

Empowering ServiceDesk Plus for Identity and Access Management



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Product Expert



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

ManageEngine

ADManager Plus

WINDOWS ACTIVE DIRECTORY MANAGEMENT & REPORTING

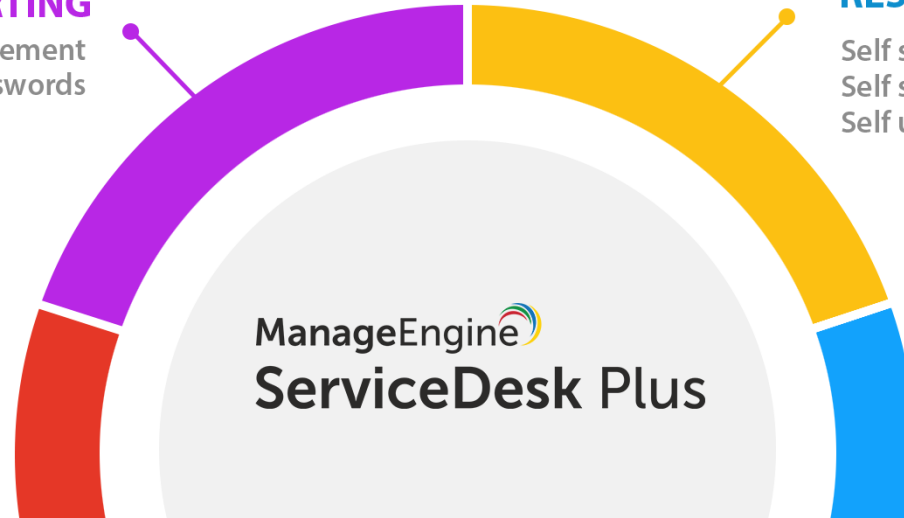
User Management
Reset user passwords

ManageEngine

ADSelfService Plus

END USER PASSWORD RESET MANAGEMENT

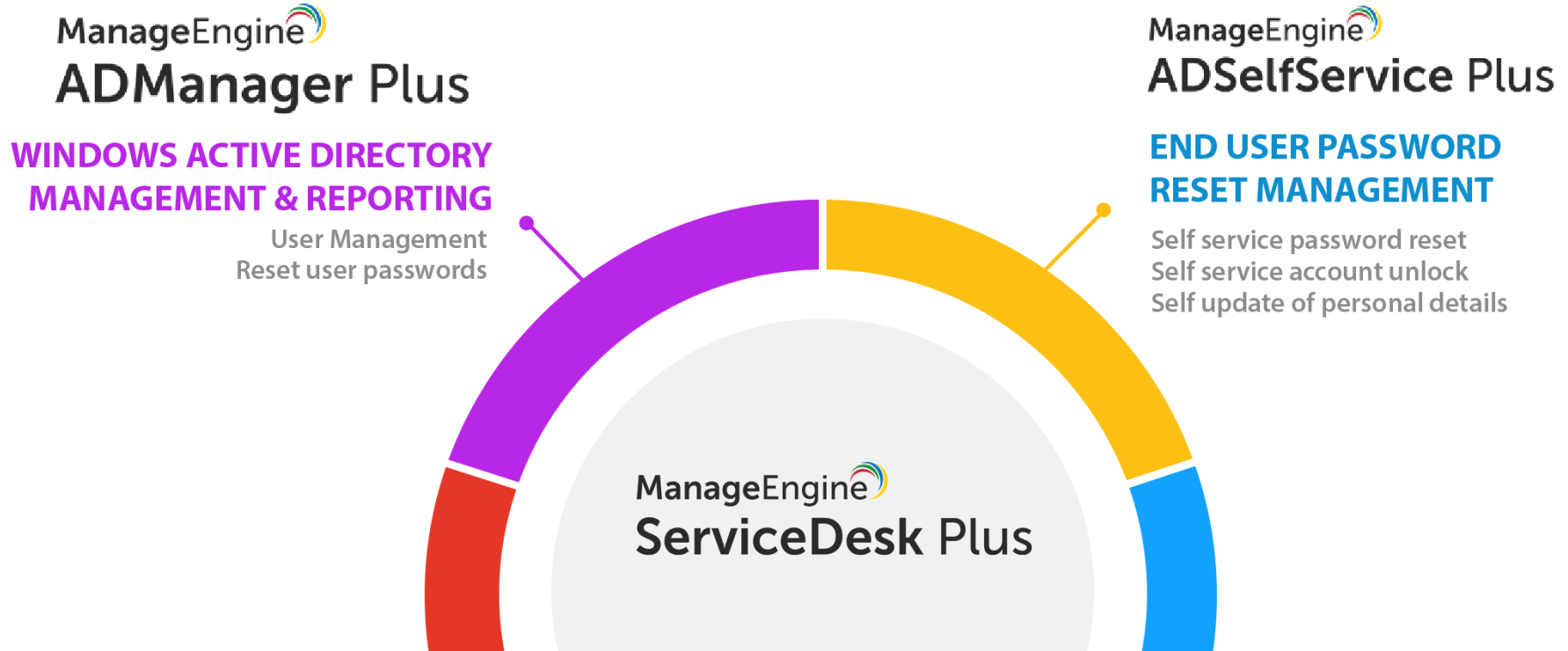
Self service password reset
Self service account unlock
Self update of personal details



