



**Automate and simplify  
identity management with  
ADManager Plus**

# Outline

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# What is ADManager Plus?

ADManager Plus is an identity governance and administration (IGA) solution with features to securely manage and govern the identities in an organization



360-degree user provisioning across AD, Microsoft 365, Google Workspace, and any enterprise applications



Over 200 predefined, scheduled, exportable reports



Automated, orchestrated identity management



Multi-level workflows with SLAs



Integrations with enterprise applications



Automated access certification campaigns



Comprehensive risk assessment reports



Non-invasive, secure help desk delegation



AD, Entra ID, and Google Workspace backup and recovery

# Business challenges

Manual identity management is monotonous, time-consuming, and error-prone, and it has to be streamlined for improved business efficiency

01

## Labor-intensive identity management

Manual data entry requires significant resources and effort, thus causing high administrative overhead

02

## Error-prone processes

Conventional identity management methods are error-prone, which can have significant consequences

03

## Repetitive and mundane tasks

Identity management involves repetitive and time-consuming tasks like user creation and password resets

04

## Compliance management

Not automating certain management tasks can lead to noncompliance with several IT mandates like SOX and HIPAA

# Automating identity management with ADManager Plus

- Automate routine IT admin tasks, like user creation, password resets, AD cleanup, and user account enabling and disabling, with automation policies, reports, and orchestration templates
- Configure automations to manage identities in bulk, implement just-in-time (JIT) access, meet compliance requirements with detailed audit histories, and bid farewell to data entry errors
- Automate tasks in ADManager Plus using:



## **Scheduled automations**

Schedule and automate crucial tasks at defined time intervals across enterprise applications



## **Event-driven automations**

Trigger and execute a sequence of tasks when an event occurs in ADManager Plus

# Automation components

**Automation policies** containing sequential tasks with defined time intervals; these are useful when cleaning up AD, providing JIT access to groups, and doing even more

**Notification templates** with customizable notification content about the automation execution status, which can be sent to the desired stakeholders

**Multi-level workflows** to control and oversee automation execution

**Orchestration templates** with a sequence of AD, Microsoft 365, and Google Workspace tasks; logic blocks; notifications; and webhooks constructed using REST APIs

