ServiceNow HR Service Delivery Basic Integration with Workday

Integration, Installation, and Configuration Guide

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1. Purpose and business objectives of integration

1.1 Purpose

This document serves as the definitive implementation guide for connecting Workday with ServiceNow HR Service Delivery. It walks practitioners through establishing automated employee data synchronization and configuring self-service capabilities.

1.2 Business Objectives

- Centralized Employee Data: Synchronize worker profiles, job information, and organizational data from Workday into ServiceNow to maintain a single, reliable source of employee information — eliminating data silos and reducing duplication across systems.
- Unified Employee Experience: Enable employees to view and act on their Workday tasks, approvals, and to-dos directly within Employee Center, removing the need to switch between systems for routine HR activities.
- Operational Efficiency: Automate data synchronization on a scheduled basis using out-of-the-box integration patterns, minimizing manual effort, reducing errors, and ensuring employee data stays current without admin intervention.

1.3 Business capabilities supported

The integration synchronizes the following employee data and tasks from Workday into ServiceNow on a scheduled basis:

Core Data Synchronization (Inbound)

- Departments — Organizational units and business functions
- Locations — Employee work locations and office details
- Job Profiles — Role definitions, titles, and job classifications
- Worker Profiles — Complete employee records (personal, job, and organizational data)
- Effective Worker Profiles — Point-in-time employee data based on effective dates
- Future Worker Profiles — Pre-staged changes (new hires, transfers) scheduled to activate on a future date
- Professional Worker Profiles — Contingent and professional worker records
- Pull To-Dos — Workday inbox tasks (approvals, action items) surfaced in Employee Center
- Termination — Employee exit tracking and offboarding status

Each capability is implemented through Workday HR Spoke actions (API calls to Workday) orchestrated by HR Service Delivery integration sub-flows (process logic that handles data retrieval, transformation, and loading into ServiceNow).

1.4 System Dependencies and Version Compatibility

The integration requires compatible versions across both Workday and ServiceNow. Using versions outside the supported range may result in missing features or integration failures due to API schema changes.

Workday API Compatibility

> The Workday HR Spoke is certified for Workday API versions v33.2 through v45.2. Confirm your Workday tenant's API version falls within this range before beginning setup.

ServiceNow Release Compatibility

Application	Version	Supported Releases
HRSD Integration with Workday	3.6.0	Australia, Zurich
HRSD Integration with Workday	3.4.11	Zurich, Yokohama
HRSD Integration with Workday	3.4.1	Zurich, Yokohama, Xanadu
HRSD Integration with Workday	3.4.0	Zurich, Yokohama, Xanadu
Workday HR Spoke	2.9.0	Australia, Zurich, Yokohama, Xanadu

Each application version is supported only on the releases listed above. Before installation, verify that your ServiceNow instance release aligns with the application version you plan to deploy.

1.5 Scope boundaries

The integration communicates with Workday using SOAP API (versions 33.2 to 45.2) and REST API (version 1). Data exchange between the two systems is handled exclusively through these API versions — functionality outside this range is not supported.

2. Installation & Configuration Guide

2.1 Install application components and activate required plugins

Before the integration can start, the required applications and components must be installed and activated. This ensures that ServiceNow has all the necessary capabilities to connect with Workday and process data correctly.

Why is this required?

The integration depends on specific applications and frameworks to communicate with Workday, fetch data, and process it within ServiceNow. Without installing these components, the integration will not function.

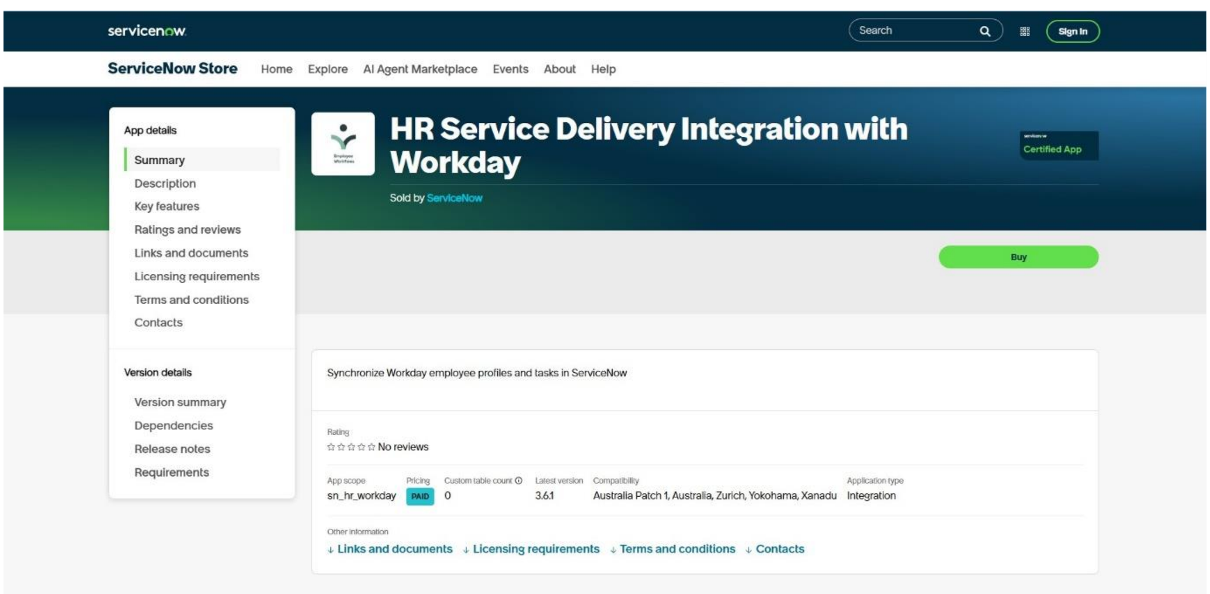
Who should perform this?

This setup is typically done by a ServiceNow Administrator or a user with the required access to install applications and manage plugins.

How is this done?

The process begins by installing the HR Service Delivery Integration with Workday application from the ServiceNow Store. Once installed, it automatically activates the Workday HR Spoke, which is required for communication with Workday.

To get the required plugin, please visit this *Store link* "HR Service Delivery Integration with Workday".



2.2 Validate required roles, Access Controls and RCA’s

2.2.1 Roles

The following roles must be assigned before configuring the integration:

- sn_hr_workday_admin — Minimum required role for configuring and managing the Workday integration. Grants access to flows, configuration tables, and job tracking.
- admin — Required for Workday HR authentication setup and accessing the Workday HR Spoke.
- No additional roles are required for specific use cases such as approval workflows. The **admin and sn_hr_workday_admin** roles are sufficient.

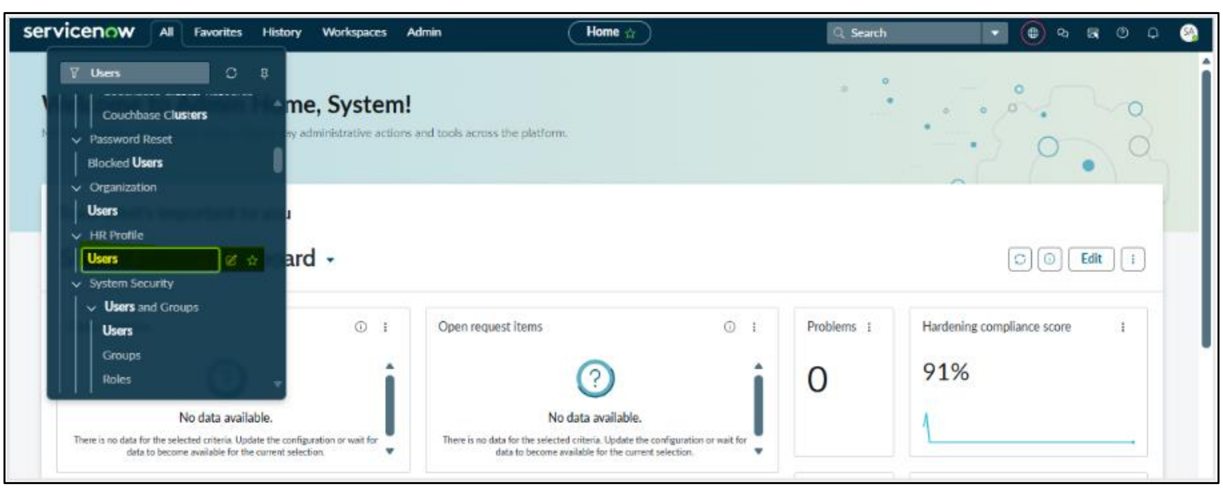
Without these roles assigned, the user will not be able to configure the integration or monitor execution.

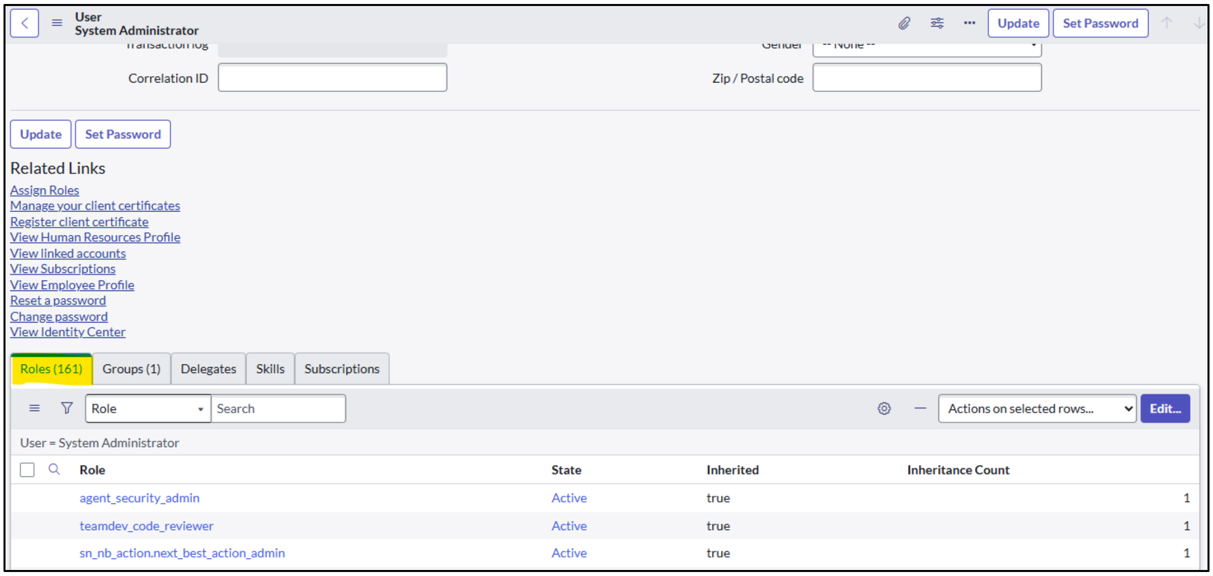
2.2.1.1 How to Assign or Verify Roles

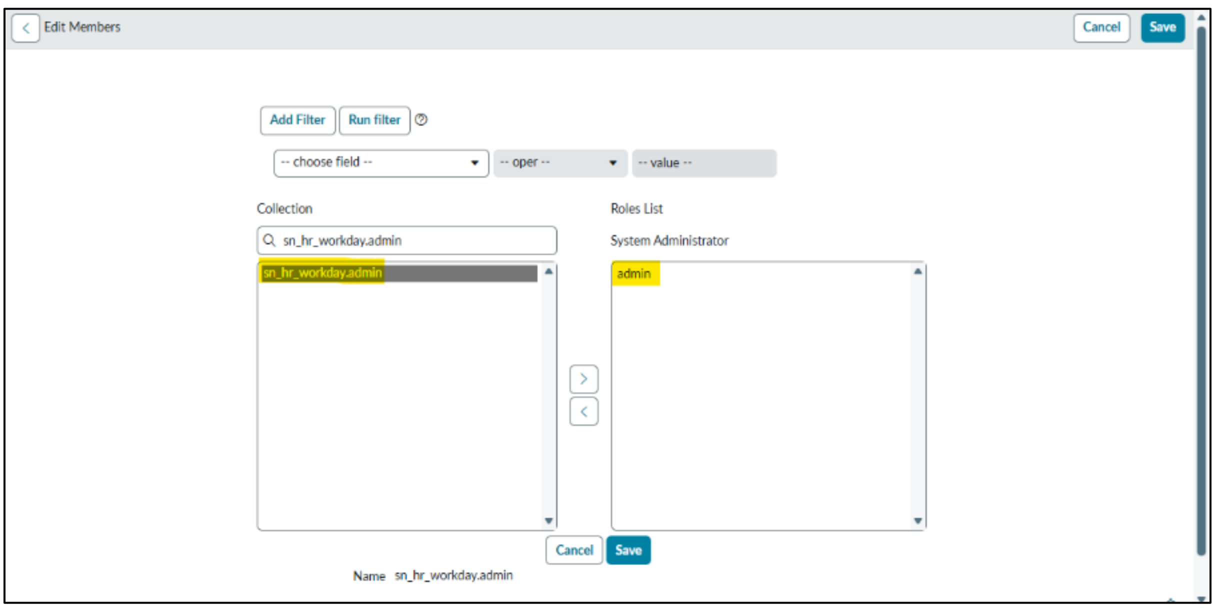
Follow these steps to assign or check roles for a user in ServiceNow:

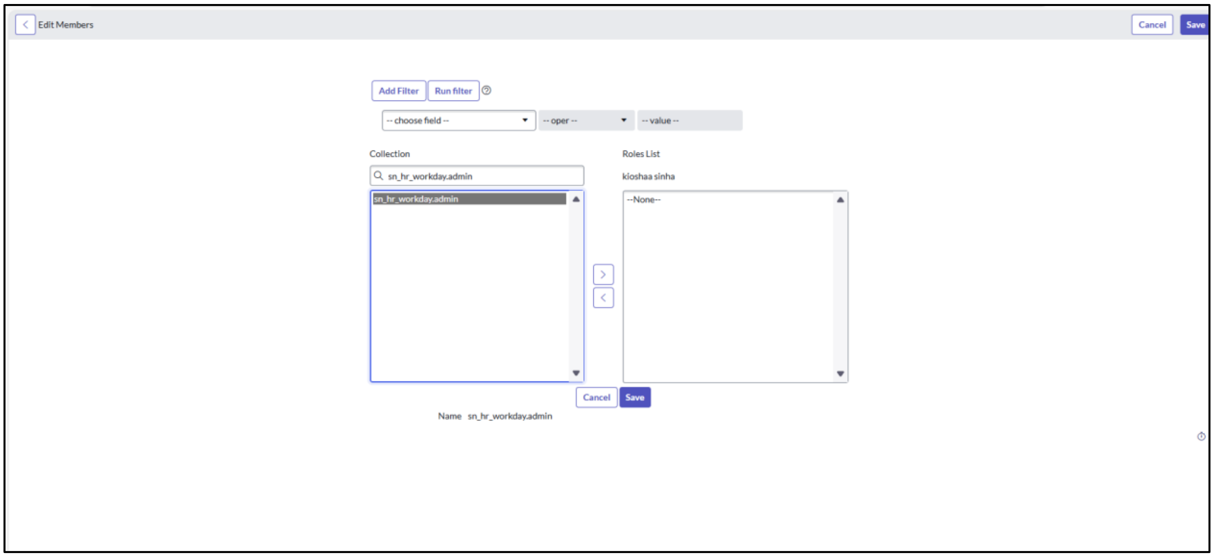
1. Navigate to All → HR Profiles → Users
2. Open the relevant user record
3. Scroll to the Roles section
4. Click Edit
5. Search for and assign the following roles:
    a. sn_hr_workday_admin
    b. admin
6. Click **Save** to confirm the changes

Below are the screenshots for role assignment and validation:




User
System Administrator
Update
Set Password
Correlation ID
Zip / Postal code
Update
Set Password
Related Links
Assign Roles
Manage your client certificates
Register client certificate
View Human Resources Profile
View linked accounts
View Subscriptions
View Employee Profile
Reset a password
Change password
View Identity Center
Roles (161)
Groups (1)
Delegates
Skills
Subscriptions
Role
Search
Actions on selected rows...
Edit...
User = System Administrator
Role
State
Inherited
Inheritance Count
agent_security_admin
Active
true
1
teamdev_code_reviewer
Active
true
1
sn_nb_action.next_best_action_admin
Active
true
1


Edit Members
Cancel
Save
Add Filter
Run filter
-- choose field --
-- oper --
-- value --
Collection
Roles List
sn_hr_workday.admin
System Administrator
sn_hr_workday.admin
admin
Cancel
Save
Name sn_hr_workday.admin



Role Title	Description	Contains Roles
HR Workday Admin	Can access all features and capabilities of the HR Service Delivery Integration with Workday application. Responsible for configuring and managing worker profile synchronization and integration settings.	flow_operator import_admin sn_hr_workday.user

2.2.2 Access Controls

Access Control Lists (ACLs) govern what users can do with integration data at both the table and field level — including read, write, create, and delete operations.

The sn_hr_workday_admin role provides the necessary ACL permissions for managing integration tables, configuration records, and reports. Users without this role will be unable to access or modify integration data, even if they can navigate to the relevant tables.

For example, if a user needs to view the salary field in the Compensation table, they must have both the required role and field-level ACL access — having the role alone is not sufficient if field-level restrictions are in place.

Below is the screenshot for compensation:

Access Controls | Name | Search | Actions on selected rows...

All > Application = HR Service Delivery Integration with Workday

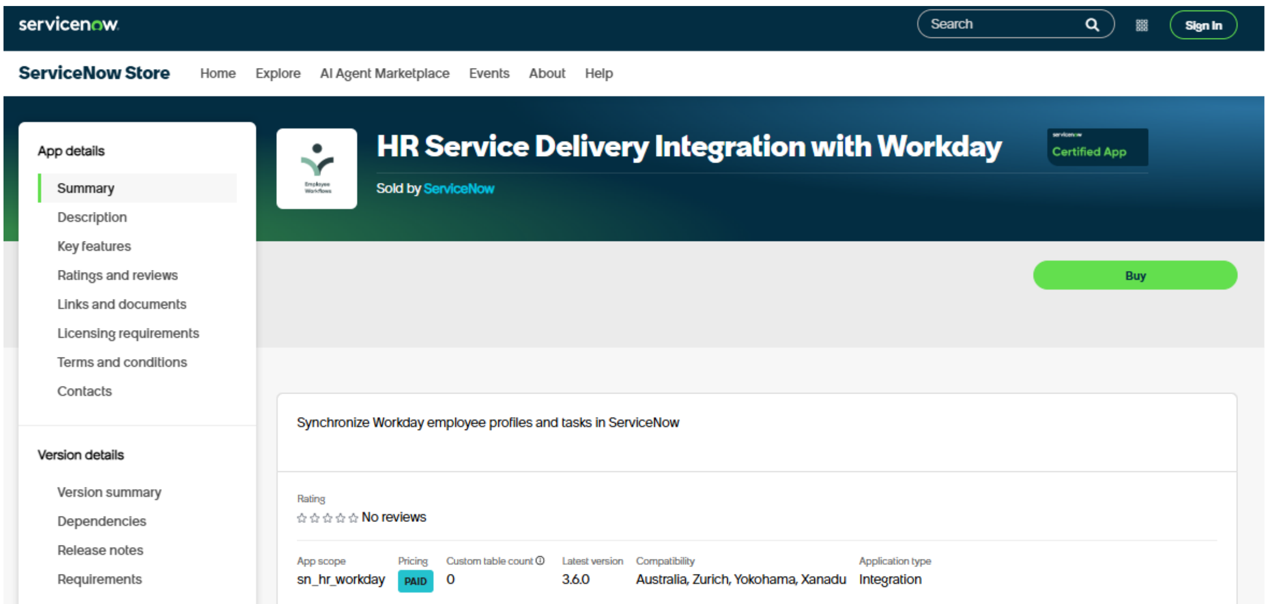
Column options

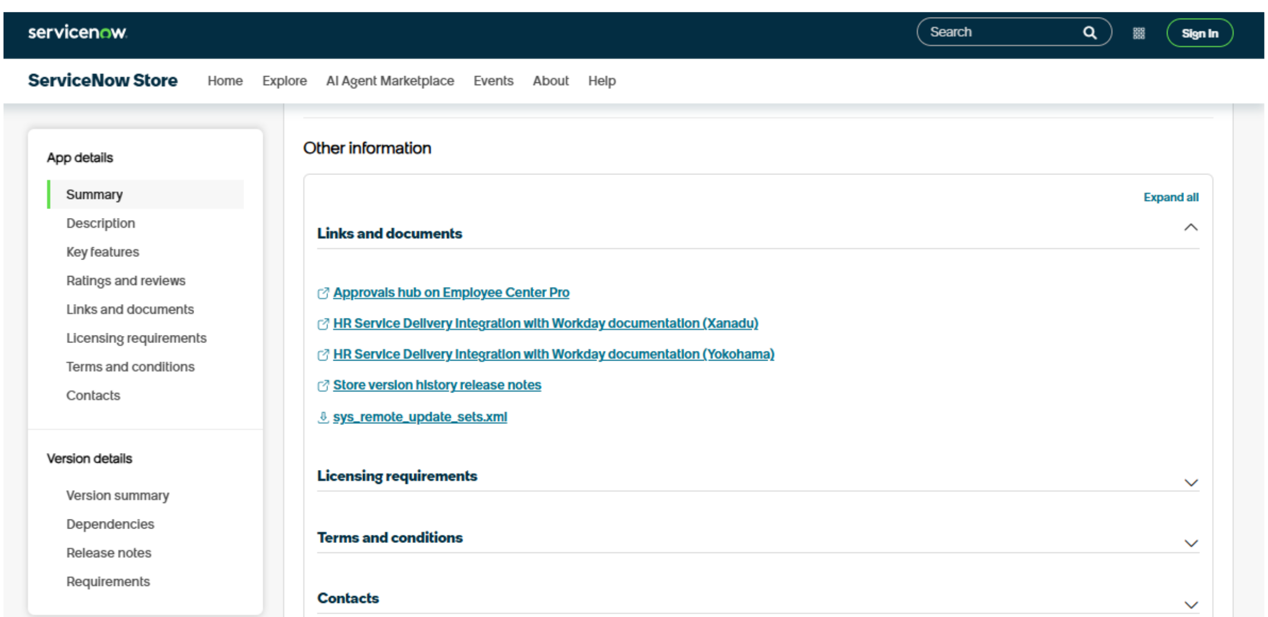
Name ▲	Decision Type	Operation	Type	Active	Updated by	Updated	Application
Search	Search	Search	Search	Search	Search	Search	=HR Service Delivery
sn_hr_workday_compensation_change_reques...	Allow If	write	record	true	admin	2023-05-11 10:17:26	HR Service Delivery Integration with Wor...
sn_hr_workday_compensation_change_reques...	Allow If	delete	record	true	admin	2023-05-11 10:17:45	HR Service Delivery Integration with Wor...
sn_hr_workday_compensation_change_reques...	Allow If	read	record	true	admin	2023-05-11 10:18:13	HR Service Delivery Integration with Wor...
sn_hr_workday_compensation_change_reques...	Allow If	create	record	true	admin	2023-05-11 10:17:06	HR Service Delivery Integration with Wor...
sn_hr_workday_compensation_change_reques...	Allow If	report_view	record	true	admin	2023-05-11 19:25:49	HR Service Delivery Integration with Wor...
sn_hr_workday_compensation_change_reques...	Allow If	read	record	true	admin	2023-06-19 07:48:20	HR Service Delivery Integration with Wor...
sn_hr_workday_compensation_change_reques...	Allow If	read	record	true	admin	2023-06-19 07:48:20	HR Service Delivery Integration with Wor...
sn_hr_workday_compensation_change_reques...	Allow If	read	record	true	admin	2023-06-19 07:48:20	HR Service Delivery Integration with Wor...
sn_hr_workday_compensation_change_reques...	Allow If	read	record	true	admin	2023-06-19 07:48:20	HR Service Delivery Integration with Wor...

2.2.3 Restricted Caller Access (RCA)

The integration uses multiple application scopes that need to communicate with each other. RCA makes this possible by granting the required cross-scope permissions.

