

Oracle Identity Manager

User Manual

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Version Control

V. No.	Released On	Change Type	Author	Reviewer	Owner	Approver	Next review
1.0	01 st Sep 2016	Initial version	OIM Team	Kumar Priya	IM SSO	Santosh Sri Hari	31 st Dec 2016
1.0	01 st Jan 2017	Reviewed	OIM Team	Kumar Priya	IM SSO	Santosh Sri Hari	30 th Jun 2017
1.0	1 st July 2017	Reviewed	OIM Team	Kumar Priya	IM SSO	Santosh Sri Hari	31 st Dec 2017
1.0	1 st Jan 2018	Reviewed	OIM Team	Kumar Priya	IM SSO	Santosh Sri Hari	31 st Dec 2018
1.0	1 st Jan 2019	Reviewed	OIM Team	PSV, Vivekanandan	IM SSO	Babu L, ChandraSekhar	31 st Dec 2019

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Viewership

IM-SSO team, SMG teams and Genpact Users

Purpose

This is an instruction guide to provide complete steps required to manage Identity account.

Scope

This Guideline applies to all GENPACT Sites

Stakeholders

- IM-SSO team lead

Default Password

- **Employees and Prospective Employee**
- During creation of Employee, his password created based on his date of birth that appears in OHR dump as DOB. Password configuration is the rule, which used to create the password for the user. This rule takes the DOB as input & generates the password as G@ddmmmyyyt. If any user's first name or last name is either of 'g','G','t','T' characters then it then above rule generates B@ddmmmyyyz as the password of the user. The same password synced into SSO LDAP & Active Directory along with IM.
- **Contingent Worker**
- During creation of Employee, his password created based on his Joining date dor date of creation that appears in OHR dump as DOB. Password configuration is the rule, which used to create the password for the user. This rule takes the DOJ or Start date as input & generates the password as G@ddmmmyyyt. If any user's firstname or lastname is either of 'g','G','t','T' characters then it then above rule generates B@ddmmmyyyz as the password of the user. The same password synced into SSO LDAP & Active Directory along with IM.
- The above password is default these passwords required to be reset in OIM by registering with the challenge answers.
- New user when logged in directly to corpAD client computers, they will be forced to reset the password at first login
- Password can also update with revers password sync agent installed on the Genpact DC and by pressing CTRL+ALT+DEL in system corp.AD. Such password also update in all downstream application.

First time identity Login

- Once you get your OHR ID from your supervisor, go to the following Identity Manager homepage link:

- <https://myidentity.intranet.genpact.com/identity>

The screenshot shows the 'Sign In' page of the GENPACT Identity Self Service portal. The header includes the GENPACT logo with the tagline 'GENERATING IMPACT™' and the 'iIdentity' logo. A 'Help' link is in the top right. The main content area has a 'Sign In' heading and a sub-heading 'Sign in with your account'. Below this are input fields for 'User ID' and 'Password'. A 'Sign In' button is positioned below the password field, and a 'Forgot Password?' link is at the bottom of the form. The footer contains the copyright notice '© 2016 Genpact. All Rights Reserved.'

- For Generic/Customer, OHR ID starts with 8x The password is provided in a mail to the supervisor/sponsor
- After Login, you will see the following Screen:

The screenshot displays the 'Password Management' page within the GENPACT Identity Self Service portal. The header shows the GENPACT logo, the 'iIdentity' logo, and the text 'Identity Self Service'. A user ID '850018978' and a menu icon are in the top right. The page title is 'Password Management', and a 'Submit' button is in the top right corner. A note states: 'Either this is your first login or your organization is changed. Please reset your password.' Below this are three required password fields: 'Old Password', 'New Password' (with an information icon), and 'Re-Type New Password'. A checkbox option 'Skip setting challenge questions for now.' is present. A section titled 'Register challenge questions for your account' contains three questions with dropdown menus and text input fields for answers: 'Question1: What is your favorite colour?' with answer 'Red', 'Question2: Who was your first employer?' with answer 'Wipro', and 'Question3: In which town were you born?' with answer 'Delhi'.

- Change Password Click on "Change Password"

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Home My Information x

Deepika Kaushik * Required fields

Basic User Information

First Name Deepika

Middle Name

*Last Name Kaushik

E-mail

* Display Name Deepika Kaushik

Manager

User Login 850018978

Telephone

Apply Cancel

Change Password

Challenge Questions

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- Choose password as per the Password Policy mentioned on the Change Password page. Confirm new password - Click on "Apply" button after providing your password.

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Home My Information x

Deepika Kaushik * Required fields

Basic User Information

First Name Deepika

Middle Name

*Last Name Kaushik

E-mail

* Display Name Deepika Kaushik

Manager

User Login 850018978

Telephone

Apply Cancel

Change Password

* Indicates Required Fields Apply Cancel

* Old Password

* New Password

* Confirm New Password

Challenge Questions

- Oracle Identity Manager will display "password changed" confirmation.

The screenshot shows the GENPACT Oracle Identity Manager interface. At the top, a green banner displays the message "Password has been changed successfully". Below this, the user's name "Deepika Kaushik" is shown. The "Basic User Information" section is visible, with fields for "First Name" (Deepika) and "Middle Name". Navigation tabs include "Home" and "My Information". A "Sign In" button is located in the top right corner.

- Click on "OK". You can now re login with your new password.

The screenshot shows the GENPACT Oracle Identity Manager "Sign In" page. The page features the GENPACT logo and the "Identity" logo. A "Sign in" section contains the text "Sign in with your account" and two input fields: "User ID" (containing "850018978") and "Password" (masked with asterisks). A "Sign In" button is present, along with a "Forgot Password?" link. The footer displays the copyright notice "© 2016 Genpact. All Rights Reserved."

Recover forgot password

- If you have forgotten your password, then open the Oracle Identity Manager home page (URL: <https://myidentity.intranet.genpact.com/identity/> or <https://gateway.genpact.com/identity/>)
- Enter OHR ID as User ID and click on "Forgot password" link.

This screenshot is identical to the previous one, showing the GENPACT Oracle Identity Manager "Sign In" page. It includes the GENPACT and Identity logos, the "Sign in" section with "Sign in with your account" text, the "User ID" field (850018978), the "Password" field, the "Sign In" button, and the "Forgot Password?" link. The footer shows "© 2016 Genpact. All Rights Reserved."

- You will be asked to first 'Identity Yourself'. You need to provide your OHR ID as User Login.

The screenshot shows the GENPACT 'Forgot Password' interface. At the top, the GENPACT logo and 'GENERATING IMPACT' tagline are on the left, and a fingerprint icon with the word 'Identity' is in the center. The top right has 'Help Anonymous' and a menu icon. Below the header, a progress bar shows three steps: 'Identify Yourself' (active), 'Answer Challenge Questions', and 'Select A New Password'. The main heading is 'Please identify yourself'. A required field is indicated by an asterisk. The form contains a single input field labeled '* User Login'.

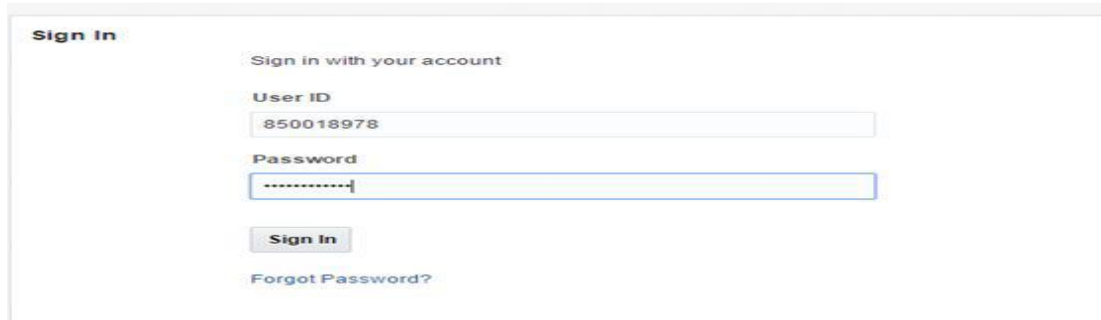
- Next, you need to answer to the three 'Challenge Questions' that you have provided initially at the time of first login.

The screenshot shows the second step of the 'Forgot Password' process. The progress bar now highlights 'Answer Challenge Questions'. The heading is 'Please answer your challenge questions'. A note states 'Answer atleast 3 challenge questions below with the answers you set during registration'. There are five input fields for the following questions: 'Your mother's Name?', 'What is your favorite colour?', 'In which town were you born?', 'Who was your first employer?', and 'What is your favorite timepass?'. A required field asterisk is present.

- On filling up the correct answers, you will be taken to reset password page where you can enter new password and click on Save.

The screenshot shows the third and final step of the 'Forgot Password' process. The progress bar highlights 'Select A New Password'. The heading is 'Please enter new password'. There are two input fields: '* Enter new password' and '* Re-enter new password'. Both fields have a required field asterisk and a password strength indicator icon. The 'Save' button is now visible in the top right corner.

