



One Identity Manager and ServiceNow Integration 9.1.1

Administration Guide for Connecting to ServiceNow

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Legend

-  **WARNING:** A WARNING icon highlights a potential risk of bodily injury or property damage, for which industry-standard safety precautions are advised. This icon is often associated with electrical hazards related to hardware.
-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

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ServiceNow Module Overview

The One Identity Manager IT Shop allows users to request company resources such as applications, system roles, or group membership as well as non-IT resources such as mobile telephones or keys. The integration of the IT Shop in ServiceNow enables employees to request products directly from ServiceNow. This Integration also provides governance over IT request, by ensuring that clear audit trails and controls are in place to meet security and compliance requirements.

Using the One Identity Manager for Service Catalog App users can raise IT Shop requests with the fulfillment being handled by One Identity Manager. Having passed through an approval workflow in ServiceNow, requests then proceed to One Identity Manager. Requests are automatically created in One Identity Manager and the defined workflow starts. This provides the ability to leverage both workflow engines but also allows for self-service. ServiceNow users need an employee record in One Identity Manager to submit requests. Employees are synchronized into a ServiceNow application table using the One Identity Manager Application Server and are matched to ServiceNow Users (sysuser) using the central account (optionally a configurable property) and the UserID of the ServiceNow User.

An application-specific approval workflow, containing application-specific steps, is provided for ServiceNow and can be modified to meet your requirements. In One Identity Manager, the requests are processed by a flexible policy-based approval process. The request history makes it possible to follow who requested which company resource or hierarchical role and when it was requested, renewed, or canceled. By default, a product request by a user will require approval by the user's manager. If the user has a manager, the approval goes to the manager and would be directed to a configurable group of fallback approvers if the user does not have a manager configured.

ServiceNow One Identity Manager App user can raise an IT request and the fulfillment of the request is handled by the approval workflow in ServiceNow. Based on the request approval outcome in ServiceNow, the request then proceeds to One Identity Manager by automation of request creation and proceeded by the kind of workflow attached to the service item. One Identity Manager data is read and updated by the integration using One Identity Manager Application Server. One Identity Manager Employees are synced into the ServiceNow custom users table based on the match between the central account (and optionally configured custom property) and the UserID of the ServiceNow User (sysusers), post which the ITShop request can be raised in ServiceNow.

The requests are processed by a flexible policy-based approval process. Introducing IT Shop avoids time-consuming demands within the company and reduces the administration

effort. Requests follow a defined approval process which decides whether a product may be assigned or not. For Example, a product requested by the user goes for an approval workflow, if the user has a manager the approval goes to the manager and if the user doesn't have any manager then it goes to fallback approver.

Installation

The following sections described the installation of ServiceNow module and One Identity Manager for service catalog as required.

Installation of ServiceNow Module

ServiceNow module is similar to other One Identity Manager modules and follows the same installation model. For information on the installation of ServiceNow module, refer the **Installing One Identity Manager Components** section of the *One Identity Manager Installation Guide*.

Installation of One Identity Manager for Service Catalog

Steps to install One Identity Manager for Service Catalog:

1. Install the One Identity Manager Service Catalog App and make it available on your instance
2. Navigate to **System Applications | All Available Applications | All**.
3. Find the application using the search bar
4. Click Install.
5. In the Application installation dialog box, review the application dependencies.
Dependent plugins and applications are listed if they will be installed, are currently installed, or need to be installed. If there are any plugins or applications that need to be installed, you must install them before you can install the ServiceNow Store application.
6. Click Install.

NOTE: This is an optional step and is only required if One Identity Manager for Service Catalog is required

One Identity Manager for Service Catalog

This section provides details of integration of One Identity Manager with Service catalog in ServiceNow.

Configuring ServiceNow's One Identity Manager Catalog Application

This section elaborates configuration of One Identity Manager service catalog app for integration with One Identity Manager.

Adding Catalog Item to the Catalog Page

After the installation of One Identity Manager ServiceNow App, it needs to be added to the service catalog page.

