

# Jitterbit Workday to ServiceNow Employee Onboarding and Offboarding Process Template



## Target Companies:

SMB to Mid-large Enterprise

## Business Problems Solved:

- Worker onboarding (Hire) including IT, Facilities and Security requests to activate badge, laptop and desk.

## Business Outcomes:

1. Real-time visibility into Worker Onboarding processes for IT, Facilities and Security requests
2. Faster time-to-value with a pre-packaged solution for onboarding
3. Easy setup for Customer's integration projects (in days, not months)
4. Boost employee productivity and satisfaction
5. Improve employee retention
6. Leverage the Workday Integration to Directory Services Recipe for automatic synchronization between Workday and Active Directory or LDAP to ITSM to save time and eliminate manual errors

## Workflow:

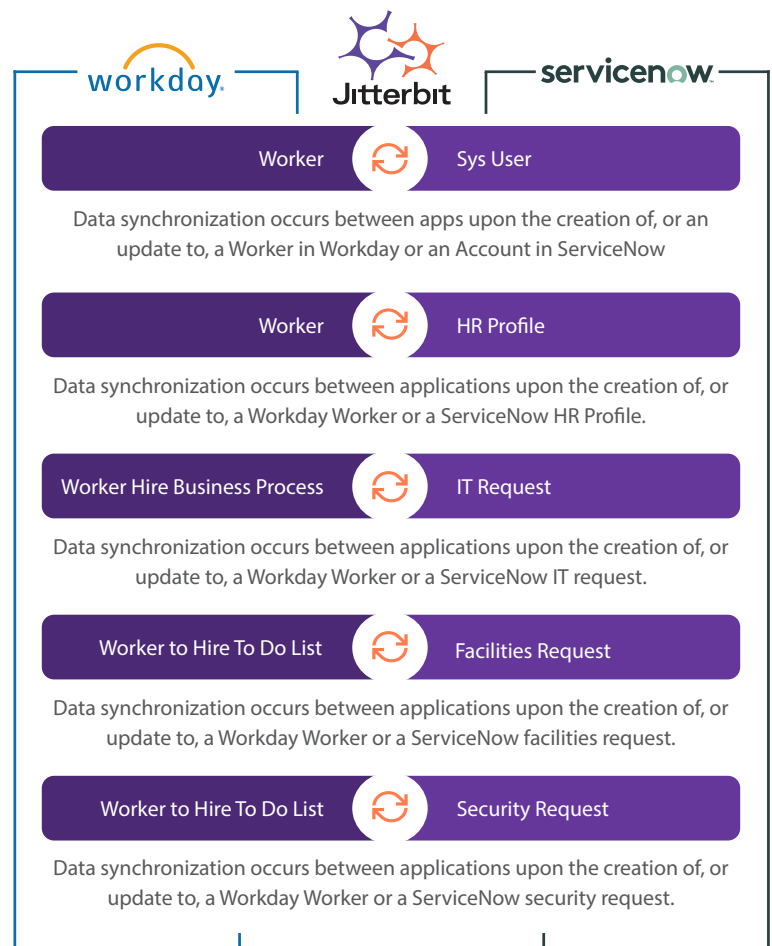
- Automate the creation of users in ServiceNow from Workday
  - Workday -> ServiceNow
    - Worker created in Workday
    - Create User in ServiceNow
- Automate the IT Request, Facilities Request and Security Requests
  - Workday-> ServiceNow
    - Worker to ServiceNow IT request
    - Worker facilities request
    - Worker security request

## WORKDAY TO SERVICENOW TEMPLATE 1: EMPLOYEE ONBOARDING AND IT ACTIVATION

### Introduction

Improve employee onboarding experience with Jitterbit's Worker API 360 Solution. Workday defines Worker as contingent workers and employees. Jitterbit's Employee Onboarding Template is a pre-packed solution for integrating Workday Human Capital Management (HCM) to ServiceNow ITSM. The Workday to ServiceNow Process Template provides a unified experience for employee onboarding processes to activate the worker, including IT, facilities and security requests to issue the employee laptop, badge, desk space.