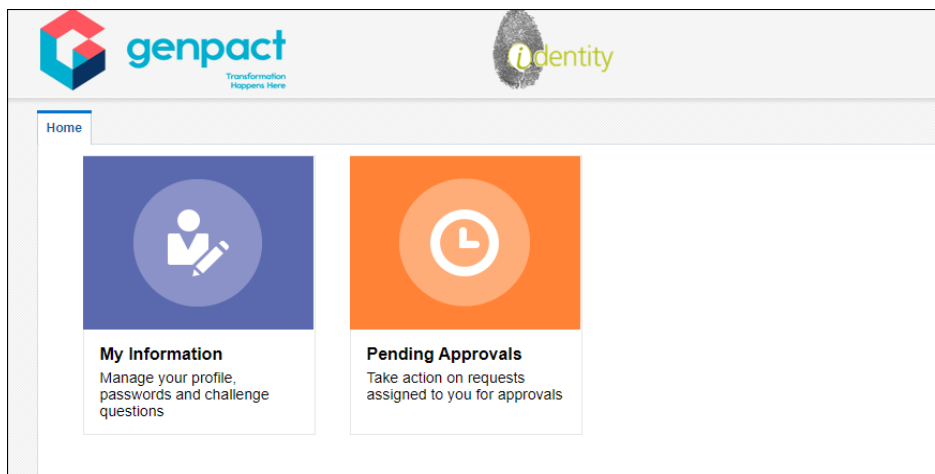
- You can now login with your new password:



The image shows a 'Sign In' form with the following elements:

- Sign In** (Section Header)
- Sign in with your account** (Text)
- User ID** (Label) with input field containing **850018978**
- Password** (Label) with input field containing masked characters (dots)
- Sign In** (Button)
- Forgot Password?** (Text)

- If you cannot remember security questions – you have to reach Genpact Service desk to reset your password
- After SD reset your password, you can login to Identity console with the password provided by SD.
- It will force you to change the password.
- After setting password you will land to IM page



- Click on my information and scroll down to change your password and change your security questions.

Change Password

* Old Password

* New Password

i

* Confirm New Password

Challenge Questions

Your secret questions and answers are already set. However, you can use the below form to set them new.

* Question1

What is your favorite colour? ▼

* Answer1

* Question2

Who was your first employer? ▼

* Answer2

* Question3


In which town were you born? ▼

* Answer3

Generic account – Create

- By default band 3 and above users have access to generic account. If other users need similar access they have to reach IMSSO team through HelpMate ticket
- NOTE: 2. Generic IDs with same First Name and Last Name can't be created by the same supervisor again.**
 - Login into self-registration page following the below URL
<https://myidentity.intranet.genpact.com/identity/>

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Identity

Help

Sign in

Sign in with your account

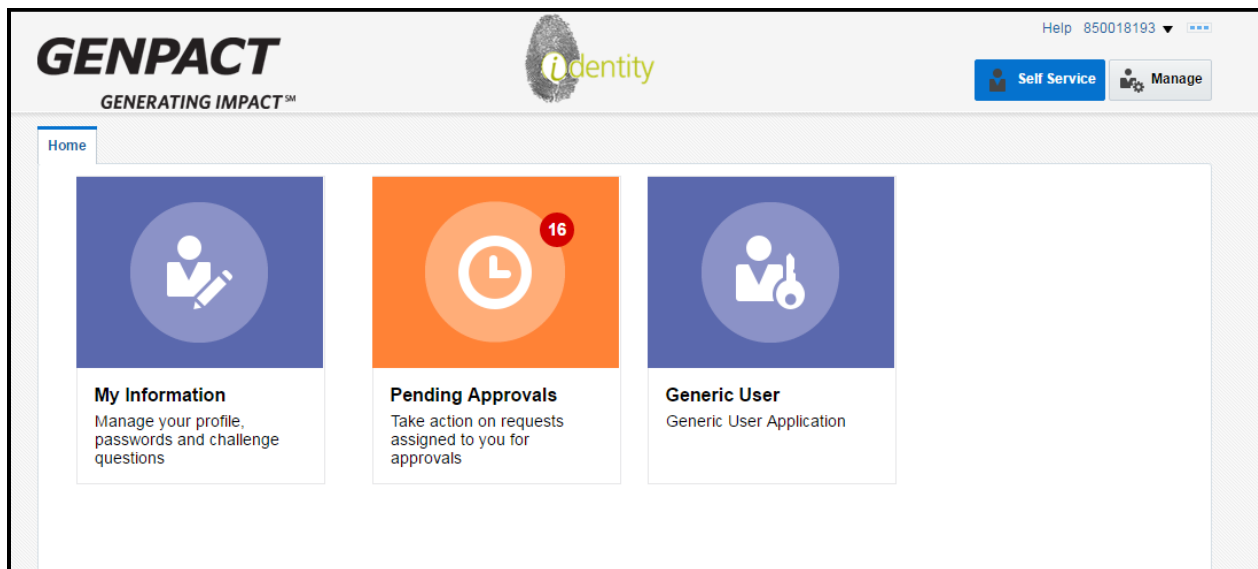
User ID

Password

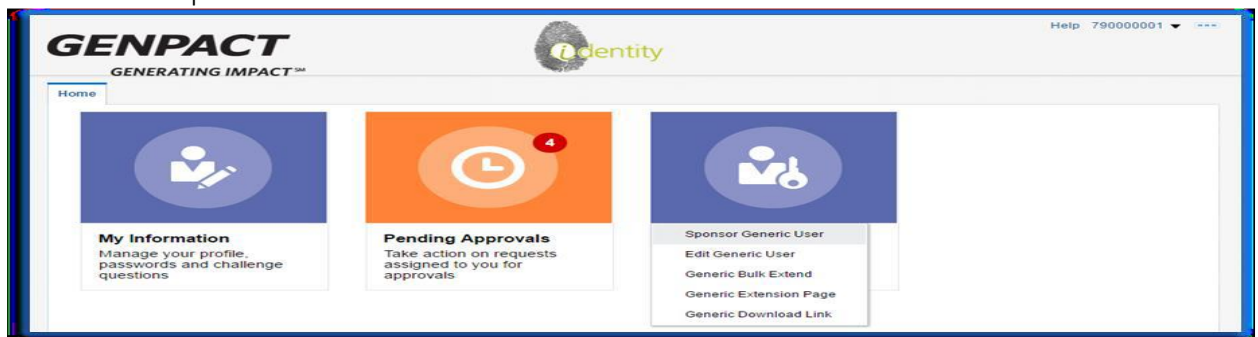
[Forgot Password?](#)

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- Click on the 'Generic User' Tile.



- Click on "Sponsor Generic User" link.



- Enter the Customer First Name, Last name and Expiry Date (It should be between 1-6 months for generic user).

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Identity

Help 850018193

Self Service Manage

Home Create User x

Sponsor a Generic/Customer ID

Fill the form and click **Submit** to raise the request for creating new Generic/Customer ID.
The below form is only to create IDs (like Client IDs, Generic IDs). If you want to create Contractors, kindly go through the following link for Taleo : Genpact Homepage -> Under Tools Section -> Taleo.

User Type: Generic User

* Customer First Name: Test

* Customer Last Name: User

* Expiry Date: 1 Months

* Resource: 2

* Knowledge Central Access for External Contractors: 2

* Office Country: Deny

* Location Name:

Submit Reset

* indicates a required field

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- Select the required Resource.

- Resource types: (once created resource type cannot be changed)

<ul style="list-style-type: none"> • Only SSO 	<ul style="list-style-type: none"> • Create account only Genpact SSO
<ul style="list-style-type: none"> • Only LANID 	<ul style="list-style-type: none"> • Create account in Genpact SSO + Genpact AD
<ul style="list-style-type: none"> • Mailbox 	<ul style="list-style-type: none"> • Create account in Genpact SSO + Genpact AD + email address + mailbox
<ul style="list-style-type: none"> • AppMailbox 	<ul style="list-style-type: none"> • Create account in Genpact SSO + Genpact AD + email address (with app.genpact.com) + mailbox
<ul style="list-style-type: none"> • External mail ID with Lan ID 	<ul style="list-style-type: none"> • creates contact object with AD account
<ul style="list-style-type: none"> • external mail ID only 	<ul style="list-style-type: none"> • create only contact object in AD

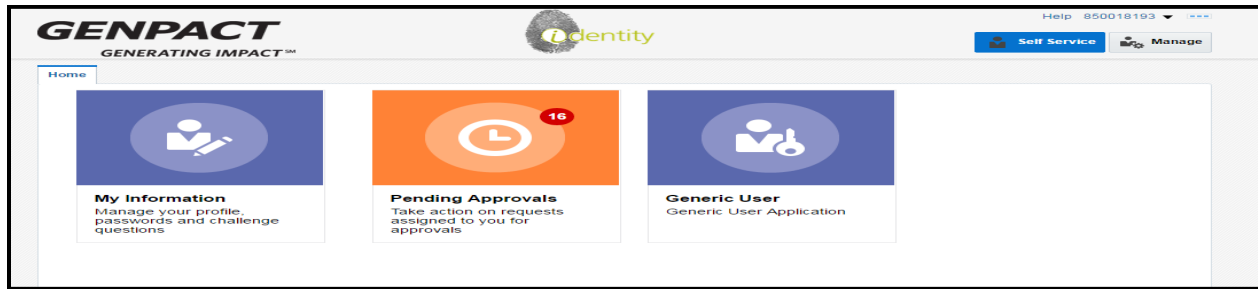
- If you wish to allow access to Knowledge Central application, then select "Allow" else select "Deny".

- Select the country and location, based on which the ID will be provisioned.

