DIGITALLY TRANSFORM AND IMPROVE THE NEW USER ACCOUNT CREATION PROCESS

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Conclusions

- Aspects of the aim & objectives met with a digitally transformed, improved, streamlined and more efficient new user process
- Process developed through the use of tools and techniques presently in operation, removing the need to purchase dedicated tools
- Improved digital new user request form
- User guide created & training provided, to share the workload
- Manual elements remain with amended PowerShell [1],[2] scripts prepared, in readiness for automating.

Methodology

- Positivism Approach: Observation, Experience & Investigations
- Quantitative & Qualitative Data Collection
- Critical review & analysis over a 3 year longitudinal time horizon

Introduction

The new user account process within Carmarthenshire County Council requires significant improvement due to a variety of issues and limitations. The task is a repetitive & high-volume process that has increased in demand significantly within the last 2 years. While the current process does have some digital elements, a significant portion of the tasks are administered manually.

Aim & Objectives

To digitally transform and improve the new user account creation process through remediation and reduction of the current issues, limitations, manual processes, and workload with the adoption of automation techniques. Improve the overall speed and efficiency of request processing. Review and amend current PowerShell scripts for automating. Develop a process that is streamlined, efficient, automated, and integrated with present systems.

Amended PowerShell Script [2]

```
New-ADUser -Name " " -sAMAccountName " " -DisplayName " " -Path
"OU=POCUsers,OU=Staff,DC=XXXXXXX,DC=CORP,DC=CARMARTHENSHIRE,DC=GOV,D
C=UK" -City " " -Office " " -employeeID " " -GivenName " " -Surname " " -Description " "-Server
"XXXXXXX.carmarthenshire.gov.uk" -OfficePhone " " -Department " " -company "POCUsers"
OtherAttributes @{'pager'=""; 'extensionAttributeX'=" "; 'extensionAttributeX'=" "
extensionAttributeX'="Request/Call Number = ";'extensionAttributeX'=" "; 'extensionAttributeX'="
"} -manager "CN= " "-UserPrincipalName " @carmarthenshire.gov.uk" -Title " " -Type User
Accountpassword (ConvertTo-SecureString "AyvcX;41008)" -AsPlainText -force) -Enabled $true
ChangepasswordAtLogon $true
```

PowerShell 'Import CSV' script [2],[3]

```
$aduser=import-csv -path "dummypocusers.csv"

$aduser
$aduser[1] (appended for each row in .csv file)
```

Successful Account Creation Image [2]

POCUsers 1 objects

Name	E-Mail Address	Description	Office	Type	Company
Archer Williams	ArchWilliams@carmarthenshire.gov.uk	Test User	Working from home	User	POCUsers

References:

[1] S. Wheeler, C. Mando, A. Buckgit, H. A. Jacobson, and S. Koon, "What is PowerShell?," What is PowerShell? - PowerShell | Microsoft Learn, Aug. 06, 2023. https://learn.microsoft.com/en-us/powershell/scripting/overview?view=powershell-7.3 (accessed Jun. 20, 2023).

[2] E. Williams, "Emma_Williams_Project," Jul. 2023.

[3] "Import-Csv (Microsoft.PowerShell.Utility) - PowerShell," Microsoft Learn, 2023. https://learn.microsoft.com/en-us/powershell/module/microsoft.powershell.utility/import-csv?view=powershell-7.3 (accessed Jul. 18, 2023).