Service Account Creation - Service Catalog

Author: Aditi Garg
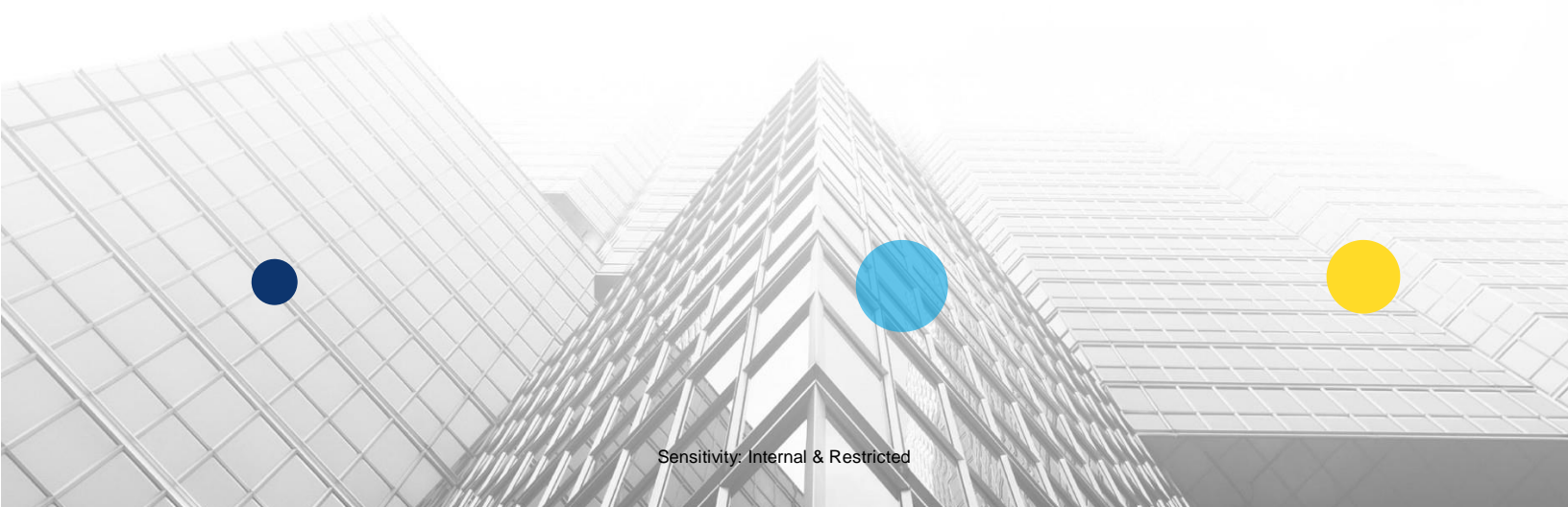
Designation: Associate Consultant (CIS-Automation)

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Contents

REVISION HISTORY

VERSION	DATE	Summary Of Changes	AUTHOR	REVIEWED BY	RIVISION REMARKS (YES / NO)
1.0	22-Jan-20	Initial Version	Aditi Garg		

Introduction

Service Account Creation - Service Catalog

A **Service Account** is a user account that is created explicitly to provide a security context for services running on Windows Server operating systems. The security context determines the service's ability to access local and network resources. The Windows operating systems rely on services to run various features.

The **Service Account Creation - Service Catalog** enables you to:

- Reduce Service Account Creation processing time
- Reduce manual human errors
- Gain visibility into employee onboarding status across the organization
- Improves Consistency & accuracy.

