

GSD. General – PDB Maintenance of user data in ServiceNow instead of phonebook

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General Information:

Possible symptoms/errors:

PDB: Maintenance of user data in ServiceNow instead of phonebook

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

From 29.06.2022 on (PDB Replacement go-live date), user data maintenance is done in ServiceNow instead of the "Phonebook" application based on Notes.

The questions now are:

Where can users maintain their user data? What happens in the background? Which system syncs the data to which?

Details:

Maintenance of user data

Users simply need to open the Service Portal (ServiceNow front-end) and either search for their username (or any other) by using the search field or by clicking on their own profile image at the top bar menu.

Search field:

Profile:

NOTE: The search field will be updated with an additional ", people" entry to make clear that the search can also be used to search for users.

When searching for a user, a list of results will be displayed. By clicking on the according username a form opens, showing all user details and providing an edit button for updating the records.

NOTE: Which data can be edited is dependent on user and site context:

Some sites agree to update the AD and O365 address book based on ServiceNow. Then phone and fax numbers can be changed and location information can be maintained always. Even if the data stays in ServiceNow Manager and cost center changes trigger approval workflows to both affected managers/cost center owners. It can also be that the own phone extension cannot be edited if there are dependencies with a local telephone system (e.g. in Schweinfurt, Germany). Business Phone, Mobile Phone and Business Fax can only be edited, if the local AD admin agreed to sync information from ServiceNow to AD. If user requires changes in the read-only fields "Name" or "Email", advise them to contact their local IT admin.

What happens in the background?

Before, PDB data was maintained in the phonebook application and is synced to ServiceNow.

Phonebook --> PDB --> ServiceNow

Since 29.06.2022 AD is the primary data source to create/update user in ServiceNow via an interface synchronizing any change in average every 2 minutes.

Additionally, all users can maintain their data in ServiceNow. If local AD admins agree, the ServiceNow updates will be sync with Active Directory and Azure AD via which the O365 address book will be updated, too.

ServiceNow <--> AD --> AzureAD --> O365

NOTE: Currently there is no interface to "Workday" (e.g. for department abbreviations)

The following chart illustrates the synchronization process:

NOTE: Since the go-live the Phonebook application is set to read only and users will be redirected to Fresenius Service Portal.

It is important to know that the maintenance of own user data is currently limited to a few sites only! The reason is that it's decentralized structure in AD and not every site's AD admin wants the change of user data in his/her part of the Active Directory. But it might only be a matter of time until IT Admins or site responsible want to have this feature, too.

NOTE: Unlike request forms the approval is required for updates of manager and cost center fields only. Any other update does not trigger an approval workflow.

Possible support cases:

If a user has made changes which do not become visible in the O365 address book, the user needs to contact the local IT admin. They then need to request update possibility for their site(s). In these cases phone and fax numbers are not changeable in ServiceNow when a user edits his/her personal data. ServiceNow support members have access to the "OU table" in ServiceNow and can see the actual state like which site has AD write permissions. If site IT admins request updates for their site(s) via incident, the OU table in ServiceNow must be changed to write permissions for the requested sites.

OU table:

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A