



# Network / Systems Operation Centers Account Creation

## CASE STUDY

When a new employee joins your organization, your Network Operation Centers (NOC) and Security Operations Center (SOC) begin the tedious process of creating new accounts for the employee.

With Shai™ in place, you can offload this effort so account creation begins automatically as you hire additional staff, using all the same account creation tools you already have in place.

## Navigate

When a hiring decision is finalized, the NOC/SOC team is notified and begins the process of creating the right accounts and access for the new employee. Although a necessary step, this can slow down or interrupt normal operations since the new employee is unable to start working until this process is completed. Your operations and security teams must also dedicate time to initiating, troubleshooting, and implementing the new accounts.

## Collaborate

To streamline this effort, NCI mapped out the workflow a dedicated person needed to take in creating a new user account. The required steps included receiving and understanding emails, performing the actions that create and set up an account, and sending a confirmation upon successful account creation.

Since these requests can be sporadic in nature, this was an ideal placement for Shai™ to automate a required administrative task, saving time and improving operational efficiency. Once installed, Shai™ was trained on the customer's current workflows, including the business rules used to identify the proper steps in creating new accounts.

Now, when a new hire is approved, Shai™ receives the notification and reviews the naming conventions in place to ensure no duplicates are created, such as a Jane Doe and John Doe both being assigned a `jdoe@company.com` email address. From here, Shai™ creates temporary passwords and flags accounts that need a password reset on the first login by the new employee. Any required fields, such as title, department, or manager, are automatically populated as well using Manage Engine and Active Directory tools.

## Innovate

Shai™ can perform all of the critical account creation tasks immediately and work around the clock for you. There is no need to depend on office hours or a dedicated person being available. Once trained, was complete, Shai™ proves her ability as a digital colleague, easily taking on the Account Creation process so her coworkers can focus on higher-level work that requires a human touch.

By adding Shai™ to their workforce, this organization benefited from a holistic and organized process of onboarding new employees into a secure network.