ManageEngine

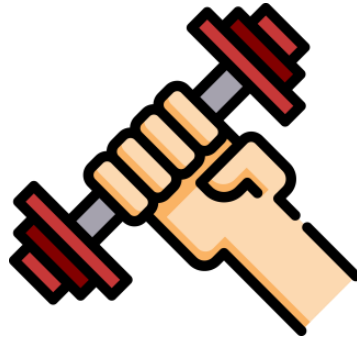
ServiceDesk Plus

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

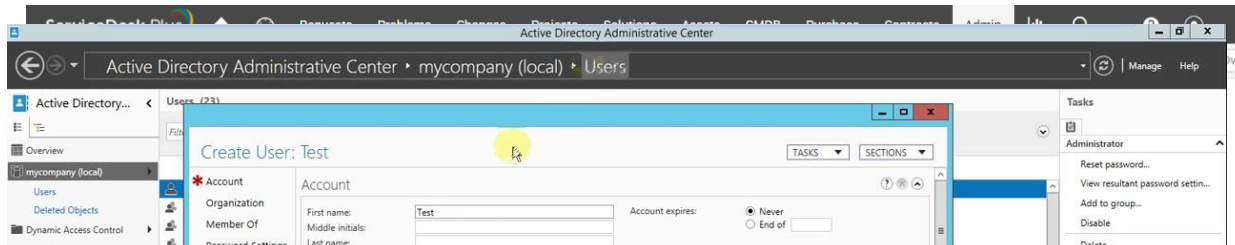


3 Challenges **ServiceDesk Plus** administrators face

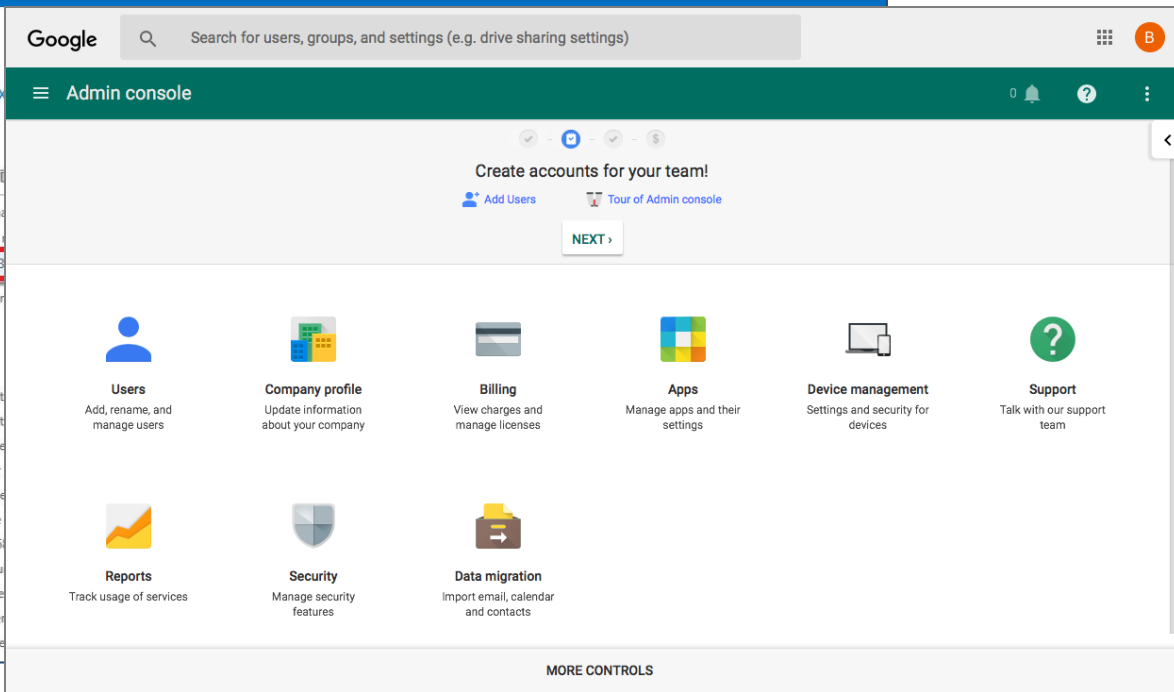
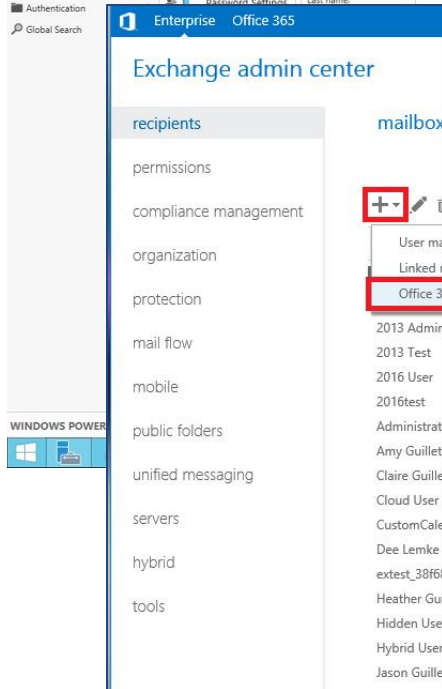