**Webhooks** that enable task execution to and from enterprise applications using REST APIs

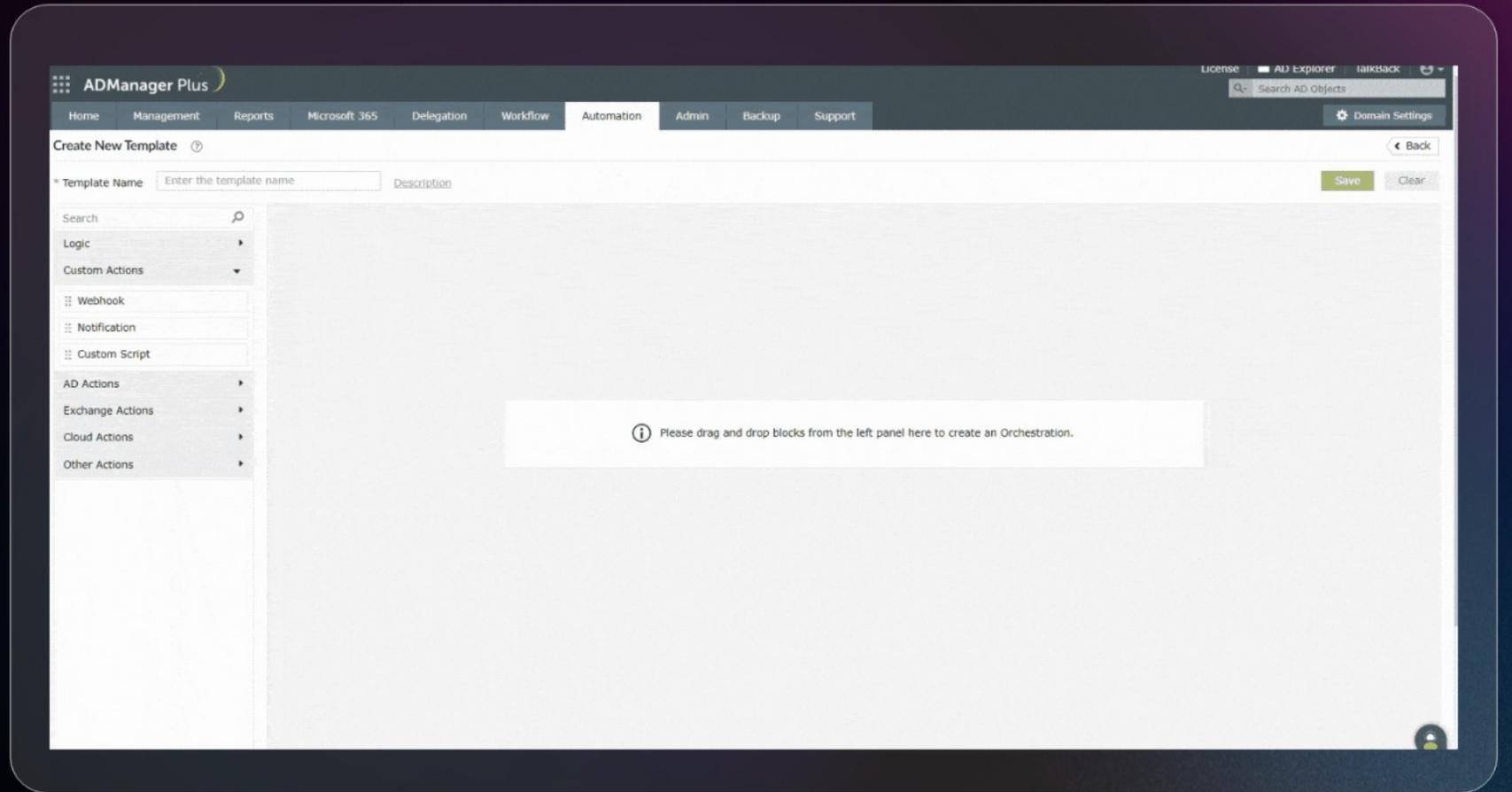
# Automation policies

An automation policy for implementing JIT access

The screenshot displays the ADManager Plus web interface for configuring an Automation Policy. The top navigation bar includes 'Home', 'Management', 'Reports', 'Microsoft 365', 'Delegation', 'Workflow', 'Automation', 'Admin', 'Backup', and 'Support'. The 'Automation' tab is active. A left sidebar lists 'Automation', 'Event-driven Automation', 'Configuration', 'Automation Policy', 'Orchestration Template', 'Application Integrations', 'Access Certification', 'Access Certification Campaign', and 'Certifier Assigning Rule'. The main content area is titled 'Automation Policy' and includes a sub-header 'Modify Automation Policy'. The configuration form contains the following fields: 'Automation Policy Name' (JIT access), 'Description' (empty), 'Automation Category' (User Automation), and 'Select Domain' (dropdown). Below this, the 'Instant Tasks' section shows a task 'Add To Group' for the 'Administrators' group. The 'Successive Task(s)' section shows a task group with a delay of '30 Days' and a task 'Remove from Group' for the 'Administrators' group, with an option to 'Clear all existing Group memberships'. At the bottom, there are 'Update' and 'Cancel' buttons.

# Orchestration templates

Constructing an orchestration template using just drag-and-drop actions



# Notification templates

A notification template to notify users' managers about automation execution statuses

The screenshot displays the ADManager Plus web interface for configuring a notification template. The interface includes a top navigation bar with tabs for Home, Management, Reports, Microsoft 365, Delegation, Workflow, Automation, Admin, Backup, and Support. A search bar for AD Objects is also present. The left sidebar lists various settings categories, with 'Notification Profile' selected under 'System Settings'. The main content area is titled 'Notification Template' and contains the following fields:

- Name:** Automation Execution Notification
- Description:** It notifies the admin when an automation is executed.
- Module:** Automation
- Send Notification About:** Automation could not be triggered, c
- Send Notification via:** Email
- Send Notification to:** To: %User'sManager% x admin@domain.com Cc: Choose
- Subject:** ADManager Plus Notification: %AutomationName% has been execute
- Message:** Greetings from ADManager Plus, %ActionTitle% task was executed in the domain %DomainName% of this task is %AutomationSummary%. This action was triggered by %AutomationName% created by %Technician% at %CreatedTime%. Please find the attachment for more details. Thank you!

