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Managing IT's most time-consuming processes

How process management can transform organizational IT

We are in a new era of IT

Today's enterprise IT leaders aren't in the server room; helping to drive digital transformation efforts. But with this more strategic and central role, IT teams have even less time for traditionally repetitive tasks like tracking down hardware, managing licenses and fulfilling endless maintenance requests.

These are the five IT processes that are costing departments the most time. Solving for these bottlenecks caused by manual and repetitive tasks is key to meeting the new expectations for your department.

IT's top time-consuming processes

Onboarding / Offboarding

Provisioning

Hardware and software requests

Notifications

Help desk

Employee onboarding/offboarding

From an IT perspective, onboarding a new employee means getting their computer set up, configuring their access permissions, plugging them into the intranet, and enabling online training. And when an employee leaves, that's more work for IT — from processing equipment returns to revoking security credentials.

Traditionally, this all means a lot of time, paperwork, and requests. But it doesn't have to be that way.

Digitize paper-based processes with responsive forms and drive seamless cross-departmental process management with dynamic routing, and task completion.
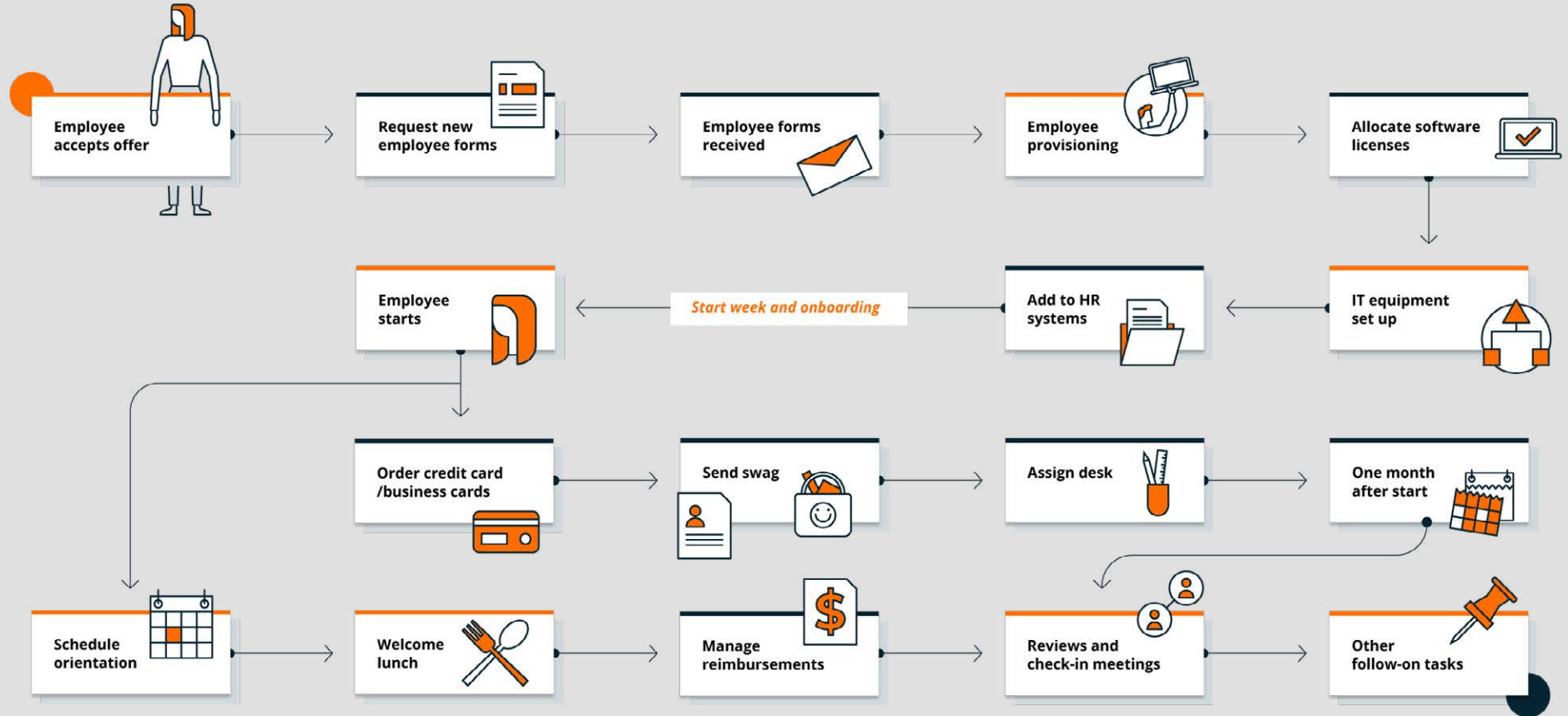
Digitize paper documents

