

Delegation notification email customization feature

1. Feature Description

Overview:

The default delegation email notification template will be stored in the directory server. The default email notification template for delegation can be customized from ITIM UI, similar to other existing notification templates. The customized notification template will be used at run time to send delegation email notification. The delegation related general information such as delegate user, delegation start time, delegation end time etc. can be retrieved using java script in the delegation notification template.

Description:

The configurable default delegation email notification template is stored in the directory server. It is same as the current notification template used for the delegation. New entry for the delegation notification template will be stored with the DN

"cn=Delegation,erglobalid=00000000000000000033,ou=config,ou=itim,<tenant-dn>".

The default email notification template for delegation can be customized from ITIM UI. The link to customize email notification template for delegation is added to the list of existing customizable notifications templates (Configure System -> Workflow Notification Properties) on ITIM console. The customized notification template will be used at run time to send delegation email notification.

The new JavaScript extension is introduced and can be used in the delegation notification context. The following information related to delegation can be retrieved in the notification template using new script extension for delegation.

- a. Delegator i.e. system user whose activities are delegated (delegated for).
- b. Delegatee i.e. system user who is selected for delegation (delegated to).
- c. Delegation start time.
- d. Delegation end time.
- e. Requester i.e. system user who initiated the delegation.

Please refer 'JavaScript extensions for Delegation' section below for more details about Delegate JavaScript extension. The existing model extensions are also available in the delegation notification context and can be used to access JavaScript objects such as account, person etc.

The ITIM_HOME\data\scriptframework.properties file is modified to register JavaScript extensions required for default delegation notification template. Customers can configure this file according to their requirement to use additional JavaScript extensions in the delegation notification template. The new entry to define interpreter to use for a delegate host component is added in this file.

The interface com.ibm.itim.script.extensions.DelegateScriptInterface is published to enable customers to customize JavaScript extension for delegation notification context. Customers can write their own JavaScript extensions for delegate component and use it by modifying the scriptframework.properties file and register the custom extension classes for delegate component. The instance of the com.ibm.itim.script.extensions.DelegateScriptInterface and com.ibm.itim.script.extensions.model.ModelScriptInterface is passed as the argument to the initialize(ScriptInterface si, ScriptContextDAO dao) method of the custom extension.

The JavaDocs for com.ibm.itim.script.extensions.DelegateScriptInterface class will be available in the ITIM_HOME\extensions\5.1\api\ after installing the Fixpack. Please refer the

DelegateScriptInterface.html file for javadocs of the newly exposed interface.

If any exception gets thrown while evaluating JavaScript in the notification template or parsing the notification template, then the existing default delegation notification(same as before the applying this fix) will be sent.

This enhancement will enable users to customize the notification template in both text and html format. The delegatee will receive the mail according to their email client customization. Prior to this enhancement delegation email notification was being sent in html format only.

The property 'enrole.mail.notify' defined for the mail services configuration in the erRole.properties file will be used for customizable delegation notifications. Prior to this enhancement the delegation notifications was being sent synchronously without considering the value of the property 'enrole.mail.notify'.

The delegation notification is sent to delegatee in locale/language set on the receiver's (delegatee) person, similar to other notifications.

The new labels required to support this enhancement are added in the Labels.properties file. These labels are not automatically translated to locale specific Labels_nn.properties file. Customers will have to manually add these keys/labels in the locale specific Labels_nn.properties/CustomLabels_nn.properties file and restart server to display its values in locale specific language.

The existing non-configurable delegation notification template gets the values for the keys from the Messages.properties file. The customizable notification template gets the value for key from Labels_nn.properties/CustomLabels_nn.properties file. As part of the fix, Labels.properties file is modified to add the values for the keys used in the default notification template. If customers require the default delegation mail notification to be sent in a specific language, then they will have to manually copy the following values for keys from respective locale specific Messages_nn.properties file to corresponding Labels_nn.properties/CustomLabels_nn.properties file.

Example:

If the delegation notification is required to be sent in Arabic language then they will have to manually add the following labels in Labels_ar.properties file.

