

Workflow

Fundamentals of IdentityIQ Implementation

IdentityIQ 7.0

Overview

Workflow

- What is a workflow?
- Workflows in IdentityIQ
- Configuring workflows
- Introduction to creating workflows
- Workflow troubleshooting

What is a Workflow?

- A sequence of steps with transition logic between them
- Each step performs one action
 - For example, execution of code, or user-interaction
- Defined with Business Process Editor or by creating XML definitions
- Referred to in the SailPoint UI as “Business Processes”



LCM and Workflow

■ Workflows are intimately tied to LCM

■ Requests

- Entitlement/Role
- Account Requests

■ Passwords

- Management of users' passwords
- Reactions to Native Password changes

■ Identity

- Create/Edit

■ Identity Change Events

- Mover
- Joiner
- Leaver
- Other Attribute Changes

The screenshot shows the 'Lifecycle Manager' interface with the 'Business Processes' tab selected. It displays a table mapping actions to business processes.

Action	Business Process
Request Access	LCM Provisioning
Manage Accounts	LCM Provisioning
User Unlock Account	LCM Provisioning
Manage Passwords	LCM Manage Passwords
Edit Identity	LCM Create and Update
Create Identity	LCM Create and Update

Lifecycle Events

Lifecycle Events

Filter by Lifecycle Event Name



Add New Lifecycle Event

Name	Type	Attribute Name	Owner
Department Transfer	Attribute Change	Department	The Administrator
Joiner	Create		
Leaver	Attribute Change	Inactive	

Workflows throughout IdentityIQ

- Workflows are also used for...
 - Role Creation
 - Identity Update
 - Identity Refresh
 - Identity Correlation
 - Entitlement Creation/Update
 - Sunrise/Sunset Role Assignment
 - Sunrise/Sunset Role Activation
 - Policy Violations

Configure IdentityIQ Settings

Mail Settings Work Items **Identities** Roles Password Policy **Miscellaneous**

Identity Risk

? Number of Bands

Label	Range	Indicator
<input type="text" value="risk_band_low"/>	<input type="text" value="0 - 333"/>	<input type="radio"/>
<input type="text" value="risk_band_med"/>	<input type="text" value="334 - 667"/>	<input type="radio"/>
<input type="text" value="risk_band_high"/>	<input type="text" value="668 - 1000"/>	<input type="radio"/>

Identity Attributes

Number of searchable attributes

Index History Granularity

Identity history

Group history

Identity Snapshots

Snapshot frequency in days(2 equals every second day)

Account Attributes

Number of searchable account attributes

Business Processes

Identity update ?

Identity refresh ?

Identity Correlation ?

Edit Policy

Entitlement SOD Policy

Name

Owner

Violation business process

What can Workflows do?

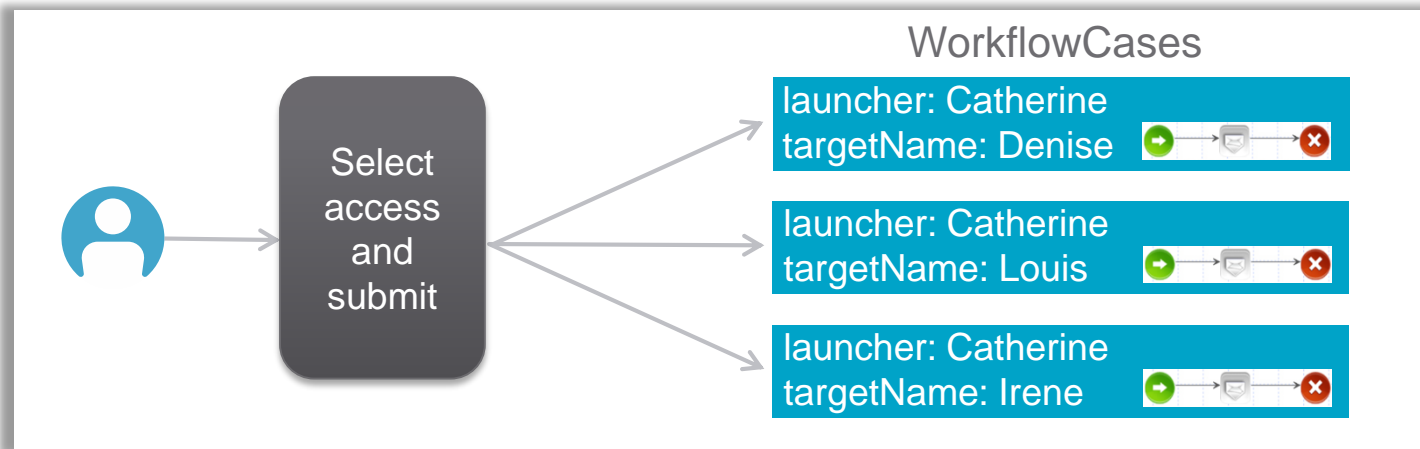
- Check for Policy Violations
- Gather information from users
- Get Approvals/Generate Workitems
- Send Emails
- Audit
- Adjust Provisioning Plan
- Call Subprocesses (child workflows)
- Run other Workflows
- Really anything you can code in Java/BeanShell

