Aras Innovator SaaS

Administrator Guide

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1 Introduction

1.1 Purpose

The *Aras Innovator SaaS - Administrator Guide* provides comprehensive instructions and resources to assist administrators in effectively managing and optimizing their Aras Innovator software-as-a-service (SaaS) environment.

1.2 Scope

The *Aras Innovator SaaS - Administrator Guide* provides an overview of Continuous Integration and Continuous Delivery (CI/CD) development practices, descriptions of the environments available through Aras Innovator SaaS, and instructions to assist administrators in managing and deploying their Aras Innovator instances. It does not describe the Aras DevOps service or the licensing aspects of the Aras Innovator SaaS subscription.

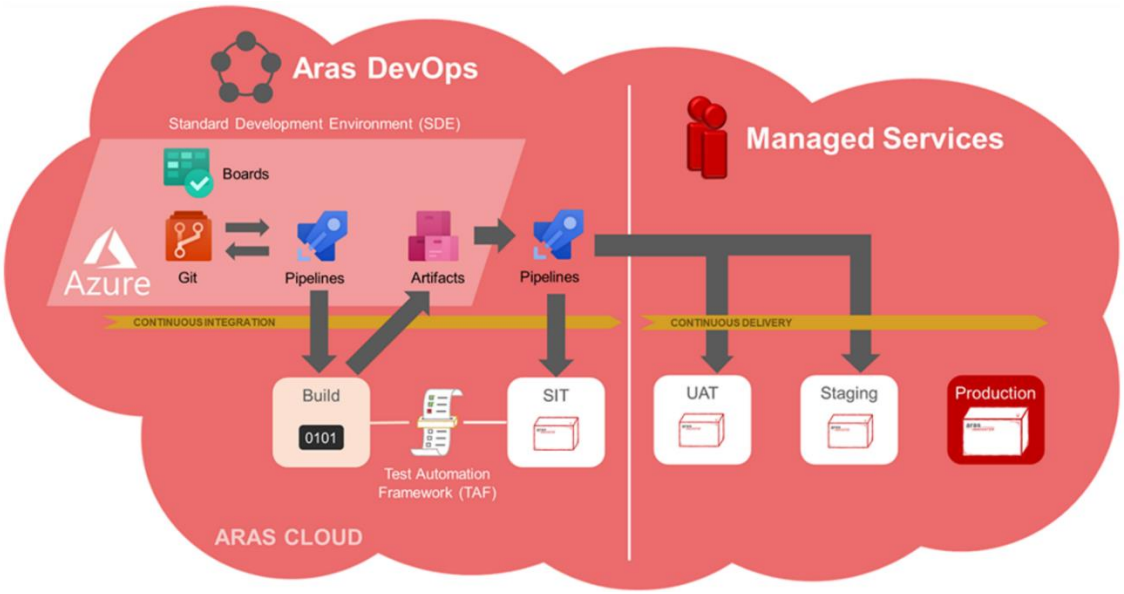
1.3 Target Audience

This document is intended for administrators who are responsible for performing administrative functions pertaining to their Aras Innovator SaaS instance.

It is recommended that all administrators also read the *Aras DevOps – User Guide*, as it explains how to effectively utilize the Aras DevOps service included as part of the Aras Innovator SaaS subscription to manage Aras Innovator customizations throughout the entire lifecycle of the Aras Innovator implementation.

It is also recommended that administrators read the *Aras Innovator SaaS – Cloud Services Description*, as it describes the cloud hosting and management of Aras Innovator as part of the Aras Innovator SaaS subscription.

2 Aras Innovator SaaS Overview



The Aras Innovator SaaS subscription provides Software-as-a-Service with cloud hosting, services, software, and support needed to achieve high availability of enterprise solutions built on Aras Innovator.

With the Aras Innovator SaaS subscription, subscribers receive a dedicated set of environments which provide the same breadth and depth of capabilities as that of an on-premises installation of Aras Innovator. The environments are provisioned, configured, and maintained by Aras Global Cloud Services (GCS) on Microsoft's Azure cloud.

The subscriber of the Aras Innovator SaaS subscription is the company or business unit that has purchased an Aras Innovator SaaS subscription and referred to as "**organization**" in this document.

2.1 Cloud Services Coordinator (CSC)

The organization must designate a Cloud Services Coordinator (CSC) from the subscribing organization. The CSC acts as the liaison between the subscribing organization and Aras regarding activities relating to the Aras Innovator SaaS subscription and is the main point of contact for communication between Aras and the organization. Therefore, designating multiple CSCs can be beneficial in cases such as when the primary CSC is on vacation or holiday.

2.1.1 Cloud Services Coordinator (CSC) Responsibilities

The CSC is responsible for coordinating activities relating to the Aras Innovator SaaS subscription such as authorizing actions on behalf of the organization and ensuring that any specific internal processes required to secure approvals are executed in a timely manner.

