

# Quest® ActiveRoles® Self-Service Manager

## Compliant, Efficient Management and Access Accountability through Self-Service

ActiveRoles® Self-Service Manager is an optional add-on application that complements ActiveRoles® Server.

Managing access to applications and data resources can be a time-consuming and error-prone process. Your IT administrators or help desk are often asked to grant access to sensitive data without knowing the business justification why a particular user should have it. The result may be in inappropriate authorization, access delays, or groups that are bloated, outdated, and inaccurate. This lack of accountability may cause security breaches and compliance audit failure.

ActiveRoles Self-Service Manager enables your application, data owners, or others to self-manage access to their resources and Exchange distribution lists in a secure and compliant manner. This moves the responsibility of access management and compliance from IT to the person who understands the business justifications for granting access.

Self-Service Manager empowers the end users to acquire needed access, without expensive assistance from the help desk. This saves your organization time, reduces errors, and increases productivity by directly and quickly connecting business users to the information they need.

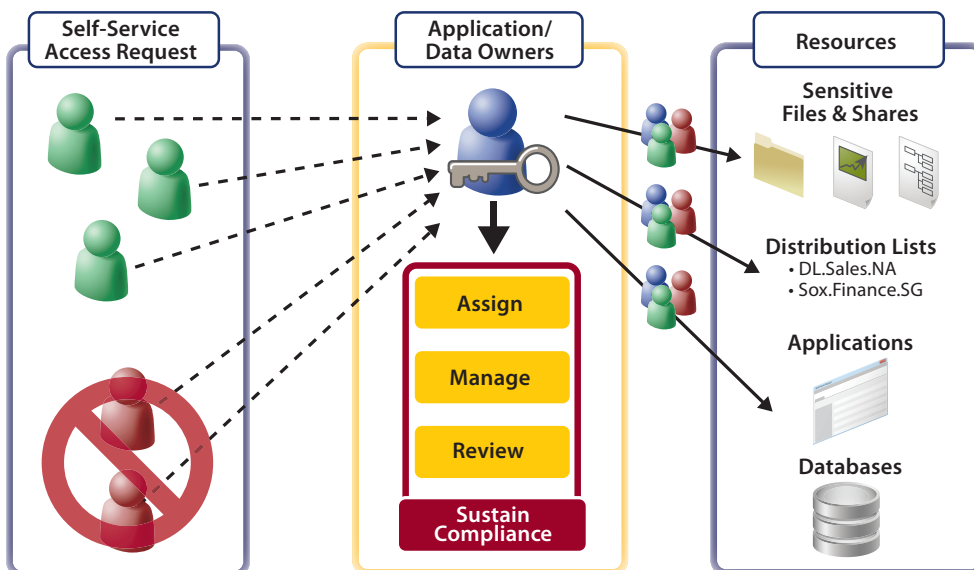
Self-Service Manager enables your users to:

- Request access to resources
- Update important account information, such as mobile phone number or emergency contact
- Check the workflow status of requests that require approval by other people

*"The ActiveRoles Self-Service portal brought relief to the overworked IT staff by decentralizing the management of the departmental folders to the individual departments. The users have the control they need and security has improved. The Self Service portal saved us three months of time and expense to manually clean up the folders' security."*

–David Johnson  
Director of IT  
Georgian College

- Assigns the responsibility of granting access to sensitive resources where it belongs – to the application or data owner
- Demonstrates segregation of duties and access controls for compliance auditors
- Requires application or data owners to periodically review group access and certify membership to ensure that membership is current and appropriate
- Publishes resource catalog
- Organizes and locates groups with a simple keyboard search
- Enables multiple people to be involved in access approval



## DATASHEET

- View, modify and certify (attestation) accuracy for assigned access
- Automated remediation to complete attestation workflow when resources fail

During an audit, organizations often have inadequate answers to auditors' questions. ActiveRoles Self-Service Manager can help you achieve and sustain compliance in three easy steps:

- **Assign** - Owners of applications, business areas or data can manage access to their resources; your IT staff no longer needs to guess who should have access.
- **Manage** - The assigned group owners can accept or deny requests for users to be added to their groups.
- **Review** - Group owners will be required to periodically review group lists to certify and attest that they are up to date and accurate.

## SYSTEM REQUIREMENTS

### Hardware

- 1 GHz or higher Intel Pentium compatible CPU (2 GHz+)
- 1 GB of RAM (2 GB )
- 100 MB or more of free hard disk space (1 GB )

### Operating Systems:

- Microsoft Windows Server 2003, with or without any Service Pack
- Microsoft Windows Server 2003 x64 Editions
- Microsoft Windows Server 2003 R2
- Microsoft Windows Server 2008, 32 or 64-bit architecture Operating Systems on Domain Controllers:

### Additional Software:

- Microsoft SQL Server 2005, any edition, with or without any Service Pack
- Microsoft SQL Server 2000 Service Pack 4 or later
- Microsoft SQL Server 2000 Desk top Engine (MSDE) Service Pack 4 or later
- Microsoft Data Access Components (MDAC) version 2.7 or later
- Microsoft .NET Framework version 3.5 or later
- Microsoft Internet Information Services (IIS) 5.0 or later (IIS 6.0 )
- Microsoft Internet Explorer version 6.0 or later (IE 7.0 or later )
- Microsoft Exchange Server 2003, with or without any Service Pack
- Microsoft Exchange Server 2007, with or without any Service Pack

= Recommended

The image shows two overlapping screenshots of the ActiveRoles Self-Service Manager web interface. The top screenshot, titled "Target Groups of Attestation Review", displays a table of groups for review. The table has columns for Group, Certified, Primary Owner (Manager), and Secondary Owners. Below the table, there is a "Members" section with a list of users and their email addresses. The bottom screenshot shows the "Self-Service Home" page, which includes a "Pending tasks" section and a list of user management options such as "My Account", "My Access", "My Approvals", "My Groups", "My Reviews", "My Passwords", and "My Reports".

Requests are presented to the group owner in a self-service web interface that lists pending change approvals and reviews for efficient and compliant self-service group management. Self-service is accessed through a Web interface and can be quickly added to Microsoft Outlook for efficient access by group owners.

## About Quest Software, Inc.

Now more than ever, organizations need to work smart and improve efficiency. Quest Software creates and supports smart systems management products—helping our customers solve everyday IT challenges faster and easier. Visit [www.quest.com](http://www.quest.com) for more information.



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DSW-ARSSelfSvcMgr-US-MJ-20091116