Expedite approval processes

Track and assign onboarding tasks via a central online repository

Unify management of mailboxes, active directories, user groups and external systems

Reduce IT support tickets

Use Case: Onboarding / Offboarding

Employee accepts offer → Request new employee forms → Employee forms received → Employee provisioning → Allocate software licenses

Employee starts ← *Start week and onboarding* ← Add to HR systems ← IT equipment set up

Order credit card /business cards → Send swag → Assign desk → One month after start

Schedule orientation → Welcome lunch → Manage reimbursements → Reviews and check-in meetings → Other follow-on tasks

Provisioning

Provisioning new accounts is one of IT's most important duties. Employees can't do their jobs without phones, computers, email, and the appropriate database and application access. But this essential task is an onerous one, too.

IT pros look at provisioning as time-consuming, headache-inducing and error-prone. Not anymore.

Solution

An automated provisioning workflow that gathers critical information, routes approvals and sends notifications.

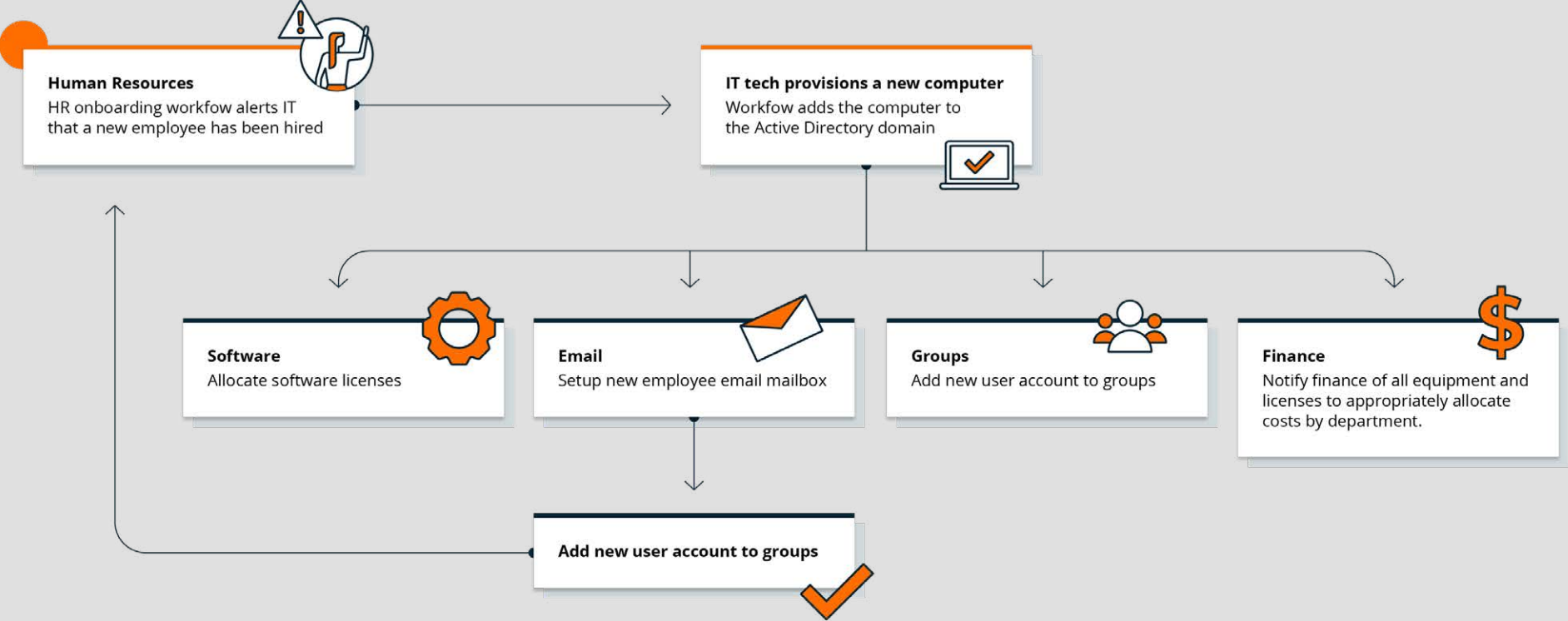**Map and manage onboarding tasks across IT, HR and Finance**