Workflow Execution

WorkflowCase Object

- Created when action in IdentityIQ triggers a workflow
- Contains details for a running workflow process
 - Launcher, type of workflow, copy of the workflow, current step being processed, info about target objective, etc.
- Exists only until workflow completes

Example: Catherine Simmons submits request for 3 employees



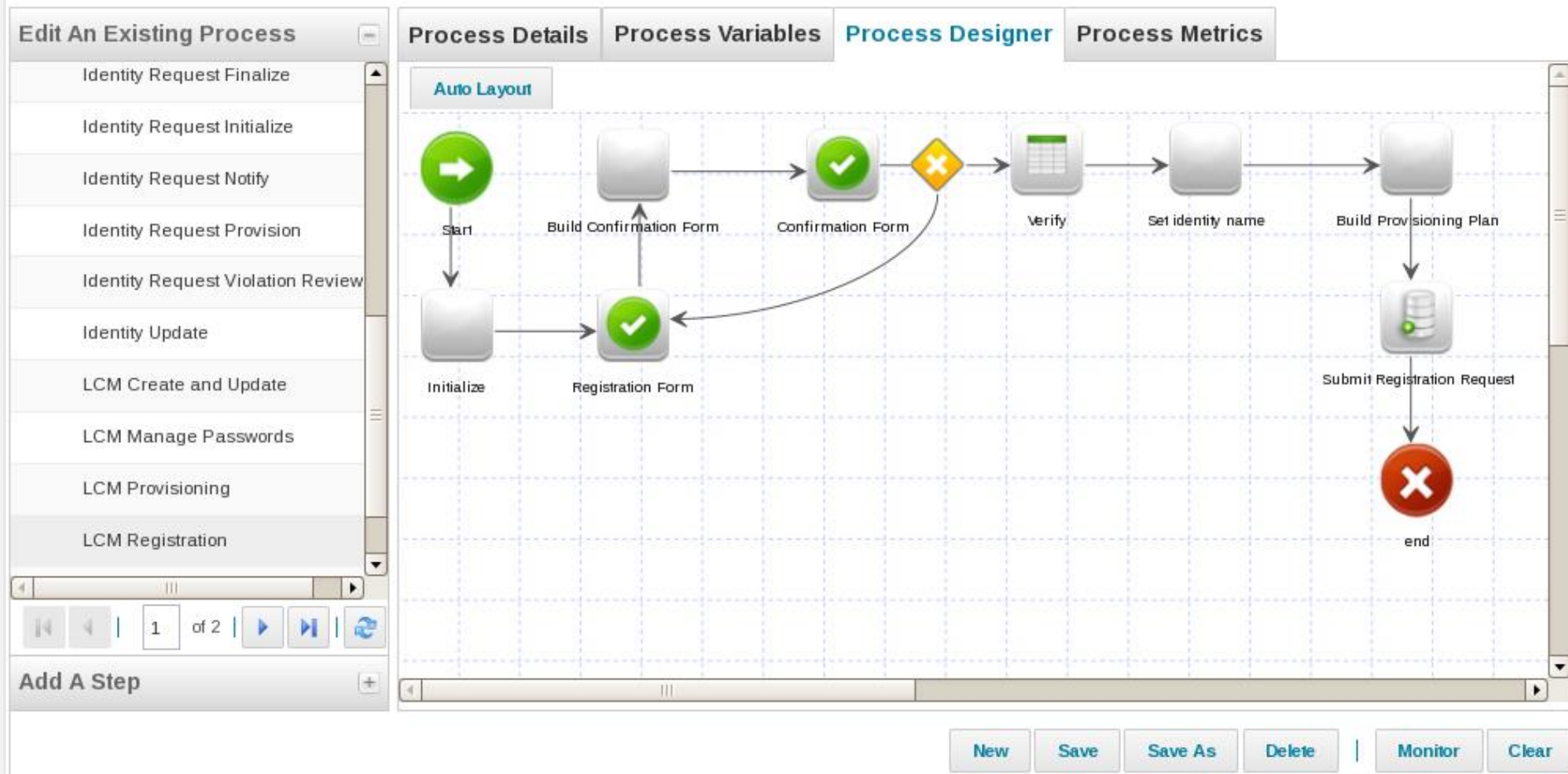
Workflow Execution

WorkItem

- Created by a workflow (or IdentityIQ) to obtain input from a person
- Exists until the input is acquired
- Examples
 - Approvals
 - Policy violations
 - Request for manual provisioning
 - Access review delegations
 - Request for data

What Do Workflows Look Like in the GUI?

