

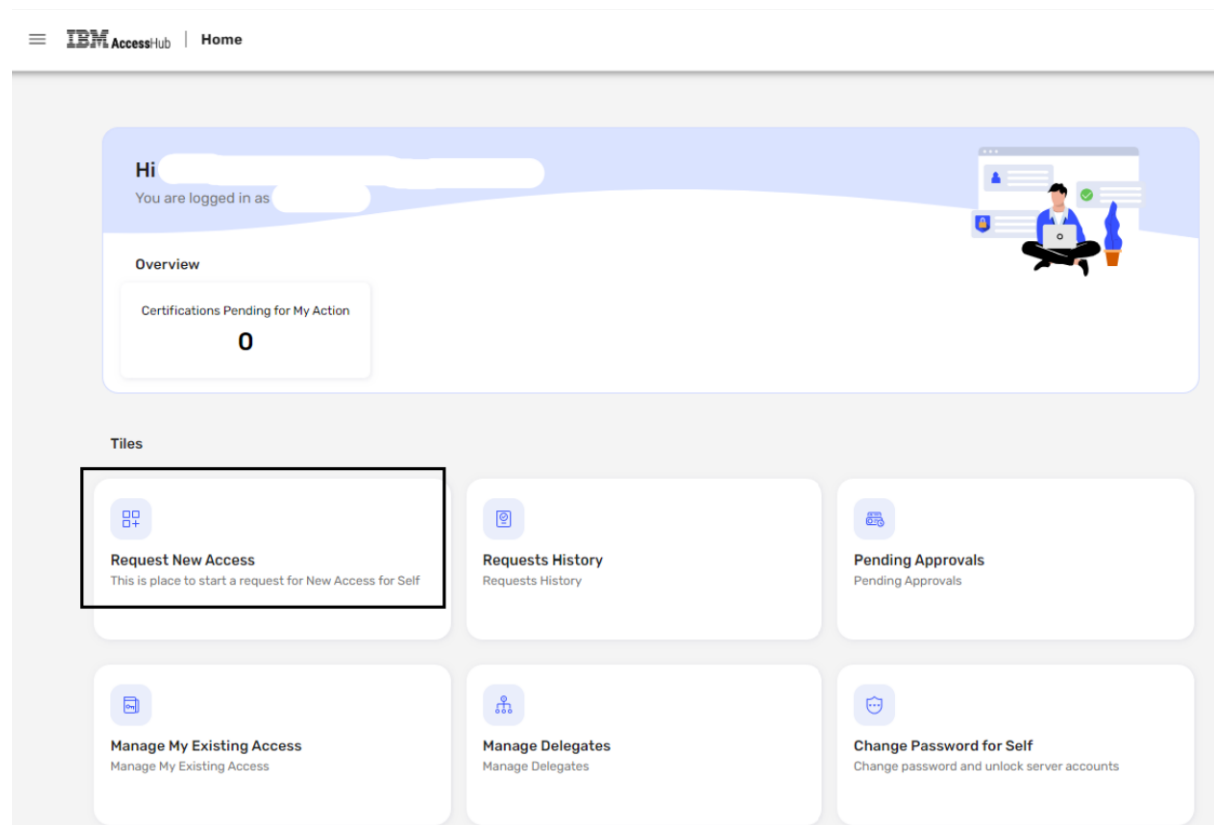
## IBM PagerDuty Onboarding Process

### Step1: Creating Teams for PagerDuty

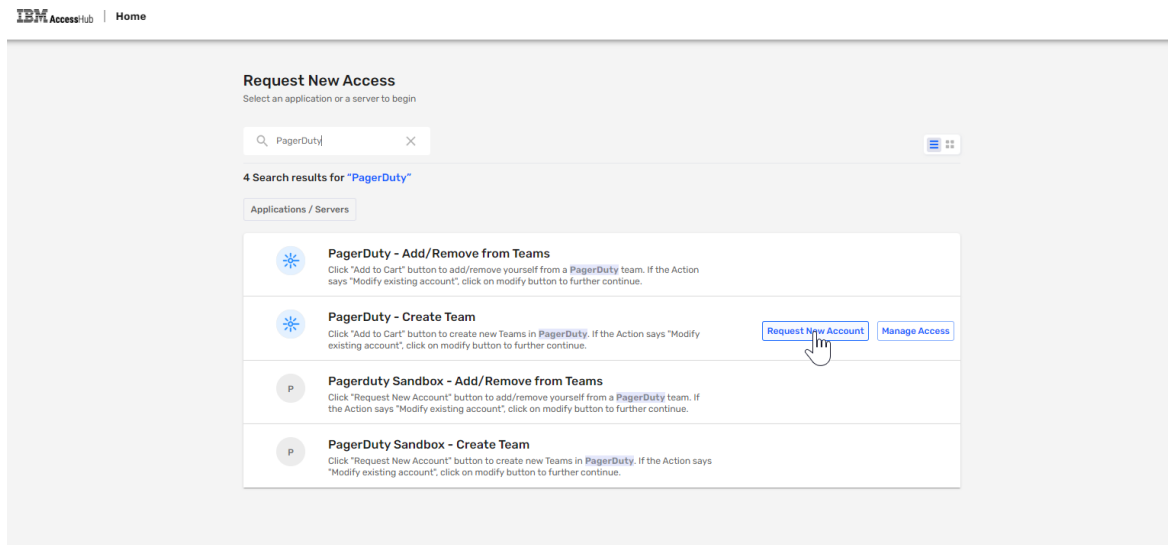
Go to AccessHub Portal using below URL. Ensure your IBM VPN is connected

<https://ibm.idaccesshub.com/ECMv6/request/requestHome>

Click on **Request New Access**



On **PagerDuty - Create Team**, Click on **Request New Account**



On the next screen enter your email address as **Account Name**, Enter a **Team Name** as per your requirement, Enter Parent Team as **PNBDGCI**

The screenshot shows the 'Select Access' page for 'PagerDuty - Create Team'. At the top, it says '1 Search result matches for Teams found within Access Category.' Below this, the page title is 'PagerDuty - Create Team'. The form contains the following fields:

- Account Name \***: A text input field containing 'xxx@xx.ibm.com'.
- Instance**: A dropdown menu showing 'PagerDuty - Create Team'.
- Here are a few helpful items to get you started**: A section with links for getting started as a team manager, team responder, and additional help.
- Note**: A red note stating: 'If you already requested an account, please wait till the field PagerDuty account name is populated in order to submit a new request.'
- PagerDuty account name**: A dropdown menu showing a redacted value.
- Team name (Name can't contain quotation marks, "\", "'", "&", "<", ">" or non-printable characters) \***: A text input field containing 'XYZ...Team'.
- Parent team id (Parent team id is 7 characters long) \***: A text input field containing 'PNBDGCI'.

