



Standard Tasks Solution for Azure Automation

Automate everyday IT service requests with secure self-service, prebuilt runbooks and low-code automation powered by Azure Automation and Kelverion Runbook Studio.

The Standard Tasks Solution gives IT teams a ready-to-deploy automation framework for common IT service requests. It combines Azure Automation, Kelverion Runbook Studio and an automation portal so approved users can trigger standard operational tasks while Azure Automation performs the work in a controlled, repeatable and auditable way.

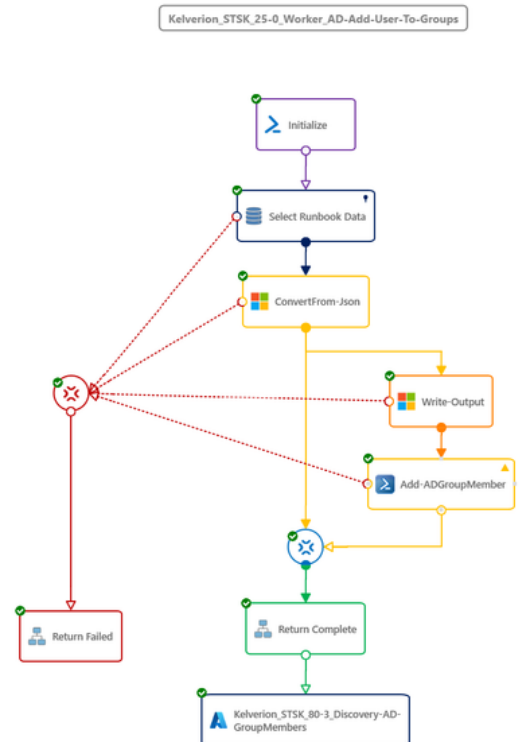
The solution helps organisations reduce manual fulfilment effort, improve service consistency, accelerate response times and free skilled IT staff from repetitive administration so they can focus on higher-value improvement, remediation and transformation work.



The Challenge: Manual Standard Task Fulfilment Slows IT Down

In many IT organisations, highly skilled teams are still asked to complete mundane, time-consuming and repetitive service requests such as creating accounts, resetting passwords, restarting services and checking system availability. These requests are essential, but manual fulfilment can be slow, inconsistent and resource-intensive

- Skilled IT staff spend too much time on routine administration rather than strategic projects.
- Service desk teams become bottlenecks for frequent, high-volume user and infrastructure requests.
- Manual steps increase the risk of inconsistent execution, missed checks and human error.
- End users wait longer for simple requests that could be completed automatically in minutes.
- Approval and fulfilment processes can become disconnected, creating governance and audit gaps.
- Scripted point solutions can be difficult to maintain, extend and support across teams.



Standard Tasks Solution is positioned for organisations that want to modernise routine IT fulfilment without replacing their service desk, operational tools or Microsoft automation platform. It wraps everyday requests in controlled, repeatable automation, helping IT deliver faster service while maintaining governance, reliability and operational control

For Azure Automation customers, the solution accelerates value by providing prebuilt runbooks and a structured self-service model. For Runbook Studio customers, it demonstrates how graphical, low-code automation can turn common service desk requests into reusable automation services that are easier to build, maintain and extend.



Benefits for Azure Automation and Runbook Studio Customers

- **Reduce Manual Effort**
Automate frequent standard IT tasks so skilled staff can focus on higher-value work
- **Improve Consistency**
Runbooks execute approved processes the same way every time, reducing variation and error
- **Accelerate Service Delivery**
Standard requests can be fulfilled faster through self-service and automated execution
- **Protect Existing Investments**
Integrate with an existing service desk catalogue or approval workflow instead of replacing it
- **Support Governance**
Separate request submission from privileged execution and align fulfilment with approval processes
- **Increase Auditability**
Actions are executed and logged through Azure Automation for clearer operational records
- **Enable Low-Code Automation**
Runbook Studio provides graphical authoring so coder and non-coder team members can build and support automation
- **Deliver Measurable Value**
Kelverion materials indicate that a typical organisation of 1,500 users and 200 servers can achieve more than 400% ROI in year one

Typical Automation Scenarios

The solution supports day-to-day operational processes across account administration, remote server actions, Azure virtual machine management, diagnostics, remediation and Exchange mailbox administration

- Restart, shut down or manage remote servers and Azure virtual machines
- Create users, add users to groups, remove users from groups and reset passwords
- Enable or disable user accounts through a controlled request process
- Restart services, check event logs, clear disk space and perform connectivity checks
- Create users, shared mailboxes and delete mailboxes in Exchange environments
- Expose common tasks through a lightweight portal or existing service desk catalogue

