



**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

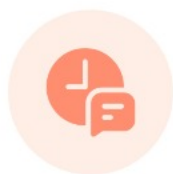
04

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

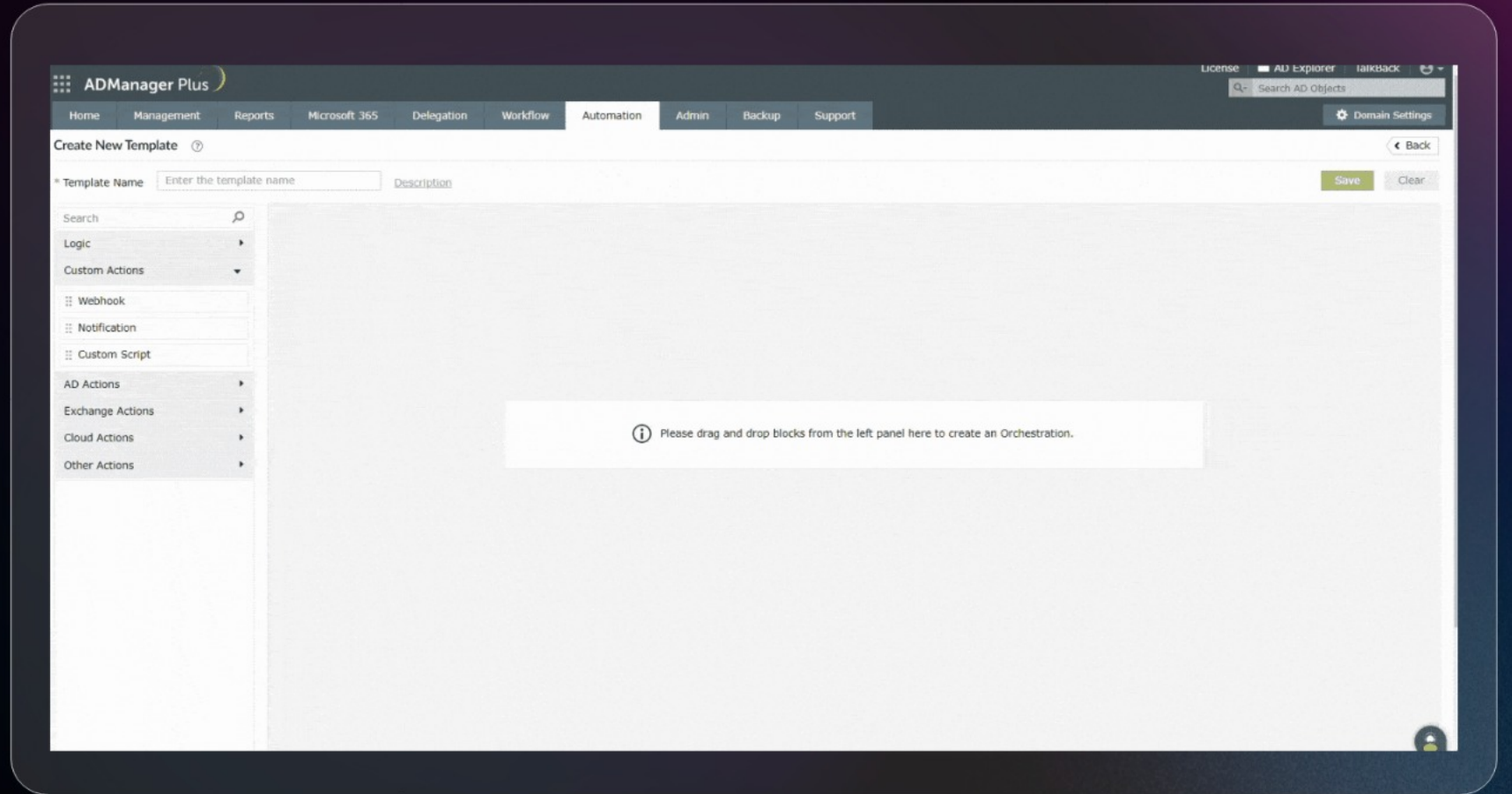
The screenshot shows the ADManager Plus web interface for configuring an Automation Policy. The top navigation bar includes 'Home', 'Management', 'Reports', 'Microsoft 365', 'Delegation', 'Workflow', 'Automation', 'Admin', 'Backup', and 'Support'. The 'Automation' tab is active. On the left, a sidebar menu 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 and sections:

- Automation Policy Name:** JIT access
- Description:** (empty text area)
- Automation Category:** User Automation
- Select Domain:** (dropdown menu)
- Instant Tasks:** A task 'Add To Group' is configured to add 'Administrators' to a group.
- Successive Task(s):** A task group is configured to run 'Remove from Group' for 'Administrators' after 30 days from the previous task. There is a checkbox for 'Clear all existing Group memberships'.