Click and **Save & Add More Applications**

The screenshot shows a section titled 'Find the Parent Id here (press the "Add" button, search by team name and copy the id that mentioned at the description):'. It features a search bar with a blue magnifying glass icon and an 'Add' button. Below the search bar, there is a 'Save & Add More Applications' button.

On the right side of the page the request is saved. Click on **Review** at the bottom of the page.

Saved Requests(1)

Please note you can request access to more Applications/Servers (select from the list), you can Edit or Remove the Saved access request, or you can "Review & Submit" the request for approvers' review.

PagerDuty - Create Team

Review

Provide **Business Justification** on the Review Page click on the **Checkbox** and **Submit**

Request Review

Account Name  
xxx@xx.ibm.com

PagerDuty - Create Team

1 of 1 instances

Request Details

Here are a few helpful items to get you started

PagerDuty account name  

P7ZSFM9

Team name (Name can't contain quotation marks, '\', /, &, '<', '>' or non-printable characters)

XYZ\_Team

Parent team id (Parent team id is 7 characters long)

PNBDGCGJ

Business Justification \*

Monitoring of System

Max Attachments Size ( Max Single Attachment Size 1.00MB) : 4.00MB    Max Attachments Allowed throughout the Lifetime of the request: 4

☒ \*\*\*By clicking the "Submit" button on this page, I confirm that I have reviewed the access which is requested and this access is needed to perform required functions in the assigned job.

