed with the deletion. Click **OK** to delete the selected execution schedule, or click **Cancel** to return to the Execution Schedule interface without deleting the selected execution schedule.

Creating and Editing Execution Schedules

To create a new execution schedule, click **Create** on the ribbon. To modify a previously configured execution schedule, select the desired execution schedule, and click **Edit** on the ribbon.

In the **Create Execution Schedule** interface or **Edit Execution Schedule** interface, configure the following settings:

1. **Execution Schedule Name and Description** – Enter a desired **Name** for the execution schedule. Then enter an optional **Description** for the execution schedule for future reference.
2. **Define Execution Schedule** – Define an execution schedule for a Service by selecting your desired days and hours. Then, click **Add to List** to add it to the execution schedule list below, or click **Clear Settings** to reset your execution schedule.
3. **Time Zone** – Select your time zone for the execution schedule.
4. Click **Save** to save the configurations and return to the Execution Schedule interface, or click **Cancel** to return to the Execution Schedule interface without saving any configurations.

The SharePoint Online Tenancy Management Interface

In SharePoint Online, a tenancy is the account that is “rented” to the user to make it available for SharePoint Online use. Governance Automation uses SharePoint Online tenancy to retrieve information to create site collections in SharePoint Online. To create SharePoint Online site collections in Create Site Collection services, you must configure a SharePoint Online tenancy.

To access **SharePoint Online Tenancy Management** settings, in the **Settings** page, click **SharePoint Tenancy Management**.

Managing SharePoint Online Tenancies

In **SharePoint Online Tenancy Management**, you can create new SharePoint Online tenancy, edit a previously-configured SharePoint Online tenancy, or delete a previously-configured SharePoint Online tenancy. For details on creating or editing a SharePoint Online tenancy, see Creating and Editing SharePoint Online Tenancies.

Displaying and Searching SharePoint Online Tenancies

To change the number of SharePoint Online tenancies displayed, use the **Show rows** drop-down menu in the upper right-hand corner.

To search the displayed SharePoint Online tenancies, enter the keyword in the **Search** textbox and click .

Editing and Deleting SharePoint Online Tenancies

Click **Edit** on the ribbon to change the settings for the selected SharePoint Online tenancy. For details on editing settings for a SharePoint Online tenancy, see Creating and Editing SharePoint Online Tenancies.

To delete a SharePoint Online tenancy, select a previously configured SharePoint Online tenancy, and then click **Delete** on the ribbon. A confirmation window will pop up and ask if you are sure you want to proceed with the deletion. Click **OK** to delete the selected SharePoint Online tenancy, or click **Cancel** to return to the **SharePoint Online Tenancy Management** interface without deleting the selected SharePoint Online tenancy.

Creating and Editing SharePoint Online Tenancies

To create a new SharePoint Online tenancy, click **Create** on the ribbon. To modify a previously configured SharePoint Online tenancy, select the desired SharePoint Online tenancy, and click **Edit** on the ribbon.

In the **Create SharePoint Online Tenancy** interface or **Edit SharePoint Online Tenancy** interface, configure the following settings:

1. **SharePoint Admin Center URL** – Enter the URL of the SharePoint admin center in which your SharePoint Online Sites are managed.
2. **Admin Center User** – Enter the username and password of the SharePoint admin center user.

   ***Note**: The user must be a global administrator of Office 365.
3. Click **Save** to save the configurations and return to the **SharePoint Online Tenancy Management** interface, or click **Cancel** to return to the **SharePoint Online Tenancy Management** interface without saving any configurations.

Approval Process

To create or manage approval processes, click **Approval Process** in the Administrator landing page (use the arrow on the sides to scroll).

A Governance Automation approval process is a defined process to automatically obtain approval for a SharePoint or DocAve management operation. With approval processes properly configured, these operations can be completed efficiently by standardizing the process, without human error. There are currently the following approval process types available:

- Create Site Collection Approval Process – Used by Create Site Collection services.
- Create Site Approval Process – Used by Create Site services.
- Create My Site Approval Process – Used by Create My Site services.
- Create Library/List Approval Process – Used by Create Library/List services.
- Site Collection Lifecycle Management Automation Approval Process – Used by automatic site collection lifecycle management system services for site collections with lifecycle management settings enabled in their associated policy.
- Site Collection Lifecycle Actions Approval Process – Used by manual site collection lifecycle management services for site collections with lifecycle management settings enabled in their associated policy.
- Site Lifecycle Management Approval Process – Used by Site Lifecycle Management services.
- Change Site Collection Contact or Administrator Approval Process – Used by Change Site Collection Contact or Administrator services.
- Change Site Collection Settings Approval Process – Used by Change Site Collection Settings services.
- Change Library/List Settings Approval Process – Used by Change Library/List Settings services.
- Change Site Contact Approval Process – Used by Change Site Contact services.
- Change Site Metadata Approval Process – Used by Change Site Metadata services.
- Content Move Approval Process – Used by Content Move services.
- Archive Site Collection Content Approval Process – Used by request based archive site collection content services for site collections with content level archiving enabled in their associated policy.
- Clone or Transfer User Permissions Approval Process – Used by Clone or Transfer User Permission services.
- Grant Permissions Approval Process – Used by Grant Permissions services.
- Remove Permissions Approval Process – Used by Remove Permissions services.

Managing Approval Processes

In Approval Process Management, all of the Governance Automation approval processes you have configured are displayed. You may change the number of approval processes displayed per page, as well the order they are displayed in. To change the number of approval processes displayed per page, select the desired number from the **Show rows** drop-down menu in the top right-hand corner. To sort the approval processes, click in a column heading such as **Approval Process**, **Status**, **Approval Process Type**, **Category**, **Last Modified Time**, and **Created By**.

You can customize how the approval processes are displayed in a number of different ways:

- Search – Allows you to filter approval processes displayed by the keyword you designate. The Approval Process column and the Created By column support to search for the desired approval process, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. Click , then check the checkbox next to the column name to have that column shown in the list. Click **All** to select the checkboxes of all columns and have all columns displayed in the list or click **None** to uncheck the checkboxes of all columns and have none columns displayed in the list.
- – This allows you to filter which item in the list is displayed. Click the of the column you want to filter, and then check the checkbox next to the item name to have that item shown in the list.

You can perform the following actions in Approval Process Management:

- **Create** – Click **Create** on the ribbon to go to the Create Approval Process interface where you will find a list of approval process templates. See Configuring Approval Processes for details on creating a new approval process.
- View Details – Click an approval process name for detailed information about the approval process.
- **Edit** – Select an inactive approval process, and click **Edit** on the ribbon. See Configuring Approval Processes for details on editing an existing approval process.
- **Delete** – Select an inactive approval process, and click **Delete** on the ribbon. A confirmation window will pop up for this deletion. Click **OK** to delete the selected approval process, or click **Cancel** to return to the Approval Process Management interface without deleting the selected approval process.
- **Activate** – Select the approval processes you want to activate, and click **Activate** on the ribbon. Active approval processes can be used in policies and services.
- **Deactivate** – Select the approval processes you want to deactivate, and click **Deactivate** on the ribbon.

Configuring Approval Processes

To create a new approval process, click **Create** on the ribbon in the **Approval Process Management** interface. You will be brought to the **Create Approval Process** interface. Select an approval process template to create an approval process of that type. To modify a previously configured approval process, select the approval process in the Approval Process Management interface, and click **Edit** on the ribbon.

Follow the instructions below to configure an approval process:

1. Configure the basic settings for an approval process.
2. **Approval Process Name** – Enter a **Name** and an optional **Description** for this approval process in the corresponding textboxes.
3. **Approval Process Category** – Categories are used to organize your Governance Automation approval processes. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this approval process by selecting **Add a new category** then entering a name for this new category.
4. **Approval Process Stages** – Choose the approval method:
    - **Use approval stages** – Check the **Use approval stages** radio button and select the number of approval stages. Having multiple approval stages provides flexibility based on your governance needs.
    - **Auto-approve** – Check the **Auto-approve** radio button and services using this approval process will be performed automatically upon request.
5. **CC** – Specify additional users who you want to be notified when the approval process starts and ends without assigning tasks to them. By default, Governance Automation will notify all of the approvers and the requester of this approval process. Enter the username in the provided textbox. Click to check that the names are valid or click to search for the desired users. Separate multiple users with semicolons.
6. Select a **Completion E-mail Template** for this notification from the drop-down menu. The Completion E-mail Template can be configured in the Settings of Governance Automation.
7. If you select **Auto-approve**, skip the following steps and click **Save** to save all of the configurations and return to the Create Approval Process interface. Click **Save and Activate** to save all of the configurations and activate this approval process. Click **Cancel** to return to the Create Approval Process interface without saving any changes.
8. If you chose to use approval stages, continue to the **Stage One Configurations**. Configure the following for the first stage of approval:
    a. **Stage Name** – Enter a **Name** for the first level stage. By default, its name is First Stage Approval. Then enter an optional **Description** for future reference.
    b. **Approver(s)** – Specify the first stage approvers. All approvers will be assigned a task when this approval process starts.

***Note:** In order to leverage role based approval, User Profile Service must be configured and enabled in at least one of your SharePoint farms, and be configured in Governance Automation Settings.

- Specify the Role – Specify the approver relevant to the user making the request. This may be preferable to specifying specific users since role based approval can adapt to personnel shifts in your organization.

  Enter **$** in the **Assign To** text box and a list of roles appear in the drop-down menu. Select the role of the person designated to be the approver for this approval stage from the drop-down menu. You can enter more than one role, but if more than one role is appointed for a given stage, all approvers of all specified roles for that stage must approve the request in order to proceed to the next approval stage.

  The roles available vary depending on the type of approval process you are configuring. The following roles may be available:

  - Requester – The requester of service request will be assigned to deal with the task.
  - Manager Of Requester – The manager of the requester of the service request will be assigned to deal with the task.
  - Primary Site Collection Contact – The Primary Site Collection Contact will be assigned to deal with the task. The Site Collection Contacts are assigned when configuring the services.
  - Secondary Site Collection Contact – The Secondary Site Collection Contact will be assigned to deal with the task. The Site Collection Contacts are assigned when configuring the services.
  - Primary Site Contact – The Primary Site Contact will be assigned to deal with the task. The Site Contacts are assigned when configuring the services.
  - Secondary Site Contact – The Secondary Site Contact will be assigned to deal with the task. The Site Contacts are assigned when configuring the services.
  - Primary Site Collection Administrator – The Primary Site Collection Administrator will be assigned to deal with the task.
  - Secondary Site Collection Administrator – The Secondary Site Collection Administrator will be assigned to deal with the task.
  - Farm Administrator – The farm administrator will be assigned to deal with the task.
  - Manager of Previous Stage Approver (this option is only available for second or third stage approval – The manager of the previous stage's approver will be assigned to deal with the task.
  - Source User – The user to clone permissions from.
  - Target User – The user to clone permissions to.

- New Site Collection Contact – The user that takes over the role of Site Collection Contact.

If multiple roles are entered, choose the order in which those tasks are assigned from the Order drop-down menu:

- **One at a time (serial)** – The users of your specified roles must approve one after another. If an approver of one role rejects the request, the approver of next role will not be asked for approval.
- **All at once (parallel)** – The users of all specified roles will be notified at the same time. If an approver of any role rejects the request, the request will be rejected.

  ***Note**: If this approval method is selected, you can further choose whether to select **Allow the approval stage to complete when one approver approves**. If one of the specified users approves it, the request will be complete.

- Specify the User – Enter the names of the specific users you wish to designate as approvers for this stage of the approval process. Click to check that names are valid. You may also click to search for the desired users. Separate multiple approvers with semicolons.

  If multiple users are entered, choose the order in which those tasks are assigned from the Order drop-down menu:

  - **One at a time (serial)** – The users you have specified must approve one after another. If an approver rejects the request, the next approver will not be asked for approval.
  - **All at once (parallel)** – All specified users will be notified at the same time. If any approver rejects the request, the request will be rejected.

c. **E-mail Settings** – Configure settings for e-mail notifications for this approval process. By default, the **Notify the approver when the task is assigned** checkbox and the **Notify the requester when the request is rejected** checkbox are selected. You can also choose to notify the requester once the request is approved by checking the **Notify the requester when the request is approved** checkbox. Select the e-mail template you wish to use for each notification from the corresponding drop-down menu.

   ***Note:** E-mail templates are configured in The E-mail Templates section in Settings.

d. **Duration and Escalation** – Check the **Enable Duration and Escalation** checkbox to notify the escalation user that the original task has not been handled within the specified amount of time. A task will be assigned to the escalation user to continue the approval process. Make sure that the user receiving the escalated task has the right permissions to handle the task.

   - **Duration** – Enter a positive integer in the **Duration** textbox for the amount of time allowed before the task is escalated, and select either **Day(s)**, **Week(s)** as the time unit for the duration.

- **Escalation** – Choose the action that the escalation will trigger from the drop-down menu.
    - **Notify** – The specified user will be notified when the task is escalated. Enter the username in the textbox. This user is the person who you want to notify to be responsible for this case. Click to check that the name is valid. You may also click to search for users. This user will be notified once the amount of time specified as the duration passes.
    - **Re-assign to** – The task will be re-assigned to the specified user when the task is escalated. Enter the username in the textbox. This user is the person who you want this task to be re-assigned to. Click to check that the name is valid. You may also click to search for a user. The task will be re-assigned to this user once the amount of time specified as the duration passes, and this user will receive an e-mail to be notified that the task is re-assigned to him or her.

      ***Note**: The task can only be re-assigned to one user.

  You may also specify the role in the textbox when creating Clone or Transfer User Permissions, Grant Permissions, and Remove Permissions approval processes.

  The roles available vary depending on the type of approval process you are configuring. The following roles may be available:

    - Manager Of Approver
    - Manager Of Requester
    - Manager of Source User
    - Manager of Target User
- Select an **E-mail Template** for the notification sent when this approval task is escalated from the drop-down menu.

9. If more than one approval stage was selected, follow the instructions for Stage One Configurations for the remaining stages.
10. At any time, click the arrow on the left-hand side to return to the previous step to check or modify your configurations. When you have finished, click **Save** to save all of the configurations and return to the Create Approval Process interface. Click **Save and Activate** to save all of the configurations and change the status to Active. Click **Cancel** to return to the Create Approval Process interface without saving any changes.

Building Customized Approval Processes

To add customized logic into an approval process before or after approval, follow the instructions below:

1. Build a customized DLL file and add to *…\AvePoint\GovernanceAutomation\bin*

2. Navigate to …*AvePoint**GovernanceAutomation**config* and right-click the **Global.config** file to open with Notepad.

3. Find the **WorkflowEvents** node.

4. If you wish to add customized logic into an approval process before approval, find the child node **BeforeApproval**.

   - Modify the value of **CustomMethod Enable** to **true**.
   - Add the required information as the screenshot shows below.
     - Assembly – The corresponding DLL information.
     - Type – The class that the called method resides.
     - MethodName – The name of the called method. Note that you can only define one parameter here and the type of the parameter and the returned value must be object.

```
<WorkflowEvents>
  <BeforeApproval>
    <CustomMethod Enabled="false" Assembly="CustomMethodTest, Version=1.0.0.0, Culture=neutral, PublicKeyToken=null" Type="CustomMethodTest.Class1" MethodName="TestMothod">
    </CustomMethod>
    <AgentProcess Enabled="false" WaitForFinishing="false">
    </AgentProcess>
  </BeforeApproval>
  <AfterApproval>
    <CustomMethod Enabled="false" Assembly="CustomMethodTest, Version=1.0.0.0, Culture=neutral, PublicKeyToken=null" Type="CustomMethodTest.Class1" MethodName="TestMothod">
    </CustomMethod>
    <AgentProcess Enabled="false" WaitForFinishing="false">
    </AgentProcess>
  </AfterApproval>
</WorkflowEvents>
<LoadLatestSiteCollectionTemplates Enable="false">
</LoadLatestSiteCollectionTemplates>
<WorkflowServicePort value="6008">
</WorkflowServicePort>
</config>
```

Figure 6: Build customized approval process (1)

   - In the **AgentProcess** node, define the value of **AgentProcess Enabled** to choose whether to call the EXE file resides in the Agent server. Modify the value of **WaitingForFinishing** to choose to return the value when the process is finished.

     ***Note:** The EXE file name must be the same as the name of the service for the corresponding request.

     ***Note**: If there are multiple Agents within a farm, make sure that the EXE file exists in each server in which the Agent is installed.

```
<WorkflowEvents>
  <BeforeApproval>
    <CustomMethod Enabled="false" Assembly="CustomMethodTest, Version=1.0.0.0, Culture=neutral, PublicKeyToken=null" Type="CustomMethodTest.Class1" MethodName="TestMothod">
    </CustomMethod>
    <AgentProcess Enabled="false" WaitForFinishing="false">
    </AgentProcess>
  </BeforeApproval>
  <AfterApproval>
    <CustomMethod Enabled="false" Assembly="CustomMethodTest, Version=1.0.0.0, Culture=neutral, PublicKeyToken=null" Type="CustomMethodTest.Class1" MethodName="TestMothod">
    </CustomMethod>
    <AgentProcess Enabled="false" WaitForFinishing="false">
    </AgentProcess>
  </AfterApproval>
</WorkflowEvents>
<LoadLatestSiteCollectionTemplates Enable="false">
</LoadLatestSiteCollectionTemplates>
<WorkflowServicePort value="6008">
</WorkflowServicePort>
</config>
```

Figure 7: Build customized approval process (2)

5. If you wish to add customized logic into an approval process after approval, find the child node **AfterApproval** and then define the values as shown in **BeforeApproval**.

***Note**: If you modify the value of **Enabled** to **true** in the above node, the custom approval process will take effects for all service type approval process.

Policies

To create or manage policies, click **Policy** in the Administrator landing page, or click **Policy Management** in the navigation bar.

A policy is an organization-wide set of rules and standards for governing specific SharePoint and DocAve operations. Policies can be applied to services to enable automatic provisioning of SharePoint objects. This allows for greater efficiency in provisioning SharePoint objects as identical SharePoint and DocAve operations can be carried out and repeated by Governance Automation rather than an administrator. This also helps reduce human error since a correctly set policy will apply the same settings to all services associated with that policy.

Managing Policies

In **Policy Management**, all of the Governance Automation policies you have configured are displayed. You may change the number of policies displayed per page, as well the order they are displayed in. To change the number of policies displayed per page, select the desired number from the **Show rows** drop-down menu in the upper right-hand corner. To sort the policies, click in a column heading such as **Policy**, **Category**, **Last Modified Time**, and **Created By** then select **Ascending** or **Descending**.

You can customize how the policies are displayed in a number of different ways:

- **Search** – Find policies based on the keywords entered. The Policy column and the Created By column support to search for the desired policies, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. Click , then check the checkbox next to the column name to have that column shown in the list.
- – This allows you to filter which item in the list is displayed. Click the of the column you want to filter, and then check the checkbox next to the item name to have that item shown in the list.

