

IT Service Management (ITSM) and Identity and Access Management (IAM) are in many ways two sides of the same coin. Business dynamics cause the joiner-leaver-mover process to never stop. As long as the organization grows, shrinks, becomes more geographically diverse, or moves applications to the cloud, access management will continue to be the key driver of ITSM activities. Your organization's IAM and ITSM activities need the flexibility to spread horizontally across the enterprise, vertically to the cloud, and geographically by user location.

Tuebora's integration with ServiceNow, (both of which are cloud-based services), provides this flexibility and covers key use cases that can drive down business costs and accelerate business velocity. Tuebora's ability to natively communicate and facilitate access requirements to hundreds of applications and allow IT teams to use a SCIM compliant data collector designer tool increases the reach of ServiceNow across the company.

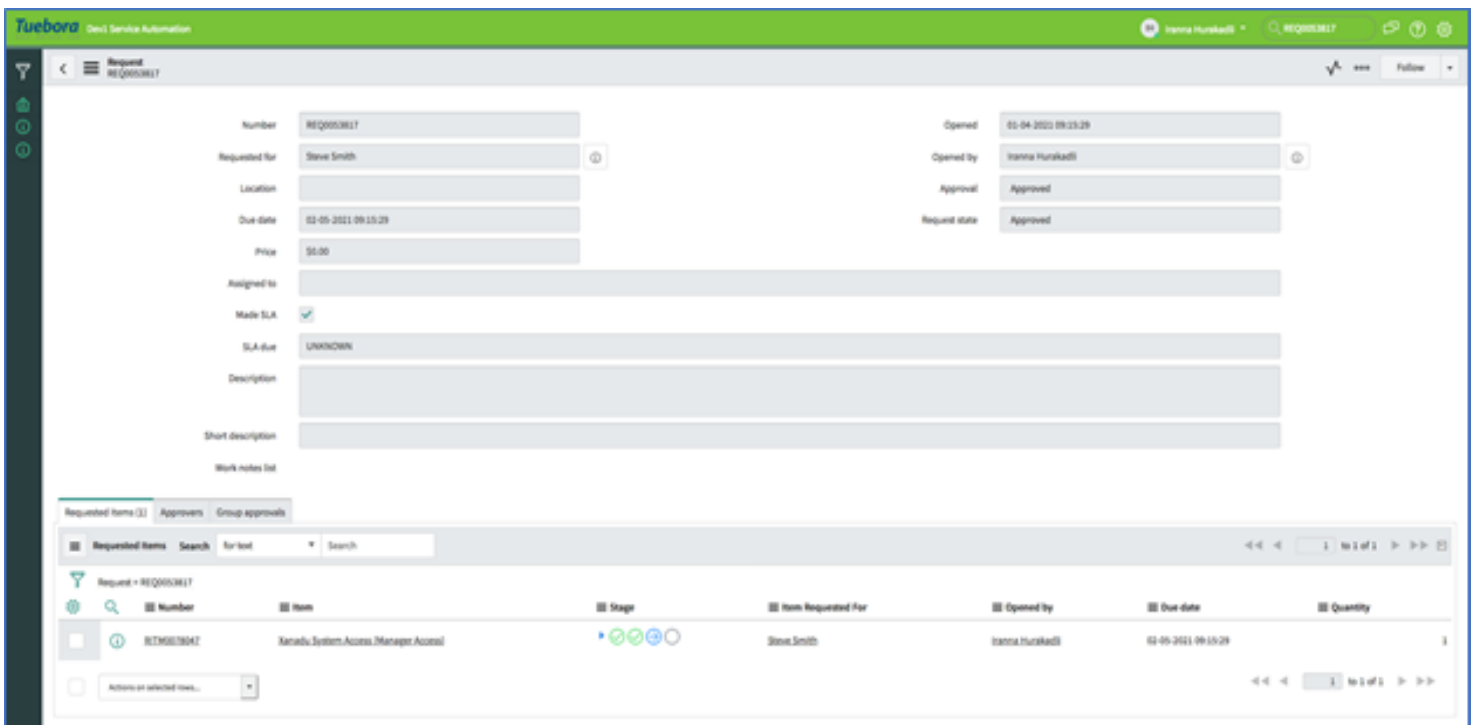


Figure 1: Request Originated and Approved in ServiceNow, Automatically Fulfilled through Tuebora