At the bottom of the form, 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

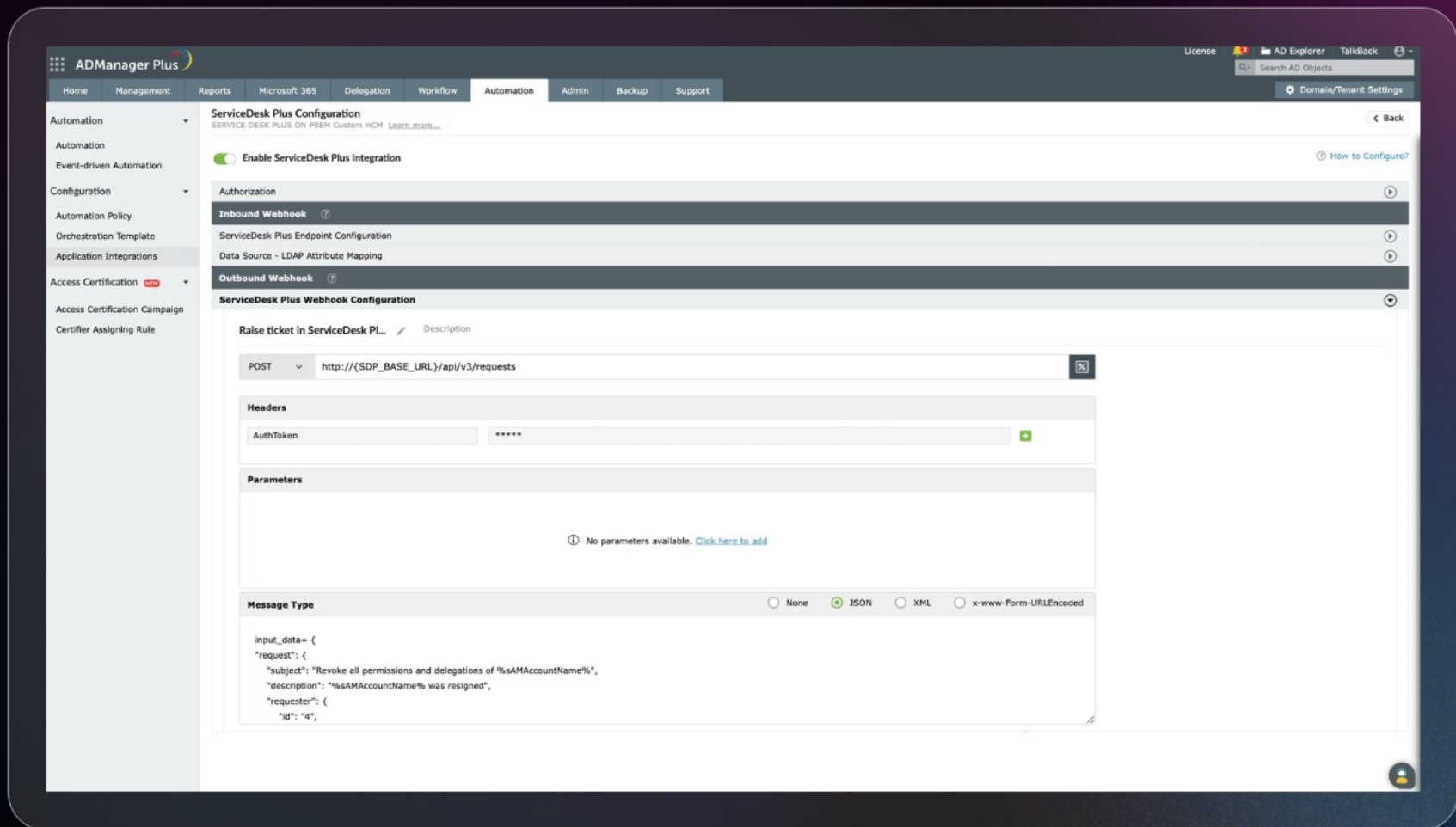
The screenshot displays the ADManager Plus web interface for configuring a notification template. The interface includes a top navigation bar with tabs for Home, Management, Reports, Microsoft 365, Delegation, Workflow, Automation, Admin, Backup, and Support. A search bar for AD Objects is also present. 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!

A 'Macros' dropdown menu is open, showing the following options: Request Action, Domain Name, Action Time, Created Time, Manager Name, and User Name. At the bottom of the form, there are checkboxes for 'Attachment Type' and 'Send only Consolidated Report.' and 'Save' and 'Cancel' buttons.

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 object with the following structure:

```
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

Or

visit manageengine.com/products/ad-manager/