Steps to add One Identity Manager ServiceNow App to catalog page:

1. Navigate to the **Self-Service | Service Catalog** in your instance.
2. **Add content** | Search for **One Identity Manager for Service Catalog** from the categories
3. Click **Add** here.
4. The Catalog Item will then be available in the Catalog Page to place IT Shop requests from ServiceNow.

Configuration Parameters

The details related to configuration parameters in the One Identity Manager ServiceNow App are listed below. Configuration parameters can be found under One Identity Manager ServiceNow App in the Application navigator. Sysadmin/Appadmin would be able to configure these parameters. Initially when the One Identity Manager Service App is configured for the first time the scheduled job must be executed manually once for the configuration parameters to be available for the user to edit.

To execute the Scheduled job follow the below steps:

1. Open the ServiceNow instance.
2. Navigate to **System Definition | Scheduled jobs**.
3. Search for **InitializeConfigurationParametersAndLoadData** and select it.
4. Click on **Execute** button to execute the background job and initialize the configuration parameters

Table 1: Configuration Parameters

| Config Parameter Name | Config Parameter Description |
|---|---|
| add_OneIM_managers_to_approver_role | Add OneIM Managers to ServiceNow's approver_user role so that they would be able to approve the ServiceNow request assigned to them? (true false) |
| compliance_officer | The group of the compliance officers which will approve, if a request would lead to a SoD conflict. |
| delta_load_data_from_oneim_server_persons | If true, loads employee data from One Identity Manager to ServiceNow during a delta sync . |
| delta_xdateupdated_accproduct | Highest XDateUpdated for Service Item entities, to be used for the next delta run. This value is automatically calculated and set after Full / Delta sync. |
| delta_xdateupdated_accproductgroup | Highest XDateUpdated for Service Categories entities, to be used for the next delta run. This value is automatically calculated and set after each Full / Delta synchronization. |
| delta_xdateupdated_person | Highest XDateUpdated date for Person entities from the last synchronization. To be used for the next delta run. This value is automatically calculated and set after each Full / Delta synchronization. |
| fallback_approver | The approval is sent to the fallback approver group if no manager is available . |
| job_execution_ | Background Job execution status (Ready/Running). Ready |

| Config Parameter Name | Config Parameter Description |
|---|--|
| status | implies the job is not executing and Running implies job is executing. |
| job_load_data_from_oneim_server_delta_load | Scheduled Job: Perform delta load from One Identity Manager during scheduled run? (true false) |
| job_load_data_from_oneim_server_full_load | Scheduled Job: Perform full load from One Identity Manager? (true false) |
| log_level | Info = show info, warning, and error log messages debug = show info, warning, error, and debug log messages warn = show error and warning log messages error = show error log messages only |
| oneim_api_retrythreshold | The number of times the retry mechanism should be executed in case of failures. |
| oneim_request_validity_default | IT Shop request validity. If the validity fields (valid from and valid until) are empty, the validity will be set to default validity (in days). |
| oneim_rest_endpoint_url | REST API Endpoint to the One Identity Manager Application Server |
| oneim_rest_pagelimit | The number of items that can be fetched per page during the API call to One Identity Manager App Server. |
| oneim_rest_password | Password of the service user for the REST API's Endpoint of the One Identity Manager Application Server. |
| oneim_rest_username | Username of the service user of REST API's Endpoint to the One Identity Manager Application Server |
| oneim_to_servicenow_user_matching_attribute | This attribute is used to configure an alternate property other than central account that can be used to match the Person to sysusers in ServiceNow. This is an optional attribute. |
| oneim_xml_max_childNode_search_count | Maximum number child nodes to search for a match in a xml document |
| page_load_data_from_oneim_server_delta_load | If true, perform a delta load from One Identity Manager during page load . |
| page_load_data_from_oneim_server_full_load | If true, perform a full load from One Identity Manager to during page load . |

