

Empowering ServiceDesk Plus for Identity and Access Management

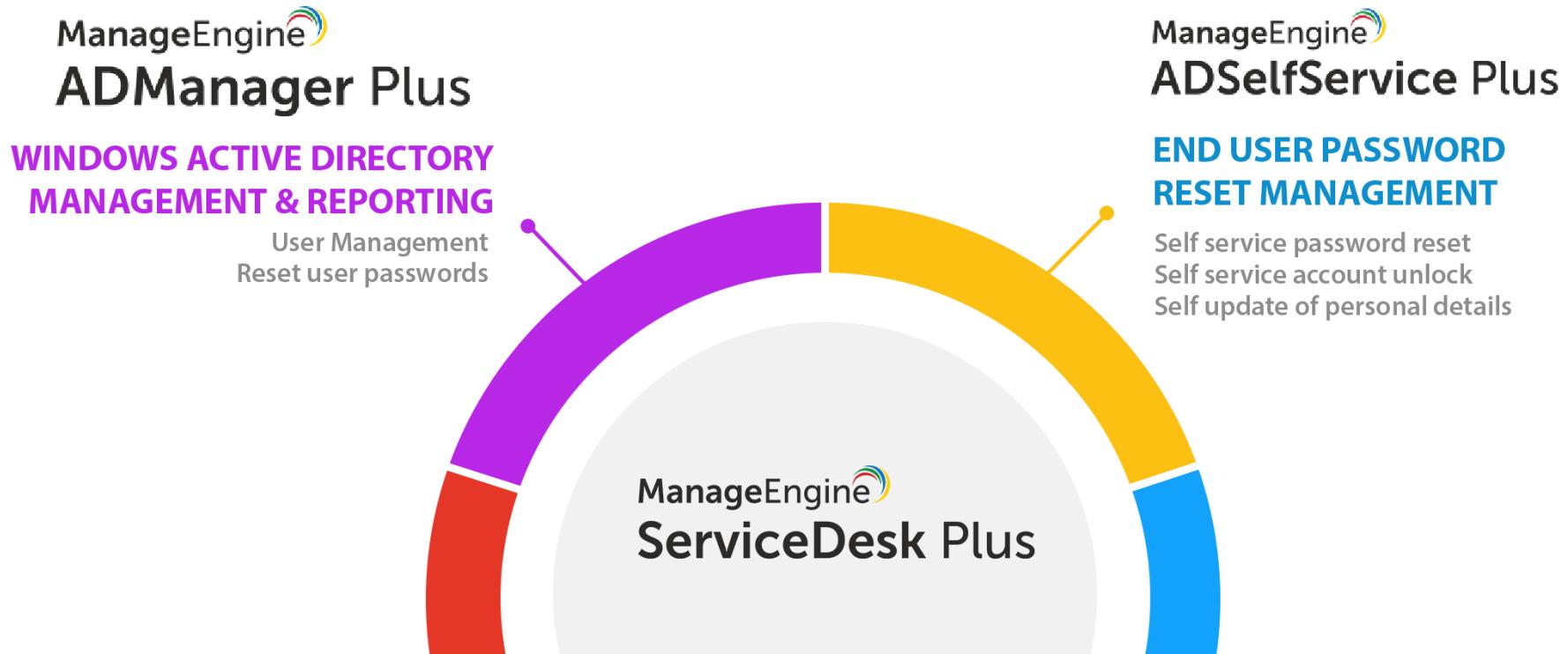


JAY
Product Expert

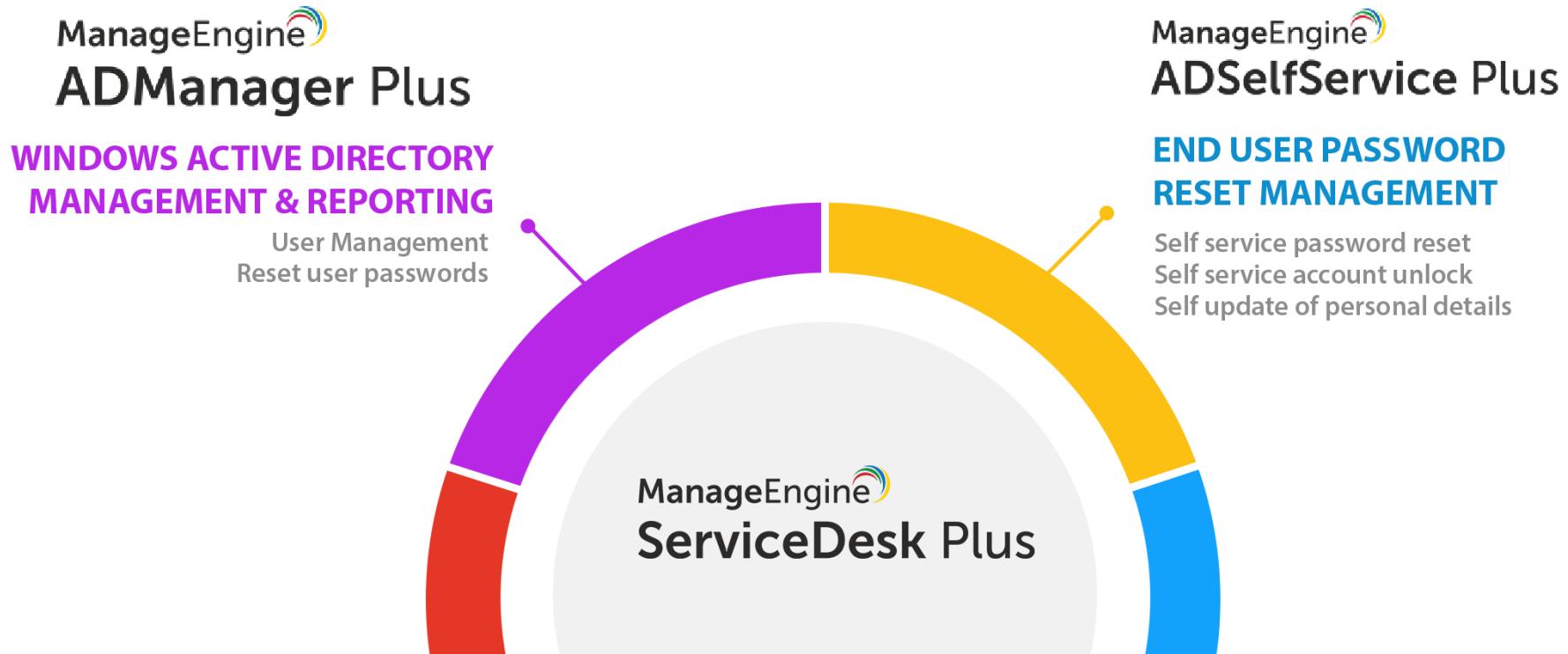


SHARADA
Product Expert

Make **ServiceDesk Plus** a better ITSM solution by integrating it

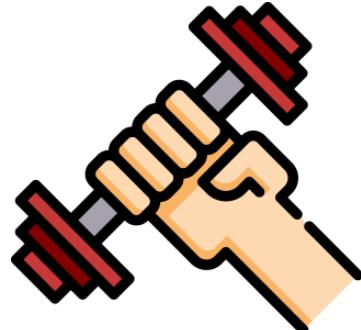


Make **ServiceDesk Plus** a better ITSM solution by integrating it



3 Challenges ServiceDesk Plus administrators face

1. The clumsy and tedious day to day toggles
2. To Err is human, but to be blamed on is Admin
3. Yet another tool for password management



3 Challenges **ServiceDesk Plus** administrators face

1. The clumsy and tedious day to day toggles

- Navigating between multiple consoles
- Lack of a **360° user provisioning**
- Ambiguous state of affairs - **no error notifications**
- No provision to **standardize naming formats**
- **Handling duplicates** is a monumental challenge



Active Directory Administrative Center • mycompany (local) > Users

Create User: Test

Account

Organization

Member Of

First name: Test

Middle initial:

Last name:

Account expires: Never End of

Tasks

Administrator

Reset password...

