## Provisioning Workflow (Manulife) Route via KYN SNOW **KYN ICDS** Manulife **KYN SNOW MLI SNOW** MID **Create Service Create Service Request** PARSE PAYLOAD Request Task (SR) (SCTASK) Requester Get approvals NO CREATE VM? Create Change Record (CR) + CI ITEM in MLI Inventory YES (CMDB) Update SCTASK: **INPROGRESS** Update SR to Create/ **Update SR** Related CI BUILD VM + **CONFIGURE TOOLS** ENABLE BACKUP + Create/Update CI MONITORING + OU P OLICIES + AD JOIN **Update CI** Is build success? YES Close SR/Task Close SCTASK and SR **UPDATE SCTASK: CLOSED** and send close notes payload Close CR NO Requester CREATE/UPDATE SEND INCIDENT ALERT Incident **INCIDENT**





