100 Example Use Cases

Cimitra Decreases IT Costs And Speeds Up IT Task Processing

Cimitra allows for commands and scripts to be turned into "Apps" in a web-based control panel. These Apps can then be delegated from an IT Specialist to other IT helpers, help desk personnel and others who, with Cimitra, can safely perform real IT tasks outside of their domain of expertise without allowing them access to IT systems.

Following is a list of 100 example cases for Cimitra in which a command sequence or script can be made available with Cimitra in order for a task to be done by an IT specialist, or delegated to others so that the IT specialist can step away from routine time consuming activities that others can easily perform with Cimitra.

Active Directory User Management

1. **Resetting a user's password**
2. **Adding a user to a group**
3. **Changing a user title**
4. **Changing a user phone number**
5. **Updating a user's department**

Active Directory Computer Management

1. **Moving computers to a new OU**
2. **Adding computers**
3. **Removing computers**
4. **Assigning a computer object to a user**
5. **Updating attributes of a computer object**

Active Directory Printer Management

1. Add printer
2. Add printer driver
3. Remove print job
4. Suspend print job
5. Resume print job

Backup Systems

1. Initiate a backup
2. Catalog existing backups
3. Expire backups
4. Evaluate backup system disk space allocations
5. Determine remaining space for backups

Databases

1. Adding records
2. Removing records
3. Modifying records
4. Synchronizing database records
5. Getting a real-time count of record instances

Email System

1. Synchronize an object
2. Assign nicknames
3. Add a user to a mailing group
4. Remove a user from a mailing group
5. Reset a user's password

Firewalls

1. Address Add
2. Address Get
3. Address Copy
4. Address Remove
5. Address Set

General Server Commands

1. **List running processes**
2. **Determine the PID for a process**
3. **Allocate more resources for a process**
4. **Determine memory usage**
5. **Determine CPU usage**

IOT Type Devices

NOTE: The Cimitra Agent can be deployed to less standard devices with the Node.js version of the Cimitra Agent

1. **Change electronic signage displays**
2. **Restart Raspberry Pi devices**
3. **Control lights remotely**
4. **Control power outlets**
5. **Turn on and off sound devices**

Linux Servers

1. **Check for top processes**
2. **Check memory usage**
3. **Control Apache server**
4. **Check disk space**
5. **View the contents of a log file**

Networking

1. **Initiate a ping from a specific location**
2. **IPCONFIG/IFCONFIG**
3. **NSLOOKUP**
4. **Report network bandwidth**
5. **Free a TCP port**

Office 365

1. Initiating a synchronization process
2. Tracking the progress of a user move or rename process
3. Delete emails from a specific mailbox with a specific subject
4. Convert a regular mailbox to a resource mailbox
5. Increase or decrease a mailbox quota

Processes/Services

1. Stopping a process
2. Starting a process
3. Restarting a process
4. Confirming that a process is running
5. Spawning additional resources for a process or service

Print Servers

1. Clear a print server queue
2. Restart a print server process
3. Modify printer permissions
4. Monitor printer supplies, ink and paper
5. Modify printer settings

Software Management

1. Initiate an upgrade process
2. Audit licenses
3. Check the version number
4. Assign user access to a software solution
5. Revoke user access rights to a software solution

User Access To File Servers

1. Determine the last login time for a user
2. Reset a password
3. Assign rights to a file server
4. Revoke rights to a file server
5. Increase or decrease a user's disk space storage allocation

VMware

1. Add a device
2. Remove a device
3. Confirm the hardware clock settings
4. Start a VMWare machine
5. Restart a VMWare machine

VOIP Systems

1. Restart a VOIP phone
2. Clear a stuck call
3. Copy a voicemail policy to a new user
4. Define a new user
5. Assign a phone to a user

VPN

1. Add a VPN route
2. Add a VPN connection to the Connection Manager phone book
3. Retrieve a specified VPN connection profile's information
4. Remove a specified VPN connection profile
5. Remove a route from a VPN connection

Windows Servers

1. View disk space usage
2. Spawn a new service instance
3. Initiate backup routines
4. View log files
5. Determine which processes are loaded in memory