You can perform the following actions in Policy Management:

- **Create** – Click **Create** on the ribbon to display the Create Policy interface. See Configuring Policies for details on creating a new policy.
- **View Details** –Click the policy name to see detailed information.
- **Edit** – Select an inactive policy, and click **Edit** on the ribbon. See Configuring Policies for details on editing an existing policy.
- **Delete** – Select an inactive policy, and click **Delete** on the ribbon. A confirmation window will pop up for this deletion. Click **OK** to delete the selected policy, or click **Cancel** to return to the **Policy Management** interface without deleting the selected policy.

- **Copy** – Duplicate the existing policy to make minor changes in order to save as a new policy. Select a desired policy by checking corresponding checkbox. Click **Copy** on the ribbon, and make the desired modifications. When you have finished making changes, click **Save** to save all of the settings or click **Save and Activate** to save all of the configurations and activate the policy which means this policy might be used in the service. Click **Cancel** to return to the **Policy Management** interface without saving any configurations.
- **Activate** – Select inactive policies, and click **Activate** on the ribbon to activate them.
- **Deactivate** – Select active policies, and click **Deactivate** on the ribbon to deactivate them. Make sure to deactivate all services that use the policies you want to deactivate.

Configuring Policies

To create a new policy, click **Create** on the ribbon in the **Policy Management** interface. You will be brought to the Create Policy interface. Currently, the only available policy type is Site Collection Policy.

Configuring Site Collection Policies

Site Collection policy allows you to customize rules to automatically manage your site collection and integrate DocAve features with the site collection once it is created successfully. Site Collection policies can be used in the Create Site Collection service. Site Collection policies work in conjunction with Site Collection Lifecycle Management services to not only automatically govern site collections associated with each policy, but also empowers business users to easily manage the lifecycle of the site collections they own.

To create a Site Collection policy, click **Create** on the ribbon in **Policy Management**. To modify a previously configured policy, select the inactive policy in the **Policy Management** interface, and click **Edit** on the ribbon.

The Create Site Collection policy interface or Edit Policy interface varies for on-premise SharePoint farm and SharePoint Online sites.

- If you select a specific farm in the **Farm** section to configure Site Collection policies for on-premise SharePoint, refer to Configuring Site Collection Policies for On-premise SharePoint.
- If you select **My Registered Sites** in the **Farm** section to configure Site Collection policies for SharePoint Online sites, refer to Configuring Site Collection Policies for SharePoint Online.

Configuring Site Collection Policies for On-premise SharePoint

In the Create Site Collection policy interface or Edit Policy interface, configure the following settings:

1. Configuring the following basic information for the policy:
    - **Policy Name and Description** – Enter a **Name** for the new policy. Then enter an optional **Description** for future reference in the Description textbox.

- **Policy Category** – Categories are used to organize Governance Automation policies. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this policy by selecting **Add a new category** then entering a name for this new category.

Click the arrow on the right-hand side to continue, or click **Cancel** to return to the Create Policy interface without saving any configurations.

2. Configure the following SharePoint related settings for the site collections.

   - **Farm** – Select the farm you want this policy to cover from the drop-down menu. The farms displayed here are the ones that are managed by DocAve.
   - **Content Database** – Specify a database for the policy to store the site collection. Select one of the following options:
     - **Use default content database** – Use the web application's default content database to store the newly created site collection. This option will also allow you to select any other existing databases.
     - **Generate database automatically** – Generate a new database for the site collection automatically each time when creating a new site collection.
     - **Create a new database** – Use an existing database or create a new database depending on the dynamic name rules. Enter the name rule in the **Database Name** textbox.

       The name rule as follows:

       $WebAppSubDomain – Represents the sub domain of the web application.

       $WebAppPort – Represents the port of the web application.

       $ManagedPath – Represents the managed path of the site collection URL.

       $SiteUrl – Represents the relative URL of the site collection.

       For example, the URL of the site collection you want to create is http://sp.avepoint.net:8080/sites/dev Enter **SPDB_$WebAppSubDomain_$SiteUrl** in the textbox. The content database name will be **SPDB_sp_dev**.

       ***Note:** All site collections created with services associated with this policy will all be using this content database.
   - **Site Collection Quota Template** – Select a predefined **Quota Template** for the site collection to limit the amount of storage available on the site collection from the drop-down menu. Quota templates are configured in the SharePoint.
   - **SharePoint Designer Configuration** – Select the **Enable SharePoint Designer** checkbox to allow Site Owners and Designers to edit the sites in this site collection using SharePoint Designer. Site Collection Administrators will always be able to edit sites regardless of this configuration.

- **Site Maximum Depth Limit** – Site Depth limits the layers of sites that can be created under a site collection. Select **Maximum depth** and then enter a positive number which is less than 12 in the provided textbox.

Click the arrow on the right-hand side to continue. Click the arrow on the left-hand side to go to previous step to check and modify your configurations, or click **Cancel** to return to the Create Policy interface without saving any configurations.

3. Configure this policy to utilize DocAve 6 products:

   - **Enable Granular Backup** – Check this checkbox to include the site collection in a Granular Backup plan to provide data protection for site collections associated with this policy.
     ***Note:** If this option is enabled, do not activate this policy until you have configured the appropriate filter policy and added it to the selected Granular Backup plan.
     For more information on how to configure filter policies for DocAve Granular Backup and Restore to provide data protection for site collections created by Governance Automation that are associated with this policy, see Appendix A.

   - **Activate Connector Content Library Feature** – Check this checkbox to have DocAve Content Library enabled so that DocAve Connector can provide users with access to their documents outside of SharePoint. Note that the Connector solution needs to be deployed to the farm covered by this policy.

   - **Activate Connector Media Library Feature** – Check this checkbox to have DocAve Content Library enabled so that DocAve Connector can provide users with access to their multimedia files outside of SharePoint. Note that the Connector solution needs to be deployed to the farm covered by this policy.

   - **Enable the option to archive site collection content using DocAve Archiver** – Check this checkbox to allow site collection content to be archived by DocAve Archiver for site collections associated with this policy. You must then select an Archiver Profile. Content will be archived based on the Archiver rule automatically.

     To require approval before site collection content can be archived, check the **Enable manual approval process** checkbox and select an approval process. A list of all of the content in the site collection that meets the Archiver rule will be presented to the approver in the task they are assigned, allowing them to select the content to archive.

     For more information on how to configure DocAve Archiver to help reduce storage cost by scheduling site collections created by Governance Automation that are associated with a policy which has this setting enabled to be extracted from SharePoint and stored in more economical storage devices, see Appendix B.

   - **Enable Scheduled Storage Manager** – Check this checkbox to externalize BLOBs from SQL server database to file-based storage for content in site collections associated with this policy using DocAve Scheduled Storage Manager. Select a Storage Manager **Profile** for site collections associated with this policy.
     ***Note:** RBS must be enabled as the BLOB provider for the farm selected in this policy, and if you chose not to use the default content database when configuring Content Database for this policy, the Include New Content Database option must be enabled for the BLOB Provider. Since BLOBs are externalized on a schedule, the new database will

not be affected until the next time the Storage Manager job is scheduled to run. For details on how to configure Scheduled Storage Manager Profiles and BLOB provider, see the DocAve Storage Manager User Guide.

- **Enable Auditing** – Check this checkbox to include the site collection into an Audit Controller plan in DocAve Report Center to record all events of site collections associated with this policy.
  ***Note:** If this option is enabled, do not activate this policy until you have configured the appropriate filter policy and added it to the selected Audit Controller plan.
  For more information on how to configure filter policies for DocAve Report Center's Audit Controller plans to record all events for site collections created by Governance Automation that are associated with this policy, see Appendix A.

- **Enable Dead Account Cleaning** – Check this checkbox to include the site collection into a Dead Account Cleaner plan so that the deactivated and non-existent AD accounts can be removed from your site collection and their permissions can be transferred to available users.
  ***Note:** If this option is enabled, do not activate this policy until you have configured the appropriate filter policy and added it to the selected Dead Account Cleaner plan.
  For more information on how to configure filter policies for DocAve Administrator's Dead Account Cleaner plans for site collections created by Governance Automation that are associated with this policy, see Appendix A.

- **Enable Vault for Site Collection Content** – Check this checkbox to allow you to export the SharePoint content in this site collection to an external storage system for further management by Autonomy or Concordance platforms.

- **Enable Deployment Manager** – Check this checkbox to include the site collection into a deployment plan so that the site collection can be deployed effectively. Select a plan from the drop-down menu.

  For more information on how to configure a deployment plan, see Appendix C.

Click the arrow on the right-hand side to continue. Click the arrow on the left-hand side to go to previous step to check and modify your configurations, or click **Cancel** to return to the Create Policy interface without saving any configurations.

4. Configure the following settings for the policy:

   - **Archive Entire Site Collection** – Check the **Enable the option to archive the entire site collection using DocAve Archiver** checkbox to allow the entire site collection to be moved from SharePoint to an external storage based on the DocAve Archiver profile associated with this policy. Select an Archiver **Profile** from the drop-down menu. Select an **Approval Process** from the drop-down menu or click **Create New** to create a new one. This approval process will be triggered when a service request to archive this site collection is submitted.

     For more information on how to configure DocAve Archiver to help reduce storage cost by scheduling site collections created by Governance Automation that are associated with a policy which has this setting enabled to be extracted from SharePoint and stored in more economical storage devices, see Appendix B.

- **Delete Entire Site Collection** – Check the **Enable Delete Entire Site Collection** checkbox to allow this site collection to be deleted upon request. Select an **Approval Process** from the drop-down menu or click **Create New** to create a new one. This approval process will be triggered when a service request to delete this site collection is submitted.
- **Extend Site Collection Lease** – Check the **Enable Extend Site Collection Lease** checkbox to allow the lease of this site collection to be extended upon request. Select an **Approval Process** from the drop-down menu or click **Create New** to create a new one. This approval process will be triggered when a service request to extend the lease of this site collection is submitted.
- **Enable Site Collection Policy Change** – Choose whether or not to allow business users to request a different policy for site collections created with this policy. Select an Approval Process from the drop-down menu or click **Create New** to create a new one. This approval process will be triggered when a service request to change site collection policy is submitted.
- **Manage Site Collection Lifecycle** –Site collection lifecycle management help reduce the number of unused or expired site collections in your SharePoint environment. Configure the following lifecycle management settings:
    - **Enable Site Collection Inactivity Threshold** – Check this checkbox to notify the business user designated in the approval process associated with this setting when the site collection has not been accessed in the amount of time specified here. Enter a positive integer in the textbox and select **Day(s)**, **Week(s)**, **Month(s)**, or **Year(s)** as a time unit.
    - **Enable Site Collection Lease Period** – Check this checkbox to notify the business user designated in the approval process associated with this setting when the lease period of the site collection expires. Configure the site collection lease period by entering a positive integer in the textbox and then select **Day(s)**, **Week(s)**, **Month(s)**, or **Year(s)** as a time unit.

      Select an **Approval Process** from the drop-down menu or click **Create New** to create a new one. This approval process will be triggered when either of these criteria is met.

5. When you are finished configuring this policy, click **Save** to save all of the configurations and return to the Create Policy interface. Click the arrow on the left-hand side to go to previous step to check and modify your configurations. Click **Save and Activate** to save all of the configurations and activate the policy, which allows this policy to be used in services. Click **Cancel** to return to the Create Policy interface without saving any changes.

Configuring Site Collection Policies for SharePoint Online

In the Create Site Collection policy interface or Edit Policy interface, configure the following settings:

1. **Policy Name and Description** – Enter a **Name** for the new policy. Then enter an optional **Description** for future reference in the Description textbox.

2. **Policy Category** – Categories are used to organize Governance Automation policies. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this policy by selecting **Add a new category** then entering a name for this new category.
3. **Farm** – Select **My Registered Sites** from the drop-down menu.
4. Click the arrow on the right-hand side to continue, or click **Cancel** to return to the Create Policy interface without saving any configurations.
5. **Quota** – Specify the storage quota and server resource quota for the site collection.
6. **SharePoint Designer Configuration** – Select the **Enable SharePoint Designer** checkbox to allow Site Owners and Designers to edit the sites in this site collection using SharePoint Designer. Site Collection Administrators will always be able to edit sites regardless of this configuration.
7. **Site Maximum Depth Limit** – Site Depth limits the layers of sites that can be created under a site collection. Select **Maximum depth** and then enter a positive number which is less than 12 in the provided textbox.
8. DocAve Configurations Configure this policy to utilize DocAve 6 product:
    - **Enable Granular Backup** – Select this checkbox to include the site collection in a Granular Backup plan to provide data protection for site collections associated with this policy.
      ***Note:** If this option is enabled, do not activate this policy until you have configured the appropriate filter policy and added it to the selected Granular Backup plan.
      For more information on how to configure filter policies for DocAve Granular Backup and Restore to provide data protection for site collections created by Governance Automation that are associated with this policy, see Appendix A.
9. When you are finished configuring this policy, click **Save** to save all of the configurations and return to the Create Policy interface. Click the arrow on the left-hand side to go to previous step to check and modify your configurations. Click **Save and Activate** to save all of the configurations and activate the policy, which allows this policy to be used in services. Click **Cancel** to return to the Create Policy interface without saving any changes.

Services

A service is a set of configured settings for a management operation in SharePoint that can be leveraged by business users when submitting a service request. Administrators can limit what options are available to Business Users based on the standards of practice of the organization.

To create or manage services, click **Service** in the Administrator landing page, or click **Service Management** in the side bar.

Managing Services

In Service Management, all of the Governance Automation services you have configured are displayed. You may change the number of services displayed per page, as well the order they are displayed in. To change the number of services displayed per page, select the desired number from the **Show rows** drop-down menu in the upper right-hand corner. To sort the services, click in a column heading such as **Service**, **Service Type**, **Category**, **Last Modified Time**, and **Created By** then select **Ascending** or **Descending**.

You can customize how the services are displayed in a number of different ways:

- **Search** – Allows you to filter services displayed by the keyword you designate. The Service column and the Created By column support to search for the desired services, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. Click , and then check the checkbox next to the column name to have that column shown in the list.
- – This allows you to filter which item in the list is displayed. Click the of the column you want to filter, then check the checkbox next to the item name to have that item shown in the list.

You can perform the following actions in Policy Management:

- **Create** – Click **Create** on the ribbon to display the Create Service interface. See Configuring Services for details on creating a new service.
- **View Details** – Click a service name to see the detailed information.
- **Edit** – Select an inactive service, and click **Edit** on the ribbon. See Configuring Services for details on editing an existing service.
- **Copy** – Duplicate an existing service to make minor changes in order to save as a new service. Select a desired service by checking corresponding checkbox. Click **Copy** on the ribbon, and enter the related information required. When completing the configurations, click **Save** to save all of the settings or click **Save and Activate** to save all of the configurations and activate this service which makes this service available to be requested. Click **Cancel** to return to the Service Management interface without saving any configurations.

- **Delete** – Select an inactive service, and click **Delete** on the ribbon. A confirmation window will pop up for this deletion. Click **OK** to delete the selected service, or click **Cancel** to return to the Service Management interface without deleting the selected service.
- **Activate** – Select the services you want to activate and click **Activate** on the ribbon. Active services are available to be requested.
- **Deactivate** – Select the services you want to deactivate and click **Deactivate** on the ribbon. Inactive services will not be seen by users and cannot be requested.

Configuring Services

To create a new service, click **Create Service** in the landing page or click **Create** on the ribbon of the **Service Management** interface. You will be brought to the Create Service page. Select a service type to create the new service using the corresponding template. To make changes to an existing service, select the service by clicking ☑ before a service name in the **Service Management** interface, and then click **Edit** on the ribbon.

Instructions on configuring each type of service are provided in the sections below.

Configuring Create Site Collection Services

Configure Create Site Collection services to define the Create Site Collection service request template for business users. You can customize the settings for site collections created by this service as well as configure available options for business users to choose from when requesting this service. Create Site Collection services also allow you to apply data protection and content retention policies on the site collections with full auditing to monitor compliance with your corporate standards.

***Note**: With Governance Automation, you can create site collections in on-premise SharePoint and SharePoint Online.

In the Create Site Collection Service interface or Edit Create Site Collection Service interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages.
3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category.
4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint

usage. Select a **Department** you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

Choose whether to assign a Department to this service and site collections created by this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

- **Assign by IT Admin** – The Department selected in the preceding drop-down menu will be associated with all site collections created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.
- **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.

5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups that have permissions to access this service by choosing **Select users/groups to use this service** and enter the username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.
6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.
7. **Administrator Contact** –Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see Administrator Notification.
8. Click the arrow on the right-hand side to proceed to the next step.
9. **Web Application and Managed Paths** – Specify the Web application and associated managed path where you wish to create a site collection.

    a. Select a Farm from the drop-down menu and expand the farm tree to select the desired Web applications by checking the corresponding checkboxes. Specify a default web application and managed path for the site collection you wish to create by selecting from drop-down menus under the farm tree. You can select multiple Web applications then use the **Default Selection** drop-down to designate the default location for new site collections created by this service.

    b. **URL format** – Check the **Automatically generate URL** checkbox to have Governance Automation generate the URL, or leave it unchecked to allow the requester to decide the URL.

    Choose whether to assign a the Web application and Managed Paths for this service and site collections created by this service or allow the business user to choose the Web

application and Managed Paths when submitting a service request for this service. Choose from the following:

- **Assign by IT Admin** – The Web Application and Managed Paths configured here will be made available for business users to select from. Select **Show as Read-Only to Business User** to allow the business users to see the default Web Application and Managed Path in the service request or **Hide from Business User** to not display the Web Application and Managed Path associated with this service to the business users requesting this service.
- **Assign by Business User** – Allows business user to choose the Web Application and Managed Path when submitting a service request for this service.

10. **Policy** – Specify the site collection policies to provision the site collections created by this service by checking the corresponding checkboxes or click **Create New** to be brought to the Site Collection Policy interface to create a new policy. Configure this section as follows:

    a. Select the policies to be made available for business users to choose from by checking the corresponding checkbox of each policy in the **Select Policies** configuration area. All policies selected here will be made available to business users if you select **Assign by Business User** in the Assign by drop-down menu. If no existing policy is appropriate for this service, you may click **Create New** to create a new one.

    b. Select a default policy in the **Default Selection** drop-down menu. If **Assign by Business User** is selected in the Assign by drop-down menu, this policy will be selected in the service request, but the business user will be able to select another policy out of the policies you have selected in the **Select the Policies** configuration area. If **Assign by IT Admin** is selected in the Assign by drop-down menu, this will be the only available policy in the service request and the business user will not be able to choose another policy.

    Choose whether to assign a policy to site collections created by this service or allow the business user to choose the policy when submitting a service request for this service from the policies selected in the **Select the Policies** configuration area. Choose from the following:

    - **Assign by IT Admin** – The policy selected in the **Default Selection** drop-down menu will be associated with all site collections created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the default policy in the service request or **Hide from Business User** to not display the policy associated with this service to the business users requesting this service.
    - **Assign by Business User** – Allows business user to choose from the policies you have selected in the **Select the Policies** configuration area.