One of the CSC's first responsibilities is to coordinate with Aras to schedule an Aras Global Cloud Services onboarding session. The onboarding session is intended to provide an overview of the Aras Innovator SaaS subscription service description, outline subscriber responsibilities, and promote communication between the CSC's organization and Aras. Representatives from the organization, as arranged by the CSC, are invited to this session.

The CSC's responsibilities also include:

- Acting as a liaison between Aras Global Cloud Services and the organization
- Coordinating and attending meetings involving appropriate teams from the organization
- Acting as the point of contact for alerts, notifications, and reports
- Communicating feedback from the organization to Aras
- Securing internal approvals from the organization as required and/or requested by Aras
- Completing required forms and documentation for required services
- Completing requests raised by Aras in a timely manner
- Ensuring all requirements for Aras Services are fulfilled
- Informing Aras of any changes impacting Aras Services as soon as possible
- Designating a backup CSC in the case of vacations or holidays
- Informing Aras of service disconnect or contract cancellation
- Coordinating schedules (e.g., upgrades) with Aras Global Cloud Services

2.2 Local Development Environment

Cloud Services Coordinators and users who will be involved in the development and testing of Aras Innovator customizations should configure a local development environment for development and testing purposes. For a complete list of specifications and installation instructions, please refer to the *Aras DevOps – User Guide*.

3 Continuous Integration and Continuous Deployment (CI/CD)

The Aras Innovator SaaS subscription leverages DevOps, a modern approach to software development that aims to bridge the gap between software development (Dev) and IT operations (Ops). DevOps emphasizes collaboration, automation, and continuous improvement through the software development lifecycle. At the core of DevOps is Continuous Integration and Continuous Delivery (CI/CD). CI/CD development practices reduce turnaround time while increasing efficiency and reliability of Aras Innovator deployments using automation. The CI/CD process involves frequent code integration, automated testing, and continuous deployment of changes to production.

3.1 Continuous Integration

Continuous integration (CI) focuses on the early stages of DevOps where code is built and undergoes system level testing. This ensures that changes are compatible with the existing codebase and aids in detecting defects early on, preventing potential regressions and issues from being propagated further into the development cycle. The CI stage ends when a build successfully completes system integration testing indicating that code is integrated, changes are compatible with the existing codebase, and the build is now ready to move on to user acceptance testing.

To begin the CI process, Aras Global Cloud Services delivers a Standard Development Environment (SDE) by providing access to Azure DevOps and a System Integration Testing (SIT) environment. For a complete guide on the continuous integration process in an Aras Innovator implementation, please refer to the *Aras DevOps – User Guide*.

Users who will be involved in the development and testing of Aras Innovator customizations must configure a local development environment for development and testing purposes. For a complete list of specifications and installation instructions, please refer to the *Aras DevOps – User Guide*.

3.1.1 Azure DevOps

Azure DevOps enables users to collaborate on Aras Innovator implementations using tools for source control, work tracking, and continuous integration and delivery.

For further information regarding the Azure DevOps services available through the Aras Innovator SaaS subscription, please refer to the following:

- Azure Boards
- Azure Repos
- Azure Pipelines
- Azure Test Plans
- Azure Artifacts

Note: It is important to confirm that all team members have appropriate access to Azure DevOps. If any changes are necessary, please refer to the *User Management* section.

3.1.2 System Integration Testing (SIT) Environment

The System Integration Testing (SIT) environment allows developers and testers to complete system level testing and assess the functionality of the Aras Innovator instance before it is deployed into the User Acceptance Testing environment for testing by end-users.

3.1.2.1 Deploy to System Integration Testing (SIT) Environment

Deployments into SIT can be performed by developers within an organization's team. Please refer to the *Deploy to System Integration Testing (SIT) Environment* section of the *Aras DevOps – User Guide* for instructions on deploying into SIT.

3.1.2.2 System Qualification

The Cloud Services Coordinator is responsible for providing System Qualification Approval to Aras Global Cloud Services to initiate a deployment into the User Acceptance Testing (UAT) environment.

System Qualification is intended to confirm that integrations within the Aras Innovator instance are tested and asserts that changes are ready for deployment into UAT. This may include ensuring that Workflows, Reports, Configurations, Integrations, Enhancements, and Forms function as expected.

System Qualification Approval indicates that the current build of the Aras Innovator instance is properly integrated with all other systems required for use, all integration endpoints are defined and operational, and all integrations are operational as tested by an organization's subject matter experts (SMEs).

3.2 Continuous Delivery

Continuous delivery (CD) focuses on the later stages of DevOps after the code has been tested and built as part of the CI process, where the completed build is then thoroughly tested, validated, and approved for deployment. This ensures the code can be deployed, as packaged, with everything needed to deploy to any environment at any time. With CD, teams release quality products frequently and predictably from a source code repository to production using automation.