Use digital forms to automatically capture data

Manage a full audit trail of each user account

Route provisioning requests to the correct approver

Enable appropriate access for authorized users to ensure security and privacy compliance

Use Case: Provisioning

Human Resources
HR onboarding workfow alerts IT that a new employee has been hired

IT tech provisions a new computer
Workfow adds the computer to the Active Directory domain

Software
Allocate software licenses

Email
Setup new employee email mailbox

Groups
Add new user account to groups

Finance
Notify finance of all equipment and licenses to appropriately allocate costs by department.

Add new user account to groups

Hardware and software requests

Too often, enterprise software licenses get lost in the shuffle without proper allocation and tracking of license usage. The consequence is confusion and wasted cash.

Every workplace computer has installed an average of $259 worth of unused (wasted) software.*

*Source: IE.com, "The real cost of unused software."
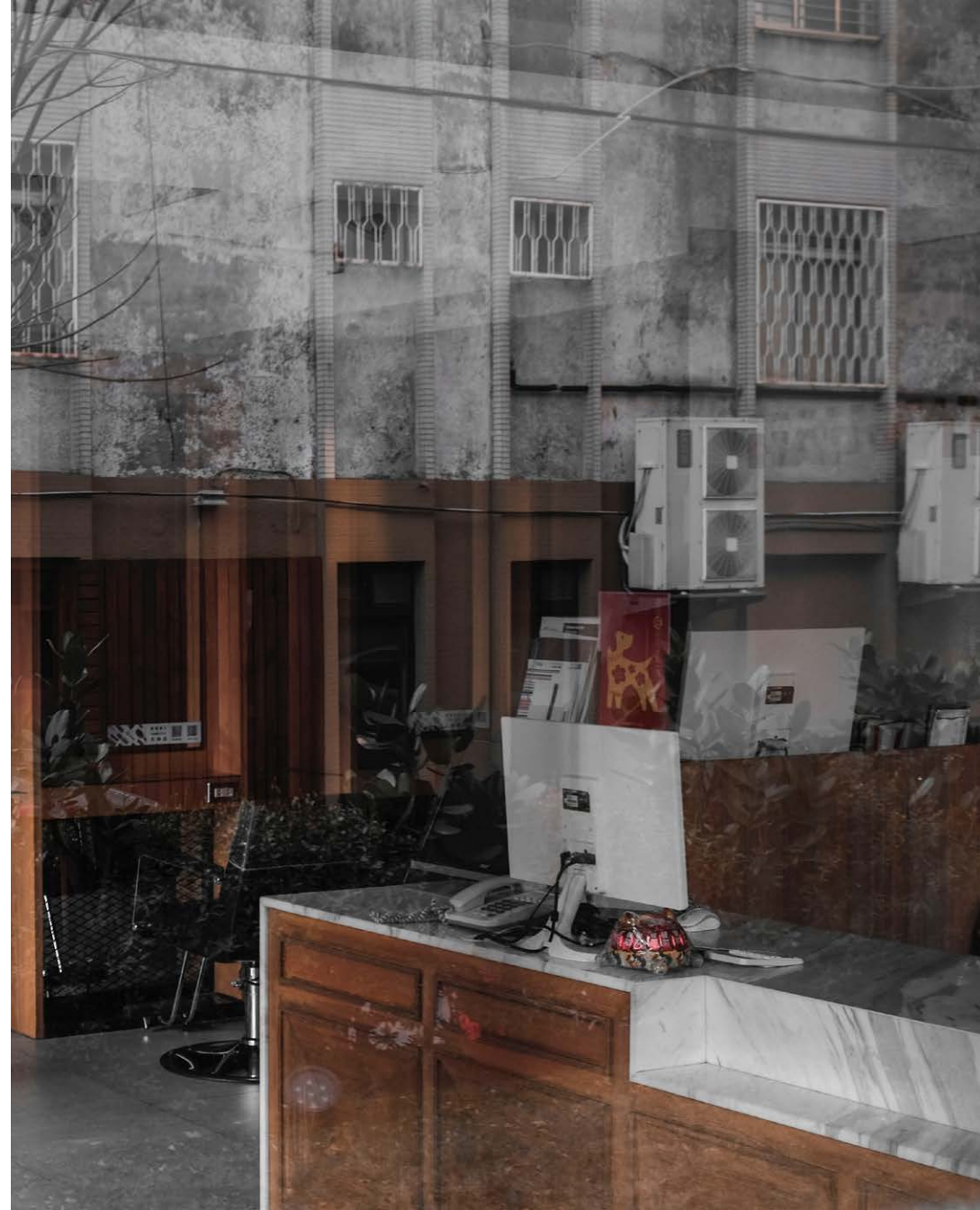
Solution