11. **Language** (This option is only available if you have language packs installed on the Web server) - Specify the language for the site collection. If more than one language is selected, choose a default language from the **Default Selection** drop-down menu.

    - Choose whether to assign a language to site collections created by this service or allow the business user to choose the language when submitting a service request for this service from the languages selected in the Select Language configuration area. Choose from the following:

- **Assign by IT Admin** – The language selected in the **Default Selection** drop-down menu will be associated with all site collections created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the default language in the service request or **Hide from Business User** to not display the language to the business users requesting this service.
- **Assign by Business User** – Allows business user to choose from the languages you have selected in the Select Language configuration area.

12. **Experience Version** (This option is only available when you select SharePoint 2013 Web applications or SharePoint Online Sites in **Web Applications and Managed Paths**) – Select the experience version (**2010** or **2013**) for the site collections that business users will create.

    - Choose whether to assign the experience version to site collections created by this service or allow the business user to choose the experience version when submitting this service request. Choose from the following:

      - **Assign by IT Admin** – Governance Automation will apply the experience version selected here to all site collections created using this service. Select **Show as Read-Only to Business User** to allow the business users to see the selected experience version in the service request or **Hide from Business User** to not display the experience version to the business users requesting this service.
      - **Assign by Business User** – Allows business user to select the experience version when submitting a service request for this service.

13. **Site Collection Template** – Specify the site collection template to use for site collections created by this service. Configure this section as follows:

    a. Select the site collection templates to be made available for business users to choose from by checking the corresponding checkbox of each site collection template in the **Select templates** configuration area. All site collection templates selected here will be made available to business users if you select **Assign by Business User** in the Assign by drop-down menu.

    b. Select the default site collection template in the drop-down menu. If **Assign by Business User** is selected in the Assign by drop-down menu, this site collection template will be selected in the service request, but the business user will be able to select another template out of the templates you have selected in the **Select the templates** configuration area. If **Assign by IT Admin** is selected in the Assign by drop-down menu, this will be the only available template in the service request and the business user will not be able to choose another template.

    Choose whether to assign a site collection template to site collections created by this service or allow the business user to choose the site collection template when submitting a service request for this service from the templates selected in the **Select the templates** configuration area. Choose from the following:

    - **Assign by IT Admin** – The site collection template selected in the **Default Selection** drop-down menu will be associated with all site collections created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the default site collection template in the service request or **Hide from Business User** to not

display the site collection template associated with this service to the business users requesting this service.

- **Assign by Business User** – Allows business user to choose from the site collection templates you have selected in the **Select the templates** configuration area.

14. Click the arrow on the right-hand side to proceed to the next step.
15. **Security Groups** – Customize the site permissions for site collections created by this service:
    - **Default Groups** – Add users to the default groups for assigning corresponding permissions. Select the **Default Group** checkbox, and enter the username in the textbox of corresponding group. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.
    - **Custom Groups** – Allows you to create a new group and assign users to this group. Select the **Custom Groups** checkbox, and click **Add** to display the Grant User Permissions window. Enter the name of the users which you want to include in this group. Specify the permission level that you want the users to have on this site by checking corresponding checkboxes. You can customize permission levels in the SharePoint Permission Level Management interface. Click **OK** to save all of the configurations, or click **Cancel** to return to the service creation page without saving any changes.
    - **Grant Users Permissions Directly** – Grant specific permission level to the users directly. Select the **Grant Users Permissions Directly** checkbox, and click **Add** to display the Add a Group window. Enter a **Name** for the group, and select the users to include in this group. Specify the permission level that you want members of this SharePoint group to have on this site by checking corresponding checkboxes. You can customize permission levels in the SharePoint Permission Level Management interface. Click **OK** to save all of the configurations, or click **Cancel** to return to the service creation page without saving any changes.

      Choose whether to assign permissions for site collections created by this service or allow the business user to assign permissions when submitting a service request for this service.

      - **Assign by IT Admin** – The permissions configured here will be applied to all site collections created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the permissions configured here when submitting a service request or **Hide from Business User** to not display the permissions associated with this service to business users requesting this service.
      - **Assign by Business User** – Allows business users to configure permissions when submitting a request for this service.
16. Click the arrow on the right-hand side to proceed to the next step.
17. **Primary Site Collection Administrator** – Assign a user to be the Primary Site Collection Administrator by entering the username into the textbox. Click to check that the name is valid or click to search for users.

Choose whether to assign the Primary Site Collection Administrator to site collections created by this service or allow the business user to choose the Primary Site Collection Administrator when submitting a service request for this service. By default, it is **Assign by IT Admin** and **Hide from Business User**. Choose from the following:

- **Assign by IT Admin** – The Primary Site Collection Administrator configured here will be associated with all site collections created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the Primary Site Collection Administrator in the service request or **Hide from Business User** to not display the Primary Site Collection Administrator associated with this service to the business users requesting this service.
- **Assign by Business User** – Allows the business user to configure the Primary Site Collection Administrator.

18. **Secondary Site Collection Administrator** – Assign a user to be the Secondary Site Collection Administrator by entering the username into the textbox. Click to check that the name is valid or click to search for users.

    Choose whether to assign the Secondary Site Collection Administrator to site collections created by this service or allow the business user to choose the Secondary Site Collection Administrator when submitting a service request for this service. By default, it is **Assign by IT Admin** and **Hide from Business User**. Choose from the following:

    - **Assign by IT Admin** – The Secondary Site Collection Administrator configured here will be associated with all site collections created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the Secondary Site Collection Administrator in the service request or **Hide from Business User** to not display the Secondary Site Collection Administrator associated with this service to the business users requesting this service.
    - **Assign by Business User** – Allows the business user to configure the Secondary Site Collection Administrator.

19. **Primary Site Collection Contact** – The Primary Site Collection Contact will be the user designated for managing the lifecycle of the site collection created by this service. Assign a user to be the Primary Site Collection Contact by entering the username into the textbox. Click to check that the name is valid or click to search for users.

    Choose whether to assign the Primary Site Collection Contact to site collections created by this service or allow the business user to choose the Primary Site Collection Contact when submitting a service request for this service. Choose from the following:

    - **Assign by IT Admin** – The Primary Site Collection Contact configured here will be associated with all site collections created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the Primary Site Collection Contact in the service request or **Hide from Business User** to not display the Primary Site Collection Contact associated with this service to the business users requesting this service.
    - **Assign by Business User** – Allows the business user to configure the Primary Site Collection Contact.

20. **Secondary Site Collection Contact** – The Secondary Site Collection Contact will be the user designated for managing the lifecycle of the site collection created by this service if the Primary Site Collection Contact is unable to respond to a notification. Assign a user to be the Secondary Site Collection Contact by entering the username into the textbox. Click to check that the name is valid or click to search for users.

    Choose whether to assign the Secondary Site Collection Contact to site collections created by this service or allow the business user to choose the Secondary Site Collection Contact when submitting a service request for this service. Choose from the following:

    - **Assign by IT Admin** – The Secondary Site Collection Contact configured here will be associated with all site collections created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the Secondary Site Collection Contact in the service request or **Hide from Business User** to not display the Secondary Site Collection Contact associated with this service to the business users requesting this service.
    - **Assign by Business User** – Allows the business user to configure the Secondary Site Collection Contact.

21. **DocAve Deployment Manager Plan** – Select a deployment plan from the drop-down menu to add site collections created by this service to a DocAve Deployment Manager plan. A copy of the plan will be created for each new site collection in order to run the job, and will be deleted once the job completes to prevent unnecessary data storage.

    ***Note:** The deployment plan must not have a schedule set up in order for Governance Automation to run the deployment job when the site collection is created.

22. **Manage Site Collection Lifecycle** – Select the **Enable Site Collection Lease Period** checkbox to enable a lease period for the site collection. Specify the lease period by entering a positive integer in the provided textbox and choose **Day(s)**, **Week(s)**, **Month(s)**, or **Year(s)** from the drop-down menu

    Choose whether to assign the site collection lease period to site collections created by this service or allow the business user to choose the site collection lease period when submitting a service request for this service. Choose from the following:

    - **Assign by IT Admin** – The site collection lease period configured here will be associated with the site collection created by this service. Select **Show as Read-Only** to Business User to allow the business users to see the site collection lease period in the service request or **Hide from Business User** to not display the site collection lease period associated with this service to the business users requesting this service.
    - **Assign by Business User** – Allows the business user to configure the site collection lease period.

    When the site collection lease period is enabled, you can choose to enable lease expiration warning to configure when to send the warning e-mail before the site collection reaches expiration by selecting the **Enable lease expiration warning** checkbox. Then enter a positive integer in the provided textbox and choose Day(s), Week(s), Month(s), or Year(s) from the drop-down menu.

Choose whether to assign the lease expiration warning to site collections created by this service or allow the business user to choose the lease expiration warning when submitting a service request for this service. Choose from the following:

- **Assign by IT Admin** – The lease expiration warning configured here will be associated with the site collection created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the lease expiration warning in the service request or **Hide from Business User** to not display the lease expiration warning associated with this service to the business users requesting this service.
- **Assign by Business User** – Allows the business user to configure the lease expiration warning.

23. **Metadata** – Select the metadata to be made available to users when submitting a request for this service. Metadata created by Governance Automation will be stored in the property bag of the new site collection in order to maintain information such as purpose of creation, geography, compliance and records standards, etc. Click the **Add Metadata** hyperlink to display the Add Custom Metadata window. In the **Add Metadata** popup window:
    - Select the desired metadata by clicking ☑ before a metadata name. The metadata displayed here are configured in the Metadata interface, you can also click **Create** on the ribbon to redirect to Create Metadata interface to create a new one; for information on configuring Metadata, see Configuring Metadata.
    - Click **View Details** on the ribbon to see the detailed information of a selected metadata.
    - Click **OK** to save all of the configurations and return to the service creation page. Click **Cancel** to return to the service creation page without saving any changes.
24. **Approval Process**– Select a Create Site Collection approval process from the drop-down menu or click **Create New** to create a new Create Site Collection approval process. This will bring you to the Create Site Collection Approval Process interface without saving any of the configurations you have made for this service.
25. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.
    - **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …*Agent**bin*\
    - **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.
26. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then, choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.
27. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side

to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service, which allows users to submit requests for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Create Site Services

Configure Create Site services to define the Create Site service request template for business users. You can customize the settings for sites created by this service as well as configure available options for business users to choose from when requesting this service. Sites created by Governance Automation inherit data protection and content retention policies from the site collection they live in. Sites created by Governance Automation use the same DocAve Granular Backup and Recovery, DocAve Connector, DocAve Archiver and lifecycle management settings as the site collections they are created in.

In the Create Site Service interface or Edit Create Site Service interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages.
3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category.
4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a **Department** you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service and sites created by this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

   - **Assign by IT Admin** – The Department selected in the preceding drop-down menu will be associated with all sites created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.
   - **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.
5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups that have permissions to access this service by choosing **Select users/groups to use this service** and enter the username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.

6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.

7. **Administrator Contact** – Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see Administrator Notification.

8. Click the arrow on the right-hand side to proceed to the next step.

9. **Scope** – Choose the site collections you wish to be made available in this service. Business users will be able to choose which site collection to create the new site under.

    a. Select the Farm from the drop-down menu.

    b. Choose one of the following methods to configure the scope:

        - **Manually input URL** - Select this radio button and click the **Add Your Own URL** link to enter the URL of the site collection in the **URL** textbox. To add more site collections click **Add Your Own URL** after entering a URL.

        - **Select scope from tree** – Select this radio button and then select the site collections from the data tree.

10. Click the arrow on the right-hand side to proceed to the next step.

11. **Language** (This option is only available if you have language packs installed on the Web server)- Specify the language for the sites. If more than one language is selected, choose a default language from the **Default Selection** drop-down menu.

    Choose whether to assign a language to sites created by this service or allow the business user to choose the language when submitting a service request for this service from the languages selected in the Select Language configuration area. Choose from the following:

    - **Assign by IT Admin** – The language selected in the **Default Selection** drop-down menu will be associated with all site collections created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the default language in the service request or **Hide from Business User** to not display the language to the business users requesting this service.

    - **Assign by Business User** – Allows business user to choose from the languages you have selected in the Select Language configuration area.

12. **Site Template** – Specify the templates which can be used to create the site. Select the desired templates by checking corresponding checkboxes. Select a template as the default template from the drop-down menu in the Default Selection section.

    You can choose this entry is predefined by an administrator for the service request or is assigned by a business user while submitting a service request from the drop-down menu.

- **Assign by IT Admin** – An administrator determines which templates can be used for the site. Select whether the template information is visible to the business users. **Show as Read-Only to Business User** means business users can only see the template configured in the Default Selection when submitting a service request but they cannot change it. **Hide from Business User** means business users cannot see which template is used for creating the site in the service request.
- **Assign by Business User** – Allows the business user to determine which templates can be used to create a site. The selected template in the Default Selection will be displayed as a default value of this entry in the service request and the business user can change it to other template when submitting a service request.

13. Click the arrow on the right-hand side to proceed to the next step.
14. **Security Groups** – Select to inherit permissions from parent site or use the unique permissions.

- **Use same permissions as parent site** – Select the **Use same permissions as parent site** to inherit the parent site's permissions settings. **Assign by IT Admin** will be the default selection for the Assign by drop-down menu. Choose whether to **Show as Read-Only to Business User** or **Hide from Business User**.
- **Use unique permissions** – Select the Use unique permissions checkbox and customize the site permissions for sites created by this service:
  - **Default Groups** – Add users to the default groups for assigning corresponding permissions. Select the **Default Group** checkbox, and enter the username in the textbox of corresponding group. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.
  - **Custom Groups** – Allows you to create a new group and assign users to this group. Select the **Custom Groups** checkbox, and click **Add** to display the Grant User Permissions window. Enter the name of the users which you want to include in this group. Specify the permission level that you want the users to have on this site by checking corresponding checkboxes. You can customize permission levels in the SharePoint Permission Level Management interface. Click **OK** to save all of the configurations, or click **Cancel** to return to the service creation page without saving any changes.
  - **Grant Users Permissions Directly** – Grant specific permission level to the users directly. Select the **Grant Users Permissions Directly** checkbox, and click **Add** to display the Add a Group window. Enter a **Name** for the group, and select the users to include in this group. Specify the permission level that you want members of this SharePoint group to have on this site by checking corresponding checkboxes. You can customize permission levels in the SharePoint Permission Level Management interface. Click **OK** to save all of the configurations, or click **Cancel** to return to the service creation page without saving any changes.

Choose whether to assign permissions for site collections created by this service or allow the business user to assign permissions when submitting a service request for this service.

- **Assign by IT Admin** – The permissions configured here will be applied to all site collections created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the permissions configured here when submitting a service request or **Hide from Business User** to not display the permissions associated with this service to business users requesting this service.
- **Assign by Business User** – Allows business users to configure permissions when submitting a request for this service.

15. Click the arrow on the right-hand side to proceed to the next step.
16. **Primary Site Contact** – The Primary Site Contact will be the user designated for managing the site created by this service. Assign a user to be the Primary Site Contact by entering the username into the textbox. Click to check that the name is valid or click to search for users.

    Choose whether to assign the Primary Site Contact to sites created by this service or allow the business user to designate one when submitting a service request for this service. Choose from the following:

    - **Assign by IT Admin** – The Primary Site Contact configured here will be associated with all site created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the Primary Site Collection Contact in the service request or **Hide from Business User.**
    - **Assign by Business User** – Allows the business user to configure the Primary Site Contact.

17. **Secondary Site Collection Contact** – The Secondary Site Contact will be the user designated for managing sites created by this service in case the Primary Site Contact is unable to respond to a notification. Assign a user to be the Secondary Site Contact by entering the username into the textbox. Click to check that the name is valid or click to search for users.

    Choose whether to assign the Secondary Site Contact to sites created by this service or allow the business user to designate one when submitting a service request for this service. Choose from the following:

    - **Assign by IT Admin** – The Secondary Site Contact configured here will be associated with all sites created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the Secondary Site Contact in the service request or **Hide from Business User** to not display the Secondary Site Contact associated with this service to the business users requesting this service.
    - **Assign by Business User** – Allows the business user to configure the Secondary Site Contact.

18. **Navigation** – Configure navigation options for sites created using this service:

    - Choose whether or not to Display this site on the Quick Launch of the parent site.
    - Choose whether or not to Display this site on the ribbon link bar of the parent site.

Choose whether to apply this option to site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

- **Assign by IT Admin** – The navigation options configured here will be associated with all site created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the navigation options in the service request or **Hide from Business User** to not display the navigation options in this service to the business users requesting this service.
- **Assign by Business User** – Allows the business user to configure the navigation options.

19. **Navigation Inheritance** – Choose whether or not to have sites created by this service **Use the top link bar from the parent site** by choosing the corresponding radio button.

    Choose whether to apply the option to this service and site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

    - **Assign by Business User** – Allows business user to choose the option when submitting a service request for this service.
    - **Assign by IT Admin** – The selected option will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default option in the service request or **Hide from Business User** to not display the option associated with this service to the business users requesting this service.

20. **Metadata** – Select the metadata to be made available to users when submitting a request for this service. Metadata created by Governance Automation will be stored in the property bag of the new site in order to maintain information such as purpose of creation, geography, compliance and records standards, etc. Click the **Add Metadata** hyperlink to display the Add Custom Metadata window. In the **Add Metadata** popup window:

    - Select the desired metadata by checking corresponding checkboxes. The metadata displayed here are configured in the Metadata interface, you can also click **Create** on the ribbon to redirect to Create Metadata interface to create a new one; for information on configuring Metadata, see The Metadata.
    - Click **View Details** on the ribbon to see the detailed information of a selected metadata.
    - Click **OK** to save all of the configurations and return to the service creation page. Click **Cancel** to return to the service creation page without saving any changes.

21. **Approval Process**– Select a Create Site approval process from the drop-down menu or click **Create New** to create a new Create Site approval process. This will bring you to the Create Site Approval Process interface without saving any of the configurations you have made for this service.

22. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.

    - **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\

- **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
- **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.

23. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.
24. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service which allows users to submit requests for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Create My Site Services

Configure Create My Site services to define the Create My Site service request template for business users. You can customize the settings for My Sites created by this service as well as configure available options for business users to choose from when requesting this service. My Sites created by Governance Automation inherit data protection and content retention policies from the site collection they live in. My Sites created by Governance Automation use the same DocAve Granular Backup and Recovery, DocAve Connector, DocAve Archiver and lifecycle management settings as the site collections they are created in.

In the Create My Site Service interface or Edit Create My Site Service interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages.
3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category.
4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a **Department** you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service and site collections created by this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

- **Assign by IT Admin** – The Department selected in the preceding drop-down menu will be associated with all My Sites created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.
- **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.