The RCA configurations needed for this integration are provided as an update set, available in the ServiceNow Store under the **HR Service Delivery Integration with Workday** application — *HR Service Delivery Integration with Workday - ServiceNow Store.*



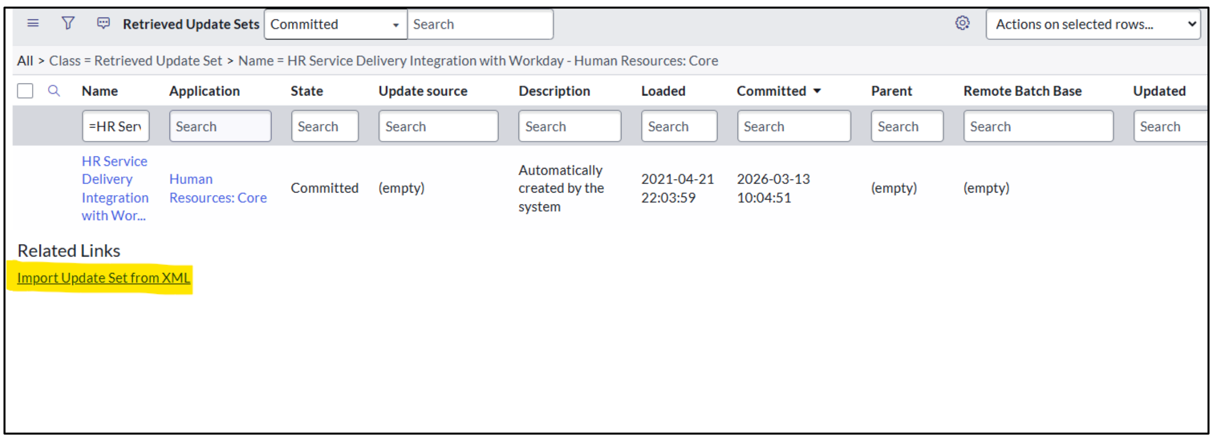


The update set must first be downloaded and then retrieved in ServiceNow.

To retrieve the update set, open your ServiceNow instance:

1. Navigate to All → Update Sets → Retrieved Update Sets.
2. In the Related Links section, click on Import Update Set from XML.
3. Select the update set file and upload it.
4. Open the retrieved update set.
5. Click on Preview Update Set
6. After previewing, click on Commit Update Set.

Once retrieved and committed, it enables the required cross-scope access for the integration to function properly.


Retrieved Update Sets | Committed | Search | Actions on selected rows...

All > Class = Retrieved Update Set > Name = HR Service Delivery Integration with Workday - Human Resources: Core

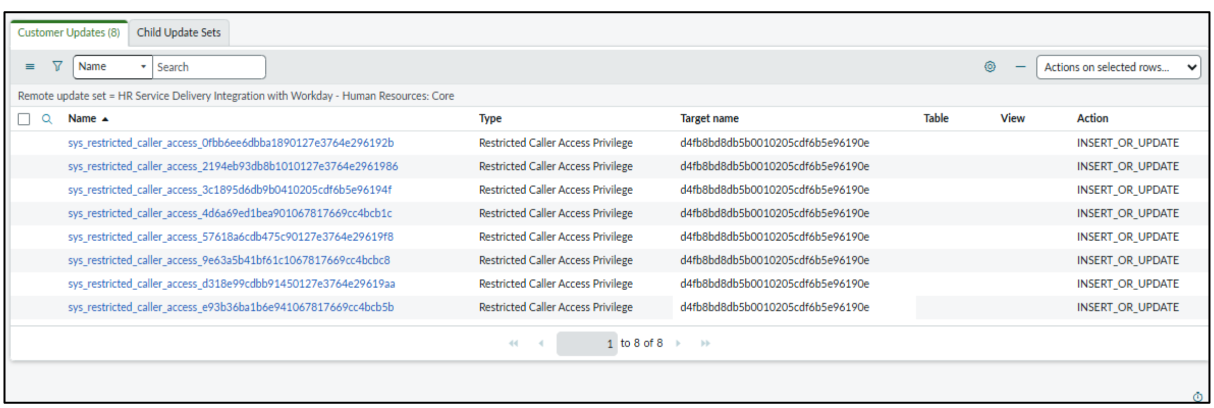
Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base	Updated
=HR Serv	Search	Search	Search	Search	Search	Search	Search	Search	Search
HR Service Delivery Integration with Wor...	Human Resources: Core	Committed	(empty)	Automatically created by the system	2021-04-21 22:03:59	2026-03-13 10:04:51	(empty)	(empty)	

Related Links

Import Update Set from XML

This step ensures that different parts of the integration can securely communicate with each other.

Below is the Screenshot of the RCAs:


Customer Updates (8) | Child Update Sets

Name | Search | Actions on selected rows...

Remote update set = HR Service Delivery Integration with Workday - Human Resources: Core

Name ▲	Type	Target name	Table	View	Action
sys_restricted_caller_access_0fbb6ee6dbba1890127e3764e296192b	Restricted Caller Access Privilege	d4fb8bd8db5b0010205cdf6b5e96190e			INSERT_OR_UPDATE
sys_restricted_caller_access_2194eb93db8b1010127e3764e2961986	Restricted Caller Access Privilege	d4fb8bd8db5b0010205cdf6b5e96190e			INSERT_OR_UPDATE
sys_restricted_caller_access_3c1895d6db9b0410205cdf6b5e96194f	Restricted Caller Access Privilege	d4fb8bd8db5b0010205cdf6b5e96190e			INSERT_OR_UPDATE
sys_restricted_caller_access_4d6a69ed1bea901067817669cc4bcb1c	Restricted Caller Access Privilege	d4fb8bd8db5b0010205cdf6b5e96190e			INSERT_OR_UPDATE
sys_restricted_caller_access_57618a6cdb475c90127e3764e29619f8	Restricted Caller Access Privilege	d4fb8bd8db5b0010205cdf6b5e96190e			INSERT_OR_UPDATE
sys_restricted_caller_access_9e63a5b41bf61c1067817669cc4bcbc8	Restricted Caller Access Privilege	d4fb8bd8db5b0010205cdf6b5e96190e			INSERT_OR_UPDATE
sys_restricted_caller_access_d318e99cdbb91450127e3764e29619aa	Restricted Caller Access Privilege	d4fb8bd8db5b0010205cdf6b5e96190e			INSERT_OR_UPDATE
sys_restricted_caller_access_e93b36ba1b6e941067817669cc4bcb5b	Restricted Caller Access Privilege	d4fb8bd8db5b0010205cdf6b5e96190e			INSERT_OR_UPDATE

1 to 8 of 8

2.3 Configure authentication

The integration uses the Workday HR Spoke to connect with Workday. Two authentication methods are supported:

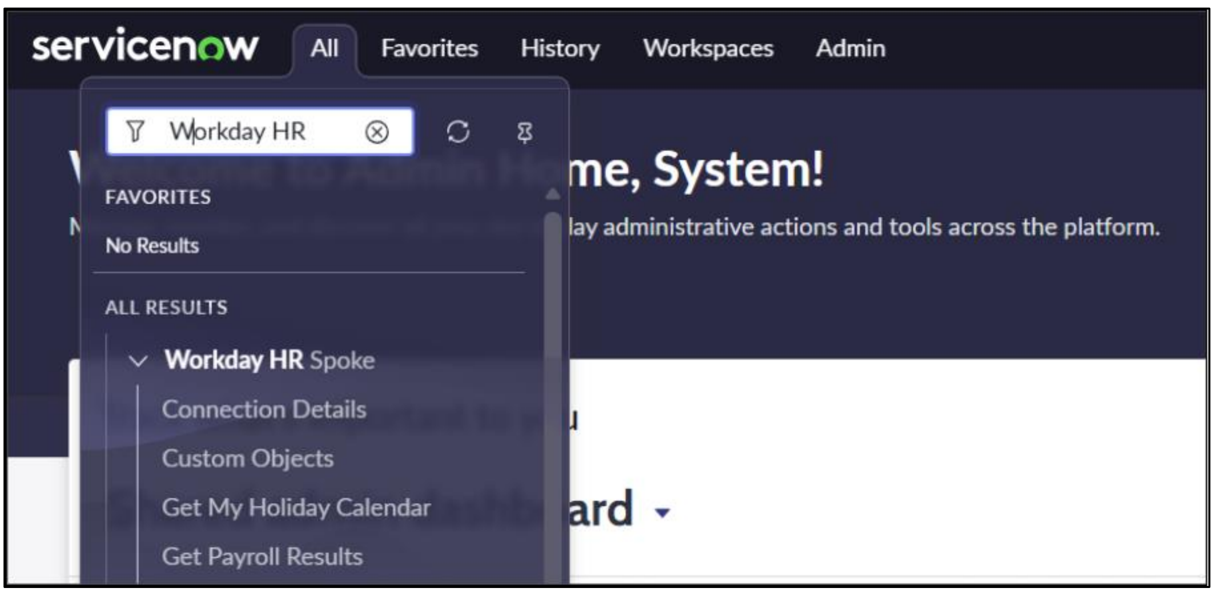
- Basic Authentication: Uses a username and password to authenticate SOAP API requests. Simpler to set up but limited to SOAP-based communication only.
- OAuth Authentication: Uses token-based authentication instead of passwords. Supports both SOAP and REST APIs, providing stronger security and broader flexibility.

The configuration steps for each method are covered in the sections that follow.

2.3.1 Configure Workday HR Spoke in ServiceNow Instance

Within ServiceNow Instance > Workday HR Spoke > connection details, the Base URL and API version must be configured to establish a successful connection with Workday.

1. Open ServiceNow Instance > Navigate to All
2. Filter by Workday HR
3. Click Connection Details under Workday HR Spoke. Connection Details page should be displayed.



4. Click New button

5. Provide the Base URL of your Workday HR instance in the Base URL field, update the Workday API version in the field Version as needed and click Submit button.

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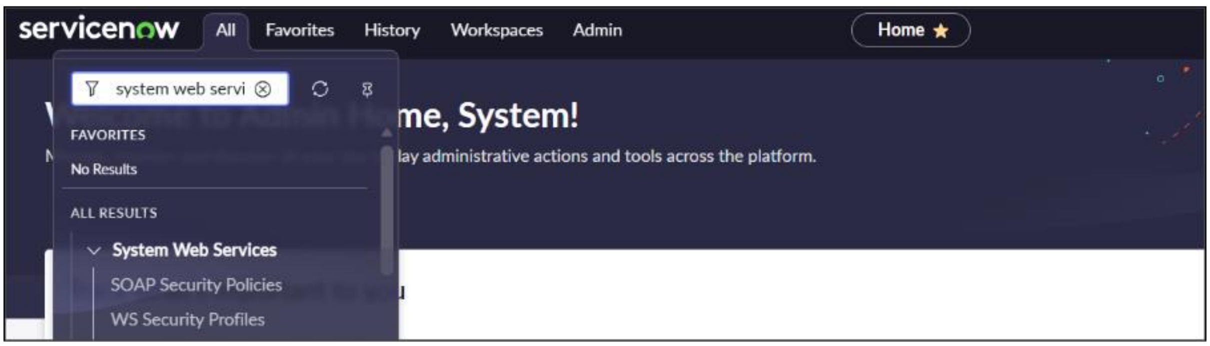
2.3.2 Basic Authentication

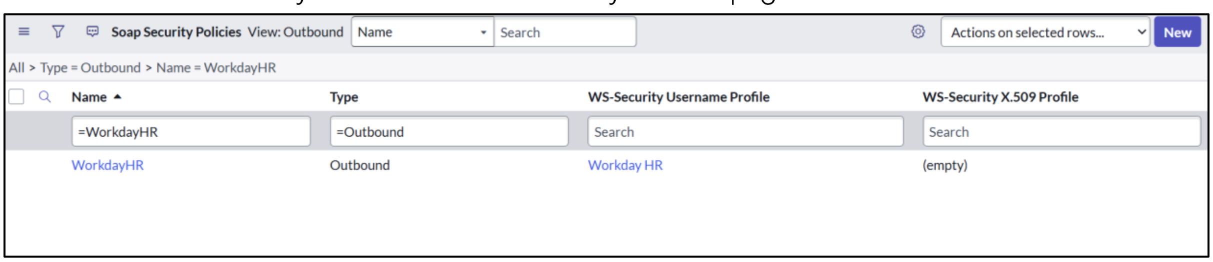
Basic Authentication is a simple method where a username and password are used to authenticate API requests. These credentials are encoded and sent with each request to verify and allow communication between Workday and ServiceNow.

