



Hitachi ID Group Manager lowers IT cost and improves user service by moving the management of Active Directory groups out of the help desk and back to business users. It intercepts user attempts to access network resources and redirects users without appropriate access rights to a web UI where they can request appropriate group memberships.

## Active Directory Group Management Challenges

### Lost Productivity

In dynamic organizations with many users and groups, creating and maintaining appropriate access rights is time-consuming. This results in lost productivity while users wait for access rights.

### IT Support Cost

The help desk is inundated with calls requesting access. Few users understand the security infrastructure, so calls usually begin with an "I got an access denied message." This makes the process complex, time consuming and frustrating.

## Return on Investment

Deploying *Hitachi ID Group Manager* reduces the complexity of group management by leveraging self-service. User productivity increases and support cost declines.

- ✓ **A WINDOWS SHELL EXTENSION**  
***Offer help when users first get an "Access Denied" error***  
When installed on Windows workstations, this component replaces the native "access denied" dialog with one that includes a link to the appropriate access request web page.
- ✓ **SHARE AND FOLDER BROWSING THROUGH A BROWSER**  
***Intuitive navigation without client software***  
Alternately, users can find the network resource of interest using a Windows explorer-like web UI and request access, without installing software on their PCs.
- ✓ **A UI THAT GUIDES USERS TO APPROPRIATE GROUPS**  
***Group requests start with resources, which users understand***  
When users select a network resource, Group Manager presents several options:
  - Nested resources (folders) that the user may wish to access instead.
  - Groups that have rights to that resource.
  - Nested groups.
- ✓ **AUTHORIZATION WORKFLOW**  
***Change requests subject to secure, reliable approvals***  
Requests for group membership are subject to approval before being completed. Default routing is to group owners but organizations can replace or augment this. Prompt and reliable feedback is achieved with:
  - Concurrent invitations to multiple approvers.
  - Approval by N of M authorizers.
  - Automatic reminders.
  - Escalation.
  - Scheduled delegation.



✓ **REPORTS**

***Auditable security, transparent change control***

A rich set of reports answers:

- What users are members of group X?
- What group memberships does user Y have?
- Who authorized membership in group Z for user W?
- When did user A gain membership in group B?
- Who requested and who authorized group B for user A?

**INCLUDED CONNECTORS**

**Directory:**

Windows/Active Directory

**File/Print:**

Windows, Samba, NAS appliances

**INCIDENT MANAGEMENT INTEGRATIONS**

Automatically create, update and close tickets on:

- Axios Assyst
- BMC SDE
- Clarify eFrontOffice
- HP Service Manager
- Symantec/Altiris
- BMC/Remedy ARS
- CA Unicenter
- FrontRange HEAT
- Numara Track-IT!
- Tivoli Service Desk

Additional integrations via e-mail, ODBC, web services and web forms.

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**Hitachi ID Group Manager** is part of the Hitachi ID Management Suite, which also includes: Password Manager for self-service management of authentication factors, Identity Manager for user provisioning, and Privileged Password Manager to secure administrator and service accounts.

Hitachi ID Group Manager is available as a stand-alone product and is also included at no additional cost with Hitachi ID Identity Manager.

For more information, please visit

<http://hitachi-id.com/>

or call

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