CD can cover everything from provisioning the infrastructure to deploying the application to the testing or production environment before it is ready to be deployed into production. With the Aras Innovator SaaS subscription, the CD process begins with a request for a User Acceptance Testing (UAT) environment.

3.2.1 User Acceptance Testing (UAT) Environment

The User Acceptance testing (UAT) environment serves as a testing ground for end-users to assess and validate the functionality of the Aras Innovator instance in a simulated, production-like setting, using an approved build from SIT.

Aras Global Cloud Services will automatically generate passwords for the default Aras Innovator 'admin' and 'vadmin' users in the UAT environment. These passwords will be provided to the Cloud Services Coordinator(s) designated by the organization.

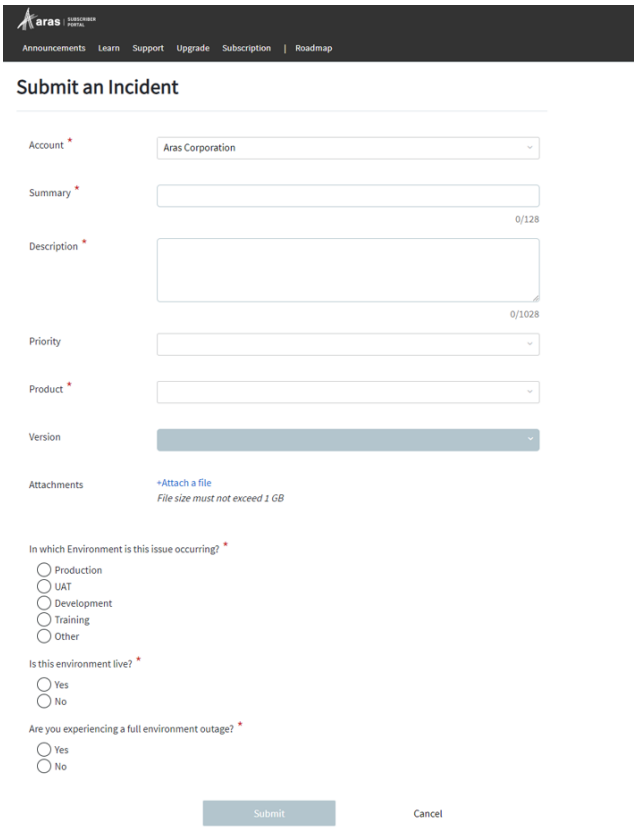
3.2.1.1 Deploy to User Acceptance Testing (UAT) Environment

Aras Global Cloud Services is responsible for deployments into UAT. This ensures that code transitions into UAT as smoothly as possible.

Deployments into UAT occur once system level testing has been completed in SIT, and System Qualification Approval can be provided. The UAT environment hosts one Aras Innovator instance; however, it is possible to execute multiple deployments to UAT prior to deploying into production, as the testing, validation, and development cycle is iterative. Requests to deploy into UAT are initiated by the organization's team depending on the organization's testing schedule and cadence.

To provide System Qualification Approval and initiate a deployment into UAT:

1. Log into the Aras Subscriber Portal.
2. From the **Support** menu, select **Support Incidents.**
3. Click **New Support Incident.**



4. Enter System Qualification Approval in **Summary**.
5. Enter a **Description** of the deployment request, being sure to include the specific build from SIT to be used for the deployment.
6. Fill in the remaining required fields.
7. Click **Submit**.

Aras Global Cloud Services will notify the organization once the deployment is completed and end-users can begin testing.

3.2.1.2 Functional Qualification

The Cloud Services Coordinator is responsible for providing Functional Qualification Approval to Aras Global Cloud Services to initiate a deployment into the Staging environment.

Functional Qualification is intended to confirm that the Aras Innovator instance satisfies end-user activities and asserts that changes are ready for deployment into Staging. This includes validating that Workflows, Reports, Configurations, Integrations, Enhancements, and Forms function as expected.

Functional Qualification Approval enables Aras Global Cloud Services to proceed with deploying changes into Staging. Functional Qualification Approval indicates the current build of the Aras Innovator instance satisfactorily passed end-user testing and is considered fit for use for the specified functions.

3.2.1.3 Hibernation / Reactivation of UAT Environment

The UAT environment is intended for brief periods to perform end user testing before a release. To hibernate when not in use and to be within the limits of the Aras Innovator SaaS subscription agreement, organizations can request the hibernation and reactivation of the UAT environment as appropriate.

3.2.2 Staging Environment

The Staging environment closely resembles the production environment and serves as the final step before deployment into the production environment. The Staging environment allows organizations to simulate a deployment into production using an approved build from UAT to perform final testing before deployment into production. The Staging environment can be requested once the data model is stable enough to import data from a system that will be sunset.

Aras Global Cloud Services will automatically generate passwords for the default Aras Innovator 'admin' and 'vadmin' users in the Staging environment. These passwords will be provided to the Cloud Services Coordinator(s) designated by the organization.

