Application Control Exception Manager Guide

Special notice

Before using this information and the product it supports, read the information in Notices.

Edition notice

This edition applies to version 10.0 of BigFix and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Overview

BigFix Application Control is a lightweight enforcement system that manages application allowlisting and blocklisting through JSON policy files and integrates using BigFix authentication mechanism. Exception Managers approve or deny the exception requests raised by BigFix endpoint users for granting temporary access to blocked applications and/or processes.

Exception Managers have an important role to play in BigFix Application Control work-flow. After BigFix® endpoint users raise exception requests for temporary access to blocklisted applications or processes, the exception manager's approve or deny these requests as per their organization policy. They can also track and review pending requests through ServiceNow™.

Audience

This guide is intended for exception managers (non-admins) who track, review, and approve or deny the exception requests raised by Application Control managed endpoint users. Exceptions Managers perform their tasks by having access to ITSM solutions like ServiceNow™.

Exception Managers perform three main tasks in Application Control:

- review pending exception requests in ITSM queue
- approve or deny exception requests as per company policy
- track and review all approved exceptions for audit purposes

Chapter 2. Review, Approve, and Track Exceptions in ServiceNow™

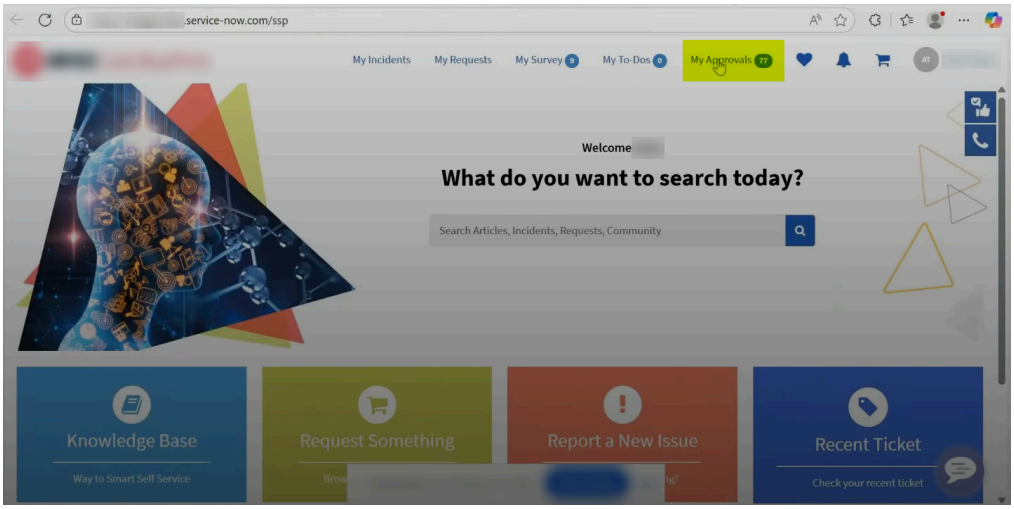
This topic provides a step-by-step instructions for exception managers to review and approve pending exception requests for blocklisted applications in ServiceNow™. It also covers how exception managers can effectively track all approved exceptions raised by endpoint users for blocklisted applications in ServiceNow. This process is essential for maintaining accurate audit records and ensuring compliance. By following the outlined steps, managers can efficiently manage approval requests through the ServiceNow™'s service portal.

Learn how exception managers can review and approve the pending exceptions raised by endpoint users for blocklisted applications in ServiceNow™. This task also covers how exception managers can track all the approved exceptions raised by endpoint users for blocklisted applications for audit purposes.

To review and track the exception requests in ServiceNow™, follow steps 1 to 4 and to approve pending exception requests follow all the steps:

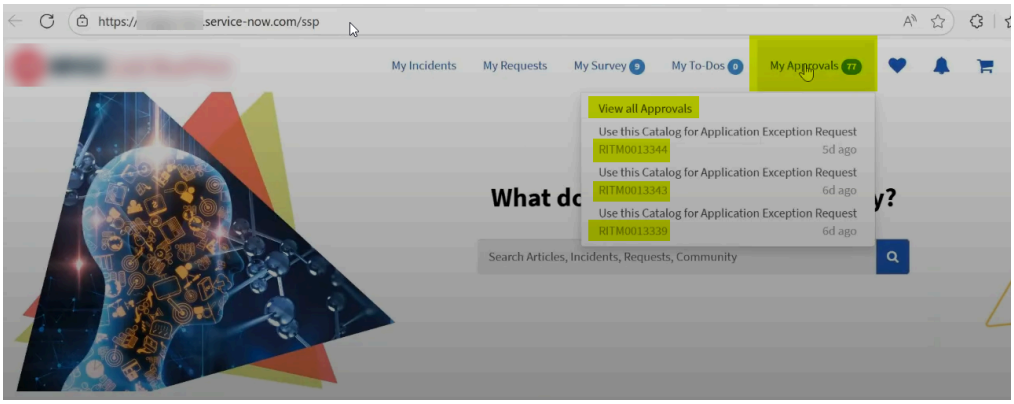
1. Login to your organization's instance of ServiceNow™'s service portal.
2. From the service portal's homepage, click **My Approvals**.

