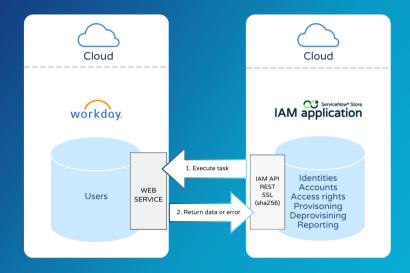


Workday Connector



This connector manages HR data from Workday to the IAM application.



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

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

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



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