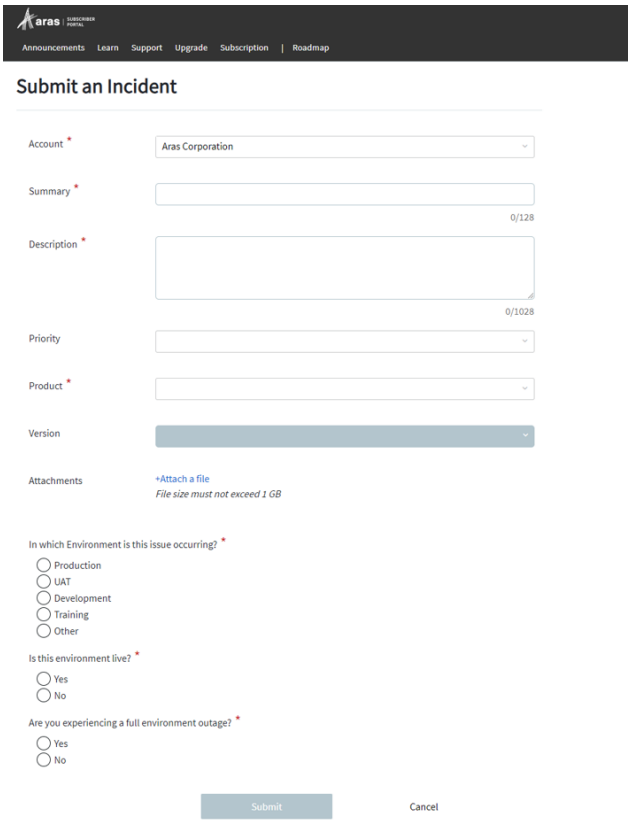
3.2.2.1 Deploy to Staging Environment

Aras Global Cloud Services is responsible for deployments to Staging. This ensures that code transitions to Staging as smoothly as possible.

Deployments to Staging occur once end-users have completed their testing in UAT and Functional Qualification Approval can be provided. The Staging environment hosts one Aras Innovator instance; however, it is possible to execute multiple deployments to Staging prior to deploying to Production as the testing, validation, and development cycle is iterative.

To provide Functional Qualification Approval and initiate a deployment to Staging:

1. Log into the Aras Subscriber Portal.
2. From the **Support** menu, select **Support Incidents.**
3. Click **New Support Incident.**



4. Enter Functional Qualification Approval in **Summary**.
5. Enter a **Description** of the deployment request, being sure to include the specific build from UAT to be used for the deployment.
6. Fill in the remaining required fields.
7. Click **Submit**.

3.2.2.2 Data Qualification

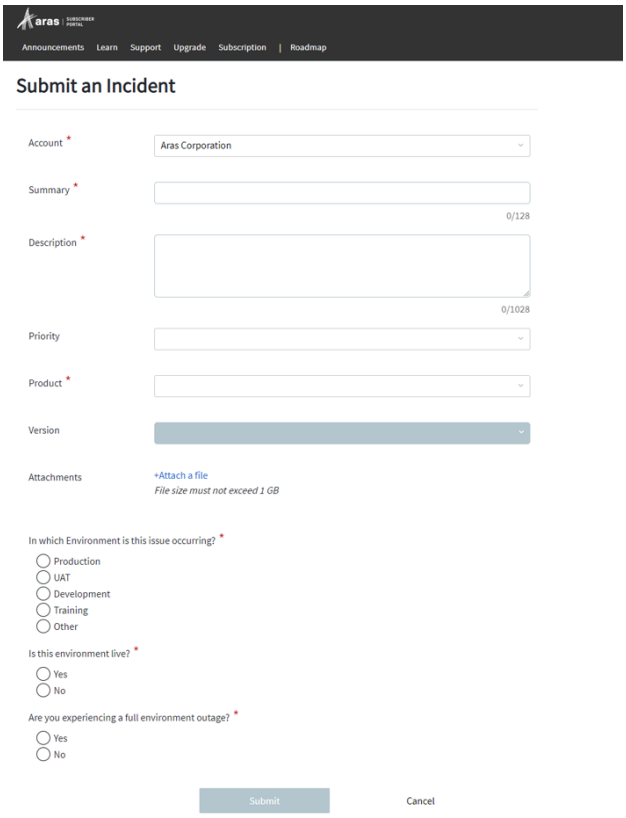
The Cloud Services Coordinator is responsible for providing Data Qualification Approval to Aras Global Cloud Services, if applicable.

Organizations may wish to sunset some systems as part of introducing Aras Innovator. This typically involves migrating data from the deprecated system into Aras Innovator. Data Qualification is intended to confirm that relevant data from an organization's previously used systems as specified by the organization has been properly migrated to the Aras Innovator instance and asserts that the data is ready for migration into Production.

