

*IdentityIQ Epic SER Linking/Unlinking*

# Epic SER Linking Feature

This feature is **required for any Epic Integration within the health care space**. Health care Providers must have SER (Scheduled Resource) assigned to them on the Epic employee record. This feature **links Epic Employee records and SER records** via the out-of-the-box Epic connector, based on Epic and SER authoritative sources. There is a lifecycle event that is designed to run during an Identity Refresh. Lifecycle Event “SER LINK FEATURE” links record from Epic and record from SER within Epic System. Certain configuration steps are required for this event to work.

**Note: These configurations must be done from the Global Definition QuickLink.**

* \*SER Record Application Name\*
* \*SER ID Attribute Name\*
* \*Epic Application Name\*
* \*EMP ID Attribute Name\*.

SER Application can be any Connector Type and Epic Application must be Epic Connector Type. Aggregation of SER Application must correlate to Identity Cube that has Epic account.

# Break Glass Operation

“Process Identity Access“ can be used to Link or Unlink Epic/SER record.

**Operations Launch SER Unlinking** launches provisioning on Epic to unlink records EPIC/SER records. Also, SER provisioning is launched to ensure subsequent run of SER aggregation doesn’t override and links Epic and SER records.

**Operations Launch SER Linking** launches provisioning on Epic system to link Epic / SER records. Epic Id is picked from SER record that is aggregated from SER source.

# Notify Operations Epic SER Linking Unlinking

By Default, Epic SER Linking / Unlinking Email is sent out to Operations on provisioning failures only. A Global Definition Configuration "Notify Operations on Epic SER Linking or Unlinking for an Identity" can be used to send out email to Operations on Epic SER provisioning action.

If there is a requirement to cc this email, an extended rule can be used and referenced using Global Definition configuration “CC Email Rule” option.