



**Benefits**

Logic Trends' FIM ServiceRequest (FSR) allows organizations to :

- Quickly provide a centralized web-based service request solution for requesting applications and entitlements.
- Improve cost containment controls through access service request automation.
- Address preventative IT controls through centralized access request, associated approvals and dynamic policy enforcement
- Increase business agility by reducing time-to-market for new business opportunities, and rapidly bring new applications under FIM management.

**How FSR Works:**

- 1 FSR interface is built directly into FIM Portal to provide a fully integrated , single-source for end user access and service requests. Users submit application and entitlement request (roles) via the FSR portal, and approvals are routed based on approval policy (i.e. management hierarchy).
- 2 Leveraging the native FIM architecture, FSR consumes Application and Entitlement Data into FIM from a host of data sources.
- 3 FSR can leverage the organizational hierarchy typically found in HR systems or AD and route the proper approval based upon requesting user and access requested.
- 4 In support of less intrusive "simulated provisioning" access fulfillment can occur via workflow and notification to the help desk or application custodians.
- 5 Supporting a closed-loop approach to request and fulfillment, FSR and FIM can provision the newly approved access and enable the user in near real-time.

**Challenge**

Proper access management ensures the confidentiality, integrity and availability of corporate assets. Even though ITIL v3.0 has a formal definition and process, most organizations treat access management, access request and service request processes with ad-hoc solutions that are ill-equipped for the rapidly changing IT and business landscape.

With the proliferation of applications and an ever-increasing demand by the various internal user populations, businesses need to extend applications and revenue-generating services to external communities. In addition, business users do not want to deal with the complexity and technology inherent to IT services. The result is that many IT departments have found themselves bogged down in managing costly paper- and phone-based service request systems.

In order to effectively contain costs and remain agile, IT organizations must adopt a more efficient and compliant means of managing access service requests. For companies leveraging Microsoft Forefront Identity Manager (FIM), Logic Trends has a user-friendly solution that can be deployed relatively quickly—often at a fraction of the development cost of a "homegrown" service request system.

**Solution: Logic Trends' FIM ServiceRequest**

Logic Trends' FIM ServiceRequest (FSR) is a cost-effective, efficient and secure access request solution built on the FIM framework to provide a "one-stop shop" for users and administrators alike. Because FSR is built entirely upon the FIM platform and integrates directly with FIM portal services, it can be accessed and managed directly from the business-friendly FIM interface.

FSR allows organizations to tie each service request into *any existing* integrated system based on pre-defined policies built in for User, Application, Entitlement, Group or Approval Manager. Just as importantly, FSR allows new applications and their entitlement sets to be made available for request in an accelerated timeframe. This provides a quicker return on software investments, while GRC requirements can be addressed through a streamlined set of tools.

On a more granular level, FSR also allows for FIM to be leveraged as a transaction-based system for managing Active Directory. For example, FSR allows for onboarding new employees and users via zero -day provisioning (or initiate immediate separations) without waiting for synchronization events.

**Email us at [Microsoft@logictrends.com](mailto:Microsoft@logictrends.com) to schedule a live Web demonstration of FSR.**

**How FSR Works**



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