| Config Parameter Name | Config Parameter Description |
|---|--|
| delta_load_data_from_oneim_server_service_items | Get new Service Items from One Identity Manager on page load. |
| perform_manager_approval | This parameter is used to determine ServiceNow request raised by the user should be approved by the manager or not. If set to true, request raised should be approved by the manager. If set to false, request raised need not be approved by the manager. (true false) |
| perform_sod_check | Should a SoD check be performed during request submission? (true false) |
| manager_approval_authoritative_source | Determines whether ServiceNow or One Identity Manager is the authoritative source for managers. |
| truncate_user_accproductgroup_accproduct | When the scheduled job executes and this parameter is set to true, the tables x_oni_oneim_addon_accproduct_user and x_oni_oneim_addon_accproductgroup_user are truncated in order to reduce the overhead of maintaining large data in custom tables. |
| employee_type | This parameter is used to determine what kind of employees are fetched from OneIM. If you want more than one of a kind, then provide comma separated values. Example- contractor, employee |
| minimum_input_length_for_service_category | Minimum number of characters required to search for service category while raising the IT shop request |
| minimum_input_length_for_service_item | Minimum number of characters required to search for service item while raising the IT shop request |
| workflow_approval_timer_interval_in_seconds | Retry interval in seconds to fetch the current status of the requested service item from One identity manager in request approval workflow of ServiceNow IMPORTANT: The default value is 3600 secs (60 minutes). Reducing this time limit could impact the performance of the ServiceNow instance. |
| Request_approval_workflow_expire_in_days | The number of days post which the request workflow will expire and the requested service item will be aborted in One Identity manager if there is no activity on One Identity |

| Config Parameter Name | Config Parameter Description |
|-----------------------|--|
| | Manager for the requested service item |
| default_employee_type | Set the default Employee type for the Person OnBoarding form. List of possible employee type: <ul style="list-style-type: none"> • Employee • Other • Apprentice • Consultant • Contractor • Customer • Partner |

These configuration parameters are required for importing data into ServiceNow:

- oneim_rest_password
- oneim_rest_username
- oneim_rest_endpoint_url

NOTE: The password must be entered in the config value encrypted field, other parameters can be entered into config value.

Initial load from One Identity Manager to ServiceNow

Once the ServiceNow App is installed and configured, the One Identity Manager entities including **Person**, **Service Category** and **Service Items** must be synchronized to the **ServiceNow** instance. The import of data can be done using a scheduled job.

Scheduled execution

The One Identity Manager for Service Catalog App includes a scheduled server script that imports the One Identity Manager Employees and IT Shop Categories and Items into ServiceNow. You can find this by navigating to **System Definition | Scheduled jobs** in a ServiceNow instance and searching for **InitializeConfigurationParametersAndLoadData**.

- This server scheduled script executes in the background at the specified time interval.

- Run and Time fields can be customized to schedule the job.
- By default the scheduled job runs at 12:00:00 GMT daily.

NOTE: One Identity recommends to have the schedule script running during non peak hours.

Data Synchronization from One Identity Manager to ServiceNow

This section explains about the synchronization of data from One Identity Manager to ServiceNow catalog integration.

Matching One Identity Manager Employees to ServiceNow users

One Identity Manager employees are matched to ServiceNow users by comparing Identity Manager Employee's Central Account to ServiceNow user's UserID. If a match cannot be found and configuration parameter **oneim_to_servicenow_user_matching_attribute** has been configured, matching is performed by comparing the One Identity Manager custom property to the ServiceNow UserID.

NOTE: The source field of the ServiceNow user is automatically set to OneIdentityManager during Synchronization. This should not be changed.

Data Synchronization use cases

There are two ways data can be synchronized from One Identity Manager to ServiceNow.

- **Full sync:** This means that all data will be loaded from One Identity Manager.
- **Delta sync:** This means that all data will be loaded from One Identity Manager, which was added or updated after the last synchronization date. These configuration parameters are updated after every synchronization.

For example, only those employees that are created/updated after the date defined in the configuration parameter "delta_xdateupdated_person" will be imported. This reduces the import duration.

