



HADSL FirM (FirM) Features and Benefits

FirM brings many benefits to your Domino administration processes:-

Optional two stage approval on all transaction (required in many compliance environments).

Audit trail and logging (all transactions managed by FirM have a full audit trail).

Certifier security (Certifier ids and passwords are stored in encrypted vaults and day to day usage doesn't require user input of the certifier password).

Security authorisation (proxy administrators can only see and do the things their security settings allow them to).

FirM interfaces to other user management systems (SPML (Service Provisioning Markup Language), Web Service calls, csv files, Domino databases and agents).

Server load balancing (by space or user numbers).

Automatic setting of mailfile quotas.

Automatic creation of cluster replicas.

Automatic maintenance of large groups (no more broken groups or sub-groups).

Domino Directory (NAB) can be restricted to Reader access (When using FirM to manage your Domino administration only your 'super administrators' require editor access or above).

FirM can integrate with Microsoft Active Directory with bi-directional field updating and triggers (FirM can create Domino users based on AD or vice versa).

FirM can deploy and disable BlackBerry handsets without giving administrator access to BES.

Standard service requests become repeatable tasks that can be delegated to your service desk.

By linking service requests to defined, repeatable, processes FirM reduces delivery time, problem resolution time and costs. By being able to delegate tasks, in a managed, controlled environment, FirM keeps you in the driving seat while improving service delivery.

All FirM Process are fully automated and managed and secure.

The Leavers Process

Optional two stage approval (requester / authoriser)

Hide Person document (at beginning of process - with Reader fields)

Disable Domino user (add to deny access group)

Disable Active Directory user (if applicable)

Delete BlackBerry User (if applicable)

Assign a new mail file owner (mandatory or optional) for a predefined but extendable time period.

Email new mail file owner with details and link to mail file.

Archive mailfile to specific server or current

Specify archive folder

Optionally change replica ID of mailfile archive (new feature)

Defer processing for specified time period

Final deletion after additional time period

Store current group membership on "deleted" Person document (new feature)

Agent trigger to start an external process (requires agent code to be created)

Joiner Process

Full Lotus domino user creation based on user type (defined by you):

Optional two stage approval (requester / authoriser)

Unique name checking and generation (Internet address, short name, user name)

Naming convention compliance (Mc, Mac, van der, etc.)

Load balancing - where more than one server is available for that user type FirM will choose the one with least users, most disk space etc.

Cluster mailfile creation on one or more server cluster mates.

ID+Password secure storage (to ID Vault as well as FirM encrypted store) & distribution to mandatory or optional recipients.

Add the new user to specified groups.

Setting specified person document fields.

(optionally) Enable ND6 style Roaming User.

(optionally) Create Password Digest.

(optionally) Create an AD account for the user.

(optionally) Create a BlackBerry account for the user.

(optionally) Send a customised Welcome Message to the user.