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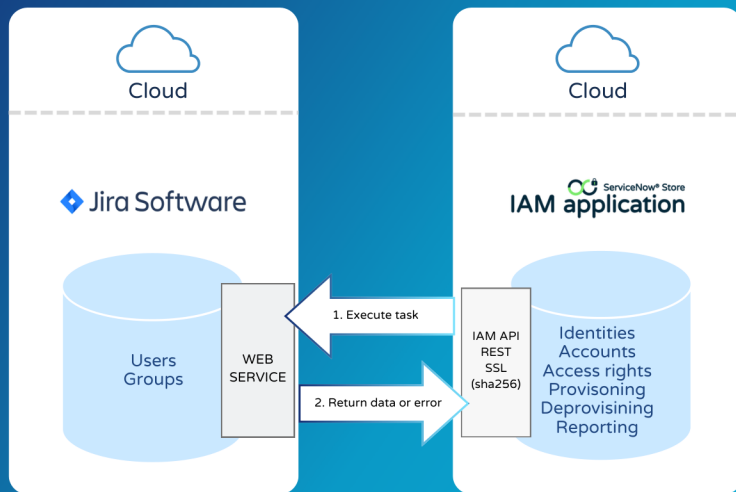
This connector manages accounts, groups and group memberships for Atlassian products such as Jira and Confluence.

Diagram:

Cloud — Jira Software — Users Groups — WEB SERVICE

1. Execute task
2. Return data or error

IAM API REST SSL (sha256)

Cloud — ServiceNow® Store — IAM application — Identities, Accounts, Access rights, Provisioning, Deprovisioning, Reporting

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

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

Activate account: 1. The account is activated on a specific date when a new hire (joiner) starts working. 2. The account is reactivated to grant access that is now needed as the employee comes back from leave or was rehired.

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

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

Remove access right/Remove from group: Some or all access rights are removed from the account as the employee changed positions (mover) or resigned (leaver).

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

Reconciliation is particularly useful for explaining the difference between two records.

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