In addition to the Process Template, you get access too a complimentary integration recipe to support automatic synchronization between Workday and a directory service, Microsoft Active Directory or LDAP, making record updates based on events such as employee onboarding, transfers, or promotions.





## Target Companies:

SMB to Mid-large Enterprise

## Business Problems Solved:

- Worker Onboarding (Hire)
- Worker Offboarding (Retire)

## Business Outcomes:

1. Real-time visibility into Employee Onboarding and /Offboarding
2. Faster time-to-value with a pre-packaged Onboarding/Offboarding
3. Easy setup for Customer's integration projects (minutes not hours or days)
4. Boost employee productivity and satisfaction
5. Improve employee retention

## Workflow:

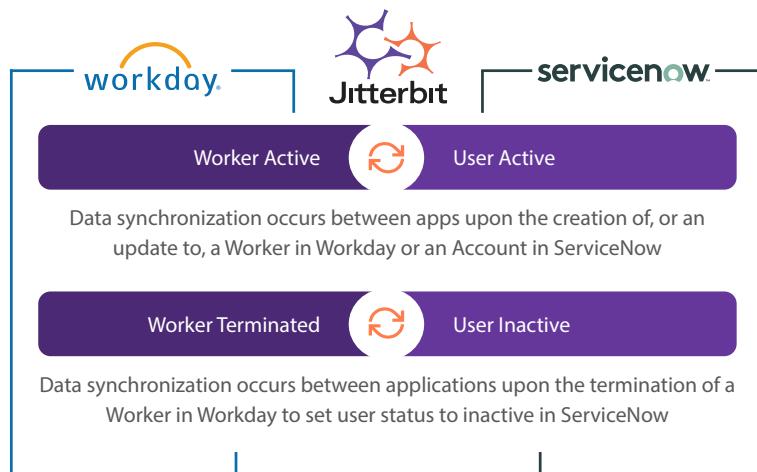
- Automate the creation of users in ServiceNow from Workday
  - Workday -> ServiceNow
    - Worker created in Workday
    - Create User in ServiceNow
- Automate the termination of users
  - Workday -> ServiceNow
    - Worker is terminated in Workday
    - Set User in ServiceNow to Inactive

## WORKDAY TO SERVICENOW TEMPLATE 2: EMPLOYEE ONBOARDING AND OFFBOARDING

### Introduction

This pre-packaged process template connects Workday to ServiceNow to automate the new hire employee onboarding process and employee termination offboarding process.

The solution supports automatic synchronization between Workday and ServiceNow, making record updates based on events such as employee onboarding. Offboarding works in a similar way. When you set a termination date for an employee in Workday, the ITSM system automatically inactivates the user profile and HR record for the employee on the day after the termination date reducing the time and cost of integrating Workday with ServiceNow.

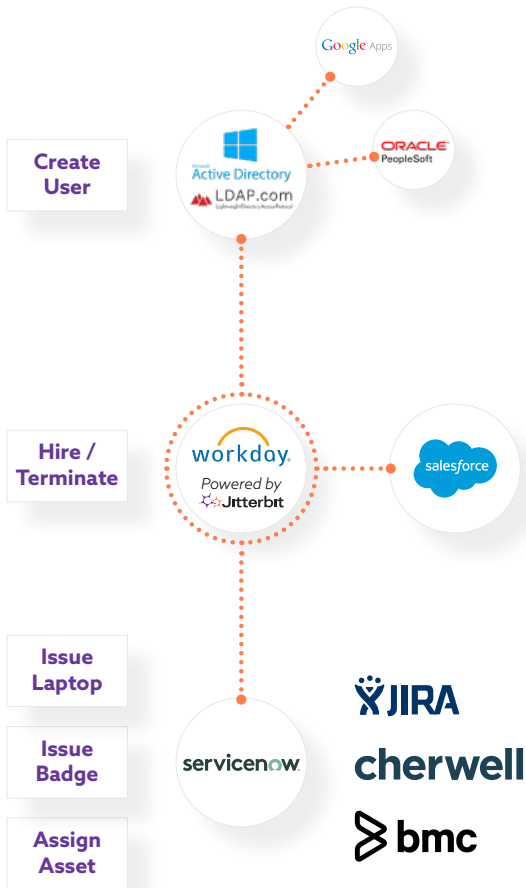


## On-boarding - Orchestration

The Worker User ID Synchronization manages the hire onboarding process, active directory authentication and ITSM ticket request to issue assets.