To configure Basic Authentication in ServiceNow:

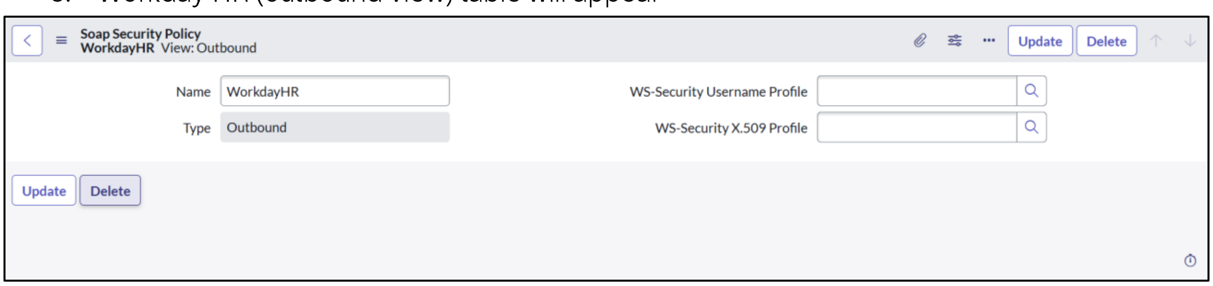
1. Navigate to All in the main menu
2. Search for SOAP Security Policies
3. Filter under System Web Services
4. Navigate to System Web Services → SOAP Security Policies (Outbound)



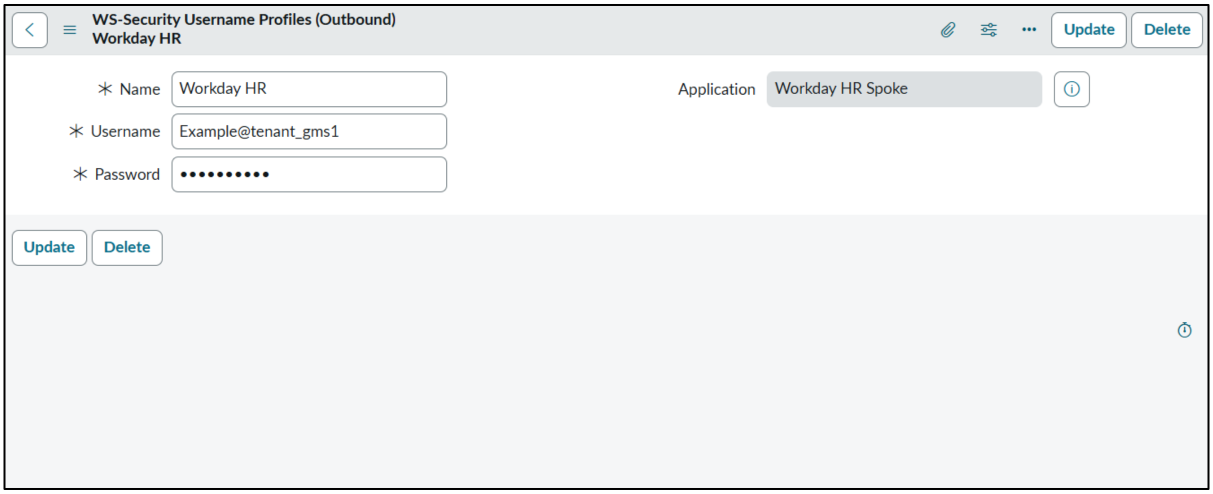
5. Click on Workday HR on the SOAP Security Policies page.



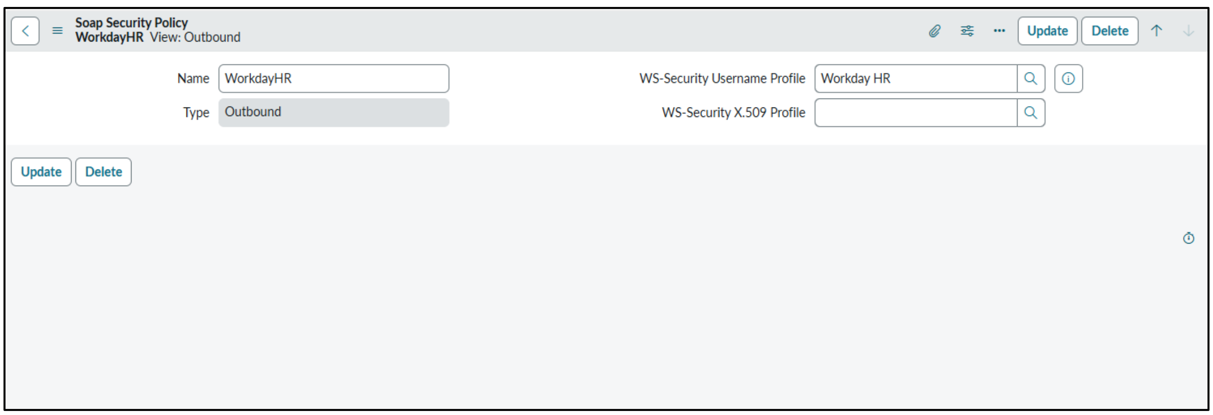
6. Workday HR (outbound view) table will appear



7. Click on "Search" icon displayed adjacent to WS-Security Username Profile field.WS-Security Username Profile page gets displayed.
8. Click on New button to create a new record in WS-Security Username Profile (Outbound) with Name, Username and Password
9. Format for Username: <workday username>@<workday tenant name>
10. Password - Password of the Workday Tenant
11. Click on Submit button.



12. Click on Update button.



2.3.3 OAuth Configuration for SOAP

Workday Configuration

Register an API client in Workday to enable OAuth authentication:

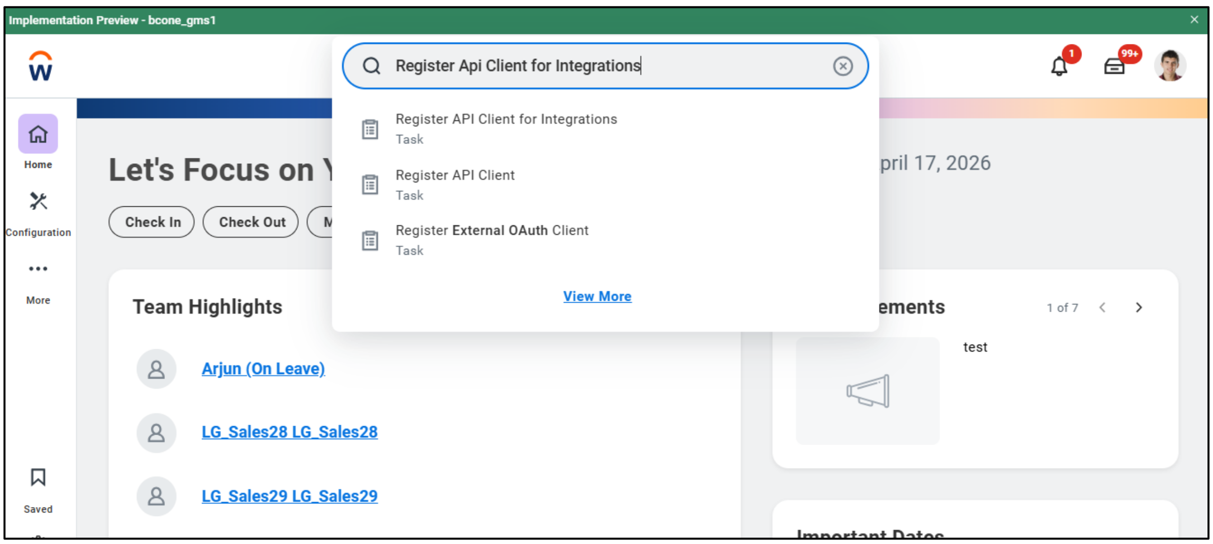
1. Log in to your Workday tenant.
2. Search for **"Register API Client for Integrations"** and open the configuration page.
3. Complete the following fields:
    - **Client Name** — Enter a name that identifies this integration (e.g., "ServiceNow HRSD Integration").
    - **Non-Expiring Refresh Tokens** — Select this checkbox to ensure continuous access without token expiry interruptions.
    - **Scopes (Functional Areas)** — Select the scopes required for your integration use cases.
4. Click **OK** to complete the registration.

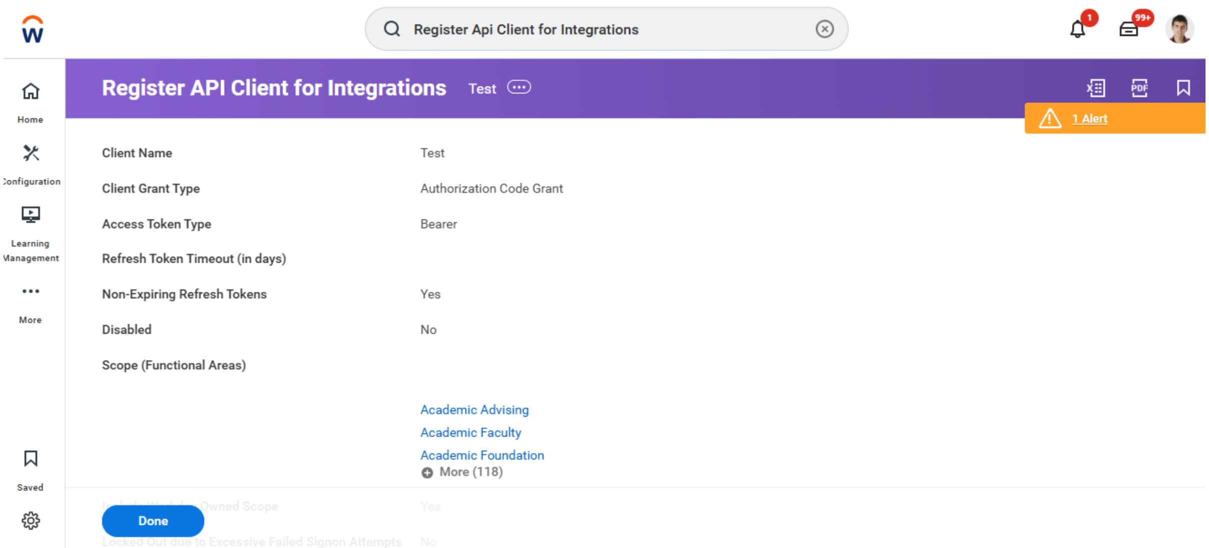
After registration, a page displays the **Client ID** and **Client Secret** — save these values, as they will be needed for ServiceNow configuration.