Business Process Editor



What Do Workflows Look Like in the XML?

```
<Workflow name='My Workflow'>
```

```
  <Variable name='identity' input='true'/>
  <Variable name='newRoles' input='true'/>
  <Variable initializer='string:spadmin'
input='true' name='approvalOwner'/>
```

```
  <Step name='start'>
    <Transition to='Approve'/>
  </Step>
```

Step

```
  <Step name='Approve'>
```

```
    <Approval owner='ref:approvalOwner'
      send='identity,newRoles'
      renderer='myApproval.xhtml'/>
```

```
    <Transition to='Approved'
when='approved'/>
    <Transition to='Rejected'/>
```

```
  </Step>
```

Step

```
    <Step name='Approved'
      action='call:saveObject'>
      <Arg name='object' value='ref:identity'/>
      <Transition to='end'/>
    </Step>
```

Step

```
    <Step name='Rejected' action='call:audit'>
      <Arg name='source' value='ref:launcher'/>
      <Arg name='action' value='rejected'/>
      <Arg name='target'
value='script:identity.getName()'/>
      <Arg name='string1' value='failure'/>
      <Transition to='end'/>
    </Step>
```

Step

```
  <Step name='end'/>
```

Step

```
</Workflow>
```

Workflow

Configuring Workflows

Configuring Workflows

Process Variables

- Set workflow defaults
- Provide for installation specific workflow configurations

Example: Change approver from *owner* to *manager*

The screenshot displays the 'Edit An Existing Process' interface in SailPoint Identity Manager. The left sidebar lists various processes, with 'LCM Provisioning' highlighted. The main panel shows the 'Process Variables' tab for the selected process. The 'Approval' step is configured with the following settings:

- Disable Approvals:** ☐
- Approvers:** A dropdown menu with 'Manager' selected. Other options include 'Owner' and 'Security Officer'.
- Approver Email Template:** A dropdown menu with 'LCM Identity Update Approval' selected.
- Owner Electronic Signature:** A dropdown menu with an empty selection.
- Fallback Approver:** A dropdown menu with 'The Administrator' selected.

Modifying Workflows

Process

- Always make changes to a copy of the original workflow
 - Ensures updates don't overwrite modifications
- Save using your installation specific naming convention
- Update IdentityIQ to point to your workflow

Lifecycle Manager Configuration

Lifecycle Actions **Business Processes** **Additional Options**

Action	Business Process
Request Access	Acme LCM Provisioning
Manage Accounts	Acme LCM Provisioning
User Unlock Account	Acme LCM Provisioning
Manage Passwords	LCM Manage Passwords
Edit Identity	LCM Create and Update
Create Identity	LCM Create and Update
Self-service Registration	LCM Registration
Batch Request Access	LCM Provisioning
Batch Manage Accounts	LCM Provisioning
Batch Manage Passwords	LCM Manage Passwords
Batch Edit Identity	LCM Create and Update
Batch Create Identity	LCM Create and Update

Installation
specific
workflow

Default
workflow

Introduction to Creating Workflows

Workflow Steps – Overview

- A workflow involves a minimum of three steps
 - Start step
 - Processing step
 - Stop step (or END)
- Specifying a step includes
 - Name
 - Action
 - What the step does (i.e. script, call to a handler method, subprocess, or approval)
 - Description
 - Arguments
 - Values to be passed to the action
 - Transition
 - Which step to move to after the action finishes

The screenshot displays the 'Edit An Existing Process' window in the SailPoint workflow editor. The window is divided into two main sections: 'Process Details' and 'Process Variables'. The 'Process Details' section shows a workflow diagram with three steps: 'Start' (a green circle with a white arrow), 'Generic Step' (a grey rounded rectangle), and 'Account Approval' (a grey rounded rectangle with a database icon). The 'Generic Step' is highlighted, and an arrow points from it to the 'Generic Step' configuration panel below.

The 'Generic Step' configuration panel has two tabs: 'Details' and 'Arguments'. The 'Details' tab is active, showing the following fields:

- Name:** A text box containing 'Generic Step'.
- Description:** A large text area.
- Result Variable:** A text box with a question mark icon.
- Enable Monitoring:** A checkbox with a question mark icon.
- Action:** A section with a title bar and a description: 'The action determines what action a step performs. You can configure the behavior of this step by using the f'. Below this are four radio buttons: 'Script' (selected), 'Rule', 'Subprocess', and 'Call Method', each with a question mark icon.

Workflow Variables

- Variables are global to the workflow and available to all steps
- Input
 - Option means it may be passed into the workflow
 - Lack of the “input” option means it is an internal variable
- Initial Value
 - Used to provide a value if one is not passed in
- Description
 - Should be meaningful
- Variables are initialized when the case is launched
- Variables may be changed by BeanShell later in the workflow

The screenshot shows the 'Process Variables' tab in a workflow design tool. At the top, there are three tabs: 'Process Details', 'Process Variables' (which is selected), and 'Process Design'. Below the tabs is a button labeled 'Add A New Variable'. The main area contains a form for defining a variable. It starts with an upward arrow icon and a 'Name:' label followed by a text input field. Below this are four rows of options: 'Input', 'Output', 'Editable', and 'Required'. Each row has a question mark icon in a small box and a checkbox. The 'Description:' label is followed by a larger text area. At the bottom of the form is a section titled 'Initial Value' with a sub-header 'Initial Value'. Below this is a paragraph of text: 'If you would like this variable to be initialized with an initial v... options below. Each of the options will determine how the va...'. At the bottom of this section are three options: 'String', 'Reference', and 'Script'. Each option has a question mark icon in a small box and a radio button. At the very bottom of the form is a 'Remove' button.