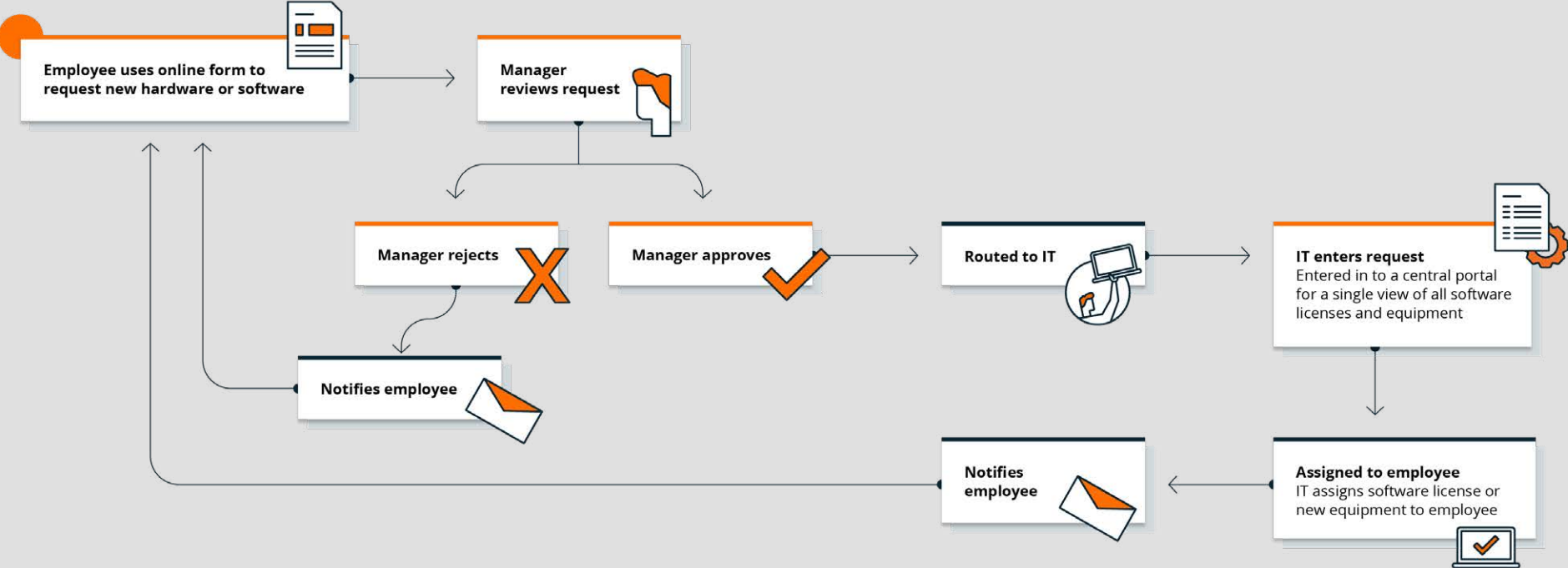# An automated workflow that fields requests, assigns user licenses, tracks usage and pushes updates.

Deploy automation to easily manage active licenses

Automatically field requests, assign user licenses, track usage and push updates

Use workflows to track usage, updates and warranty expirations

Adhere to licensing and ensure compliance

Use Case: Hardware and software requests

Employee uses online form to request new hardware or software

Manager reviews request

Manager rejects

Manager approves

Routed to IT

IT enters request
Entered in to a central portal for a single view of all software licenses and equipment

Notifies employee

Notifies employee

Assigned to employee
IT assigns software license or new equipment to employee

Message notifications

Push notifications get attention. But they don't need everyone's attention. If a server outage causes brief downtime for 10 percent of the company, why should the other 90 percent be notified about the repair process?

Only message the people you need.