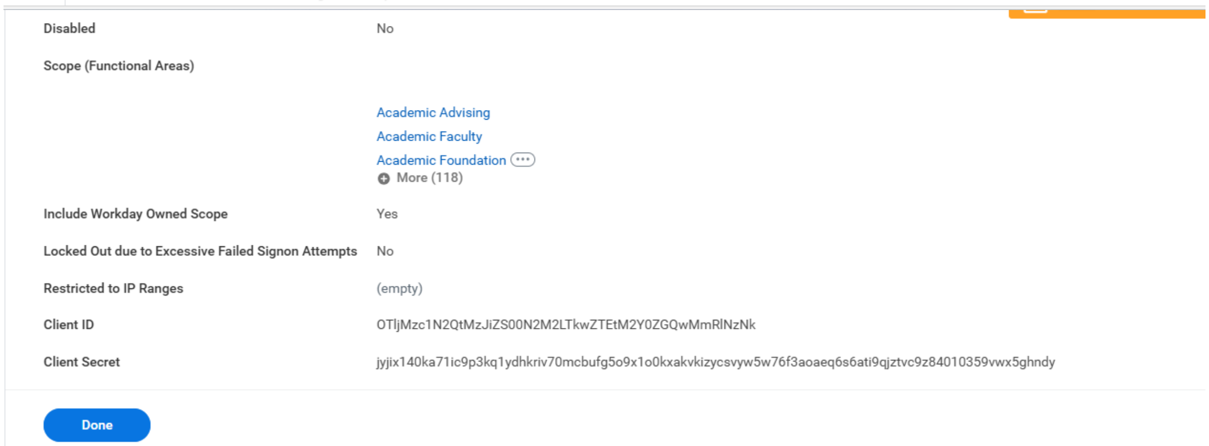
Next, generate a refresh token:

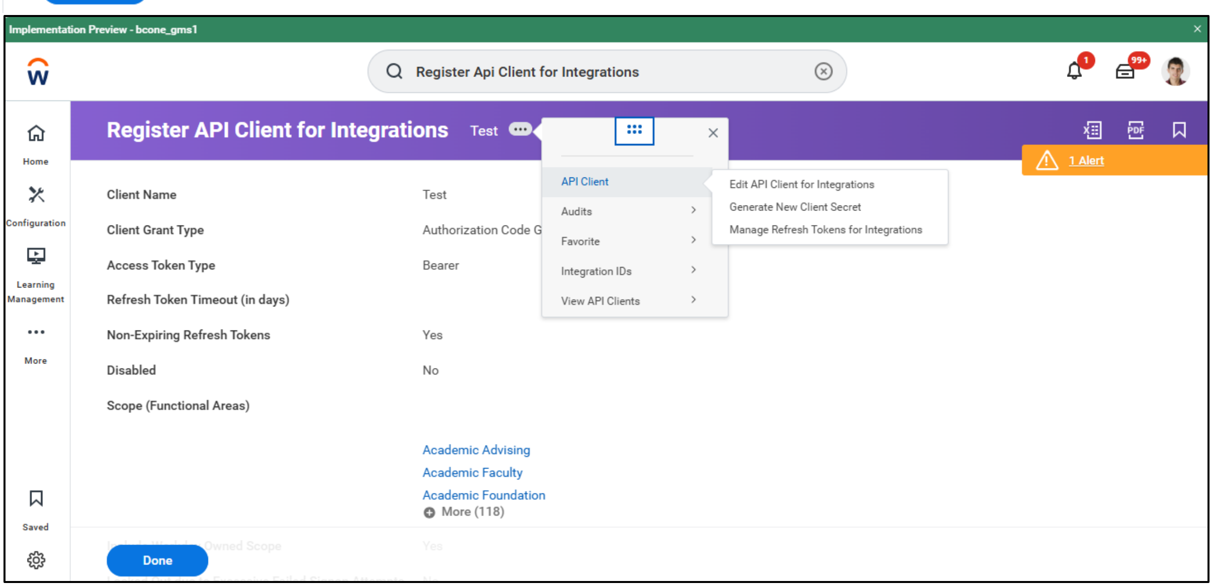
1. On the same page, click the **ellipses (...)** button next to "Register API Client for Integrations" in the upper section.
2. Select **API Client > Manage Refresh Token for Integration**.
3. On the Manage Refresh Tokens page, enter your **Workday Account** and click **OK**.
4. On the next screen, select the **"Generate New Refresh Token"** checkbox and click **OK**.

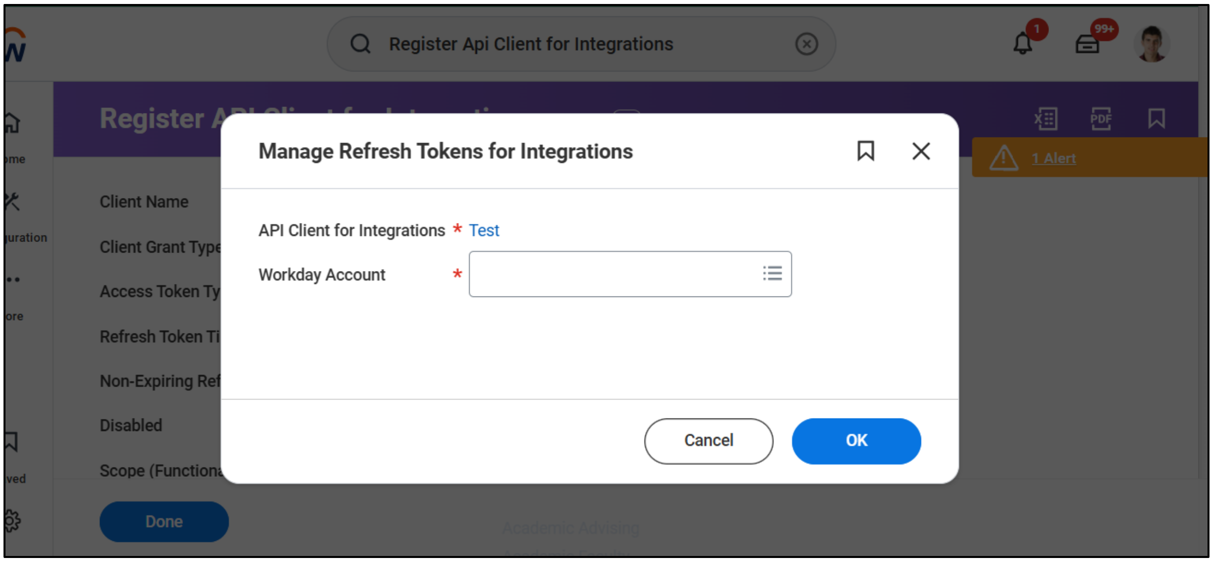
Refresh Token is generated.

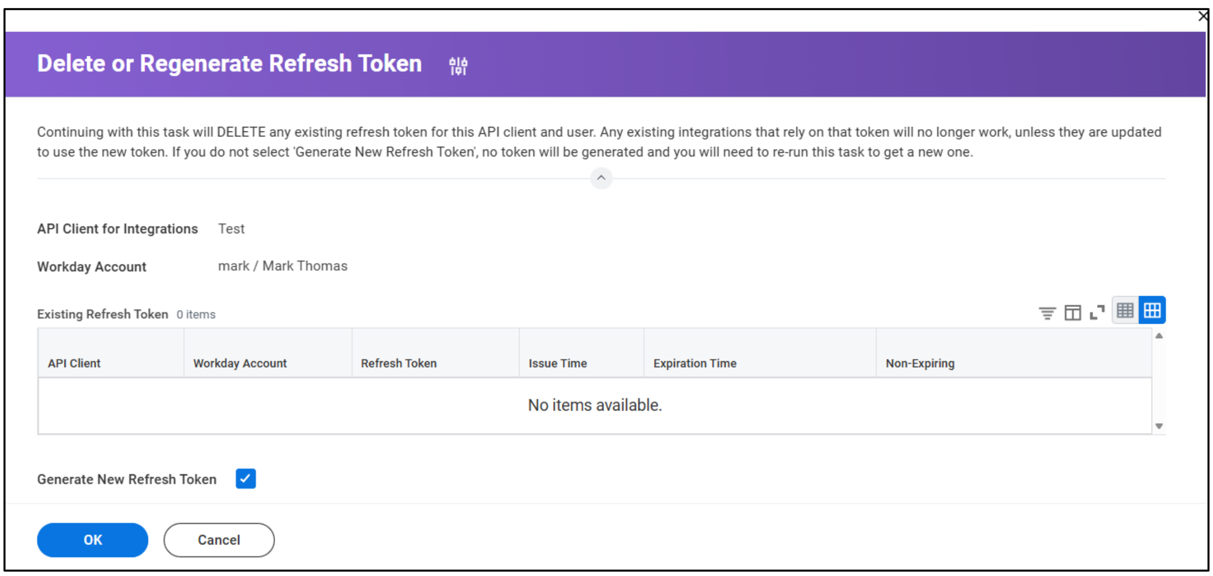



Register Api Client for Integrations
Register API Client for Integrations
Test
1 Alert
Home
Configuration
Learning Management
More
Saved
Client Name
Test
Client Grant Type
Authorization Code Grant
Access Token Type
Bearer
Refresh Token Timeout (in days)
Non-Expiring Refresh Tokens
Yes
Disabled
No
Scope (Functional Areas)
Academic Advising
Academic Faculty
Academic Foundation
More (118)
Done


Disabled
No
Scope (Functional Areas)
Academic Advising
Academic Faculty
Academic Foundation
More (118)
Include Workday Owned Scope
Yes
Locked Out due to Excessive Failed Signon Attempts
No
Restricted to IP Ranges
(empty)
Client ID
OTljMzc1N2QtMzJiZS00N2M2LTkwZTEtM2Y0ZGQwMmRlNzNk
Client Secret
jyjix140ka71ic9p3kq1ydhkriv70mcbufg5o9x1o0kxakvkizycsvyw5w76f3aoaeq6s6ati9qjztvc9z84010359vwx5ghndy
Done


Implementation Preview - bcone_gms1
Register Api Client for Integrations
Register API Client for Integrations
Test
1 Alert
API Client
Audits
Favorite
Integration IDs
View API Clients
Edit API Client for Integrations
Generate New Client Secret
Manage Refresh Tokens for Integrations
Home
Configuration
Learning Management
More
Saved
Client Name
Test
Client Grant Type
Authorization Code G
Access Token Type
Bearer
Refresh Token Timeout (in days)
Non-Expiring Refresh Tokens
Yes
Disabled
No
Scope (Functional Areas)
Academic Advising
Academic Faculty
Academic Foundation
More (118)
Done





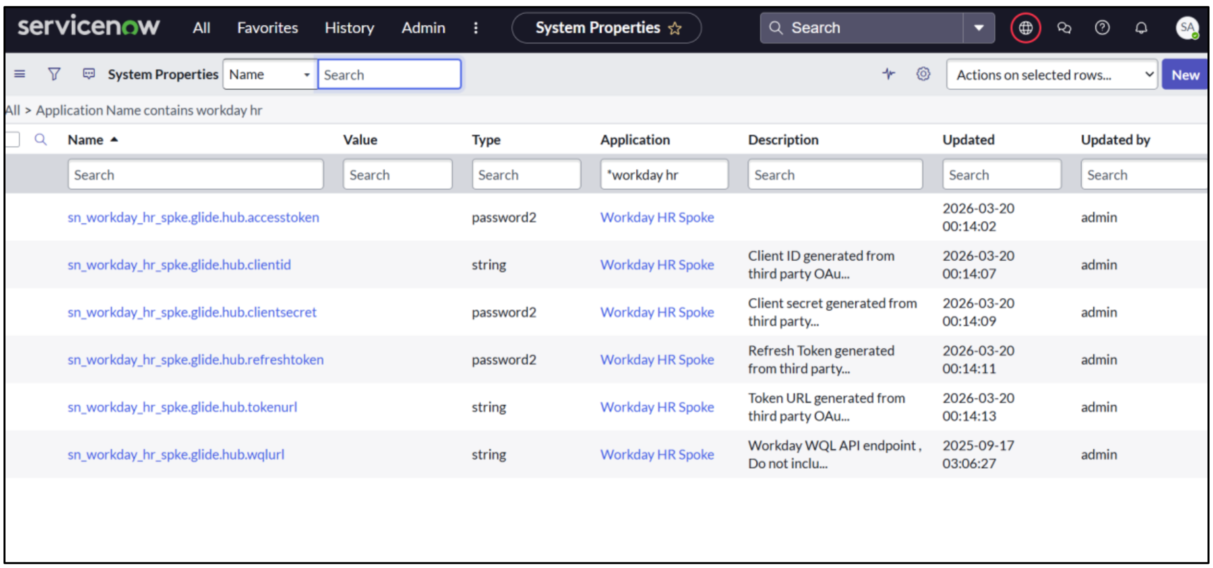
ServiceNow Configuration

After completing the Workday setup, configure the corresponding credentials in ServiceNow:

1. Navigate to **System Properties** in ServiceNow.
2. Update the following properties using the values obtained from Workday:

Property	Value
sn_workday_hr_spke.glide.hub.clientid	Client ID from Workday
sn_workday_hr_spke.glide.hub.clientsecret	Client Secret from Workday
sn_workday_hr_spke.glide.hub.refreshtoken	Refresh Token generated in previous step
sn_workday_hr_spke.glide.hub.tokenurl	Token URL provided by Workday

These properties store the OAuth credentials that ServiceNow uses to authenticate with Workday.



