

Automating Workflow & Software License Renewal

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Software Renewal Request

Problem

Problem: Process of accessing softwares from users

- Gather data from the departments to sign new licensing contracts with providers

Intended Impact

To improve efficiency and save cost of the original process of software renewal

Original Workflow

1) LSIT requests Dept managers fill out spreadsheet with all license requests for their Dept

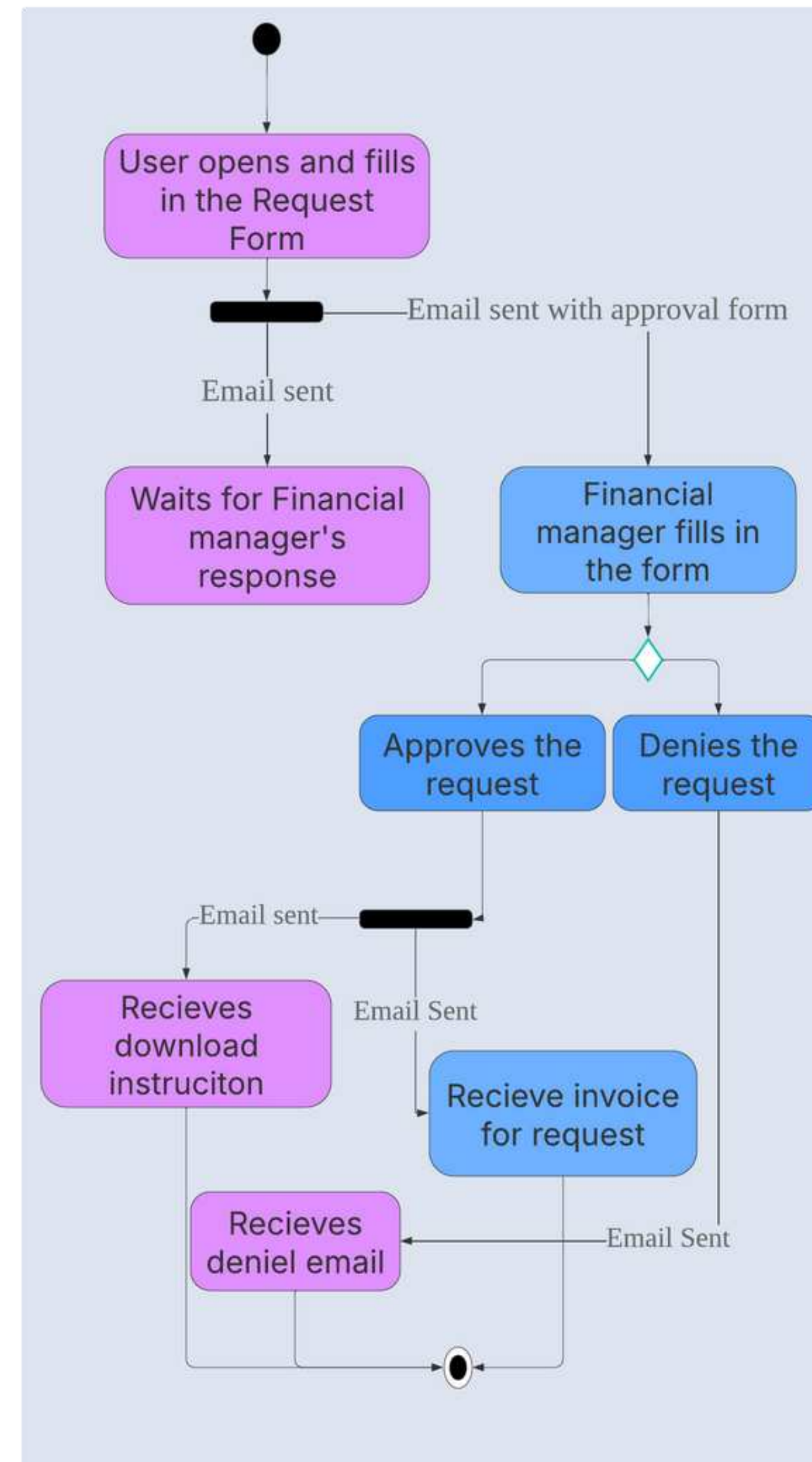
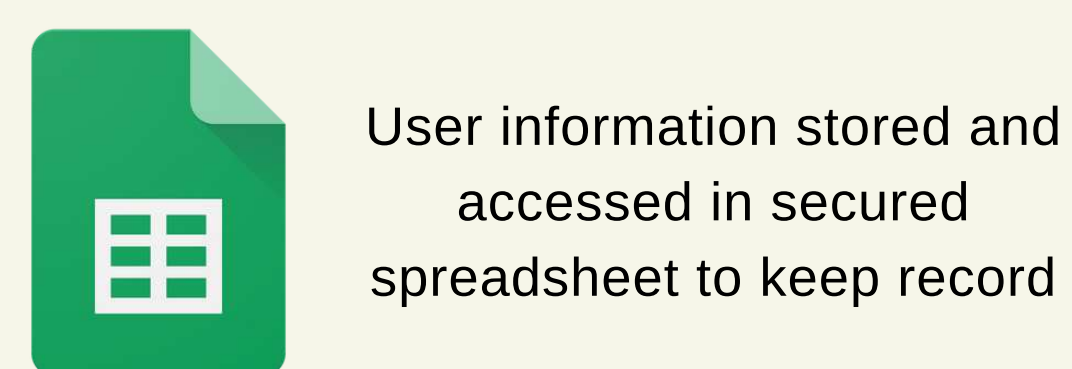
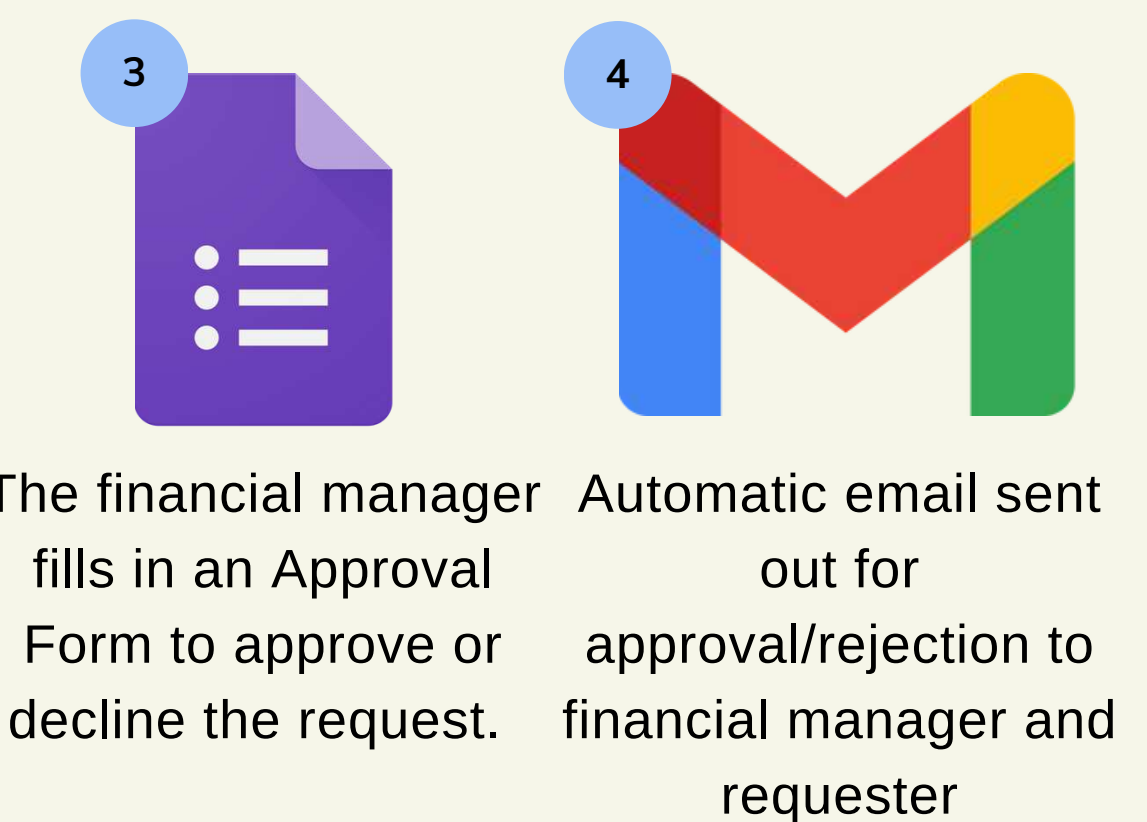
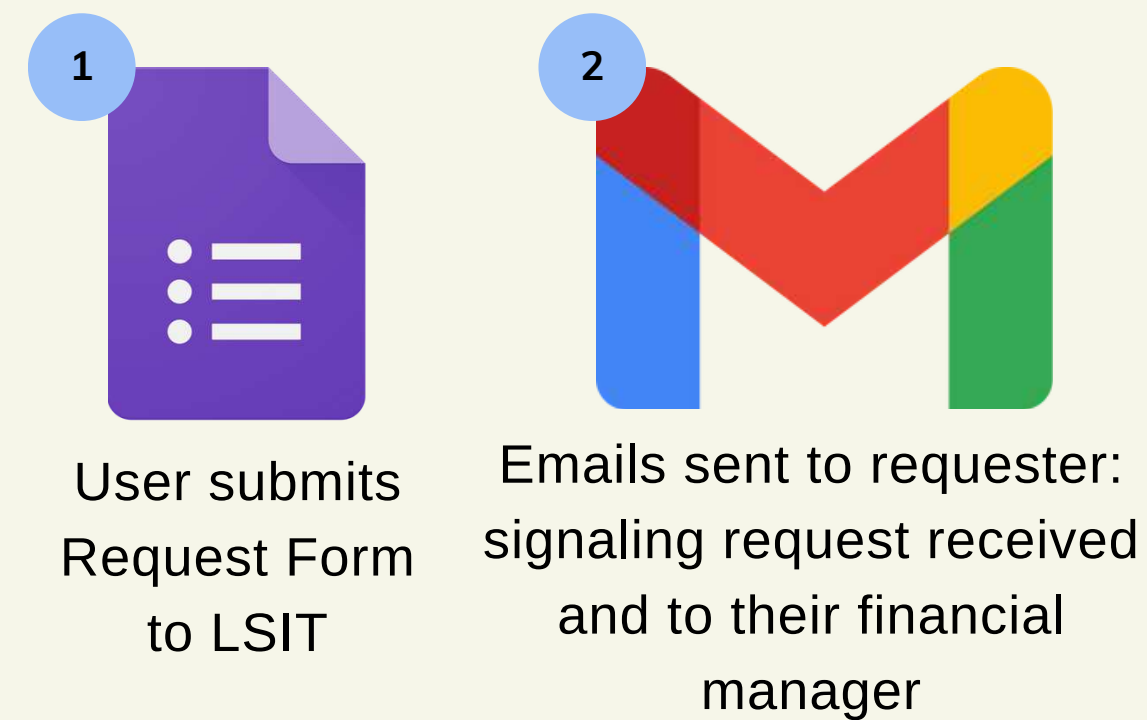
TIME: Department managers total up the requests within their Dept and updates the sheet

