Endpoint Privilege Manager

What DO Admin Rights Requests Look Like?

Based on our many customer consultations we formulated the following shortlist of 'personas' that best reflect the most common type of Admin Rights requests that IT departments in today's modern businesses need to deal with.

The task of making these personas easily identifiable was a bit tricky, until we thought to enlist our company mascot to help us out.

Do any of these personas relate to scenarios in your organisation? If so, Admin By Request has a key feature to tackle each one. You can configure Admin By Request to meet the needs of one, some, or all of these personas, and apply them to multiple different groups of users or computers, all concurrently.

Pop

Identification: Users that 'pop up' needing Admin Rights for an application. High volume, unpredictable, always urgent. 'Pops' are a huge drain of business productivity (both in the IT department and on the user side), the impact of which is typically hidden in the haze of day-to-day operations, and as such, the cost drag of 'Pop' activity on the business is very much underestimated.

Key Admin By Request Feature: Run As Admin with Approval Mode Enabled.

Robo

Identification: Typically found in industrial, scientific, and academic institutions, where there is a need for automated rights to securely elevate permissions for specific applications only, under full audit and whilst locking down all other admin access.

Key Admin By Request Feature: Per-Application Pre-Approval with no user confirmation.

Hero

Identification: Heroes working in helpdesk departments still need to comply with Local Admin rights restrictions on their own computers, but at the same time, need fully audited admin rights to fix issues on the end user systems they are responsible to support.

It's a big internal security concern if your internal helpdesk staff have global, unaudited local admin rights access on all systems from Intern to CEO.

Key Admin By Request Feature: Support Assistance Mode.

Endpoint Privilege Manager

Shado

Identification: Power to the people! Do you have technically savvy employees offering to 'help' colleagues to wriggle out of restrictions placed on them by IT to get things done?

'Shadow IT' is an increasing problem for today's IT departments, and is a scenario that we have built a special feature to combat. With Admin By Request's 'Owner Locking' feature, users are only able to perform privilege elevations on the hardware they are the assigned sole owner of.

So if you have a 'Shadow IT Che'. His revolution will start, and end… on his machine only!

Admin By Request Feature: Owner Locking (Windows and Mac).

Whiz

Identification: Dev wizards demand full admin rights to work their magic, so you need a means to provide them with higher privileges, 'Just-In-Time', fully audited, but also a capability to add in some checks and restrictions. What is key however is the need to maintain your developer's full productivity (and happiness) with their development environment. No one wants an angry wizard on their team so it's important that your Local Admin rights solution should be both powerful and highly responsive.

Admin rights should magically appear with a mere flick of a wrist. Elevato VStudio!

Key Admin By Request Feature: Time-Limited Admin Sessions with selective blocking and tamper protection.

emea-sales@adminbyrequest.com

Download the Free Plan today to get started:
www.adminbyrequest.com/freeplandownload

Learn More Here