Standard Tasks	
Home • Services • Standard Tasks	
Name	
AD Add Group Members	Adds an Active Directory User(s) to an Active Directory Group
AD Add User	Adds a user to Active Directory
AD Add User to Groups	Add an Active Directory User to one or multiple Active Directory Groups
AD Enable Disable User	Enable or Disable an Active Directory User
AD Remove Group Members	Removes an Active Directory User(s) from an Active Directory Group
AD Remove User from Groups	Remove an AD User to one or multiple AD Groups
AD Reset Password	Reset the password of an AD User
Azure VM Restart	Restarts one or more Azure Virtual Machine(s)
Azure VM Start	Start one or more Azure Virtual Machine(s)
Azure VM Stop	Stops one or more Azure Virtual Machine(s)
Disk Space Cleaner	Deletes files from selected folders on target machines
Event Log Checker	Searches one or several Windows Event Logs
Exchange Add Shared Mailbox	Creates a shared mailbox in Exchange
Exchange Add User	Creates a User account in Active Directory and a mailbox in Exchange
Exchange Delete Mailbox	Removes or permanently deletes an Exchange mailbox
Ping Check	Sends an ICMP Ping packet to a list of servers to check if they are available
Remote Reboot	Restarts a Windows Operating System
Remote Shutdown	Shutdown one or several Windows Servers
Restart Service	Restart a Service on a Server
Trace IP Route	Traces the IP Route from a specified location to a target IP Address
Url Check	Checks the response from a Url from a selected location



Key Capabilities

- **Prebuilt Standard Task Runbooks**

Start with production-ready automation for up to 21 common operational tasks

- **Self-Service Request Submission**

Give IT staff or approved users a controlled way to request standard IT services

- **Automation Execution**

Run operational actions from Azure Automation for repeatable fulfilment

- **Service Desk Integration**

Use the solution standalone or integrate it with an existing service catalogue and approval workflow

- **Runbook Studio Authoring**

Build, adapt and maintain automation through a graphical, low-code design experience

- **Hybrid Execution Support**

Use a Hybrid Worker to execute on-premises runbooks where required

- **Smart Integrations**

Extend automation across enterprise management, service desk, cloud and on-premises systems

- **Reusable Automation Framework**

Start with standard tasks and extend the same approach to wider IT service automation

Automation Use Cases Included

Automation Area	Included Use Cases	Customer Values
Remote Server and Azure VM Management	Remote reboot; remote shutdown; Azure VM restart; Azure VM stop; Azure VM start	Speeds common infrastructure requests and reduces dependency on manual administrator intervention
Active Directory and Entra ID User Management	Add user; add user to groups; remove user from groups; add group members; remove group members; reset password; enable or disable user	Standardises account administration and improves turnaround for frequent access and user lifecycle requests
Diagnostics and Remediation	Restart service; trace IP route; event log checker; disk space cleaner; ping check; URL check	Enables repeatable checks and fixes that reduce incident resolution time and support consistent troubleshooting
Exchange Account Creation	Add user; add shared mailbox; delete mailbox	Automates common mailbox-related requests and reduces manual service desk workload



Jump Start Service

Kelverion can provide a led implementation service to help deploy and configure the Standard Tasks Solution in the customer environment. In this option, the customer provides remote access and subject-matter expertise for their IT systems, while a Kelverion consultant leads installation, configuration, and integration activities.

The solution will require a Virtual or Physical machine in your data centre with internet access to execute the on-premises Runbook. The implementation service is valid for 3 months from solution purchase.

The scope of the Kelverion-led implementation is defined as:

- Deployment into a single Azure Automation Account only
- Integration of the solution with one Azure Compute Subscription
- Configuration of the integration to the Kelverion Automation Portal
- Configuration of the Hybrid Worker machine
- Configuration of the Runbooks to interact with your infrastructure
- An Approved User will enter the Kelverion Automation Portal and request the execution of a Standard Task, thus creating a new Request in the Portal
- Azure Automation to detect the request and execute the standard task
- Azure Automation to mark the request as complete when User Created

Why Kelverion?

Kelverion specialises in Microsoft Automation and helps organisations simplify IT operations across Azure Automation, Runbook Studio, Power Automate, Logic Apps, PowerShell and System Center Orchestrator. Kelverion solutions are designed to wrap existing operational systems and service desks, enabling customers to automate cross-functional IT processes without replacing the tools they already use

- Experts in Microsoft Automation with deep Azure Automation and Runbook Studio experience
- Ready-built automation solution packs that reduce time to value
- Low-code and no-code authoring that broadens automation ownership across IT teams
- Smart integrations with enterprise management, service desk, cloud and on-premises platforms
- Consultancy and implementation support to help customers deploy, configure and extend automation successfully

Ready to Free Your IT Staff From Repetitive Manual Tasks?

Speak to Kelverion about Standard Tasks Solution for Azure Automation and Runbook Studio. Arrange a demonstration, discuss the Jump Start service and see how quickly your organisation can move from manual fulfilment to secure, self-service standard task automation.

For more information contact our helpful team today

✉ info@kelverion.com

☎ +1 289 801 0559
+44 (0) 1233 974889

🌐 kelverion.com



North and South America

5401 South Kirkman Road, Suite 700
Orlando, FL 32819, United States
Tel: +1 289 801 0559

EMEA and Asia

Compass House, Vision Park, Chivers Way,
Histon, Cambridge, United Kingdom
Tel: +44 (0) 1223 974889