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Experience the Service Revolution



What's New in Orchestration Featuring Employee On/Offboarding 201

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Your Presenters Today



Bill Cypert

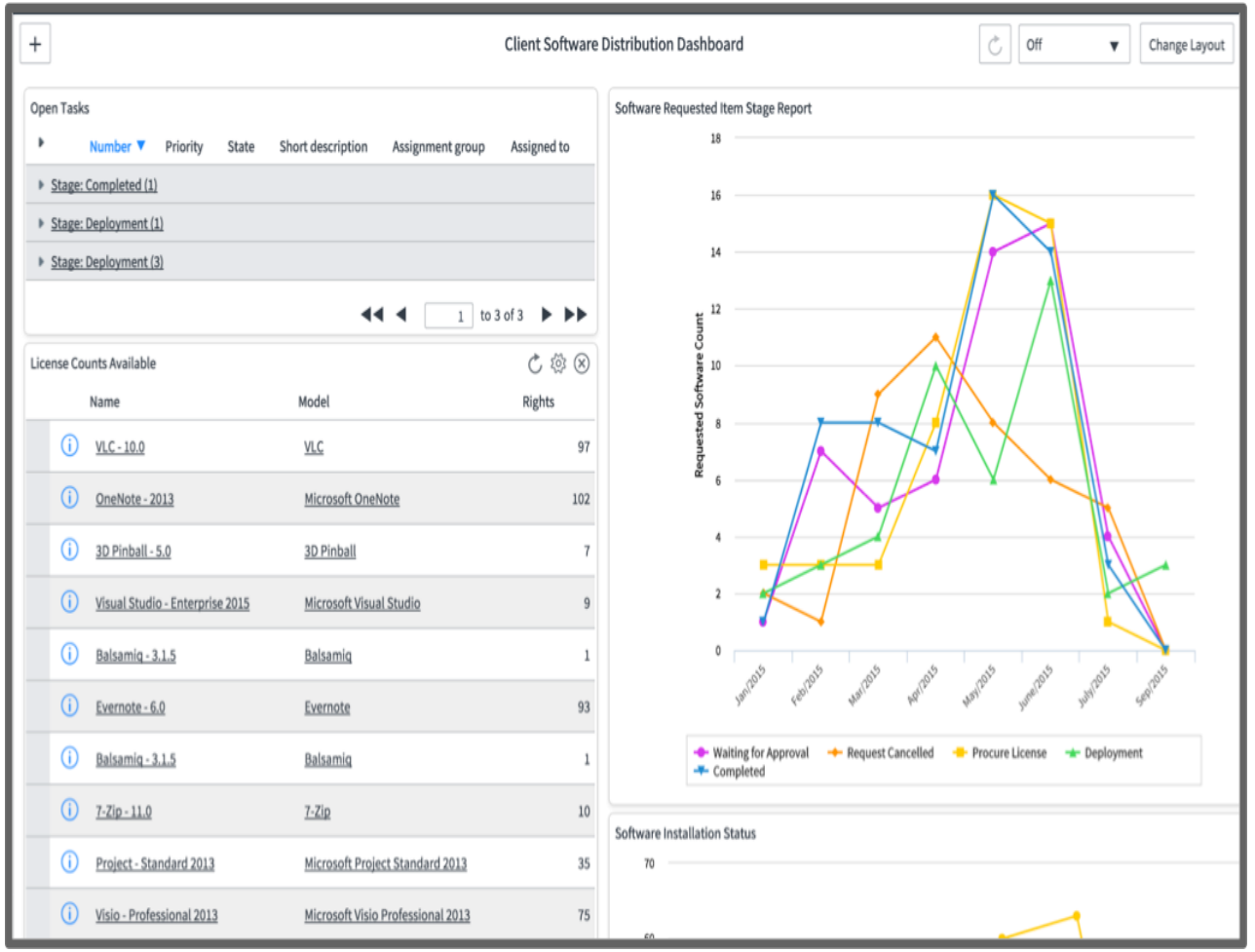


Steve Klopfer

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Employee Onboarding and Daily Agility

- Day 1 and ongoing employee productivity
  - Users ask for what they need and get it quickly
- Designed for multiple providers
  - SCCM Activity Pack
- Integrated with SAM for license entitlement and software models
- Employee On/Off-boarding
  - Ability to revoke software
- Administrative Dashboards
  - Top asks
  - Successfully deployed and installed software metrics



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Lab Time!