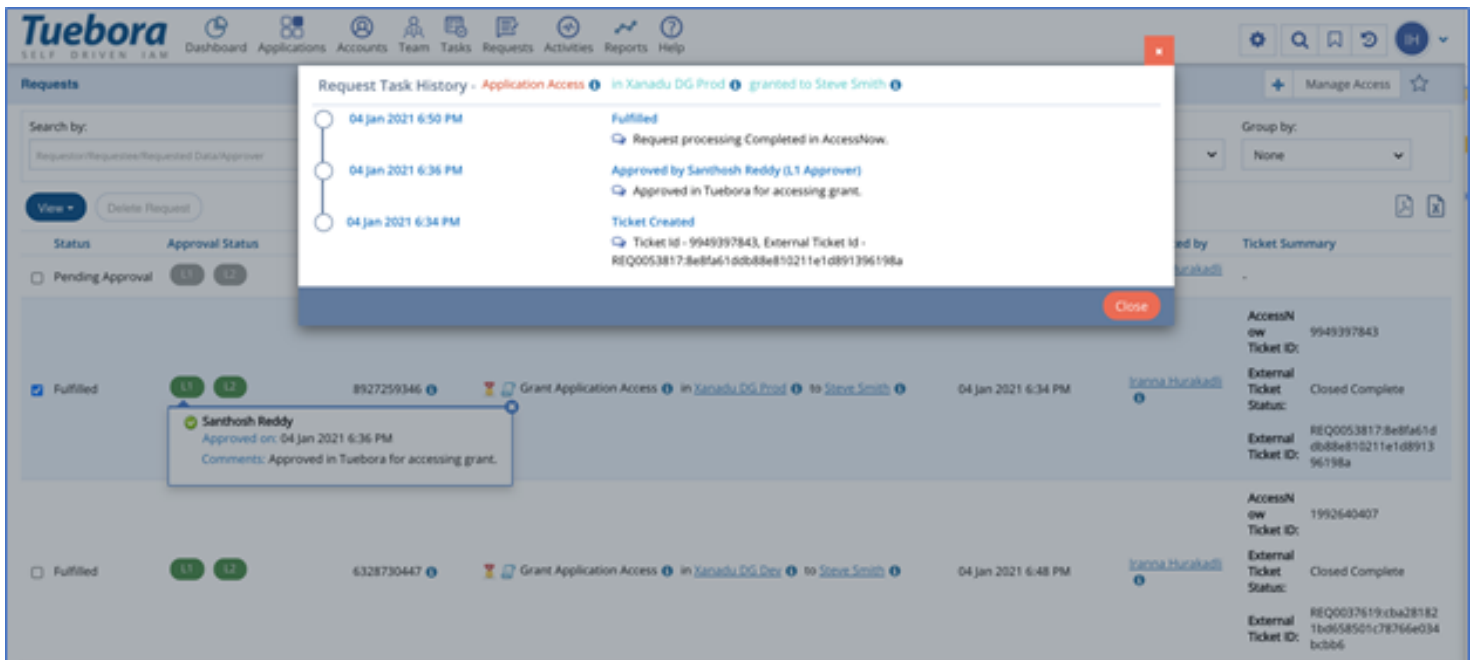


Figure 2: Snapshot of Governance History showing Request trail and fulfilment

## Use Cases:

### Automating Access Requests with ServiceNow and Tuebora

Any service request created with ServiceNow can generate a ticket to kick off a Tuebora access request workflow. Tuebora handles approval and fulfillment of the request, tracking authorization and governance as it moves through the fulfillment process. Notifications to approvers and requesters can be sent as SMS or email. Overall metrics for service requests is tracked in ServiceNow, while process velocity, (approval and provisioning times), is measured in Tuebora. Once a request is fulfilled, the ticket will be automatically closed.

Organizations often have ServiceNow already in place and use it for a variety of self-service requests. However, there is a need to delegate certain types of Requests (IAM) to Tuebora and have them go through a business process flow. The advantage of Tuebora in this flow is that when the approver views the request in Tuebora, that person can approve (or deny) the request in the context of what other privileges users with similar profiles have and then make an appropriate decision. Additionally, Tuebora's ability to talk to 100s of heterogenous systems allows it to handle all downstream provisioning/de-provisioning activities.

### Using ServiceNow Approval Workflows with Tuebora Fulfillment

ServiceNow is primarily built and used to ensure that organizations' ITSM needs are tracked and processed in a timely manner. When it comes to IAM, organizations can choose to use ServiceNow to process the request and approval flows for their identity and access changes. However, ServiceNow is not designed to handle downstream provisioning/de-provisioning activities for the myriad of applications that are part of an organization, both commercial-off-the-shelf (COTS) and home-grown. The integration with home-grown systems is best managed by creating standardized integrations through Tuebora's SCIM integration framework. This not only saves time to quickly solve this last-mile problem, but also ensures process uniformity across the enterprise application landscape. Without these capabilities, organizations will end up doing a lot of activities manually, which can be error-prone, time-consuming, and costly.