5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups that have permissions to access this service by choosing **Select users/groups to use this service** and enter the username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.
6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.
7. **Administrator Contact** – Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see Administrator Notification.
8. Click the arrow on the right-hand side to proceed to the next step.
9. **Farm** – Select the farm in which you allow business users to create My Site.
10. **User Profile** – Select your desired user profile that will be used for My Sites.
11. **Bulk Mode** – Choose whether to enable bulk mode. Select the **Enable bulk creation of My Sites** to allow creating multiple My Sites for different users in one service request.
12. **Policy** – Select the site collection policies that you wish to apply to My Site by checking the corresponding checkboxes or click **Create New** to be brought to the Site Collection Policy interface to create a new policy. Configure this section as follows:
    - Select the policies to be made available for business users to choose from by checking the corresponding checkbox of each policy in the **Select Policies** configuration area. All policies selected here will be made available to business users if you select **Assign by Business User** in the **Assign by** drop-down menu.
    - Select a default policy in the Default Selection drop-down menu. If Assign by Business User is selected in the service request, but the business user will be able to select another policy out of the policies you have selected in the Select Policies configuration area. If Assign by IT Admin is selected in the Assign by drop-down menu, this will be the only available policy in the service request and the business user will not be able to choose another policy

Choose whether to assign a policy to My Sites created by this service or allow business user to choose the policy when submitting a service request for this service from the policies selected in the **Select Policies** configuration area. Choose from following:

- **Assign by IT Admin** – The policy selected in the **Default Selection** drop-down menu will be associated with all My Sites created by this service. Select **Show as Read-Only to Business Users** to allow the business user to see the default policy in the service request or **Hide from Business User** to not display the policy associated with this service to the business users requesting this service.
- **Assign by Business User** – Allows business user to choose from the policies you have selected in the **Select Policies** configuration area.

13. **Secondary My Site Administrator** – Assign a user to be the Secondary My Site Administrator by entering the username into the textbox. Click to check that the name is valid or click to search for users.

    Choose whether to assign the Secondary My Site Administrator to My Sites created by this service or allow the business user to choose the Secondary My Site Administrator when submitting a service request for this service. By default, it is **Assign by IT Admin** and **Hide from Business User**. Choose from the following:

    - **Assign by IT Admin** – The Secondary My Site Administrator configured here will be associated with all My Sites created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the Secondary My Site Administrator in the service request or **Hide from Business User** to not display the Secondary My Site Administrator associated with this service to the business users requesting this service.
    - **Assign by Business User** – Allows the business user to configure the Secondary My Site Administrator.

14. **Secondary My Site Contact** – The Secondary My Site Contact will be the user designated for managing the My Sites created by this service if the Primary My Site Contact is unable to respond to a notification. Assign a user to be the Secondary My Site Contact by entering the username into the textbox. Click to check that the name is valid or click to search for users.

    Choose whether to assign the Secondary My Site Contact to site collections created by this service or allow the business user to choose the Secondary My Site Contact when submitting a service request for this service. Choose from the following:

    - **Assign by IT Admin** – The Secondary My Site Contact configured here will be associated with all My Sites created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the Secondary My Site Contact in the service request or **Hide from Business User** to not display the Secondary My Site Contact associated with this service to the business users requesting this service.
    - **Assign by Business User** – Allows the business user to configure the Secondary My Site Contact.

15. **Metadata** – Select the metadata to be made available to users when submitting a request for this service. Metadata created by Governance Automation will be stored in the property bag of the new site collection in order to maintain information such as purpose of creation, geography,

compliance and records standards, etc. Click the **Add Metadata** hyperlink to display the Add Metadata window. In the Add Metadata popup window:

Select the desired metadata by clicking ☑ before a metadata name. The metadata displayed here are configured in the Metadata interface, you can also click **Create** on the ribbon to redirect to Create Metadata interface to create a new one; for information on configuring Metadata, see Configuring Metadata.

- Click **View Details** on the ribbon to see the detailed information of a selected metadata.
- Click **OK** to save all of the configurations and return to the service creation page. Click **Cancel** to return to the service creation page without saving any changes.

16. Click the arrow on the right-hand side to proceed to the next step.
17. **Approval Process**– Select a Create My Site approval process from the drop-down menu or click **Create New** to create a new Create My Site approval process. This will bring you to the Create My Site Approval Process interface without saving any of the configurations you have made for this service.
18. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.
    - **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.
19. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.
20. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service which allows users to submit requests for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Create Library/List Services

Configure Create Library/List services to define the Create Library/List service request templates for business users. You can predefine the settings for libraries or lists created by this service as well as configure available options for business users to choose from when requesting this service. Libraries or lists created by Governance Automation are included in the data protection plan and content retention rules of the site collection they live in.

In the Create Library/List Service interface or Edit Create Library/List Service interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages.
3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category.
4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a **Department** you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service and site collections created by this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

   - **Assign by IT Admin** – The Department selected in the preceding drop-down menu will be associated with all sites created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.
   - **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.
5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups that have permissions to access this service by choosing **Select users/groups to use this service** and enter the username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.
6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.

7. **Administrator Contact** – Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see the **Administrator Notification** section of DocAve Governance Automation User Guide for Administrator.

8. Click the arrow on the right-hand side to proceed to the next step.

9. **Scope** – Choose the site collections you wish to be made available in this service. Business users will be able to choose which site collection to create the new library or list under.

    a. Select the Farm from the drop-down menu.

    b. Choose one of the following methods to configure the scope:

        - **Manually input URL** – Select this radio button and click the **Add Your Own URL** link to enter the URL of the site collection in the **URL** textbox. To add more site collections click **Add Your Own URL** after entering a URL.

        - **Select scope from tree** – Select this radio button and then select the site collections from the data tree.

10. **Library/List Name, URL, and Description** – Enter a **Name** for the library or list that you are about to create and an optional **Description** for future reference. You are allowed to define a custom URL for this library or list by entering your desired URL in the textbox.

    Choose whether to assign the name and description to the library or list created by this service or allow the business user to define them when submitting a service request for this service in the **Library/List Name and Description** configuration area. Choose from the following:

    - **Assign by IT Admin** – The specified library/list name and description will be associated with all libraries or lists created by this service. Select **Show as Read-Only to Business User** to allow the business users to see the library/list name and description in the service request or **Hide from Business User** to not display the library/list name and description to the business users requesting this service.

    - **Assign by Business User** – Allows business user to define the library/list name and description in the **Library/List Name and Description** configuration area.

11. **Navigation** – Specify whether to display this library or list in the Quick Launch of its parent site.

    Choose whether to assign the navigation option to the library or list created by this service or allow the business user to choose this option when submitting a service request for this service in the **Navigation** configuration area. Choose from the following:

    - **Assign by IT Admin** – The option selected here will be associated with all libraries or lists created by this service. Select **Show as Read-Only to Business User** to allow the business user to see the selected option in the service request or **Hide from Business User** to not display the selected option to the business users requesting this service.

- **Assign by Business User** – Allows business user to choose the option in the **Navigation** configuration area.

12. Click the arrow on the right-hand side to proceed to the next step.
13. **Type** – Select the type of the object that you allow to be create, **Library** or **List**.

    Choose whether to assign the type to the library or list created by this service or allow the business user to choose the type when submitting a service request for this service in the **Type** configuration area. Choose from the following:

    - **Assign by IT Admin** – The type selected here will be associated with all service requests created by this service. Select **Show as Read-Only to Business User** to allow the business user to see the selected type in the service request or **Hide from Business User** to not display the selected type to the business users requesting this service.
    - **Assign by Business User** – Allows business user to choose the type in the **Type** configuration area.

14. **Document Version History** (This section appears when you select **Library** as the Type.)– Specify whether a version is created each time you edit a file in this library.

    - **Require content approval for submitted files?** – Specify whether new files or changes to existing files should remain in a draft state until they have been approved.
    - **Create a version each time you edit a file in this library?**
        - **No versioning** – Do not create a version when a file in this library is edited.
        - **Create major versions** – Create a major version each time a file in this library is edited.
        - **Create major and minor (draft) versions** – Create major and minor versions each time a file in this library is edited.
    - **Optionally limit the number of versions to retain** – Allows you to limit the number of versions that you wish to retain. To limit the number of major versions, select the checkbox before **Keep the following number of major versions** and enter a positive integer in the provided textbox. You can also keep drafts for major versions by selecting the checkbox before **Keep drafts for the following number of major versions** and enter a positive integer in the provided textbox.

    Choose whether to assign the configured settings to the library created by this service or allow the business user to configure these settings when submitting a service request for this service in the **Document Version History** configuration area. Choose from the following:

    - **Assign by IT Admin** – The settings configured here will be associated with all libraries created by this service. Select **Show as Read-Only to Business User** to allow the business user to see the configured settings in the service request or **Hide from Business User** to not display the configured settings to the business user requesting this service.
    - **Assign by Business User** – Allows business user to configure the settings in the **Document Version History** configuration area.

15. **Item Version History** (This section appears when you select **List** as the **Type**.) – Specify whether a version is created each time you edit an item in this list.

    - **Require content approval for submitted items?** – Specify whether new items or changes to existing items should remain in a draft state until they have been approved.
    - **Create a version each time you edit an item in this list?** – Specify whether new items or changes to existing items should remain in a draft state until they have been approved.
        - **No versioning** – Do not create a version when an item in this list is edited.
        - **Create major versions** – Create a major version each time an item in this list is edited.
        - **Create major and minor (draft) versions** – Create major and minor versions each time an item in this list is edited.
    - **Optionally limit the number of versions to retain** – Allows you to limit the number of versions that you wish to retain. To limit the number of major versions, select the checkbox before **Keep the following number of major versions** and enter a positive integer in the provided textbox. You can also keep drafts for major versions by selecting the checkbox before **Keep drafts for the following number of major versions** and enter a positive integer in the provided textbox.

    Choose whether to assign the configured settings to the list created by this service or allow the business user to configure these settings when submitting a service request for this service in the **Item Version History** configuration area. Choose from the following:

    - **Assign by IT Admin** – The settings configured here will be associated with all lists created by this service. Select **Show as Read-Only to Business User** to allow the business user to see the configured settings in the service request or **Hide from Business User** to not display the configured settings to the business user requesting this service.
    - **Assign by Business User** – Allows business user to configure the settings in the **Item Version History** configuration area.

16. **Library/List Template** – Enter the address in which the templates are stored in the Templates store textbox to load the templates. Then select the template for the library or list that you are about to create by checking the corresponding checkboxes.

    Choose whether to assign the selected templates to the library or list created by this service or allow the business user to select templates when submitting a service request for this service in the **Library/List Template** configuration area. Choose from the following:

    - **Assign by IT Admin** – The templates selected here will be associated with all libraries or lists created by this service. Select **Show as Read-Only to Business User** to allow the business user to see the selected templates in the service request or **Hide from Business User** to not display the selected templates to the business user requesting this service.
    - **Assign by Business User** – Allows business user to select templates in the **Library/List Template** configuration area.

17. **Approval Process** – Select a Create Library/List approval process from the drop-down menu or click **Create New** to create a new Create Library/List approval process. This will bring you to the Create Library/List Approval Process interface without saving any of the configurations you have made for this service.

18. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.

    - **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.

19. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.

20. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service which allows users to submit requests for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Site Collection Lifecycle Management Services

Site Collection Lifecycle Management services provide business users with control over the lifecycle of their site collections created/managed by Governance Automation. You can configure the settings to notify site collection owners of lease expiration and lack of use of their site collections.

In the Create Site Collection Lifecycle Management interface or Edit Site Collection Lifecycle Management interface, configure the following settings:

1. **Service Name and Description**– Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages.
3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category.
4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a department you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service and site collections created by this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

   - **Assign by IT Admin** – The users in the Department selected in the preceding drop-down menu will be the intended requesters of this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.
   - **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.
5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups that have permissions to access this service by choosing **Select users/groups to use this service**. Then enter a username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.
6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.
7. **Administrator Contact** –Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click

to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see Administrator Notification .

8. Click the arrow on the right-hand side to proceed to the next step.
9. **Lifecycle Management Actions** – Select the type of lifecycle management service to create:
    - **Extend Site Collection** – Allows business users to request an extension to the lease of their site collection. Note that an extension to a site collection's lease will grant the site collection the amount of time indicated in the lease from the day the request is approved and is not in addition to the remaining time of the previous lease.
    - **Delete Site Collection** – Allows business users to request their site collection be deleted.
    - **Archive Site Collection** – Allows business users to request their site collection to be extracted from SharePoint and stored in more economical storage devices.
    - **Change Site Collection Policy** - Allows business users to request a different Governance Automation policy be associated with the site collection they own, or request that a different Governance Automation policy associated with a My Site by specifying the My Site owner.

    ***Note:** Lifecycle management services are available to the users indicated in their service Permissions configuration, however, service request for any of these lifecycle management actions can only be submitted by each site collection's owner.
10. **Scope** – Select the desired Web applications. Select a **Farm** from the drop-down menu and expand the farm tree. Select the desired Web applications by checking the corresponding checkboxes.
11. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.
    - **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.
12. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.
13. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service allowing users to submit service requests

for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Site Lifecycle Management Services

Site Lifecycle Management services provide business users with control over the lifecycle of their sites created/managed by Governance Automation.

In the Create Site Lifecycle Management interface or Edit Site Lifecycle Management interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages.
3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category.
4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a Department you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

   - **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.
   - **Assign by IT Admin** – The users in the Department selected in the preceding drop-down menu will be the intended requesters of this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.
5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups that have permissions to access this service by choosing **Select users/groups to use this service**. Then enter a username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.
6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.
7. **Administrator Contact** – Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs

after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see Administrator Notification.

8. Click the arrow on the right-hand side to proceed to the next step.
9. **Scope** – Configure the scope for this service. Select a farm from the drop-down menu first, then you can choose to input URLs manually or select the scope from the tree.
    - **Manually input URL** – Click **Add Your Own URL** to add the URL, then enter the URL in the textbox. Repeat the step to add multiple URLs.
    - **Select scope from tree** – Click the farm to expand the tree and select your desired nodes by checking the corresponding checkboxes.
10. **Lifecycle Management Actions** – Choose the type of lifecycle management service to create:
    - **Delete Site** – Allows business users to request to delete their sites.
    - **Archive Site** – Allows business users to request for their sites to be extracted from SharePoint and stored in more economical storage devices.

    ***Note**: If you choose **Archive Site**, you must select an Archiver profile from the drop-down menu. Archiver profiles are configured in DocAve.
11. **Approval Process** – Select an approval process from the drop-down menu or create a new one by clicking the **Create New** link to redirect to the **Approval Process Settings** interface without saving any changes on the current page. This approval process will be triggered when a service request to manage site lifecycle is submitted.
12. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.
    - **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.
13. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then, choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.
14. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service allowing users to submit service requests

for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Clone or Transfer User Permission Services

Configure Clone or Transfer User Permission services to request having one person's permissions be the same as another user. Role changes happen frequently in most organizations. This puts permission control in the hands of business users based on predefined settings set by IT administrators.

In the Clone User Permissions Service interface or Edit Clone User Permission Service interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages.
3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category.
4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a **Department** you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

   - **Assign by IT Admin** – The Department selected in the preceding drop-down menu will be associated with this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.
   - **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.
5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups that have permissions to access this service by choosing **Select users/groups to use this service**. Then enter a username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.
6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.
7. **Administrator Contact** – Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management.

Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification in Settings. For more information on how to configure the Administrator Notification, see Administrator Notification.

8. Click the arrow on the right-hand side to proceed to the next step.
9. **Scope** – Specify the Web applications where you wish to clone the user permissions from. Select a Farm from the drop-down menu and expand the farm tree to select the desired Web applications by checking the corresponding checkboxes.
10. Click the arrow on the right-hand side to proceed to the next step.
11. **Restrict Source User Selection** – Specify the users which can be selected as the source user to clone permissions from. Choose from the following:
    - **Allow any user** – Check this option to allow the business user to select any user of the selected scope as the source user.
    - **Allow peers and direct or indirect reports** – Check this option to allow the business user to select the users managed by the requester and the users of the same title as the requester to be the source user.
    - **Allow direct or indirect reports** – Check this option to allow the business user to select the users managed by the requester to be the source user.

      ***Note:** A User Profile Service must be configured in Governance Automation, or an External Role Source Service must be configured by users. Otherwise this setting will not take effect.
12. **Restrict Target User Selection** – Specify the users which can be selected as the target user to clone permissions to. Choose from the following:
    - **Allow any user** – Check this option to allow the business user to select any user of the selected scope as the source user.
    - **Allow peers and direct or indirect reports** – Check this option to allow the business user to select the users managed by the requester and the users of the same title as the requester to be the source user.
    - **Allow direct or indirect reports** – Check this option to allow the business user to select the users managed by the requester to be the source user.

      ***Note:** A User Profile Service must be configured in Governance Automation, or an External Role Source Service must be configured by users. Otherwise this setting will not take effect.
13. **Permission Option** – Select a method from the drop-down menu to determine how you will assign the source user's/group's permission to the target user/group.
    - **Append** – Add the permission of the source user/group to the destination user/group.
    - **Replace** – Replace the permission of the target user with the source user's permission.

Choose whether to assign the Permission Option by this service or allow the business user to choose the Permission Option when submitting a service request for this service. Choose from the following:

- **Assign by IT Admin** – The Permission Option configured here will be applied on the Clone User Permission service request. Select **Show as Read-Only to Business User** to allow the business users to see the Permission Option in the service request or **Hide from Business User** to not display the Permission Option associated with this service to the business users requesting this service.
- **Assign by Business User** – Allows the business user to configure the Permission Option.

14. **User Alert Option** – Choose whether or not to send the user alerts settings set by the source user to the target users.

    Select the **Send source user alerts to target user** checkbox for selecting this feature by default when submitting a service request.

    Choose whether to assign the User Alert Option directly by this service or allow the business user to choose the User Alert Option when submitting a service request for this service. Choose from the following:

    - **Assign by IT Admin** – The User Alert Option configured here will be associated with all of the site collections selected in the scope of the Clone User Permission service request. Select **Show as Read-Only to Business User** to allow the business users to see the User Alert Option in the service request or **Hide from Business User** to not display the User Alert Option associated with this service to the business users requesting this service.
    - **Assign by Business User** – Allows the business user to configure the User Alert Option.

15. **Change Metadata** – Choose whether or not to change the source user metadata to the target user. If you select this option, then click **Add Source User Metadata** to add the source user metadata you want to change. Enter the metadata you want to allow to be changed for this service.

    Choose whether to assign the Change Metadata option directly by this service or allow the business user to configure it when submitting a service request for this service. Choose from the following:

    - **Assign by IT Admin** – The Change Metadata configured here will be associated with all of the site collections selected in the scope of the Clone User Permission service request. Select **Show as Read-Only to Business User** to allow the business users to see the Change Metadata option in the service request or **Hide from Business User** to not display the Change Metadata option associated with this service to the business users requesting this service.
    - **Assign by Business User** – Allows the business user to configure the option.