Figure 1. ServiceNow Service Portal



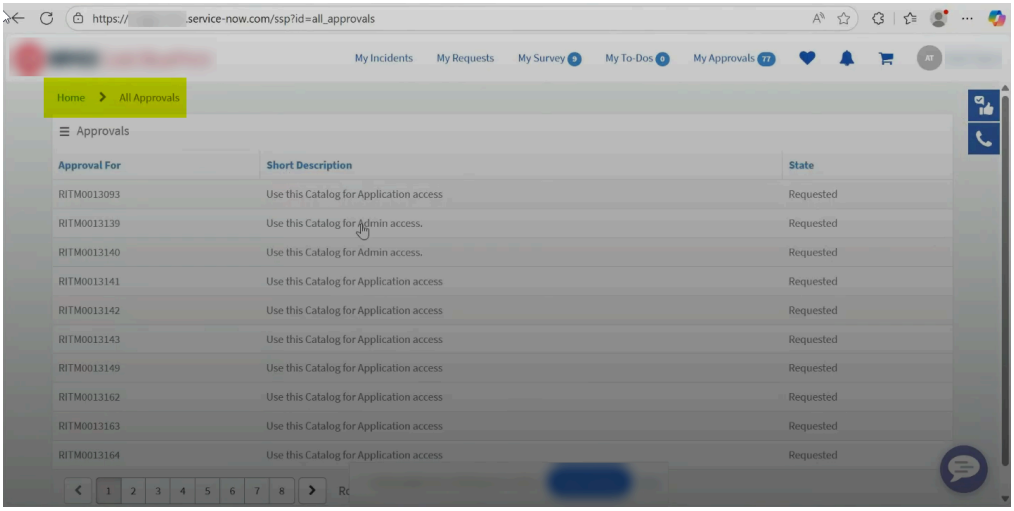
3. Select either **View all Approvals** to see all the pending approval requests or select the specific application exception request ticket you need from the list.

Figure 2. View all Approvals



4. From the list of all pending approvals, click the one you want to approve or reject.

Figure 3. Pending Approval List

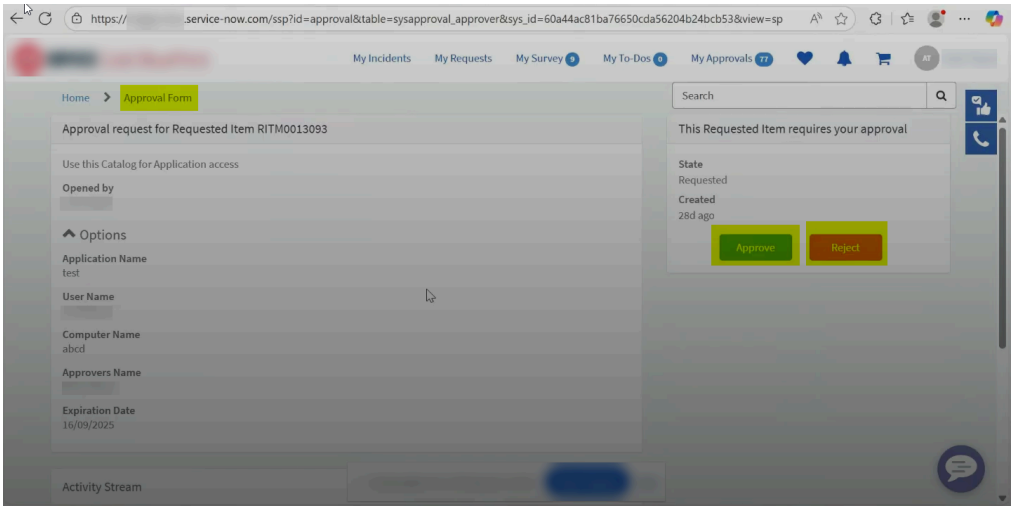


On the **All Approvals** screen,

- users can view the list of pending exception requests raised by them.
- exception managers can view and act on the list of pending exception requests raised by endpoint users as required.

5. On the exception request's **Approval Form**, you can view the exception ticket's details and either **Approve** or **Reject** the request.

Figure 4. Request Approval Form



By following all the above steps, an exception manager can approve or reject a request.

For more details on service portal, refer to ServiceNow™'s help documentation on service portal.

Chapter 3. Support

For more information about this product, see the following resources:

- Knowledge Center
- BigFix Support Center
- BigFix Support Portal
- BigFix Developer
- IBM BigFix Wiki
- HCL BigFix Forum

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