1. The clumsy and tedious day to day toggles

- 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





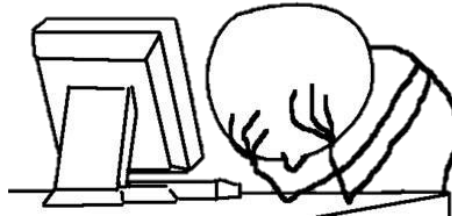
Administrators face



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

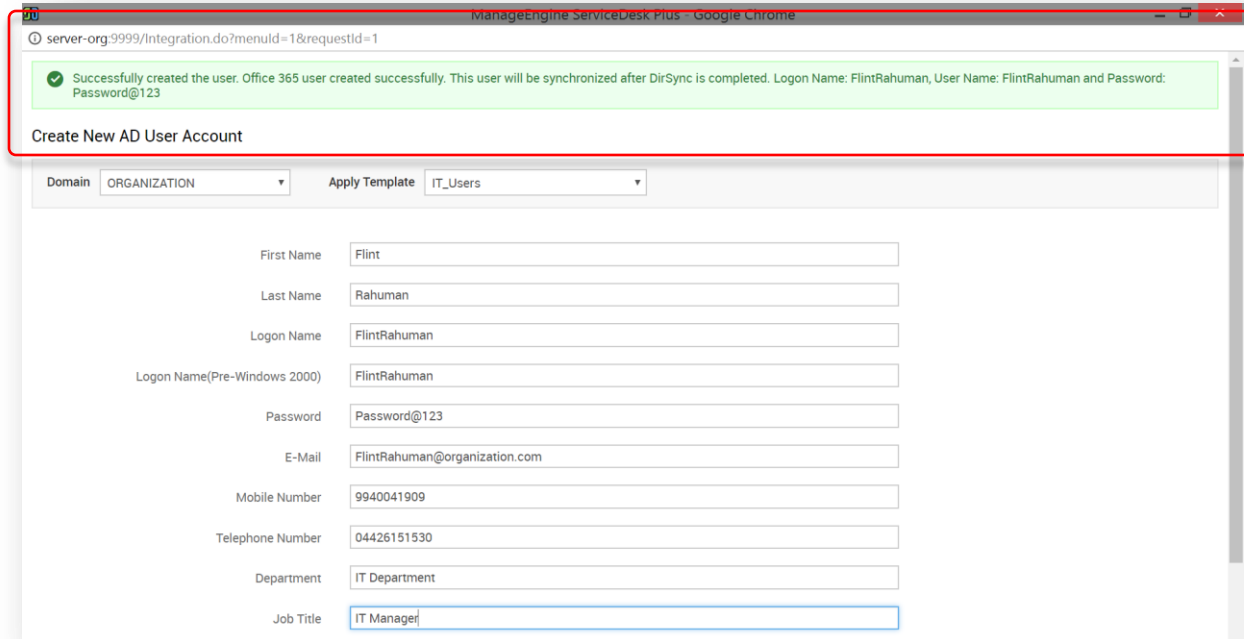
Service Request dash access for End users