If you want to make further modifications, you can click the "Request Details" edit button. To cancel the request, Remove the request from "Saved Requests"

Submit

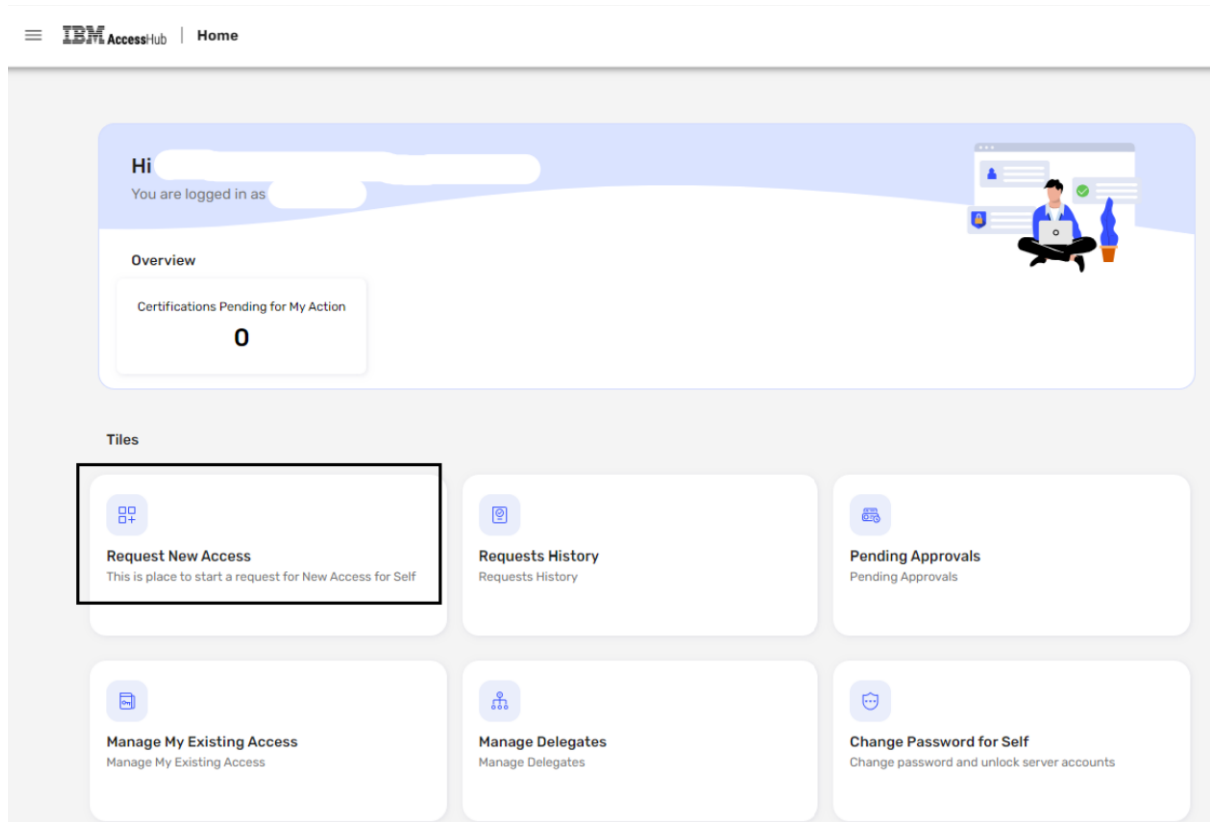
Access Hub Team will approve this request so that the Team will be created in PagerDuty system.

