Jitterbit Workday to ServiceNow Employee Onboarding and Offboarding Process Template

Jıtterbıt

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
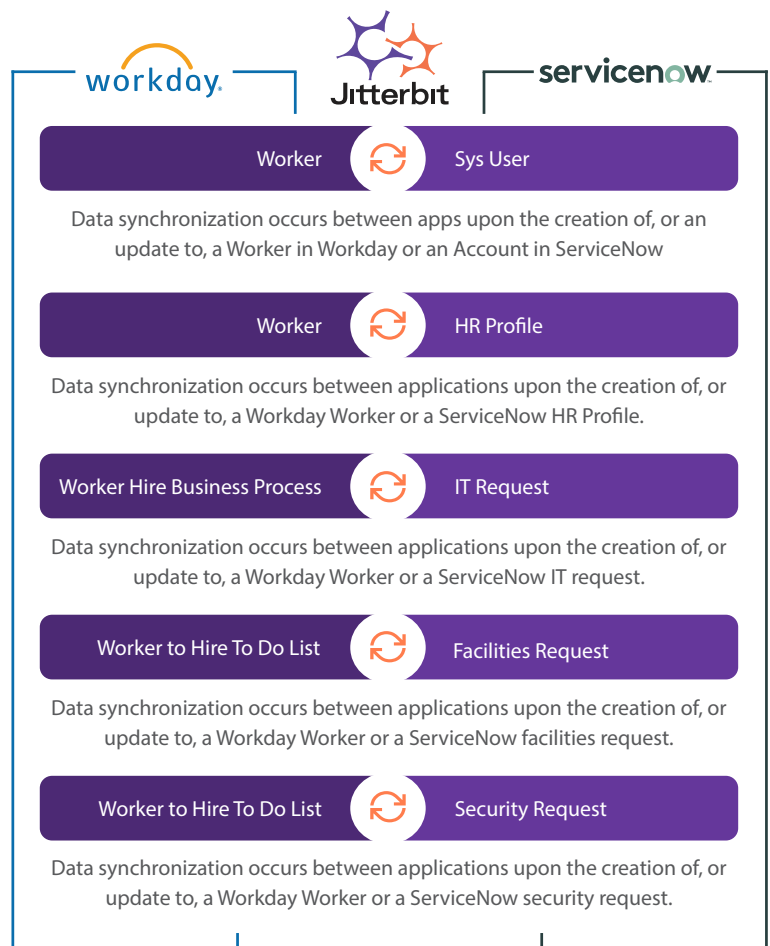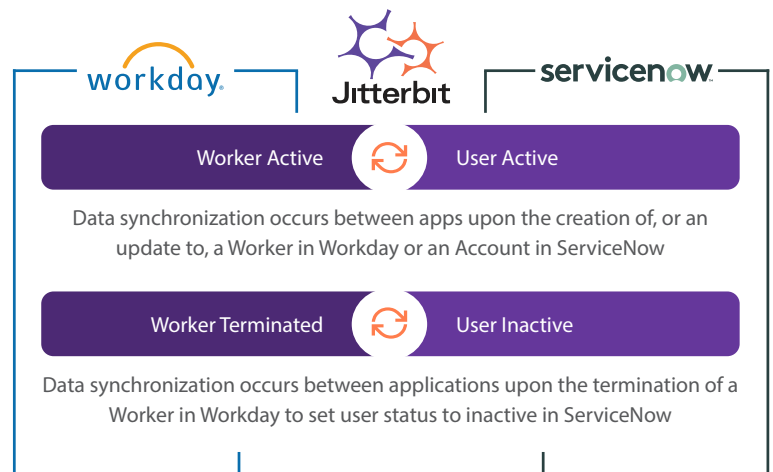
Workflow:
• Automate the creation of users in ServicenNow from Workday
> • Workday -> ServiceNow
>> • Worker created in Workday
>> • Create User in ServiceNow
• Automate the IT Request, Facilities Request and Security Requests
> • Workday-> ServiceNow
>> • Worker to ServiceNow IT request
>> • Worker 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.

workday **Jitterbit** **servicenow**

| Worker | ⟳ | Sys User |

Data synchronization occurs between apps upon the creation of, or an update to, a Worker in Workday or an Account in ServiceNow

| Worker | ⟳ | HR Profile |

Data synchronization occurs between applications upon the creation of, or update to, a Workday Worker or a ServiceNow HR Profile.

| Worker Hire Business Process | ⟳ | IT Request |

Data synchronization occurs between applications upon the creation of, or update to, a Workday Worker or a ServiceNow IT request.

| Worker to Hire To Do List | ⟳ | Facilities Request |

Data synchronization occurs between applications upon the creation of, or update to, a Workday Worker or a ServiceNow facilities request.

| Worker to Hire To Do List | ⟳ | Security Request |

Data synchronization occurs between applications upon the creation of, or update to, a Workday Worker or a ServiceNow security request.