16. **Additional Option** – Choose how to deal with the permissions of the source user that resides in a SharePoint group. Choose from the following:

    - **Add target user to the same group in destination** – Add the target user into the SharePoint group where the source user resides.

- **Clone source user's permission to the target user directly** – Copy the permissions of the group where the source user resides to the target user.

Choose whether to assign the Additional Option directly by this service or allow the business user to choose the Additional Option when submitting a service request for this service. Choose from the following:

- **Assign by IT Admin** – The Additional Option configured here will be associated with all of the site collections selected in the scope of the Clone User Permission service request. Select **Show as Read-Only to Business User** to allow the business users to see the Additional Option in the service request or **Hide from Business User** to not display the Additional Option associated with this service to the business users requesting this service.
- **Assign by Business User** – Allows the business user to configure the Additional Option.

17. **Options for Transfer** – Specify the options to manage the source user/group when transferring permissions. The selected options will be the default selections when submitting a service request. Choose from the following:

    - **Remove source user's explicit permission** – Remove the source user's or group's permission after cloning the permission successfully.
    - **Remove source user from SharePoint groups** – Delete the source user from SharePoint Groups that he resides after cloning the permission successfully.
    - **Delete source user from site collection** – Delete the source user or group from the site collection after cloning the permission successfully.

    Choose whether to assign the Options for Transfer directly by this service or allow the business user to choose the Options for Transfer when submitting a service request for this service. Choose from the following:

    - **Assign by IT Admin** – The Options for Transfer configured here will be associated with all of the site collections selected in the scope of the Clone User Permission service request. Select **Show as Read-Only to Business User** to allow the business users to see the Options for Transfer in the service request or **Hide from Business User** to not display the Options for Transfer associated with this service to the business users requesting this service.
    - **Assign by Business User** – Allows the business user to configure the Options for Transfer.

18. Click the arrow on the right-hand side to proceed to the next step.

19. **Approval Process** – Select an approval process from the drop-down menu, or create a new one by clicking the **Create New** link to redirect to the Create Clone or Transfer User Permission Approval Process interface without saving any configurations on the current page. This approval process will be triggered when a service request to clone user permissions is submitted.

20. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.

- **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
- **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
- **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.

21. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then, choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.
22. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service allowing users to submit service requests for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Change Site Collection Contact or Administrator Services

Configure Change Site Collection Contact or Administrator services to define the Change Site Collection Contact or Administrator service request for business users. You can change the Site Collection Contact or Administrator when the site collection expires to transfer the responsibilities to another user.

In the Create Change Site Collection Contact or Administrator Service interface or Edit Change Site Collection Contact or Administrator Service interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their language.
3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category.
4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a **Department** you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

   - **Assign by IT Admin** – The users in the Department selected in the preceding drop-down menu will be the intended requesters of this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service

request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.

- **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.

5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups that have permissions to access this service by choosing **Select users/groups to use this service** and enter the username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.

6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.

7. **Administrator Contact** – Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see Administrator Notification.

8. Click the arrow on the right-hand side to proceed to the next step.

9. **Scope** – Specify the web application where you wish to change the Site Collection Contact or Administrator. Select a Farm from the drop-down menu and expand the farm tree to select the desired web applications by checking the corresponding checkboxes.

10. **Change Contact/Administrator Settings** – Choose to allow business users to change primary and secondary site collection contact, or primary and secondary site collection administrator. Optionally, you can define whether to allow business users to change primary My Site contact and primary My Site administrator.

11. **Approval Process** – Select an approval process from the drop-down menu, or create a new one by clicking the **Create New** link to redirect to the Change Site Collection Contact or Administrator Approval Process interface without saving any configurations on the current page. This approval process will be triggered when a service request to change the site collection contact is submitted.

12. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.

    - **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\

    - **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\

- **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.

13. **Run During** – Select the **Enable service request execution schedule** checkbox to define when Governance Automation executes the service request. Then, choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.
14. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service allowing users to submit service requests for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Change Site Contact Services

You can change the Site Contact when the corresponding site collection expires to transfer the responsibilities to another user.

In the Create Change Site Contact Service interface or Edit Change Site Contact Service interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages**.**
3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category.
4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a **Department** you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

   - **Assign by IT Admin** – The users in the Department selected in the preceding drop-down menu will be the intended requesters of this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.
   - **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.

5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups that have permissions to access this service by choosing **Select users/groups to use this service** and enter the username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.

6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.

7. **Administrator Contact** – Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see Administrator Notification.

8. Click the arrow on the right-hand side to proceed to the next step.

9. **Scope** – Specify the scope by manually inputting URLs or selecting from the tree.

    - **Manually input URL** – Click **Add Your Own URL** and then input the URL in the textbox. Repeat to add more URLs.

    - **Select from tree** – Expand the farm tree to select the desired nodes by checking the corresponding checkboxes.

10. **Approval Process** – Select an approval process from the drop-down menu, or create a new one by clicking the **Create New** link to redirect to the Change Site Contact Approval Process interface without saving any configurations on the current page. This approval process will be triggered when a service request to change site contact is submitted.

11. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.

    - **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\

    - **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\

    - **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.

12. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then, choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.

13. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service allowing users to submit service requests for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Content Move Services

Configure Content Move services to define the Content Move service request template for business users. You can configure the settings to copy or move SharePoint contents, so the content and topology of your SharePoint environment can be restructured easily and accurately.

In the Create Content Move interface or Edit Content Move interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages**.**
3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category.
4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a Department you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

   - **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.
   - **Assign by IT Admin** – The users in the Department selected in the preceding drop-down menu will be the intended requesters of this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.
5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups that have permissions to access this service by choosing **Select users/groups to use this service**. Then enter a username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.

6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.
7. **Administrator Contact** – Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see Administrator Notification.
8. Click the arrow on the right-hand side to proceed to the next step.
9. **Scope** – Select farms and Web applications in the source scope and destination scope and they can be identified as a source or destination in a Content Move request.
10. **Method** – Select **Copy** or **Move** for this service or allow the business user to decide when submitting the request:

    - **Assign by Business User** – Allows business user to choose the method when submitting a service request for this service.
    - **Assign by IT Admin** – The selected method will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default method in the service request or **Hide from Business User** to not display the method associated with this service to the business users requesting this service.

    If you select **Move**, you may also configure the following settings:

    - **Source Documents/Items Deleted Method** – Select **Manually** to delete the source content yourself once the move job is complete in DocAve (select the move job in Job Monitor, then click **Delete** on the ribbon and select **Delete Content** from the drop-down list), or select **Automatically** to have DocAve delete the source content once the move job is complete.

      Choose whether to assign the method to this service and site collections created by this service or allow the business user to choose the method when submitting a service request for this service. Choose from the following:

      - **Assign by Business User** – Allows business user to choose the method when submitting a service request for this service.
      - **Assign by IT Admin** – The selected method will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default method in the service request or **Hide from Business User** to not display the method associated with this service to the business users requesting this service.
    - **Delete Source Checked Out Documents** – By default, No is selected. Select Yes if you want to have the checked out documents on the source node deleted when the source content is deleted.

Choose whether to assign this option to this service and site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

- **Assign by Business User** – Allows business user to choose the option when submitting a service request for this service.
- **Assign by IT Admin** – The selected option will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default option in the service request or **Hide from Business User** to not display the option associated with this service to the business users requesting this service.

11. **Action** – Select **Attach** to transfer the source node as a child node underneath the destination node, or select **Merge** to add the content, securities, and configurations of the source node to the destination node.

    Choose whether to assign the action to this service and site collections created by this service or allow the business user to choose the action when submitting a service request for this service. Choose from the following:

    - **Assign by Business User** – Allows business user to choose the action when submitting a service request for this service.
    - **Assign by IT Admin** – The selected action will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default action in the service request or **Hide from Business User** to not display the action associated with this service to the business users requesting this service.

12. **Back Up Environment Before Running Plan** – Allows you to keep a copy of the source or destination node before copying/moving content.

    - **Back up the source environment** (for Move only) – Create a copy of the source node prior to performing the move.
    - **Back up the destination environment** – Create a copy of the destination node prior to performing the copy (allows you to undo the copy).

    ***Note**: If you choose Back up the source environment and/or Back up the destination environment, you must select a storage policy from the drop-down menu.

    Choose whether to back up the source/destination environment to this service and site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

    - **Assign by Business User** – Allows business user to choose the option when submitting a service request for this service.
    - **Assign by IT Admin** – The selected option will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default option in the service request or **Hide from Business User** to not display the option associated with this service to the business users requesting this service.

13. Click the arrow on the right-hand side to proceed to the next step.

14. **Configuration** – Choose whether to migrate configuration to the destination.

- Select **Copy configuration** to copy the properties, descriptions, titles, settings, and features from the source node to the destination node.
    - If you want to keep the look and feel of the source site, including the quick launch, top link bar, tree view, site themes, and master page, select the **Keep look and feel** checkbox.

      ***Note**: This function will only take effect if the source node is a site, the destination node is a top-level site or a site collection, and if you chose **Merge** as the action.
- Leave **Copy configuration** unselected if you don't want to migrate configuration to the destination. Then, choose from the following options:
    - Select **Copy the item-dependent columns and content types to maintain item integrity**. Then, select a conflict resolution method for these items' columns and content types from the drop-down menu:
        - **Do not copy/move the columns and content types, or the corresponding items** – Ignore the conflicting columns, content types, and the corresponding items, and do nothing on the source and destination node.
        - **Overwrite the columns and content types** – Overwrite the destination columns and content types with the source node.
        - **Append the columns and content types to destination** – Keep the destination columns and content types when there is a conflict. In addition, copy the source columns and content types to the destination node with a numerical suffix added (for example, ColumnName_1, ColumnName_2, etc.).
    - Select **Do not copy the item-dependent columns or content types. Report the items if the corresponding column or content type is not found in destination.** The corresponding items are not copied to the destination. The job report will show items if the corresponding column or content type is not found in the destination node.

***Note**: If a source node is associated with a Managed Metadata column and there is no Managed Metadata column in the destination node, Governance Automation do not copy or move the source Managed Metadata column to the destination.

Choose whether to apply the option to this service and site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

- **Assign by Business User** – Allows business user to choose the option when submitting a service request for this service.
- **Assign by IT Admin** – The selected option will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default option in the service request or **Hide from Business User** to not display the option associated with this service to the business users requesting this service.

15. **Security** – Select the **Copy security** checkbox to copy the user and/or group permissions from the source node to the destination node, including SharePoint permission level and permission inheritance of SharePoint objects. Select the **Exclude user/group without permission** checkbox to not copy users and/or groups that have no permissions to the destination.

    Choose whether to apply the option to this service and site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

    - **Assign by Business User** – Allows business user to choose the option when submitting a service request for this service.
    - Assign by IT Admin – The selected option will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default option in the service request or **Hide from Business User** to not display the option associated with this service to the business users requesting this service.

16. **Content** – Select the **Copy content** checkbox to copy content from the source node to the destination node, including files and items. Select the **Include list attachment** checkbox to also copy attached content in lists from the source node to the destination node.

    Choose whether to apply the option to this service and site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

    - **Assign by Business User** – Allows business user to choose the option when submitting a service request for this service.
    - **Assign by IT Admin** – The selected option will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default option in the service request or **Hide from Business User** to not display the option associated with this service to the business users requesting this service.

17. **Workflow** – Select the **Include workflow definition** checkbox to copy the definition of existing workflows for the selected content from the source node to the destination node, and/or select the **Include workflow instance** to copy the state, history and tasks of existing workflows for the selected content from the source node to the destination node.

    Choose whether to apply the option to this service and site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

    - **Assign by Business User** – Allows business user to choose the option when submitting a service request for this service.
    - **Assign by IT Admin** – The selected option will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default option in the service request or **Hide from Business User** to not display the option associated with this service to the business users requesting this service.

18. **Filter Policy** – Select a filter policy you previously created in DocAve from the drop-down menu. Filter policies allow you to select specific objects or data within each SharePoint level from Web application down to the item level.

Choose whether to apply the option to this service and site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

- **Assign by Business User** – Allows business user to choose the option when submitting a service request for this service.
- **Assign by IT Admin** – The selected option will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default option in the service request or **Hide from Business User** to not display the option associated with this service to the business users requesting this service.

19. **Preserve the Null Column Values** – Select **Yes** to preserve the null values of item columns even if the columns on the destination have default values configured, or select **No** to replace null values with default values in the destination node.

    Choose whether to apply the option to this service and site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

    - **Assign by Business User** – Allows business user to choose the option when submitting a service request for this service.
    - **Assign by IT Admin** – The selected option will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default option in the service request or **Hide from Business User** to not display the option associated with this service to the business users requesting this service.

20. **Data Compression** – Select the **Compression** checkbox if you want to compress the data when it is copied. If you choose to compress the data, use the slider to select the compression rate. Fastest compression rate results in a larger data set. Best compression rate results in a smaller, better quality data set, but the compression takes more time to perform.

    Choose whether to apply the option to this service and site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

    - **Assign by Business User** – Allows business user to choose the option when submitting a service request for this service.
    - **Assign by IT Admin** – The selected option will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default option in the service request or **Hide from Business User** to not display the option associated with this service to the business users requesting this service.

21. **Data Encryption** – Select the **Encryption** checkbox if you want to encrypt the data. Then select the default security profile or a security profile which is previously configured in DocAve from the drop-down menu to protect your backup data using the security keys generated by the specified encryption method.

    Choose whether to apply the option to this service and site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

- **Assign by Business User** – Allows business user to choose the option when submitting a service request for this service.
- **Assign by IT Admin** – The selected option will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default option in the service request or **Hide from Business User** to not display the option associated with this service to the business users requesting this service.

22. **Mappings** – Select previously-configured profiles for column mapping, content type mapping, user mapping, domain mapping, and language mapping. Mapping profiles are created in DocAve and are optional.

    - **Column mapping** – Allows you to map source columns to destination columns. The destination column name will be replaced by the configured source column name, and you can add value mapping. According to column type, the source column and the destination column can be the same or different.
    - **Content type mapping** – Allows you to map source content types to the specified content types in destination, or change the content type name to another one, according to the condition that you set up.
    - **User mapping** – Allows you to replace an existing source node username with an existing destination node username or a default username in the destination, or add a place holder account to keep user metadata even if the user no longer exists.
    - **Domain mapping** – Allows you to map a source domain to a destination domain. The destination domain name will be replaced by the configured source domain name, and the user in the source domain will be mapped to the destination user which has the same login name.
    - **Language mapping** – Allows you to choose if you want to display destination node in a different language than source node after the plan has been executed.

    Choose whether to apply the option to this service and site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

    - **Assign by Business User** – Allows business user to choose the option when submitting a service request for this service.
    - **Assign by IT Admin** – The selected option will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default option in the service request or **Hide from Business User** to not display the option associated with this service to the business users requesting this service.

23. **Conflict Resolution** – If the item name in the source node is the same as that of an existing item in the destination node, a conflict occurs. This setting allows you to handle conflicts at both the container and content level. **Container level conflict resolution** contains Skip, Merge, and Replace. **Skip** will keep the destination container as is and you can choose to set content level conflict resolution by clicking the checkbox next to **Check lower objects**. **Merge** will add the source container to the destination, but you must set content level conflict resolution. **Replace** will substitute the container in the destination with the one in source and you cannot set

content level conflict resolution. **Content level conflict resolution** includes Skip, Overwrite, Overwrite by Last Modified Time, and Append.

Choose whether to apply the option to this service and site collections created by this service or allow the business user to choose the option when submitting a service request for this service. Choose from the following:

- **Assign by Business User** – Allows business user to choose the option when submitting a service request for this service.
- **Assign by IT Admin** – The selected option will be applied for this service. Select **Show as Read-Only to Business User** to allow the business users to see the default option in the service request or **Hide from Business User** to not display the option associated with this service to the business users requesting this service.

24. **Approval Process** – Select an approval process from the drop-down menu or create a new one by clicking the **Create New** link to redirect to the **Approval Process Settings** interface without saving any changes on the current page. This approval process will be triggered when a service request for content move is submitted.
25. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.
    - **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.
26. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then, choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.
27. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service allowing users to submit service requests for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Change Site Collection Settings Services

Configure Change Site Collection Settings services to define the Change Site Collection Settings service request template for business users. You can change the title, description, and metadata of site collections.

In the Change Site Collection Settings interface or Edit Change Site Collection Settings interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages**.**
3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category.
4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a **Department** you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

   - **Assign by IT Admin** – The users in the Department selected in the preceding drop-down menu will be the intended requesters of this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.
   - **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.
5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups that have permissions to access this service by choosing **Select users/groups to use this service** and enter the username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.
6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.
7. **Administrator Contact** – Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see Administrator Notification.
8. Click the arrow on the right-hand side to proceed to the next step.

9. **Scope** – Specify the web application where you wish to change the Site Collection Settings Select a Farm from the drop-down menu and expand the farm tree to select the desired web applications by checking the corresponding checkboxes.
10. **Changed Site Collection Settings** – Choose whether to allow business users to change the title, description, and metadata of site collections by selecting the corresponding checkboxes. If you select the **Metadata** checkbox, click **Add Metadata** to add metadata to the site collection that can be edited by business users in the pop-up window. Select the **Enable adding or deleting metadata** checkbox to allow business users to add or delete metadata when submitting request for this service.
11. **Approval Process** – Select an approval process from the drop-down menu, or create a new one by clicking the **Create New** link to redirect to the Change Site Collection Settings Approval Process interface without saving any configurations on the current page. When business users submit a service request to change site collection settings, this approval process is triggered
12. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.
    - **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.
13. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then, choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.
14. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service allowing users to submit service requests for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Change Site Metadata Services

Configure Change Site Metadata services to define the Change Site Metadata service request template for business users. You can change the site metadata when you want to update the site information.

In the Change Site Metadata interface or Edit Change Site Metadata interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.

2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages.

3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category.

4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a Department you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

   - **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.
   - **Assign by IT Admin** – The users in the Department selected in the preceding drop-down menu will be the intended requesters of this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.

5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups that have permissions to access this service by choosing **Select users/groups to use this service**. Then enter a username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.

6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.

7. **Administrator Contact** – Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see Administrator Notification.

8. Click the arrow on the right-hand side to proceed to the next step.

9. **Scope** – Specify the scope by manually inputting URLs or selecting from the tree.

   - **Manually input URL** – Click **Add Your Own URL** and then input the URL in the textbox. Repeat to add more URLs.
   - **Select scope from tree** – Select a farm from the drop-down menu and expand the farm tree to select the desired nodes by checking the corresponding checkboxes.

