

## COSuser web browser workflow User Interface

User provisioning software such as *COSuser* provides a quick Return on Investment ("RoI") when implemented correctly. Of all the efficiency improvements generated by *COSuser*, those brought about by using the web browser based workflow software are the most pervasive. By off-loading account requests, Windows share requests, management approvals, password changes and the resetting of forgotten passwords to the users themselves, significant savings can be made in help-desk and systems administration costs. Other benefits include general productivity improvements throughout the organization and the ability to enforce policy.

In the absence of a user provisioning tool, the management of user accounts across the IT infrastructure is normally carried out manually by systems, database or application administrators. The adoption of *COSuser* to centralize and automate user account administration produces real financial benefits, but does not reduce the workload incurred by help-desk or administrators as they handle end user requests or problems interactively.

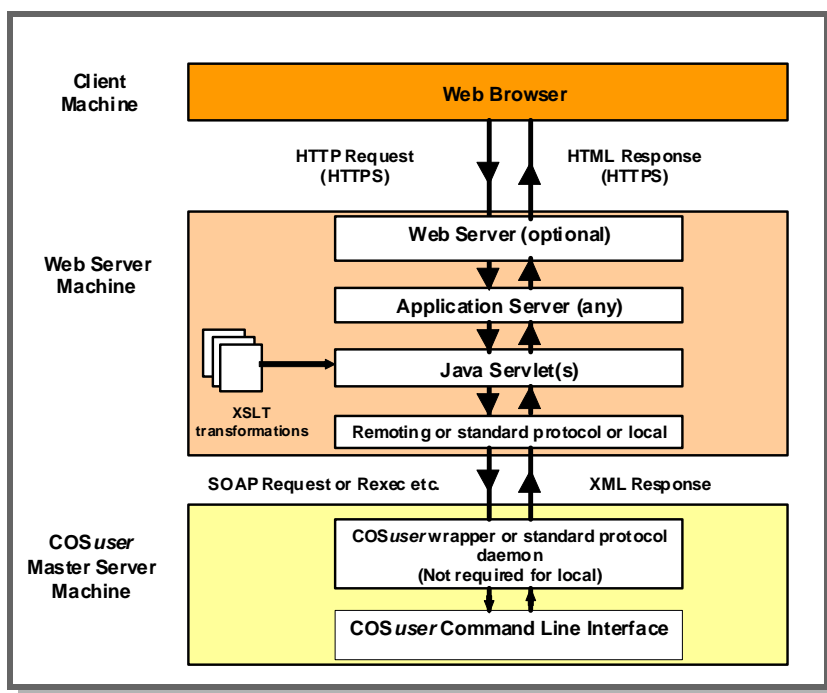


Figure 1 – *COSuser's* web-based workflow architecture

The web browser based workflow module addresses those issues, enabling end users to request an account and have those requests automatically routed and authorized/rejected by appropriate management prior to being returned to *COSuser* for automatic update.

The end result is that administration time

is reduced, help-desk is off-loaded, registration and password policy is enforced, and end users typically receive the service they require more quickly and efficiently. Needless to say, all transactions are audited which facilitates compliance with recent legislation such as Sarbanes-Oxley and the European data directives.

OSM offers end users two alternatives for web browser based workflow – its own secure, built for purpose product, or integration with third party workflow solutions through the COSuser Command Line Interface. Third party solutions include options such as Lotus Notes/Domino or workflow solutions provided by OSM integration partners, e.g. those offering Web Access Management products. This datasheet discusses only the OSM-authored product.

The COSuser web based workflow module is designed to work with any web server or application server and uses XML, SOAP and Java Servlets to achieve its goals. An architecture diagram is shown on the previous page (figure 1).

Once installed, the standard distribution for the COSuser web based workflow product allows an end user to perform the following major functions:

- request the registration of a new account
- request changes to existing user account(s)
- look up certain information relating to existing users
- change a password
- reset a password when they have forgotten it
- request and manage access to Windows shares

These operations are protected by the standard COSuser security mechanisms (capabilities) so that access is only granted where appropriate and desirable. The web browser interface may also be used for administrative functions subject to the appropriate access level being granted.

The look and feel of the user interface can be changed quickly to reflect an organization's Intranet styling, e.g. by using existing CSS definitions, and the functionality can be extended to incorporate other functions as required. The web browser

interface complements the web browser interface of the Interactive TKB (ITKB) whose datasheet should be read in conjunction with this document – download by following:

[www.cosuser.com/cu\\_resources#datasheets](http://www.cosuser.com/cu_resources#datasheets)

