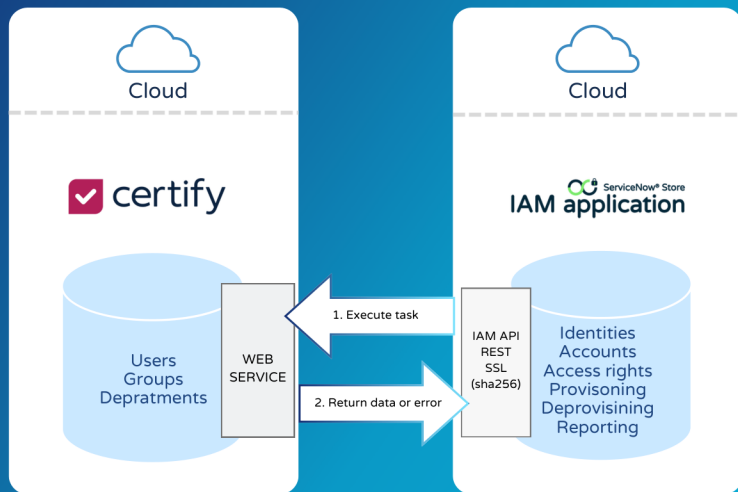




Certify Connector



This connector manages accounts and group memberships for Certify.



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

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

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

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

Activate User: The account is to be activated/reactivated on a specific date as the employee is a new hire (joiner) coming back from leave or changed departments (mover) and needs access on a specific date but not before it.

Reset password: Authorized users can reset the account password if the user has lost the password, or if the password is vulnerable.

Add user 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).

Assign license/role to user: License/Role is assigned to the account as the employee was promoted or changed positions (mover) and needs accesses for the specific role.

Reconciliation process: Reconciliation is a process that compares two sets of records (information in Azure AD and ServiceNow IAM). This is done to check that the data on accounts, group and roles is correct and in sync. Reconciliation is particularly useful for explaining the difference between two records.

Reconciliation includes the following objects: users, departments

Create department object: Department is mandatory in Certify when creating a new user account.

This integration contains separate process to maintain departments with following use cases: Create department, Update department, Inactivate department, Activate department



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