Performing a full synchronization through scheduled job

Scheduled Script Executions: **InitializeConfigurationParametersAndLoadData.**

The configuration parameter **job_load_data_from_oneim_server_full_load** determines if the scheduled job should perform a full synchronization. This parameter takes a boolean value (default value is **true**) and setting the value to **true** would enable a full synchronization.

NOTE: One Identity recommends performing Delta load of users and service items through a scheduled background job on a daily basis during non peak hours. Full load of users and service items could be performed once a month or according to customer requirements during non peak hours.

Performing delta synchronization through scheduled job

Scheduled Script Executions: **InitializeConfigurationParametersAndLoadData**.

The configuration parameter **job_load_data_from_oneim_server_delta_load** is used to configure delta synchronization by the scheduled job service. This parameter takes a Boolean value (default value is **false**) and setting the value to **true** would cause a delta synchronization to be performed if full synchronization is not enabled.

Once the delta synchronization has been enabled, configure the following additional configuration parameters that specify what entities will be delta synchronized

Additional delta synchronization configuration parameters

- **delta_load_data_from_oneim_server_persons:** If set to true, One Identity Manager persons would be delta synchronized in to ServiceNow depending on the value of the configuration parameter **delta_xdateupdated_person**.
- **delta_load_data_from_oneim_server_service_items:** If set to true, One Identity Manager Service Items would be delta synchronized in to ServiceNow depending on the value of the configuration parameter **delta_xdateupdated_accproductgroup**.

Performing full synchronization through Catalog Page

The configuration parameter **page_load_data_from_oneim_server_full_load** is used for performing full synchronization on the page load. This parameter takes Boolean value (default value is **false**) and setting the value to true would perform a full sync.

NOTE: Full synchronization should not be performed on the catalog page since it will lead to significant performance degradation. Full synchronization should be done only through the job service described earlier. Full synchronization through catalog page should be used only for testing purposes.

Performing delta synchronization through Catalog Page

The configuration parameter **page_load_data_from_oneim_server_delta_load** is to configure delta synchronization on the catalog page. This parameter takes a Boolean value and setting the value to **true** would perform a delta synchronization if the catalog page full synchronization is not enabled.

Once the catalog page delta synchronization configuration parameter is configured, the additional delta synchronization configuration parameters **delta_load_data_from_oneim_server_persons**, **delta_load_data_from_oneim_server_service_items** also need to be configured to define which objects should be delta synchronized. These parameters have already been explained earlier.

Roles and Permissions

Details of the roles that are currently supported by the **One Identity Manager for Service Catalog** App are explained below.

- **x_oni_oneim_addon.admin** – This is the **One Identity Manager for Service Catalog** App Administrator role. Just like the SysAdmin, these users can request service items for any user that has a matching employee record in One Identity Manager. It is the responsibility of the SysAdmin to assign this role to appropriate users. Users with this Role would be able to view the application in the application navigator and will have Read/Write access to all the application tables.
- **x_oni_oneim_addon.businessuser** – This is the **One Identity Manager for Service Catalog** application business user role. These users can request service items only for themselves. All users synchronized into ServiceNow from One Identity Manager will be assigned to this role.

Schedule job OneIdentity Manager user permissions required

Currently we support DialogUser authentication module and following are the minimum permissions required for the system user:

- IsServiceAccount should be enabled

Approver roles

Once an IT shop request is created, it follows the defined approval process. If manager approval is enabled in configuration parameters, the request is routed to the manager for approval. The manager needs an appropriate role such as the approver_user role, to be able to approve or reject the IT Shop request.

Adding approval role for One Identity Manager managers

Once a synchronization operation completes One Identity Manager managers optionally could be added to a configured approval role. The configuration parameters for automatically adding One Identity Manager managers approver role are:

- **add_OneIM_managers_to_approver_role**: Boolean value (true/false) that determines whether One Identity Manager Managers will be added to the ServiceNow approver role approver_user.

NOTE: The role could be chargeable. Consult a ServiceNow representative regarding cost involved before enabling this configuration parameter.

