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# OKTA Connector

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This connector manages accounts and group memberships for OKTA



**Cloud** — okta — 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
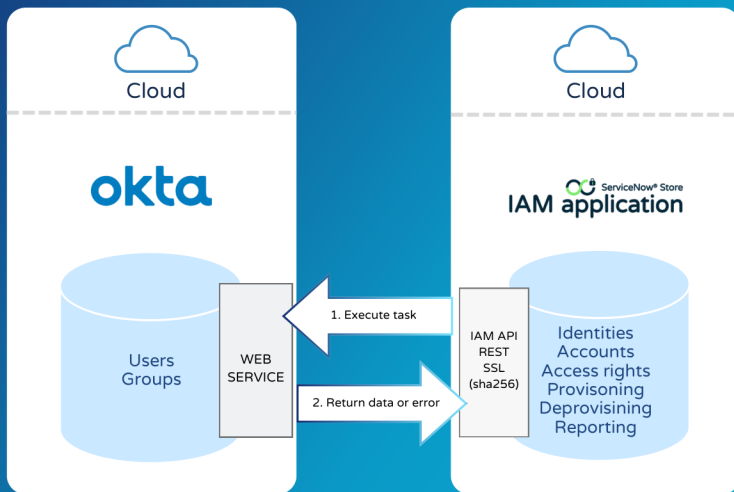
Following use cases are available out-of-the-box:

Create user: New user 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.

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

Remove user: Delete user account to free up User IDs

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).

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

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, deleted users, groups

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