Key Workflow Concept – Scriptlets

Specifying Values

- In UI, you select scriptlet type and specify source

Initial Value

If you would like this variable to be initialized with an initial value, you can configure how this will be calculated using the options below. Each of the options will determine how the value will be produced.

String ☐ Reference ☐ Script ☒ Rule ☐ Call Method ☐

Source:

- In XML, scriptlets begin with type, followed by a colon, followed by the “source”

string:spadmin	supplies a literal string
ref:approver	references a workflow variable
script:identity.getManager().getName()	runs a piece of BeanShell
rule:My Approver Rule	calls a rule
call:buildOwnerApproval	calls a method in the registered WorkflowHandler class or Library

Key Workflow Concepts – XML

```
<Workflow name='My Workflow'>
```

Variables

```
<Variable name='identity' input='true'/>
```

```
<Variable name='newRoles' input='true'/>
```

```
<Variable initializer='string:spadmin'  
input='true' name='approvalOwner'/>
```

Scriptlet - string

```
<Step name='start'>
```

```
<Transition to='Approve'/>
```

```
</Step>
```

Step

```
<Step name='Approve'>
```

Approval

```
<Approval owner='ref:approvalOwner'  
send='identity,newRoles'  
renderer='myApproval.xhtml'/>
```

Transition

```
<Transition to='Approved'  
when='approved'/>
```

```
<Transition to='Rejected'/>
```

```
</Step>
```

Step

```
<Step name='Approved'
```

```
action='call:saveObject'
```

```
<Arg name='object' value='ref:identity'/>
```

```
<Transition to='end'/>
```

```
</Step>
```

Scriptlet - call

Scriptlet - ref

```
<Step name='Rejected' action=call:'audit'>
```

```
<Arg name='source' value='ref:launcher'/>
```

```
<Arg name='action' value='rejected'/>
```

```
<Arg name='target'  
value='script:identity.getName()'/>
```

```
<Arg name='string1' value='failure'/>
```

```
<Transition to='end'/>
```

```
</Step>
```

Step

```
<Step name='end'/>
```

Step

```
</Workflow>
```

Workflow

Global Variables (Reserved Words)

Variable Name	Purpose
context	SailPoint Context
log	Log object for log4J
wfcontext	An instance of WorkflowContext containing details about the state of the workflow
handler	An instance of the registered WorkflowHandler
step	The Step object currently being evaluated
approval	The Approval object currently being evaluated
item	The WorkItem being opened or assimilated
trace	Whether to trace or not (if set to true, we trace the workflow process)

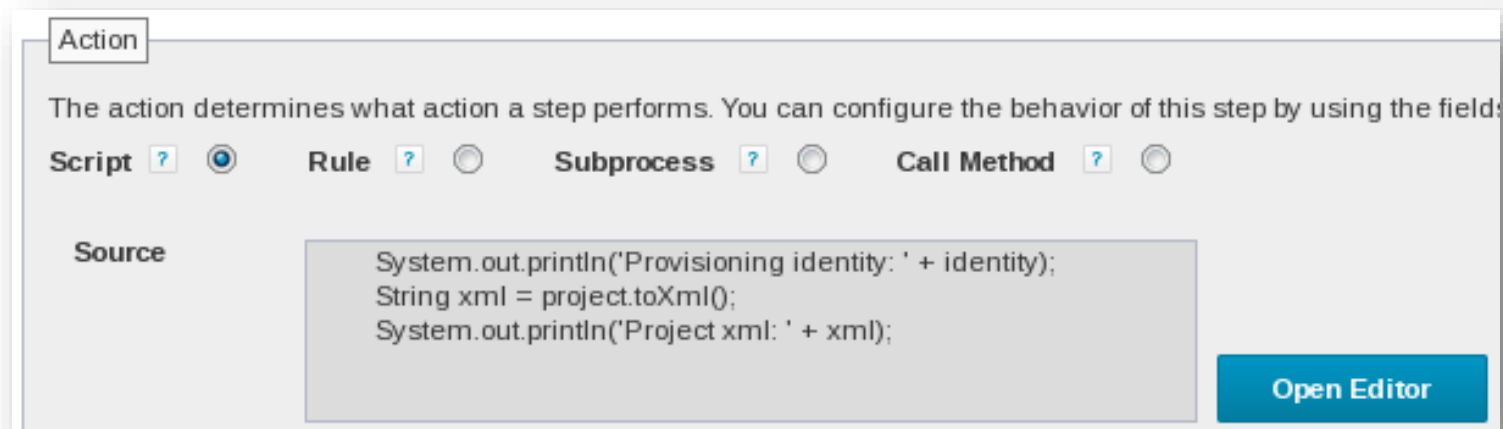
NOTE: Additional variables are added to specific types of LCM requests and vary from request to request