One Identity Manager ServiceNow App Tables

One Identity Manager ServiceNow application uses custom tables to store the application related configurations and data that are synchronized from the One Identity Manager. Details of the tables are summarized below.

Configuration Parameters

This table is used to store the One Identity Manager ServiceNow application configuration parameters that can be edited according to the business requirement. This table is only visible to the users with the admin role.

The following table contains a summary of all the custom columns added.

| Column Name | Descriptions |
|------------------------|--|
| Config param | This column defines the name of the configuration parameter |
| Config desc | This column provides the configuration parameter description |
| Config value | This column is used to enter the value for the config parameter |
| Config value encrypted | This column is used to enter sensitive data for security reasons. For example password |

IT Shop Service Category

Service Categories in One Identity Manager ITShop are synchronized from One Identity Manager to ServiceNow into this custom table. This table is only accessible to the users with the admin role.

The following table contains a summary of all the custom columns added.

| Column Name | Descriptions |
|------------------|---|
| Service Category | This column provides the name of the service category in the IT shop service catalog |
| Description | This column provides the description relating to the respective service catalog given in the One Identity Manager |

| | |
|------------|--|
| Unique ID | This column stores the GUID of the service catalog present in One Identity Manager |
| XobjectKey | This column stores the XObjectKey for the respective Service catalog in One Identity Manager |

IT Shop Service Category – User

Mapping between the One Identity Manager ITShop ServiceCategory and Users are synchronized into this table. This table is only accessible to the users with the admin role.

The following table contains a summary of all the custom columns added.

| Column Name | Descriptions |
|------------------|--|
| Service Category | This column provides the name of the service category in the IT shop service catalog |
| User | Name of the user that has the resources |

IT Shop Service Items

IT Shop services created under the IT Shop Service Category are synchronized into this table in ServiceNow and are used for assigning the service items in the ServiceNow catalog page. This table is only visible to the users with the admin role.

The following table contains a summary of all the custom columns added.

| Column Name | Descriptions |
|------------------|--|
| Service Item | Name of the Service Item created in the One Identity Manager IT Shop |
| Unique ID | GUID of the Service Item created in One Identity Manager |
| Service Category | Name of the service category under which the Service Item is created in One Identity Manager |
| UID_ITShopOrg | GUID of IT Shop Org present in One Identity Manager |
| XObjectKey | Unique XObject Key Present in One Identity Manager |

IT Shop Service Items - User

Mapping between the One Identity Manager ITShop ServiceItems and Users are synchronized into this table. This table is only visible to the users with the admin role.

The following table contains a summary of all the custom columns added.

| Column | Descriptions |
|--------|--------------|
|--------|--------------|

Name

| | |
|------------------|--|
| Service Item | Name of the Service Item created in the One Identity Manager IT Shop |
| Service Category | Name of the service category under which the Service Item is created in One Identity Manager |
| User | Name of the user that has the resources |

Shopping Cart Order

All the request orders that are created for a user on the ServiceNow catalog page are stored here. This table is only visible to the users with the admin role.

The following table contains a summary of all the custom columns added.

| Column Name | Descriptions |
|-----------------------|---|
| UID_ShoppingCartOrder | UID_ShoppingCartOrder present in the ShopCartOrder table in One Identity Manager is synchronized in this column |
| Request | This column provides the Request Number for the request raised through the One Identity Manager for ServiceNow catalog page |

Users

All the Employees from One Identity Manager are synchronized into ServiceNow to this table, if the useraccount exists for the Employee in the sysusers table. Also, the userid for ServiceNow account should match the Central Account / the CustomProperty value. This table is only visible to the users with the admin role.