Data Qualification Approval enables an organization to proceed with Production Qualification.

To provide Data Qualification Approval:

1. Log into the Aras Subscriber Portal.
2. From the **Support** menu, select **Support Incidents.**
3. Click **New Support Incident.**



4. Enter Data Qualification Approval in **Summary**.
5. Enter a **Description** confirming the data migration was completed successfully.
6. Fill in the remaining required fields.
7. Click **Submit**.

3.2.2.3 *Production Qualification*

The Cloud Services Coordinator is responsible for providing Production Qualification Approval to Aras Global Cloud Services to initiate a deployment into the Production environment.

Note: While System Qualification, Functional Qualification, and Data Qualification Approvals are not strictly sequential, these approvals must be provided by the Cloud Services Coordinator prior to providing Production Qualification Approval.

Production Qualification is intended to confirm that the Aras Innovator instance undergoes final testing and asserts that changes are ready for deployment into Production. This includes satisfactory functionality with respect to Workflows, Reports, Configurations, Integrations, Enhancements, and Forms.

Production Qualification Approval enables Aras Global Cloud Services to proceed with deploying changes into Production. Production Qualification Approval indicates the current build of the Aras Innovator instance satisfactorily passed final testing and is ready to be used by end-users in production.

3.2.3 Production Environment

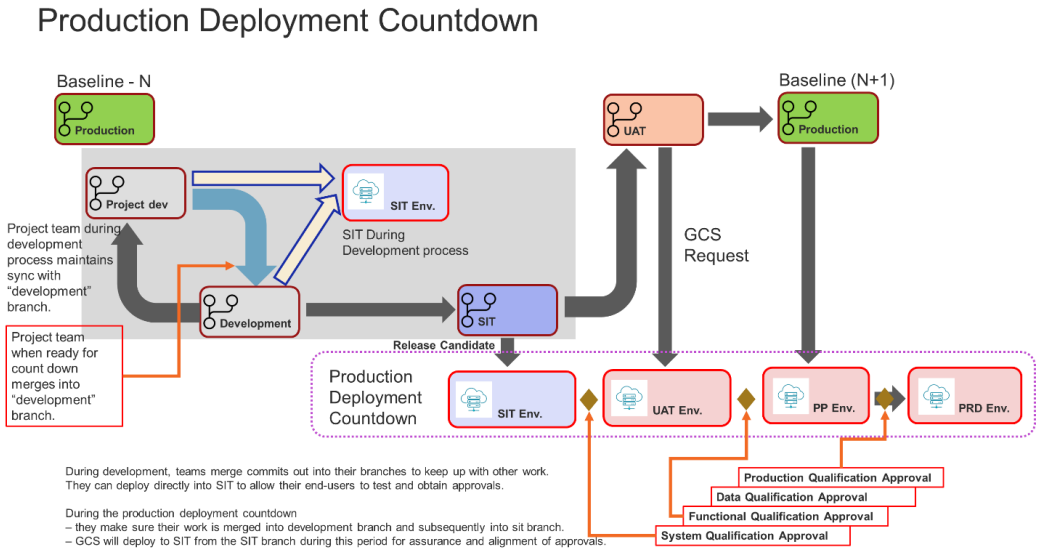
The production environment hosts the live, real-world Aras Innovator instance accessible to end-users for regular use.

Aras Global Cloud Services will automatically generate passwords for the default Aras Innovator 'admin' and 'vadmin' users in the Production environment. These passwords will be provided to the Cloud Services Coordinator(s) designated by the organization.

3.2.3.1 *Production Deployment Countdown Sequence*

During the development of an Aras Innovator project, several deployments into SIT, UAT, and Staging can occur for testing and early feedback. Once a build is ready to be deployed into production, the build is designated as a release candidate. This practice provides flexibility while maintaining a protocol to ensure the Aras Innovator project complies with change management and implementation policies.

The diagram below summarizes the development process and the production deployment countdown sequence transition.