Manage and automate notifications, deploying predetermined logic to request, notify and update only the most critical individuals in the process.
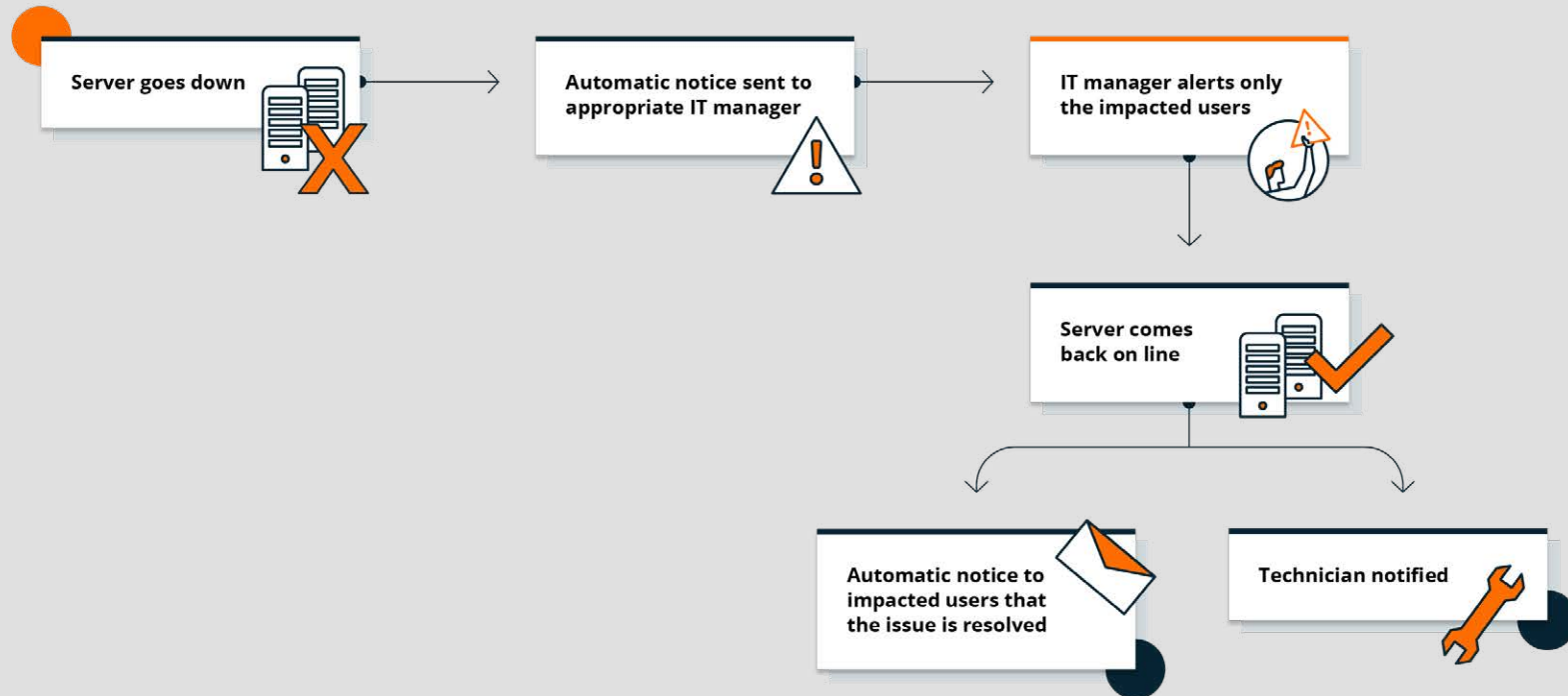
Route messages according to their relevance

Improve employee productivity and morale by eliminating unnecessary messages

Create a single portal to view and manage all pending tasks and notifications

Prevent information leaks and ensure confidential information is secure

Integrate disparate alerting and notification systems for centralized management

Use Case: Message notifications

Server goes down

Automatic notice sent to appropriate IT manager

IT manager alerts only the impacted users

Server comes back on line

Automatic notice to impacted users that the issue is resolved

Technician notified

Help desk support

Too often IT help desks are slow or disorganized compounding rather than solving employees' problems.

