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Entra ID Connector

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This connector manages accounts, groups and roles for Entra ID.

Cloud

Microsoft
Entra ID

Users
Groups
Licenses
Roles

WEB
SERVICE

1. Execute task

2. Return data or error

Cloud

ServiceNow® Store
IAM application

IAM API
REST
SSL
(sha256)

Identities
Accounts
Access rights
Provisoning
Deprovisining
Reporting
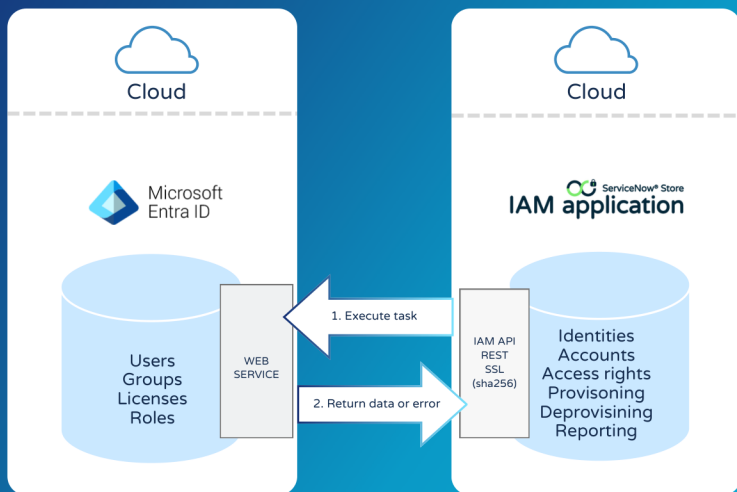
Following use cases are available out-of-the-box:

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

Invite guest user: Guest users can be given access separately rather than creating an account (external employee).

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.

Activate account: Activate existing account on employee return or when access is needed again.

Delete user: Delete user account to free up User IDs

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

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

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)..

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

Remove license from user: License was removed as the employee changed positions (mover) and doesn't need and shouldn't have access.

Add/remove internal roles: Add/remove internal roles to users
Manage Azure built-in roles for employees

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: user, groups, licenses, internal roles, and corresponding membership

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Ignite Your Workflows With The Application Platform.

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Appmore provides and manages business applications with a mission to create more value for customers. Customer Satisfaction (CSAT) score measured by ServiceNow is 4,44 out of 5.