3.2.3.2 Deploy to Production Environment

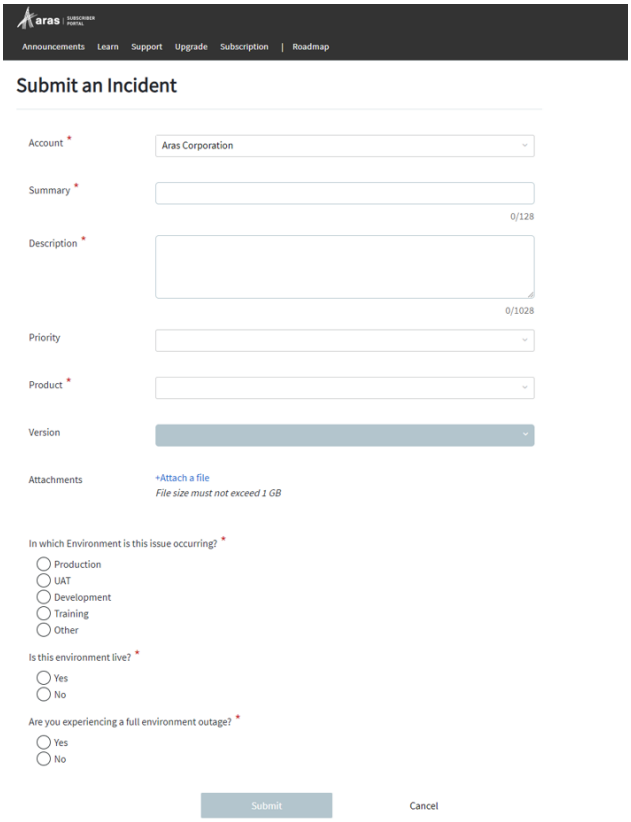
Aras Global Cloud Services is responsible for deployments to Production. This ensures that code transitions to Production as smoothly as possible.

The Cloud Services Coordinator is responsible for collaborating with Aras Global Cloud Services to coordinate an appropriate cutover window for the deployment to Production and communicating the cutover schedule to the appropriate members of the Cloud Services coordinator's organization.

Deployments to Production occur once final testing is completed in Staging and Data Qualification, if applicable, and Production Qualification Approval can be provided. Once all code is thoroughly tested and validated, it can be approved for deployment to Production.

To request a deployment to Production:

1. Log into the Aras Subscriber Portal.
2. From the **Support** menu, select **Support Incidents.**
3. Click **New Support Incident.**



4. Enter Production Qualification Approval in **Summary**.
5. Enter a **Description** of the deployment request, being sure to include the following:
   a. Specific build from Staging to be used for the deployment
   b. Support Incident number associated with the Data Qualification Approval, if applicable
   c. Support Incident number associated with the Functional Qualification Approval
6. Fill in the remaining required fields.
7. Click **Submit.**

4 Connectivity

This section outlines essential components needed to establish and manage connectivity for the Aras Innovator instance.

4.1 Site-to-Site VPN

By default, Aras Innovator instances provided through the Aras Innovator SaaS subscription are accessible only by members of the organization from within the organization's intranet. Aras Innovator SaaS does not require access using a Virtual Private Network (VPN). However, if the organization's IT policy requires a VPN to connect to the Aras Innovator instance, a site-to-site VPN connection can be requested. Only authorized Aras employees and users with access to the organization's VPN will have access to the Aras Innovator instance.

To set up site-to-site VPN for Aras Innovator SaaS services, contact Aras Global Cloud Services by creating a Support Incident through the Aras Subscriber Portal.

4.2 Public URL

A public URL allows users to access the Aras Innovator instance securely from anywhere without requiring a special VPN connection. Public URLs can be leveraged when an organization wishes to grant access to identities outside of the organization's firewall, allowing these identities to access and work with the organization's Aras Innovator SaaS resources. In these cases, site-to-site VPN is not required.

Public URLs can be provided at an additional cost with the purchase of an Aras Open Internet Access subscription add-on. To purchase an Aras Open Internet Access subscription add-on, please contact the Account Owner.

4.3 Secure Sockets Layer (SSL) Certificates

Secure Sockets Layer (SSL) certificates enable secure encrypted communication between a website or application and its users by verifying the authenticity of the website or application and encrypting the data transmitted between the server and the client. To enable Hypertext Transfer Protocol Secure (HTTPS) in an Aras Innovator instance, the organization must obtain and provide the necessary SSL certificates to Aras Global Cloud Services.

To provide SSL certificates for use in an Aras Innovator instance, contact Aras Global Cloud Services by creating a Support Incident through the Aras Subscriber Portal.

4.4 Integration Endpoints

Integration endpoints help enable integrations of Aras Innovator with the organization's other Enterprise systems, such as ERP, MES, etc.

To configure an external endpoint for use with Aras Innovator SaaS services, contact Aras Global Cloud Services by creating a Support Incident through the Aras Subscriber Portal.

Note: Server-side components must be reviewed by Aras' security team for approval for use within the Aras Innovator implementation.

5 User Management

Several key roles are assigned to users collaborating on an Aras Innovator implementation. These roles can be assigned to users from the organization itself, a partner organization, or Aras. These roles are:

- **Developer** – Users who will make modifications to Aras Innovator configurations and/or code. Developers will need access to Git to commit changes, push changes, create pull requests, and create automated tests as needed.
- **QA Engineer** – Users who will create automated tests and test/validate modifications implemented by developers.
- **Team Admin** – Users who will manage the scope of work for the team. Team Admins can also prepare reports.
- **Product Owner** – Users who work closely with the team and provide final approval for work done by the team.
- **Business Owner** – Users who are responsible for environment requests, general communication, and signing off on deployments to the User Acceptance Testing (UAT) and Production environments.
- **Stakeholder** – Users outside of the team who need to be informed of current and upcoming work.