View resultant password setting...

Add to group...

Disable

Delete

Enterprise Office 365

Exchange admin center

recipients

permissions

compliance management

organization

protection

mail flow

mobile

public folders

unified messaging

servers

hybrid

tools

mailboxes

+ 

User mailboxes

Linked mailboxes

Office 365

2013 Admin

2013 Test

2016 User

2016test

Administrators

Amy Guillot

Claire Guillot

Cloud User

CustomCalendar

Dee Lemke

extest_38f6

Heather Guillot

Hidden User

Hybrid User

Jason Guillot

Google

Search for users, groups, and settings (e.g. drive sharing settings)

Admin console

Create accounts for your team!

Add Users

Tour of Admin console

NEXT

Users

Add, rename, and manage users

Company profile

Update information about your company

Billing

View charges and manage licenses

Apps

Manage apps and their settings

Device management

Settings and security for devices

Support

Talk with our support team

Reports

Track usage of services

Security

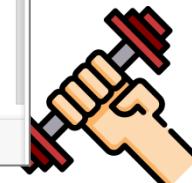
Manage security features

Data migration

Import email, calendar and contacts

MORE CONTROLS

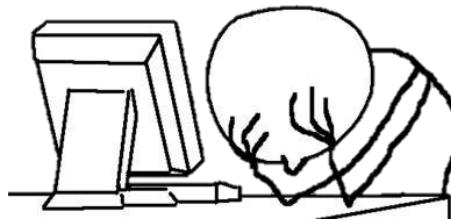
Administrators face



3 Challenges **ServiceDesk Plus** administrators face

2. To Err is human , but to be blamed on is ?

Admins face the biggest challenge of ensuring data correctness -- transcribed without errors from excel sheets or emails to databases



3 Challenges **ServiceDesk Plus** administrators face

3. Yet another tool for password management

The need for a separate tool for managing end user password resets in Active Directory

Unlocking locked out users manually from ADUC



Empowering ServiceDesk Plus

ADManager Plus + ServiceDesk Plus

Create | Unlock | Enable | Disable | Delete | Reset passwords

ADSelfService Plus + ServiceDesk Plus

Empowering your **end users** for **Self Service** Password Management



ADManager Plus + ServiceDesk Plus Integration

Getting started with ADManager Plus for ServiceDesk Plus – [setup](#)

[Assigning role](#) for ITIL technicians

[Service Request dash access](#) for End users

- **ADMIN:** 360° **user provisioning** using smart templates; **enable** or **disable** user accounts; user acc. **deprovisioning**
- **ITIL:** Execute request for **Incidents** through **Actions** menu
- **END USER:** Raise request for **password reset** and **acc. unlock**



ADManager Plus + ServiceDesk Plus Integration

ADMIN: 360° user provisioning using smart templates

ManageEngine ServiceDesk Plus - Google Chrome
server-org:9999/integration.do?menuid=1&requestid=1

Successfully created the user. Office 365 user created successfully. This user will be synchronized after DirSync is completed. Logon Name: FlintRahuman, User Name: FlintRahuman and Password: Password@123

