IT Resources Management

Concept Summary

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predica.

Business Reason / Context

- ca. 30 000 end users
- ca. 500 IT users spread across multiple BU IT dept.
- multidomain, over 1000 branch locations

Challange:

- External accounts (vendors) management
- Functional mailbox management
- Security and distribution groups management
- DNS records management
- SMTP connectors management
- Application pools management
- NT Service management
- Remote SQL query execution
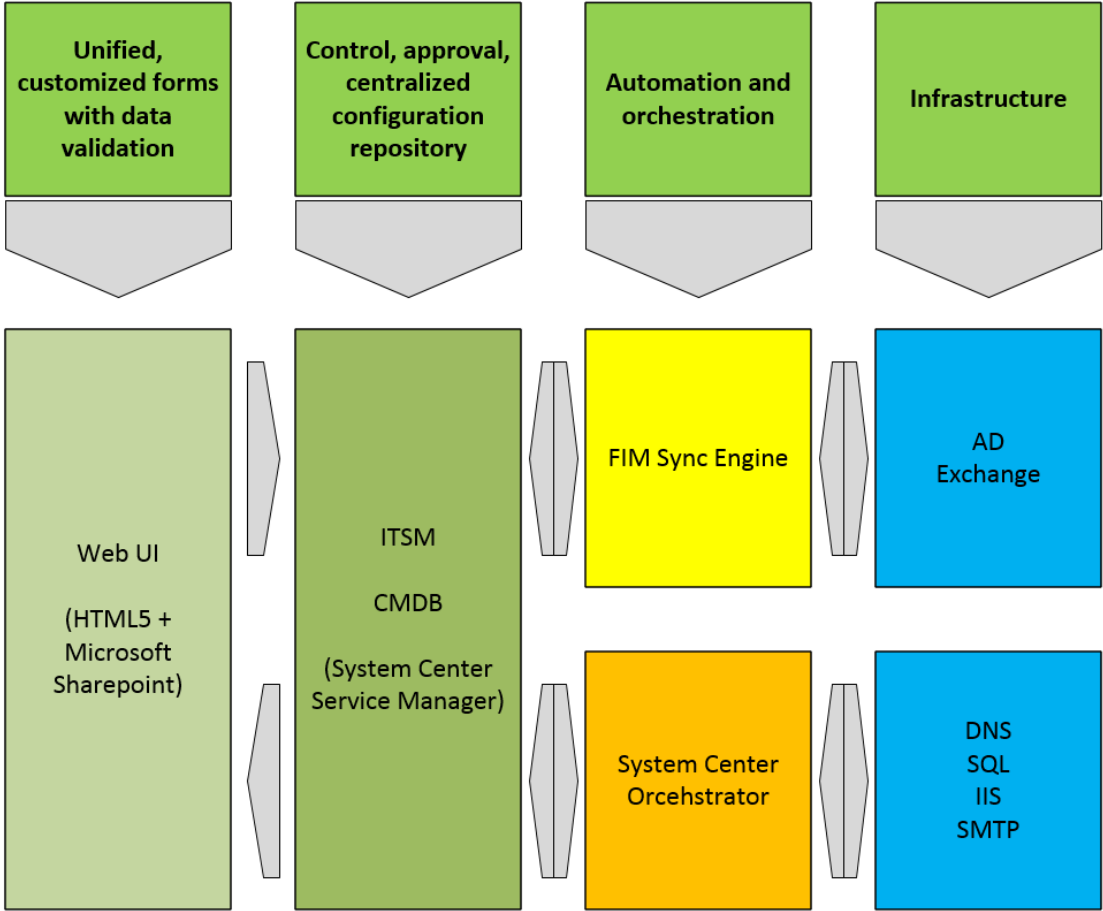
Who?
When?
What?
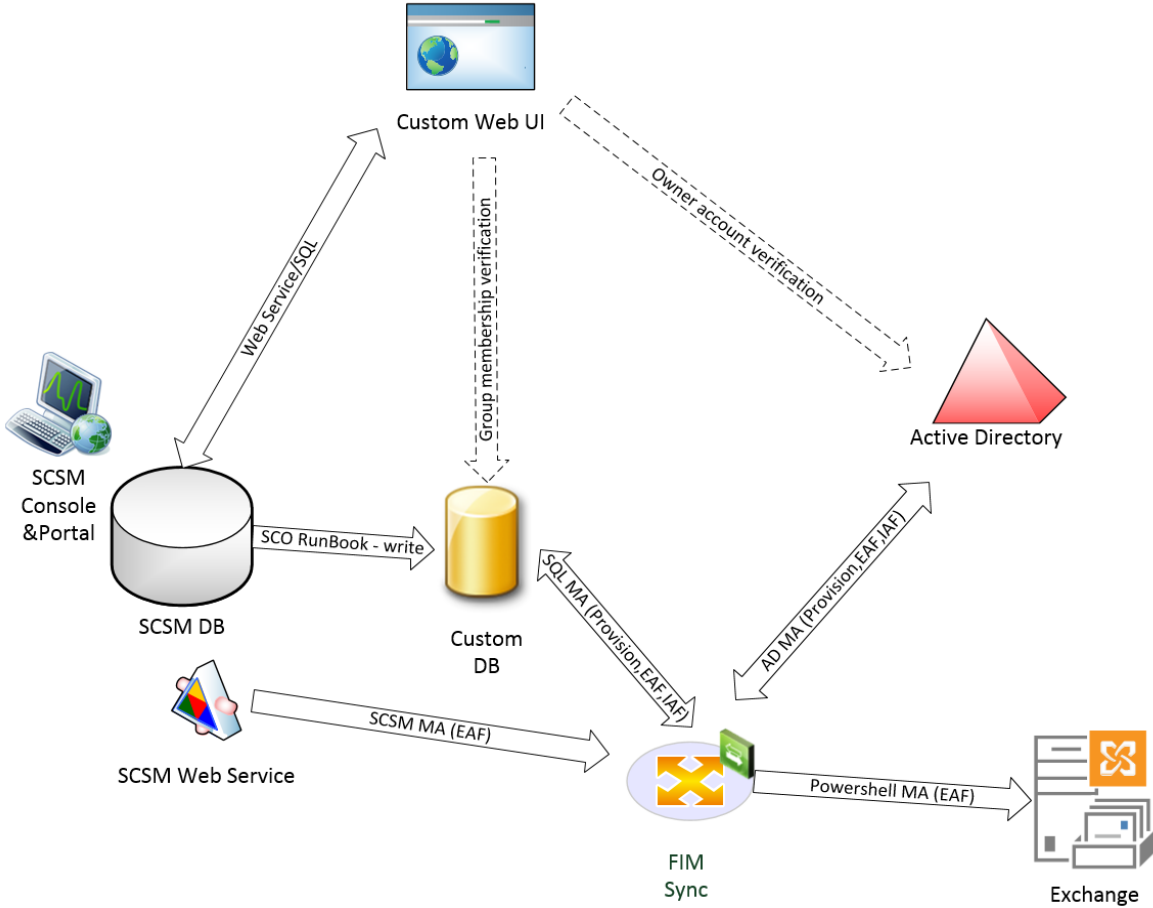*For how long?*
Who accepted?
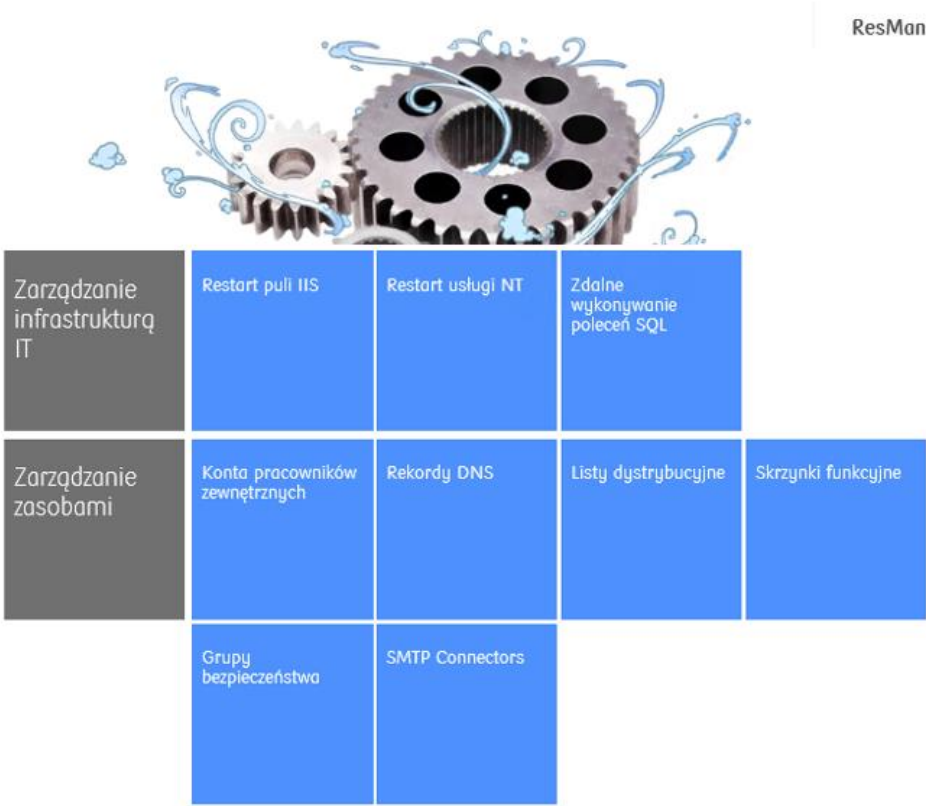*Which application?*
Which contract?
Which project?
Who is the owner?

Concept

Unified, customized forms with data validation	Control, approval, centralized configuration repository	Automation and orchestration	Infrastructure

Web UI (HTML5 + Microsoft Sharepoint)	ITSM CMDB (System Center Service Manager)	FIM Sync Engine	AD Exchange
		System Center Orcehstrator	DNS SQL IIS SMTP

Concept (AD, Exchange)

End user GUI – main menu

ResMan

Zarządzanie infrastrukturą IT	Restart puli IIS	Restart usługi NT	Zdalne wykonywanie poleceń SQL	
	Konta pracowników zewnętrznych	Rekordy DNS	Listy dystrybucyjne	Skrzynki funkcyjne
Zarządzanie zasobami	Grupy bezpieczeństwa	SMTP Connectors		

End user GUI – external accounts / vendors possible requests

ResMan

Konta pracowników zewnętrznych	Nowe konto dla pracownika zewnętrznego	Modyfikacja konta pracownika zewnętrznego	Usuwanie konta pracownika zewnętrznego

End user GUI – new vendor account provisioning form

End user GUI – new distribution group / provisioning form