Types of Steps

- **Placeholders**
 - Used for visual cues and flow (Start/Stop)
- **Code Steps**
 - Script or Rule – BeanShell code
 - Call – call into compiled Java code
- **Interaction Step**
 - Approval (Interaction)
 - WorkItem created and provides a Form or Renderer
- **SubProcess**
 - Execute a subprocess within the current flow
- **Additional Options (implemented in XML)**
 - Wait (causes specific step to pause)
 - Catches=Complete (guarantees step will run after workflow ends for whatever reason)

Step Action: Script

- Step action is a BeanShell script of any complexity
- All current workflow variables are accessible as top-level symbols
 - “identity” and “project” are both workflow variables



Action

The action determines what action a step performs. You can configure the behavior of this step by using the fields:

Script ☒ **Rule** ☐ **Subprocess** ☐ **Call Method** ☐

Source

```
System.out.println('Provisioning identity: ' + identity);
String xml = project.toXml();
System.out.println('Project xml: ' + xml);
```

[Open Editor](#)

Step Action: Call

- Step action is to call a method in the StandardWorkflowHandler
 - Method “audit” is called with arguments
- Argument values can be specified on tab or using scriptlets

The screenshot shows a configuration window for a 'Step Action'. It has two tabs: 'Details' and 'Arguments'. The 'Arguments' tab is active. Below the tabs, there are fields for 'Name' (containing 'Audit'), 'Description' (empty), 'Result Variable' (empty), and 'Enable Monitoring' (unchecked). Below these is an 'Action' section with a description: 'The action determines what action a step performs. You can configure the behavior of the'. There are four radio buttons for 'Script', 'Rule', 'Subprocess', and 'Call Method'. The 'Call Method' radio button is selected. Below the radio buttons is a 'Call Method' field containing 'audit' and a dropdown arrow.

Details		Arguments	
Name:	<input type="text" value="Audit"/>		
Description:	<input type="text"/>		
Result Variable:	<input type="text"/>	<input type="text"/>	
Enable Monitoring:	<input type="checkbox"/>	<input type="checkbox"/>	
Action			
The action determines what action a step performs. You can configure the behavior of the			
Script	<input type="radio"/>	Rule	<input type="radio"/>
Subprocess	<input type="radio"/>	Call Method	<input checked="" type="radio"/>
Call Method:	<input type="text" value="audit"/> <input type="button" value="v"/>		

Step Action: Subprocess

- Calls another workflow
- Defines parameter passing behavior to map subprocess variable using Return tags

Action

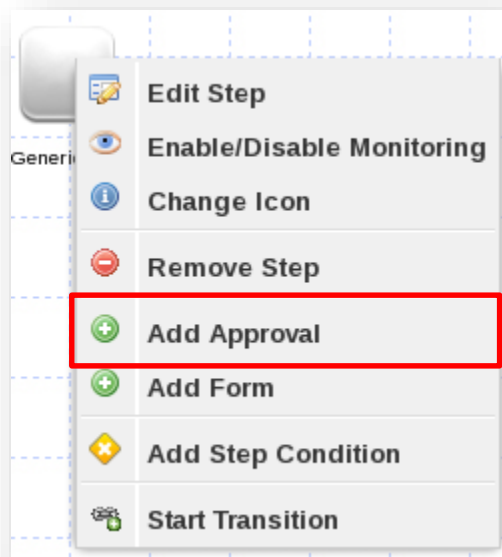
The action determines what action a step performs. You can configure the behavior of the action by selecting one of the following options:

Script ☐ **Rule** ☐ **Subprocess** ☒ **Call Method** ☐

Subprocess:

Step Action: Approval

- Approvals are special kind of step that interacts with users
- Approval steps cannot have call or script actions or call subprocesses
- Approval objects may be nested



Step Action: Approval

Approval Work Items

The screenshot shows the 'Work Item Configuration' tab with the following fields and options:

- Add Child Approval** button
- Name:** Approve Access
- Send:** [?] []
- Return:** [?] []
- Renderer:** [?] []
- Mode:** String [?] [] Reference [?] [] Script [?] [] Rule [?] [] Call I
- Owner:** Determines the owner of the approval or approval(s). You can enter it as a string, or calculate it using a script, rule, or...
String [?] [] Reference [?] [] Script [?] []
Value: catherine.simmons
- Description:** Determines the description that appears on each approval. You can enter it as a string, or calculate it using a script, rule, or...
String [?] [] Reference [?] [] Script [?] []
Value: Access Approval for Catherine Sim

• WorkItem Creation

- Each Approval generates a Workitem
- Workflow variables may be passed into the WorkItem
- WorkItem is rendered in UI by a form or renderer (JSF)

Manage Work Items

Work Item Administration **Work Item Archive**

Filter by Item Name or ID [Advanced Search](#)

ID	Name	Type	Requester
81	Owner Approval - Account Changes for User: Louis.Black	Approval	Catherine.S...
82	Owner Approval - Account Changes for User: Fred.Smith	Approval	Catherine.S...

