

# Self-Service Directory Management



## Self-service Group and Directory Management

GroupID Self-Service is a simple, yet powerful, web-based directory and group management solution that can immediately reduce administrative costs and increase the accuracy of Microsoft Active Directory. Providing self-service, GroupID enables end users to update their own directory information and manage groups based on controls the administrators set. Group management is enhanced as users can create and manage their own groups, opt-in and opt-out of groups based on the security setting for that group. Group renewals and expirations are administered and controlled within GroupID Self-Service. Save your administrators time and effort by putting control of pertinent data in the hands of the end-users.

## Save users and IT time

GroupID Self-Service increases productivity for both IT and the business. To take advantage of Active Directory, the information within it needs to be accurate. Users need to have a quick, easy and secure way to update their pertinent personal information. Some attributes should be editable by the user (mobile phone, home address), some should be editable by the user's manager (title, location) and some should only be editable by IT (email address). GroupID Self-Service gives all of these options with the additional ability to create workflows to give IT even more control, without more work.

According to a survey by Osterman Research, 81% of organizations manage their groups manually. This means that 4 out of 5 organizations have IT manually adding users to groups every time an employee is hired or changes positions. This takes up, on average, 6 hours per week per 1000 employees and, according to the same survey, 42% of users are still in the wrong distribution or security groups.

GroupID Self-Service delegates that burden onto a resource that has a vested interest in managing these groups, the users. A group owner can create a group, manage the membership, and make sure that the group is always accurate. The group owner can also open their group to allow other users to opt-in to the group. IT can control the whole process with simple to set workflow.

## Complete Group Lifecycle Solution

One of the issues of opening groups up to users is the proliferation of groups, something we call group glut. If there are no controls in place, too many groups are created or worse yet, once useful groups are left "cobwebbed" in the Global Address List. The solution to this is group lifecycle. There are four steps to a group's useful life:

### ● Creation

Give workflow to ensure that group is approved and/or meets naming conventions

### ● Use

During a group's useful life allow owners to manage groups and users opt-in and opt-out of groups

### ● Expiration

Define a lifecycle for group renewals and enforce that the owner has to actively renew a group to continue to using it

### ● Deletion

Once a group has expired and the owner has not renewed it, wait a set period of days to delete it, giving the owner a chance to "get it back"

*"We needed to extend our existing Microsoft investments and not build yet another in-house solution. We just communicated to the enduser and turned it on: no money spent on user training, no help desk calls: this was a very quick win on the long road to our IdM strategy. I never knew that an IdM project could be so easy!"*

*Director of Architecture  
Large Global Financial  
Services Organization*