#Delegation messages

delegationMailSubject=<Value of 'mailDelegateSubject' key from Messages_ar.properties file>
delegationMailContent=<Value of 'mailDelegateContent' key from Messages_ar.properties file>
delegationMailDelegator=<Value of 'for' key from Messages_ar.properties file>
delegationMailFrom=<Value of 'from' key from Messages_ar.properties file>
delegationMailTo=<Value of 'to' key from Messages_ar.properties file>

Along with the above labels, a new label with key 'Delegation' is added in the Labels.properties file to display the name for the delegation notification template on ITIM UI. Customers will have to manually set the value of this label in the corresponding Labels_nn.properties file so that the appropriate label gets displayed on ITIM UI.

The new labels added as part of this enhancement will get translated to all supported languages in the next major release of ITIM.

2. JavaScript extensions for Delegation.

This enhancement provides Delegate JavaScript object for use in the JavaScript environment of delegation notification.

The Delegate JavaScript object and their use is described in this section.

Delegate

Delegate associated with delegation operation.

Description :

The Delegate object is available in the context of a delegation notification. The object is used to access the delegation information in the delegation notification template. The model script extensions are also available in the delegation notification context.

Availability :

Delegation Notification Context.

Provided by :

com.ibm.itim.script.extensions.DelegateExtension

Methods :

Delegate.getDelegator()

Returns the DirectoryObject that represents a system user (ITIM account) whose activities are delegated.

Delegate.getDelegatee()

Returns the DirectoryObject that represents a system user (ITIM account) who is selected to be the delegate for the activities of the delegator.

Delegate.getStartDate()

Returns a Date containing the date and time when the delegation will start.

Delegate.getEndDate()

Returns a Date containing the date and time when the delegation will end.

Delegate.getRequester()

Returns the DirectoryObject that represents a system user (ITIM account) who initiated the delegation.

3. Usage Example

This section explains simple example of the delegation email notification customization.

The following is the usage example of plain text delegation notification template to send a notification with the email address of the requester and delegator person.

The ITIM_HOME\data\scriptframework.properties file should be modified to have the following values for the delegate component.

```
ITIM.extension.Delegate=com.ibm.itim.script.extensions.DelegateExtension
ITIM.extension.Delegate.model.1=com.ibm.itim.script.extensions.model.AccountModelExtension
ITIM.extension.Delegate.model.2=com.ibm.itim.script.extensions.model.PersonModelExtension
```

Text Body of the delegation notification template :

```
<RE key="delegationMailContent"/>

<RE key="delegationMailDelegator"/>:<JS>Delegate.getDelegator().name;</JS>

<RE key="delegationMailFrom"/>:<JS>Delegate.getStartDate();</JS>

<RE key="delegationMailTo"/>:<JS>Delegate.getEndDate();</JS>

<RE key="requester"/>: <JS>var requester = Delegate.getRequester(); return
requester.name;</JS>

<JS>function getUserEmail(user) {
var ownerDN = user.getProperty("owner");
var person = new Person(ownerDN[0]);
var email = person.getProperty("mail");
if(email != null && email.length > 0) {
    return email[0];
}
return "";
}</JS>
<RE key="communications"/>
<JS>requester.name;</JS> : <JS>getUserEmail(requester);</JS>
<JS>Delegate.getDelegator().name;</JS> : <JS>getUserEmail(Delegate.getDelegator());</JS>

<RE key="itimUrl"/>:<ITIMURL forcedurl="enduser"/>
```

References :

Please refer the following links for details about the email notification customization and JavaScript extensions.

http://publib.boulder.ibm.com/infocenter/tivihelp/v2r1/topic/com.ibm.itim.doc/ref/ref_ic_xttl_mail_template_syntax.html

http://publib.boulder.ibm.com/infocenter/tivihelp/v2r1/topic/com.ibm.itim.doc/ref/ref_ic_javascript_extens.html

http://publib.boulder.ibm.com/infocenter/tivihelp/v2r1/topic/com.ibm.itim.doc/ref/ref_ic_javext.html