Step Action: Approval

Approval Work Items

- WorkItem Completion

- User must complete WorkItem for workflow to continue
- Validation can occur on entered data and WorkItem can be returned
 - Messages can indicate what was missing
Example: *Email address has incorrect format* or *Approver Comments Missing*
- Submitted data may be used for future transition logic or saved in workflow variables
Example: Approval or Rejection, Approver comments

Step Action: Approval

Approval WorkItem Options

- **Send and Return**
 - CSV of workflow variable names
- **Renderer**
 - JSF fragment to render the work item contents (can also use form)
 - If not set, default provided by IdentityIQ
- **Description**
 - Sets the description of the work item that will appear in the inbox
 - If not set, the Approval name is used

The screenshot shows a configuration form for an Approval WorkItem. It includes fields for Name, Send, Return, and Renderer, each with a help icon. Below these is a 'Mode' section with radio buttons for String, Reference, Script, and Rule. The 'Owner' section has a description, radio buttons for String, Reference, Script, and Rule, and a 'Value' field. The 'Description' section also has a description, radio buttons for String, Reference, Script, and Rule, and a 'Value' field.

Name:	Approve Access
Send:	identity,newRoles
Return:	managerComments
Renderer:	customManagerApproval.xhtml

Mode

String ☐ Reference ☐ Script ☐ Rule ☐

Owner

Determines the owner of the approval or approval(s). You can specify the owner as a string, a reference, a script, or a rule.

String ☒ Reference ☐ Script ☐ Rule ☐

Value: catherine.simmons

Description

Determines the description that appears on each approval or approval(s). You can enter it as a string, or calculate it using a script, rule, or call.

String ☒ Reference ☐ Script ☐ Rule ☐

Value: Access Approval for Catherine Simmons

Step Action: Approval

Work Item Configuration

- Escalation
 - Reminder
 - Reminder then escalate
 - Escalation only
- Electronic Signature
 - Create signature meaning in System Setup
 - Select signature to use in Work Item Configuration

DetailsArgumentsWork Item Configuration

Override Work Item Configuration?
☒

Initial Notification Email:
Approval Notification

Escalation
☐ None ☐ Send Reminders ☒ Reminders then Escalation
☐ Escalation Only

Days Before First Reminder:
1

Reminder Frequency:
1|

Reminder Email Template:
Approval Reminder

Reminders Before Escalation:
3

Escalation Owner Rule:
Escalation Rule

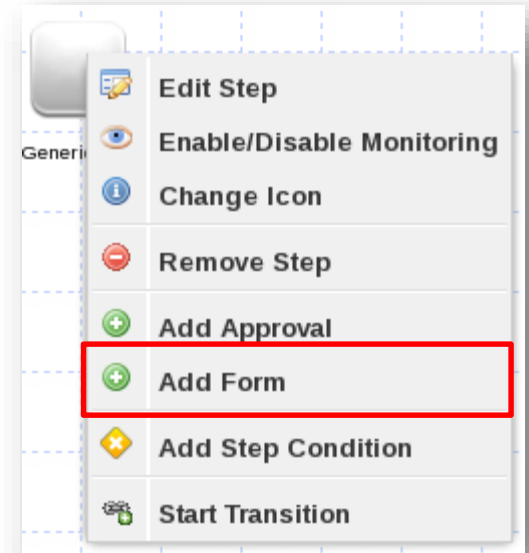
Escalation Email:
Approval Escalation

Override Electronic Signature Configuration?
☐

Step Action: Approval

Forms – Work Item Rendering

- Forms are used to gather data from the user or ask for approvals
- Values are passed in/passed out from workflow
- Results determine what to do with work item
 - back – reject the work item
 - next – approve the work item
 - refresh – update the form in place
 - cancel – do nothing, return, leaving work item in working state
- AfterScript can operate on information after it is entered
 - place values back into workflow variables
 - manipulate objects based on entered data
 - validate and refuse changes, forcing user to adjust/re-enter



Step Action: Approval

Form Basics

Form Editor

Name: Department Selection

Description:

Send: department

Return: department

Owner
Determines the owner of the approval or approval(s). You can specify the owner through the fields below.
String ☒ **Reference** ☐ **Script** ☐ **Rule** ☐ **Call Method** ☐
Value: catherine.simmons

Add Field **Remove Field** **Add Button**

Name	Type
Select Department	string
back	button
next	button
cancel	button

Edit Form Fields

Field Properties

Name: department

Display Name: Select Department

Help Text: Department employee is transferring to

Type: String

Multi-Valued: ☐

Read Only: ☒ **Value** ☐ **Rule**

False

Inbox

Filter by Item Name or ID

Name	Type	Requeste	Created	Expiratio	Priority
Manager Access	Access	The	6/9/15	7/9/15	Normal
Review for Catherine Simmons	Review	Admin...			
Department Selection	Form	The Admin...	7/3/15		Normal

