In a modern IT organisation, it’s all too common for highly skilled workers to be stuck with mundane, time-consuming, and repetitive tasks like creating Active Directory accounts and resetting passwords. Too often, teams have to manually fulfil service requests which means the service provided can be error prone, resource intensive and take far too long in terms of the end user experience.

Ultimately, skilled employees spend too much time on administrative tasks and too little time on the strategic projects that generate business value.

How can IT teams overcome these obstacles and free skilled employees from mundane, repetitive tasks and processes? By employing simple self-service IT process automation through Kelverion’s Standard Tasks solution, organizations can automate common, frequently occurring IT tasks and workflows. Through this automation, teams can offload labor-intensive efforts and reduce the costs, errors, and risks associated with these efforts.

A typical company of 1000 Users and 200 Servers achieves in excess of 400% ROI from the Standard Tasks solution in year one.

The Kelverion solution focuses on automating the fulfilment of common IT requests and processes for end users. Teams can automate such efforts as account provisioning, password resets, diagnostics and remediation actions.

As part of the Runbook Suite, the Solution provides you with a production ready automation solution for automating up to 18 standard tasks. This can be standalone or integrated into your Service Desk’s existing service catalogue or approval workflow. This flexible approach utilises existing investment in your service desk to rapidly deliver exceptional end user experience.
The ready to deploy solution provides a lightweight automation portal and pre-built processes to cover the most common service requests which include:

- **Remote Server Management Actions**
  - Remote Reboot
    - Restarts a Windows Operating System
  - Remote Shutdown
    - Shutdown one or several Windows Servers
  - Azure VM Restart
    - Restarts one or more Azure Virtual Machines
  - Azure VM Stop
    - Stops one or more Azure Virtual Machines

- **Active Directory User Management**
  - Add User
    - Adds a user to Active Directory
  - Add User to Group
    - Adds an Active Directory User to an Active Directory Group
  - Add Shared Mailbox
    - Creates a User account in Active Directory and a mailbox in Exchange

- **Diagnostics and Remediation Actions**
  - Restart Service
    - Restart a Service on a Server
  - Trace IP Route
    - Traces the IP Route from a specified location to a target IP Address
  - Event Log Checker
    - Searches one or several Windows Event Logs
  - Disk Space Cleaner
    - Deletes files from selected folders on target machines
  - Ping Check
    - Sends an ICMP Ping packet to a list of servers to check if they are available

- **Exchange Account Creation**
  - Add User
    - Creates a User account in Active Directory and a mailbox in Exchange

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**SOLUTION IMPLEMENTATION**

The solution is delivered as a Kelverion lead installation and configuration. In this option you provide Kelverion with remote access to your environment and then a Kelverion consultant will lead the installation and configuration of the solution into your environment and you will provide the subject matter expertise around your Service Desk configuration.

The solution will require a Virtual or Physical machine in your datacentre with internet access for on premise Runbook execution.

Up to 40 hours of services delivery is included to deploy the solution.

The implementation hours are valid for 12 months from solution purchase.
SCOPE OF THE KELVERION LED IMPLEMENTATION

The scope of the Kelverion led implementation is defined as:

1. Deployment into a single Azure Automation Account only
2. Integration of solution with one Azure Compute Subscription
3. Configuration of the integration to the Kelverion Automation Portal as an Azure Web App
4. Configuring of the Hybrid Worker machine
5. Configuration of the Runbooks to interact with you infrastructure
6. 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
7. Azure Automation to detect the request and execute the standard task.
8. Azure Automation to mark Request as complete when User Created

You are responsible for:

- Configuring the Azure Subscription, Resource Groups, Automation Account
- Granting Kelverion access to your Azure Subscription and on premise infrastructure
- Provision of a machine to host the Hybrid Worker
- Creation of the User Accounts which automation will use to undertake the Standard Tasks
- You have manually tested that the User Accounts provided can successfully undertake the Standard Task actions