## Handling “Special” Access Requests

Often, there will be access to applications, files, folders, or unstructured data that needs an analyst in the loop to manually review specific requests. Special handling of these sensitive requests can be done using the same ServiceNow interface with an additional process step through Tuebora. The process path can be bifurcated to allow review of specific tickets by an IAM analyst. Granted requests then proceed through the process as would most other tickets. Those that are not immediately granted may need to go to a department head or, in the case of a request from a business partner, may need further review by a business line owner.

Tuebora serves as a front-end for all of an enterprise’s identity and access requests. It can connect to, collect, and/or maintain a large entitlement data warehouse covering all applications and hosting systems – cloud or on-premise, COTS, or homegrown. However, the “last-mile” is often an issue when integration with a target application using ServiceNow alone is not possible because:

1. Applications may be located outside the network of IAM services/systems and are NOT reachable.
2. Applications that are critical to the business have no integration with Service Now.
3. Some applications may contain sensitive information and interactions may be restricted to only select personnel. Regulatory compliance may cause these activities to be manually reviewed.
4. Some applications do not support any form of programmatic integration meaning that no automation is possible. Changes in those systems can be performed manually.

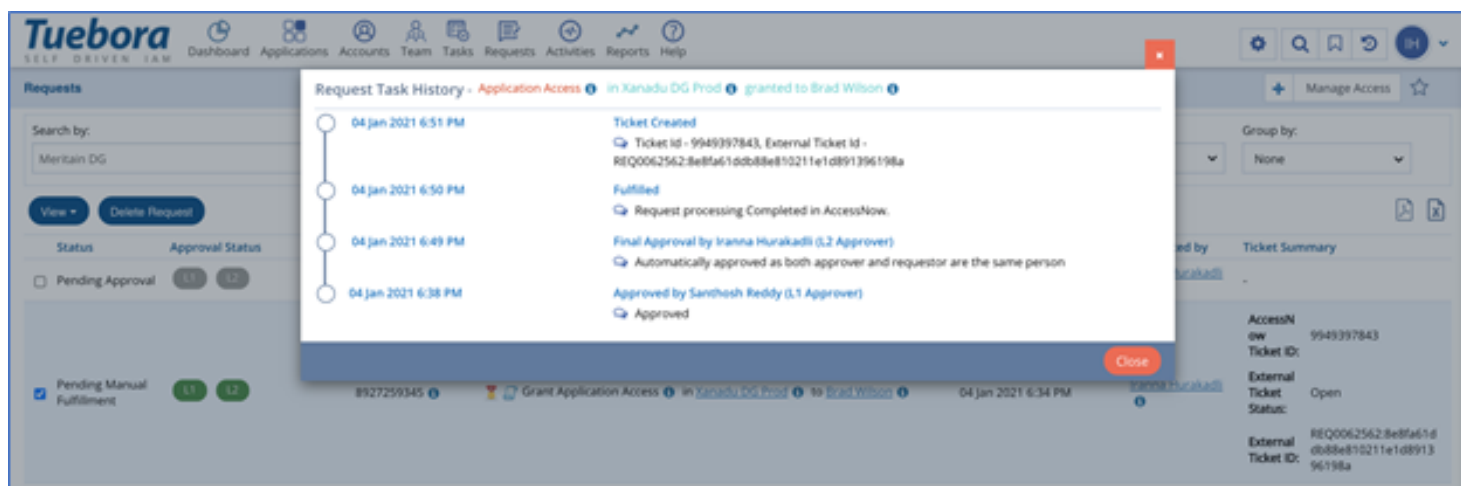


Figure 3: Requested and Approved in Tuebora and Fulfilled manually by creating ticket in ServiceNow

## Summary

In all the above scenarios, you need a unified system that maintains a list of to-dos as tickets that can be automatically or manually be fulfilled while supporting workflows and governance review for privileged access.

ServiceNow and Tuebora work together to support business functions by getting the right employees or business partners access to the applications that make them productive as quickly as possible. Tuebora handles governance, authorization, provisioning, and reporting. This integration expands the reach of ServiceNow to hundreds of applications, automates key tasks as needed, and tracks sensitive data or application requests. Together, ServiceNow and Tuebora is a solution that can expand or contract along three different dimensions as IT changes occur during the life of the organization.

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