10. Click the arrow on the right-hand side to proceed to the next step.
11. **Change Metadata** – Click **Add Metadata** to add metadata to the site that can be edited by business users in the pop-up window. Select the **Enable adding or deleting metadata** checkbox to allow business users to add or delete metadata when submitting request for this service.
12. **Approval Process** – Select an approval process from the drop-down menu, or create a new one by clicking the **Create New** link to redirect to the Change Site Metadata Approval Process interface without saving any configurations on the current page. This approval process will be triggered when a service request to change site metadata is submitted.
13. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.
    - **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.
14. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then, choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.
15. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service allowing users to submit service requests for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Change Library/List Settings Services

Configure Change Library/List Settings services to define the Change Library/List Settings service request templates for business users. You can choose the library/list settings that are available for business users to choose from when requesting this service. Library/list settings include name, description, navigation, and versioning settings.

In the Change Library/List Settings Service interface or Edit Change Library/List Settings Service interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages.

3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category.

4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a **Department** you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

   - **Assign by IT Admin** – The Department selected in the preceding drop-down menu will be associated with this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.

   - **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.

5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups that have permissions to access this service by choosing **Select users/groups to use this service** and enter the username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.

6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.

7. **Administrator Contact** – Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see the **Administrator Notification** section of DocAve Governance Automation User Guide for Administrator.

8. Click the arrow on the right-hand side to proceed to the next step.

9. **Scope** – Specify the scope by manually inputting URLs or selecting from the tree.

   - **Manually input URL** – Click Add Your Own URL and then input the URL in the textbox. Repeat to add more URLs.

   - **Select scope from tree** – Select a farm from the drop-down menu and then expand the farm tree to select the desired nodes by checking the corresponding checkboxes.

10. **Change Library/List Settings** – Select the library/list settings that you allow business users to change by selecting the corresponding checkboxes, including **Name**, **Description**, **Navigation**, and **Versioning settings**.
11. **Approval Process**– Select a Change Library/List Settings approval process from the drop-down menu or click **Create New** to create a new Change Library/List Settings approval process. This will bring you to the Create Change Library/List Settings Approval Process interface without saving any of the configurations you have made for this service.
12. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.
    - **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.
13. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then, choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.
14. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service which allows users to submit requests for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Grant Permissions Services

Configure Grant Permissions services to define the Grant Permissions service request template for the business users. You can specify users in a specified site or a library who you wish to grant permissions to.

In the Grant Permissions Service interface or Edit Grant Permissions Service interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages.
3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category in the textbox.

4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a department you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

   - **Assign by IT Admin** – The users in the Department selected in the preceding drop-down menu will be the intended requesters of this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.
   - **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.

5. **Service Permissions** – Choose **Allow all users to use this service** to allow this service be requested by any user, or specify the users or groups to have permission to submit requests for this service by choosing **Select users/groups to use this service**. Then enter a username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.

6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.

7. **Administrator Contact** – Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see Administrator Notification.

8. Click the arrow on the right-hand side to proceed to the next step.

9. **Scope** – Select the Web applications where you wish to enable this service for. Select a loaded farm and expand the farm tree. Select the desired Web applications by checking the corresponding checkboxes.

10. **Select Users** – Specify the users which you want to grant permissions to. Choose from the following:

    - **Allow domain group permissions assignment only** – Check this option to only allow the business user to select the domain group as the source.
    - **Allow permissions assignment to user/group** – Check this option to allow the business user to select the users or groups as the source.
        - **Allow any user/group** – Select this option to allow the business user to select any user of the selected scope as the source user.

- **Allow peers and direct or indirect reports** – Select this option to allow the business user to select the users managed by the requester and the users of the same title as the requester to be the source user.
- **Allow direct or indirect reports** – Select this option to allow the business user to select the users managed by the requester to be the source user.
- **Set requester as the default user** – Select this to add the requester as the default user when starting a Grant Permissions request.

11. **Grant Permissions** – Specify the permissions to the selected users/groups.

    - **Add users to a SharePoint group** – Specify the group permission to a user by adding the user into this group.
    - **Grant users permission directly** – Assign the explicit permission to a user.

    Choose whether to assign the Grant Permissions option by this service or allow the business user to choose the Grant Permissions option when submitting a service request for this service. Choose from the following:

    - **Assign by IT Admin** – The Grant Permissions option configured here will be applied on the Grant Permission service request.
    - **Assign by Business User** – Allows the business user to configure the Grant Permissions option.

12. **Send E-mail** – Choose whether or not to send an e-mail to the new users for notifying his new permission. Check the **Send welcome e-mail to the new users** checkbox, enter the subject and the body of the e-mail to be a template.

    Choose whether to assign the Send E-mail option by this service or allow the business user to choose the Send E-mail option when submitting a service request for this service. Choose from the following:

    - **Assign by IT Admin** – The Send E-mail option configured here will be applied on the Grant Permission service request. Select **Show as Read-Only to Business User** to allow the business users to see the Send E-mail option in the service request or **Hide from Business User** to not display the Send E-mail option associated with this service to the business users requesting this service.
    - **Assign by Business User** – Allows the business user to configure the Send E-mail option.

13. Click the arrow on the right-hand side to proceed to the next step.

14. **Approval Process** – Select an approval process from the drop-down menu, or create a new one by clicking the **Create New** link to redirect to the Create Grant Permissions Approval Process interface without saving any configurations on the current page. This approval process will be triggered when a service request to grant permissions for a specific user is submitted.

15. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.

- **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
- **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
- **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.

16. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then, choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.
17. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service allowing users to submit service requests for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Configuring Remove Permissions Services

Configure Remove Permissions services to define the Remove Permissions service request template for the business users. You can specify the users in a certain site collection whose permission you wish to remove.

In the Remove Permissions Services interface or Edit Remove Permissions Services interface, configure the following settings:

1. **Service Name and Description** – Enter a **Name** for the service and an optional **Description** for future reference.
2. **Language** – Choose the language for this service. When starting a request, you can filter the services according to their languages**.**
3. **Service Category** – Categories are used to organize your Governance Automation services. Select an existing category from the **Use an existing category** drop-down menu or create a new category for this service by selecting **Add a new category** then entering a name for this new category in the textbox.
4. **Department** – Departments help organize services as well as provide essential Governance Automation reporting information for sorting and understanding your organization's SharePoint usage. Select a **Department** you wish this service to belong to from the drop-down menu or click **Create New** to create a new one.

   Choose whether to assign a Department to this service or allow the business user to choose the Department when submitting a service request for this service. Choose from the following:

   - **Assign by IT Admin** – The users in the Department selected in the preceding drop-down menu will be the intended requesters of this service. Select **Show as Read-Only to Business User** to allow the business users to see the default department in the service

request or **Hide from Business User** to not display the department associated with this service to the business users requesting this service.

- **Assign by Business User** – Allows business user to choose the department when submitting a service request for this service.

5. **Service Permissions** – Choose **Allow all users to user this service** to allow this service be requested by any user, or specify the users or groups to have permission to submit requests for this service by choosing **Select users/groups to use this service**. Then enter a username of the users/groups in the textbox. Click to check that the names are valid. You may also click to search for users. Separate multiple users with semicolons.
6. **Service Contact** – Specify a user to be the Service Contact. This should be a business user who is the owner of the business process for this service. Enter the username in the **Service Contact** textbox. Click to check that the name is valid. You may also click to search for users.
7. **Administrator Contact** – Specify a user to be the Administrator Contact. This user should be an administrator of Governance Automation and is responsible for service management. Governance Automation will assign a task to the Administrator Contact when an error occurs after the approval process starts. Enter a username in the **Administrator Contact** textbox. Click to check that the name is valid or click to search for users. To also have an e-mail notification be sent to the Administrator Contact when this service encounters an error, configure the Administrator Notification section of Settings. For more information on how to configure the Administrator Notification, see Administrator Notification.
8. Click the arrow on the right-hand side to proceed to the next step.
9. **Scope** – Select the Web applications where you wish to enable this service for. Select a loaded farm and expand the farm tree. Select the desired Web applications by checking the corresponding checkboxes.
10. Click the arrow on the right-hand side to proceed to the next step.
11. **Select Users** – Specify the users from which you want to delete the permissions. Choose from the following:

    - **Allow any user/group** – Check this option to allow the business user to select any user of the selected scope as the source user.
    - **Allow peers and direct or indirect reports** – Check this option to allow the business user to select the users managed by the requester and the users of the same title as the requester to be the source user.
    - **Allow direct or indirect reports** – Check this option to allow the business user to select the users managed by the requester to be the source user.

    ***Note:** A User Profile Service must be configured in Governance Automation, or an External Role Source Service must be configured by users

12. **Approval Process** – Select an approval process from the drop-down menu, or create a new one by clicking the **Create New** link to redirect to the Create Remove Permissions Approval Process interface without saving any configurations on the current page. This approval process will be triggered when a service request to remove the permission of a specific user is submitted.

13. **Custom Action** – Allows you to modify the approval process. Choose the desired custom action **Before approval**, **After approval**, and **After execution** by using an executable file, PowerShell script file, or assembly. Select the corresponding checkboxes and enter the required information.
    - **Executable file (.exe)** – Enter the executable file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **PowerShell script file (.ps1)** – Enter the PowerShell script file name in the textbox. Note that the file must exist in the DocAve Agent Directory …\Agent\bin\
    - **Assembly (.dll)** – Enter **Assembly name**, **Namespace.class**, and **Method** in the corresponding textboxes. Note that the DLL file must exist in Governance Automation Directory.
14. **Run During** – Select **Enable service request execution schedule** to define when Governance Automation executes the service request. Then, choose a previously-configured execution schedule from the drop-down menu or click **Create New** to create a new one.
15. When you are finished configuring settings for this service, click **Save** to save all of the configurations and return to the Create Service interface. Click the arrow on the left-hand side to go to previous steps to review and modify your configurations. Click **Save and Activate** to save all of the configurations and activate this service allowing users to submit service requests for this service. Click **Cancel** to return to the Create Service interface without saving any configurations.

Monitoring and Reporting

Monitoring and Reporting allows administrators to manage all requests and tasks created by and assigned to any user, review Governance Automation processes, and gauge the current state of sites and site collections created by Governance Automation.

To access **Monitoring and Reporting**, click **Monitoring and Reporting** in the Administrator landing page.

Monitoring

Monitoring allows you to manage the settings and detailed information for all requests and tasks.

All Requests

All Requests centralize all of the submitted service requests created by any users, providing you with one interface to process all of the requests.

To access **All Requests**, in the **Monitoring and Reporting** page, click **All Requests**. Click **Back** to close the **All Requests** interface.

You may change the number of requests displayed per page, as well the order they are displayed in. To change the number of requests displayed per page, select the desired number from the **Show rows** drop-down menu in the upper right-hand corner. To sort the requests, click in a column heading such as **Service Request**, **Requester**, **Category**, **Service Type**, **Service**, **Last Modified Time**, and **Assign To** then select **Ascending** or **Descending**.

You can customize how the requests are displayed in a number of different ways:

- Search – Allows you to filter service requests displayed by the keyword you designate. The Service Request column, the Service column and the Assign To column support to search for the desired service requests, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. Click , then check the checkbox next to the column name to have that column shown in the list.
- – This allows you to filter which item in the list is displayed. Click the of the column you want to filter, then check the checkbox next to the item name to have that item shown in the list.

You can perform the following actions in All Requests:

- View Details – Click a request name to see its configuration. Click **Cancel Request** to cancel.
- Cancel Request – Select a request which you wish to cancel and click **Cancel Request** on the ribbon.

All Tasks

All Tasks centralize all of the tasks assigned to any users, providing you with one interface to process all current tasks or review previous tasks.

To access **All Tasks**, click **All Tasks** in the **Monitoring and Reporting** page. To exit out of All Tasks, click **Back**.

You can change the number of tasks displayed per page, as well the order they are displayed in. To change the number of tasks displayed per page, select the desired number from the **Show rows** drop-down menu in the upper right-hand corner. To sort the tasks, click in a column heading such as **Title**, **Category**, **Service**, **Requester**, **Assigned to**, and **Last Modified Time** then select **Ascending** or **Descending** then select **Ascending** or **Descending**.

You can customize how the tasks are displayed in a number of different ways:

- Search – Allows you to filter tasks displayed by the keyword you designate. The Requester column and the Assign To column support to search for the desired tasks, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. Click , then check the checkbox next to the column name to have that column shown in the list.
- – This allows you to filter which item in the list is displayed. Click the of the column you want to filter, then check the checkbox next to the item name to have that item shown in the list.

Create, Archive, Delete, Extend Site Collection, and Create Site Tasks

You can perform the following actions on tasks from Create Site Collection, Create Site, Archive Entire Site Collection, Delete Entire Site Collection, and Extend Site Collection services:

- View Task – Click a task title to see detailed information. In the View Details page, click **Approve** on the ribbon to finish this task or **Reject** to reject this task.
- **Approve** – Select a desired task, and click **Approve** on the ribbon to approve the task. Enter any comments you may have in the pop-up window. Click **OK** to finish this task, or click **Cancel** to return to the My Tasks interface without executing the task.
- **Reject** – Select a desired task, and click **Reject** on the ribbon to reject the task. Enter comments you may have in the pop-up window. Click **OK** to finish this task, or click **Cancel** to return to the My Tasks interface without executing the task.

Site Collection Lifecycle Management Tasks

You can perform the following actions on tasks from Site Collection Lifecycle Management services:

- View Task – Click a task title to see detailed information. In the View Details page, click **Approve** on the ribbon to finish this task or **Reject** to reject this task.

- **Continue Access** – Select a task, and click **Continue Access** on the ribbon to execute the Extend Site Collection task. In the pop-up window, click **OK** to execute the task or **Cancel** to return to the All Tasks interface.
- **Extend** – Select a task and click **Extend** on the ribbon to extend the lease for the site collection in this task. In the pop-up window, configure the amount of time to extend beyond the site collection lease period by entering a positive integer in the textbox and selecting **Day(s)**, **Week(s)**, or **Month(s)** from the drop-down menu. Then click **OK** to confirm the action or **Cancel** to return to the All Tasks interface.
- **Archive** – Select a task, and click **Archive** on the ribbon to execute the Archive Entire Site Collection task. In the pop-up window, click **OK** to execute the task, or click **Cancel** to return to the All Tasks interface.
- **Delete** – Select a task, and click **Delete** on the ribbon to execute the Delete Entire Site Collection task. In the pop-up window, click **OK** to execute the task, or click **Cancel** to return to the My Tasks interface.
- **Change Policy** – Select a task and click **Change Policy** on the ribbon to change the policy for the site collection in this task. In the pop-up window, click **OK** to confirm the action or **Cancel** to return to the All Tasks interface.

Site Lifecycle Management Tasks

You can perform the following actions on the tasks from Site Lifecycle Management services:

- View Task – Click a task title to see detailed information. In the View Details page, click **Approve** on the ribbon to finish this task or **Reject** to reject this task.
- **Archive** –Select a task, and click **Archive** on the ribbon to execute the Archive site task. In the pop-up window, click **OK** to confirm the action or **Cancel** to return to the All Tasks interface.
- **Delete** – Select a task, and click **Delete** on the ribbon to execute the delete site task. In the pop-up window, click **OK** to execute the task, or click **Cancel** to return to All Tasks interface.

User Permission and Archive Tasks

You can perform the following actions on the tasks from Clone or Transfer User Permissions, Grant Permissions, Remove Permissions, and Manual Archive services:

- View Task – Click a task title to see detailed information. In the View Details page, click **Approve** on the ribbon to finish this task or **Reject** to reject this task. To review detailed report of this task, click **Review the Report** on the ribbon then select **View on screen** or **Download report**.
    - **View on screen** – Open the report directly to view details on screen.
    - **Download report** – Download the report and then modify the data that you wish to change. In the pop-up window, click **Browse** to select the modified file to upload.
- **Approve** – Select a task, and click **Approve** on the ribbon to approve the task. Enter some comments for this task for further reference in the pop-up window. Click **OK** to finish this task or **Cancel** to return to the All Tasks interface.

- **Reject** – Select a task, and click **Reject** on the ribbon to reject the task. Enter some comments for this task for further reference in the pop-up window. Click **OK** to finish this task, or click **Cancel** to return to the All Tasks interface.

Change Actions, Content Move, and Create Tasks

You can perform the following actions on the tasks from Change Site Collection Contact or Administrator, Change Site Collection Settings, Change Site Contact, Change Site Metadata, Content Move, Create My Site, Create Library/List, Change Library/List Settings services.

- View Task – Click a task title to see detailed information. In the View Details page, click **Approve** on the ribbon to finish this task, or click **Reject** to reject this task.
- **Approve** – Select a task, and click **Approve** on the ribbon to approve the task. Enter some comments for this task for further reference in the pop-up window. Click **OK** to finish this task or **Cancel** to return to the All Tasks interface.
- **Reject** – Select a task, and click **Reject** on the ribbon to reject the task. Enter some comments for this task for further reference in the pop-up window. Click **OK** to finish this task, or click **Cancel** to return to the All Tasks interface.

Error Tasks

You can perform the following actions on the error tasks assigned to administrators:

- View Task – Click a task title to see detailed information. In the View Details page, click **Retry** on the ribbon to re-run the failed section or click **Skip** to continue the workflow past the failed section.
- **Retry** – For a task which contains failed section, click ☑ before a task title to select it, and then click **Retry** on the ribbon to re-run the failed section.
- **Skip** – For a task which contains failed section, click ☑ before a task title to select it, and then click **Skip** on the ribbon to continue the workflow past the failed section.

Audit Reports

Audit Reports provide detailed information on all Administrator, service request and approval process activities:

- **User Activity Report** – Provides detailed information on all actions performed by Governance Automation users, including administrators and business users. User Activity Report allows you to inspect the behaviors done by users when errors occur for furnishing useful information, or check the legality of user behaviors.
- **Service Request Report** – Provides detailed information for all of the submitted service requests. Service Request Report gives you overall usage information of service requests, which you can gather for IT chargeback and budgeting.
- **Approval Process Report** – Provides all of the processing tracks of the approval processes for the service request once they are approved. Approval Process Report allows you to view the

detailed information of service requests for reviewing the performances, which can help you optimize your service request flow and make the processes more efficient.

User Activity Report

To access User Activity Report, in the **Monitoring and Reporting** page, click **User Activity Report**. Click **Back** to close the **User Activity** Report interface.

Managing User Activity Reports

To change the number of reports displayed per page, select the desired number from the **Show rows** drop-down menu in the upper right-hand corner. To sort the reports, click in a column heading such as **Object**, **Object Type**, and **Action** then select **Ascending** or **Descending**.

You can customize how the reports are displayed in a number of different ways:

- Search – Allows you to filter reports displayed by the keyword you designate. The User and Object Instance Name column support to search for the desired reports, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. Click , then check the checkbox next to the column name to have that column shown in the list.
- – This allows you to filter which item in the list is displayed. Click the in the column heading you want to filter, then check the checkbox next to the item name to have that item shown in the list.