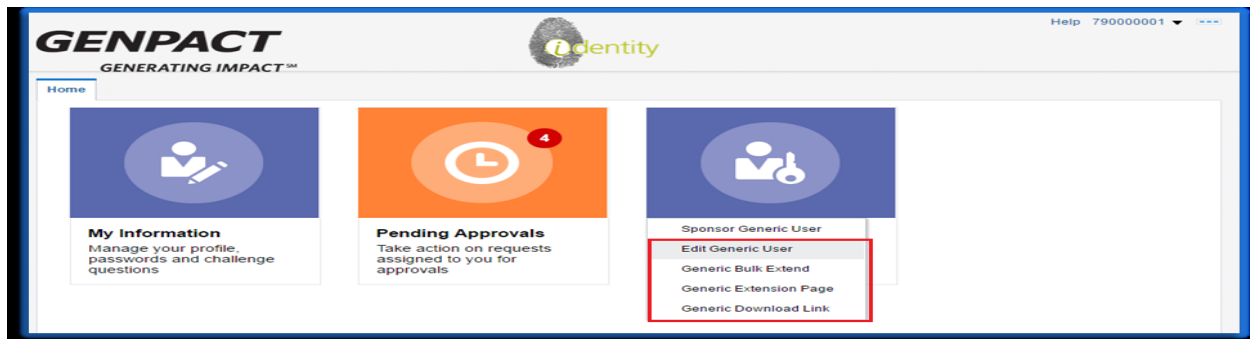
- On Selecting "External Mail ID" in the Resource List, you will need to update the External email address and parent organization name in the text boxes, which appear for these selections.

- Once you click "Submit" button, the request will go to Pole Admin for approval. After Pole Admin approves the request, Generic Account will get provisioned immediately.
- On successful provisioning, the sponsor/manager will get an email stating the Login ID and credentials of the newly created Generic Account.
- Generic Account – Manage
- Login into self-registration page following URL <https://myidentity.intranet.genpact.com/identity/>

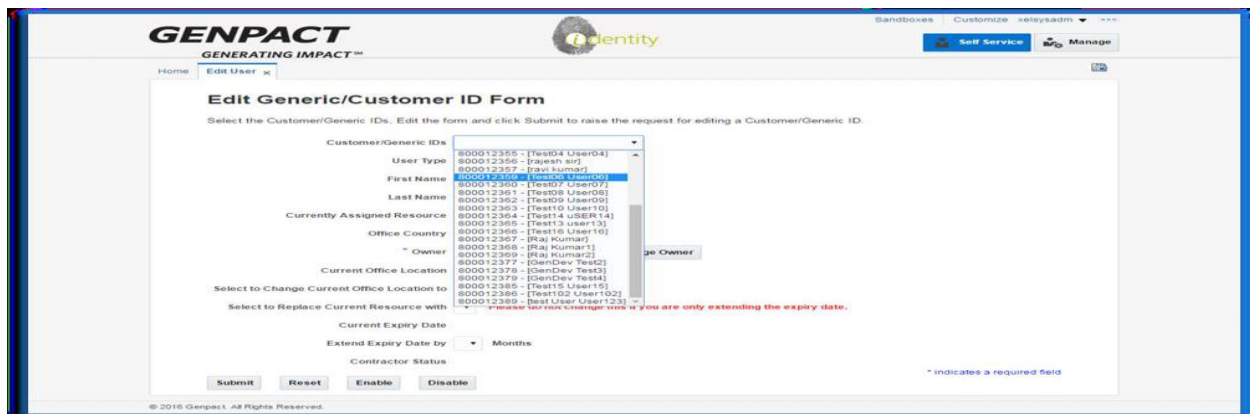
- Click on the 'Generic User' Tile.



- If you are eligible for managing Generic/Customer accounts, you will be able to access the "Generic User" Tab >> "Edit Generic User" Link on Identity Manager Homepage (as highlighted) to manage Generic/Customer accounts.



- Once you click on "Edit Generic User" Link, you will see a list of all Generic/Customer IDs who report to you.

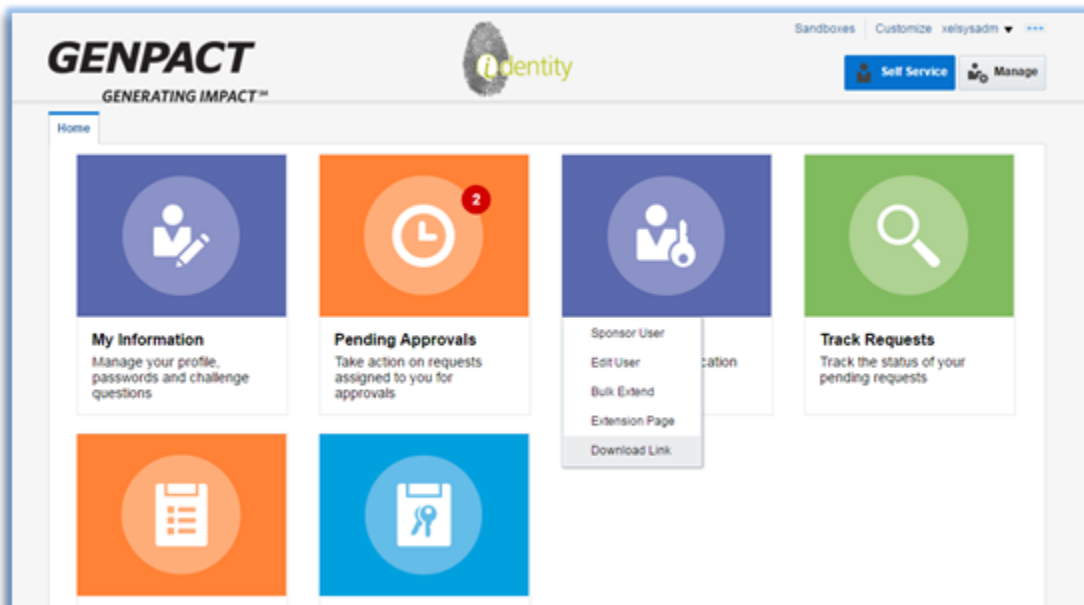


- On “Edit Generic/Customer ID Form” you can:
- Change the manager.
- Change the office location.
- Modify the available IT resources.
- In case of resource shuffling, location must be selected again.
- Extend the expiry date of the Generic/Customer ID
- Disable/Enable the Generic/Customer ID

- Once you click "Submit" button, the modification request will be created.
- You can enable/disable the Generic/Customer ID using the ‘Enable’ and ‘Disable’ buttons respectively.
- Changes supported in Generic view – Change Owner, location, remove mailbox(by changing resource to OnlyLANID) extend account, enable/disable.
- If owner of any generic account is leaving Genpact, it is current owner or owners supervisors responsibility to either change generic account to new owner or to raise request to IM-SSO team to extend or change owner of the generic account.
- All communications regarding generic account status and expiry details will be sent only to the current owner, if current owner is inactive, email notification will be not reach.
- Once generic account is revoked or deleted, the account cannot be re-activated. Owner have to recreate new generic account.
- IMSSO team will help in remapping email address for such deleted accounts to new account through helpmate ticket.

Download Contractor List

- You can download the list of Generic/Contact accounts if you are sponsor/manager of at least one Generic/Contact ID.



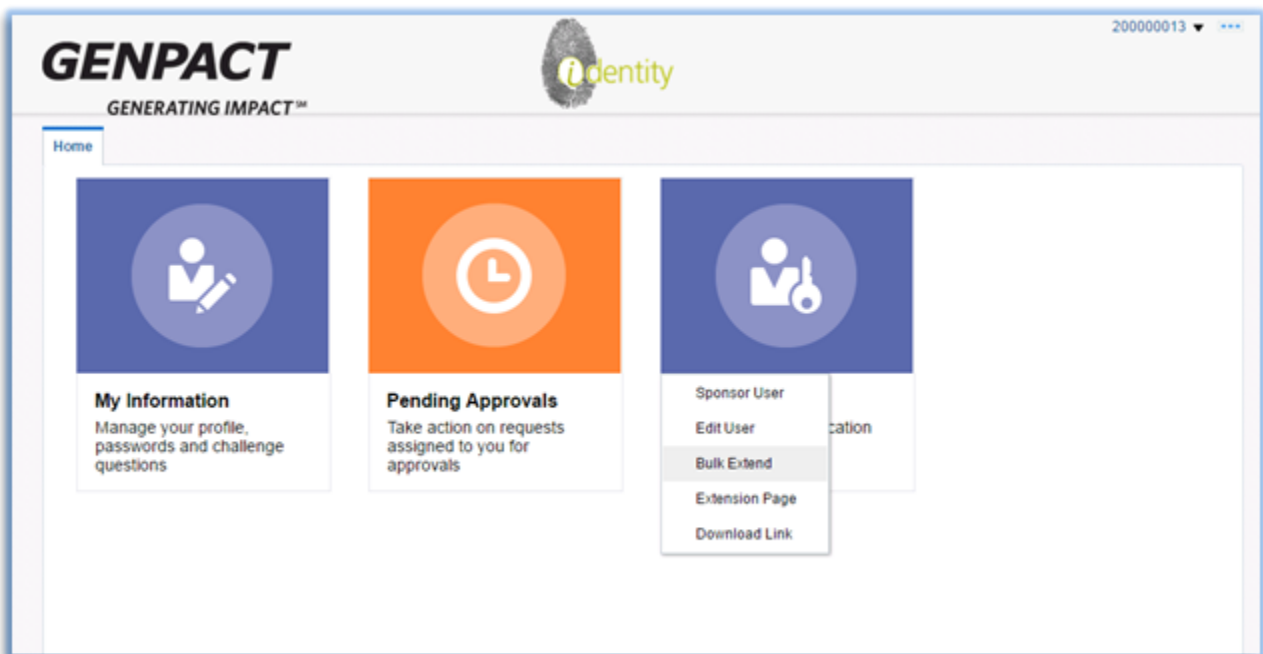
- Click on the "Generic User" Tab >> "Download Link" Link on the Identity Manager homepage.