2) Department managers submits the sheets to LSIT.

TIME: At the end of the term, LIST combines and sums up all license count in all departments

3) LSIT use the information to sign new contract lease with software providers.

Improved Workflow



DocuSign Workflow Automation

Problem

Author Access

- Users must send ticket to request DocuSign author permissions
- Staff member needs to **manually** verify completion of trainings
- Lots of waiting time

Agreement Sending

- Users submit license requests
- Managers need to manually find and send agreements meeting requested conditions
- Back and forth process

Solution

Author Access

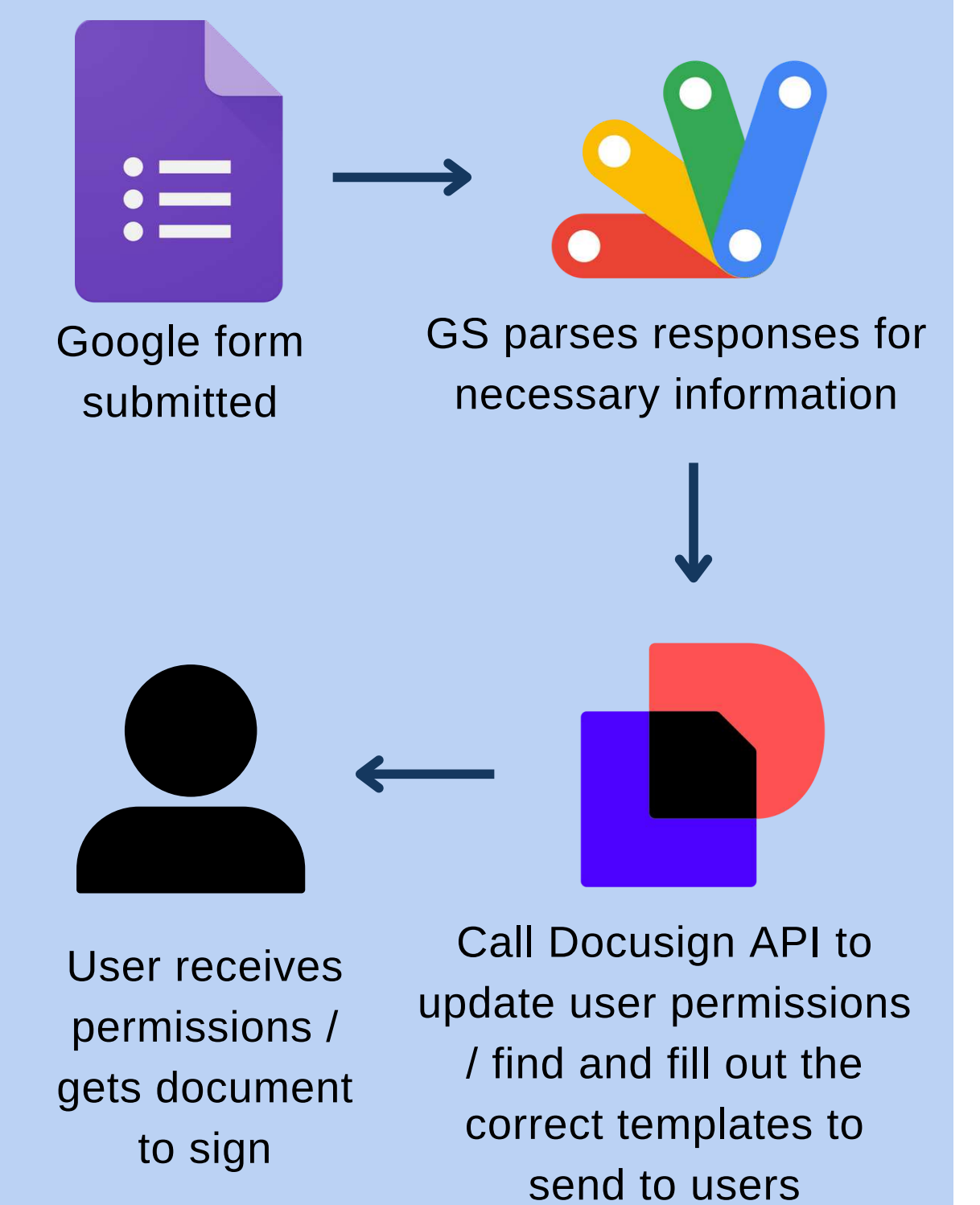
- Create an easily accessible form
- Form can be integrated with automations that check proof of completed trainings
- Will immediately update user permissions

Agreement Sending

- Integrate automations into original form that users request licenses with