Filtering User Activity Reports

1. Click **Set Filter** on the ribbon to customize the report. You can set filters for **Object**, **Type**, **Action**, **Time Range** and **User**.
2. To set new filter rules, click **Reset** and the previous filter rules are cleared to the default ones.
3. Click **Generate Report** to retrieve data for your report, or click **Export to Datasheet** to export the report to storage.
    a. In the pop-up window, choose to export the report to a local path or an export location to store the report.
    b. If you choose **Export to an export location**, select an export location from the drop-down menu, or click **Add new location** to redirect to the **Report Export Location** interface to create a new one.
    c. Select either **CSV** or **XLS** as the report format from the drop-down menu in the **Report Format** section.
    d. Click **Export to Datasheet** to generate the report, or close the pop-up window to return to the previous interface.

Exporting User Activity Reports

To export the currently displayed reports, click **Export Report** on the ribbon and then select a **Report Export Location** and **Report Format**.

Service Request Report

To access Service Request Report, in the **Monitoring and Reporting** page, click **Service Request Report**. Click **Back** to close the **Service Request Report** interface.

Managing Service Request Reports

To change the number of reports displayed per page, select the desired number from the **Show rows** drop-down menu in the upper right-hand corner. To sort the reports, click in a column heading such as **Service Type**, **Category**, **Department**, **Status**, and **Assign To** then select **Ascending** or **Descending**.

You can customize how the reports are displayed in a number of different ways:

- Search – Allows you to filter reports displayed by the keyword you designate. The Service Name, Service Request Name, Requester and Assign To column support to search for the desired reports, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. Click , then check the checkbox next to the column name to have that column shown in the list.
- – This allows you to filter which item in the list is displayed. Click the in the column heading you want to filter, then check the checkbox next to the item name to have that item shown in the list.

Filtering Service Request Reports

1. Click **Set Filter** on the ribbon to customize the report. You can set filters for **Service Type, Service Name, Requester**, **Assign To**, **Time Range** and **Department**.
2. To set new filter rules, click **Reset** and the previous filter rules are cleared to the default ones.
3. Click **Generate Report** to retrieve data for your report, or click **Export to Datasheet** to export the report to storage.
    a. In the pop-up window, choose to export the report to a local path or an export location to store the report.
    b. If you choose **Export to an export location**, select an export location from the drop-down menu, or click **Add new location** to redirect to the **Report Export Location** interface to create a new one.
    c. Select either **CSV** or **XLS** as the report format from the drop-down menu in the **Report Format** section.
    d. Click **Export to Datasheet** to generate the report, or close the pop-up window to return to the previous interface.

Exporting Service Request Reports

To export the currently displayed reports, click **Export Report** on the ribbon and then select a **Report Export Location** and **Report Format**.

Approval Process Report

To access Approval Process Report, in the **Monitoring and Reporting** page, click **Approval Process Report**. Click **Back** to close the Approval Process Report interface.

Managing Approval Process Reports

You can change the number of reports displayed per page, as well the order they are displayed in. To change the number of reports displayed per page, select the desired number from the **Show rows** drop-down menu in the upper right-hand corner. To sort the reports, click in a column heading such as **Service Type**, **Status**, and **Department** then select **Ascending** or **Descending**.

You can customize how the reports are displayed in a number of different ways:

- Search – Allows you to filter reports displayed by the keyword you designate. The **Service Request Name** and **User** column support to search for the desired reports, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. Click , then check the checkbox next to the column name to have that column shown in the list.
- – This allows you to filter which item in the list is displayed. Click the in the column heading you want to filter, then check the checkbox next to the item name to have that item shown in the list.

Filtering Approval Process Reports

1. Click **Set Filter** on the ribbon to customize the report. You can set filters for **Service Type**, **Service Request Name**, **Status**, **Time Range, Department**, and **User**.
2. To set new filter rules, click **Reset** and the previous filter rules are cleared to the default ones.
3. Click **Generate Report** to retrieve data for your report, or click **Export to Datasheet** to export the report to storage.
    a. In the pop-up window, choose to export the report to a local path or an export location to store the report.
    b. If you choose **Export to an export location**, select an export location from the drop-down menu, or click **Add new location** to redirect to the **Report Export Location** interface to create a new one.
    c. Select either **CSV** or **XLS** as the report format from the drop-down menu in the **Report Format** section.
    d. Click **Export to Datasheet** to generate the report, or close the pop-up window to return to the previous interface.

Exporting Approval Process Reports

To export the currently displayed reports, click **Export Report** on the ribbon and then select a **Report Export Location** and **Report Format**.

Administration Reports

Administration Reports provide basic information on all Site Collections and Sites created by Governance Automation:

- Site Collection Report – Provides a list of site collections created by Governance Automation and the corresponding information, including site collection URL, department, title, policy, site collection template, primary site collection administrator, secondary site collection administrator, primary site collection contact, secondary site collection contact, and so on. You can customize how the report displays the data by considerable criteria.
- Site Report – Provide a list of sites created by Governance Automation and the corresponding information, including site URL, department, title, site template, primary site contact, and secondary site contact. You can customize how the report displays the data by considerable criteria.

Site Collection Report

To access Site Collection Report, in the **Monitoring and Reporting page**, click **Site Collection Report**. Click **Back** to close the **Site Collection Report** interface.

Managing Site Collection Reports

To change the number of reports displayed per page, select the desired number from the **Show rows** drop-down menu in the upper right-hand corner. To sort the reports, click in a column heading such as **Department**, **Policy**, **Site Collection Template**, **GA_Published**, **Quota Size (GB), Site Collection Size (GB)**, **Status**, and **Site Maximum Depth** then select **Ascending** or **Descending**.

You can customize how the reports are displayed in a number of different ways:

- Search – Allows you to filter reports displayed by the keyword you designate. The URL, Title, Description, Primary Site Collection Administrator, Secondary Site Collection Administrator, Primary Site Contact, Secondary Site Collection Contact, and metadata column support to search for the desired reports, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. By default, **URL**, **Department**, **Title**, **Policy**, **Site Collection Template**, **Primary Site Collection Administrator**, **Primary Site Collection Contact**, **Secondary Site Collection Contact**, **GA_Published**, **Content Database Name**, **Quota Template**, **Quota Size (GB)**, **Site Collection Size (GB)**, **Inactivity Threshold Date**, **Lease Period Expiration Date**, **Status**, **Site Maximum Depth** are displayed. Click , then check the checkbox next to the column name to have that column shown in the list.

- – This allows you to filter which item in the list is displayed. Click the in the column heading you want to filter, then check the checkbox next to the item name to have that item shown in the list.

Filtering Site Collection Reports

1. Click **Set Filter** on the ribbon to customize the report. You can set filters for **URL**, **Site Template**, **Site Collection Size**, **Status**, **Department**, **Policy**, and **Primary Site Collection Contact**. **Filter by Expiration Date** is also supported. Set **Inactivity Threshold Date** and **Lease Period Expiration Date** to add more filter rules.
2. To set new filter rules, click **Reset** and the previous filter rules are cleared to the default ones.
3. Click **Generate Report** to retrieve data for your report, or click **Export to Datasheet** to export the report to storage.
    a. In the pop-up window, choose to export the report to a local path or an export location to store the report.
    b. If you choose **Export to an export location**, select an export location from the drop-down menu, or click **Add new location** to redirect to the **Report Export Location** interface to create a new one.
    c. Select either **CSV** or **XLS** as the report format from the drop-down menu in the **Report Format** section.
    d. Click **Export to Datasheet** to generate the report, or close the pop-up window to return to the previous interface.

Exporting Site Collection Reports

To export the currently displayed reports, click **Export Report** on the ribbon and then select your desired **Report Export Location** and **Report Format**.

Site Report

To access Site Report, in the **Monitoring and Reporting** page, click **Site Report**. Click **Back** to close the **Site Report** interface.

Managing Site Reports

To change the number of reports displayed per page, select the desired number from the **Show rows** drop-down menu in the upper right-hand corner. To sort the reports, click in a column heading such as **Department**, **Site Template**, **Primary Site Contact**, and **Secondary Site Contact**, then select **Ascending** or **Descending**.

You can customize how the reports are displayed in a number of different ways:

- Search – Allows you to filter reports displayed by the keyword you designate. The URL and Title column support to search for the desired reports, and only the content in the column displayed in the current view can be searched.

- – You can manage which columns are displayed in the list so that only information you want to see is displayed. Click , then check the checkbox next to the column name to have that column shown in the list.
- – This allows you to filter which item in the list is displayed. Click the in the column heading you want to filter, then check the checkbox next to the item name to have that item shown in the list.

Exporting Site Reports

1. Click **Set Filter** on the ribbon to customize the report. You can set filters for **URL, Site Template**, **Department**, and **Primary Site Contact**.
2. To set new filter rules, click **Reset** and the previous filter rules are cleared to the default ones.
3. Then click **Generate Report** to retrieve data for your report, or click **Export to Datasheet** to export the report to storage.
    a. In the pop-up window, choose to export the report to a local path or an export location to store the report.
    b. If you choose **Export to an export location**, select an export location from the drop-down menu, or click **Add new location** to redirect to the **Report Export Location** interface to create a new one.
    c. Select either **CSV** or **XLS** as the report format from the drop-down menu in the **Report Format** section.
    d. Click **Export to Datasheet** to generate the report, or close the pop-up window to return to the previous interface.

Exporting Site Reports

To export the currently displayed reports, click **Export Report** on the ribbon

Requests and Tasks

Governance Automation administrators can create services which contain a set of configured settings for SharePoint operations that comply with your organization's rules and standards. These services are tailored to the needs of different departments and purposes within your organization. You will be able to submit requests for these services according to your SharePoint needs. Once you submit a service request, the approval process associated with each corresponding service will automatically notify the designated persons in your organization of your request. After all approvers of a service have approved the request, Governance Automation will perform the necessary operations to complete the service you have requested.

If you are a designated approver for any service, a task will appear in your My Tasks list whenever a request for the service is submitted and any/all previous approvers have approved the request.

Requests

Starting a Request

Services that you can request are displayed in your service catalog. You can submit a request by selecting a service and entering the relevant information.

***Note:** Service requests that require users to input URLs are always displayed in your service catalogs. Depending on the settings associated to the URL you input, the request may or may not be able to be completed.

To access the **Start a Request** interface, click **Start a Request** in the Administrator landing page. When accessing Start a Request from the landing page and it is not in your current view, click the ARROW icon to switch the view to find your target.

To search service requests, enter the service name keyword in the provided textbox in the upper right-hand corner. You can also filter service requests according to the language by clicking the language filter icon on the ribbon. Then, select the checkboxes next to the language names to have the services of these languages shown.

In the **Start a Request** interface, select a service by clicking the service name. Enter the necessary information as indicated in the service request. When completing the configurations, click **Save** to save the configured settings for later, click **Save and Submit** to submit this request to the approvers, or click **Cancel** to return to the **Start a Request** interface without saving any configurations.

My Requests

In My Requests, all of the Governance Automation requests created by you previously are displayed. They include Submitted Requests, and Saved Requests.

To manage the requests, click **View My Requests** in the Administrator landing page. When accessing My Requests from the landing page and it is not in your current view, click the ARROW icon to switch the view to find your target.

Select the **Submitted Requests** or **Saved Requests** tab in the **My Requests** page to access the corresponding request type.

Submitted Requests

In Submitted Requests, all of the requests submitted by you are displayed here. You may change the number of submitted requests displayed per page, as well the order they are displayed in. To change the number of submitted requests displayed per page, select the desired number from the **Show rows** drop-down menu in the upper right-hand corner. To sort the submitted requests, click in a column heading such as **Service Request**, **Category**, **Service**, **Last Modified Time**, and **Assign to** then select **Ascending** or **Descending**.

You can customize how the submitted requests are displayed in a number of different ways:

- Search – Allows you to filter service requests displayed by the keyword you designate. The Service Request column, the Service column and the Assign To column support to search for the desired service requests, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. Click , then check the checkbox next to the column name to have that column shown in the list.
- – This allows you to filter which item in the list is displayed. Click the of the column you want to filter, and then check the checkbox next to the item name to have that item shown in the list.

You can perform the following actions in Submitted Requests:

- View Details – Click a request title to see detailed information. Close the interface to return to the All Request interface.
- **Copy** – Duplicate the existing service request to make minor changes in order to submit as a new service request. Select a submitted request by checking in front of the service request name. Click **Copy** on the ribbon, and make the desired modifications. When you have finished making changes, click **Save** to save as a new service request, or click **Save and Submit** to submit this request to the approvers, or click **Cancel** to return to the Start a Request interface without saving any configurations.
- **Cancel Request** – Select a submitted request which you wish to cancel and click **Cancel Request** on the ribbon.

Saved Requests

In Saved Requests, all of the requests saved by you without submitting are displayed here. You may change the number of saved requests displayed per page, as well the order they are displayed in. To

change the number of saved requests displayed per page, select the desired number from the **Show rows** drop-down menu in the upper right-hand corner. To sort the saved requests, click in a column heading such as **Service Request**, **Category**, **Service**, and **Last Modified Time** then select **Ascending** or **Descending**.

You can customize how the saved requests are displayed in a number of different ways:

- Search – Allows you to filter service requests displayed by the keyword you designate. The Service Request column, and the Service column support to search for the desired service requests, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. Click , then check the checkbox next to the column name to have that column shown in the list.
- – This allows you to filter which item in the list is displayed. Click the of the column you want to filter, and then check the checkbox next to the item name to have that item shown in the list.

You can perform the following actions in saved requests:

- View Details – Click a request title to see detailed information.
- **Edit** – Select a saved request by clicking before a service request name, and click **Edit** on the ribbon to edit the settings of this request. When completing the configurations, click **Save** to save all of the settings, or click **Save and Submit** to submit this request to the approvers, or click **Cancel** to return to the Start a Request interface without saving any configurations.
- **Delete** – Select a saved request by clicking before a service request name, and click **Delete** on the ribbon. A confirmation window will pop up for this deletion. Click **OK** to delete the selected request, or click **Cancel** to return to the My Request interface without deleting the selected request.
- **Copy** – Duplicate the existing service request to make minor changes in order to save as a new service request. Select a submitted request by clicking before a service request name. Click **Copy** on the ribbon, and make the desired modifications. When you have finished making changes, click **Save** to save all of the settings, or click **Save and Submit** to submit this request to the approvers, or click **Cancel** to return to the Start a Request interface without saving any configurations.

Tasks

When a service request is submitted and you are one of the approvers of this request, a task will be assigned to you.

To view and manage your tasks, click **View My Tasks** in the Administrator landing page.

My Tasks

In My Tasks, all of the tasks assigned to you are displayed here. You may change the number of tasks displayed per page, as well the order they are displayed in. To change the number of tasks displayed per page, select the desired number from the **Show rows** drop-down menu in the upper right-hand corner. To sort the tasks, click in a column heading such as **Title**, **Requester**, **Service**, **Category**, **Service Type**, and **Last Modified Time** then select **Ascending** or **Descending**.

You can customize how the tasks are displayed in a number of different ways:

- Search – Allows you to filter tasks displayed by the keyword you designate. The Title column and Requester column support to search for the desired tasks, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. Click , then check the checkbox next to the column name to have that column shown in the list.
- – This allows you to filter which item in the list is displayed. Click the of the column you want to filter, and then check the checkbox next to the item name to have that item shown in the list.

Create, Archive, Delete, Extend Site Collection, and Create Site Tasks

You can perform the following actions on tasks from Create Site Collection, Create Site, Archive Entire Site Collection, Delete Entire Site Collection, and Extend Site Collection services:

- View Task – Click a task title to see detailed information. In the View Details page, click **Approve** on the ribbon to finish this task, or click **Reject** on the ribbon to reject this task.
- **Approve** – Select a task, and click **Approve** on the ribbon to approve the task. Enter any comments you may have in the pop-up window. Click **OK** to finish this task, or click **Cancel** to return to the My Tasks interface without executing the task.
- **Reject** – Select a task, and click **Reject** on the ribbon to reject the task. Enter comments you may have in the pop-up window. Click **OK** to finish this task, or click **Cancel** to return to the My Tasks interface without executing the task.

Site Collection Lifecycle Management Tasks

You can perform the following actions on tasks from Site Collection Lifecycle Management services:

- View Task – Click a task title to see detailed information. In the View Details page, click **Approve** on the ribbon to finish this task, or click **Reject** on the ribbon to reject this task.
- **Continue Access** – Select a task, and click **Continue Access** on the ribbon if the corresponding site collection is still in use and you would like to continue allowing users access to that site collection. In the pop-up window, click **OK** to confirm this action, or click **Cancel** to return to the My Tasks interface without executing the task.
- **Extend** – Select a task, and click **Extend** on the ribbon to extend the lease for the site collection in this task. In the pop-up window, configure the amount of time to extend beyond the site collection lease period by entering a positive integer in the textbox and selecting **Day(s)**, **Week(s)**, or **Month(s)** from the drop-down menu. Then click **OK** to confirm this action, or click **Cancel** to return to the My Tasks interface without executing the task.
- **Archive** – Select a task, and click **Archive** on the ribbon to archive the site collection. In the pop-up window, click **OK** to confirm this action, or click **Cancel** to return to the My Tasks interface without executing the task.
- **Delete** – Select a task, and click **Delete** on the ribbon to delete the site collection. In the pop-up window, click **OK** to confirm this action, or click **Cancel** to return to the My Tasks interface without executing the task.
- **Change Policy** – Select a task, and click **Change Policy** on the ribbon to change the policy associated with the site collection.

Site Lifecycle Management Tasks

You can perform the following actions on the tasks from Site Lifecycle Management services:

- View Task – Click a task title to see detailed information. In the View Details page, click **Approve** on the ribbon to finish this task or **Reject** on the ribbon to reject this task.
- **Archive** –Select a task, and click **Archive** on the ribbon to execute the Archive site task. In the pop-up window, click **OK** to confirm the action or **Cancel** to return to the My Tasks interface without executing the task.
- **Delete** – Select a task, and click **Delete** on the ribbon to execute the delete site task. In the pop-up window, click **OK** to execute the task, or click **Cancel** to return to My Tasks interface without executing the task.

User Permission and Manual Archive Tasks

You can perform the following actions on the tasks from Clone or Transfer User Permissions, Grant Permissions, Remove Permissions, and Manual Archive services:

- View Task – Click a task name to see the detailed information of this task. In the View Details page, click **Approve** on the ribbon to finish this task, or click **Reject** on the ribbon to reject this task. To review detailed report of this task, click **Review the Report** on the ribbon then select **View on screen** or **Download report**.
    - **View on screen** – Open the report directly to view details on screen.

- **Download report** – Download the report and then modify the data that you wish to change. In the pop-up window, click **Browse** to select the modified file to upload.