- Extracted file will contain contractor's SSO ID, firstname, lastname and expiry date.

Bulk Generic account Extension

- You will be able to extend Generic/Contact accounts in bulk, if you are sponsor/manager of at least one Generic/Contact ID.



- Click on the “**Generic User**” Tab >> “**Bulk Extend**” Link on the Identity Manager Homepage. The form will be displayed with two tables
 - Valid Generic account: - This will be the 1st table which will list down all the Generic account who are valid and are within their expiry dates.
 - Disabled Generic account:- This will be the 2nd table which will be visible only if you have Generic account under your who are disabled and will be deleted as per the GENPACT policy.

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Home Bulk Update x

Bulk Extension

Select the users to extend.

User List

- 800012349 - [Test02 User02]
- 800012350 - [Generic User]
- 800012351 - [Jai gen]
- 800012352 - [Jabc xyz]
- 800012353 - [Test03 User03]
- 800012354 - [Jabcde xyz]
- 800012355 - [Test04 User04]

Months to be extended

Submit Reset

Note: Below is the list of users that cannot be extended as they have been disabled. So you need to enable them first from Edit User page.

List of disabled users

- 800012346 - [a n]
- 800012347 - [test24 user24]
- 800012348 - [Test01 User01]

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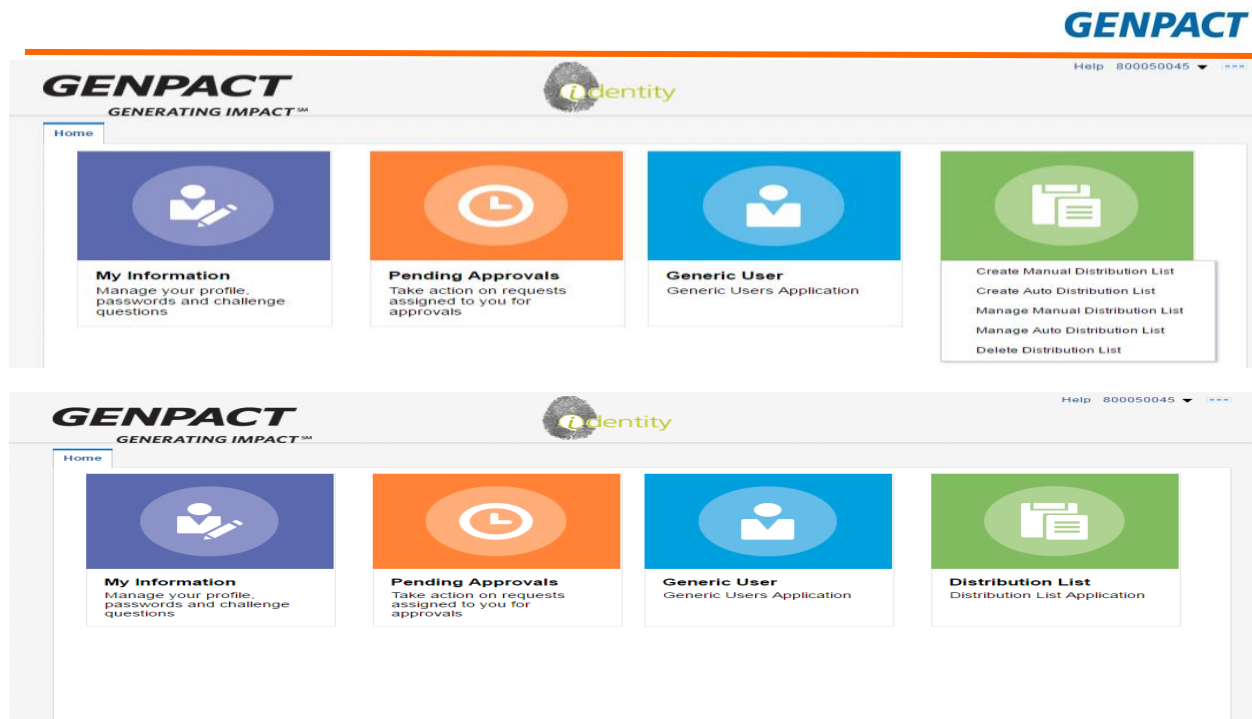
- **NOTE:** Generic accounts, who have selected and moved from left to right box, will be processed on submission.

User will have the option to extend in bulk with extension period in range 1-6 months by selecting the desired option from the drop-down menu.

DL Create

Auto DL

- By Default, Band 3 and above users have access to create new DL. Other users must reach IMSSO team through helpmate ticket to get DL creation access.
- Login to Identity Manager home page.
- Only those in Band 3 and above (or those who have been granted access explicitly) can see the Distribution List tile.



- Click on the Distribution List tile and select Create Auto Distribution List.
- The following page opens



Automatically Managed Distribution List Creation Form

All country and location based DLs will be managed through Active Directory Query Based Distribution Lists (QBDL)

Note: Automatically Managed Distribution List is applicable to India and Philippines locations only

* Country

* Location

* DL Name Genpact

* Owner OHR ID 220000001 [Change Owner](#)

* Expiration (mm/dd/yyyy)

☒ All

Managers

[Add Managers](#)

[Remove Managers](#)

Please select at least one Membership Criteria

Sublocation option will be only visible after selecting any criteria

COE

SDO

CC2

001 (Business Development)
002 (Relationship Management)
003 (Transition)
004 (Sol Id)
009 (GF Genpact Pron Office)

001 (Business Development)
002 (Relationship Management)
003 (Transition)
CC2 004 (Sol Id)
009 (GE Genpact Prog Office)
014 (GTA Support Function)
015 (Ops - Support)

>
>>
<
<<

Band

☒ All

Exception List

Add Members Remove Members Upload File

☒ All

* Mail Sending Rights

Add Members Remove Members Upload File

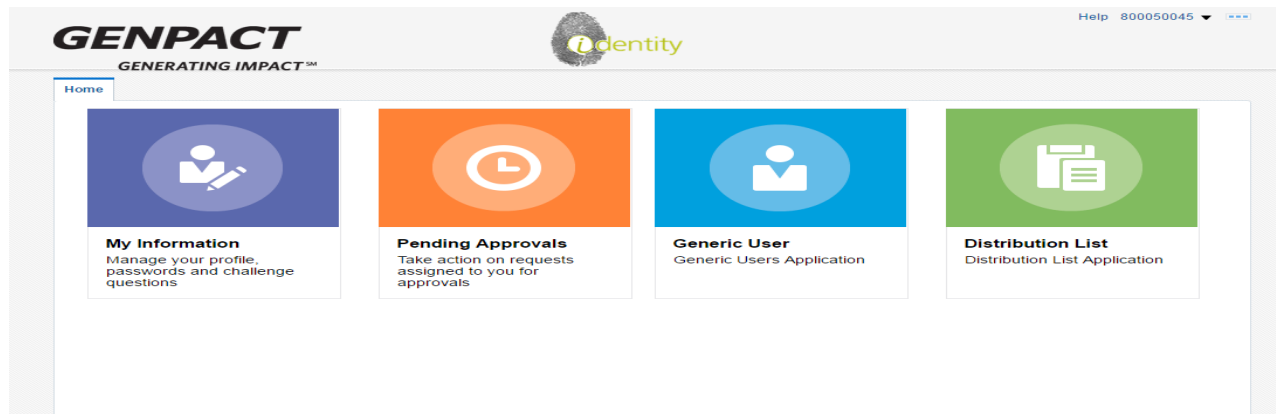
Submit Reset

* indicates a required field

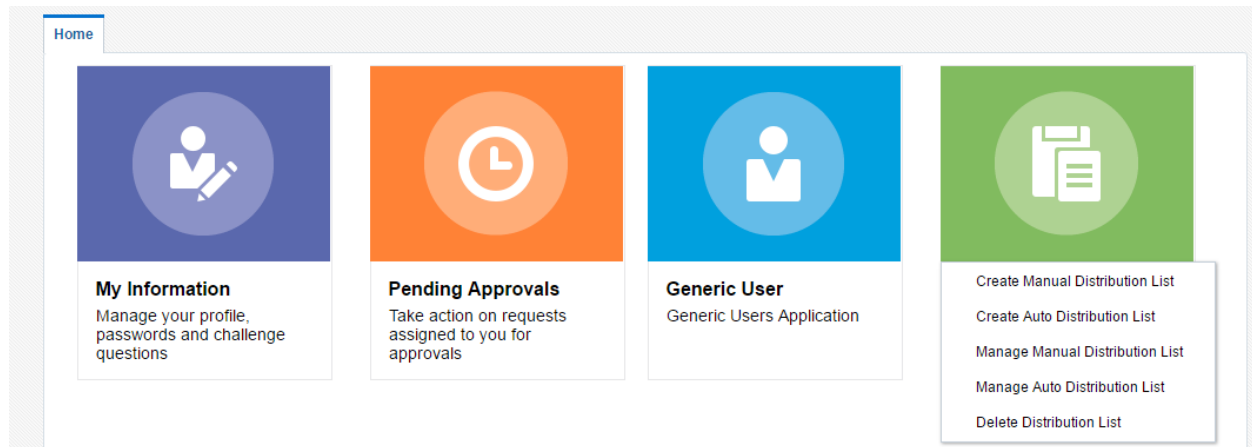
-
- Select the desired criteria for creating the DL and provide the necessary details. You can select a combination of COE, SDO, Cost Code, Band and Sub Location for the DL. Every DL name will have "Genpact" as the prefix and "-A" as the suffix . Submit the form and wait for the success message to be displayed.
- **Note:** You cannot create DLs by just selecting sub location. Sub location option will be visible once any other criteria are selected. The DL creation process is resource intensive and may take several seconds in its steps. Please do not interrupt the process while it is underway.

