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**Author: Anthony Soquin**

**Date: 12/08/2019**

User Rename

Document Control

Project Summary

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| **Organisation** | CSODBB |
| **Sponsor** | Robert Broadley |
| **Project title** | User Rename |
| **Project Number** | PO 9028 |
| **Project description** |  |

Document Information

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| **Title** | IAM Consultant, UNIFY Solutions |
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| **Status** | Draft |

Version History

| **Version No.** | **Date** | **Author** | **Nature of Amendment** |
| --- | --- | --- | --- |
| 0.1 | 18/3/2019 | Anthony Soquin | Initial version |
| 0.2 | 12/8/2019 | Anthony Soquin | Amendments based on review feedback |
| 0.3 | 12/8/2019 | Bob Bradley | Formatted document for delivery, and updated to reflect Gmail script ownership |

Distribution

| **Name** | **Organisation** | **Position** | **Date** |
| --- | --- | --- | --- |
| Robert Broadley | CSODBB | Infrastructure Manager |  |
| Kalvin Rekhraj | UNIFY | Project Manager |  |
| Bob Bradley | UNIFY | MIM Practice Lead |  |

Contents

[Document Control i](#_Toc16501257)

[Project Summary i](#_Toc16501258)

[Document Information i](#_Toc16501259)

[Version History i](#_Toc16501260)

[Distribution i](#_Toc16501261)

[Contents ii](#_Toc16501262)

[1 Background 3](#_Toc16501263)

[2 Name Change Process for Staff 3](#_Toc16501264)

[Trigger: 3](#_Toc16501265)

[Systems managed by this process: 3](#_Toc16501266)

[Process steps: 3](#_Toc16501267)

[3 Name Change Process for Students 5](#_Toc16501268)

[Trigger: 5](#_Toc16501269)

[Systems managed by this process: 5](#_Toc16501270)

[Process steps: 5](#_Toc16501271)

[Endorsement and Approval 7](#_Toc16501272)

[Review and Sign-off 7](#_Toc16501273)

[Project Customer 7](#_Toc16501274)

[Project Sponsor 7](#_Toc16501275)

1. Background

CSODBB require a repeatable process for renaming both staff and student accounts.

1. Name Change Process for Staff

Trigger:

* Modify the last name after person get married
* Add or Update preferred name

Systems managed by this process:

* Active Directory
* Exchange (on-Premise)
* Windows
* Gmail

**Note**: Changing the Account Name can impact other systems not listed above

**Note**: The Gmail Forwarding Script referenced below is not a UNIFY-supplied script.

Process steps:

1. Call the user
   1. Ask the computer name
   2. ask him to log off from the computer.
   3. Confirm the computer is not shutdown
2. Run NameChangeScript.ps1 script. Please provide the following parameters:
   1. Current User Account Name
   2. Computer name
   3. FirstName or/and LastName
   4. LastName

The script will indicate the new Account Name generated and asks to validate it by typing “Yes”.

1. Confirm form the PowerShell console that the following steps have been executed successfully:
   1. Information updated in Active Directory
   2. Information updated in Exchange
   3. User Profile updated
   4. Outlook Profile Updated
2. Communicate the new UserName to the user
3. Ask the user to log on his computer
4. Confirm Outlook is working correctly

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1. Contact CNET and provide the following information:
   1. Old Email Address
   2. Preferred Name (If there is no preferred name, please provide first name)
   3. Last Name
   4. New Email Address
2. Run Gmail Forwarding Script

**Note**: The sections 7 and 8 can be integrated in the NameChangeScript.ps1 script. A service account will need to be created by CNET.

1. Name Change Process for Students

Trigger:

* Modify the last name after person get married
* Add or Update preferred name

Systems managed by this process:

* Active Directory
* Exchange (on-Premise)
* Windows
* Gmail

**Note**: Changing the Account Name can impact other systems not listed above

**Note**: The Gmail Forwarding Script referenced below is not a UNIFY-supplied script.

Process steps:

1. Call the user
   1. Ask the computer name
   2. ask him to log off from the computer.
   3. Confirm the computer is not shutdown
2. Run NameChangeScript.ps1 script. Please provide the following parameters:
   1. Current User Account Name
   2. Computer name
   3. FirstName or/and LastName
   4. LastName

The script will indicate the new Account Name generated and asks to validate it by typing “Yes”. **Before typing “Yes”**, The Account Name will need to be modified in MIM:

1. Connect to MIM Portal
   1. Find user details by typing the old Account Name in the search bar
   2. Click on User Name
   3. In the new window, locate the Account Name field
   4. Update the Account Name with the new value
   5. Click OK twice

Once the modification has been done in MIM, you can type “Yes” in the console and let the script modify the values in the downstream systems.

1. Confirm form the PowerShell console that the following steps have been executed successfully:
   1. Information updated in Active Directory
   2. Information updated in Exchange
   3. User Profile updated
   4. Outlook Profile Updated
2. Communicate the new UserName to the user
3. Ask the user to log on his computer
4. Confirm Outlook is working correctly

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1. Contact CNET and provide the following information:
   1. Old Email Address
   2. Preferred Name (If there is no preferred name, please provide first name)
   3. Last Name
   4. New Email Address
2. Run Gmail Forwarding Script

**Note**: The sections 7 and 8 can be integrated in the NameChangeScript.ps1 script. A service account will need to be created by CNET.

**Note**: The section 3 can be removed from this process by modifying the SamAccountName attribute flow in MIM

Endorsement and Approval

Review and Sign-off

It is a requirement that the below approvers review and accept this document prior to the commencement of further project activities.

Project Customer

I approve the process outlined in this document.

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| **Name** |  | | |
| **Position** |  | | |
| **Signature** |  | Date |  |

Project Sponsor

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | | |
| **Position** |  | | |
| **Signature** |  | Date |  |