

CA Service Desk SCIM Connector for CA Identity Manager



What It Does

CA Service Desk SCIM Connector for CA Identity Manager provides a single point for user administration in CA Service Desk. The connector allows the administration of CA Service Desk Contacts as follows:

- Create, Modify, Disable of CA Service Desk contacts.
- Manage CA Service Desk contact's access and contact type.
- Manage CA Service Desk contact's group membership association.
- Manage CA Service Desk contact's settings that define the service level they receive.

Benefits That Deliver Value

- Centralized CA Service Desk contact provisioning
- Automated CA Service Desk contact access management
- Automated CA Service Desk contact business enablement
- Secure, Reliable, and Scalable
- Simplicity of support

How It Works

The CA Service Desk SCIM Connector for CA Identity Manager is a CA Identity Manager Java Connector Server DYN connector. It is built on the capability of the SCIM connector for CA Identity Manager and relies on the CA API Gateway with tailored policy assertions to communicate to the CA Service Desk REST interface.

Technical Prerequisites

A list of technical prerequisites for this packaged work product can be found at [CA Support online](#). This is a central repository that will help you identify CA Technologies product compatibility with operating systems, other third-party software products, as well as with certification standards and regulations. [Contact](#) your CA Services representative for further assistance with purchasing this component.