Manual DL

- Login to Identity Manager homepage.
- Only those in Band 3 and above (or those who have been granted access explicitly) can see the Distribution List tile.



- Click on the Distribution List tile and select Create Manual Distribution List.



- The following page opens

[Home](#)
[Create Manual Distributio... x](#)

Distribution List Creation Form

Note: All country and location based DLs will be managed through Active Directory Query Based Distribution Lists (QBDL)
It is Non Compliance to create a Location based DL.

* Country Please wait for Refresh

* Location Please wait for Refresh

* Group Name

Description

* Owner OHR ID [Change Owner](#)

* Expiration (mm/dd/yyyy)

Managers ☒ All

[Add Managers](#) [Remove Managers](#)

Members ☒ All

[Add Members](#) [Remove Members](#) [Upload File](#)

This DL is not enabled for external senders to send mails even if they have been given explicit sending rights.
If you need to allow non Genpact persons to send mail to this DL, please raise an SR ticket to [@Genpact AD-MM Support Team] to enable this feature.
If you like to make this DL to be used by everyone in Genpact, please raise an SR ticket to [@Genpact AD-MM Support Team] to enable this feature.

* Message Restrictions List (Mail Sending Rights) ☒ All

[Add Members](#) [Remove Members](#) [Upload File](#)

[Submit](#) [Reset](#)

* indicates a required field

- Fill in the details required on the "Create Distribution List" page.
- Every DL name will have "Genpact" as the prefix.
- You can choose anyone as the owner of the DL across all bands. By default the logged-in user is set as the DL owner.
- You can search for DL manager and members using the search window which pops up when you click on Add Managers / Add Members.

×

Search User

Enter criteria for searching the user.

First Name

Last Name

OHR ID

Search

Cancel

Result

☒ All

☒ 200000017 - [Atul Gautam]

OK

- To bulk upload the DL members, please use the sample .csv file available on the Bulk Upload popup window. Click on Upload File to access it.

×

BULK UPLOAD ACTION

Please make sure that the number of entries is not more than 1000 at a single file upload.

File

Choose File

No file chosen

Upload

The file must be in .csv format. You may use MS Excel to save a file in CSV(comma delimited format).

Download Sample File

- As per Genpact's IT Security Policy, all Distribution List will need to contain an explicit list of users who can send mails to the DL. This feature is enabled by default. As a result, you must add a list of users (through AD Search using "Add Members" or by uploading a file) who will be able to send mails to the DL. Users, who are not included in this list, will not be able to send mails to this DL.

This DL is not enabled for external senders to send mails even if they have been given explicit sending rights.

If you need to allow non Genpact persons to send mail to this DL, please raise an SR ticket to [Genpact AD-MM Support Team] to enable this feature.

If you like to make this DL to be used by everyone in Genpact, please raise an SR ticket to [Genpact AD-MM Support Team] to enable this feature.

* Message Restrictions List (Mail Sending Rights)

<input checked="" type="checkbox"/> All

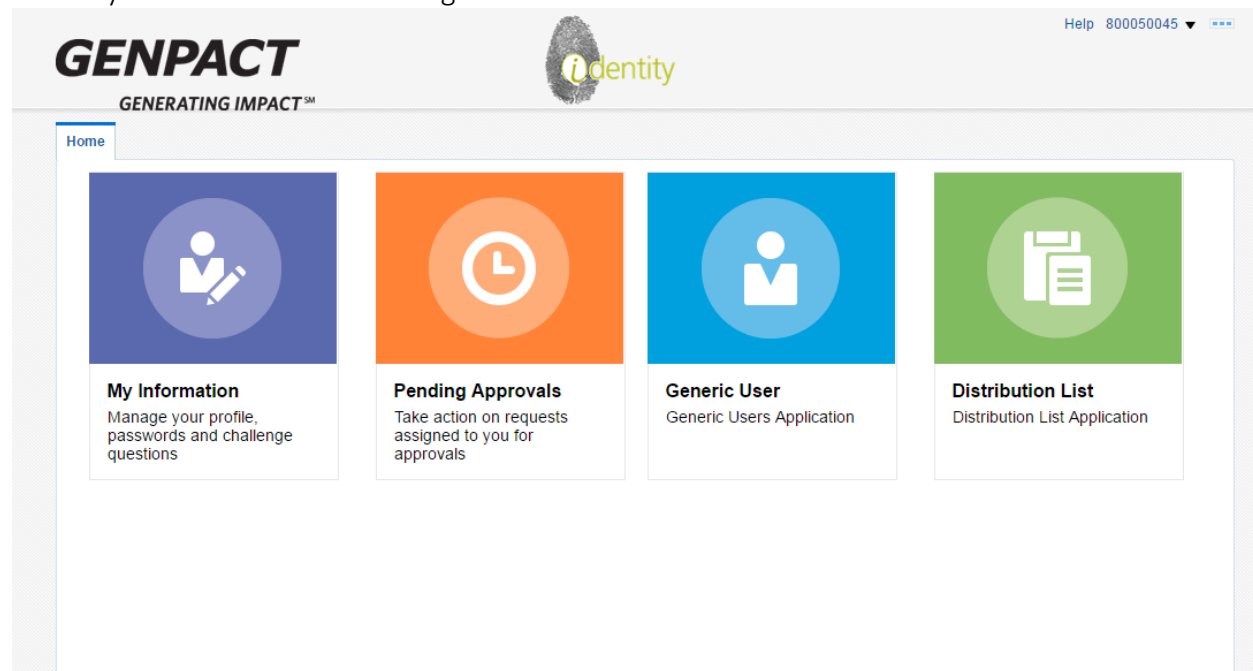
* indicates a required field

- If you wish to make a DL that allows External Senders (like GE Contacts) to send mails, then you should get this feature enabled for your DL (after creating it first) by raising an SR ticket to wintel team
- If you wish to allow everyone in Genpact to be able to send mails to your DL, then you should raise an SR ticket and reach Wintel team to get this feature enabled separately for your DL.
- Requesting these features is a one-time activity, and you can continue to manage your DL after you have special features enabled/disabled.
- After providing necessary details click Submit button on the DL creation form and wait for the success message.
- Note: The DL creation process is resource intensive and may take several seconds in its steps. Please do not interrupt the process while it is underway.