The key roles outlined above determine the level of access users are granted for each of the Azure DevOps services in an Aras Innovator implementation. Users are granted access only sufficient to perform their job function. The levels of access are summarized in the tables below:

Azure Boards						
	Developer	QA Engineer	Team Admin	Product Owner	Business Owner	Stakeholder
View work items	✓	✓	✓	✓	✓	✓
Create work items	✓	✓	✓	✓	✓	✓
Edit work items	✓	✓	✓	✓	✓	✓
Create shared queries		✓	✓			

Azure Repos						
	Developer	QA Engineer	Team Admin	Product Owner	Business Owner	Stakeholder
View repository	✓	✓	✓	✓	✓	
Contribute to repository	✓	✓	✓			
Create branches	✓	✓	✓			
Fork branches	✓	✓	✓			
Create tags	✓	✓	✓			

Azure Pipelines						
	Developer	QA Engineer	Team Admin	Product Owner	Business Owner	Stakeholder
View pipelines	✓	✓	✓	✓	✓	✓
Run pipelines	✓	✓	✓			
Stop pipelines	✓	✓	✓			
Edit pipelines	✓	✓	✓			
Delete pipelines	✓	✓	✓			

Azure Artifacts						
	Developer	QA Engineer	Team Admin	Product Owner	Business Owner	Stakeholder
Install/restore artifacts	✓	✓	✓	✓	✓	✓
Deprecate artifacts	✓	✓	✓			
Promote packages to views	✓	✓	✓			

Organizations are responsible for requesting the addition and removal of users as well as the setting or changing of roles for users.

5.1 Add Users

To add a user to an Aras Innovator implementation, complete the Authorization Request form using the Aras SaaS Portal. The Authorization Request form will need to be filled out specifying the list of team members and their roles (developer, QA, etc.) for each user an organization would like to include. Users who are added will receive an e-mail invitation and should follow the on-screen instructions to register for access to the Aras Innovator implementation.

5.2 Remove Users

It is important to inform Aras Global Cloud Services as soon as possible when users need their permissions revoked for any reason. To remove a user from an Aras Innovator implementation, complete the Authorization Request form using the Aras SaaS Portal. Specify the names and email addresses for each of the users that need to be removed.

6 Managing Changes

Aras Global Cloud Services has a policy for disciplined change management. To ensure changes made to an Aras Innovator instance, such as an update to the login screen logo or an update to method code, are approved in a timely manner, it is important that they are done in accordance with the policies and procedures outlined in this section.

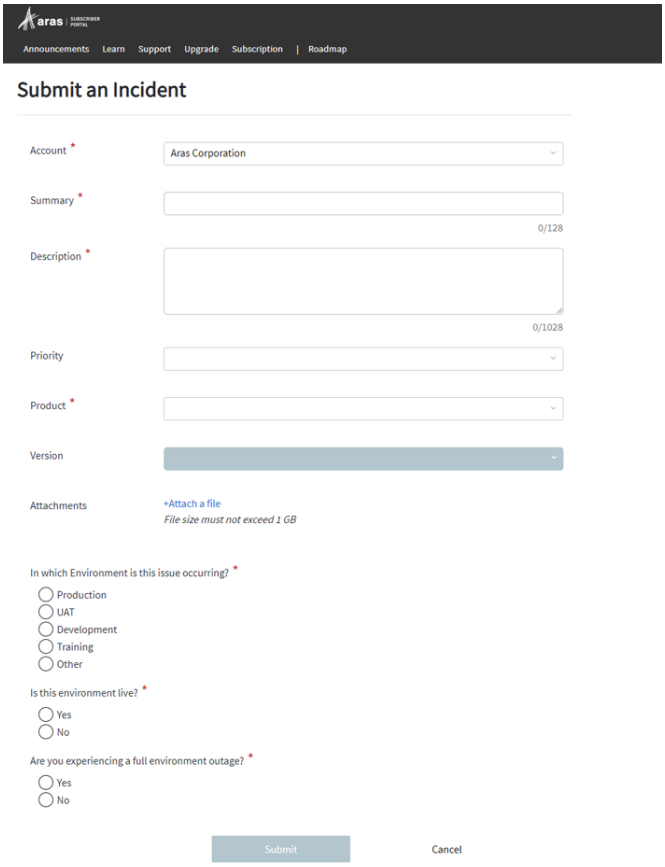
6.1 Change Request

Changes made to an Aras Innovator instance must:

1. Be identifiable, traceable, and support correction or reversal as effectively as possible.
2. Be documented showing request and rationale for change, approval of request, and implementation of request following generally acceptable good software development practices.
3. Be validated and verified or show rationale and approval for waiver for validation and verification.
4. Be reviewed as soon as possible in the case of emergency changes based on waiver.

