ivanti

Automating Employee Onboarding and Offboarding with Asset Lifecycle Management
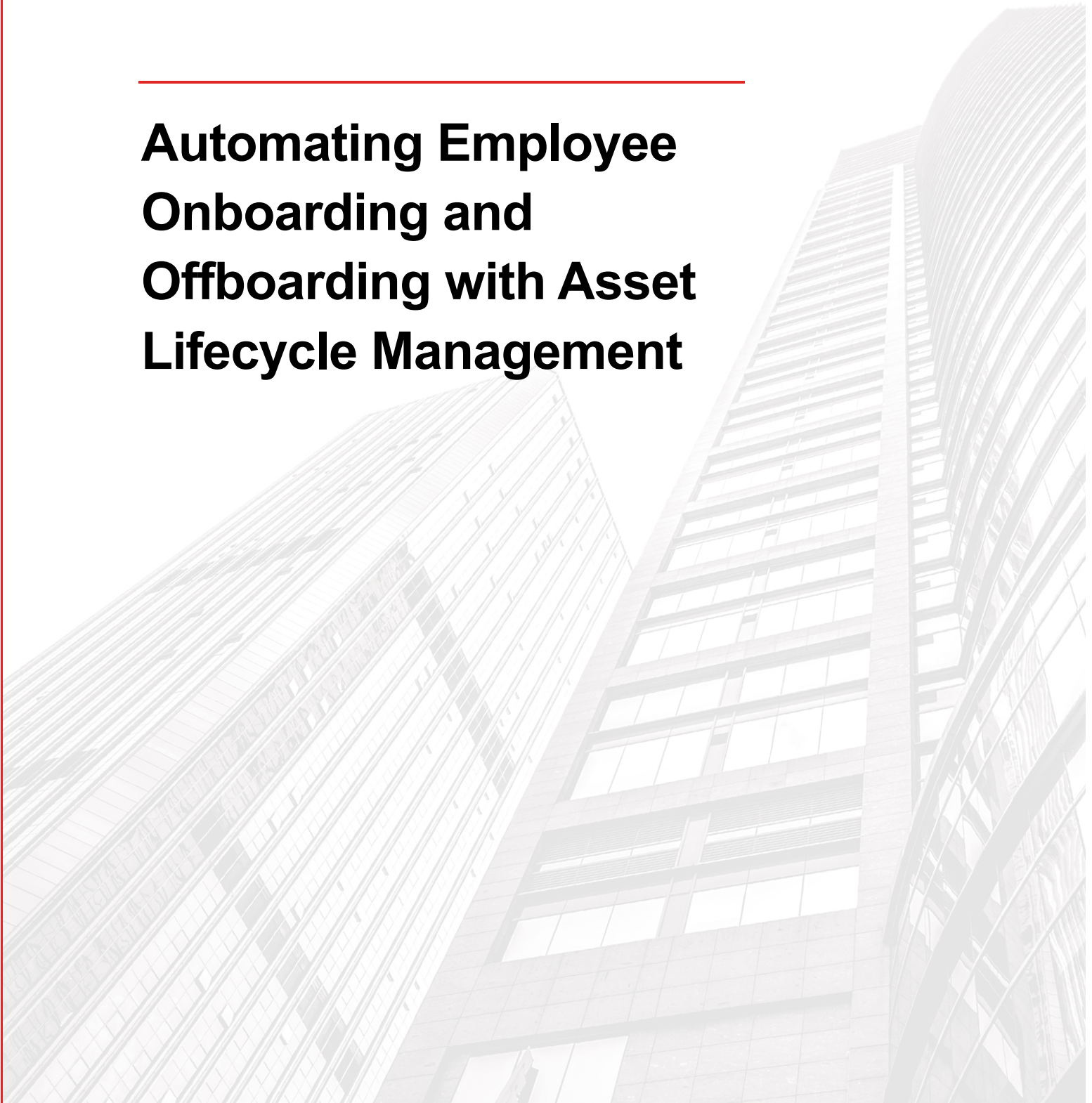
Contents

Introduction

According to the Bureau of Labor Statistics, 965,000 people in the Professional and Business Services industry left their jobs in December 2014. In an age of massive data breaches, strict compliance requirements, and constrained IT budgets, the inevitable questions come up: Have these organizations shut down their ex-employees' accounts, logins, and corporate information access? Have they reclaimed their corporate hardware and software assets?