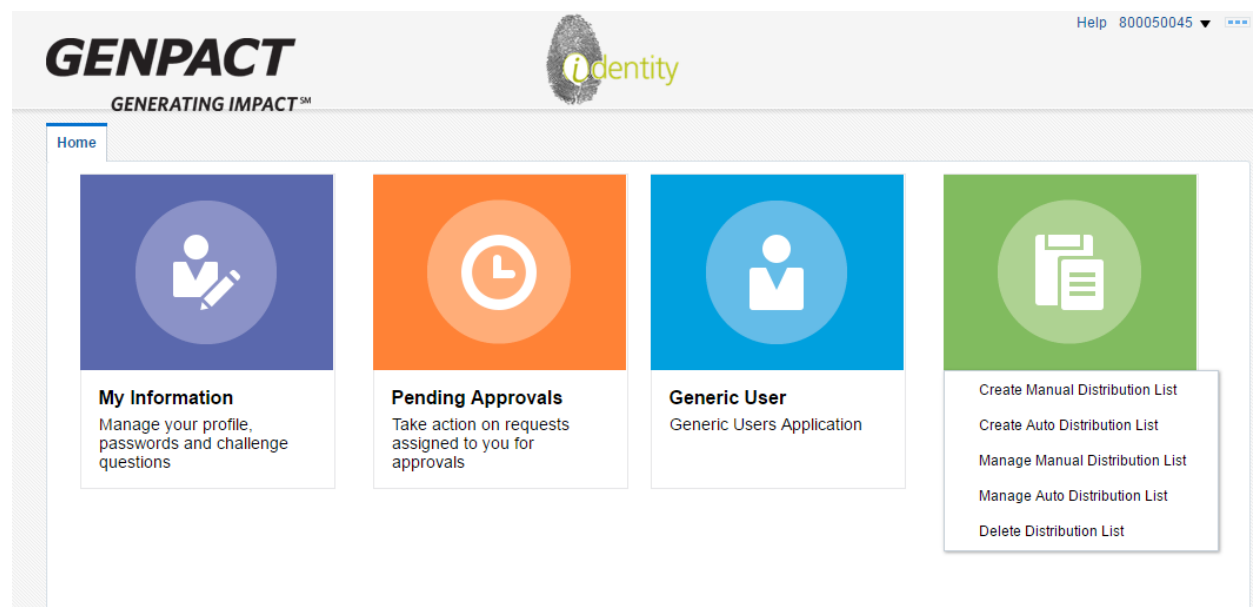
DL Manage

Manual DL

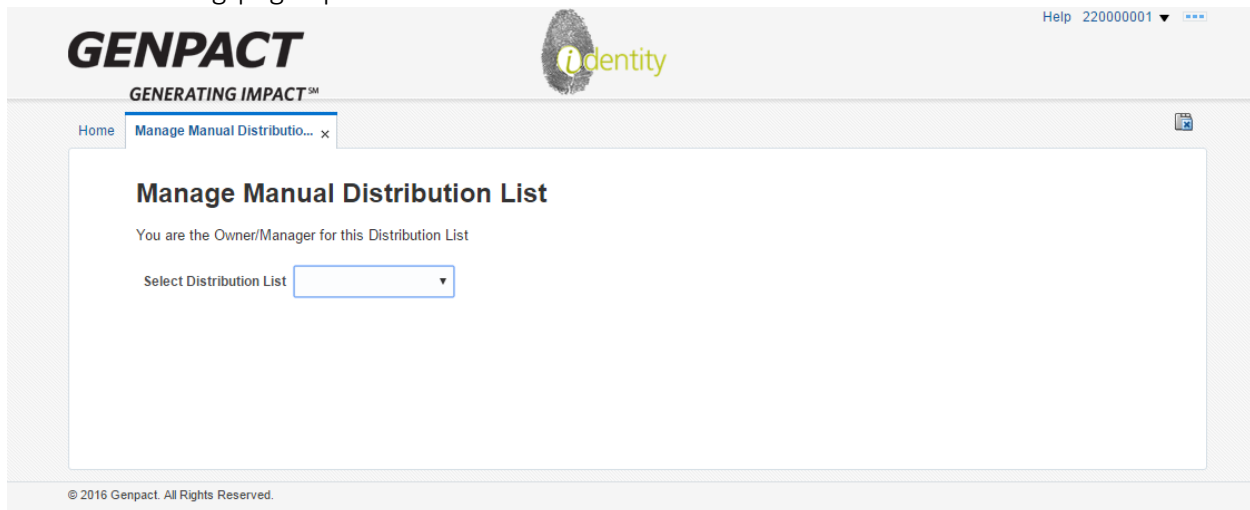
- Login to Identity Manager from home page.
- Only those who are the manager or owner of at least one DL can access this link.



- Click on the **Distribution List** tile and select **Manage Manual Distribution List**.



- The following page opens



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Home Manage Manual Distributio... x

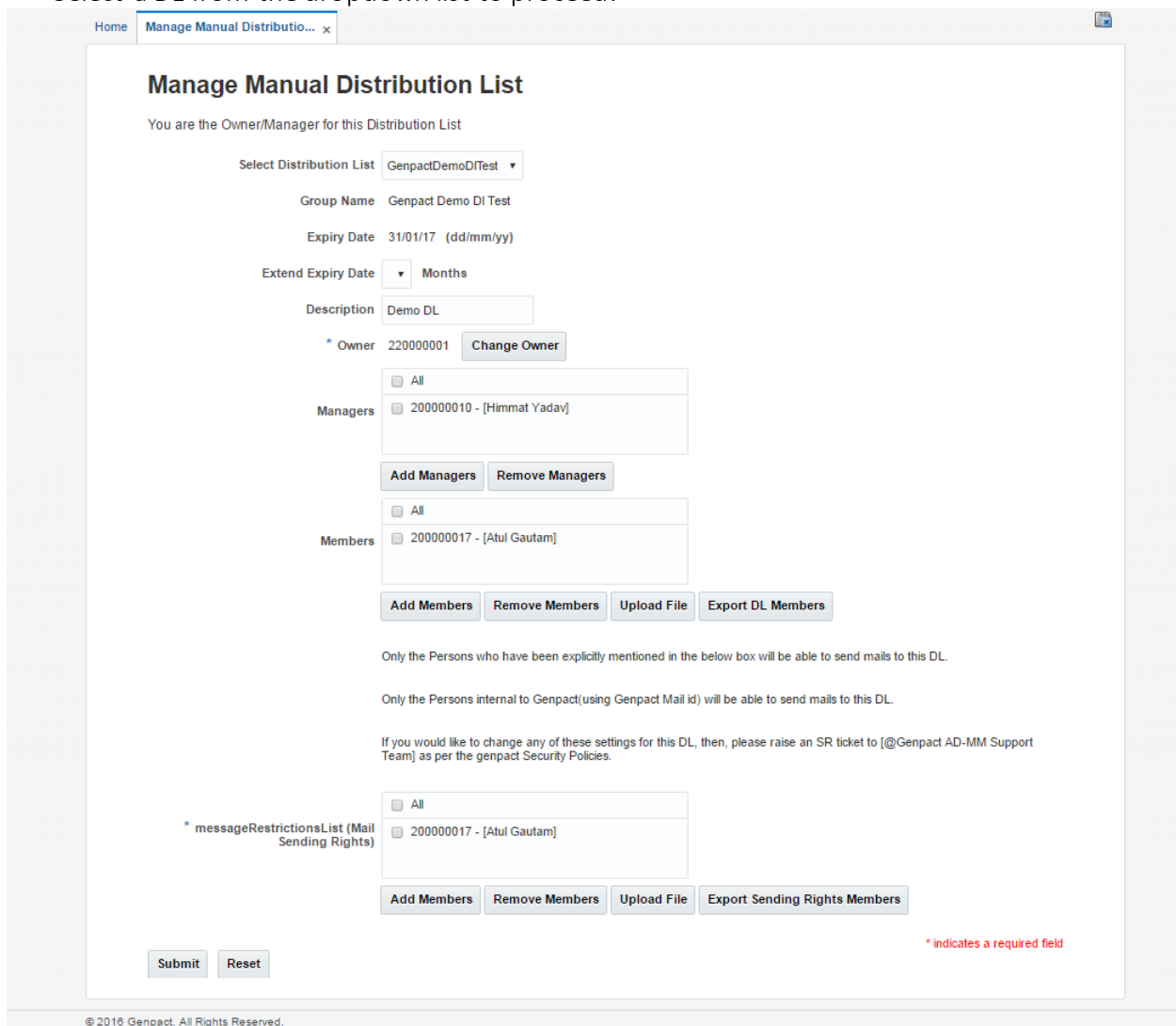
Manage Manual Distribution List

You are the Owner/Manager for this Distribution List

Select Distribution List

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- Select a DL from the dropdown list to proceed.



Home Manage Manual Distributio... x

Manage Manual Distribution List

You are the Owner/Manager for this Distribution List

Select Distribution List GenpactDemoDITest

Group Name Genpact Demo DI Test

Expiry Date 31/01/17 (dd/mm/yy)

Extend Expiry Date Months

Description Demo DL

* Owner 220000001 [Change Owner](#)

Managers

☐ All

☐ 200000010 - [Himmat Yadav]

[Add Managers](#) [Remove Managers](#)

Members

☐ All

☐ 200000017 - [Atul Gautam]

[Add Members](#) [Remove Members](#) [Upload File](#) [Export DL Members](#)

Only the Persons who have been explicitly mentioned in the below box will be able to send mails to this DL.

Only the Persons internal to Genpact(using Genpact Mail id) will be able to send mails to this DL.

If you would like to change any of these settings for this DL, then, please raise an SR ticket to [Genpact AD-MM Support Team] as per the genpact Security Policies.

* messageRestrictionsList (Mail Sending Rights)

☐ All

☐ 200000017 - [Atul Gautam]

[Add Members](#) [Remove Members](#) [Upload File](#) [Export Sending Rights Members](#)

[Submit](#) [Reset](#)