Additional options include checkboxes for 'Attachment Type' and 'Send only Consolidated Report.', and 'Save' and 'Cancel' buttons at the bottom.

# Webhooks

An outbound webhook to automatically raise requests in ManageEngine ServiceDesk Plus

The screenshot displays the ADManager Plus interface for configuring a ServiceDesk Plus integration. The left sidebar shows the navigation menu with 'Automation' selected. The main content area is titled 'ServiceDesk Plus Configuration' and includes a toggle for 'Enable ServiceDesk Plus Integration'. Below this, there are sections for 'Inbound Webhook' and 'Outbound Webhook'. The 'Outbound Webhook' section is expanded to show the 'ServiceDesk Plus Webhook Configuration' for the event 'Raise ticket in ServiceDesk PL...'. The configuration includes a POST request to the endpoint 'http://{SDP\_BASE\_URL}/api/v3/requests'. The 'Headers' section contains an 'AuthToken' field with a masked value. The 'Parameters' section is currently empty, with a message indicating 'No parameters available. Click here to add'. The 'Message Type' is set to 'JSON'. The 'input\_data' field contains a JSON payload: 

```
input_data= {
  "request": {
    "subject": "Revoke all permissions and delegations of %sAMAccountName%",
    "description": "%sAMAccountName% was resigned",
    "requester": {
      "id": "4",
```

# Multi-level workflows

A user onboarding workflow to oversee the user creation automation execution

The screenshot displays the ADManager Plus interface for configuring a Business Workflow. The top navigation bar includes 'Home', 'Management', 'Reports', 'Microsoft 365', 'Delegation', 'Workflow', 'Automation', 'Admin', 'Backup', and 'Support'. The 'Workflow' tab is active, showing the 'Business Workflow' configuration page. The page title is 'Business Workflow' with a subtitle 'Define an order of execution for important administrative tasks. [Learn more...](#)'. A 'Create Request' button is visible in the top right corner.

The configuration form includes the following fields:

- Workflow Name:** User onboarding workflow
- Description:** This workflow will be used while processing the request for user account creation.

The **Workflow Stages** section shows a four-step process flow:

- 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. [\[Configure\]](#)

At the bottom of the configuration area, there are 'Update Workflow' and 'Cancel' buttons.

# Scheduled automations

Schedule and automatically execute tasks at defined times by fetching data from reports, applications, databases, and orchestration templates, then notify stakeholders in real time



## Automation policies

Configure policies with sequences of tasks to be executed at defined time intervals and use these policies to run scheduled automations



## Orchestration templates

Define sequential tasks using drag-and-drop actions and automate tasks across enterprise applications with webhooks