Process

Input Parameters:

- We need to provide the parameters mentioned below before Automated Solution execution developed on ServiceNow Platform:

    ❖ **First Input : First Name**

    ❖ **Second Input : Last Name**

    ❖ **Third Input : Select the Tower**

    ❖ **Fourth Input : Business Justification**

- **Sample Input :** The sample inputs for the fields mentioned above are shown in the screenshot below :

Logic:

- After both the inputs are keyed in the form and process is initiated. The Workflow gets triggered. There is single level of approval :-

  - Manager Approval (Bipin/Basu)

- If the request is rejected at any stage, the RITM will be in cancelled stage. The user has to re-raise the request.
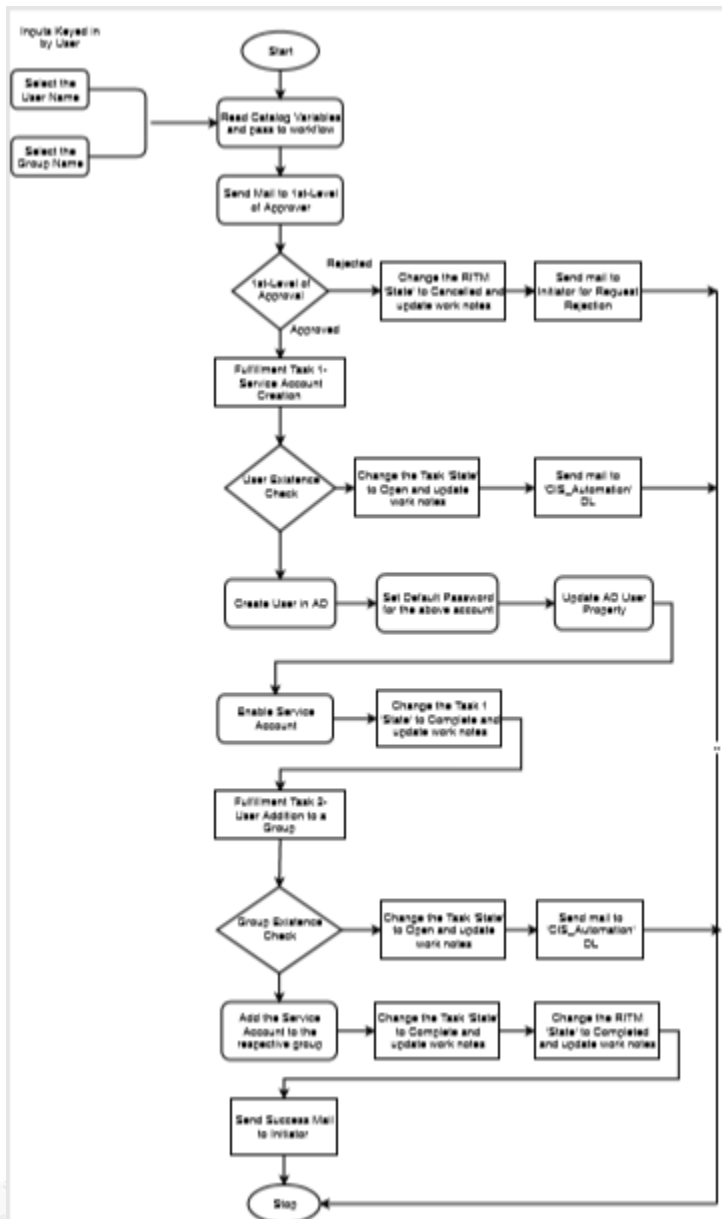
- Once request is approved, respective task will be generated as per the workflow design. Orchestrator will pick these task and perform necessary actions.

- User existence check will be done in AD. If it fails, task will be in 'Open' State. If successful, the service account gets created in AD with a pre-defined user property.

- After the successful execution of above step, Group existence check will be done in AD. If it fails, task will be in 'Open' State. If successful, the respective Service Account will be added to the selected 'Tower'.

Flowchart

Execution Procedure:

- The Request will be submitted by end-user. After the request is submitted, it will generate RITM and Tasks as per the workflow design.

- Once the RITM is approved, Orchestrator will pick the respective task for performing existence check.

- After the existence check is successfully accomplished, Service account will created and added to the respective group.

- On successful addition, the respective task's state will be set to complete.

- After closing of task, RITM's state will set to completed.

- After successful execution, it will send mail notification to the user.

Output

- The output of the solution mail notification to the user along with details of user and the group to which he/she is added.

Prerequisites

- ServiceNow Orchestrator Plugin must be activated on ServiceNow Platform.

- Mid Server must be up and running.

- PS Remoting to server we want to connect.

- Domain Controller must be functional.