

# ServiceNow and Identity Orchestration



- Increase productivity for all users across your enterprise by incorporating identity policy with ServiceNow.
- Integrate ServiceNow with your existing directory service to streamline workflow, automate process and reduce error for requestors, approvers and fulfillers.
- Reduce IT helpdesk tickets by automating common IT tasks including self-service password reset.

ServiceNow® aims to help enterprises accelerate and scale their operations. The goal of the company's "everything-as-a-service" vision is to make life easier for all types employees, by orchestrating processes both inside and outside the ServiceNow environment.

To get the most out of ServiceNow, companies know they need to make sure it's the single system of record — with a single code base, a single data model, and a single user interface. Time spent switching between applications is wasted time — and policy should be shared across applications, resources, and data.

Incorporating identity policy into ServiceNow means enterprises can extend the system of record to automate and simplify countless day-to-day situations.

## Adding Identity to ServiceNow

To ensure identity-based policy across the ServiceNow environment, it must be tightly integrated with both an organization's directory service (such as Active Directory, LDAP, or a cloud directory) and a single identity platform. With this identity integration, requestors, approvers and fulfillers can simplify workflows to save time, and automate processes to eliminate error.

The following are just a few examples of how Identity can extend the ServiceNow platform to new use cases.

### Save Time, and Speed Productivity

Automatically create new accounts, based on user role, and provide single sign-on based on domain credentials to facilitate employee productivity, without manual setup overhead for IT fulfillers.

## Eliminate Manual Cloud App Setup and Streamline Approvals

Provide requestors fast access to new cloud applications, based on approver workflow, all within ServiceNow. Employees can request app access to kick off a workflow, receive the necessary approvals, and then be automatically provisioned into cloud apps — all based on identity.

## Provide Secure Remote Access to Resources within ServiceNow

Context switching not only wastes time, but also opens the door to human error. Identity-based policy for privileged IT fulfillers means that they can stay within the same UI, and gain access to resources to check on server health, restart services, reboot devices and more.

## Eliminate Password Reset Requests with Self-service

40% of fulfillers' time is typically spent on simple password reset requests. Eliminate these tedious requests by providing self-service password reset for requestors.

## Unlock the Power of the Platform

Adding Identity to ServiceNow means enterprises can improve both end-user and IT productivity. As ServiceNow is extended to support multiple aspects of a business, managing policy based on identity becomes more and more critical to ensure that all users have the secure access they need.