

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 directory information and manage groups based on controls the administrators set. Group management is enhanced as users can create and manage their groups, opt-in and opt-out of groups based on the security setting of 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 a workflow that is easy to set.

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 the 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 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 end user 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

GroupID Self-Service gives IT a complete group lifecycle solution, allowing users to manage their groups but giving IT the control to keep it from getting out of hand.

Group Management

GroupID is the industry's most complete end-to-end group management solution. Manage a group from creation to its usage to expiration and on to deletion. Give your end users the ability to manage their groups with IT's control.

- **Group Lifecycle**

Set an expiration policy on any and all groups. Group owners are notified before a group expires and is given the ability to renew them. Make sure a group is still useful for the business before allowing it to clutter up your GAL with an old unwanted group.

- **Manage your groups**

Group owners can manage the membership, lifecycle, and delivery restrictions on their groups. Add workflow to join groups, create restrictions on who can send to the group, and add/delete members.

- **Join & Leave groups**

Users can opt-in or opt-out of groups depending on their security levels.

- **Multiple owners**

Any amount of groups or users can manage a group. All owners receive the same rights. All owners receive workflow notifications. Have an assistant manage your group or delegate it to your favorite employee!

- **Workflow on group creation**

Allow users to create groups but give IT or their manager a chance to approve what they're doing. Enforce naming conventions or security levels.

- **Group security settings**

Private: nobody can join

Semi-private: the owner has to approve the new member

Semi-public: the owner is notified that there is a new member

Public: anybody can join

Delegated User Attribute Management

Allow end users to manage their attributes, change passwords, and manage workflow requests through a customizable web interface in Active Directory.

- **Complete customization**

GroupID Self-Service allows you to set any fields to view, edit, or hide depending on a highly customizable set of roles. Allow only the users you want to manage attributes to manage them.

- **Notification & workflow**

Create a workflow on any attribute changes with approvals going to managers, HR, helpdesk, or admins. A customizable and powerful workflow gives IT confidence in delegating.

- **Administrator Control**

- **Reset password**

Allow end users to reset their password.

System Requirements

Recommended Hardware

- x64 Processor / Intel Pentium IV (2.4 GHz or higher)
- 8 GB of RAM (for up to 250,000 objects in the directory)
- 1024 MB hard drive space (for installation only)

Space requirement is relative to the provider's data size growth for Elasticsearch data.

Supported Microsoft Windows Servers

- Windows Server 2012 Standard, Datacenter
- Windows Server 2016 Standard, Datacenter
- Windows Server 2019 Standard, Datacenter

Supported Microsoft Exchange Servers

- Microsoft Exchange Server 2010
- Microsoft Exchange Server 2013
- Microsoft Exchange Server 2016
- Microsoft Exchange Server 2019

Supported Database Servers

- Microsoft SQL Server 2008
- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2012
- Microsoft SQL Server 2014
- Microsoft SQL Server 2016
- Microsoft SQL Server 2017
- Microsoft SQL Server 2019

Supported Browsers

- Microsoft Edge
- Internet Explorer
- Safari
- Google Chrome
- Mozilla Firefox