- **Approve** – Select a task, and click **Approve** on the ribbon to approve the task. Enter any comments you may have in the pop-up window. Click **OK** to finish this task, or click **Cancel** to return to the My Tasks interface without executing the task.
- **Reject** – Select a task, and click **Reject** on the ribbon to reject the task. Enter comments you may have in the pop-up window. Click **OK** to finish this task, or click **Cancel** to return to the My Tasks interface without executing the task.

Change Actions, Content Move, and Create Tasks

You can perform the following actions on the tasks from Change Site Collection Contact or Administrator, Change Site Collection Settings, Change Site Contact, Change Site Metadata, Content Move, Create My Site, Create Library/List, Change Library/List Settings services.

- View Task – Click a task title to see detailed information. In the View Details page, click **Complete** on the ribbon to finish this task, or click **Close** on the ribbon to exit this page.
- **Approve** – Select a task, and click **Approve** on the ribbon to approve the task. Enter some comments for this task for further reference in the pop-up window. Click **OK** to finish this task or **Cancel** to return to the My Tasks interface without executing the task.
- **Reject** – Select a task, and click **Reject** on the ribbon to reject the task. Enter some comments for this task for further reference in the pop-up window. Click **OK** to finish this task, or click **Cancel** to return to the My Tasks interface without executing the task.

Error Tasks

You can perform the following actions on the error tasks assigned to you:

- View Task – Click a task title to see detailed information. In the View Details page, click **Complete** on the ribbon to finish this task, or click **Close** on the ribbon to exit this page.
- **Retry** – For a task which contains failed section, click ☑ before a task title to select it, and then click **Retry** on the ribbon to re-run the failed section.
- **Skip** – For a task which contains failed section, click ☑ before a task title to select it, and then click **Skip** on the ribbon to continue the workflow past the failed step.

Public Site Collection Directory

The Public Site Collection Directory allows business users to monitor business ownership and usage. Note that site collections with the GA_Published metadata are considered as published site collections. For more information about the GA_Published metadata, see The Metadata Interface.

To access the Public Site Collection Directory, click **Public Site Collection Directory** in the Administrator landing page.

Managing Public Site Collection Directory Reports

To change the number of the directory reports displayed per page, select the desired number from the **Show rows** drop-down menu in the upper right-hand corner. To sort the directory reports, click in a column heading such as **Department**, **Policy**, **Site Collection Template**, **Site Collection Size (GB)**, **Status**, and **Site Maximum Depth**, then select **Ascending** or **Descending**.

You can customize how the directory reports are displayed in a number of different ways:

- Search – Allows you to filter the directory reports displayed by the keyword you designate. The URL, Title, Description, Primary Site Collection Administrator, Secondary Site Collection Administrator, Primary Site Collection Contact, Secondary Site Collection Contact, and metadata column support to search for the desired reports, and only the content in the column displayed in the current view can be searched.
- – You can manage which columns are displayed in the list so that only information you want to see is displayed. By default, **URL**, **Department**, **Title**, **Policy**, **Site Collection Template**, **Primary Site Collection Administrator**, **Primary Site Collection Contact**, **Secondary Site Collection Contact**, **GA_Published**, **Content Database Name**, **Quota Template**, **Quota Size (GB)**, **Site Collection Size (GB)**, **Inactivity Threshold Date**, **Lease Period Expiration Date**, **Status**, **Site Maximum Depth** are displayed. Click , then check the checkbox next to the column name to have that column shown in the list.
- – This allows you to filter which item in the list is displayed. Click the in the column heading you want to filter, then check the checkbox next to the item name to have that item shown in the list.

Filtering Public Site Collection Directory Reports

1. Click **Set Filter** on the ribbon to customize the directory report. You can set filters for **URL**, **Site Template, Site Collection Size**, **Status**, **Department**, **Policy**, and **Primary Site Collection Contact**. **Filter by Expiration Date** is also supported. Set **Inactivity Threshold Date** and **Lease Period Expiration Date** to add more filter rules.
2. To set new filter rules, click **Reset** and the previous filter rules are cleared to the default ones.
3. Click **Generate Report** to retrieve data for your report, or click **Export to Datasheet** to export the report to storage.

a. In the pop-up window, choose to export the report to a local path or an export location to store the report.

b. If you choose **Export to an export location**, select an export location from the drop-down menu, or click **Add new location** to redirect to the **Report Export Location** interface to create a new one.

c. Select either **CSV** or **XLS** as the report format from the drop-down menu in the **Report Format** section.

d. Click **Export to Datasheet** to generate the report, or close the pop-up window to return to the previous interface.

Exporting Public Site Collection Directory Reports

To export the currently displayed directory reports, click **Export Report** on the ribbon and then select your desired **Report Export Location** and **Report Format**.

Governance Automation Web API

Governance Automation Web API supports retrieval of Service Catalogs and submitting service requests.

***Note**: Currently, only **Create Site Collection** and **Create Site** service requests are supported by Governance Automation Web API.

API Interface	Details	
Get…/API/Services/	Summary	Return a list of Service model collection
	Returned Value	IEnumerable<ServiceModel> services
Get…/API/Services/{Id}	Summary	Return a specified service model with specified id. The service model contains service property and service request columns. The service request columns are all required for submitting a specified service request. Service will list each request columns to be selected.
	Parameters	GUID Id
	Returned Value	ServiceDefination service
Post…/API/Request	Summary	Create a service request depending on the posted request model. The model contains service request columns which are all required for submitting a specified service request.
	Parameters	RequestModel request
	Returned Value	GUID Id
Get…/API/Request	Summary	Return a list of all service requests which are created currently, including saved requests and submitted requests.
	Returned Value	IEnumerable<RequestsModel> requests
Get…/API/Request/{Id}	Summary	Return a specified service request.
	Parameters	GUID Id
	Returned Value	RequestsModel request
Put…/API/Request/	Summary	Update a service request. Put a service request model to server, and then update the service request model.

API Interface	Details	
	Parameters	RequestModel request
Post…/API/Request/Submit	Summary	Submit a service request by Id.
	Parameters	Bool

Appendix A

This section describes how to configure Filter Policies in DocAve Control Panel in order for Governance Automation to leverage DocAve Granular Backup and Restore, the Auditor feature in DocAve Report Center and the Dead Account Cleaner feature in DocAve Administrator.

Configuring Filter Policy to Use DocAve Granular Backup and Restore

Log into DocAve and navigate to **Control Panel** > **Filter Policy** and click **Create**. Configure the Filter Policy as follows:

1. **Name** – Enter a name for this filter policy.
2. **Description** – Enter an optional description for future references.
3. Click **Add a Filter Level Group** to add a filter rule and the filter rule configuration field appears.
    a. Select **Site Collection** from the first drop-down menu.
    b. Click **Add a Criterion** and select **Custom Property: Text** from the second drop-down menu. An additional textbox will appear after the second drop-down menu for you to input the custom property text.
    c. In the new textbox field, enter **Gov Auto Policy**.
    d. In the **Condition** column, select **Equals** from the next drop-down menu.
    e. In the **Value** column, enter the exact name of the policy for which you have Granular Backup enabled in the **DocAve Configurations** section.
4. **When** you have finished adding all of the policies to the filter policy, click **OK** to save this filter policy.

Once the Filter Policy has been created, you must add it to a Granular Backup and Restore plan. For information on configuring Granular Backup and Restore, see the DocAve Granular Backup and Restore user guide.

***Note:** You can add more than one Governance Automation Policy to each Filter Policy if you know that you would like to use the same Granular Backup and Restore Plan for all site collections affected by those policies. Otherwise, create separate Filter Policies so that you can associate the different Governance Automation policies to the different Granular Backup and Restore plans.

Configuring Filter Policy to Use Audit Controller in DocAve Report Center

Log into DocAve and navigate to **Report Center** > **Settings** > **Audit Controller**. When creating a new Audit Controller plan or modifying an existing one under **Plan Builder**, under **Apply Rule Settings**, configure the Filter Policy as follows:

1. Click Add a **Filter Category**.
2. In the **Rule** column, make sure that **Site Collection** is selected. All criteria within this category will only apply at the site collection level.
3. Click **Add a Criterion**.
4. For the first criterion, configure the following:
    a. In the **Rule** column, select **Custom Property: Text**
    b. In the textbox that appears next to the drop-down menu in the Rule column, enter **Gov Auto Policy**
    c. In the **Condition** column, select **Equals**
    d. In the **Value** column, enter the EXACT name of the Governance Automation policy for which you want to use this Audit Controller plan.
5. Be sure all changes are saved.

For information on configuring the rest of the Audit Controller plan in DocAve Report Center, see the DocAve Report Center user guide.

***Note:** You can add more than one Governance Automation policy to each Filter Policy if you know that you would like to use the same Audit Controller plan for all site collections affected by those policies. To do so, add a criterion for each policy. Otherwise, create separate Audit Controller plans.

Configuring Filter Policy to Use Dead Account Cleaner in DocAve Administrator

Log into DocAve and navigate to **Control Panel** > **Filter Policy** and click **Create**. Configure the Filter Policy as follows:

1. **Name** – Enter a name for this filter policy.
2. **Description** – Enter an optional description for future references.
3. Click **Add a Filter Level Group** to add a filter rule and the filter rule configuration field appears.
    a. Select **Site Collection** from the first drop-down menu.
    b. Click **Add a Criterion** and select **Custom Property: Text** from the second drop-down menu. An additional textbox will appear after the second drop-down menu for you to input the custom property text.
    c. In the new textbox field, enter **Gov Auto Policy**.
    d. In the **Condition** column, select **Equals** from the next drop-down menu.

e. In the **Value** column, enter the exact name of the policy for which you have Dead Account Cleaning enabled in the **DocAve Configurations** section.

4. When you have finished adding all of the policies to the filter policy, click **OK** to save this Filter Policy.

Once the Filter Policy has been created, you must add it to a Dead Account Cleaner plan. For information on configuring Dead Account Cleaner plans, see the DocAve Administrator user guide.

***Note:** You can add more than one Governance Automation policy to each Filter Policy if you know that you would like to use the same Dead Account Cleaner Plan for all site collections affected by those policies. Otherwise, create separate Filter Policies so that you can associate the different Governance Automation policies to the different Dead Account Cleaner Plans.

Configuring Filter Policy to Use DocAve Deployment Manager

Log into DocAve and navigate to **Control Panel** > **Filter Policy** and click **Create**. Configure the Filter Policy as follows:

1. **Name** – Enter a name for this filter policy.
2. **Description** – Enter an optional description for future references.
3. Click **Add a Filter Level Group** to add a filter rule. The filter rule configuration field appears.
   a. Select **Site Collection** from the first drop-down menu.
   b. Click **Add a Criterion** and select **Custom Property: Text** from the second drop-down list. An additional textbox will appear after the second drop-down list for you to enter the custom property text.
   c. In the new text box field, enter **Gov Auto Policy**.
   d. In the **Condition** column, select **Equals** from the drop-down list.
   e. In the **Value** column, enter the exact name of the policy for which you have DocAve Deployment Manager enabled in the **DocAve Configurations** section.
4. When you have finished adding all of the policies to the filter policy, click **OK** to save this filter policy.

Once the filter policy has been created, you must add it to a deployment plan. For information on configuring a deployment plan, see Appendix C.

***Note:** You can add more than one Governance Automation policy to each filter policy if you know that you would like to use the same deployment plan for all site collections affected by those policies. Otherwise, create separate filter policies so that you can associate the different Governance Automation policies to the different deployment plans.

Appendix B

Configuring DocAve Archiver Profiles

In order for Governance Automation to utilize DocAve Archiver to archive site collections, Archiver Profiles must be created in DocAve.

***Note:** Each farm needs its own Archiver Profile.

Log into DocAve and navigate to **Archiver** > **Profile Manager**, and click **Create**. Configure the Archiver Profile as follows:

1. Profile Name – Enter a **Name** and an optional **Description** for the new Archiver Profile.
2. Farm – Select the farm from the drop-down menu.
3. Category – Specify the category in the textbox.
4. Click **Next**.
5. In the Rules page, click **Create**. A popup window will appear for you to configure the new Rule for this Archiver Profile. Configure the Rule as follows:
    - Rule Name – Select Create a new rule. Then enter a Name and an optional Description for this new Rule.
    - Object Level – Select Site Collection from the drop-down menu.
    - Criteria – Configure the following Criteria:
        - Select URL in the first drop-down menu.
        - Select Matches in the second drop-down menu.
        - Enter * in the textbox.
    - Storage Policy – Select the desired Storage Policy. For information on how to configure Storage Policies, see the DocAve Control Panel Reference Guide.
    - Data Compression – Choose whether or not to compress the data when archiving. A low compression level takes less time to complete but results in larger data sets, while high compression level takes more time to complete but results in smaller data sets. Note that smaller data sets results in slower backup and recovery.
    - Data Encryption – Choose whether or not to enable Data Encryption. Enabling this option results in slower backup and recovery.

    When you have finished configuring the new Archiver Rule, click **OK** to save and return to Archiver Profile configuration.
6. Configure the desired settings for Processing Pool which allows you to a lot specific resources to run the Archiving job, Workflow and Notification.
7. Schedule – Be sure that **No schedule** is selected.

8. Click **Next**.
9. Review your settings, then click **Finish** to save the new Archiver Profile.

Appendix C

Configuring DocAve Deployment Manager Plans

In order for Governance Automation to utilize DocAve Deployment Manager to deploy site collections, Deployment plans must be created in DocAve.

***Note:** Each farm needs its own deployment plan.

Log into DocAve and navigate to **Administration** > **Deployment Manager**. Refer to the following instructions to configure a deployment plan.

Creating a Deployment Mapping

To configure a deployment plan, a deployment mapping must be created first.

1. In the Source pane, click on a farm to expand its object tree. Continue clicking the relevant objects until you find the object you wish to deploy from. Select the source object.
2. In the Destination pane, click on a farm to expand its object tree. Continue clicking the relevant object until you find the object you wish to deploy to. Select the destination object.
3. Click **Add to Queue** on the ribbon. The **Add to Queue** window will pop up. Depending on the mapping you are creating, some of the following settings may be configured:

   ***Note**: Deployments can only be mapped between a source and destination that are using the same version of SharePoint. If the experience version of the site in SharePoint 2013 is SharePoint 2010, it can only be deployed to the site that has the same experience version.

   - **Reorder the Solutions** – If there are multiple solutions being deployed, you may configure the order that the solutions are deployed in by selecting the desired place in the **Order** column.
   - **Conflict Resolution** – Choose **Skip**, **Merge**, or **Replace** from the **Container level conflict resolution** drop-down menu. Select the **Check lower objects** checkbox to configure content level conflict resolution. Choose **Skip**, **Overwrite**, or **Overwrite by Last Modified Time** from the **Content level conflict resolution** drop-down menu. For detailed information on how Deployment Manager resolves conflicts based on these configurations, see DocAve Deployment Manager User Guide.
   - **Mappings** – If you have previously configured **Domain Mapping**, **User Mapping**, or **Language Mapping** in Control Panel, you may choose to apply them to this deployment mapping when adding this deployment to the Queue.
   - **Filter Policy** – A filter policy allows you to designate specific object or data within each SharePoint level.
     - **Source** – Select a previously created filter policy from the drop-down menu to filter the source object or data or click **New Filter Policy** to create a new one.

- **Destination** – Select a previously created filter policy from the drop-down menu to filter the destination object or data or click **New Filter Policy** to create a new one.

***Note**: The filter policy in the **Destination** drop-down menu only filters at the site collection level and site level filter rules configured in filter policy. Lower level objects or data in the destination cannot be filtered even if the selected filter policy contains rules applicable to those objects.

- **Source Content Settings** – Select the source components that you want to deploy to the destination:
  - **Include security** – Enable this option to deploy user and/or group permissions to the destination node.
  - **Include user profile** – Enable this option to deploy user profile to the destination node. Make sure that the selected destination's Web application is connected to the User Profile Service Application before you select this option.
  - **Include User Content** – Enable this option to deploy the customized content to the destination node.
- **Workflow** – Enable the **Include workflow definition** option to also deploy the definition of existing source workflows to the destination node.
- **Deploy to Relative Lists and Sites** – Enable this option to synchronize the source content type to the destination. If you have deployed a content type from the source to the destination before, with this option selected, the content type changes will be synchronized to the destination after this deployment job. When this option is not selected, the content type changes will not be synchronized to the destination content type that has already been used by lists or sites.
- **Preserve the Null Column Values** – Choose whether or not to preserve the null value of item column(s) in the source. Some values of the newly created column(s) may be null for previous items, and this option allows you to choose whether to replace the null value with the default value in the destination. By default, we will preserve the null value for those items.
- **Web Configuration Settings** – This option appears when you perform an IIS Site Files level deployment. Choose whether or not to include Web Configuration in the deployment job. By default, the following parameters are included for searching the related configuration in web.config files:

  configuration/SharePoint/PeoplePickerWildcards;

  configuration/system.web/membership/providers;

  configuration/connectionStrings;

  configuration/connectionStrings;

  You can customize the parameters according to the XPath format in the left pane of the interface.

Choose whether or not to include the parent node's properties if the parent node does not exist in the destination by checking the checkbox.

- **Options** – This option appears when you perform a Managed Metadata Service level deployment. Choose the deployment mode, **Full Deployment** or **Incremental Deployment**. A Full Deployment deploys all of the source content or settings to the destination, while an Incremental Deployment only deploys the modified settings since the last incremental or full deployment.

  If selecting **Incremental Deployment**, the following options will be available:

  - **Modifications** – Choose whether or not to deploy the modifications since the last job.
  - **Deletions** – Choose whether or not to deploy the deletions since the last job. Click OK to add this deployment mapping to the Queue, or click Cancel to return to selecting Source and Destination nodes for the deployment mapping.

- Click **OK** to save your configurations.

Creating a Deployment Plan

When you have finished adding the deployment mappings to the queue, click **Save as a Plan** on the ribbon or located at the bottom of the screen. You will be brought to the Save as a Plan interface. Configure the following settings to create a deployment plan:

1. **Plan Name** – Enter a **Plan Name** for this new plan. Then, enter an optional **Description** for future references.
2. **Backup Environment Before Running Plan** – Enable this option to back up the destination environment before running the plan. You must then select a storage policy. Enabling this option allows you to use the Rollback feature in Job Monitor.
3. **Schedule Selection** – Configure a schedule for this plan:
   - **No Schedule** – The plan will be executed after the service request is approved.
   - **Start Time** – Select the date and time you wish this plan to be executed. If applicable, you may change the time zone by clicking on the hyperlink to select a different time zone.
4. **Notification** – Choose the type of notification and designate which DocAve user will receive an e-mail notification report. Select a notification profile you previously created from the drop-down list. Click **View** beside the drop-down list to view details of the notification profile, or click **New Notification Profile** from the drop-down list to create a new one.
5. **Associate Plan Group** – Add the plan to one or more plan groups to manage multiple plans with common settings. Select a plan group you previously created from the drop-down list or click **New Plan Group** from the drop-down list to create a new one.
6. Click **OK** located at the bottom of the screen to save the plan.

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