

Workflows and Delegation





Outline

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ADManager Plus overview

ADManager Plus is an identity governance and administration (IGA) solution with features for securely managing and governing the identities in an organization

**Streamlined identity life
cycle management**

**Compliance-oriented
reporting**

**Multi-level business
workflows**

**Granular access controls
and delegation**

**Automated access
certification campaigns**

**Inter-forest and intra-forest
migration of AD objects**

**Secure data backups and
recovery**

**Integrations with popular SIEM,
HCM, ITSM, and help desk tools**

Business challenges

Business challenges that necessitate the implementation of workflows and delegation include

01 Complex task management

Managing a variety of tasks across different departments can become cumbersome without efficient workflow processes

02 Compliance with regulations

Organizations must ensure that tasks are executed in accordance with internal policies and external regulations, requiring clear workflows and delegated responsibilities

03 Resource optimization

Efficiently allocating tasks among the available resources is essential for maximizing productivity and minimizing delays

04 Cross-functional collaboration

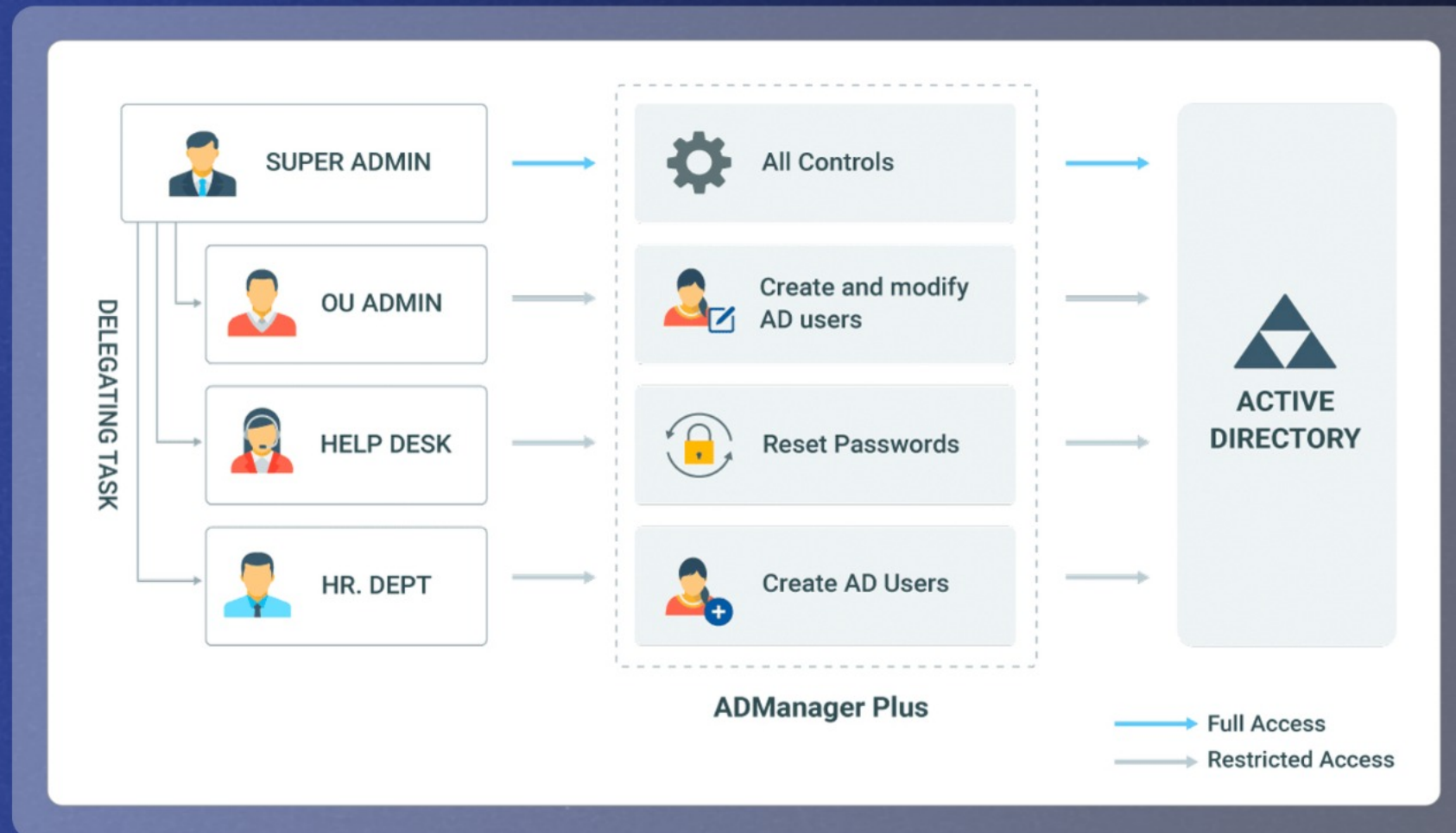
Workflows and delegation facilitate collaboration among different departments by providing clear roles and responsibilities

