

***Bravura Identity* Implementation:**

Configuring Implementers

Hitachi ID Bravura Security Fabric includes connector programs to carry out change requests automatically on most target systems. In some cases you may want or need human intervention to complete a request.

This document contains:

- Requirement
- Solution
- Use Case: Configuring implementers

Terminology

The following terms are introduced in this unit:

Implementer A “human agent” that manually fulfills requests. An implementer can accept or decline tasks, and mark them as completed or cannot be completed. Implementers can also be assigned to deliver inventory objects to recipients.

Requests app Allows implementers to review, accept, and update manual tasks.

1 Requirement

Organizations require a workflow request to be fulfilled by a human agent, or *implementer*, rather than a connector program. For example, they require humans to manually carry out resource operations:

- During a phased deployment before automated workflow is fully implemented.
- On uncommon target systems that do not support some operations using a connector.
- Update a target configured as read-only.
- On third-party applications that cannot be targeted directly.
- To complete training.

2 Solution

Bravura Security Fabric provides the ability to configure *implementers*; which is a human agent that manually fulfills requests. Implementers can use the *Requests* app to:

- Update attributes, depending on their access rights; for example, if some values are not known until the request is fulfilled.
- Decline the task and let another implementer complete it.
- Mark the task as completed.
- Mark the task as cannot be completed.
- Delegate the task to another user.

When an implementer does not act on time for a request/task assigned to him, depending on the configuration of the system, reminder emails are sent, and the request/task can be escalated to other users as determined by the escalation plug-in.

2.1 How implementers are assigned

Implementers are assigned in a similar way to authorizers. You can assign any individual user or user class as implementers in the **Resource operations** tab for target systems, managed groups, or template accounts. You can also choose to inherit the settings for templates and groups from the parent target system.

Alternatively you can determine implementers dynamically by configuring a plugin. The plugin must be listed in the **IDSYNCH IMPLEMENTER PLUGIN** field in the **Workflow** → **Options** → **Plugins** menu.

See [Implementers list](#) in the Bravura Security Fabric *Reference Manual* for information on writing a custom plugin.

A sample script, `implementer.ps1` is included in the samples directory.

3 Use Case: Configuring implementers

Often organizations will have a Human Resource target that populates *Hitachi ID Bravura Identity*. For various security and privacy reasons, these targets usually do not allow *Bravura Identity* to write back to them. However, organizations still require an audit trail if the target is updated manually.

In this use case you will set up implementers to update a new employee's information on a HR system after an account has been created on the AD target. Using *Bravura Identity* to initiate the request to an implementer will provide the required audit trail.


Requirements

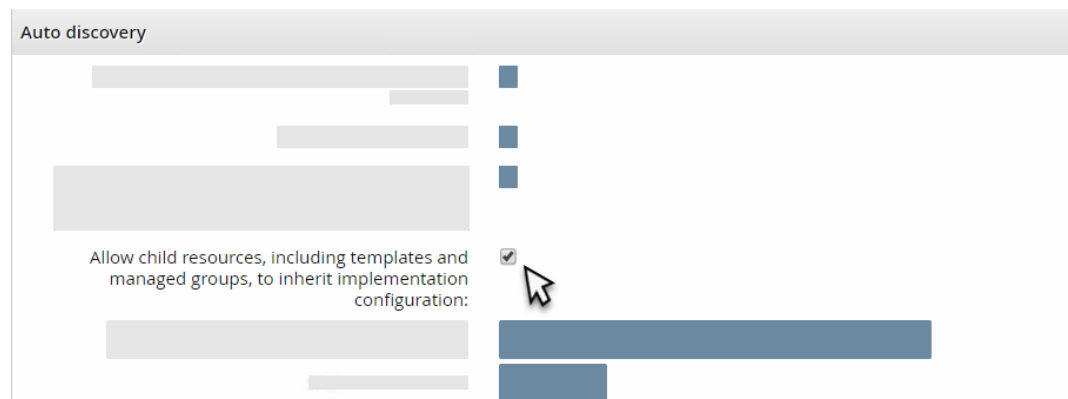
This use case assumes that:

- *Hitachi ID Bravura Identity* is installed.
- An Active Directory target has been configured.
- A template account for the AD target has been created.
- A target is configured to retrieve data from a Human Resources system.

Configure an implementer target

By default, all target system operations are set to be carried out by a connector. You can override resource operations at the target system, group, and template level. If the operation is set at target-system-level to be carried out by an implementer, you must assign at least one implementer to the target system. If you do not do this, requests involving the target system will be put on hold unless implementers are dynamically assigned by a plugin.

1. Log in to *Bravura Identity* as `superuser`.
2. Click **Manage the system** → **Resources** → **Target systems** → **Manually defined**.
3. Select  the Human Resources target.
4. Under the **Auto discovery** options make sure the option to **Allow child resources, including templates and managed groups, to inherit implementation configuration** is enabled.



5. Click **Update**.
6. Click the **Resource operations** tab.
7. Select **Implementer operation** for all listed operations.

