Termination Discrepancy Fix Automation

**Disclaimer:**   
As the current manual process is being taken care by the offshore people in offshore time zone, I will maintain the timeframe in IST.

**Problem Statement:**  
Terminates users are still active in IIQ and in further downstream applications like AD, OUD etc.

**Summary:**  
Terminated users are still available and active in IIQ for long time since the termination occurred in Workday. Subsequently the users are active in downstream applications too like Active Directory, OUD etc. Due to this issue, any internal application in BBY Enterprise is still accessible by those users as per the authentication by AD/OUD which is a high risk.

**Solution:**  
To mitigate this issue, our team performs the discrepancy fix for all the terminated users in daily basis to ensure no users remain active in IIQ and further downstream application after termination. As per the current process,

1. Pull the terminated Users based of Effective End date using Advanced analytics in SailPoint post 1:30pm IST Workday Delta Aggregation and export as Excel sheet. Also download the report terminated users shared by Workday every 4:30am IST.
2. Validate if all the users pulled from report (IIQ Advanced analytics and Workday report) are terminated in IIQ.
3. If not terminated, means Active.
   1. Then, check status of them in Workday. If they are Active in WD, then they are Rehired. No action required.
   2. Else, can run WD Aggregation job for those users manually and make them as Inactive.
4. If terminated, Then, we need to check the status of the users in OIG DB, AD, OUD and Lenel.
   1. If Inactive, no action is required.
   2. If Active, run **Single Identity Refresh** job for those users who are active in OIG. if the users are still Active means we need to trigger Leaver event until users get into Inactive state.

**Automation Solution:**

1. Initiate a discussion with Workday Team regarding the exposure of all terminated users’ list via Webservice call. Get the list of users for below 2 categories.
   1. User who got terminated yesterday.
   2. User whose effective termination date is less than completion date for specific date range.
2. Create a Task called “Workday Aggregation task for Terminated users” which will execute the WD webservice and pull all the users from #1 in SailPoint.
3. Create a sequential follow-up task to get the list of all terminated users with effective date as sysdate in SailPoint.
4. Merge both the users list and retrieve User Status, Employee Number, Inactive, NEEDS\_REFRESH by calling SPT\_IDENTITY.
5. Create a custom table with column of all those values in #4 with additional column CUSTOM\_LEAVER and store the query result there. Or any file stored in S3 bucket. While storing the new data in Custom table, truncate the old data and move it in another custom table which will hold the old them to keep the history.
6. Create a new sequential task called “Refresh Terminated Users Task” and append at the end of the Workday Delta Aggregation sequential task as task#4.
7. As part of sequential task, call WD bulk aggregation as task#1 for all those users which are currently stored in Custom table in IIQ DB.
8. As part of sequential task, call Bulk Single Identity Refresh task as task#2 for all those users which are currently stored in Custom table in IIQ DB.
9. Ensure all the users are refreshed and has the NEEDS\_REFRESH value 0 in custom table in IIQ DB. Discard the Active users as they are REHIRED and consider Inactive users only.
10. As part of sequential task, call Aggregation task for OUD, AD, OIG and Lenel to get the latest data for these users.
11. If these users are found Active, then update the CUSTOM\_LEAVER value as 1 and run the leaver event for those users again.

Workday Report Publish Every 6pm CST

Starting the Termination Disc Fix manual activity after 3am CST Workday Delta Aggregation task

Obtain only users from column ‘L’ in report#1, merge with report#2 and remove duplicates

Find the status of all these users via advanced analytics

Download the below 2 reports.

1. BBY HR Workers Termed in Date Range and Eff Date Less than Completion Date
2. BBY HR Term Date

Run Single Identity Refresh for Active Users

If users are Active in IIQ

Manually check status of users in AD

userAccountControl = 514, bbyHREmployeeStatus = Inactive

Manually check status of users in OIG

USER\_STATUS = ACTIVE in OIG

If user is Active

Manually check user status in Workday

Manually check status of users in OUD

ds-pwp-account-disabled = true, bbEmploymentStatus = Inactive

Manually check status of users in Lenel

EMP\_TYP\_CDE, EMP\_STAT\_CDE = Inactive

Run Single Identity Refresh for Active Users

If users are Active in Workday

Trigger Leaver Event

1. Task: BBY Update Rapid Setup Attribute Task
2. Rule: WDBulkAggregation
3. Run 'Single Identity Refresh Job'

User is Rehired. Ignore

Workday File Transfer

Workday Delta Aggregation and Identity Refresh Synchronize Attributes Sequential Task

1. Workday Delta Aggregation
2. Refresh Identity Cube for Synch Attribute
3. Refresh Identity Cube for Role Assignment

Old tables/files containing historic data

Workday Aggregation task for Terminated users  
(6pm CST)

Replace the main file/table with latest data and take the backup of old data

Get the terminated users from WD

Internal task of IIQ to find the termed users with effective end date as ‘sysdate’

4. Refresh Terminated Users Task

Custom table or file in S3 bucket

Store/update the termed users in S3 bucket as file OR in custom table

SPT\_IDENTITY table

Call SPT\_IDENTITY to retrieve User Status, Employee Number, Inactive, NEEDS\_REFRESH

4.1 Workday Bulk Aggregation Task

update the value CUSTOM\_LEAVER = 1 in custom table

Confirmed all users are refreshed with NEEDS\_REFRESH = 0, Discard ‘Active’ users as they REHIRED. Accept only users with Inactive = true

Fetch Users from Custom table to do bulk WD Aggregation

Connect IIQ DB

NEEDS\_REFRESH = 0

Inactive = true

Ensure all users are refreshed with NEEDS\_REFRESH value 0

4.2 Bulk Single Identity Refresh Task

updated the value CUSTOM\_LEAVER = 1 in custom table

Trigger Leaver Event for those users CUSTOM\_LEAVER = 1

1. Task: BBY Update Rapid Setup Attribute Task
2. Rule: WDBulkAggregation
3. Run 'Single Identity Refresh Job'

Feed the users in WD Bulk Aggregation & Bulk single Identity refresh task at same time

Workday Bulk Aggregation task is complete

Run LENEL Bulk Aggregation Single Account

Run OUD Bulk Aggregation Single Account

Run AD Bulk Aggregation Single Account

Run OIG Bulk Aggregation Single Account

Else Exit

Verification of below values from respective applications.

1. USER\_STATUS = ACTIVE in OIG
2. userAccountControl = 514, bbyHREmployeeStatus = Inactive in AD
3. ds-pwp-account-disabled = true, bbEmploymentStatus = Inactive in OUD
4. EMP\_TYP\_CDE, EMP\_STAT\_CDE = Inactive in Lenel

If true