05 SLAs

Meeting SLAs requires efficient task assignment, tracking, and completion, which can be achieved through workflow and delegation mechanisms

Delegation

Delegation involves granting help desk technicians restricted access and privileges to efficiently handle assigned tasks, such as password resets, user creation, and data migration



How to delegate

Step 1: Create a role with the desired permissions

Create a role for help desk technicians, specifying the tasks they are authorized to perform

The screenshot displays the ADManager Plus web interface. The top navigation bar includes links for Home, Management, Reports, Microsoft 365, Delegation, Workflow, Automation, Admin, Backup, and Support. The 'Delegation' tab is active. Below the navigation bar, there is a breadcrumb trail: Help Desk Technician > Help Desk Roles > Audit Report > Admin Audit Report > Notification Profile. The main heading is 'Help Desk Roles'. The form for creating a new role is visible, with the following fields:

- Role Name:** Reset password
- Description:** Users having this role can reset passwords for users in AD using ADManager Plus.

Below the form, there are several sections for configuring permissions:

- AD Management:** ☒ AD Management, ☐ AD Reports, ☒ Administration, ☐ Microsoft 365, ☐ Backup
- Bulk User Management:**
 - ☐ Create Users (User Attribute Privileges)
 - ☐ Create Single User
 - ☐ Create Bulk Users
 - ☐ Modify Users (User Attribute Privileges)
 - ☐ Modify Single User
 - ☐ Modify Bulk Users
 - ☐ Modify Users Using Template
 - ☐ User Templates
 - ☐ User Creation Templates
 - ☐ User Modification Templates
- Bulk User Modification:**
 - ☒ General Attributes
 - ☒ Reset Password
 - ☐ Group Attributes
 - ☐ Unlock Users
 - ☐ Move Users
 - ☐ Delete Users
 - ☐ Account Attributes
 - ☐ Exchange Attributes
 - ☐ Create/Archive MailBox
 - ☐ Modify SMTP Address
 - ☐ Set MailBox Rights
 - ☐ Delivery Options
 - ☐ Naming Attributes
 - ☐ Auto Reply
 - ☐ Terminal Services
 - ☐ Profile Attributes
 - ☐ Remote Control Attributes
 - ☐ Session Attributes
 - ☐ Environment Attributes
 - ☐ Move/Delete TS Home folders
 - ☐ Dial-in

At the bottom right, there are checkboxes for ☐ Deny Bulk Modification and ☐ Deny CSV Import.

How to delegate

Step 2: Assign the role to a technician

Designate a technician or select an existing technician and assign the role to delegate the required actions to them

The screenshot displays the 'Edit Help Desk Technician' interface in ADManager Plus. The top navigation bar includes 'Home', 'Management', 'Reports', 'Microsoft 365', 'Delegation' (active), 'Workflow', 'Automation', 'Admin', 'Backup', and 'Support'. A search bar for 'Search AD Objects' and a 'Domain/Tenant Settings' button are also present.

The main content area is titled 'Edit Help Desk Technician - ADManager Plus Authentication \ helpdesk' and includes a 'Built-in help desk account' link. The 'Email Address' field is set to 'Add email address'.

Under the 'Delegate roles for the domains' section, the 'admptest.com' domain is selected. The 'Select OUs' dropdown is set to 'All OUs'. The 'Select Help Desk Roles' dropdown is set to 'Reset password'. The 'Assign Templates' dropdown is set to 'All'. The 'Impersonate as Admin' checkbox is checked.

Below this, there are checkboxes for 'admpqa1.com' and 'csez.zohocorpin.com'. The 'Select file servers' dropdown is set to 'All'. The 'Orchestration Template' dropdown is set to '-'. The 'Visible Groups' section has a link to 'Add/Remove the groups that should be visible to the technician.' and a 'Show Advanced' link.

The 'Microsoft 365' section has a link to 'Click here to delegate Microsoft 365 Accounts'.

A footer note states: 'All these delegations bear effect only in the product. Technicians' actual privileges in Active Directory will remain unchanged.'

At the bottom, there are 'Save Changes' and 'Cancel' buttons.

Key features

▶ Non-invasive delegation

Distribute administrative tasks effectively while maintaining security, compliance, and control over identity management tasks

▶ Role-based access controls (RBACs)

Implement RBAC principles to define roles with specific permissions

▶ Granular controls

Ensure users have the appropriate permissions to perform tasks without unnecessary access

▶ Audit trails

Log and track all delegated actions performed by administrators

▶ Anomaly detection

Detect anomalies in help desk technician activity by identifying deviations from typical behavior to flag unusual actions.