The Hire Process orchestrates workflows for administrating assets through ITSM tickets for new and former employees.

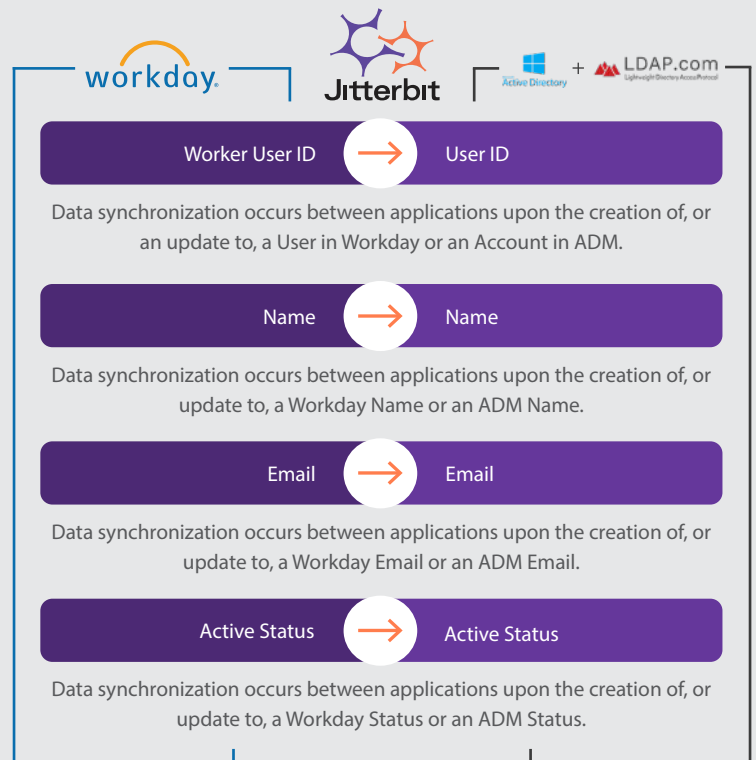
Eliminating the manual process provides a better experience for the employee and a quicker time to value for the company.



## Active Directory and LDAP Authentication Recipe (Complimentary)

Microsoft Active Directory and LDAP are popular directory services. A directory service is a common logistical endpoint that requires integration as part of the onboarding process.

## Employee Center



## About Workday and ServiceNow



Workday HCM Human Capital Management is designed as a single system with a single source of data, single security model, and single user experience. Workday offers organizations a cloud-based system that evolves to meet changing business needs today and into the future. The user-friendly, global system also ensures that customers are always on the latest version with up-to-date capabilities, whether they're using Workday on a browser or mobile device. Workday HCM is part of a single system with other Workday products including Workday Financial Management, Workday Payroll, Workday Recruiting, Workday Learning, Workday Planning, and more.



ServiceNow is a company that provides service management software as a service with ServiceNow has service management offerings for IT, human resources, security, customer service, software development, facilities, field service, marketing, finance, and legal enterprise needs. ServiceNow integrates easily with other systems' tools.



Jitterbit Harmony, the API Integration solution, enables manufacturers to rapidly connect SaaS, on-premise, and cloud applications and instantly infuse artificial intelligence into demand planning, production, and customer service processes.

For more information, visit [jitterbit.com](https://jitterbit.com) or call 1-877-852-3500. You can also follow us on [Twitter](#) or read our [blog](#).