Let’s Create a New Onboarding Workflow

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New Onboarding Features in Helsinki

Expedite the on and off-boarding process by automating the backend IT systems involved in the process

- New Activity Packs
- Workday
  - Near Real-time email notification – Includes Workday Notification Table to trigger Onboarding workflow, Email Inbound Action to add entries to Workday Notification Table
  - Get Employee
- Azure AD (Including on/off boarding for Office 365)
  - Get and create users
  - Add user license

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Overview of Lab

- Lab Success – Competed and working employee onboarding workflow
- Ability to use the new Workday Activity Blocks
  - Query Workday for employee data
  - Pass the data to subsequent activities
- This lab shows you how to build your own onboarding workflow
  - Also useful to reconfigure provided workflows

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Lab Scenario

- You've been asked to build a new workflow to query workday for an employee and complete a number of onboarding activities
  - Query Workday to get key employee data
  - Setup Exchange and Active Directory
  - Add the user to a group in Active Directory
  - Create the user's Unix account
  - Add employee to HRIS database

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Lab Considerations

- A real Workday instance is being queried
  - Optional: Where is the Workday connection configured?
- A simulated MID Server is configured
  - Simulates MID Server handing requests
- Custom activities are built for you using Activity Designer
  - Create Unix account
  - Add user to HRIS DB
  - Time Permitting – Review these custom activities to see how they were built

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New Workday Activities in Helsinki

- Allow customers to easily integrate with Workday by providing the following:
  - Activity Pack – using Workday SOAP API
    - Get employee info
    - Update employee contact
    - Update employee work email
    - Common user run script activities
      - Check user exists in users table
      - Create user in users table
      - Update user information in users table
  - Sample “User Provisioning” workflow
  - Provide a way the “User Provisioning” workflow is triggered when an employee record is entered into Workday
    - Also framework allows you to trigger any workflow based on any activity in workday

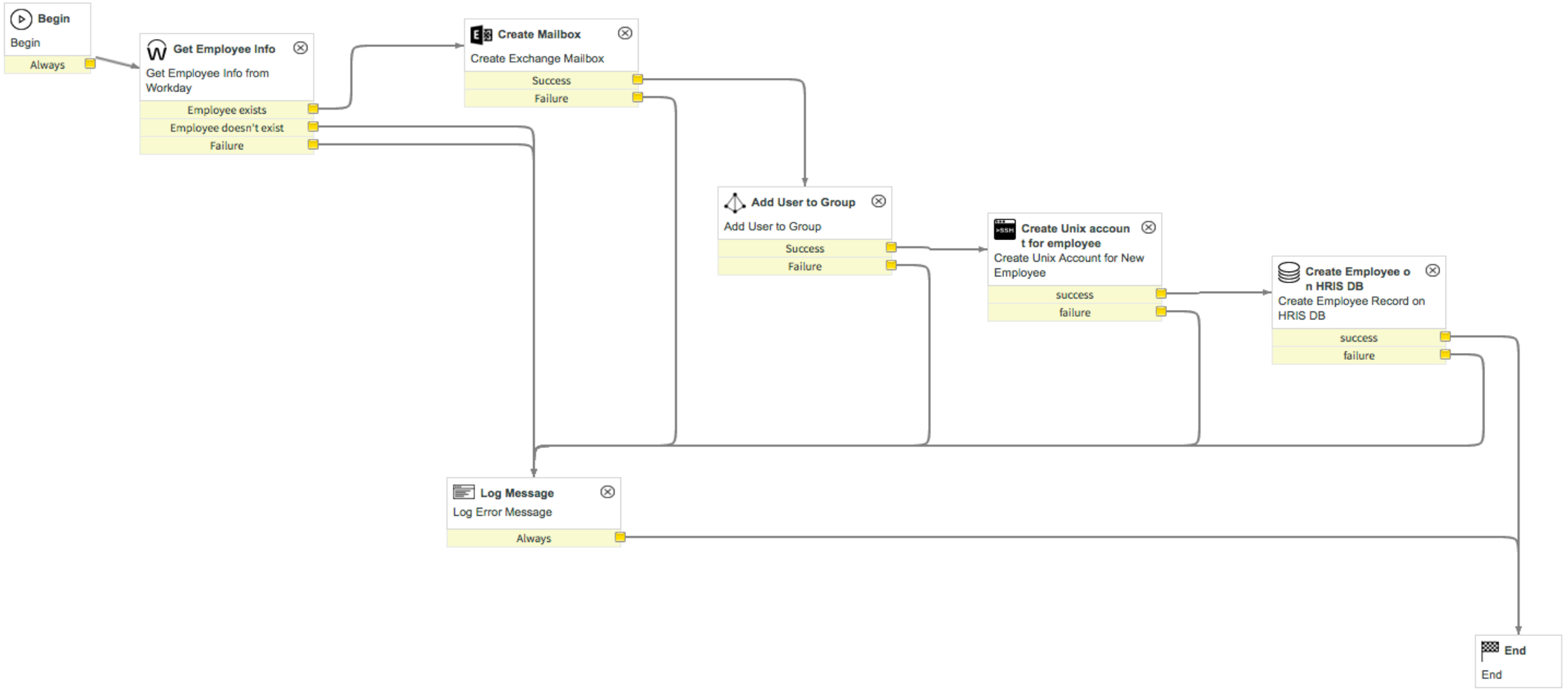
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Optional Lab Activities

- Add an Approval Step to the Activity
- Create a Catalog Item that can drive the Workflow
- Others?

