*Overview*

The Group Manager is a tool designed to present the end user using Stagehand(ServiceNow service portal) to self-service manage groups and members in Active Directory. The high level concept (pictured below) allows the end user to have a consistent experience with many different AD requests while some are automated jobs and some are still manual tickets. This design allows the end user to easily request what they need without having to contact multiple teams across the org.

*What I learned*

This project is a full stack integration providing the user with a clean front end interface while behind the scenes automating away hundreds of tickets a week. This app was released using what we called our “Pilot program” which allowed my team to develop using a continuous dev cycle pushing often to a small set of alpha users of the application. Once we delivered key features and bug fixes we would scale the set of alpha users until we felt comfortable with the feedback and progress. This was a large scale integration working with the team that manages our enterprise active directory writing and governing PowerShell scripts on our midserver.