Department Selection

Select Department*

*Indicates required field

Decline

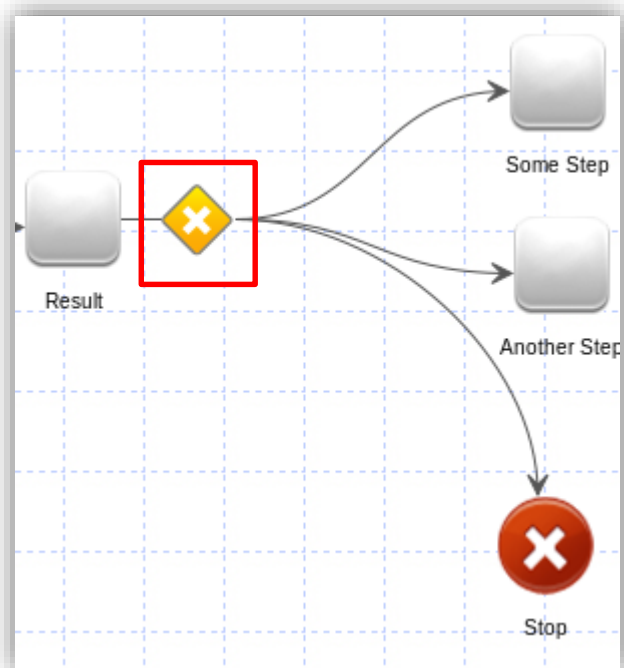
Submit

Suspend

Transitions

- Transitions are evaluated when the step action or approval completes
- Evaluation is in the order written
- The first transition whose condition evaluates to true, or which has no condition, is taken
- If there are no transitions, or if all of the transition conditions are false, the workflow normally ends
 - Word of caution, be specific about transitions

Transition Examples



Edit Transitions from 'Result'

Conditional Transitions

Transition to: Some Step

When

To define the logic that determines how this step will transition into the next step, configure the form below. When the step completes, the logic below will be executed to determine which step will be transitioned to next.

String ? ☐

Reference ? ☐

Script ? ☒

Rule ? ☐

Call Method ? ☐

Negate ☐

Source

isTrue(approved)

Open Editor

Transition to: Another Step

When

To define the logic that determines how this step will transition into the next step, configure the form below. When the step completes, the logic below will be executed to determine which step will be transitioned to next.

String ? ☐

Reference ? ☐

Script ? ☒

Rule ? ☐

Call Method ? ☐

Negate ☐

Source

identity.getManager().getName().equals("Security Officer");

Open Editor

Unconditional Transition

Transition to: Stop

When

To define the logic that determines how this step will transition into the next step, configure the form below. When the step completes, the logic below will be executed to determine which step will be transitioned to next.

String ? ☐

Reference ? ☐

Script ? ☐

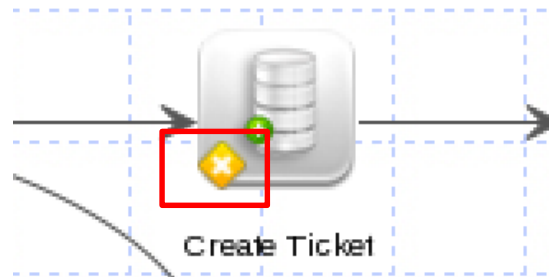
Rule ? ☐

Call Method ? ☐

Negate ☐

Pre-Conditions (6.1+)

- A conditional statement executed prior to running a step
- Used to determine if the step should be executed
- Alternative to conditional transition



Workflow Troubleshooting

Debugging Workflows

■ Tracing

- Turn on “trace” to “true” in workflows – Output goes to stdout for the app server

■ Email Redirection

- redirect email to a file (“Gear” → Global Settings → IdentityIQ Configuration → Mail Settings → Email Notification Type)

■ Logging

- `system.out.println()` or `log4j` are your friends
- `log4j.logger.sailpoint.api.Workflower=debug`
- `log4j.logger.sailpoint.workflow.WorkflowHandler=debug`
- `log4j.logger.sailpoint.workflow.WorkflowLibrary=debug`

■ Console

- list `WorkItem`
- list `workflowcase`
- The “workflow” console command can be used to launch a workflow case with an XML file containing initial workflow variables

Workflow Status

Task Result

Details

Name	Update Identity Tammy.Daniels AccessRequest	Started By	Catherine.Simmons
Type	LCM	Started	2/21/14 2:32:26 PM
Description	Workflow Case	Completed	
Status	pending...		