Create New AD User Account

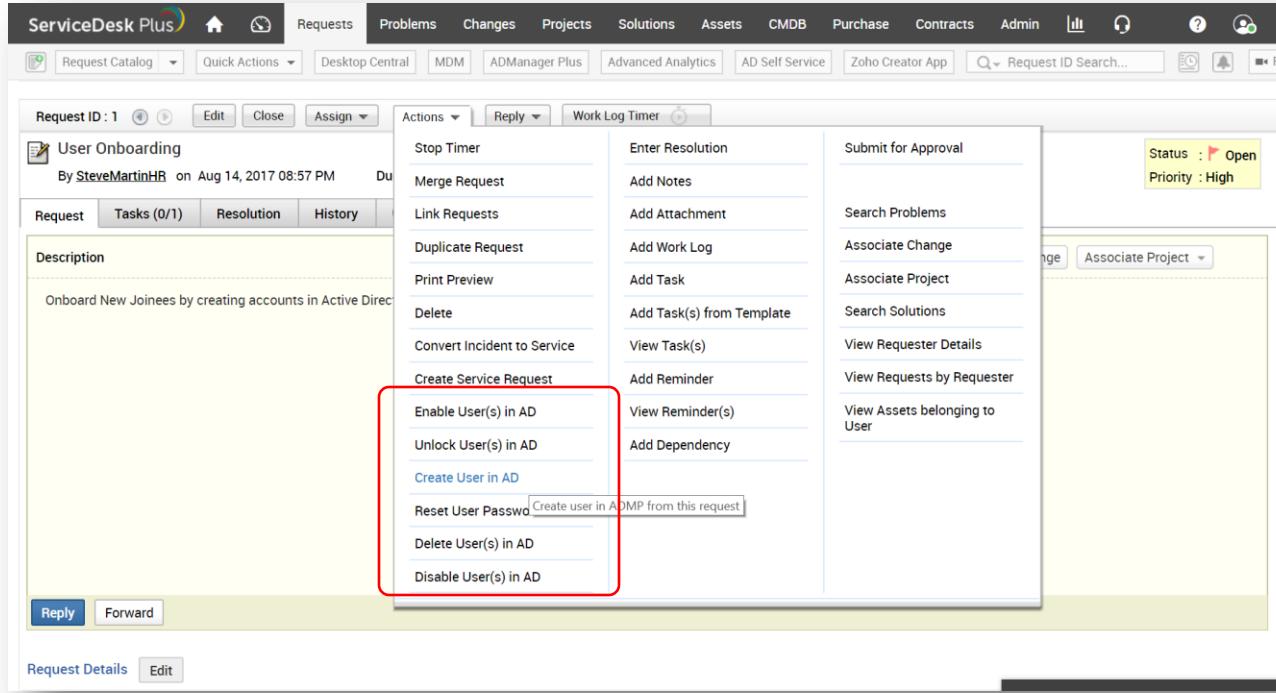
Domain: ORGANIZATION | Apply Template: IT_Users

First Name	Flint
Last Name	Rahuman
Logon Name	FlintRahuman
Logon Name(Pre-Windows 2000)	FlintRahuman
Password	Password@123
E-Mail	FlintRahuman@organization.com
Mobile Number	9940041909
Telephone Number	04426151530
Department	IT Department
Job Title	IT Manager



ADManager Plus + ServiceDesk Plus Integration

ITIL: Executes Incident request using through **Actions** menu



The screenshot shows the ServiceDesk Plus interface for an incident request titled "User Onboarding". The Actions menu is open, displaying various options. A red box highlights the "Create User in AD" option, which is described as "Create user in ADMP from this request". The status bar at the bottom right shows "Status : Open" and "Priority : High".