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Completed Workflow



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Lab Intro Demo

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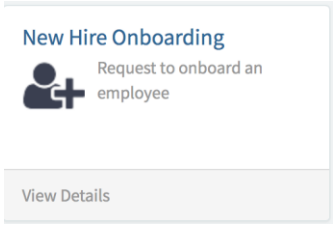
Top Takeaways

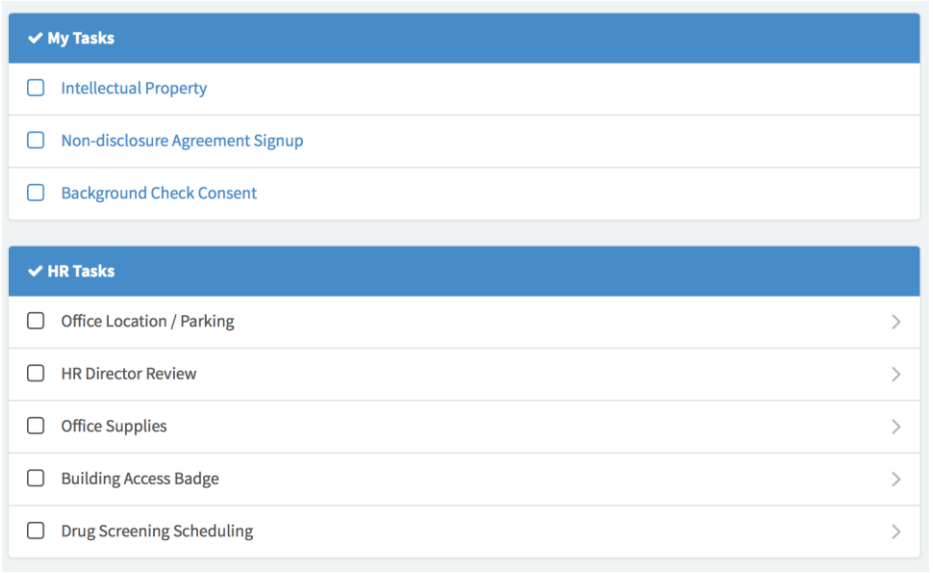
1. Helsinki adds significant content and collateral for your onboarding efforts.
2. New Workday integration simplifies the onboarding process.
3. Provided content can be easily extended or re-used for your requirements.

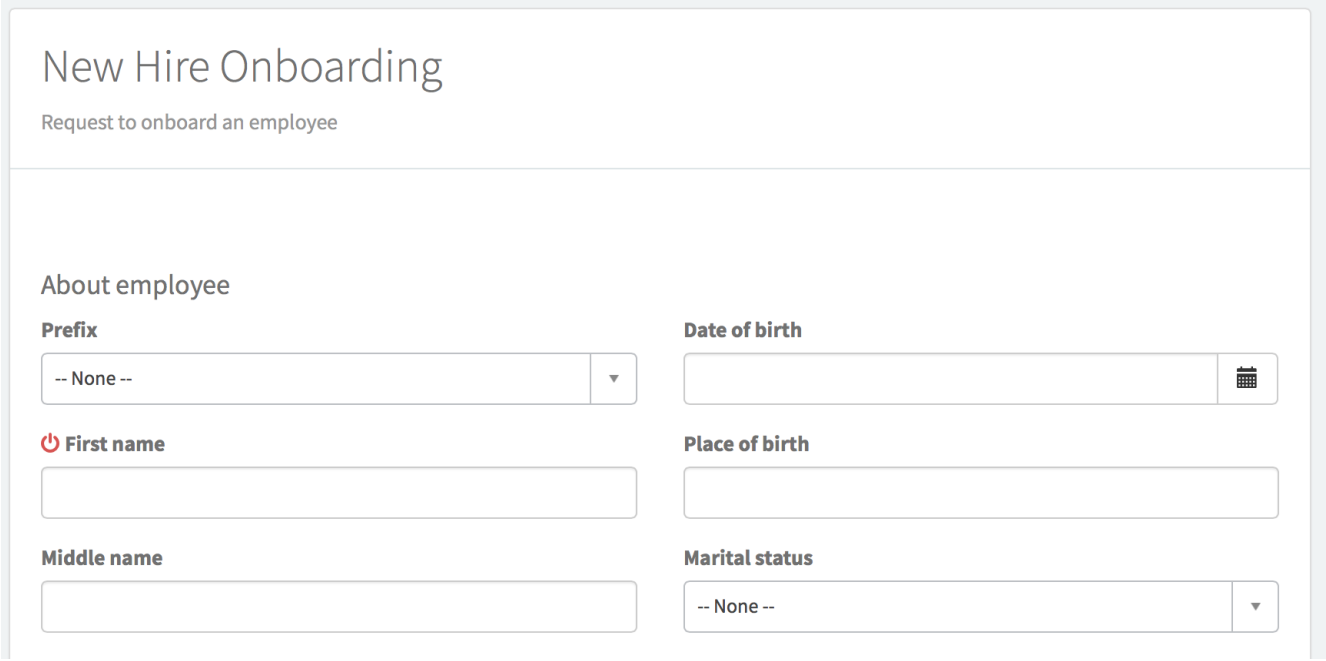
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Where to Go from Here

- Integrate IT workflows into HR processes and automate them







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Thank You

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