Informatica® Cloud Application Integration
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Synchronize Workday Hired Employees with ServiceNow Users

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Preface

Use *Synchronize Workday Hired Employees with ServiceNow Users* to learn how to synchronize Workday hired employees with ServiceNow users. The recipe is based on REST and SOAP APIs and you use an HTTP request to call the processes. This guide assumes that you have an understanding of the Workday Connector and ServiceNow Connector concepts.

CHAPTER 1

Introduction to Synchronize Workday Hired Employees with ServiceNow Users recipe

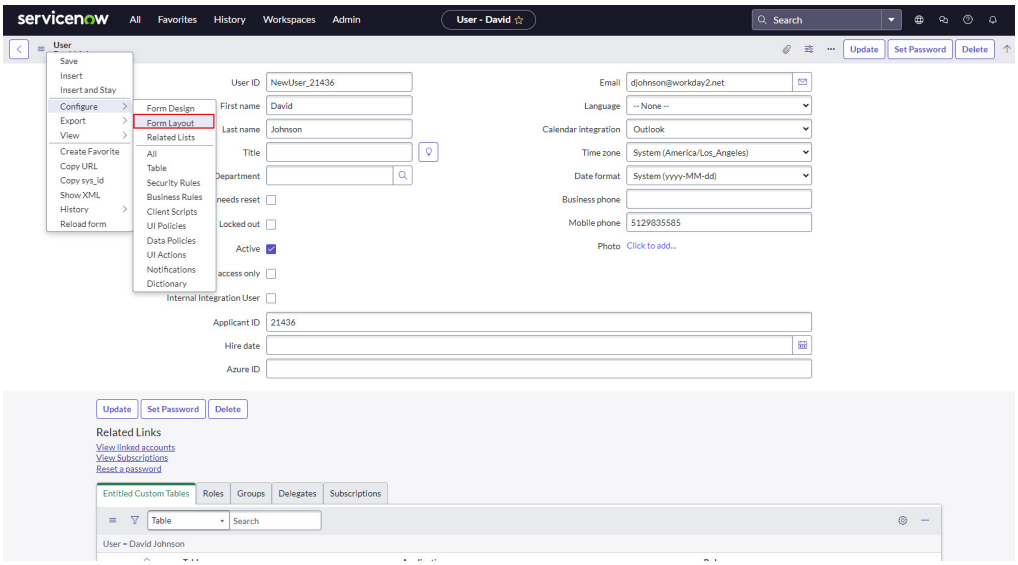
The Synchronize Workday Hired Employees with ServiceNow Users recipe is based on REST and SOAP APIs.

The processes synchronize new hires from Workday with users in ServiceNow. The process is called by an HTTP request and searches for all the new hires created or updated during the previous period in Workday. The process searches for a matching user in ServiceNow by Workday ID. If the user exists, the process updates the user details. Otherwise, it creates a new user.

Prerequisites for creating a custom field in the ServiceNow user entity

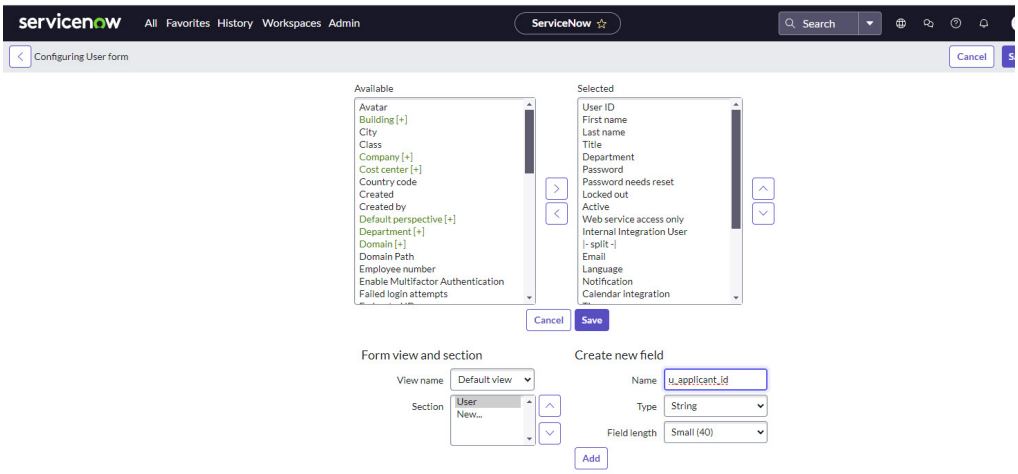
To create a custom field in the ServiceNow user entity, perform the following steps:

1. Log in to the ServiceNow organization.
2. Go to **User table** > **Open record** > **Configure** > **Form Layout**.
   The following image shows the **Form Layout** option on the **User** page:



3. Add the **u_applicant_id**, **u_transaction_origin**, and **u_hire_date** fields and click **Save**.

   The following image shows the **Create new field** section on the **Configuring User form** page.

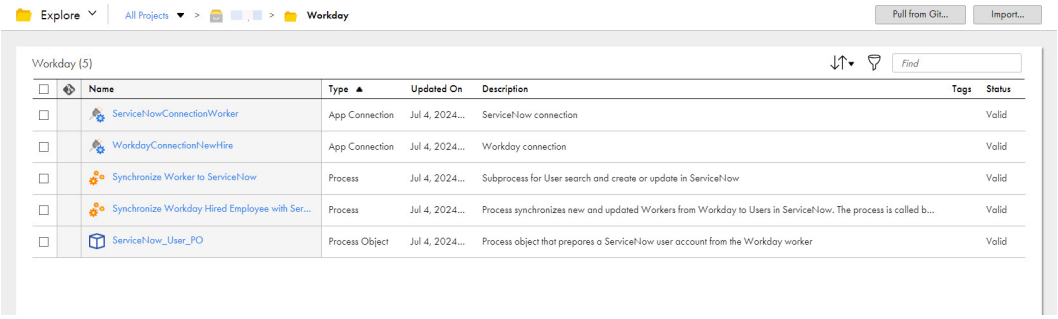


CHAPTER 2

Synchronize Workday Hired Employees with ServiceNow Users recipe contents

The Synchronize Workday Hired Employees with ServiceNow Users recipe contains multiple assets such as process object, app connections, and processes.

The following image shows the assets that the Synchronize Workday Hired Employees with ServiceNow Users recipe package contains:



Recipe assets

The following table lists the assets that the Synchronize Workday Hired Employees with ServiceNow Users recipe package contains:

Asset Name	Asset Type	Description
ServiceNow_User_PO	Process Object	Prepares a ServiceNow user account from the Workday worker account.
ServiceNowConnectionWorker	App Connection	ServiceNow connection based on the Table API.
WorkdayConnectionNewHire	App Connection	Workday connection.

Asset Name	Asset Type	Description
Synchronize Worker to ServiceNow	Process	Subprocess to search for, create, and update users in ServiceNow.
Synchronize Workday Hired Employee with ServiceNow User	Process	Synchronizes new and updated workers from Workday with users in ServiceNow. The process is called by an HTTP request and searches for all the new hires created or updated during the previous period in Workday. When you invoke the process, a message appears to notify the user that the background job has started. The process searches for a matching user in ServiceNow by Workday ID. If the user exists, the process updates the user details. Otherwise, it creates a new user.

CHAPTER 3

Using the Synchronize Workday Hired Employees with ServiceNow Users recipe

To use the Synchronize Workday Hired Employees with ServiceNow Users recipe, you must perform the following steps manually:

Step 1: Copy and access the recipe

Step 2: Configure and publish the WorkdayConnectionNewHire connection

Step 3: Configure and publish the ServiceNowConnectionWorker connection

Step 4: Configure and publish the processes

Copying and accessing the recipe

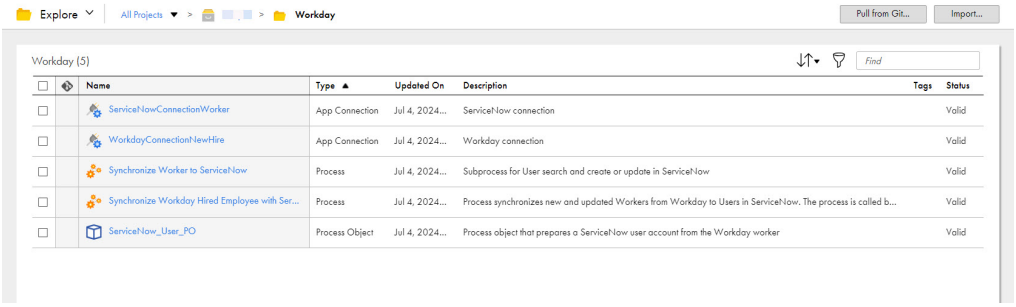
To copy and access the recipe content, perform the following steps:

1. Open the **Synchronize Workday Hired Employees with ServiceNow Users** recipe and click **Use**.
2. Select the location where you want to copy the recipe, and then click **Continue**.
3. In the **Copying the recipe** dialog box, click **OK**.

   It might take some time for the recipe to get copied. You will receive a notification when the recipe is ready for use.
4. After the recipe is copied, click **Explore** to access the recipe content.

5. Navigate to the project or folder where you copied the recipe or enter the recipe name in the **Find** box.

   All the assets in the recipe are displayed as shown in the following image:



Configuring and publishing the Workday connection

To configure and publish the Workday connection, perform the following steps:

1. Open the **WorkdayConnectionNewHire** connection.
2. In the **Type** field, select **Workday v2**.
3. In the **Run On** field, select the Secure Agent.
4. In the **Connection Properties** section, enter values for the following properties:

Property	Description
Username	User name for the Workday tenant to log in to the Workday service. You can enter the user name, or the user name and tenant in the following format: `<username>@<tenant name>`. For example, `jjoe@informatica_pt1`.
Password	Password associated with the user name.
Domain Name	Name of the Workday domain that contains the resources that you want to access.
Tenant Name	The Workday tenant ID that you want to access. For example, informatica_pt1.
Module Name	The Workday service that you want to access. For example, Human_Resources, Financial_Management, and Staffing.
Version	The Web Service Description Language (WSDL) version for a service that you want to fetch from Workday. The list of operations supported for a service depends on the WSDL version that you select. Default is v24.0

5. Save and publish the connection.

Configuring and publishing the ServiceNow connection

To configure and publish the ServiceNow connection, perform the following steps:

1. Open the **ServiceNowConnectionWorker** connection.
2. In the **Type** field, select **ServiceNow**.
3. In the **Run On** field, select **Cloud Server or any Secure Agent**.
4. In the **Connection Properties** section, enter values for the following properties:

Property	Description
Client ID	ServiceNow client ID to generate a valid access and refresh token. Enter the client ID that you generated under **System OAuth** > **Application Registry** in ServiceNow.
Client Secret	ServiceNow client secret that you generated under **System OAuth** > **Application Registry** in ServiceNow.
User Name	ServiceNow user name with the security_admin role to generate client credentials in the ServiceNow instance.
Password	Password associated with the ServiceNow user account.
Service URL	URL to access the ServiceNow instance.
Grant type	Grant type that the ServiceNow instance uses to get an access token for third-party clients authorization. Enter the value as **password**.

5. Save and publish the connection.

Configuring and publishing the processes

1. Open the **Synchronize Worker to ServiceNow** process.
2. On the **Start** tab of the Start step, select **Cloud Server** from the **Run On** list.
3. Optionally, you can change the tracing level from **Verbose** to **None** on the **Advanced** tab.
4. Save and publish the process.
5. Open the **Synchronize Workday Hired Employee with ServiceNow User** process.
6. On the **Start** tab of the Start step, select **Cloud Server** from the **Run On** list.
7. Optionally, you can change the tracing level from **Verbose** to **None** on the **Advanced** tab.
8. Set the search dates in the **Set Search Date** step as needed.
9. Save and publish the process.