



One Identity Manager 7.1.4

# Administration Guide for Connecting to Cloud HR Systems

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### Legend

-  **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.
-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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# Managing Cloud HR Systems

The Cloud HR Systems (CHS) module is used to collect all synchronization templates for the System for Cross-domain Identity Management (SCIM) connector to connect to available cloud HR systems such as SuccessFactors, Workday, and so on.

SCIM templates are used to get the account information linked to the identities in One Identity Manager. The Cloud HR Systems module template enables you to:

- Fetch the HR data from various cloud systems and create corresponding identities in One Identity Manager.
- Update the basic employee information to the cloud systems.

This integration works inline with the One Identity Starling Connect platform. This platform provides connectors to third-party cloud systems such as SAP SuccessFactors. For more information on Starling Connect, see the [Starling Connect administration guide](#).

## Technical overview

This section provides an overview of the technical aspects of the Cloud HR Systems module.

- Cloud HR Systems module provides a SCIM template to synchronize data from a cloud HR provider.
- The module works in conjunction with One Identity Starling Connect. Starling Connect provides connectors to HR systems such as SAP SuccessFactors. A SCIM endpoint must be configured for the SuccessFactorsHR Starling connector.
- The module processes the non-standard SCIM object types such as Employees, Departments, Cost Centers, and so on.
  - ① **NOTE:** The existing CSM or UCI modules can process only the standard SCIM object types such as Users, Groups, or Roles.
- The module provides the templates required for configuring the One Identity Manager synchronization with all the mapping rules.
- The HR data gets synchronized directly to the core One Identity Manager objects such

as Person, Departments, Locations, and ProfitCenters.

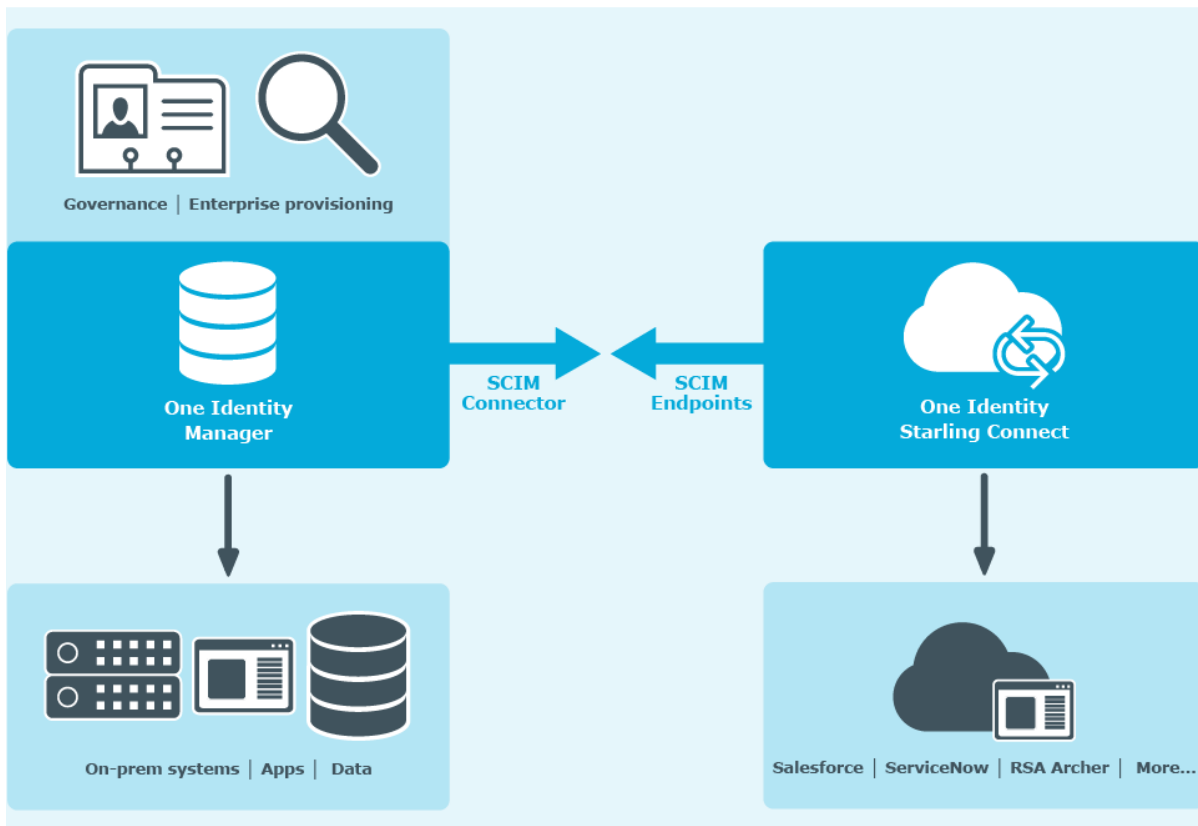
- The Update operation of basic Employee attributes such as Phone, PhoneMobile, and DefaultEmailAddress is allowed.