## Step 2: Getting Access to PagerDuty

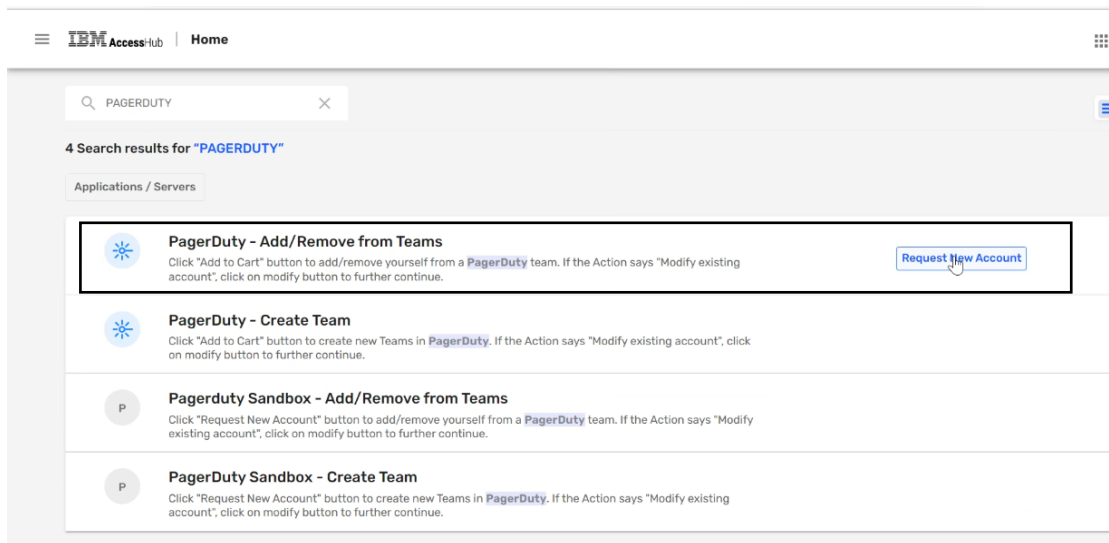
Go to AccessHub Portal using below URL. Ensure your IBM VPN is connected

<https://ibm.idaccesshub.com/ECMv6/request/requestHome>

Click on **Request New Access**



Search for **PagerDuty** in the Search field and click on **Request New Account** on **PagerDuty – Add/Remove from Teams**



Enter your IBM email address in the **Account Name** field

- **Please do not add any client email addresses as this tool is for **IBMers** only. To engage clients License is required. Please reach out to [pagerduty@us.ibm.com](mailto:pagerduty@us.ibm.com) if you have any clarifications in this regard.**

The screenshot shows the 'Select Access' form. At the top, there's a search bar with '1 Search result matches for Teams found within Access Category.' Below the search bar, the title 'PagerDuty - Add/Remove from Teams' is displayed. The form has two main sections:

- Account Name \***: A text input field containing 'xxxxx@xx.ibm.com'.
- Instance**: A dropdown menu with 'PagerDuty - Add/Remove from Teams' selected.

Below the form, there's a section titled 'Here are a few helpful items to get you started' with the following text:

PagerDuty is a team based tool. Make sure to set up your Profile and preferences right away - guides can be found in the links below. Here are a few helpful sites depending on your team role.  
 Getting started as a team manager in PagerDuty: [https://university.pagerduty.com/page/on-demand#pagerduty-role\\_manager](https://university.pagerduty.com/page/on-demand#pagerduty-role_manager)  
 Getting started as a team responder in PagerDuty: [https://university.pagerduty.com/page/on-demand#pagerduty-role\\_responder](https://university.pagerduty.com/page/on-demand#pagerduty-role_responder)  
 Additional help can be found at: <https://w3.ibm.com/w3publisher/pagerduty>

At the bottom, there's a red note: **Note:** If you already requested an account, please wait till the field **PagerDuty account name** is populated in order to submit a new request.

In the same screen click on **Add** on the **Teams** Section in the below screen

Getting started as a team manager in PagerDuty: [https://university.pagerduty.com/page/on-demand#pagerduty-role\\_manager](https://university.pagerduty.com/page/on-demand#pagerduty-role_manager)  
Getting started as a team responder in PagerDuty: [https://university.pagerduty.com/page/on-demand#pagerduty-role\\_responder](https://university.pagerduty.com/page/on-demand#pagerduty-role_responder)  
Additional help can be found at: <https://w3.ibm.com/w3publisher/pagerduty>

**Note:** If you already requested an account, please wait till the field **PagerDuty account name** is populated in order to submit a new request.

