Practical 12: Provisioning Resources Exercises

Subject: Identity and Access Management (ISIM)

This guide covers setting up automatic provisioning (giving accounts to users automatically) and enabling "Access" requests (allowing users to request groups/permissions).

Part 1: Policy-Based Provisioning

Exercise 1: Adding Users to Static Roles

Before creating policies, we need users to have specific roles so the policy can target them.

1. **Login:** ISIM Console (`itim manager`).
2. **Alice Smyth:**
   - Go to **Manage Users**. Search for "Alice Smyth".
   - Click arrow -> **Change** -> **Personal Information**.
   - **Organizational Roles:** Add `JKE System Admin` .
   - Click **Submit Now**.
3. **Bob Smith:**
   - Search for "Bob Smith".
   - Click arrow -> **Change** -> **Personal Information**.
   - **Organizational Roles:** Add `System Account Owner` .
   - Click **Submit Now**.

Exercise 2: Creating a Provisioning Policy

This tells ISIM: "If a user has Role X, give them Account Y".

1. **Navigate:** Home -> **Manage Policies** -> **Manage Provisioning Policies**.
2. Click **Create**.
3. **General Info:**
   - Name: `Linux Provisioning Policy` .
   - Business Unit: `JK Enterprises` .
   - Scope: `Subtree` .
4. **Members (Who applies?):**
   - Click **Add** -> Select **Organizational Roles**.
   - Add both `JKE System Admin` and `System Account Owner` .
5. **Entitlements (What do they get?):**
   - **Entitlement 1 (The Account):**

        - Click **Add**. Target Type: `Service Instance`.
        - Click **Search** -> Select `Linux Service`.
        - **Provisioning Option:** `Automatic` (Important!).
    - **Entitlement 2 (The Role Approval):**
        - Click **Add**. Target Type: `Role`.
        - Search for `JKE System Admin`.
        - **Provisioning Option:** `Workflow`.
        - Process: `System Administrator Approval`.
6. **Finish:** Click Submit.

Exercise 3: Creating a Service Selection Policy

When ISIM creates an account, this policy tells it exactly *which* Linux server to use (in case there are many).

1. **Navigate:** Home -> **Manage Policies** -> **Manage Service Selection Policies**.
2. Click **Create**.
3. **Name:** `Linux Service Selection`.
4. **Service Type:** `POSIX Linux profile`.
5. **Target Service:** Click **Add** -> Search and select `Linux Service`.
6. Set as **Default**. Click **Submit**.

Exercise 4: Validating the Policy (Testing)

Create a new user to see if they automatically get a Linux account.

1. **Create User:**
    - **Manage Users** -> **Create**.
    - Name: `Alana Smithe`. User ID: `asmithe`.
    - **Role:** Add `System Account Owner`.
    - Click **Submit**.
2. **Verify:**
    - Refresh the user list.
    - Click arrow next to Alana -> **Accounts**.
    - You should see a `Linux Service` account created automatically (Status: Active).

Part 2: LDAP & Access Definitions

Exercise 5: Creating an LDAP Provisioning Policy

Now we set up provisioning for the TechSupport LDAP service.

1. **Create Policy:**
    - Manage Policies -> Manage Provisioning Policies -> Create.
    - Name: `TechSupport LDAP Policy`.
    - Business Unit: `TechSupport`.
2. **Members:**
    - Select **All persons in...** `TechSupport`.
3. **Entitlements:**
    - Add `TechSupport LDAP` service.
    - **Parameters (The hard part - Configure carefully):**
        - `erldapcontainername` : Set to Constant `ou=TechSuppEmployees`.
        - `eruid` : Set to Request Attribute `User ID`.
        - `ergrouprdn` : Set to Constant `cn=JKENetworkShare` (Enforce Mandatory).
4. Click **Submit**.

Exercise 6: Creating an Access (Making a Group Requestable)

We want users to be able to request access to a specific LDAP group.

1. **Navigate:** Home -> **Manage Access Control** -> **Manage Access**.
2. Click **Create**.
3. **Select Service:** `TechSupport LDAP`. Click Next.
4. **Select Type:** `LDAP Group`. Click Next.
5. **Select Group:** Search for `*`. Select `cn=JKENetworkShare`.
6. **Access Details:**
    - Access Name: `JKE Network Share`.
    - Description: `Network share for contractors`.
    - Category: `Application`.
7. Click **Finish**.

Exercise 7: Requesting the Access (User Side)

1. **Login to ISC:** `https://isim.test:9443/itim/ui/Login.jsp`
2. **User:** `jdavis` (John Davis).
3. Click **Request Access**.
4. Select `JKE Network Share` (The access we just created).
5. Click **Next** -> Justification: "Need for work" -> **Submit**.
6. **Verify:** Check **View Requests** to see success.

Exam Prep Strategy: "Role-Policy-Access"

This practical connects everything. Use the **R-P-A** flow.

1. R for Roles (The Trigger)

- Automation starts with Roles.
- If the exam asks "Ensure Managers get Linux accounts," step 1 is **Add Users to the 'Manager' Role**.

2. P for Policy (The Engine)

- **Provisioning Policy:** The "If/Then" logic. "If Role = Admin, Then Service = Linux."
  - *Key Setting:* **Automatic** vs **Workflow**. If you miss this, accounts won't create instantly.
- **Service Selection Policy:** The "Pointer." It points the policy to the specific server `Linux Service`. Without this, ISIM gets confused.

3. A for Access (The Menu)

- Provisioning Policies give *automatic* base accounts.
- **Access** is for *extra* stuff (Groups, Folders) that users pick from a menu (ISC).
- **Creating Access:** You are just putting a fancy label ("JKE Network Share") on a technical object (`cn=JKENetworkShare`) so users can understand it.

4. LDAP Parameter Memory Trick

For Exercise 5, remember **"C-U-G"**:

- **C**ontainer: `ou=TechSuppEmployees` (Where users live).
- **U**ID: `User ID` (The login name).
- **G**roup: `cn=JKENetworkShare` (The default group they join).

5. Exam Checklist

- **Did you set the Service Selection Policy as Default?** If not, provisioning fails.
- **Did you choose "Automatic" in the Provisioning Policy?** Default is Manual/Workflow.
- **Did you add the Role to the User?** The policy won't fire if the user doesn't have the triggering role.