- Finds corresponding templates and requests signatures without manager input

Process

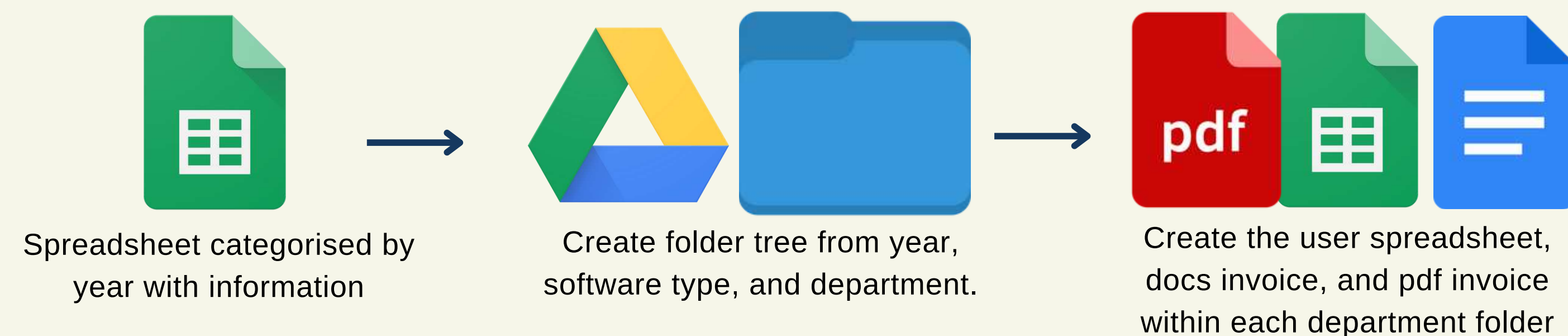
Both workflows function similarly, by integrating Google Forms with DocuSign functionality. Google Apps Script (GS) was used to connect to the DocuSign API and take the required actions



User Management

Problem: Process of organising and finalising costs for financial departments
Goal: To improve efficiency and save cost of the original process of financial distribution

Process:



Box Automation

Continuous Process Improvement

Updating previous automations

- Migration of the Box export and Box transfer codes to new API endpoints
- Box export and Box transfer are programs the previous intern, Edwin, wrote to automate the user management process for Admin.

Improving IT Security Practices

Problem: Creating a secure way to distribute software licenses to users