Resource operations

Override level		Connector operations	Implementer operations	Override action		
Target system type	Target system			No override	Connector operation	Implementer operation
✓		Create account		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>
✓		Delete account		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>
✓		Disable account		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>
✓		Enable account		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>
✓		Move user from one context to another		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>
✓		Delete group owner		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>
✓		Add child group		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>
✓		Delete child group		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>
✓		Remove unknown object from a group		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>

Update


8. Click **Update**.

Hitachi ID Bravura Identity displays the "Insufficient implementers assigned" warning, and includes an implementers table below the operations table.

Assign individual implementers

You can add individual static implementers in the bottom table on the **Resource operations** page. Individual implementers assigned at the target system level are inherited by dependent template accounts and managed groups.

To assign an individual implementer:

1. In the **Implementers** table, click **Select...**
2. Search  for and select a user.
3. Click **Select**.

Assign implementers by user class

To assign implementers based on user class:

1. On the **Resource operations** page, click the **User classes** sub-tab.
2. Click **Select...**

3. Select the `_GLOBAL_HELP_DESK_` class and click **Select**.

Hitachi ID Bravura Identity displays an error because you have not mapped the participants in the user class yet.

4. Under **Participant mapping** for USERID, select IMPLEMENTER.
5. Click **Update**.

Now all members of the `_GLOBAL_HELP_DESK_` user class are implementers on the HR system.

Add a new employee

A member of the human resources team logs into the organizations HR system and creates a new user account.

1. Log into the HR system as a user with privileges and create a new account.

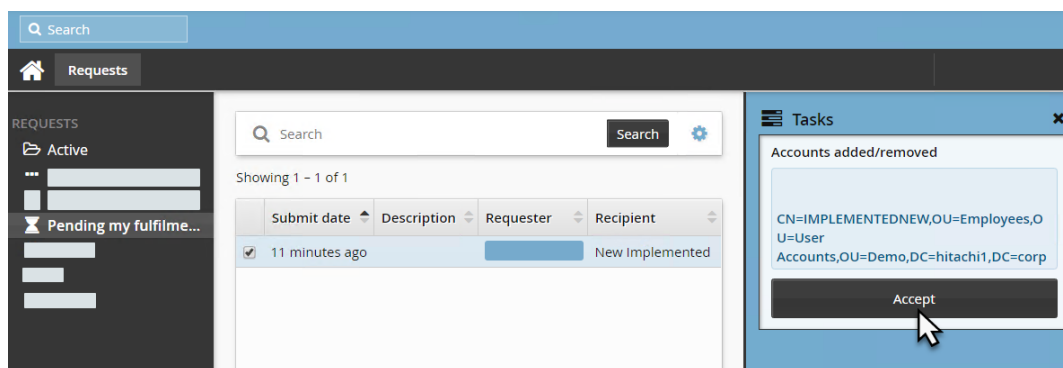
Hitachi ID Bravura Identity will be triggered to create accounts on various targets. For example, an account on the Active Directory target. As part of this process, an email address will be generated.

A notification will be sent to the implementers to update the HR system.

Accept the implementation task

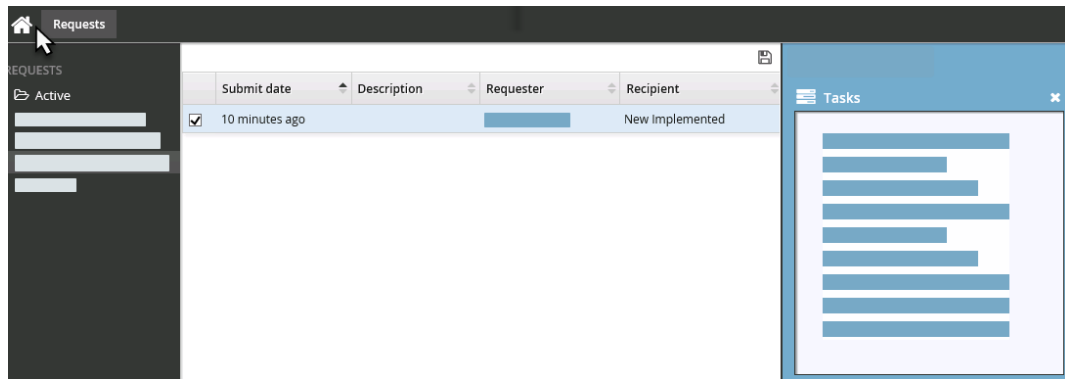
You can now carry out the implementation tasks:

1. Log in to *Bravura Identity* as an implementer.
2. Click the **You have 1 request(s) awaiting your fulfillment** link or the **Requests** link.
3. Click on the most recent request.
4. Click the **Tasks** button on the action panel.



5. Click **Accept**.

The task is now assigned to you.



6. Click Home  to return to the main menu.

You should see that the task notification is still there. It will remain until you update the task's status.

Carry out the task and update the task status

1. Log into the HR system as the implementer and add the new employee's email account.
2. Log in to *Bravura Identity* as the implementer again.
3. Click the **There are 1 request(s) awaiting your fulfillment** link or the **Requests** link.
4. Select the most recent request.
5. Click **Tasks**.
6. Click **Complete**.

See also:

- The [Bravura Security Fabric Documentation](#) for more information about implementers.