The following table contains a summary of all the custom columns added.

| Column Name | Descriptions |
|----------------------|---|
| Firstname | First name of the employee in One Identity Manager |
| Lastname | Last name of the employee in One Identity Manager |
| Displayname | Display name of the employee in One Identity Manager |
| ServiceNow User ID | ServiceNow user ID |
| ServiceNow User Name | ServiceNow UserName |
| CustomProperty | The custom property in the One Identity Person table. Optionally this ID can also be used to match One Identity Manager employees to ServiceNow users |
| UID Person | GUID of the employee in One Identity Manager person table |

| | |
|----------------|--|
| UID_PersonHead | GUID of the manager present in the One Identity Manager person table |
| XObjectKey | XObject key present for all the employees in the One Identity Manager person table |

NOTE: As these columns are used in various scripts, the column/table names should not be modified as they will lead to exceptions.

Raising a request and approval workflow

One Identity Manager ServiceNow Application allows users that are assigned admin role/sysadmin/businessuser to request company resources such as applications, system roles, or group membership as well as non-IT resources such as mobile telephones or keys.

The resources are requested using the IT Shop from the ServiceNow catalog page. The detailed procedure to request an IT Shop items is explained below.

To request an IT Shop item from ServiceNow Catalog page:

1. From the ServiceNow instance portal navigate to the Catalog page.
2. Search for One Identity Manager for Service Catalog.
3. Enter the Required details, and click on the submit button

NOTE:

- Fetch specific service category for a user using key search: If a particular service category is not available in the picker on a search, click on the refresh button below in order to sync the categories from One Identity Manager Application Server. Once the categories are refreshed the user can select the specific category using the picker.
- Wildcard search of service categories for a selected user: In order to fetch all the service categories for the selected user from the One Identity Manager Application server type '**' in the service category picker and then click on the refresh button below. Once the categories are refreshed the user can view all the categories fetched by entering '*' in the picker. User can set how many characters are needs to enter while searching for the service category and service item using configuration parameters.
- Fetch specific service item for a selected service category and user using key search: If a particular service item for a selected service category is not available in the picker on a search, click on the refresh button below in order to sync the service item from One Identity Manager Application Server. Once the service items are refreshed the user can select the specific item using the picker.
- The request can be raised only from ServiceNow Service portal catalog page

Request is submitted and processed based on the configuration combinations and approval workflow.

Once the request is approved from ServiceNow, the request is processed according to the approval policy applied on the requested service item in One Identity Manager. The request approval workflow of ServiceNow remains in the wait condition unless any activity (approve/reject) is performed from the One Identity Manager. The status of the request approval workflow of ServiceNow is updated accordingly.

User can change the number of times the request approval workflow executes using the max activity count property of workflow in ServiceNow.

Steps to change the max activity count

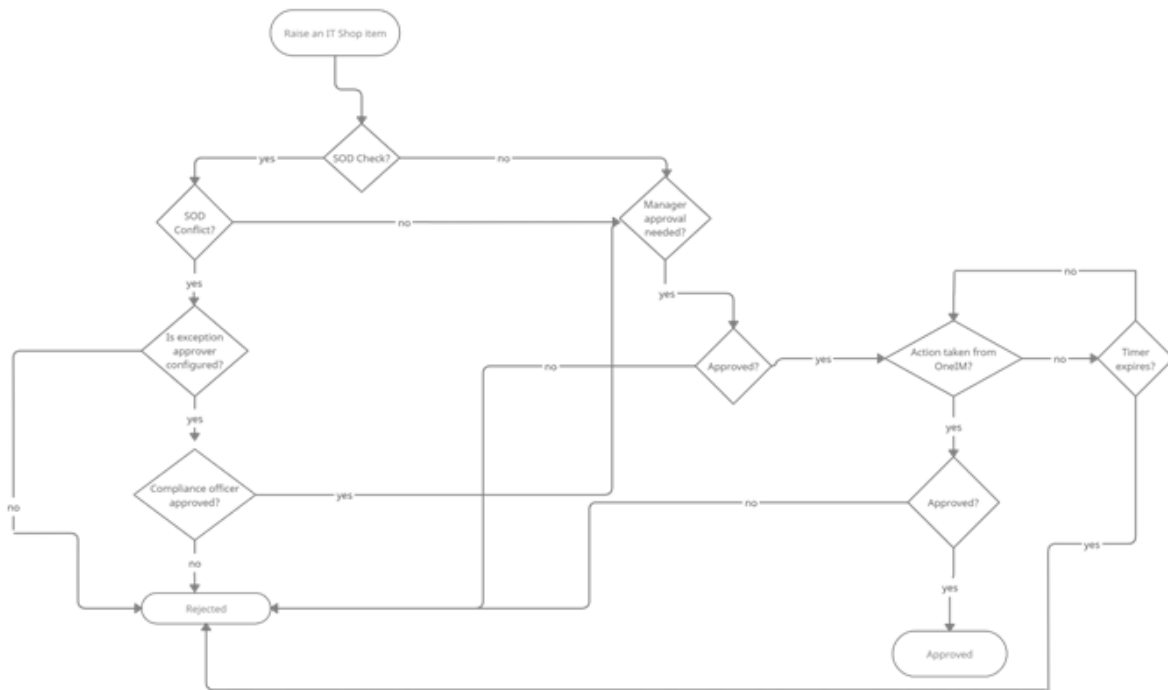
1. Navigate to the **Workflow->Workflow Editor** using the navigation bar of ServiceNow.
2. Click on the **Approval Workflow** for New Access Request.
3. Check out the workflow using the menu bar option.
4. Click on the properties.
5. Navigate to the Activities tab.
6. Change the max activity count value.
7. Publish the workflow using the menu bar option.