Request ID : 1

User Onboarding
By SteveMartinHR on Aug 14, 2017 08:57 PM

Actions

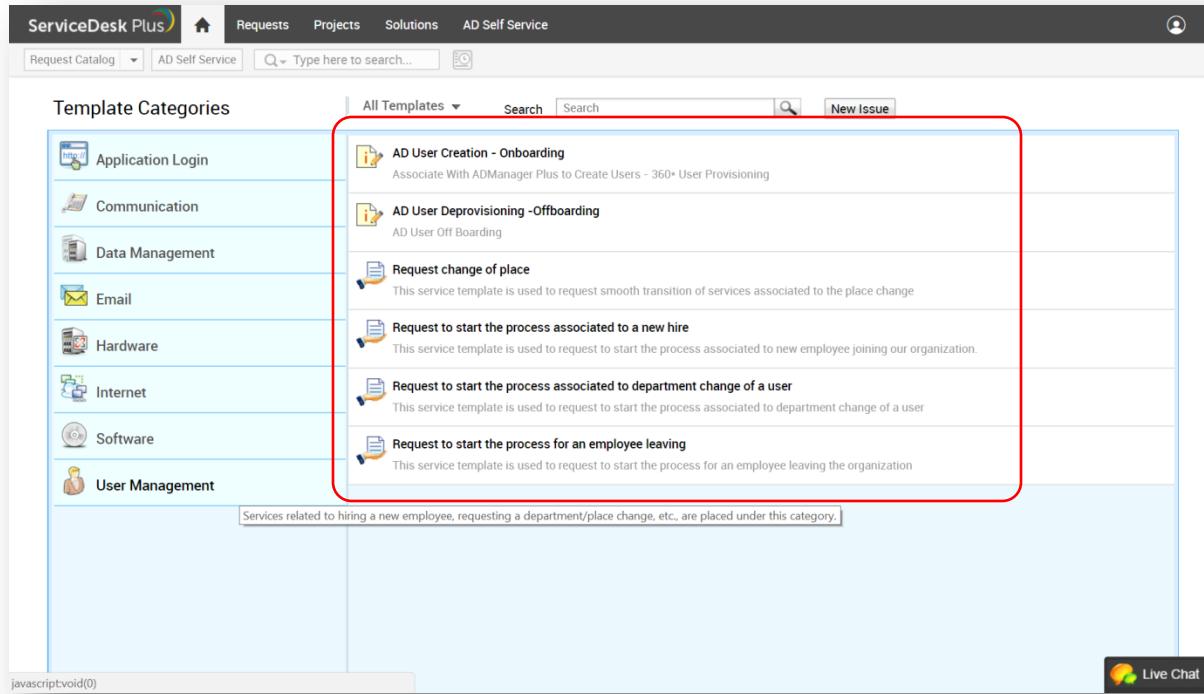
- Stop Timer
- Merge Request
- Link Requests
- Duplicate Request
- Print Preview
- Delete
- Convert Incident to Service
- Create Service Request
- Enable User(s) in AD
- Unlock User(s) in AD
- Create User in AD
- Reset User Password
- Delete User(s) in AD
- Disable User(s) in AD
- Enter Resolution
- Add Notes
- Add Attachment
- Add Work Log
- Add Task
- Add Task(s) from Template
- View Task(s)
- Add Reminder
- View Reminder(s)
- Add Dependency
- Submit for Approval
- Search Problems
- Associate Change
- Associate Project
- Search Solutions
- View Requester Details
- View Requests by Requester
- View Assets belonging to User

Status : Open
Priority : High



ADManager Plus + ServiceDesk Plus Integration

END USER: Raises request for **password reset** and **acc. unlock** from Request Catalog



The screenshot shows the ServiceDesk Plus Request Catalog interface. The top navigation bar includes the ServiceDesk Plus logo, a home icon, and links for Requests, Projects, Solutions, and AD Self Service. Below the navigation is a search bar with a placeholder 'Type here to search...' and a 'New Issue' button. The main content area is titled 'Template Categories' and lists several categories: Application Login, Communication, Data Management, Email, Hardware, Internet, Software, and User Management. A red box highlights the 'User Management' category and its sub-templates. The sub-templates listed are:

- AD User Creation - Onboarding: Associate With ADManager Plus to Create Users - 360+ User Provisioning
- AD User Deprovisioning -Offboarding: AD User Off Boarding
- Request change of place: This service template is used to request smooth transition of services associated to the place change
- Request to start the process associated to a new hire: This service template is used to request to start the process associated to new employee joining our organization.
- Request to start the process associated to department change of a user: This service template is used to request to start the process associated to department change of a user
- Request to start the process for an employee leaving: This service template is used to request to start the process for an employee leaving the organization

At the bottom of the catalog, a note states: 'Services related to hiring a new employee, requesting a department/place change, etc., are placed under this category.'