The answers may surprise you. According to a survey of ex-employees by Osterman Research and Intermedia, an astonishing 89 percent of survey respondents retained access to at least one application from a former employer. Forty-five percent still had access to confidential data. Forty-nine percent admitted they had logged into an account after leaving the company.

The situation has become so serious that a September 23, 2014 FBI public service announcement warned of an increase in computer network exploitation and disruption by disgruntled and former employees that posed "a significant cyber threat to US businesses." It cited several FBI cyber investigations with damages ranging from $5,000 to $3 million.

89 percent of survey respondents retained access to at least one application from a former employer

How is it possible that so many organizations haven't taken sensible, straightforward precautions with exiting employees? In many cases the reason comes down to poor, inefficient employee onboarding and offboarding processes and tools. For a number of organizations, these processes and workflows are not only manual and haphazard, but dependent on a large number of disparate players who rarely interact. It's not uncommon for a new employee to go to one person to get a phone, another to get a laptop, and

another to get an email account and network access. When employees leave the organization it's often unclear who is responsible—the employee's manager or any of these other players—for reclaiming all that hardware and software. Without a single person or tool tracking assets and processes, gaps are inevitable, with resulting lost or untracked IT hardware and software assets.

Process Risks

Poor onboarding, offboarding, and asset management tools and processes are detrimental for many reasons.

Productivity

A manual, siloed employee onboarding process increases the time it takes to get new employees up, running, and productive. It can be frustrating for both new employees and their managers when laptops are not available or imaged with the applications and capabilities they need to do their jobs.

Financial

Un-reclaimed, unused laptops, smart phones, and software licenses increase IT costs unnecessarily. Aside from new employees taking assets with them, in many organizations poorly tracked assets, including their installed software, simply lie unused in drawers and closets. Even actively used hardware assets often contain software that is paid for but rarely used. These organizations end up purchasing new assets unnecessarily and often pay significant taxes on their unused assets.

Security

Poorly tracked assets and account privileges leave organizations wide open for security breaches and sensitive information theft that can damage their competitive position, reputation, and financial stability.

Compliance

Poorly tracked assets and poor asset lifecycle management can result in failed compliance audits, fines, and lawsuits. As one recent example, Adobe sued Forever 21 for pirating copies of Photoshop.

Asset Management Success

The best way to address poor asset management, onboarding, and offboarding is through process consolidation and automation.

Consolidation

Start by consolidating all the disparate processes involved in onboarding and offboarding employees to as few as possible. When a new employee starts work, a single process should provide him or her with all the assets—including hardware, software, and access to email, applications, and other accounts—required to get up and running. IT or HR should generate a single list of assets assigned based on the new employee's role in the organization.

Similarly, responsibility for fulfilling the different parts of the onboarding process should be assigned to as few individuals as possible based on role, so that the processes don't falter when a particular employee changes roles or leaves the organization. The same should be true of the offboarding process. Ideally that role should not be assigned to the employee's manager but to someone in IT or another related

department who is accountable for completing the process after an alert from the employee's manager.

Automation

All onboarding and offboarding processes should be automated as much as possible, as dissimilar manual processes and workflows often lead to errors, omissions, and intentional or unintentional process deviations.

A solid asset lifecycle management tool can help by automating process workflows that accelerate all the notifications, steps, and approvals required to complete the onboarding and offboarding processes successfully. By tracking all hardware and software assets from procurement through assignment, reassignment, and disposal, asset lifecycle tools can quickly determine asset availability and assignment to job roles and individuals. Organizations can also reclaim and reassign assets when employees change roles or leave the organization and speed up the procurement of new assets when they're not available. This ensures that assets and access neither leave the organization nor sit unused.

The same tool can terminate access to company networks, applications, data, building-access cards, and accounts to ensure no steps are overlooked. It can generate email and other alerts to appropriate IT and other players when there is any type of process failure, so issues and their inherent risks can be addressed quickly.

