One Identity Manager 8.1.1

Administration Guide for Connecting to Cloud HR Systems
Copyright 2019 One Identity LLC.
ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of One Identity LLC.

The information in this document is provided in connection with One Identity products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of One Identity LLC products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, ONE IDENTITY ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL ONE IDENTITY BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF ONE IDENTITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. One Identity makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. One Identity does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

One Identity LLC.
Attn: LEGAL Dept
4 Polaris Way
Aliso Viejo, CA 92656

Refer to our Web site (http://www.OneIdentity.com) for regional and international office information.

Patents
One Identity is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at http://www.OneIdentity.com/legal/patents.aspx.

Trademarks
One Identity and the One Identity logo are trademarks and registered trademarks of One Identity LLC in the U.S.A. and other countries. For a complete list of One Identity trademarks, please visit our website at www.OneIdentity.com/legal. All other trademarks are the property of their respective owners.

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.

One Identity Manager Administration Guide for Connecting to Cloud HR Systems
Updated - November 2019
Version - 8.1.1
# Contents

**Managing Cloud HR Systems** .......................................................................................................................... 4
Technical overview ..................................................................................................................................................... 4

**Installing Cloud HR Systems module** ............................................................................................................ 7

**Use case scenarios** .................................................................................................................................................. 8
Creating a synchronization project and running the initial synchronization .................................................. 8
Updating attributes for employees .......................................................................................................................... 9

**Troubleshooting** .................................................................................................................................................... 10

**About us** ............................................................................................................................................................. 11
Contacting us .......................................................................................................................................................... 11
Technical support resources .................................................................................................................................... 11
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.

**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**

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**

<table>
<thead>
<tr>
<th>Starling SuccessFactors HR endpoint</th>
<th>One Identity Manager table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees</td>
<td>Person</td>
</tr>
<tr>
<td>CostCenters</td>
<td>ProfitCenter</td>
</tr>
<tr>
<td>Departments</td>
<td>Department</td>
</tr>
<tr>
<td>Locations</td>
<td>Locality</td>
</tr>
</tbody>
</table>

For more information on configuration and mapping rules, see the Starling Connect administration guide.
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, 8.1 or a later version of One Identity Manager is required.

- **NOTE:** The Cloud HR Systems module does not support Oracle database.
- **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.
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

For sales or other inquiries, visit https://www.oneidentity.com/company/contact-us.aspx or call +1-800-306-9329.

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
- View how-to-videos at www.YouTube.com/OneIdentity
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product