**Demo plan**

Create a Service Desk user : Service Desk User

Create Manager User: Manager

**Contractor:**

|  |  |  |
| --- | --- | --- |
| **Step** | **Comment** | **Status** |
| **Create User** |  |  |
| Create user | User onboarding form |  |
| Approval mail notification | One level approval |  |
| Request rejected | Rejection mail notification |  |
| Request approved | AD provisioning task created  BR access task created |  |
| Run AD provisioning account | AD account is created |  |
| New hire email | New hire email with random password |  |
| Run AD import | AD account status in EIC will change from manually provisioned to Active |  |
| **Update user** |  |  |
| Update user | User onboarding form |  |
| Update First name, telephone number and IP Phone | One level approval |  |
| Request rejected | Rejection email |  |
| Request approved | Update AD account, Salesforce account and Freshservice account task is created |  |
| Run AD provisioning, Freshservice Provisioning and Salesforce provisioning | Firstname is updated in AD, Salesforce and Freshservice.  Telephonenumber and IP Phone updated in AD |  |
| **Request access (New account)** |  |  |
| Request Salesforce account | Add account |  |
| Approval email notification | One level approval |  |
| Request rejected | Rejection email notification |  |
| Request approved | Salesforce Add account task created |  |
| Run Salesforce provisioning | Account created in Salesforce |  |
| Run Salesforce import | Salesforce account status in EIC will change from manually provisioned to Active |  |
| **Request access (New account and Access)** |  |  |
| Request Freshservice account | Add account and Add access |  |
| Approval email notification | One level approval |  |
| Request rejected | Rejection email notification |  |
| Request approved | Freshservice Add account task and Add access task is created |  |
| Run Freshservice provisioning | Create Freshservice account and add selected access |  |
| Run Freshservice import | Frehservice account status in EIC will change from manually provisioned to Active |  |
| **Add Entitlement** |  |  |
| Request Freshservice access | Modify access, request new role |  |
| Approval email notification | One level approval |  |
| Request rejected | Rejection email notification |  |
| Request approved | Freshservice Add access task is created |  |
| Run Freshservice provisioning | Add selected entitlement to the account |  |
| **Deprovision** |  |  |
| Update user | User onboarding form |  |
| Update Status to inactive | One level approval |  |
| Request rejected | Rejection email |  |
| Request approved | Disable account task created for AD, Salesforce and Freshservice |  |
| Run Freshservice provisioning | Email notification to disable account is triggered |  |
| Run Salesforce provisioning | Salesforce account is disabled |  |
| Run AD provisioning | AD account is disabled |  |
| Run AD, Salesforce and Freshservice import | AD and Salesforce account status is set to inactive in EIC. Freshservice account will show active. Manual disable required in Freshservice. |  |

**Employee:**

|  |  |  |
| --- | --- | --- |
| **Step** | **Comment** | **Status** |
| **Create User** |  |  |
| Create user | User onboarding form |  |
| Auto approval | AD provisioning task created  BR access task created |  |
| Run AD provisioning account | AD account is created |  |
| New hire email | New hire email with random password |  |
| Run AD import | AD account status in EIC will change from manually provisioned to Active |  |
| **Update user** |  |  |
| Update user | User onboarding form |  |
| Update First name, telephone number and IP Phone |  |  |
| Request Auto approved | Update AD account, Salesforce account and Freshservice account tasks created |  |
| Run AD provisioning, Freshservice Provisioning and Salesforce provisioning | Firstname is updated in AD, Salesforce and Freshservice.  Telephonenumber and IP Phone updated in AD |  |
| **Request access (New account)** |  |  |
| Request Salesforce account | Add account |  |
| Approval email notification | One level approval |  |
| Request rejected | Rejection email notification |  |
| Request approved | Salesforce Add account task created |  |
| Run Salesforce provisioning | Account created in Salesforce |  |
| Run Salesforce import | Salesforce account status in EIC will change from manually provisioned to Active |  |
| **Request access (New account and Access)** |  |  |
| Request Freshservice account | Add account and Add access |  |
| Approval email notification | One level approval |  |
| Request rejected | Rejection email notification |  |
| Request approved | Freshservice Add account task and Add access task is created |  |
| Run Freshservice provisioning | Create Freshservice account and add selected access |  |
| Run Freshservice import | Frehservice account status in EIC will change from manually provisioned to Active |  |
| **Add Entitlement** |  |  |
| Request Freshservice access | Modify access, request new role |  |
| Approval email notification | One level approval |  |
| Request rejected | Rejection email notification |  |
| Request approved | Freshservice Add access task is created |  |
| Run Freshservice provisioning | Add selected entitlement to the account |  |
| **Deprovision** |  |  |
| Update user | User onboarding form |  |
| Update Status to inactive |  |  |
| Request Auto approved | Disable account task created for AD, Salesforce and Freshservice |  |
| Run Freshservice provisioning | Email notification to disable account is triggered |  |
| Run Salesforce provisioning | Salesforce account is disabled |  |
| Run AD provisioning | AD account is disabled |  |
| Run AD, Salesforce and Freshservice import | AD and Salesforce account status is set to inactive in EIC. Freshservice account will show active. Manual disable required in Freshservice. |  |

**User Manager Campaign:**

Launch user manager campaign, for AD application, for savtstSTestEmp1.

Create user manager campaign email notification.

Complete certification as savtstSTestEmp1