2.3.4 OAuth Configuration for REST

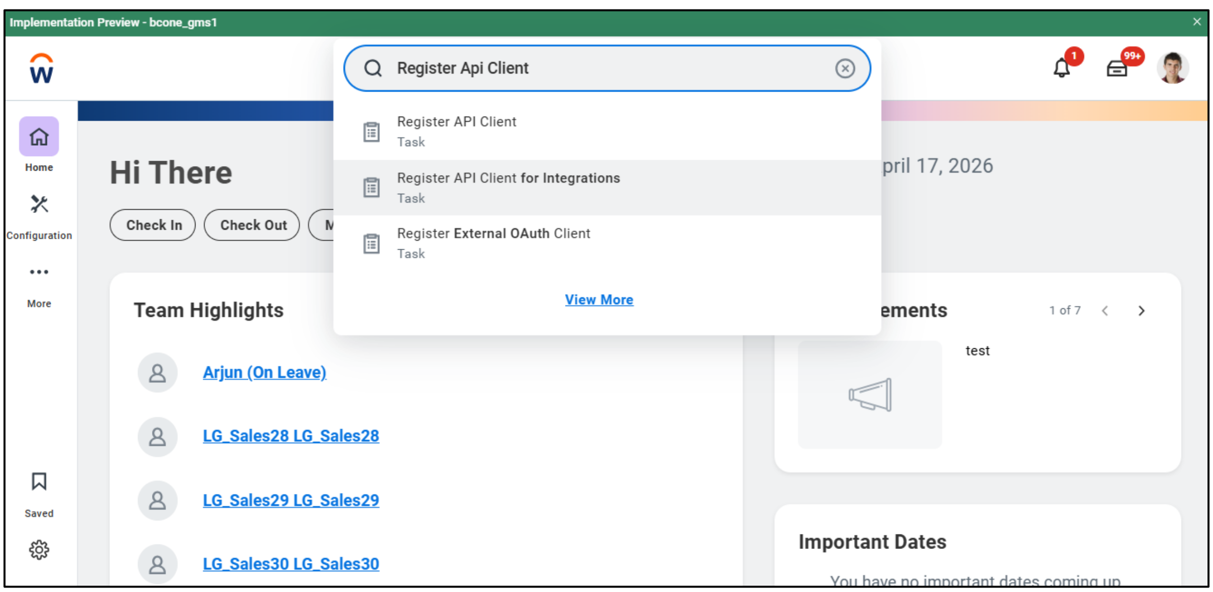
Workday Configuration

Register an API client for REST-based communication:

1. Log in to your Workday tenant.
2. Search for **"Register API Client"** and open the configuration page.
3. Complete the following fields:

Field	Value
Client Name	Enter a descriptive name (e.g., "TestHR")
Client Grant Type	Authorization Code Grant
Access Token Type	Bearer
Redirection URL	Copy from the Connection Alias page in ServiceNow (see next section)
Non-Expiring Refresh Tokens	Checked — prevents token expiration issues
Scopes (Functional Areas)	Select required scopes (e.g., Workday REST API, Custom Objects)

4. Click **OK** to complete the registration.
5. The system will generate and display the **Client ID**, **Client Secret**, **Authorization Endpoint**, and **Token Endpoint**. Save these values — they are required for the ServiceNow configuration in the next step.



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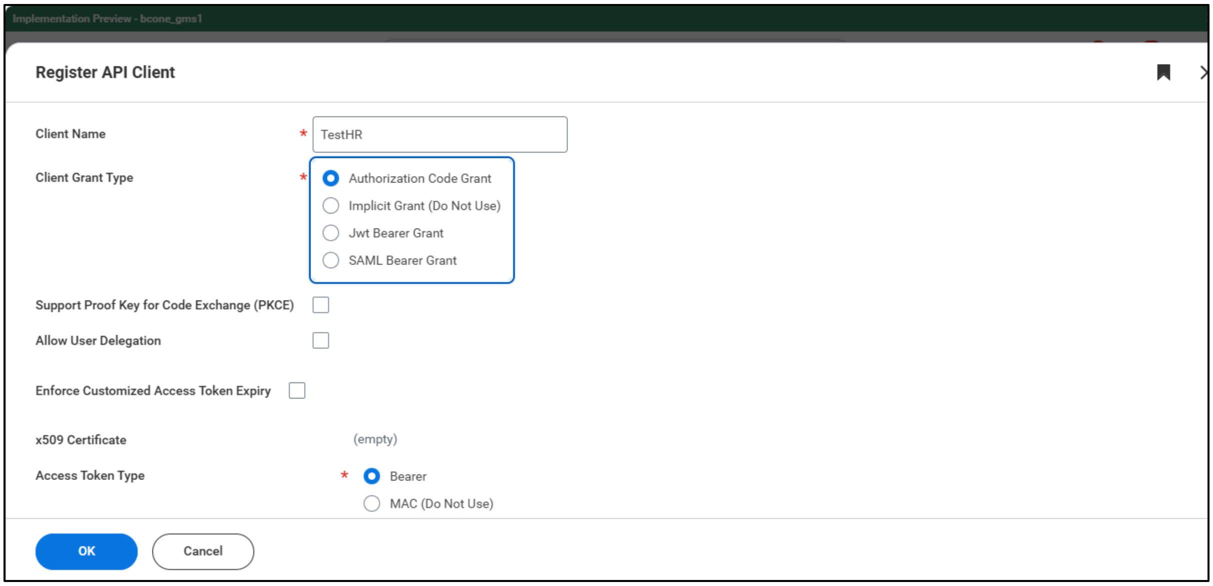
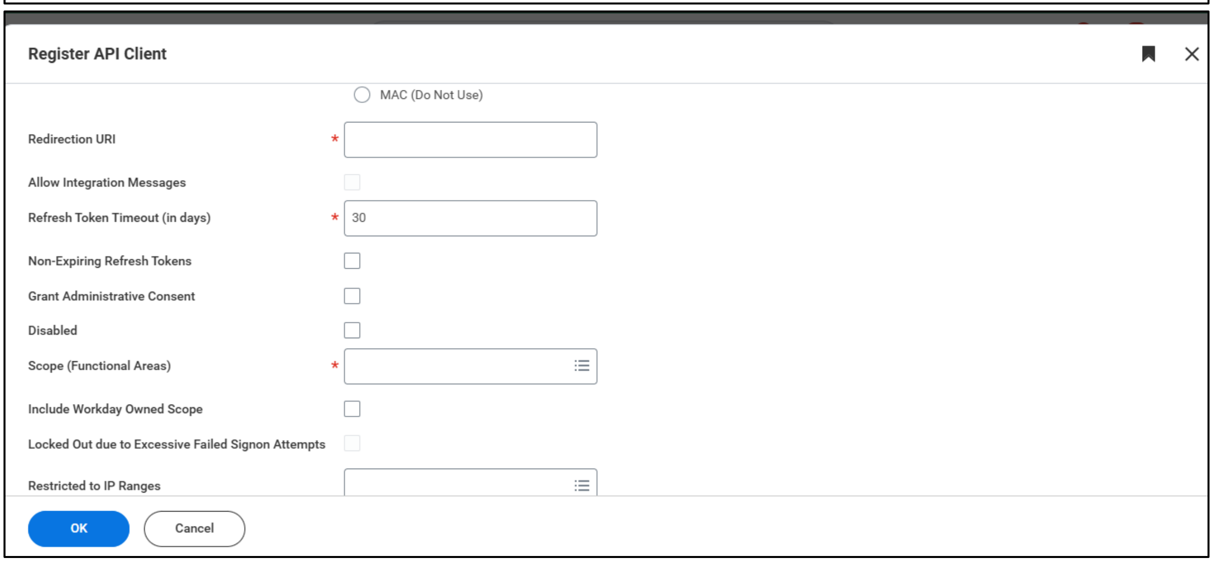
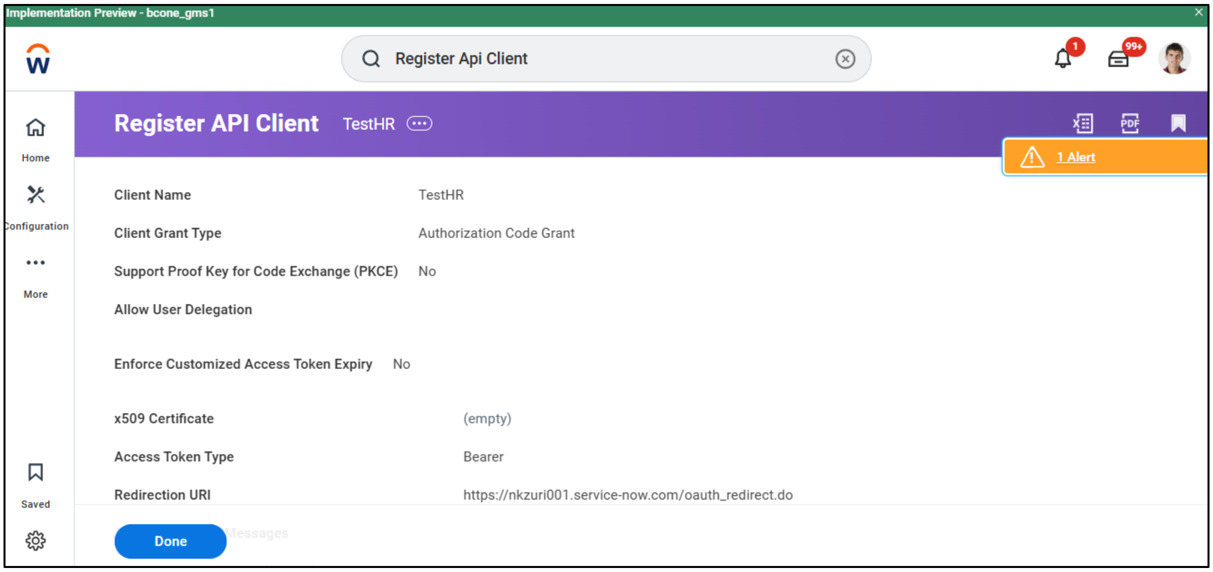

Implementation Preview - bcone_gms1
Register API Client
Client Name
* TestHR
Client Grant Type
* Authorization Code Grant
Implicit Grant (Do Not Use)
Jwt Bearer Grant
SAML Bearer Grant
Support Proof Key for Code Exchange (PKCE)
Allow User Delegation
Enforce Customized Access Token Expiry
x509 Certificate
(empty)
Access Token Type
* Bearer
MAC (Do Not Use)
OK
Cancel


Register API Client
MAC (Do Not Use)
Redirection URI
*
Allow Integration Messages
Refresh Token Timeout (in days)
* 30
Non-Expiring Refresh Tokens
Grant Administrative Consent
Disabled
Scope (Functional Areas)
*
Include Workday Owned Scope
Locked Out due to Excessive Failed Signon Attempts
Restricted to IP Ranges
OK
Cancel