Ideally, any asset lifecycle management tool should generate a single comprehensive device and software list of all the user's assets, permissions, subscriptions, software licenses, and accounts that need to be recovered or terminated. When all the offboarding processes are complete, the tool should send a confirmation alert or email and update the asset management database automatically. The tool should also generate an alert when any tracked asset appears to be unassigned or missing.

In addition to user devices, the same tool should cover other IT assets like printers, and have the ability to generate asset inventory and software licensing reports for both auditing and management purposes when necessary. Many current asset lifecycle management tools can track asset warranty information and even components such as toner and batteries that need replacement on occasion.

Other useful features include the ability to discover new assets connected to the network automatically. Such ability is especially important in an age of shadow IT and BYOD, ensuring that any connected devices are tracked, secured, and managed according to organization policies and compliance requirements.

Most of these solutions build their inventory database by scanning a PC's basic input/output system (BIOS) and registries, Active Directory, Common Information Model (CIM) databases, and a number of other hardware and software data sources. To be truly useful, however, they must be able to analyze, consolidate, normalize, and present all this raw information in a form that is accurate and actionable. Much useful information can be gleaned from the customer portals of the manufacturers, vendors, integrators, resellers, and other places where they were procured. That's why a useful asset inventory tool should have the capability to link with and integrate vendor portal information.

Software licensing tracking and management are other key features of effective asset lifecycle management solutions. The best tools continually monitor actual software use across the network, identifying systems with dormant installed software whose licenses can be reassigned to users that need them. In many cases, older versions of existing software may be very practical for a number of users and can be reassigned without a new license fee. By comparing use information with actual software licensing information and compliance-stance reporting, the solution can be invaluable for software audits, upgrades, and future planning, saving thousands or in some cases even millions of dollars in unnecessary software licensing costs and compliance fines.

The Ivanti Solution

Ivanti IT Asset Management Suite, powered by Landesk, is a market-leading asset management solution that includes comprehensive asset lifecycle management, inventory, and reclamation; software license management; software compliance; and extensive analytics and reporting capabilities.

The suite includes workflows that automate the tracking, onboarding, and offboarding of all your IT hardware and software assets from procurement, to asset arrival and check-in, preparation, assignment, distribution, reclamation, reassignment, upgrade, maintenance, return, and ultimate disposal. At any point in the lifecycle management process IT can obtain instant information on all its existing assets, where they reside, how they're used, and even how they're performing.

Extensive software license monitoring and management ensure that organizations stay compliant without overspending on software, potentially saving thousands or millions of dollars in licenses and compliance fines. Ivanti continuously discovers and updates corporate assets on the network automatically.

In addition to basic asset tracking, Ivanti IT Asset Management Suite can import and track vendor contract, warranty, ownership, and accountability data from asset vendor portals and other sources, along

with recalls for batteries, toner, and other components and consumables.

Extensive data analytics and normalization ensures that all asset discovery and tracking information is relevant and actionable with little effort.

Automated Ivanti onboarding and termination workflows allow IT to accelerate the time from employee hiring to productivity and consolidate and reduce risk by ensuring the offboarding process is comprehensive and free from error. Functions include:

- Initiating the onboarding process via HR when offers are made to new hires

- Requesting employee profile information from the hiring manager

- Automating the creation of Active Directory and email accounts

- Assigning and distributing software bundles to new employees by department

- Tracking all assets and software titles deployed to new employees

- Assigning users to Active Directory groups

- Scheduling termination dates

- Providing managers and IT with comprehensive asset lists for departing employees

- Backing up email accounts to network storage for auditing purposes

- Terminating access to all critical systems immediately after employee's termination date and time

- Providing reports on terminated and successful completion of termination tasks

Asset management and employee onboarding and offboarding processes are fraught with risk, error, and overspending. Ivanti IT Asset Management Suite provides a comprehensive tool for process consolidation and automation, accelerating employee productivity and ensuring organizations don't open themselves up to security breaches, asset overspending, and compliance fines.

www.ivanti.com

1.800.982.2130

sales@ivanti.com