- **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



The screenshot displays the ManageEngine ServiceDesk Plus web interface in a Google Chrome browser. The address bar shows the URL: `server-org:9999/integration.do?menuId=1&requestId=1`. A green notification banner at the top states: "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". Below the notification, the "Create New AD User Account" form is visible. The form includes a "Domain" dropdown set to "ORGANIZATION" and an "Apply Template" dropdown set to "IT_Users". The user details are as follows:

| Field | Value |
|------------------------------|-------------------------------|
| 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 displays the ServiceDesk Plus interface for a request titled "User Onboarding". The request was created by Steve Martin HR on August 14, 2017, at 08:57 PM. The request is currently in the "Open" status with a "High" priority. The "Actions" menu is open, showing various options for managing the request. A red box highlights the "Enable User(s) in AD", "Unlock User(s) in AD", "Create User in AD", "Reset User Password", "Delete User(s) in AD", and "Disable User(s) in AD" options. The "Reset User Password" option includes a tooltip that says "Create user in ADMP from this request".

ServiceDesk Plus

Request ID: 1

User Onboarding

By Steve Martin HR on Aug 14, 2017 08:57 PM

Request Catalog Quick Actions Desktop Central MDM ADManager Plus Advanced Analytics AD Self Service Zoho Creator App Request ID Search...

Request ID: 1 Edit Close Assign Actions Reply Work Log Timer

Stop Timer Merge Request Link Requests Duplicate Request Print Preview Delete Convert Incident to Service Create Service Request

