**Case**

If the user what to get the self-servers to a new EAI (with no ESC role groups set up).

USER

*Open a* ***request*** *to CloudOps*

1

6

Cloudops (we check the weather the EAI in mainstream or not)

5

2

*we open a* ***request*** *to image team*

Image team (creates the role and close the ticket)

*User goes to the image a* ***request***

3

*We get the mail say the* ***request*** *in closed.*

Cloudops - We wait for couple hours to sync in the changes.

*Opens a* ***request*** *for the ESC role groups*.

4

*We email the user saying that the roles are created*

User

Jonathan Burk (approves)

Cloudops team add ESC role groups

**Case: Requesting to be added to an existing group**

I was think I will be much easier if our “Display member” option in ESC role groups cloud show the owner of the group.

​ ‘cause not often, but we do get request saying that - “can you added me to so and as group.” we tell them to contact the owner of the group to get added.

​Then they ask - who is the group owner, As we have no way to know, who it is - we ask to find that info from the application manager (by sending the manager name by looking in the Platinum Exchange, who may or may not know the information).

User

*Opens a request to be added to an existing group*

Cloudops (As we have no way to know, who it is - we ask to find that info from the application manager (by sending the manager name by looking in the Platinum Exchange).

*Send the information about the Application manager*

User

*Contact*

Application manager

*Get the groups owner info*

User

*Contact*

Group owner to get added