NOTE: If **Request_approval_workflow_expire_in_days** or max activity count condition is fulfilled, the ServiceNow request approval workflow is completed. The requested service item is aborted in the One Identity Manager if there is no activity on One Identity manager for the requested service item.

Process overview

Once an IT Shop request is raised, it follows a defined approval process which decides whether the request is be approved or rejected.

Figure 1: Approval workflow process



ServiceNow Approval

A request raised on ServiceNow is routed to the manager for approval or follows self-service approval depending on how the configuration parameters are configured. If manager approval is configured, each requested item will be available for separate approval/rejection, provided that SOD check is not enabled. If SOD check is enabled, all requested items need to be approved/rejected in a single operation.

Manager Approval

If manager approval is enabled, the request is routed to user’s ServiceNow/One Identity Manager’s manager for approval depending on the configuration parameter. Configure the following configuration parameters described below

| Config name | Value |
|---------------------------------------|--------------------------|
| perform_manager_approval | true |
| manager_approval_authoritative_source | SNOW / ONEIM |
| fallback_approver | “Fallback approver name” |

If **manager_approval_authoritative_source** has been configured to SNOW, the request will be routed to user's ServiceNow manager and if one does not exist, it is routed to the configured fallback approver.

If **manager_approval_authoritative_source** has been configured to ONE IDENTITY MANAGER, the request will be routed to user's One Identity Manager's manager and if one does not exist, it is routed to the configured fallback approver.

NOTE: If the authoritative source is ServiceNow then system admin should make sure that the appropriate manager has approver role.

Self-Service approval in ServiceNow

To enable self-service approval in ServiceNow, configure the following configuration parameters with the value specified

| Config name | Value |
|--------------------------|-------|
| perform_manager_approval | false |

Now the user requests will be automatically approved.

SOD cases

SOD rules configured in One Identity Manager can be checked and validated against at ServiceNow end by enabling the configuration parameter `perform_sod_check` (set the configuration parameter to true). SOD use cases are summarized below:

- **No SOD conflict for any of the requested item:** The request is routed to the configured manager/fallback approver/self-service approval is performed.
- **SOD Conflict for some of the requested items and exception approver has been configured in the One Identity Manager SOD Rule:** The request is routed to the compliance officer configured in ServiceNow (Configuration parameter: `compliance_officer`). If the compliance officer approves the request, the request is then routed to the configured manager/fallback approver/self-service approval is performed. If compliance officer rejects, the request is rejected
- **SOD Conflict for some of the requested items and exception approver has not been configured in the One Identity Manager SOD Rule:** The request is automatically canceled.