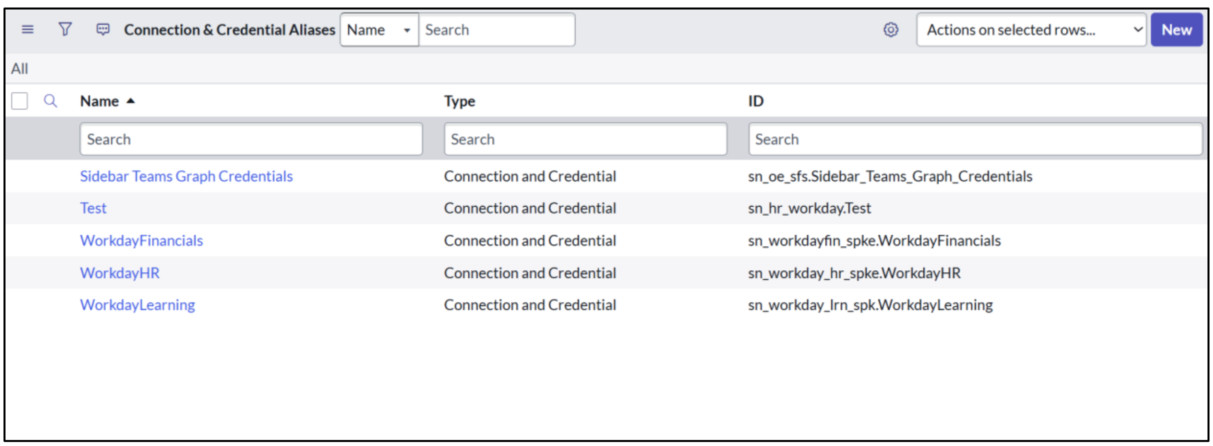
ServiceNow Configuration

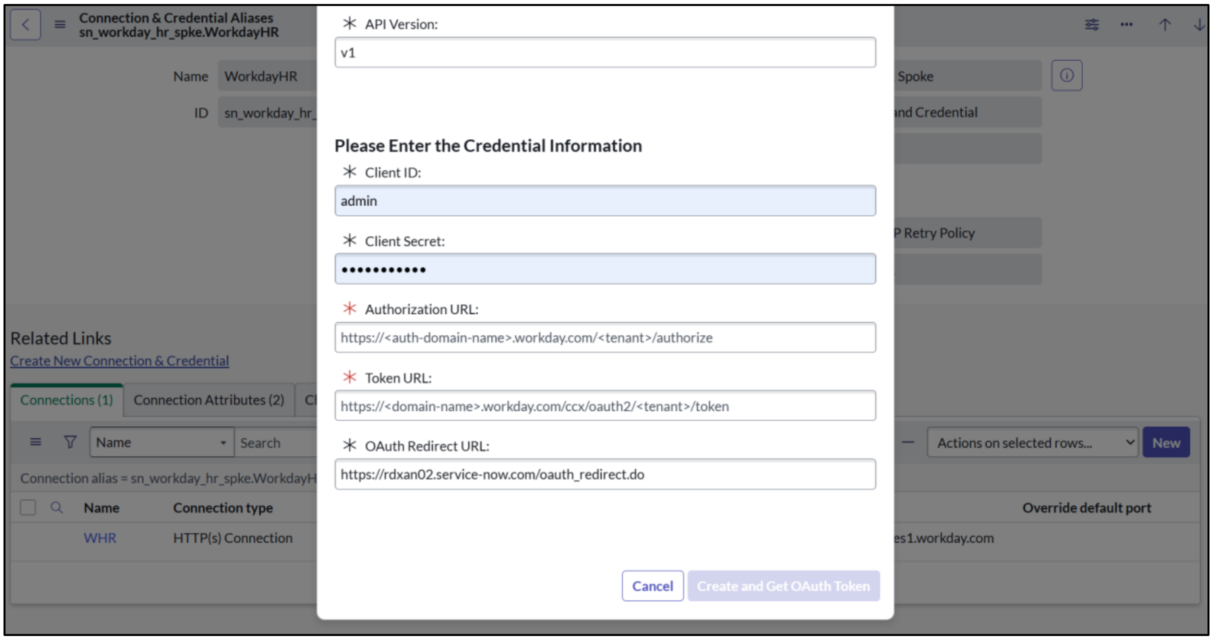
Configure the REST OAuth connection in ServiceNow using the credentials from the previous step:

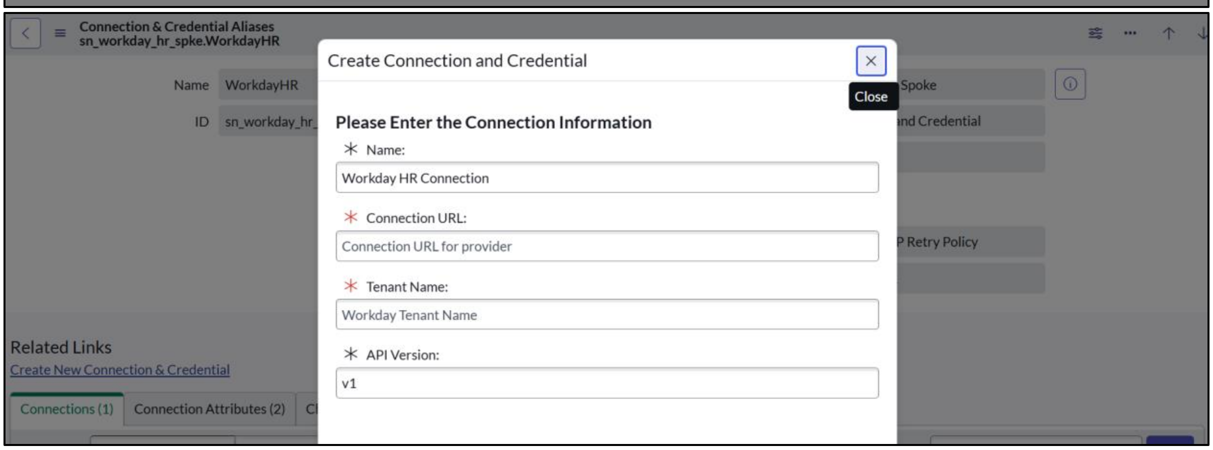
1. Navigate to **Connection & Credential Aliases**.
2. Search for **Workday HR** and open it.
3. Under Related Links, click **Create New Connection and Credentials**.
4. Enter the following values obtained from the Workday API client registration:

Field	Value
Client ID	From Workday registration
Client Secret	From Workday registration
Authorization URL	Authorization Endpoint from Workday
Token URL	Token Endpoint from Workday
Redirect URL	Auto-populated from this Connection Alias page

5. Click **Create and Get OAuth Token** to complete the connection.







2.4 Workday Configuration in ServiceNow and Data Mapping

2.4.1 Workday Configurations in ServiceNow

This configuration is required to control how and when data is fetched from Workday into ServiceNow. Configuration is required in ServiceNow for Pull To-Dos, Termination Details, and Workday Worker Profile Sync. The sections below provide a detailed explanation for each configuration.

2.4.1.1 Workday Configuration for Pull To-Dos

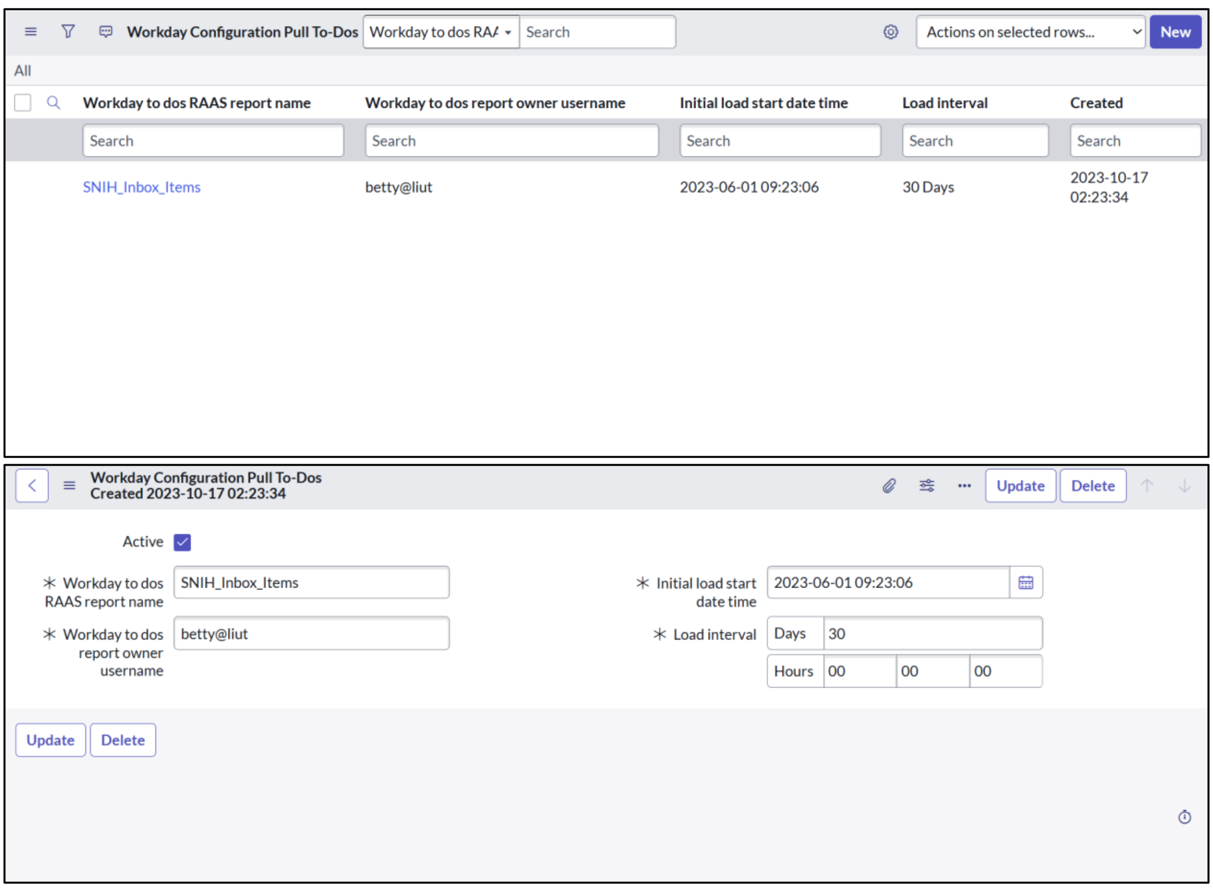
This configuration points the integration to the correct Workday report so that To-Do items (approvals, tasks, action items) can be pulled into ServiceNow.

1. Navigate to ServiceNow > **All → Workday Pull To-Dos → Configuration Pull To-Dos**.
2. Open the **Workday Configuration Pull To-Dos** table.
3. Configure the following fields:

Field	Purpose
Workday To-Dos RaaS Report Name	Name of the Workday report to pull To-Dos from
Report Owner Username	Workday user who owns the report
Initial Load Start Date Time	The starting point for data retrieval — the integration will pull all To-Dos from this date onward
Load Interval	Controls how data is fetched in chunks rather than all at once, improving performance

For example, setting the Initial Load Start Date to January 1, 2026 with a Load Interval of 7 days means the integration will pull To-Dos in weekly batches starting from that date.

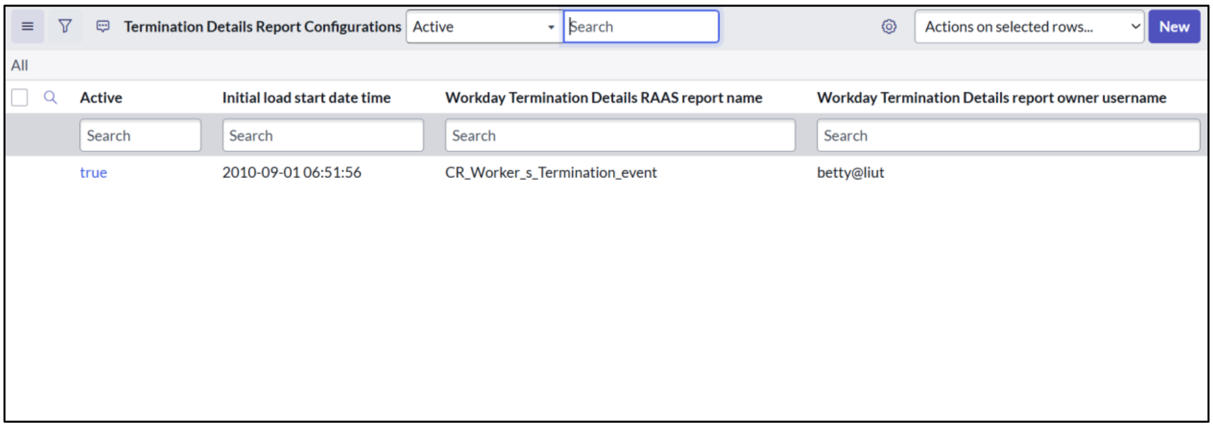
Below is the Screenshot for reference:



2.4.1.2 Workday Configuration for Termination Details

This configuration points the integration to the Workday report used for pulling employee termination data (exit dates, status, and offboarding details) into ServiceNow.

1. Navigate to the **sn_hr_workday_termination_details_report_configuration** table.
2. Configure the report details for Termination Details.