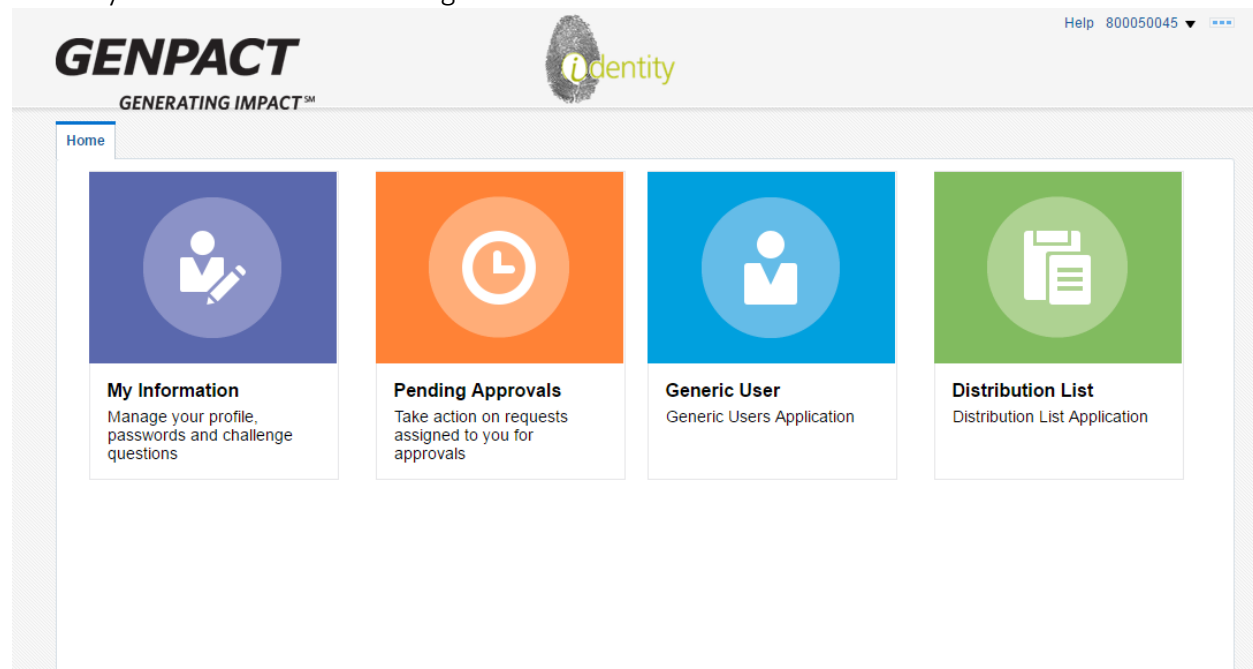
* indicates a required field

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- One can:
 - Extend the expiry date
 - Change the description
 - Change DL owner (visible only to the DL owner)
 - Add or remove Managers/Members/Mail Sending Rights users
- There is also an option to download a list of members or explicit senders as a .csv file. Click on Export DL Members or Export Sending Rights Members to download the file. This file can be stored for later use, reporting purposes or it can be modified (addition and deletion only) and re-uploaded to the Distribution List.
- After making the desired changes, click on Submit and wait for the success message.
- **Note: The DL management process is resource intensive and may take several seconds in its steps. Please do not interrupt the process while it is underway.**

Auto DL

- Login to Identity Manager homepage.
- Only those who are the manager or owner of at least one DL can access this link.



- Click on the Distribution List tile and select Manage Auto Distribution List.

The screenshot shows the GENPACT iIdentity dashboard. At the top, the GENPACT logo and 'iIdentity' branding are visible, along with a user ID '800050045' and a 'Help' link. The main content area is titled 'Home' and contains four large tiles:

- My Information**: Manage your profile, passwords and challenge questions.
- Pending Approvals**: Take action on requests assigned to you for approvals.
- Generic User**: Generic Users Application.
- Distribution List**: A green tile with a document icon. A dropdown menu is open, showing the following options:
 - Create Manual Distribution List
 - Create Auto Distribution List
 - Manage Manual Distribution List
 - Manage Auto Distribution List
 - Delete Distribution List

- The following page opens

The screenshot shows the 'Manage Auto Distribution List' page. The header includes the GENPACT logo, 'iIdentity' branding, and a user ID '220000001'. The page title is 'Manage Auto Distribution List'. Below the title, there is a brief description: 'All country and location based DLs will be managed through Active Directory Query Based Distribution Lists (QBDL)'. A note states: 'Note: Automatically Managed Distribution List is applicable to India and Philippines locations only'. At the bottom, there is a 'Select Distribution List' label followed by a dropdown menu.

- Select a DL from the dropdown list to proceed.

Manage Auto Distribution List

All country and location based DLs will be managed through Active Directory Query Based Distribution Lists (QBDL)

Note: Automatically Managed Distribution List is applicable to India and Philippines locations only

Select Distribution List GenpactDemoAutoDL2-A ▼

Group Name Genpact Demo Auto DL 2-A

* Owner OHR ID 220000001 Change Owner

Expiry Date 31/10/16 (dd/mm/yy)

Extend Expiry Date ▼ Months

Managers ☐ All
☐ 200000010 - [Himmat Yadav]

Add Managers Remove Managers

COE ▼

SDO > >> < <<

CC2 001 (Business Development) 002 (Relationship Management) 003 (Transition) 004 (Sol Id) 009 (GE Genpact Prog Office) 014 (GTA Support Function) 015 (Ops - Support) > >> < <<

001 (Business Development)

002 (Relationship Management)

003 (Transition)

004 (Sol Id)

009 (GE Genpact Prog Office)

014 (GTA Support Function)

015 (Ops - Support)

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CC2

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Sublocation

Band

☒ All

Exception List

Add Members

Remove Members

Upload File

Export Exception List

☐ All

☐ 200000017 - [Atul Gautam]

* Mail Sending Rights

Add Members

Remove Members

Upload File

Export Mail Sending Rights

Submit

Reset

* indicates a required field

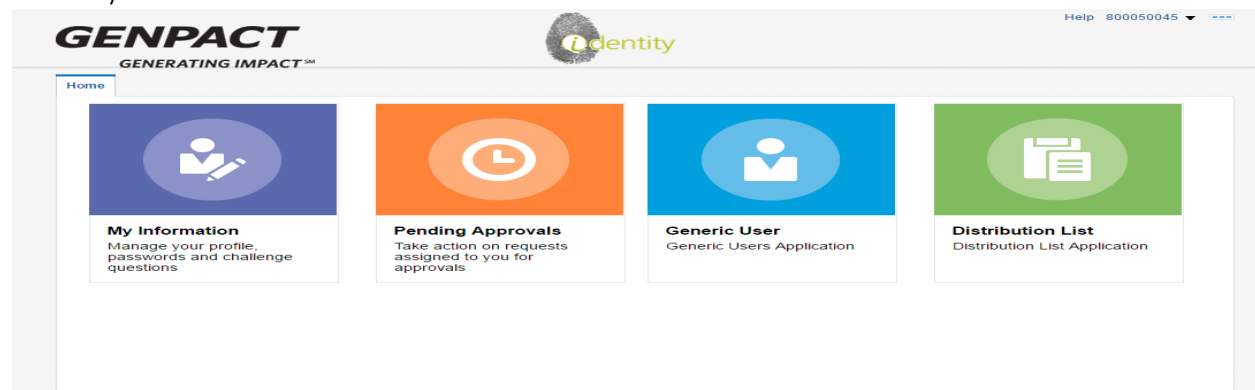
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- One can:
 - Extend the expiry date
 - Change DL owner (visible only to the DL owner)
 - Change the criteria for the DL
 - Add or remove **Managers/Exception List users/Mail Sending Rights** users
- There is also an option to download a list of exception list users or explicit senders as a .csv file. Click on **Export Exception List** or **Export Mail Sending Rights** to download the file. This file can be stored for later use, reporting purposes or it can be modified (addition and deletion only) and re-uploaded to the **Distribution List**.
- After making the desired changes, click on **Submit** and wait for the success message.

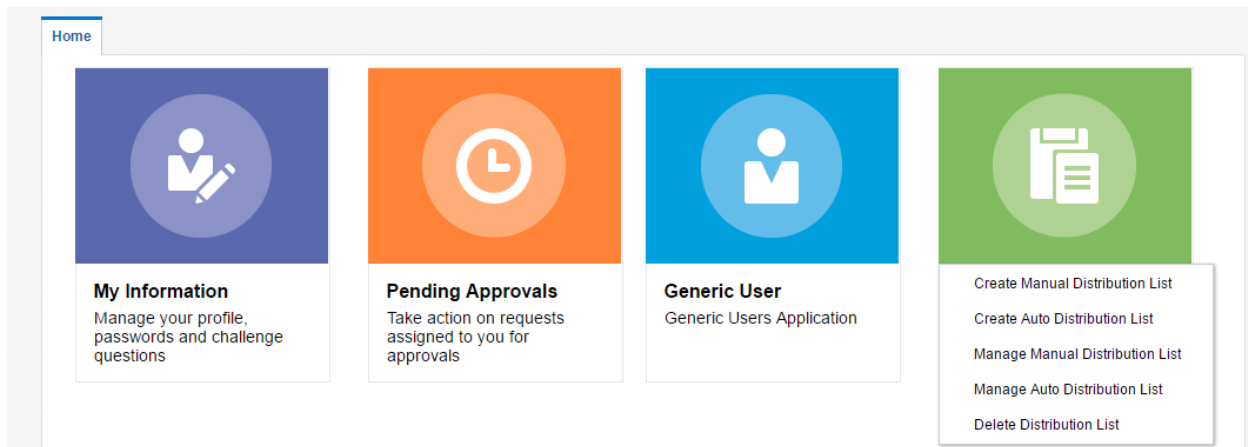
Note: The DL management process is resource intensive and may take several seconds in its steps. Please do not interrupt the process while it is underway.

Delete DL

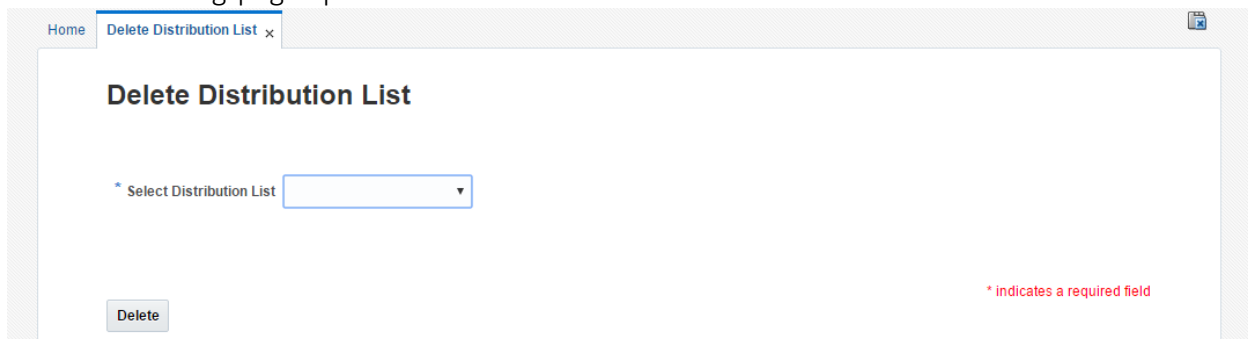
- Login to Identity Manager home page.
- Only those who are the owner of at least one DL can access this link.