PagerDuty account name

**Teams**

Save & Add More Applications

Search for **XYZ\_Team** which was created in **Step 1** and click on **Select**

Click on **Done** after Selecting

**Teams**

Records per page: 25 \* 1 - 1 of 1k

NAME	DESCRIPTION
XYZ_Team	<input type="button" value="Add"/>

Select the **Checkbox** and click on **Review**

## IBM PagerDuty Onboarding Process

Teams \* Remove Add

<input checked="" type="checkbox"/>	NAME	BUSINESS JUSTIFICATION
<input checked="" type="checkbox"/>	XYZ_Team	Business Justification <span>✎</span> <span>✕</span>

Save & Add More Applications Review

Write **Business Justification** in the below screen as per your requirement

**Request Review**

PagerDuty - Add/Remove from Teams ✎ 1 of 1 instances

**Request Details**

Here are a few helpful items to get you started

PagerDuty account name

**Teams**

SELECTED ENTITLEMENTS	BUSINESS JUSTIFICATION
_Consulting	

**Business Justification \***

Automated Monitoring of System

Max Attachments Size ( Max Single Attachment Size 1.00MB) : 4.00MB Max Attachments Allowed throughout the Lifetime of the request: 4

Click on the **checkbox** after writing Business Justification and click on **Submit**

**Business Justification \***

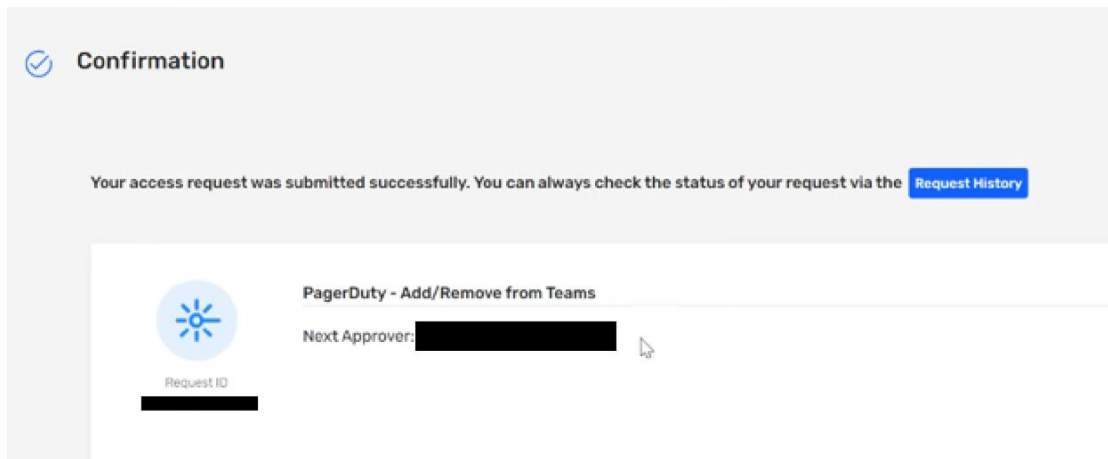
Automated Monitoring of System

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Submit

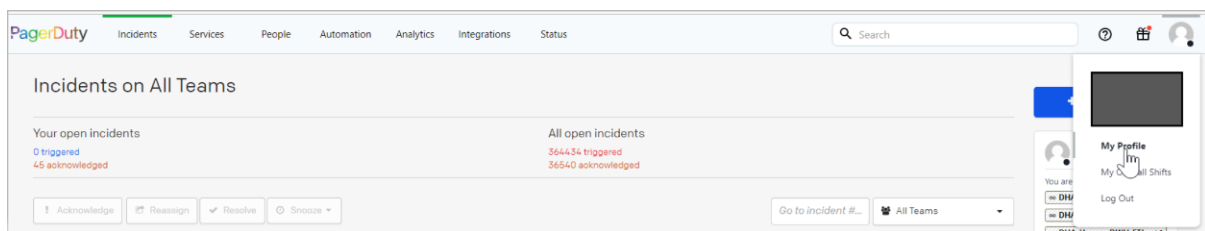
This request will go to your **BluePage Manager** for Approval. Please reach out to your BluePage Manager to approve the request.