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

Associate Project

Onboard New Joinees by creating accounts in Active Directory

Request Tasks (0/1) Resolution History

Description

Onboard New Joinees by creating accounts in Active Directory

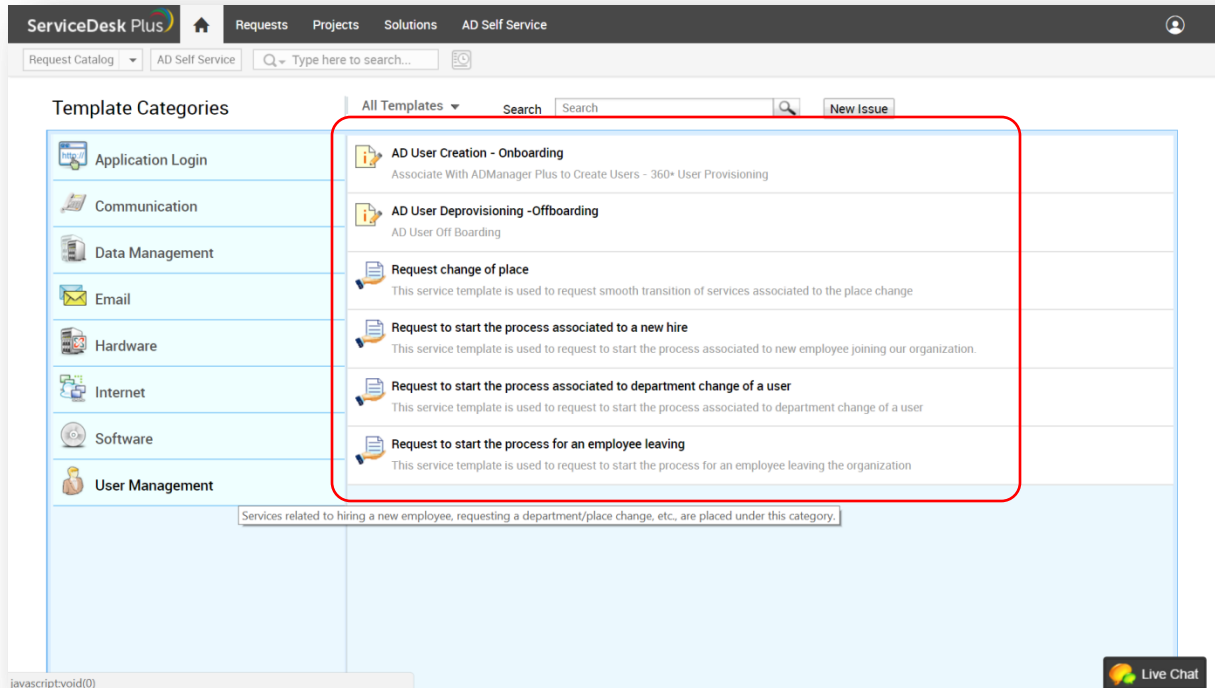
Reply Forward

Request Details Edit



ADManager Plus + ServiceDesk Plus Integration

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



THE GAME CHANGING HANDSHAKE

ADSelfService Plus + ServiceDesk Plus

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



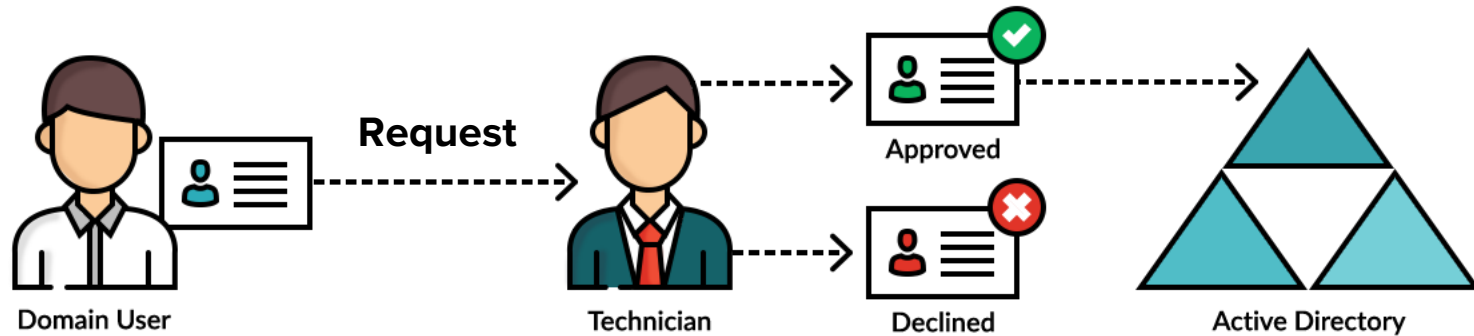
ADSelfService Plus + ServiceDesk Plus Integration

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

The screenshot displays the ServiceDesk Plus Admin console interface. The top navigation bar includes tabs for Requests, Problems, Changes, Projects, Solutions, Assets, CMDB, Purchase, Contracts, and Admin. The left sidebar lists various management areas such as Request Catalog, Quick Actions, Desktop Central, MDM, ADManager Plus, Advanced Analytics, AD Self Service, Zoho Creator App, and a search bar. The main content area is titled "General Settings - ME Integrations" and shows the "ADSelfService Plus - Server Configuration" section. This section contains checkboxes for "Enable AD Self Service menu for Technician" and "Enable AD Self Service tab for Requester", both of which are checked. A yellow informational box provides details about the integration status. A green success message states "ME Integrations updated successfully". Below this, a red-bordered box highlights the configuration fields: "Application Name" (ADSelfService Plus), "Server name" (server-org), "Server port" (8888), and "Protocol settings" (http selected). At the bottom of the configuration box are buttons for "Test Connection and Save", "Remove", and "Cancel". The bottom right corner of the interface shows a chat indicator with "0 New chat(s)".



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!

+

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THANK YOU
for choosing to #empower

support@admanagerplus.com