SOLUTION GUIDE

Automated mail enabling of an Active Directory Group (Security/ Distribution)

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Saviynt

Deloitte.

Problem Statement

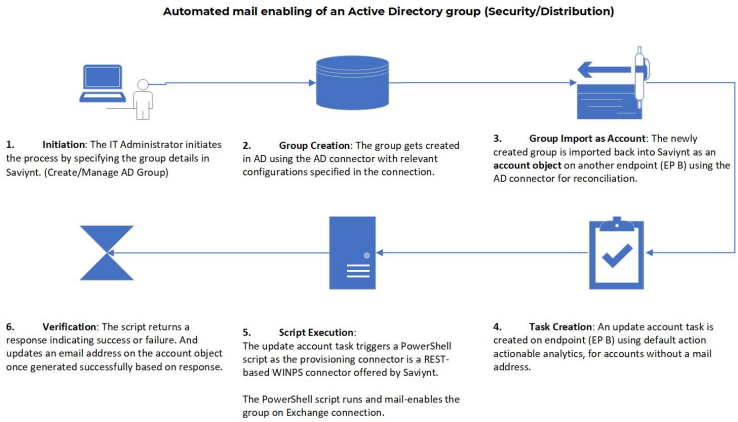
In large enterprises, the process of mail-enabling security or distribution groups in Active Directory (AD) is often manual, time-consuming, and prone to errors. IT administrators must first create groups in AD, then separately enable mail functionality in Exchange Server or Exchange Online. This dual-step process not only increases the administrative workload but also heightens the risk of inconsistencies and delays, especially when managing a high volume of group creation requests.

The absence of automation in this workflow leads to inefficiencies and potential misconfigurations. Ensuring that each group is correctly created and mail-enabled can be challenging without a streamlined, automated process. Moreover, the manual approach makes it difficult to maintain accurate logs and generate notifications, which are crucial for audits and troubleshooting.

To address these challenges, an automated solution is needed to seamlessly create security or distribution groups in AD and enable mail functionality in Exchange. This solution should also provide comprehensive logging and notification capabilities to keep IT administrators informed about the process status. By automating these tasks, enterprises can achieve greater efficiency, accuracy, and consistency in group management, thereby enhancing productivity and minimizing the risk of errors.

1. Overview of Solution

This use case outlines the need to automate the creation of security or distribution groups in Active Directory (AD) and subsequently mail-enable these groups using Exchange Server or Exchange Online. The goal is to streamline the process, minimize manual effort, and ensure accuracy and consistency.



Value Add

- The automated solution simplifies the process by eliminating the need for extensive coordination, significantly reducing the complexity and time required for group creation and mail-enabling tasks..
- Mail-enable existing security or distribution groups with just one click.
- Provide a seamless end-user experience with a unified request system for Security, Distribution or Mail-enabled Security groups.

2. Preconditions and functional requirements

- **Preconditions**
  - The IT administrator has the required permissions to create and manage security/distribution groups in AD and mail-enable them in Exchange.
  - For on-premises Exchange, the Exchange Management Shell must be installed on the server. For Exchange Online, the Exchange Online PowerShell module must be installed.
  - The server executing the script must have access to both AD and Exchange environments.
- **Functional Requirements**
  - The PowerShell script must verify the existence of the group in AD.
  - The script must mail-enable the group using the appropriate Exchange cmdlets.
  - The script must log all actions and errors to ensure traceability.
  - The script must notify the Identity Governance and Administration (IGA) system upon completion or failure of the process.

3. Basic Solution Flow

- **Initiation**
  - The IT Administrator initiates the process by specifying the group details in Saviynt.
  - Saviynt's out-of-the-box (OOTB) Manage AD Group functionality is customized using GSP to display a form tailored to the customer's requirements.
- **Group Creation**
  - The group is created in Active Directory (AD) using the AD connector (Endpoint A) with configurations specified in the connection.
  - This is achieved using the OOTB AD connector's group creation module.
- **Group Import as Account**
  - The newly created group is imported into Saviynt as an account object on a secondary endpoint (Endpoint B) using the AD connector for reconciliation.
  - A customized account search filter in the OOTB AD connector is used to import the group object as an account.
- **Task Creation**
  - An update account task is created on Endpoint B using default actionable analytics.
  - A secondary REST-based WINPS Connector is employed for provisioning on Endpoint B.
- **Script Execution**
  - The update account task triggers a PowerShell script through Saviynt's REST-based WINPS connector.
  - This PowerShell script executes the mail-enabling process for the group in Exchange.
  - To address the complexity and the customer-specific Exchange implementation model, Deloitte developed a custom PowerShell script tailored to perform the mail-enabling operation in Microsoft Exchange.
- **Verification**
  - The script returns a response indicating success or failure.
- **Notification**
  - Saviynt logs the actions taken and stores the successful completion or any errors encountered in provisioning metadata.