Responsiveness is a help desk's top priority. But manual processes are holding them back.
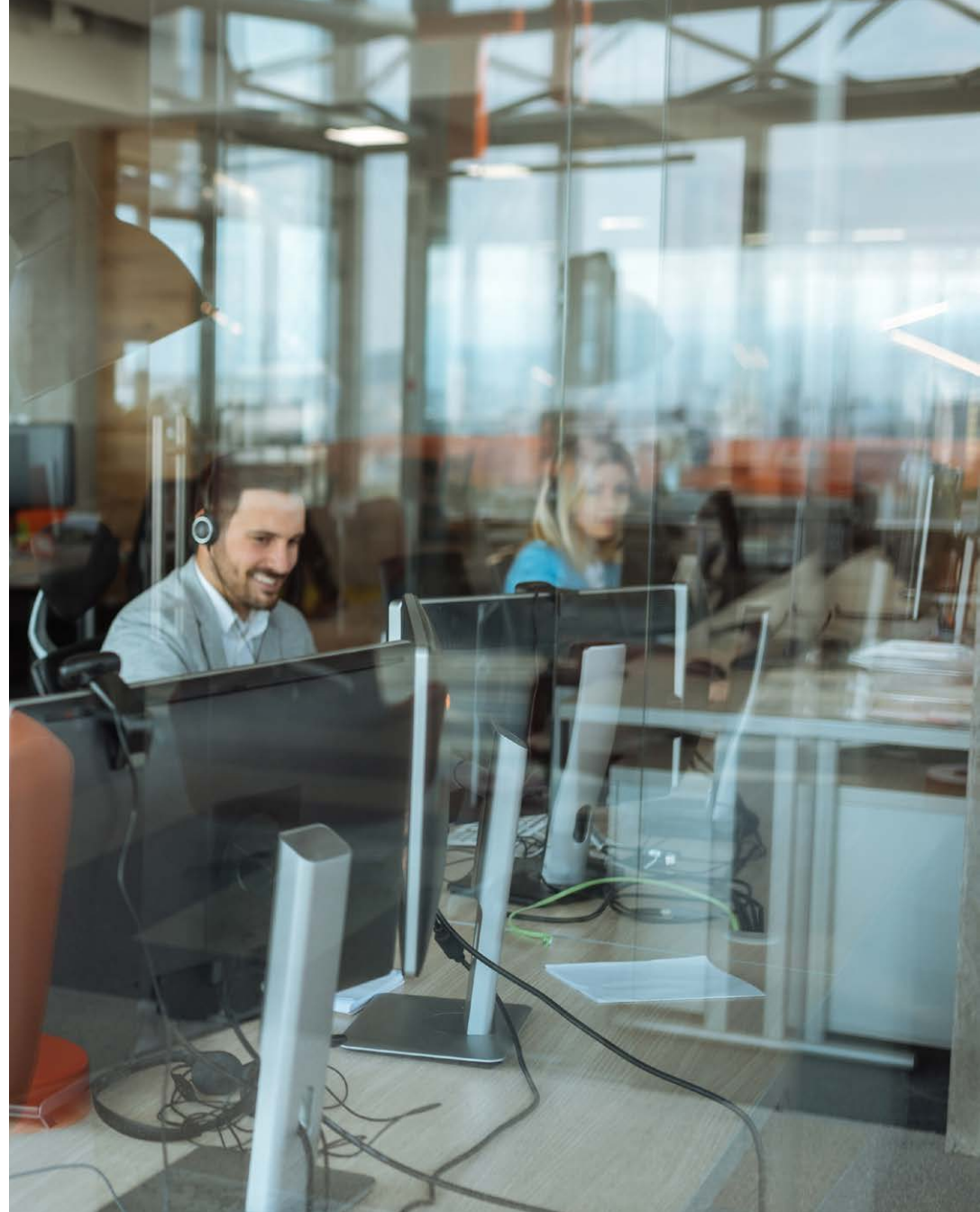
Solution

An automated workflow that captures critical information, expedites time-to-action, and manages tickets according to degree of urgency.