[Return to Tasks](#)

Current Workflow Step: Approve

Interactions

Owner	Type	Request	Status	Started	Completed
Randy.Knight	Approval	Owner Approval - Account Changes for User: Tammy.Daniels	Open	2/21/14 2:32:28 PM	

Debug Pages

Object Browser

WorkflowCase



Filter by Name or ID



[Configuration Objects](#)

<input type="checkbox"/>	Id	Name ▲	Created	Modified
<input type="checkbox"/>	ff80808143db395f0143e482d258033e	Native Change Detection LDAP: Allen.Bu...	1/30/14 12:56 PM	1/30/14 12:56 PM
<input type="checkbox"/>	ff8080814451375f0144562626d10071	Update Identity Denise.Hunt AccessReq...	2/21/14 2:32 PM	2/21/14 2:32 PM
<input type="checkbox"/>	ff8080814451375f0144562612790061	Update Identity Irene.Mills AccessRequest	2/21/14 2:32 PM	2/21/14 2:32 PM
<input type="checkbox"/>	ff8080814451375f014456261def0069	Update Identity Jeremy.Palmer AccessR...	2/21/14 2:32 PM	2/21/14 2:32 PM
<input type="checkbox"/>	ff8080814451375f0144562604460059	Update Identity Louis.Black AccessRequest	2/21/14 2:32 PM	2/21/14 2:32 PM
<input type="checkbox"/>	ff8080814451375f01445626313a0079	Update Identity Tammy.Daniels AccessR...	2/21/14 2:32 PM	2/21/14 2:32 PM
<input type="checkbox"/>	ff8080814451375f014465fa6e4100d7	Update Identity Tammy.Daniels Accounts...	2/24/14 4:18 PM	2/24/14 4:18 PM

Workflow Metrics

- Capture analytics for entire workflow
 - Avg/Max/Min Execution Time, # of Executions
- Drill into individual steps and identify execution bottlenecks
- View metrics
 - Process Metrics tab
 - Intelligence → Advanced Analytics → Process Metrics Search

Advanced Analytics

←	Identity Search	Access Review Search	Role Search	Account Group Search	Activity Search	Audit Search	Process Metrics Search
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[Process Metrics Search](#) ►► Process Metrics Search Results

Filter

Name LCM Registration
Result Status All

Process Metrics Search Results

Show times in Minutes



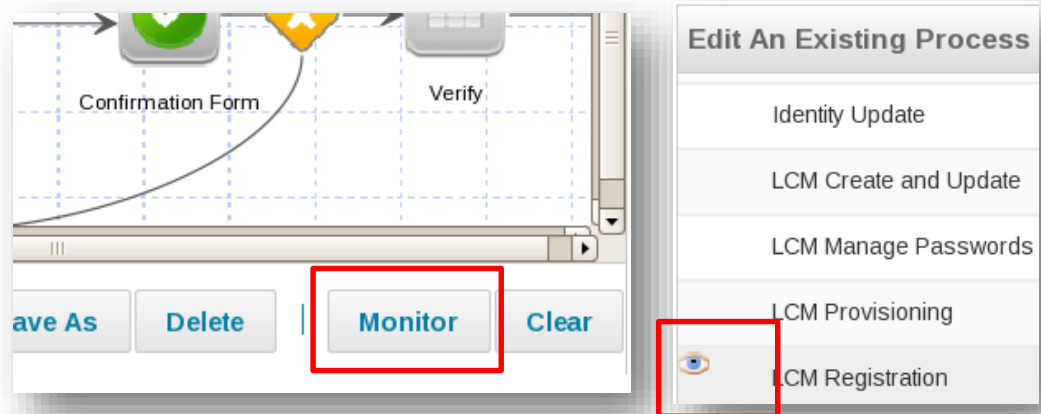
Process	Average Execution Time	Maximum Execution Time	Minimum Execution Time	Number Of Executions
LCM Registration	11.27	15.23	8.65	3



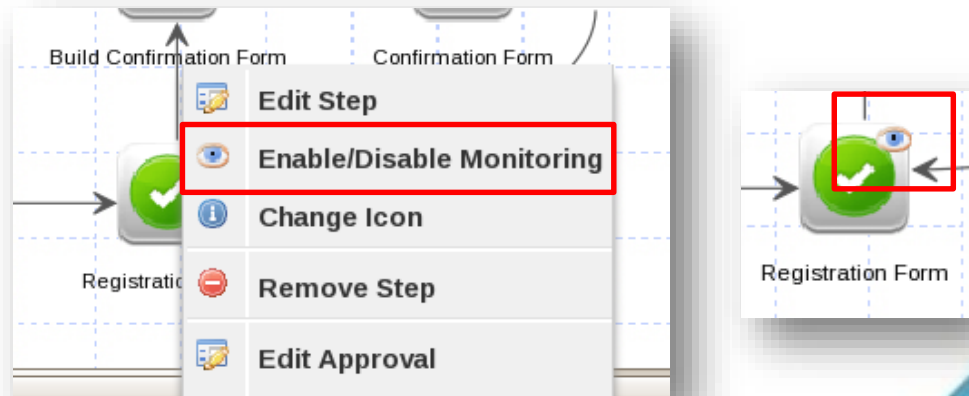
Workflow Monitoring

- Monitoring for whole process or individual steps

- Monitor Process



- Monitor step



Questions?

Exercise Preview

Section 4, Exercise 6

- Exercise 6: Use Lifecycle Manager to Create a Lifecycle Event
 - Create a department change lifecycle event
 - Configure a new Business Process to be used when the department change occurs