

1. Objective To provide a standardized process for creating, modifying, and deactivating user accounts on the corporate network (Active Directory) and Linux servers.

2. Process for New User Creation (Automated)

This process is used for all standard corporate and retail store roles.

- **Prerequisite:** A "New Hire" ticket must be submitted in Jira Service Desk by HR, containing the user's full name, title, department, and manager.
- **Step 1:** Connect to the management server `DL-TOOL-PROD-01`.
- **Step 2:** Navigate to the scripts directory: `cd /opt/it-automation/users/`
- **Step 3:** Execute the user creation script with the Jira ticket number as the argument.
 - **Syntax:** `./create_user.sh -t DL-TICKET-1234`
- **Step 4:** The script will automatically:
 - Create an Active Directory account.
 - Generate a random, temporary password compliant with the password policy.
 - Assign the user to the correct OUs and security groups based on their department.
 - Create a Linux home directory on the central NAS.
 - Email the temporary password and login instructions directly to the user's manager.
- **Step 5:** Monitor the script's output for "SUCCESS". Copy the output log and paste it into the Jira ticket before resolving it.

3. Process for Password Resets

- **Step 1:** Verify the user's identity over the phone or via a video call by asking for their Employee ID and manager's name.
- **Step 2:** Run the password reset script:
 - **Syntax:** `./reset_password.sh -u [username]`
- **Step 3:** A new temporary password will be generated. Provide this to the user verbally. Instruct them they will be forced to change it upon their first login.

4. Manual Deactivation (Urgent Termination)

For urgent deactivations outside of the automated HR sync.

- **Step 1:** Immediately run the deactivation script with the `--force` flag.
 - **Syntax:** `./deactivate_user.sh -u [username] --force`
- **Step 2:** This script will:
 - Immediately disable the AD account.
 - Kill all active sessions.
 - Revoke all access tokens.
 - Move the user's home directory to a quarantined archive.
- **Step 3:** Manually confirm in Active Directory that the account status is "Disabled".