



Access Management for Cloud Virtual Infrastructure

Client : Leading Agrochemical and Biotechnology Firm



Project Goal

- Easier management of access requests for cloud and virtual desktop resources



Background

The client uses a cloud-based virtual desktop offering that provide faster and more dependable operations. Managing access requests for this offering was taking several days, hurting productivity.



Implementation Plan

Phase I

Creation of a user-friendly tool to be utilized by technical staff to complete processing of access requests **within a few hours.**

Phase II

Making the tool available for the helpdesk to complete requests while the requesting user is on call, **within a few minutes.**



Challenges

There were multiple challenges when granting access requests as the technical staff had to open multiple applications to verify prerequisites before granting access to ABCDesk. These prerequisites included -

- An active User account in Active Directory.
- The domain for the user ID needed to be verified.
- The user should not have an active asset assigned to them.
- The user should not currently be a member of any ABCX AD groups.

Performing these steps, one at a time on different tools, was very time intensive. These steps had to be performed against every user that requested ABCDesk access.



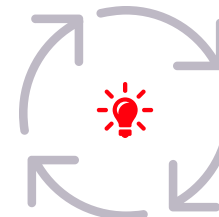
Approach

- The approach taken to improve the access management process was the creation of a tool that could facilitate user enrollment, user validation and list generation in just one interface.



Solution

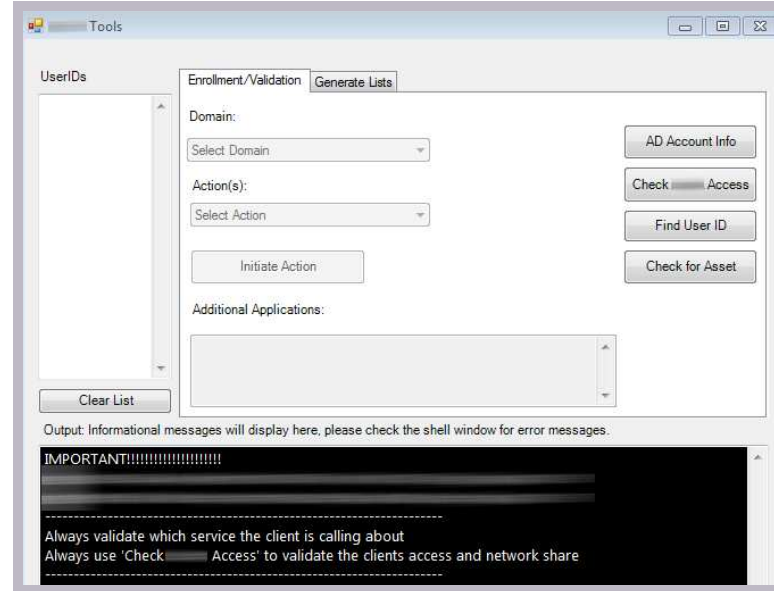
- The project resulted in the creation of the **ABCX Tools solution**. ABCX Tools is a PowerShell-based GUI solution for providing enrollment and troubleshooting of client accounts along with several other functions. The capabilities of the GUI-based tool include enrollment, validation and generating lists of user IDs and groups.
- Within one tool, the solution provided the ability to execute all the ABCDesk and AD related tasks that the technical helpdesk needed to perform. These tasks usually required multiple checks in different tools and had a long waiting time.





Results

- ABCX Tools performs and simplifies all access request functions across multiple domains which included North America, Asia-Pacific, Latin America and Europe. ABCXTools can also be used to perform tasks for multiple user IDs.
- With the introduction of the ABC XTools solution, access requests that would take days to process now take only a few minutes. This has resulted in **increased productivity, faster project progress across the organization and better security (as verification requests are handled in a timely and coordinated manner, leaving less room for errors)**



Technologies

- Microsoft PowerShell Studio
- Active Directory (AD)
- Active Directory Federation Services (ADFS)
- Web Services

Thank You!



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