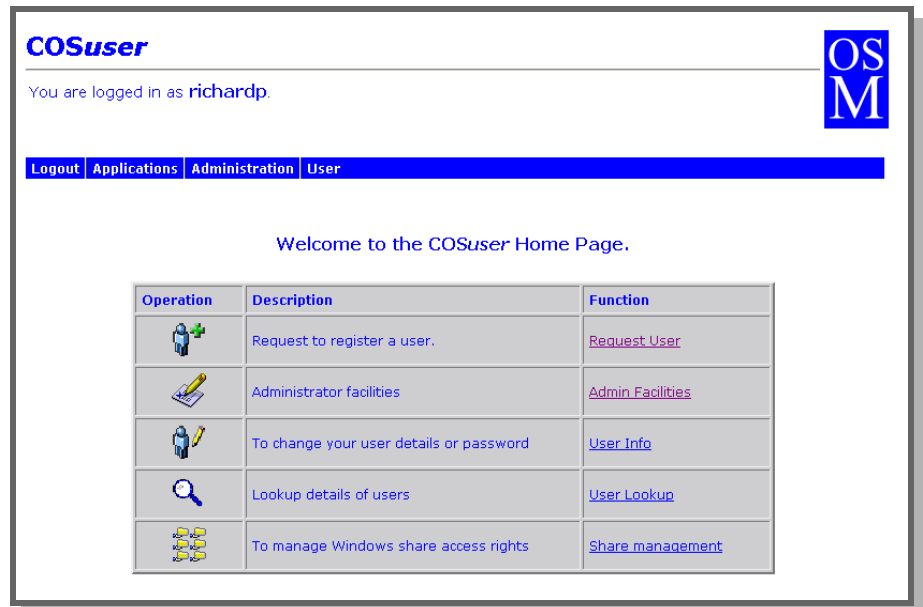


Figure 2 – COSuser web-based workflow Home Page

Each option available to the end user brings up a simple form, the information from which either updates COSuser directly (e.g. when changing passwords) or is referred onto managers/administrators for approval prior to the data being committed.

The exception to this is when a user has forgotten his/her password. In this case a "Challenge/

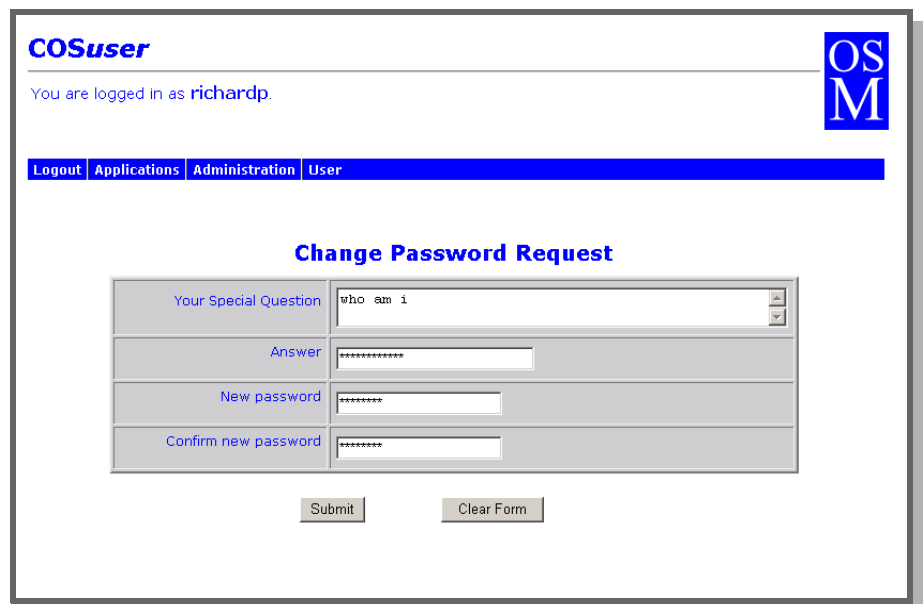


Figure 3 – Change Password request form (forgotten password)

Response" mechanism is brought into play and the user is presented with a special question that had previously been recorded and to which only they should know the answer, e.g. "My first pet's name?" Such a mechanism means that help desk is not plagued with calls from users who have forgotten their password(s) and end users can be productive immediately without having to wait in line for an available help desk engineer.

As COSuser is a role based product, it is the role(s) associated with a manager/administrator that determines which other roles they may allocate to end users. Managers/administrators are controlled as to the functionality they can access within COSuser by the standard COSuser **capabilities** structure.

Managers are automatically informed of the existence of an approval request (by email as a default) and are provided with a URL that lists all outstanding approval requests that have been routed to them. They may then choose to approve, reject or refer these approval requests. When on vacation the managers/administrators can set up automatic referral of requests to a substitute.

