

Secure, Streamlined Delivery of Access with **SailPoint and ServiceNow**

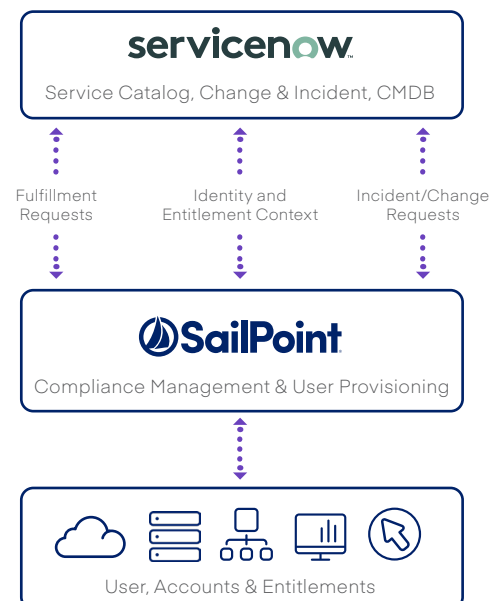
As user access requirements grow more extensive and complex, keeping up with access demands from the business while maintaining security and compliance can be overwhelming. Today's organizations need to have the right identity and access management tools readily available to manage access effectively in a policy-controlled and secure manner.

The SailPoint and ServiceNow integration provides out-of-the-box support for visibility, control and automation capabilities to help organizations receive more from their ServiceNow and other investments.

The SailPoint ServiceNow integration is designed to:

- Simplify the management of manual changes triggered by compliance and provisioning processes.
- Allow for automatic generation of helpdesk tickets when access changes are needed.
- Provide closed-loop tracking to ensure all changes are fulfilled in a timely and accurate manner.
- Serves as one-stop shop for all business user requests to ensure strong governance around user access to sensitive applications.

By integrating SailPoint and ServiceNow, organizations can now implement end-to-end governance across all applications and data that users access through one common solution, helping to ensure user access always remains compliant and secure.



SailPoint offers seamless integration with ServiceNow so you can enjoy a single, secure platform for IT service management and identity and access management across key HR, governance and IT security processes.

Integrated Capabilities with SailPoint and ServiceNow

Self-Service Access Request

Seamless integration provides users with a unified experience by integrating a business-friendly access request process into the ServiceNow Service Catalog.

- Users can quickly find and request access-related services along with other ServiceNow service requests in one all-inclusive experience.
- Helpdesk integration automatically creates ServiceNow incident tickets, helping with the audit process and leveraging the routing efficiency ServiceNow provides.
- SailPoint's flexible provisioning architecture provides consistent policy enforcement and syncs approved access changes in conjunction with ServiceNow processes.

Change Management

Automatic synchronization of user access rights when user lifecycle changes are detected – such as joining, leaving or moving within an organization – helps to eliminate entitlement creep and over-permissioned user access.

- Once a lifecycle change notification is received from an authoritative source, SailPoint calculates the appropriate access changes and triggers provisioning.
- Fulfillment of provisioning requests and certification remediation occur either through automated connectivity to on-premises and cloud applications or manually through ServiceNow incident tickets.
- Integrated connectivity to the ServiceNow user store to support creating, modifying and deleting user access from ServiceNow.

Governance Controls

Leverage preventive and detective identity controls to reduce risk, improve security and reduce the burden of audit requirements.

- SailPoint lays a foundation for effective governance by centralizing identity data, storing information about every user and application (on-premises or in the cloud), and providing a single place to model roles, policies, risk and processes.
- SailPoint allows requests from ServiceNow to be approved in the ServiceNow approval engine.

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SailPoint, the leader in enterprise identity management, brings the Power of Identity to customers around the world. SailPoint's open identity platform gives organizations the power to enter new markets, scale their workforces, embrace new technologies, innovate faster and compete on a global basis. As both an industry pioneer and market leader in identity governance, SailPoint delivers security, operational efficiency and compliance to enterprises with complex IT environments. SailPoint's customers are among the world's largest companies.