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.

Data synchronization occurs between apps upon the creation of, or an update to, a Worker in Workday or an Account in ServiceNow

Data synchronization occurs between applications upon the termination of a Worker in Workday to set user status to inactive in ServiceNow
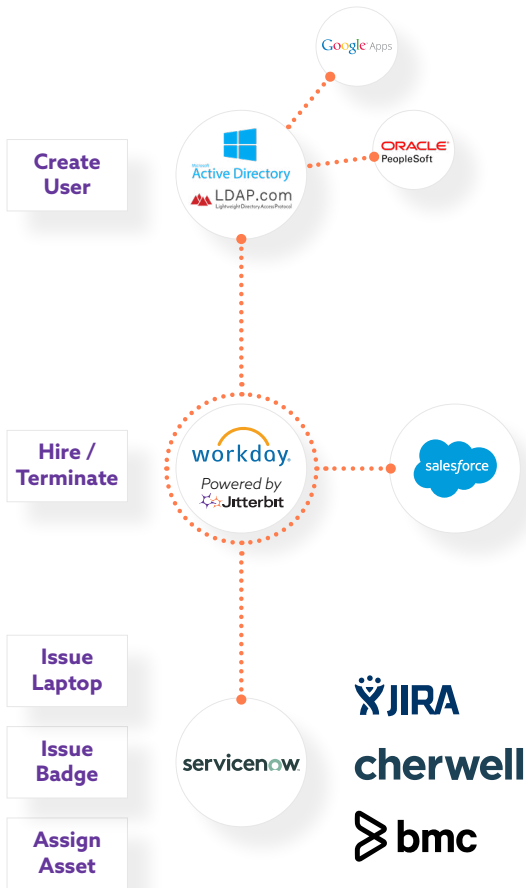
On-boarding - Orchestration

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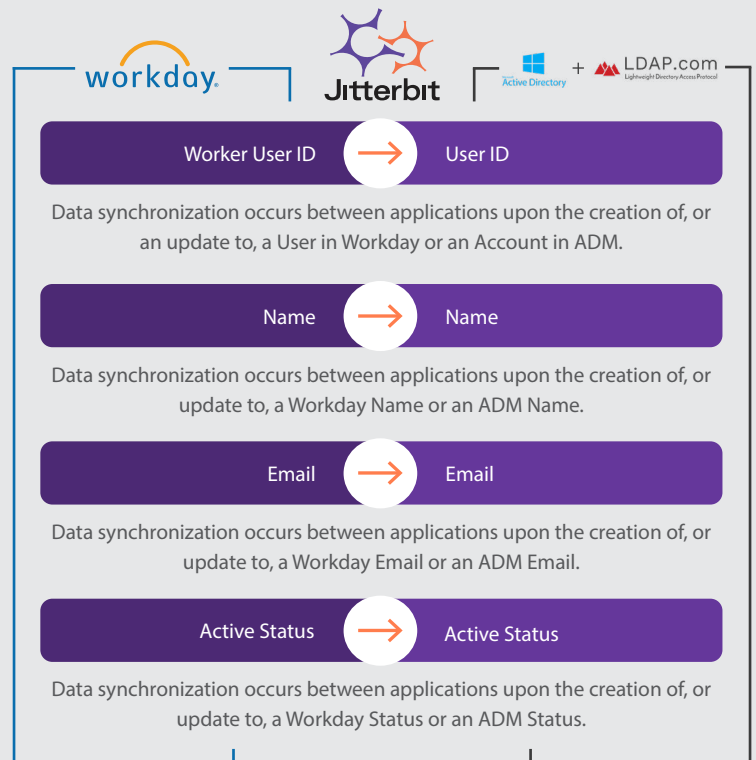
Eliminating the manual process provides a better experience for the employee and a quicker time to value for the company.

Create User

Hire / Terminate

Issue Laptop

Issue Badge

Assign Asset

Google Apps

Active Directory
LDAP.com
Lightweight Directory Access Protocol

ORACLE PeopleSoft

workday
Powered by
Jitterbit

salesforce

servicenow

JIRA

cherwell

bmc

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

workday

Jitterbit

Active Directory + LDAP.com
Lightweight Directory Access Protocol

| Worker User ID | → | User ID |

Data synchronization occurs between applications upon the creation of, or an update to, a User in Workday or an Account in ADM.

| Name | → | Name |

Data synchronization occurs between applications upon the creation of, or update to, a Workday Name or an ADM Name.

| Email | → | Email |

Data synchronization occurs between applications upon the creation of, or update to, a Workday Email or an ADM Email.

| Active Status | → | Active Status |

Data synchronization occurs between applications upon the creation of, or update to, a Workday Status or an ADM Status.

About Workday and ServiceNow

workday

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

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

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 or call 1-877-852-3500. You can also follow us on Twitter or read our blog.