IT administrative workflows

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IT administrative workflows

- Part of the IT administrative workflows at fully automated between Research Service and IT
  - The automated workflow saves a lot of time for both Research Service and IT
- The plan is to automated all standard IT administrative workflows
- Ad hoc tasks to the Servicedesk
- Self-service for the researchers in the future
  - Good service for the researches and less time consuming in Research Service and IT

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Create user account for new researcher – Self service

- Research institution sends a request to Research Services
- Research Service administration controls the request and fill out an electronic form to IT
  - The electronic form is made in HTA
- IT create the user account and sends information to Research Service administration
  - The creation of user accunts are fully automated by use of scripting
- Research Services administration sends information to the researcher

Disable mail functionality – Self service

- Research institution sends a request to Research Services

- Research Service administration enter the information in a specific file

- The content of the file will be copied to production every hour.

- The researcher will no longer be able to use the mail functionality to send home output

Delete account for a researcher – Manuel mail process

- Research Service sends request to IT
- IT disables the account (we do not delete) and sends information to Research Service
- This process is not automated yet.

Change phone number for SMS token – Manuel mail process

- Research institution sends a request to Research Services administration

- Research Services administration sends request to IT

- IT change the information in the token system and sends information to Research Services administration.

- Research Services administration sends information to researcher.

Close access for researchers from an institution – Self service

- Research Service want to disable access from an institution because of abuse

- Research Service administration enter the information in a specific file

- Based on the content of the file the researchers from the institution will be disabled within an hour

- Research Service administration can also enable the researchers again.

Request for hosted server implementation

- Initial request from research institution
- Research institution and IT agree on a configuration and a contract is signed.
- Research institution provides IT with server, software and licenses
- IT implements installs hardware and software
- IT moves data to the new server
- IT informs Research Service
- The research institution is billed for the work done

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