4. Postconditions

- The security/distribution group is created in AD.
- The group is mail-enabled in Exchange.
- Logs and notifications are generated for audit and troubleshooting purposes.

Customer Value

The automated solution for creating and mail-enabling security or distribution groups in Active Directory provides substantial value to the customer by significantly improving operational efficiency and accuracy. By automating these tasks, the solution ensures a seamless and consistent process, minimizes manual effort for IT administrators, and reduces the likelihood of errors.

With this solution now implemented in the customer's environment, the group creation and mail-enabling process has been streamlined, reducing the overall time required by over 90%.

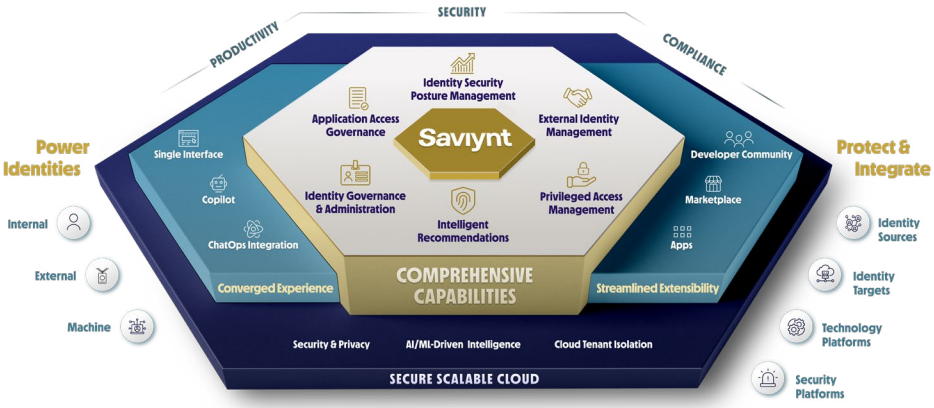
Solution Benefits

- **Operational Efficiency**
  - **Reduced Manual Effort:** Automation eliminates manual intervention for creating and mail-enabling groups, significantly reducing the workload on IT administrators.
  - **Time Savings:** The automated process is significantly faster than manual methods, enabling IT staff to focus on strategic tasks rather than repetitive administrative work.
- **Consistency and Accuracy**
  - **Standardized Processes:** Automation ensures all groups are created and mail-enabled using consistent procedures, reducing the risk of inconsistencies and errors.
  - **Error Reduction:** By minimizing human intervention, the solution decreases the likelihood of mistakes during group creation and mail-enabling.
- **Improved Audit and Compliance**
  - **Comprehensive Logging:** The solution records all actions and errors, providing a transparent audit trail essential for compliance and troubleshooting.
- **Scalability**
  - **Scalable Solution:** The automated process efficiently handles a high volume of group creation requests, making it ideal for large enterprises with extensive group management needs.
- **Cost Savings**
  - **Reduced Operational Costs:** Automation reduces the need for additional IT staff to manage group creation and mail-enabling, leading to significant cost savings.

- **Cost Savings**
  - **Resource Optimization:** Efficient utilization of existing resources, such as reusing old mailboxes, further enhance cost-effectiveness and optimizes resource use.
- **Enhanced User Experience**
  - **Minimal Disruption:** The automated process runs seamlessly in the background, ensuring no downtime or interruptions, thereby maintaining productivity.
- **Quick Turnaround:** Faster group creation and mail-enabling enable users to access the necessary resources more quickly, enhancing their overall experience.

The Identity Cloud combines core identity security capabilities in a single platform that enhances security while reducing costs and management headaches.

The Identity Cloud



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Next Steps

- View the extensive library of integrations at https://saviynt.com/integrations to see detailed information and implementation guides designed to help you get the most from the Enterprise Identity Cloud.

ABOUT SAVIYNT

Saviynt is the leading identity governance platform built for the cloud. It helps enterprise customers accelerate modern cloud initiatives and solve the toughest security and compliance challenges in record time. The Saviynt Enterprise Identity Cloud converges IGA, granular application access, cloud security, and privileged access into the industry's only enterprise-grade SaaS solution.

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