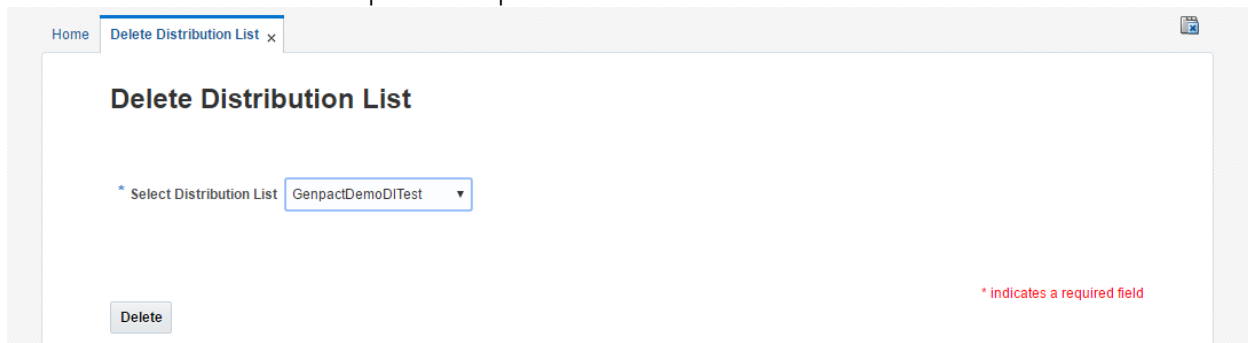
- Click on the Distribution List tile and select Manage Auto Distribution List.



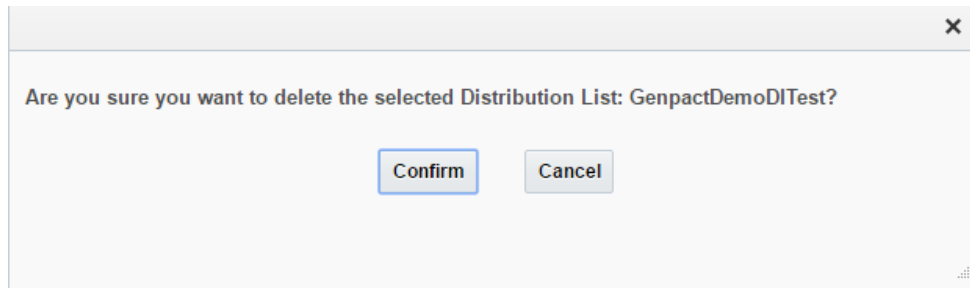
- The following page opens



- Select a DL from the dropdown to proceed



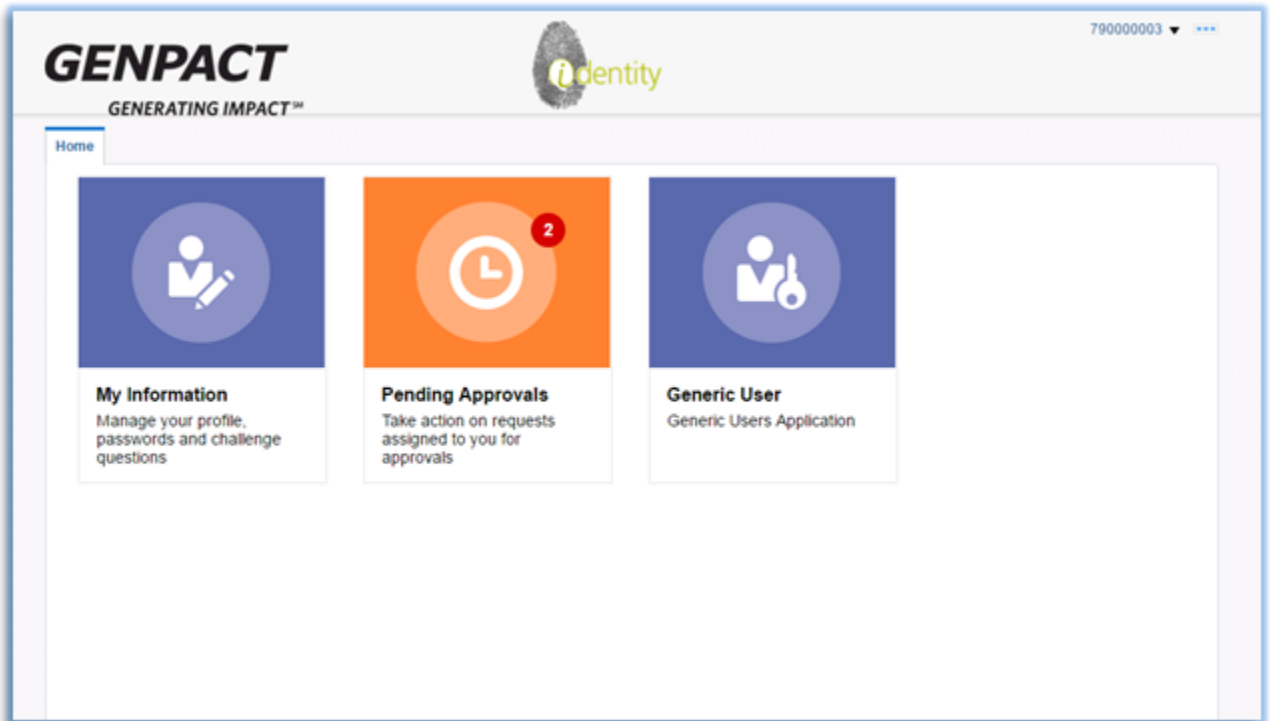
- Click on **Delete**.
- A popup appears on the screen to confirm the action.



- Click Confirm to delete the selected DL.
- **Note: The DL management process is resource intensive and may take several seconds in its steps. Please do not interrupt the process while it is underway.**

Approval for Band 5 IN,MX user – Supervisors

- After 2 days of user creation in Identity Managment, the Mailbox and Lync request will go to the supervisor of the user. If the Mailbox and Lync request is not acted upon within 7 days after the request is delivered to the supervisor, a similar mail will be triggered to the supervisor's supervisor. If again, the mail is not acted upon, the approval request lapses.
- Hence, the Mailbox and Lync for the new employee can be approved with in 16(2+7+7) days from the date of joining of the new employee.



- Thereafter, the supervisor is required to raise an Service Request in case a Mailbox and Lync is needed for the band 5 employee

Catalog Name	Drop Down 1
Email Related Request	Mail Box Creation for Band 5 Users
IM-SSO Related Issues	Generic or secondary Account related issue
IM-SSO Related Issues	Non - PROD Accounts
IM-SSO Related Issues	Admin Access related request
IM-SSO Related Issues	DL Related issues
IM-SSO Related Issues	Changes not updated in Identity, applications or GAL
IM-SSO Related Issues	Password reset related issues
IM-SSO Related Issues	Accessing Identity Portal
IM-SSO Related Issues	Application not accesible
IM-SSO Related Issues	ID Locked / deactivated in OKTA
IM-SSO Related Issues	MFA reset for OKTA
IM-SSO Related Request	Generic Account Management Admin Rights
IM-SSO Related Request	Secondary Account
IM-SSO Related Request	Secondary Account
IM-SSO Related Request	Secondary Account
IM-SSO Related Request	Secondary Account
IM-SSO Related Request	Secondary Account
IM-SSO Related Request	New Non PROD ID Request
IM-SSO Related Request	New Non PROD ID Request
IM-SSO Related Request	New SSO Integration of applications using OKTA
IM-SSO Related Request	Group Addition on Zscalar application on OKTA
IM-SSO Related Request	IP addition on Legacy zone for OKTA
IM-SSO Related Request	Slack access
IM-SSO Related Request	Disable MFA
IM-SSO Related Request	Generic user access on OKTA
IM-SSO Related Request	Migrate application from SM to OKTA

IM-SSO Related Request	Create New location in IM
IM-SSO Related Request	IM-SSO Data/Report Request
IM-SSO Related Request	Admin access request (identity/OKTA)
Miscellaneous IT Infra Requests	Compute IM&SSO
IM-SSO Related Request	OHR ID Audit evidences
IM-SSO Related Request	Identity Related Updates
IM-SSO Related Request	Okta GCH Access
Application Access Request	
IM-SSO Related Request	Yubikey Enrollment to OKTA
IM-SSO Related Request	Delete Yubikey from OKTA
IM-SSO Related Request	DL Creation Rights

IMSSO Escalation Matrix

L1	@Genpact IM-SSO Support Team
L2	@Genpact IM-SSO L3 Team
Escalations	chandrasekhar.babu@genpact.com

RACI Matrix

S. No	Activity	Particulars	Responsibility	Accountability	Consulted	Informed
1			Engineer - IMSSO	Lead - IMSSO	Ops Manager	Program Manager

Detection

NA

Incidence Logging/escalation

NA

Control Mechanism

NA

Exception Handling

NA

Escalation Matrix

NA

Success Measure

NA

Potential Risk Points

NA

References

NA

Linkages

Upstream Linkage	Downstream Linkage	Bi-Directional