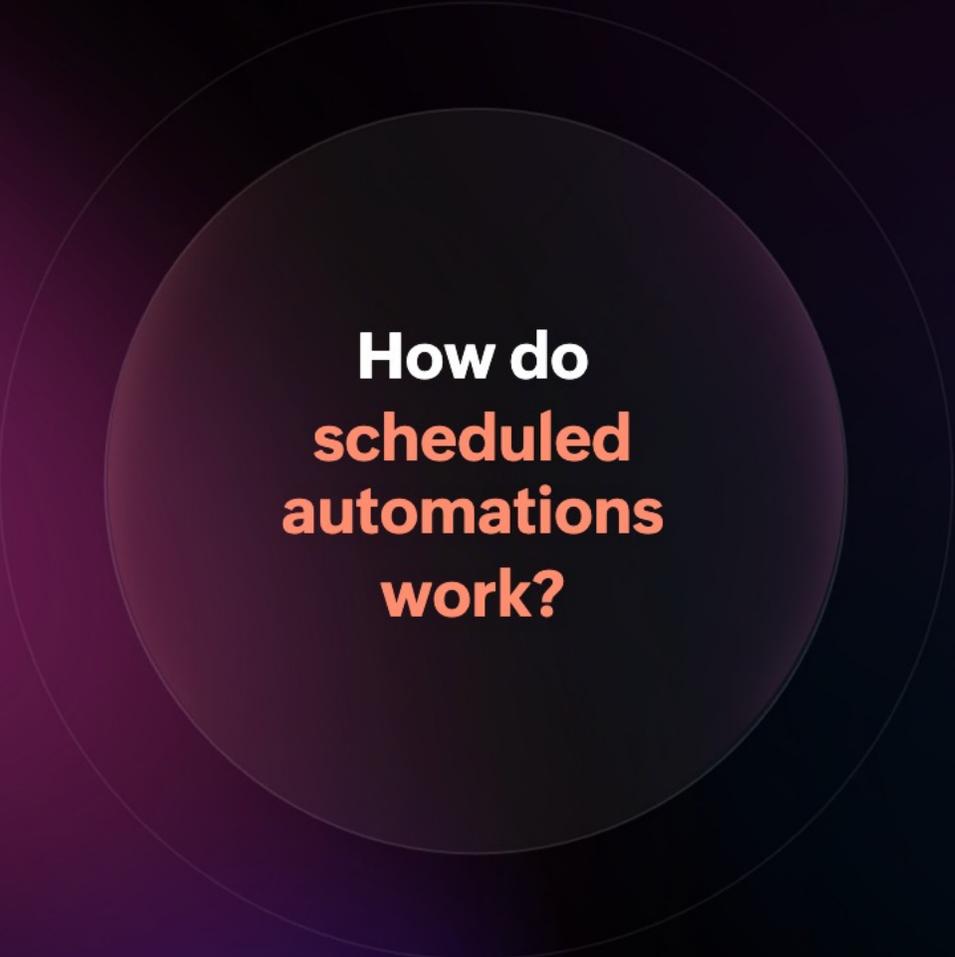
## Business workflows

Associate business workflows with crucial tasks and ensure that tasks are supervised and executed promptly



## Multiple data sources

Automate tasks using CSV files, databases, integrated solutions such as HCM and ITSM tools, or ADManager Plus' reports as data sources



## How do scheduled automations work?

### 01 Automation task configuration

Select the AD or Microsoft 365 management task, automation policy, or orchestration template that has to be automated

### 02 Data source configuration

Configure the objects on which the automation task has to be performed by selecting the desired data source; the data can be obtained from ADManager Plus' predefined reports, integrated applications or databases, or CSV files

### 03 Workflow implementation

Associate multi-level business workflows based on the nature of the automation task

### 04 Execution schedule configuration

Configure the time and frequency at which the automation must be run

### 05 Notification configuration

Enable notifications about the automation status and customize the notification templates

# Event-driven automations

Execute a sequence of identity management tasks across enterprise applications when a user or group management action is performed in ADManager Plus

## Event-triggered execution

Trigger a domino effect whenever a specific user or group management action is executed in ADManager Plus



## Condition-based execution

Execute an orchestration template when certain conditions are satisfied



## Template-based execution

Construct an orchestration template with the sequence of tasks that must be triggered using webhooks, logic blocks, and more

# How do event-driven automations work?

## 01 Event configuration

Configure the user or group management action that will trigger the automation

## 02 Criteria configuration

Configure conditions based on the domain, help desk technician, object, container, and management template related to the selected action

## 03 Orchestration template configuration

Select an orchestration template with the desired webhooks; AD, Google Workspace, and Microsoft 365 management tasks; notification templates; and more

## USECASE

# Onboarding users from UKG Pro

01

Integrate  
ADManager Plus  
with UKG Pro

02

Configure and run a user  
creation automation  
with UKG Pro as the data  
source

03

Sync users from UKG Pro  
to Active Directory every  
time the automation is  
run

## USECASE

# User deprovisioning

01

Construct an orchestration template with actions to deprovision users in Microsoft 365 and Google Workspace and to delete Exchange mailboxes

02

Configure an event-driven automation to execute the orchestration template when the delete users action is performed in ADManager Plus by the administrator

03

Delete AD users from ADManager Plus, trigger the event-driven automation, and deprovision users swiftly

# Benefits of automating identity management using ADManager Plus



Minimize data entry errors



Reduce administrative overhead



Orchestrate sequential tasks



Streamline identity life cycle management



Demonstrate compliance with IT mandates



Alert stakeholders in real time

ManageEngine   
ADManager Plus

# Thank you!

For more information, contact [support@admanagerplus.com](mailto:support@admanagerplus.com)

Or

visit [manageengine.com/products/ad-manager/](https://manageengine.com/products/ad-manager/)