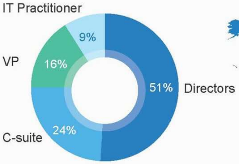
Reimagining Lifecycle Management

Onboarding processes for employees are crucial to shaping how your organization grows. The importance of who gets access to what resources within the company can represent a dangerous threat if not taken seriously.

Despite this, many organizations fail to take into account the importance of automating this process, whether it be for onboarding new employees or deprovisioning former staff members. This study covers the current landscape in automation when onboarding or off-boarding employees and how best these Lifecycles can be managed.

Breakdown on respondents

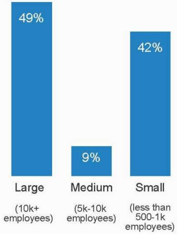
RESPONDENTS



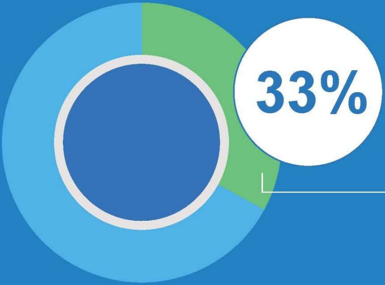
LOCATION

Primarily US

COMPANY SIZE

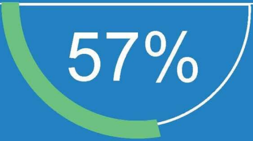


Onboarding still a manual process for many organizations

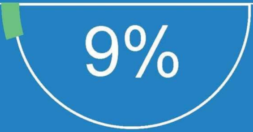


33% - A third of all respondents manually handled all onboarding flows at their organization.

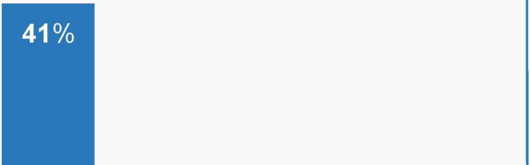
Meanwhile, 57% of respondents polled handled their onboarding flows with some automation by use of scripts or custom code.

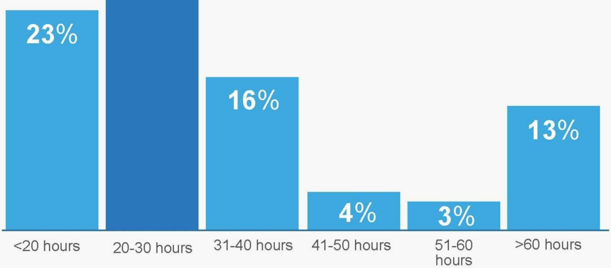


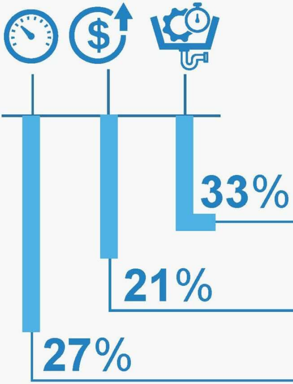
Only 9% used a third-party solution to the problem.



How much time do teams spend in managing the onboarding process?







Unsurprisingly, of the respondents that manually solve the problem of onboarding, a third (33%) said the main problem they encountered was the productivity drain it had on teams.

High costs and slow speeds to access were also cited as major pain points for manual solutions to onboarding.

On the other hand, in-house solutions and scripting to deal with onboarding can also come with its own pitfalls.

37%

37% of respondents polled said that a lack of developer resources was their main headache when employing this solution.

30%

30% also said that it led to an increase in workload for their IT department.

LINKING HR AND IT

Collaboration between HR and IT teams can be crucial in the onboarding process, a fact often overlooked by companies. Despite this, processes between the two teams are still to take the leap towards full automation.

24%

24% of respondents in this study had fully automated the link between HR and IT in the onboarding of employees.

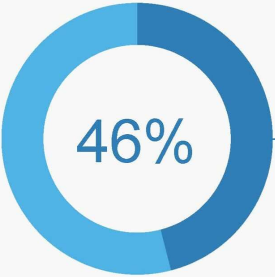
56%

6% had partially automated onboarding of employees between HR and IT.

19%

19% of organizations still had manual processes between the two teams when onboarding employees.

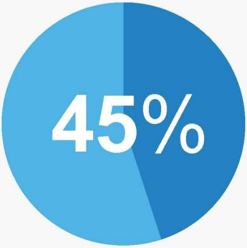
AUTOMATION IN PROVISIONING AND DEPROVISIONING

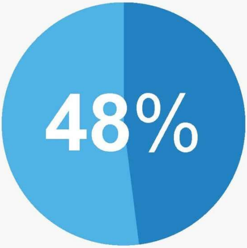


46% of respondents were unable to automate more than a quarter of their cloud applications in provisioning user accounts.

Similarly, 45% of organizations were not able to automate more than 25% of their on-prem applications when provisioning user accounts.

Even among those who were able to automate provisioning for user accounts, a sizeable number of organizations (48%) handled the rest of the process manually.





> “When an employee leaves my organization, it takes several days before they are fully off-boarded.”

32%
Strongly agree

40%
Agree

9%
Strongly disagree

19%
Disagree

CHALLENGES IN DEPROVISIONING ACCOUNTS

Deprovisioning employees can be a confusing process for some organizations, hence the need for greater automation.

43%

In this study, 43% said that their main concern was whether the processes were being followed to completion.

35%

35% of respondents polled felt that deprovisioning took too long in deactivating employee accounts.

What concerns IT leaders most with inadequate deprovisioning?

“Continued access to highly confidential/sensitive data in core software applications.”

- Director, US Healthcare Company

“We might not be removing the employee’s indirect access (e.g. shared access keys).”

- CIO, US Software Company

“Not all access is deprovisioned in a timely manner”

- VP, US Software Company

“3rd party resources not properly off boarded.”

- CIO, Healthcare and Social assistance

“Leaving dormant users with access to systems where cost and other factors are prevalent.”

Director, US Bank