**NOTE:** The template bundled with the module has been tested against the One Identity Starling Connect SuccessFactorsHR connector.

The Cloud HR Systems module is used for synchronization of HR system data with One Identity Manager, using the existing One Identity Manager SCIM connector.

The diagram here explains the working of One Identity Manager with various connectors.

**Figure 1: Architecture of One Identity Manager and the connectors configuration**



The Starling Connect platform enables you to create connectors to the available cloud systems. A SCIM endpoint is created that can be used by One Identity Manager through the corresponding connector.

The Identity Manager SCIM connector connects to the endpoint created on Starling Connect. An interface is provided to create a channel for data synchronization and to provision updates back to the cloud systems.

After establishing the connection, you can choose a template based on the data that needs to be synchronized. Along with the Cloud HR Systems module, a new template is provided, to create identities directly on One Identity Manager.

Cloud HR Systems module currently supports synchronization of SAP SuccessFactors HR objects. The new template synchronizes object entity types such as Employees, Cost Centers, Departments, and Location.

The template that is provided as part of the Cloud HR Systems module consists of the mapping sets listed in the following table.

**Table 1: Mapping sets**

<b>Starling SuccessFactors HR endpoint</b>	<b>One Identity Manager table</b>
Employees	Person
CostCenters	ProfitCenter
Departments	Department
Locations	Locality

For more information on configuration and mapping rules, see the [Starling Connect administration guide](#).

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## Installing Cloud HR Systems module

The Cloud HR Systems module installation procedure is similar to installation procedures of other One Identity Manager modules. To install the Cloud HR Systems module, 7.1.3 or a later version of One Identity Manager is required.

- ① **NOTE:** The Cloud HR Systems module does not support Oracle database.
- ① **NOTE:** Before updating the default mapping sets, it is recommended to take a backup of the One Identity Manager database.

For information on installing Cloud HR systems module, refer to the *Installing One Identity Manager Components* section of the *One Identity Manager Installation Guide*.

## Use case scenarios

This section provides details on the two use cases related to the Cloud HR Systems module. The use cases that are detailed below can be tested on the installation of the Cloud HR Systems module.

### Creating a synchronization project and running the initial synchronization

This use case scenario creates the SCIM connector using the synchronization editor and runs the **Initial Synchronization** workflow.

#### ***To create a synchronization project and run the initial synchronization***

1. Open the **Synchronization Editor**. On the **Start** page, select **Start a new Synchronization Project**.
2. On the **Choose target system** page, select the SCIM connector as the target system.
3. If you want to use the remote connection server, on the **System access** page, select **Remote Connection Server** and click **Next**.
4. Select **Create a new system connection**.
5. In the **Create a new connection** wizard, add the connection data to the SuccessFactorsHR Starling connector.
6. In the displayed fields, enter the server parameters, authentication type, and the credentials for accessing the SuccessFactorsHR Starling connector.
7. After testing the connection and the endpoint configuration, if required, configure the schema extensions on the **Schema Extensions** page.
8. On the **Target product** selection page, select the appropriate target product.
9. On the **Display Title** page, enter an appropriate title and select the **Save the connection locally** check box.
10. After the schema is loaded, select the **One Identity Connect for Cloud HR**



template, change the filters over the mappings if required, and enter a display name and description.

11. On the **Quit the project wizard** page, click **Finish**.
12. After the completion of the configuration, in the bottom left corner of the page, click **Configuration**.
13. On the **Navigation** menu, select **Start up configurations**.
14. Click **Execute** to run the initial synchronization workflow.

## Updating attributes for employees

The template enables you to update the following attributes:

- Phone
- PhoneMobile
- DefaultEmailAddress

### ***To update attributes for an employee***

1. Open the Manager.
2. Navigate to the **Employees** section and select the employee.
3. In the task view, select **Change master data**.
4. Initiate and complete the necessary changes on the supported attributes.
5. Click **Save** to save the changes.

**NOTE:** A process is introduced to handle the update scenario. This process is triggered when an update operation is performed on the Person table.

**NOTE:** It is recommended to not have additional bidirectional mapping sets for unsupported attributes. If updates to other attributes are required, contact the One Identity support for a new enhancement request.

## Troubleshooting

Troubleshooting issues related to Cloud HR Systems module include checking synchronization logs for inconsistencies after the synchronization is complete. For more details about the log, you can view the jobs server logs, which is assigned to handle Cloud HR System module synchronizations.

One Identity solutions eliminate the complexities and time-consuming processes often required to govern identities, manage privileged accounts and control access. Our solutions enhance business agility while addressing your IAM challenges with on-premises, cloud and hybrid environments.

## Contacting us

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## Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
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- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product