

## QuickStart for Active Directory Password Reset

QuickStart for Active Directory Password Reset configures the Orchestration Password Reset Application to manage both self-service password reset processes and service-desk password reset processes for resetting Active Directory passwords. In a service-desk process, users reset their passwords with the assistance of a service-desk employee, over the phone or in person. In a self-service process, users reset their password over the Internet using a browser.

QuickStart for Active Directory Password Reset includes the following:

Project Task	Description
<b>Configuration Requirements Workshop</b>	A remote, two-hour workshop to discuss and establish the customer's Active Directory password reset configuration requirements.
<b>Application Configuration</b>	Remote implementation and configuration of the Orchestration Password Reset Application based on the customer's requirements from the workshop.

### Configuration Requirements Workshop

The workshop consists of a ServiceNow consultant and the customer discussing the customer's Active Directory password reset configuration requirements. During the workshop, the parties will review a questionnaire completed by the customer in advance and is held remotely via a web conference. The workshop includes up to four (4) customer participants. Below is an outline for the workshop:

- Questionnaire review – Led by ServiceNow consultant and requires all identified customer participants
- Requirements and configuration overview – requires all identified customer participants
- Microsoft Active Directory Configuration – requires ServiceNow consultant and the customer's Active Directory administrator
- Q&A – requires all customer participants

ServiceNow recommends that the process owners for the relevant IT service management processes attend along with the customer ServiceNow administrator and Microsoft Active Directory administrator.

### Application Configuration

The QuickStart takes the customer through the configuration of the Orchestration Password Reset Application. The application configuration includes the following activities per application component:

Application Component	Description	Configuration Activity
<b>External Active Directory Credential Store</b>	A credential store is the system that houses Microsoft Active Directory user credentials.	<ul style="list-style-type: none"> <li>• Configure connection to one (1) external Active Directory Credential Store.</li> </ul>
<b>Password Reset Processes</b>	Combination of a credential store with verification methods and enrollment to define how users reset their passwords as a managed process.	<ul style="list-style-type: none"> <li>• Configure up to two (2) password reset processes in the Orchestration Password Reset Application.</li> </ul>

Application Component	Description	Configuration Activity
<b>Verification Methods</b>	Ways to verify a user's identity including security questions, SMS text to registered cell phone, and personal data verification.	<ul style="list-style-type: none"> <li>Configure up to two (2) verification methods per process.</li> </ul>
<b>Password Reset Properties</b>	The Password Reset Properties module provides access to the configurable properties for the Orchestration Password Reset Application, including variables such as CAPTCHA usage, maximum number of attempts, number of SMS codes and security question properties.	<ul style="list-style-type: none"> <li>Configure the Password Reset Properties module in Orchestration Password Reset Application.</li> </ul>
<b>Enrollment Process</b>	Registering a user to use verification methods. Includes setting up security questions, registering a cell phone for SMS text, and personal data verification.	<ul style="list-style-type: none"> <li>Configure the Enrollment Process.</li> </ul>
<b>MID Server Configuration</b>	Configuration of the ServiceNow MID Server to allow Orchestration credentials to access the customer's Active Directory server.	<ul style="list-style-type: none"> <li>MID Server configuration for Orchestration Password Reset Application.</li> </ul>
<b>SOAP Credentials</b>	ServiceNow uses the SOAP protocol to interact with remote instances of the ServiceNow instance.	<ul style="list-style-type: none"> <li>Configure SOAP credentials to manage password requests to Orchestration Password Reset Application.</li> </ul>

The QuickStart will be delivered remotely. The customer administrator will participate in the implementation activities to help facilitate knowledge transfer.

## ServiceNow Resources

ServiceNow will provide a remote resource to fill the following role during the implementation:

ServiceNow Roles	Responsibilities
<b>Technical Consultant</b>	<ul style="list-style-type: none"> <li>Direct and facilitate the workshop session; prepare and provide deliverables.</li> <li>Implement the Orchestration Password Reset Application; provide technical expertise on the application as needed.</li> </ul>

## Customer Required Resources

Customer participation during the implementation is necessary, and the stakeholders should have:

- Thorough knowledge and understanding of the customer's existing ITSM process environment
- Authority to make design decisions regarding design and functionality
- Access to the customer's Microsoft Active Directory administration

Customer will provide the following resources and make them available throughout the duration of the project (note that multiple roles may be filled by the same customer personnel).

Role	Activities
<b>Process Owners</b>	Process owner(s) for the Orchestration Password Reset Application and related stakeholders.
<b>System Administrator(s)</b>	At least 1 customer system administrator must complete ServiceNow Administrator Training (sold separately) no later than the beginning of the QuickStart implementation and be available throughout the project.
<b>Active Directory Administrator</b>	At least 1 customer Active Directory administrator will be required to create an Active Directory user role with the appropriate password change privileges.

Role	Activities
<b>Project Manager</b>	Responsible for the project and meet regularly with the ServiceNow Technical Consultant to review progress and resolve issues.

## Pre-Requisites

The QuickStart approach requires the customer's active participation and cooperation for project success. The following requirements must be met:

- Customer must have purchased Orchestration Core and Orchestration Password Reset Application
- Customer's ServiceNow instance must be on the **Dublin** release or later
- Customer will provide the required resources as detailed herein and ensure active participation of its designated personnel.
- Customer is responsible for testing prior to production deployment
- Customer shall provide the ServiceNow technical consultant a user in their ServiceNow instance with access to all required ServiceNow tables before the start of the engagement.

The following services are not included:

- Data collection from third party products
- Unit testing, performance testing, security testing, and integration testing
- Additional training not expressly stated herein

### Packaged Service Terms and Conditions

Based on the scope of services and assumptions set forth above, the services herein shall be performed on a fixed price basis plus expenses stated on the ordering document. Customer agrees to pay the total fee amount on the ordering document regardless of the total number of effort days ServiceNow takes to complete the project. ServiceNow will provide the services as described herein limited to those ordered on the ordering document: (i) if Customer is purchasing directly from ServiceNow, on the terms and conditions in the Order Form and the Master Ordering Agreement incorporated by reference herein from <http://www.servicenow.com/schedules.do>; or (ii) if Customer is purchasing from a ServiceNow authorized reseller ("Reseller"), on the terms and conditions in the use authorization as issued by ServiceNow and the Subscription Service Agreement incorporated by reference herein from <http://www.servicenow.com/schedules.do>. ALL ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, AND NOT SUBJECT TO ACCEPTANCE. ALL **SERVICES** WHEN ORDERED AND ACCEPTED BY SERVICENOW MUST BE CONSUMED WITHIN 12 MONTHS FROM THE EFFECTIVE DATE OF THE ORDERING DOCUMENT. SERVICES ARE NOT INCLUDED IN THIS OFFERING UNLESS SPECIFICALLY IDENTIFIED AS INCLUDED IN THIS DOCUMENT. ANY PURCHASED AND UNUSED SERVICES SHALL EXPIRE WITH NO FURTHER CREDIT OR REFUND AND SHALL HAVE NO VALUE THEREAFTER. Customer shall reimburse ServiceNow or Reseller for all authorized, reasonable and verifiable travel expenses incurred during the performance of the professional services, training and other services.

For scheduled service days that are canceled or rescheduled by Customer with fewer than ten (10) business days prior written notice to ServiceNow, Customer shall be charged and pay for (a) any travel expenses that cannot be canceled or refunded, and (b) the canceled/rescheduled service days if ServiceNow is not able to reassign the personnel to another project. For the purposes of this section, email to the ServiceNow personnel assigned to this project will be sufficient as written notice.