Capture required information and set notifications to keep requests moving
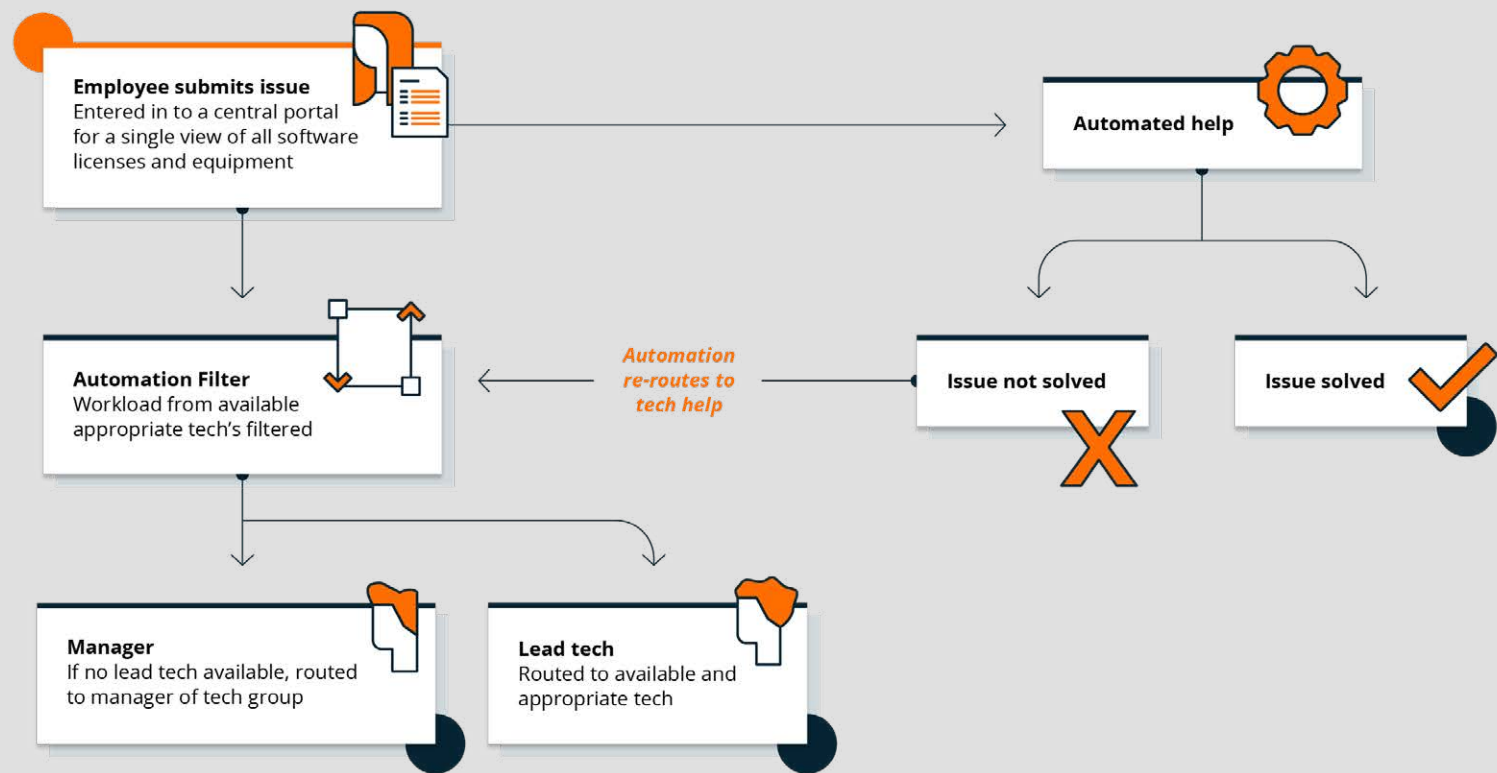
Route requests to relevant support point person

Automatically escalate overdue tickets

Integrate knowledge bases to respond faster and more accurately

Integrate with ITIL/IT service management systems to ensure IT policy compliance

Use Case: Help desk support

Employee submits issue
Entered in to a central portal for a single view of all software licenses and equipment

Automated help

Automation Filter
Workload from available appropriate tech's filtered

Automation re-routes to tech help

Issue not solved

Issue solved

Manager
If no lead tech available, routed to manager of tech group

Lead tech
Routed to available and appropriate tech

The Takeaway

For IT leaders, addressing manual, paper-based and repetitive processes with automated solutions is a critical step toward meeting the demands of stakeholders and playing a more strategic role in the organization. By partnering with process management experts, enterprises can approach automation with a transformative eye.

About Nintex

Nintex is the global standard for process management and automation. Today more than 10,000 public and private sector organizations across 90 countries turn to the Nintex Process Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating, and optimizing business processes.

Go to nintex.com to see how Nintex and its global partners are shaping the future of business.