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Epic Connector

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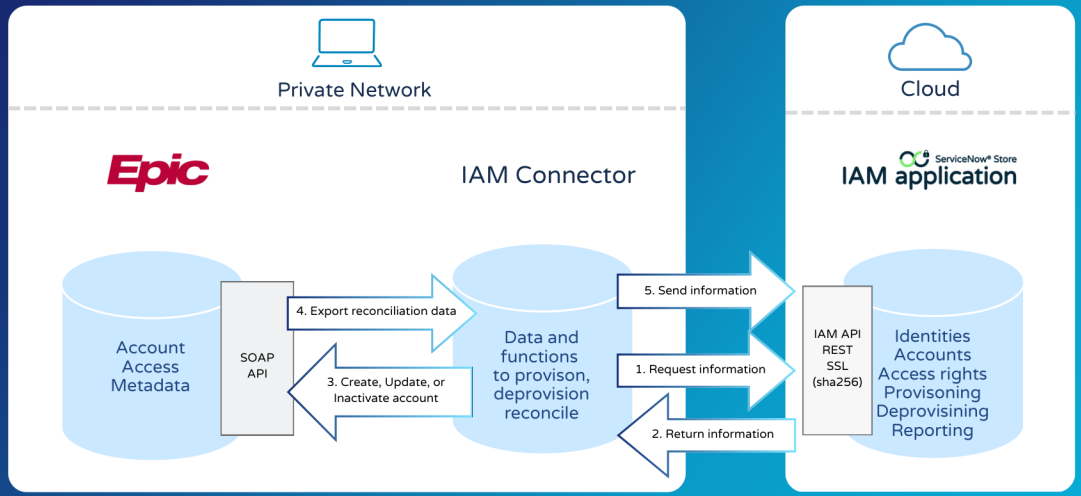

Following use cases are available:

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 (leaver)

Add or remove Job role: A role configured in ServiceNow that includes one or many access entitlements for the Epic system. Job role accesses are based on EMP and SER master files.

Reconciliation of account and access information: Reconciliation is a process that compares two sets of records (information in Epic and ServiceNow IAM). This is done to check that the data on accounts, accesses and entitlements are correct and in sync. Reconciliation is particularly useful for explaining the difference between two records.

NOTE: this connector may require an IntegrationHub license from ServiceNow.

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