Use cases

Help desk ticket management

Delegating tasks to help desk technicians by giving them permissions to reset passwords, unlock user accounts, and modify user attributes helps you streamline ticket resolution processes without granting full administrative access

Access management

Allowing managers to review user access and permissions within their teams by running access certification campaigns promotes efficient access management and enhanced data security



Workflows

You can exercise control over automated tasks by setting up multi-level workflows to validate and prioritize user requests with efficient SLA management

Business Workflow

Define an order of execution for important administrative tasks. [Learn more...](#)

Workflow Name

Description

Workflow Stages

Requester

The one who raises a request for a particular action. [\[Configure\]](#)

☒ **Reviewer**

The one who assesses the request, weighs its pros and cons, and offers recommendations. [\[Configure\]](#)

No. of Reviewers: 1 ▼

☒ **Approver**

The one who possesses the authority to finalize an action. [\[Configure\]](#)

No. of Approvers: 1 ▼

☒ **Executor**

The one who executes the approved action. [\[Configure\]](#)

Create Workflow

Cancel

Ticketing using workflows

- Workflows support a pool of requests that are submitted, routed, reviewed, and executed, with statuses tracked and notifications sent at each stage
- This streamlines request management, improves response times, and enhances collaboration among teams



SLAs in workflows

SLA features allow organizations to define and enforce expected response times, resolution targets, and service quality standards for tasks

With ADManager Plus' SLA features, users can configure the following:

▸ SLA rules

You can configure attributes as the basis on which workflow requests must be filtered and SLAs must be applied

▸ Response times

You can set the expected response times in terms of days, hours, or minutes, according to organizational requirements

▸ Escalations

If a request isn't completed within the specified time, you can choose to notify admins, reassign it, change the priority, or change the status; you can also set multiple escalations to occur at specific intervals

Key features

- ✓ **Customizable workflow stages**

Define multiple workflow stages, such as request initiation, review, approval, and execution, tailored to your organizational needs

- ✓ **The automation of routine tasks**

Automate repetitive tasks, reducing manual effort and improving efficiency in Active Directory management

- ✓ **Audit trails and compliance monitoring**

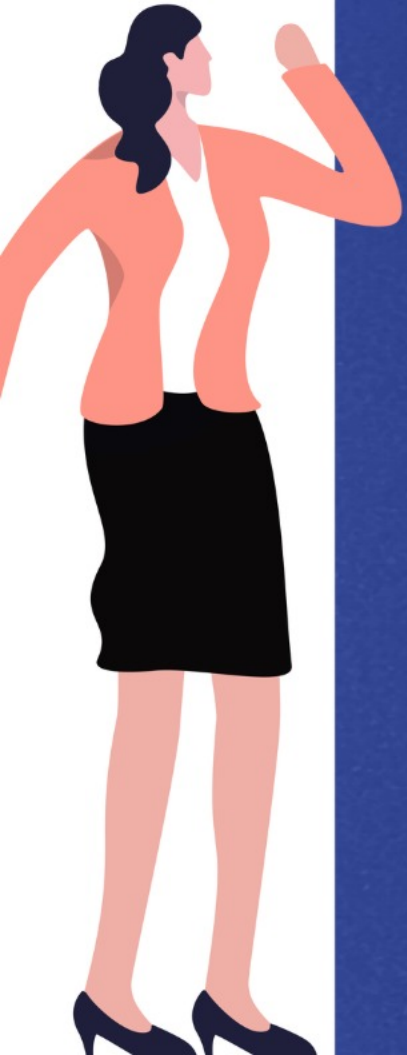
Maintain comprehensive audit trails of all actions performed, ensuring accountability and compliance with organizational policies

- ✓ **Audit trails and compliance monitoring**

Maintain comprehensive audit trails of all actions performed, ensuring accountability and compliance with organizational policies

Use case: Disabling inactive users

- ▶ Say a sysadmin wants to disable the accounts of employees who have been absent for a prolonged time
- ▶ To do this, the sysadmin has to identify users who have not logged in for a long time and then raise a request to disable their accounts, which will be reviewed by the respective employees' managers and executed by the HR manager
- ▶ This process can be eased by using a standardized workflow



Use case: Temporary group memberships

- ▶ Picture a marketing team tackling a time-sensitive campaign that requires additional resources and permissions not typical for the members' roles
- ▶ Instead of making permanent changes to group memberships and permissions, which could pose security threats or increase complexity, ADManager Plus provides just-in-time access, which limits privileges to a particular time frame that can be specified when granting access



License requirements

Customizable workflow stages

- Based on the number of domains and the number of help desk technicians, the licensing will vary
- Delegation is available in the Standard edition with limited functionality
- OU-based, group-based, cross-domain, and multiple-domain AD delegation; Microsoft 365 and Google Workspace delegation; and technician-specific templates are only available in the Professional edition

Workflows

- Workflows are available in the Professional edition
- Any user can be added as a workflow requestor or reviewer
- An approver or executor for the workflow must be a help desk technician, which requires a license

For more details, visit manageengine.com/products/ad-manager/pricing-details.html

ManageEngine
ADManager Plus

— **THANK YOU!** —

For more information, contact
support@admanagerplus.com or visit
manageengine.com/products/ad-manager/