



ITSM Add-on „innomea. Human Resources Onboarding“

The ITSM Add-on creates the company-wide required user accounts for new employees according to predefined name and password conventions in a „New Employee“ workflow.

Features:

- The name and password conventions can be defined individually for each domain in the user interface and checked in a preview
- The initial password is either fixed or generated individually for each user according to specifications such as minimum, maximum length, complexity
- The workflow „New Employee“ also creates an MS Exchange or MS Office 365 mailbox for the new user

Within the „New employee“ workflow, an administrator defines and configures the creation of user accounts with the appropriate name and password conventions and whether and how many approval levels must be adhered to. By providing the „New User“ service, he or she delegates further necessary measures for the creation of new user accounts to responsible employees.

Using existing mechanisms in Matrix42 Service Management, the entire process, from request to provision, is documented in a change request.

This allows responsible persons (HR department, supervisors, decision makers etc.), who have the necessary authorisations or access to the „New User“ service in the Service Catalogue, to create user accounts independently according to a defined approval procedure without having to resort to the IT department.

Technical requirements:

- Matrix42 Service Management from 9.1.3 on
- It must be possible to create the account via Powershell
- Exchange server management tools in the respective exchange version (underlying exchange provisioning)
- Office 365 management/power shell tools (underlying Office365 provisioning)
- Powershell management tools for the respective system (if not MS Exchange or MS Office 365)

ITSM Add-ons

The innomea ITSM Add-ons are useful extensions to the Matrix42 Service Management Products. These extensions are based on practical requirements of our customers or our employees. These Add-ons support your employees in their work with the Matrix42 products.

innomea ITSM Add-ons - Quick Overview:

- innomea.Absence Assistant
- innomea.AD Catalogue Management
- innomea.Auto CMDB
- innomea.Catalogue Warehouse Management
- innomea.CIP
- innomea.Easy Workflow Creator
- innomea.EU-GDPR General Data Protection Regulation
- innomea.Expert Search
- innomea.Human Ressources Onboarding
- innomea.Mail Journal Selection
- innomea.MIA - Mobile Inventory Administration
- innomea.Multi Asset Registration
- innomea.Multi - Tenancy Service Desk
- innomea.MobileIron Connector
- innomea.Monitoring Connector
- innomea.Projekt Planner
- innomea.RACI Dynamic Approval Workflow
- innomea.Service Desk Representation Rule
- innomea.Unknown Ticket Creator