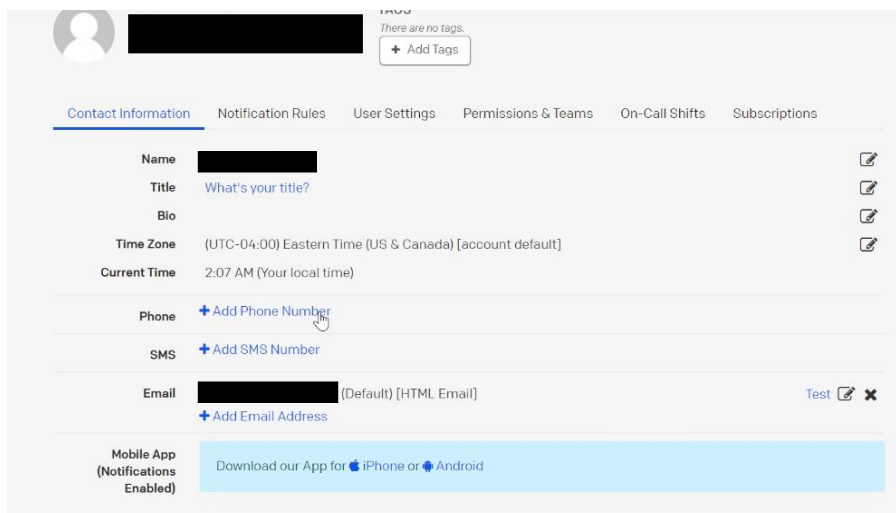
Once the request is approved you will be able to login to PagerDuty system using the URL <https://ibm.pagerduty.com> using your W3 credentials.

### Step 3: Register Mobile Number in PagerDuty

After getting Access to PagerDuty Click on  icon on the top right corner and go to **My Profile**



On User Profile page click on  icon and change your **Time Zone** and verify Current Time is reflecting as per your local time. If Current time is not changing please refresh the page.




Add your **Phone Number**, **SMS Number** and **Email** by clicking corresponding + symbol. After adding use Test functionality to verify if you are receiving Test Call, SMS and Email from PagerDuty.



- Please note after attending phone call from PagerDuty you need to **press 4** to acknowledge the call or **press 6** to resolve the incident, otherwise the incident will be marked as open in PagerDuty System and you will receive multiple calls.

The screenshot shows the PagerDuty user profile page. At the top, there's a navigation bar with links: Incidents, Services, People, Automation, Analytics, Integrations, and Status. A search bar is on the right. Below the navigation bar, there's a user profile section with a placeholder for a profile picture and a name field. To the right of the name field is a 'TAGS' section with a note 'There are no tags' and a '+ Add Tags' button. Below this is a tabbed interface with tabs: Contact Information (selected), Notification Rules, User Settings, Permissions & Teams, On-Call Shifts, and Subscriptions. The 'Contact Information' tab is active, showing fields for Name, Title, Bio, Time Zone (UTC+04:00 Abu Dhabi, Muscat), and Current Time (5:28 PM (Your local time)). Below these are sections for Phone, SMS, and Email, each with a placeholder and a '+ Add' button. To the right of these sections are 'Test' buttons with edit and delete icons. At the bottom, there's a 'Mobile App (Notifications Enabled)' section showing a registered device 'SM-A528B' with a registration date of 'Sep 27, 2022 2:33 AM' and a 'Test' button.

With this step PagerDuty Onboarding Process Completes.

If you have any issues during this process please raise send a mail to [pagerduty@us.ibm.com](mailto:pagerduty@us.ibm.com) to get the support, also you can join  #guild-pagerduty slack channel to get community support.