THE GAME CHANGING HANDSHAKE

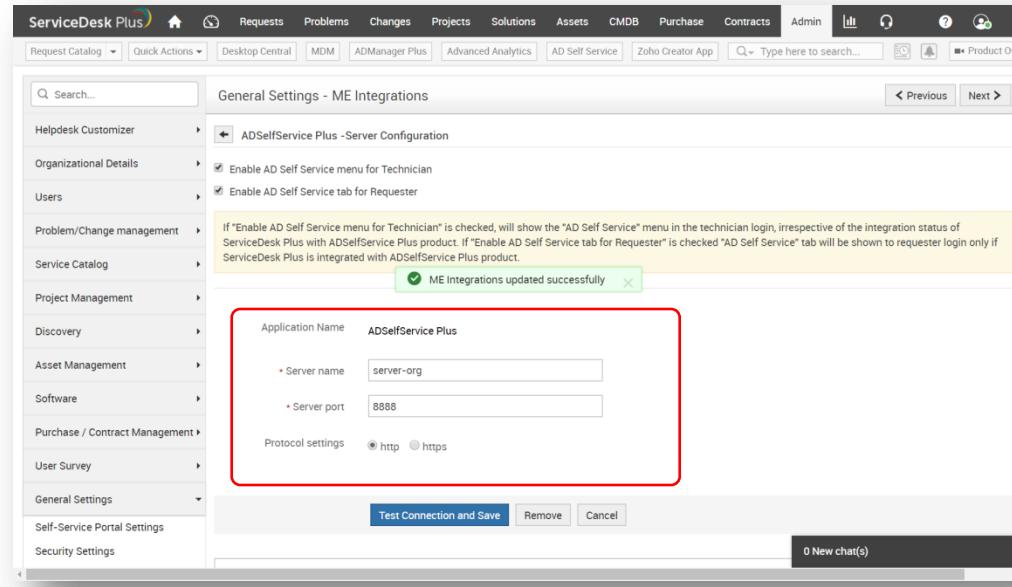
ADSelfService Plus + *ServiceDesk Plus*

Empowering your **End Users for Self Service** Password Management

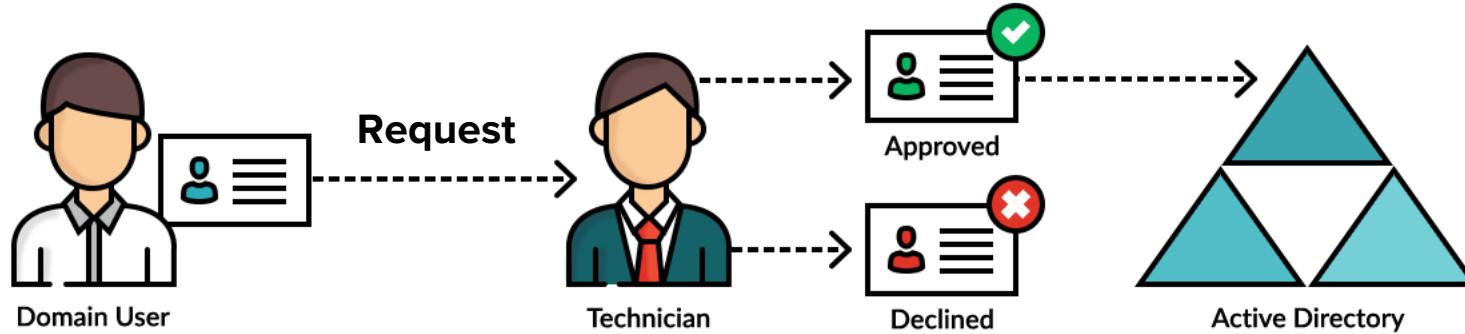


ADSelfService Plus + ServiceDesk Plus Integration

Getting started with ADSelfService Plus for ServiceDesk Plus – setup
Password Self Service for End Users and Keep track of users actions



ADSelfService Plus + ADManager Plus Integration



ARE YOU READY TO MAXIMIZE YOUR IT MANAGEMENT CAPABILITIES?



TIME



EFFORT



CASH

VALUE



Do the math. **IT Services Management** is much more **powerful** when it's **integrated** with AD and it has taken off!

+ - ÷ —





THANK YOU
for choosing to #empower

support@admanagerplus.com