It should hopefully be apparent that the COSuser web browser based workflow module provides a simple mechanism for end users to request changes to their accounts and Windows shares, change their passwords and update their personal data; all within an industry standard, freely available user interface. The benefits include improved service levels, increased end user productivity,

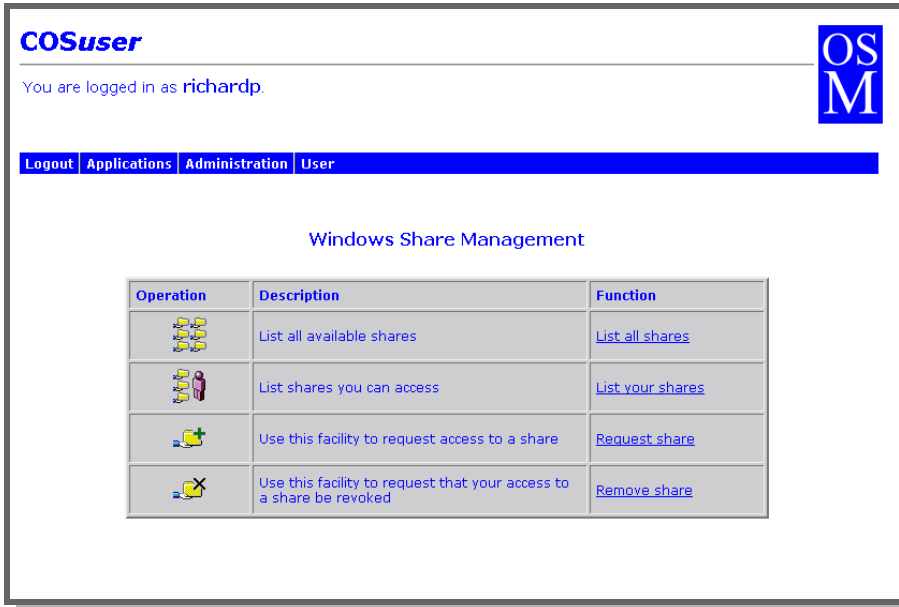


Figure 4 – Windows share management

One of the differentiating features of COSuser's web based workflow is the facility for end users to be involved with, and reduce the cost of, Windows share management. Many large corporations with a significant investment in Microsoft Windows find that the staff costs for managing Windows shares can be a factor greater than the cost of managing user accounts. By combining a facility for users to request access to shares as well as user accounts, the efficiency improvements gained from using COSuser's web browser based workflow are dramatically increased.

Once the request forms for additions or changes of user accounts or Windows shares are submitted, they are routed automatically to the appropriate managers or adminis-

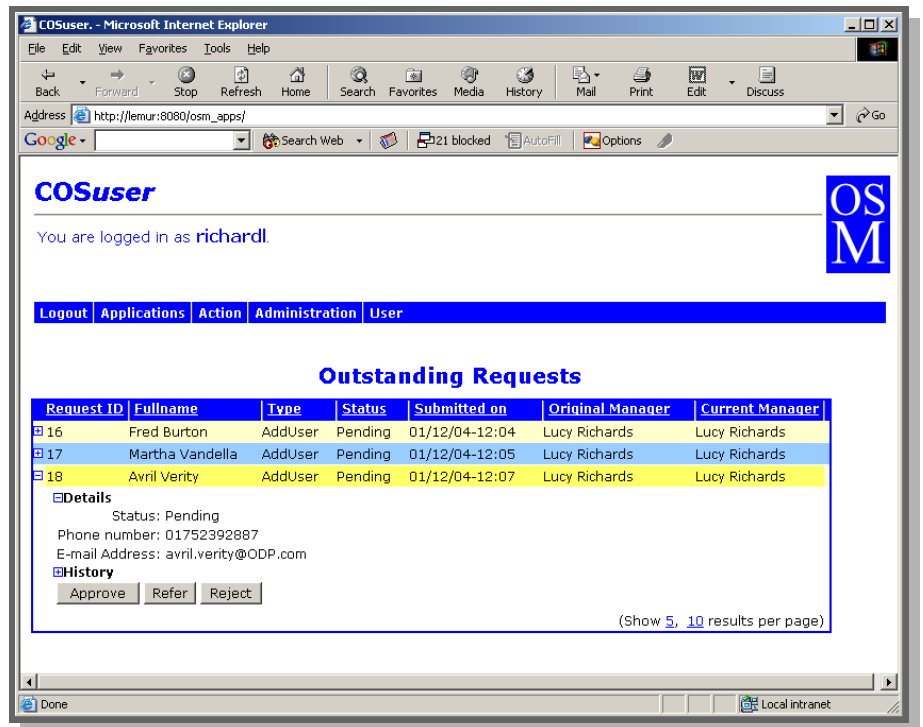


Figure 5 - Approval requests

reduced help desk costs and greater control, auditing and legislative compliance.

## Summary

The COSuser web browser based workflow module is used in a number of different ways:

- to enable end users to request new registrations or Windows shares
- to enable end users to request changes to their existing registrations
- to update their personal information
- to change their passwords
- to provide a new password when they have forgotten their old one
- to underpin an authoritative approval process before any of the above is committed to the COSuser application.

For more information please visit

[www.cosuser.com](http://www.cosuser.com)



[www.cosuser.com](http://www.cosuser.com)

[www.osmcorp.com](http://www.osmcorp.com)

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