One Identity Manager Approval

Once the IT Shop Item is approved in the One Identity ServiceNow application, the request is then processed by the defined approval process in One Identity manager. Optionally ITShop approval policy could be configured in such a way that self-service approval takes place when the request has been raised and approved in ServiceNow while request raised from One Identity Manager goes over the regular approval process. This way approvals do not need to take place multiple times for request raised from ServiceNow.

For more information on IT Shop Request approval process please refer to the *Identity Manager 8.1 - IT Shop Administration Guide*.

Create One Identity Manager employee from ServiceNow

One Identity Manager ServiceNow Application allows admin to create a new employee for One Identity Manager using ServiceNow "One Identity Manager for Person OnBoarding" feature. The detailed procedure to create an employee is explained below.

NOTE: Ensure that the data has been synced from One identity manager to ServiceNow tables.

To create an employee from ServiceNow Person OnBoarding Catalog page

1. From the ServiceNow instance portal navigate to the Catalog page.
2. Search for One Identity Manager for Person OnBoarding.
3. Enter the required details and click on submit.

Detailed explanation of the fields

Table 2: Fields

| Field Names | Description |
|-----------------------|-----------------------------------|
| FirstName | First name of the employee |
| LastName | Last name of the employee |
| Contact Email Address | The email address of the employee |

| Field Names | Description |
|-----------------------|---|
| Gender | Gender of the employee |
| Primary department | Department to which the employee is primary assigned |
| Primary Cost Center | Cost center to which the employee is primary assigned |
| Primary Location | Location to which the employee is primary assigned |
| Primary Business Role | Business role to which the employee is assigned |
| Person Manager | Select the Person Manager for the new employee |
| Person Sponsor | Select the Person Sponsor for the new employee. The sponsor is the ServiceNow user requesting for new employee |
| Date of Birth | This field will determine the date of birth of employee |
| Entry Date/Time | Date the employee started at the company. The Entry date is in user's configured timezone. The time will be converted into GMT format in the One Identity Manager |
| Employee Type | Employee type of the new Employee. This field is auto populated from the Configuration parameters "default_employee_type" |
| Remarks | Additional information about the Employee |

NOTE:

- Either one of the fields, "Person Manager" or "Person Sponsor" is mandatory. Person manager is given the preference if both are selected.
- Person Manager or Person Sponsor must have approver_role to approve the request.
- To view the Person OnBoarding form, the user must have x_oni_oneim_addon.admin role.

Logging

Log level can be configured using the configuration parameter `log_level`. The different log levels and their description are explained in below table. The default `log_level` is `info`.

| Log Level Description | Log Level Description |
|-----------------------|---|
| error | Logs events that might still allow the application to continue running. Setting the log level for an application to error generates error messages only, but does not generate warn, info, or debug messages. |
| warn | Logs potentially harmful events. Setting the log level for an application to warn generates error and warn messages but does not generate error or debug messages. |
| info | Logs informational messages that describe the progress of the application. Setting the log level for an application to info generates info, warn, and error messages, but does not generate debug messages. |
| debug | Logs informational events that are useful for debugging an application. Setting the log level for an application to debug generates info, warn, error, and debug messages. |

Troubleshooting

This section covers the troubleshooting guidelines for the One Identity Manager and ServiceNow integration.

One Identity Manager for Service Catalog

Unable to load data in to ServiceNow from One Identity Manager

Test to make sure the One Identity Manager App server is accessible from ServiceNow. After executing the Initial Synchronization in section (see [Initial load from One Identity Manager to ServiceNow](#)), in case the data is not loaded into the application tables, verify the below steps:

1. Navigate to the application logs to check for any error related to the connectivity between ServiceNow and One Identity Manager application server
2. Verify that One Identity Manager App server is accessible through the browser using the same credentials and Application server URL provided in the configuration

Catalog Page load takes long time to load

Make sure the catalog page full synchronization configuration parameter (page_load_data_from_oneim_server_full_load) has been turned off.

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 and other inquiries, such as licensing, support, and renewals, visit <https://www.oneidentity.com/company/contact-us.aspx>.

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