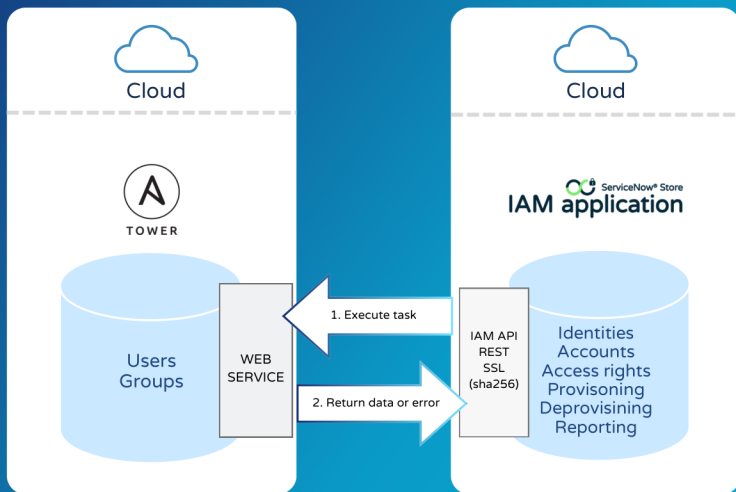




ANSIBLE & Tower API Connector

This connector manages account and group memberships via Tower API for Ansible (<https://www.ansible.com/>)



Following use cases are available out-of-the-box:

Create account: New account is created as a new hire (joiner) needs an account.

Update account: The account information is updated as the employee was promoted or changed positions within the company (mover).

Inactivate account: The account is inactivated to prevent improper access as the employee is on leave or resigned.

Add to group: The account is given access to appropriate groups based on the role as the employee is a new hire (joiner) or changed positions (mover).

Remove from group: The account's accesses to some or all groups are removed as employee changed positions (mover) or resigned (leaver).

Reconciliation of accounts and groups: Reconciliation is a process that compares two sets of records (information in Ansible and ServiceNow IAM). This is done to check that the data on accounts and group memberships is correct and in sync.

Reconciliation is particularly useful for explaining the difference between two records. This is done to make sure the employee information is as accurate as possible.



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Customer Satisfaction (CSAT) score measured by ServiceNow is 4,44 out of 5.