

IGA Capabilities for ServiceNow

Integration with ServiceNow unlocks consistent and unified experience for joint customers, while gaining complete compliance and governance features of Identity Manager.



Overview

One Identity Manager's integration with ServiceNow®, gives mutual customers identity access governance and service management solutions that ensure controls are in place to meet the ever-stringent security and compliance requirements around user access to sensitive applications.

The Identity Manager Service Catalog integration unlocks value for joint customers by providing a consistent and unified workflow experience for the end-user while gaining the complete compliance and governance features of Identity Manager. End-users can make identity-related requests through a familiar service catalog, either in Identity Manager or in ServiceNow.

The integration with ServiceNow Service Catalog enables organizations to charge forward with their digital transformation and deliver a wide range of products and services through a modern and user-friendly storefront. Users can request company resources such as applications, system roles or group membership, as well as non-IT resources such as mobile telephones or keys directly from ServiceNow. The integration also provides governance over IT requests by ensuring that clear audit trails and controls are in place to meet security and compliance requirements.

Benefits

- **Users have a “one-stop-shop”** with a consistent and unified interface to increased security and ease of management
- **ServiceNow is enhanced** with Identity Manager governance platform for compliance and security controls
- **Joint customers can leverage** ServiceNow's ability to codelessly automate workflows and approvals to enable organizations to improve the customer experience, accelerate service delivery and reduce operational costs

This allows organizations that have standardized on ServiceNow as their preferred request platform to benefit from the enhanced features offered within Identity Manager. Users can raise resource requests in ServiceNow with the fulfillment being handled by One Identity Manager. Governance is provided to the request process by providing a flexible policy-based approval process that support approval workflows and separation of duty (SoD) policy checks.

Features

Access Request

- Enables access request of Identity Manager service catalog items from within the ServiceNow user portal
- Request entitlements in ServiceNow are fulfilled by Identity Manager
- Manages automated provisioning of new accounts, updating existing accounts and disabling accounts when a person no longer needs access after leaving or changing roles within the organization

Governance for ServiceNow

- Provides separation of duty (SoD) compliance checks when items are requested
- Control and govern which catalog items should be available for IGA requests and automates account/entitlement data collection from ServiceNow into Identity Manager, providing complete views of users' access and remediates users' access, and detects and prevents policy violations

Automated Service Request Tickets

- Automates a service request ticket creation and provides a clear audit trail, security and ticket status tracking eliminating the need for manual IT ticket completion and access fulfillment

One Identity Manager Service Catalog

- A one-stop-shop to request all IT-related items in ServiceNow, allowing users to send access requests/changes
- Supports password resets and changes, as well as help desk support for accounts

The screenshot shows a web interface for creating a new access request. The breadcrumb trail is: Home > Service Catalog > One Identity Manager Add-On for ServiceNow > New Access Request (IT Shop). The form title is 'New Access Request (IT Shop)' with a subtitle 'Start a new access request and select products from different service categories'. The form contains several sections: 'Who is this request for?' with a dropdown menu showing 'Amir Chang'; 'IT Shop Service Category' with a dropdown menu showing 'Desktop applications'; 'IT Shop Service Items' with a multi-select menu showing 'Adobe Acrobat' and 'MS Office'; 'Valid From' and 'Valid Until' with date pickers; and 'Reason for this access request' with a text area containing 'Demo 2021-02-26'.

New Access Request Feature

About One Identity

One Identity delivers unified identity security solutions that help customers strengthen their overall cybersecurity posture and protect the people, applications and data essential to business.

Our Unified Identity Security Platform brings together best-in-class Identity Governance and Administration (IGA), Identity and Access Management (IAM), Privileged Access Management (PAM) and Active Directory Management and Security (ADMS) capabilities to enable organizations to shift from a fragmented to a holistic approach to identity security. One Identity is trusted and proven on a global scale - managing more than 250 million identities for more than 5,000 organizations worldwide.

For more information, visit www.oneidentity.com.