To create a change request:

1. Log into the Aras Subscriber Portal.
2. From the **Support** menu, select **Support Incidents.**
3. Click **New Support Incident.**



4. Enter Change Request in **Summary**.
5. Enter a **Description** of the change request, being sure to include details of the required changes.
6. Fill in the remaining required fields.
7. Click **Submit.**

Once a change request is created, an impact analysis is performed and agreed upon by both the requesting organization and Aras Global Cloud Services. The impact analysis is performed so that all parties understand the risks, resources, schedules, etc., required to implement the changes. The results of the impact analysis are shared with the requesting organization for review and approval. Upon approval from the requesting organization, the change request is implemented.

The following points are considered when further developing Aras policies and procedures, as well as the approval process for changes to the environment and operations:

1. Specifically assess the risks involved in making a change and risk assessment operations and environmental integrity
2. Require members of the workforce to be trained on such policy and ensure emphasis on actions related to violations of this policy

3. Require that validation occurs for the change prior to deployment into the production environment
4. Always require manager or manager's designee's approval before deployment
5. Maintain a log of changes, by whom and by whose authorization
6. Maintain version history with the possibility to rollback a change

6.2 Version Control with Git

Aras Innovator SaaS leverages Git and Azure DevOps to streamline the process of tracking, reviewing, and deploying changes.

Git is a distributed version control system that allows organizations to track changes to code. By using Git, organizations can maintain a detailed history of every change made, view differences between versions, and collaborate with teams.

Please refer to the *Continuous Integration Projects Collaboration* and *Using a Shared repository and Merging Conflicts* sections of the *Aras DevOps – User Guide* for instructions on working with Git.

7 Upgrades

Upgrade services are included as part of the Aras Innovator SaaS subscription to enable organizations to keep Aras Innovator deployments current with the latest Aras Innovator features and functionality, security updates, performance optimizations, and more. Upgrades should be completed at least once per year to ensure Aras Innovator instances are running on the latest version of Aras Innovator.

To request an upgrade of an Aras Innovator instance, contact Aras Global Cloud Services by creating a Support Incident through the Aras Subscriber Portal.

8 Getting Support

For support or to report technical issues, create a Support Incident through the Aras Subscriber Portal. The Aras Subscriber Portal enables organizations to track the status of tickets, communicate with Aras on active tickets, and view all requests.

The table below summarizes the common types of requests:

Request Type	Description
Environment Provisioning Request	Aras Global Cloud Services provides several environments as part of the Aras Innovator SaaS subscription. Environment provisioning requests are required for provisioning these environments. Some environments are intended for brief periods as outlined in the Aras Innovator SaaS subscription agreement. To be within the limits of the Aras Innovator SaaS subscription agreement, organizations can request the hibernation and reactivation of environments as appropriate.
Authorization Request	As an Aras Innovator implementation progresses, team members may be added with new or different roles, removed, and/or adjusted as necessary. Authorization requests must be approved before environments can be provisioned.
Customer Action Request	It is sometimes necessary for organizations to perform actions such as approving system qualifications. When this is required, the organization may create a ticket with a title such as "System Qualification Approval" and confirm to Aras Global Cloud Services for the record. Aras Global Cloud Services may also raise such a ticket for the organization to confirm when Aras Global Cloud Services is informed by other sources that system qualification is completed.
Cloud Incident	A cloud incident may be reported by the organization and processed in a standard fashion for confirmation and resolution. Aras Global Cloud Services may also inform the organization as appropriate of such an incident and use the ticket to help the organization keep track of progress when appropriate. In other cases, the organization is simply notified.
Environment Deployment Request	As projects progress, and in general, during the life of an organization’s engagement, organizations may request that their solution be deployed to one of the environments they are entitled to have. As an example, an organization may acquire an optimal environment for training, request provisioning to this environment, and

	subsequently request deployment of a new solution before it is deployed to production. Organizations may do this when significant changes are made and they wish to train users before going to production. In general, during the initial provisioning of an environment, the organization may request the deployment of an existing version of the solution.
DevSecOps Request	The DevOps offering is strictly limited to providing enablers. However, users may often request assistance with issues and to the extent possible, Aras Global Cloud Services will respond. In addition, organizations can request services such as installing additional software. When this is required, the organization may have to also acquire servers. Aras Global Cloud Services will respond to provisioning requests that include evaluating the components to install for security vulnerabilities.
Environment Maintenance Request	The various environments require maintenance such as adding endpoints or hibernating or deprovisioning. Customers use this category of service to make such requests. Customers may also reactivate a previously hibernated environment.
Bug Report	A bug report is used by an organization to report any software issues or unexpected behavior encountered within the Aras Innovator instance.
Enhancement Request	An enhancement request is used by an organization to submit requests for new features or enhancements to the Aras Innovator platform.
General Service Request	Catch all request type when a more specific category is not available.