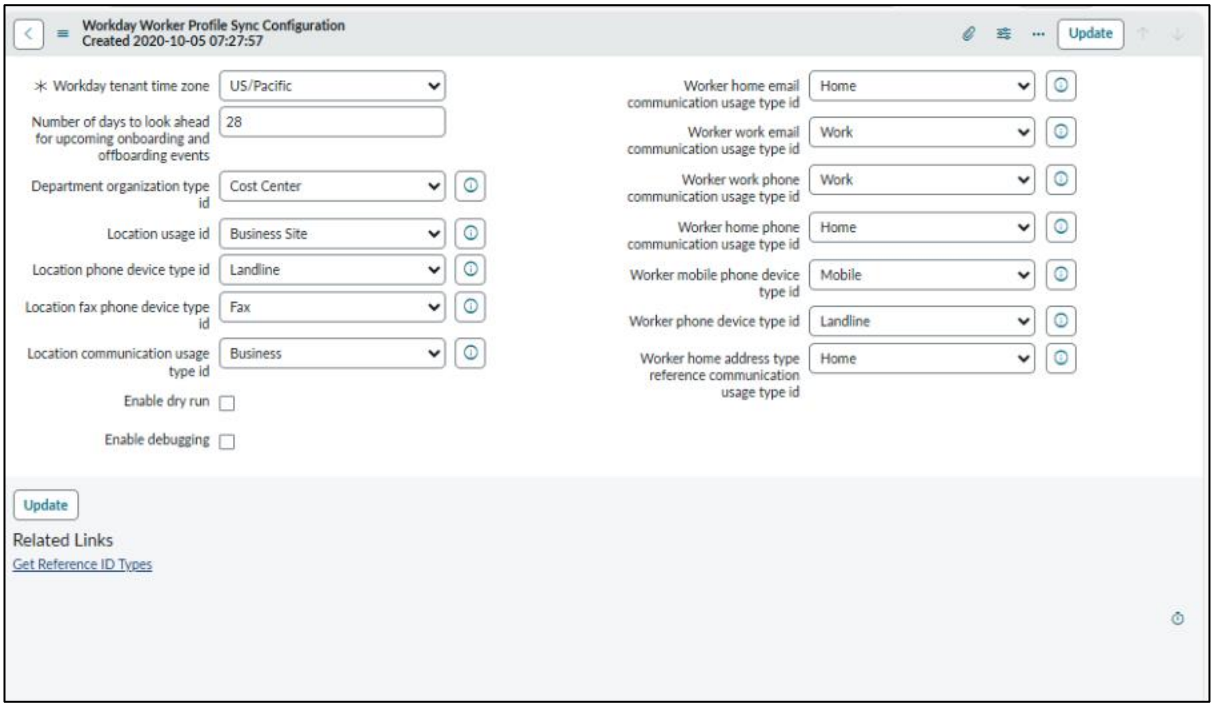
2.4.1.3 Workday Worker Profile Sync Configuration

This configuration defines how employee profile data is fetched from Workday and mapped into ServiceNow.

1. Navigate to **All → Workday Worker Profile Sync → Configurations → Workday Worker Profile Sync Configurations.**
2. Click **"Get Reference ID Types"** under Related Links — this pulls reference data from Workday and populates the dropdown values and fields needed for configuration.
3. Once the reference data is loaded, configure the table to match your business requirements (e.g., which worker attributes to sync, how profiles are mapped).

It is recommended to finalize this configuration in coordination with a Workday Admin or SME to ensure the reference ID mappings are accurate.

Below is the screenshot of the configuration for reference.



Field	Description
Workday tenant time zone	Time Zone of Workday workers.
Number of days to look ahead for upcoming onboarding and offboarding events	Number of days that is considered to pull the profiles of future workers who are onboarding or off boarding.
Department organization type ID	Unique identifier for the department organization type.
Location usage ID	Unique identifier for the location usage.
Location phone device type ID	Unique identifier for the location phone device type.
Location fax phone device type ID	Unique identifier for the location fax phone device type.
Location communication usage type ID	Unique identifier for the location communication usage type.
Enable dry run	When enabled, data is pulled into staging tables but is not transformed to target tables.
Enable debugging	When enabled, additional logs are collected.
Worker home email communication usage type ID	Unique identifier for the worker home email communication usage type.
Worker work email communication usage type ID	Unique identifier for the worker work email communication usage type.
Worker work phone communication usage type ID	Unique identifier for the worker work phone communication usage type.
Worker home phone communication usage type ID	Unique identifier for the worker home phone communication usage type.
Worker mobile phone device type ID	Unique identifier for worker mobile phone device type.
Worker phone device Type ID	Unique identifier for worker phone device type.
Worker Home Address Type Reference Communication Usage Type ID	Unique identifier for worker home address.

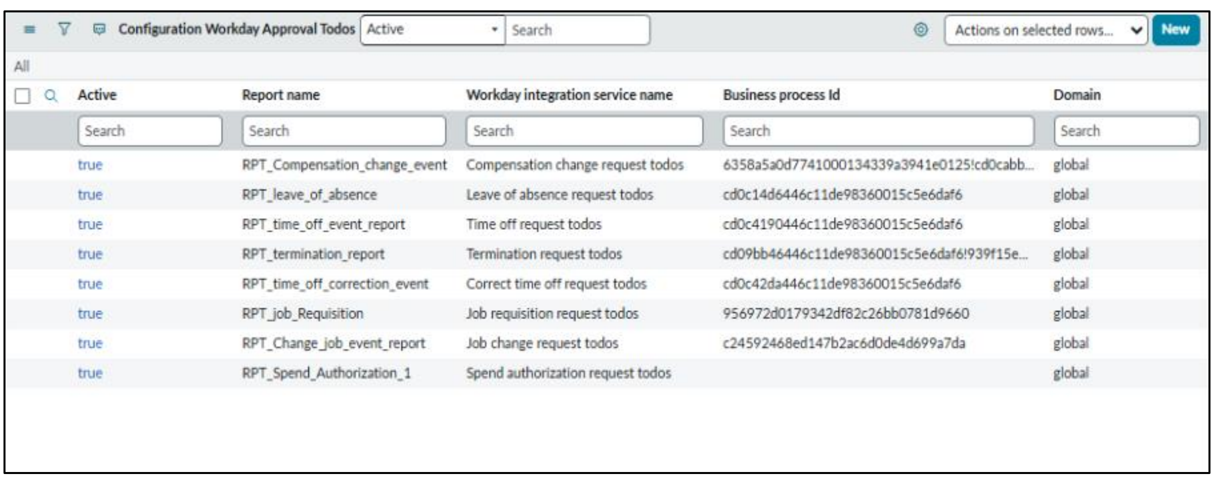
2.4.1.4 Configuration — Workday Approval To-Dos

This configuration controls which approval use cases are pulled from Workday into ServiceNow. Customers can selectively enable or disable specific approval types based on their business needs.

1. Navigate to **All → Workday Pull To-Dos → Configuration Workday Approval To-Dos**.
2. The table lists all available approval use cases with the following fields:

Field	Description
Report Name	Name of the Workday report
Workday Integration Source Name	Source identifier for the integration
Business Process ID	Predefined OOB value from Workday (consistent across instances)
Transaction Status ID	Additional filter value — must be provided by the Workday SME
Active	Controls whether this approval type is fetched

3. Set **Active** = **true** for each approval use case you want to enable. For example, if you only need Job Change and Termination approvals, activate those two records and leave the rest inactive.


Configuration Workday Approval Todos Active Search Actions on selected rows... New
All

Active	Report name	Workday integration service name	Business process Id	Domain
true	RPT_Compensation_change_event	Compensation change request todos	6358a5a0d7741000134339a3941e0125!cd0cabb...	global
true	RPT_leave_of_absence	Leave of absence request todos	cd0c14d6446c11de98360015c5e6daf6	global
true	RPT_time_off_event_report	Time off request todos	cd0c4190446c11de98360015c5e6daf6	global
true	RPT_termination_report	Termination request todos	cd09bb46446c11de98360015c5e6daf6!939f15e...	global
true	RPT_time_off_correction_event	Correct time off request todos	cd0c42da446c11de98360015c5e6daf6	global
true	RPT_job_Requisition	Job requisition request todos	956972d0179342df82c26bb0781d9660	global
true	RPT_Change_job_event_report	Job change request todos	c24592468ed147b2ac6d0de4d699a7da	global
true	RPT_Spend_Authorization_1	Spend authorization request todos		global

2.4.2 Data Mapping

Data mapping defines how fields from Workday are stored in ServiceNow. This is essential for understanding which Workday data ends up in which ServiceNow table — and for troubleshooting when data doesn't appear as expected.

Mapping is handled through Transform Maps, which take data from staging tables (where raw Workday data lands) and map it to the corresponding production tables in ServiceNow. To view the mappings:

1. Navigate to All → System Import Sets → Transform Maps.

The table below lists all Transform Maps used by the integration:

Transform Map	Staging Table	Target Table
Job Profile Transform Map	sn_hr_workday_job_profile_staging	sn_hr_core_job_profile
Location Transform Map	sn_hr_workday_location_staging	cmn_location
HR Profile Transform Map	sn_hr_workday_hr_profile_staging	sn_hr_core_profile
Department Transform Map	sn_hr_workday_department_staging	cmn_department
HR Job Transform Map	sn_hr_workday_hr_job_staging	sn_hr_core_job
HRSD Workday Pull Inbox Items	sn_hr_workday_todo_staging	sn_hr_workday_todo
HRSD Workday Professional Profile	sn_hr_workday_professional_profile_staging	sn_professional_profile
HRSD Workday Certifying Board Code	sn_hr_workday_certifying_board_code_staging	sn_professional_certifying_board_code
HRSD Workday Education and Training	Staging table	sn_employee_education_training
HRSD Workday Other Name	sn_hr_workday_other_name_staging	sn_professional_other_name
HRSD Workday Practice Location	sn_hr_workday_practice_location_staging	sn_professional_practice_location
HRSD Workday Employee Employment History	Staging table	sn_employee_employment_history
HRSD Workday Professional Reference	sn_hr_workday_professional_reference_staging	sn_professional_reference
HRSD Workday Professional Specialty Detail	sn_hr_workday_professional_specialty_detail_staging	sn_professional_specialty_detail
HRSD Workday Languages Spoken	sn_hr_workday_languages_spoken_staging	sn_employee_languages_spoken

2.5 Testing strategy:

2.5.1 Smoke Testing

After configuration is complete, run a smoke test to verify the integration is working end-to-end before moving to detailed testing.

How to run:

1. In Flow Designer, navigate to **"Run Workday Integration Flow"** under the Flows section.
2. Select all available use case options (Worker, Department, Location, To-Dos, etc.) by checking all boxes.
3. Trigger the flow manually — this initiates the full integration process for all selected services.

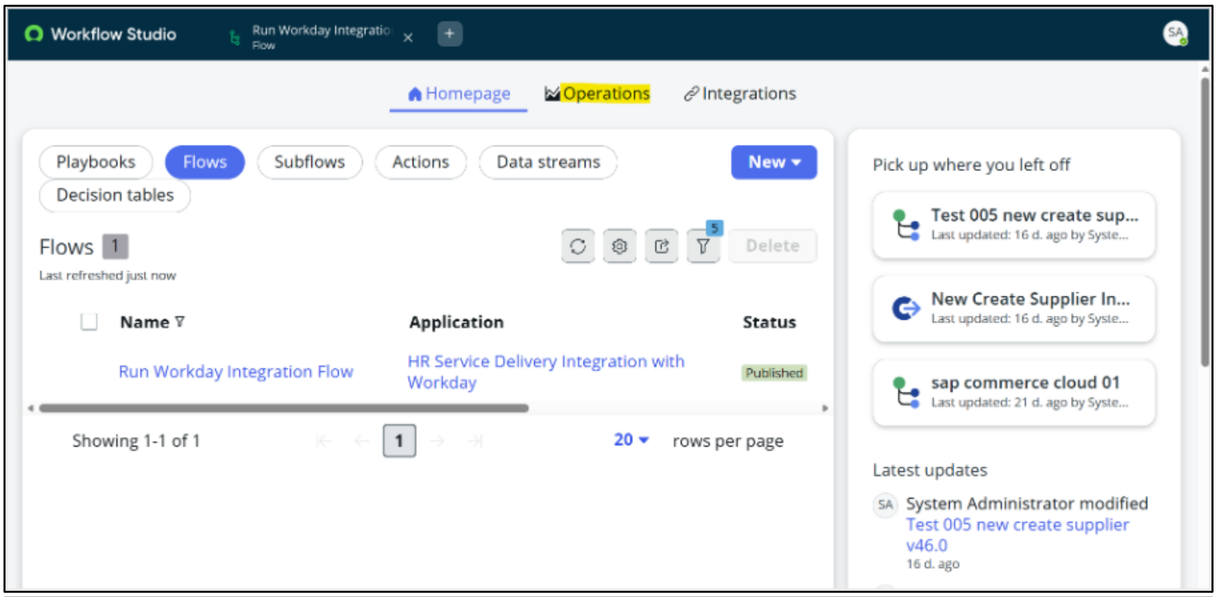
How to verify results:

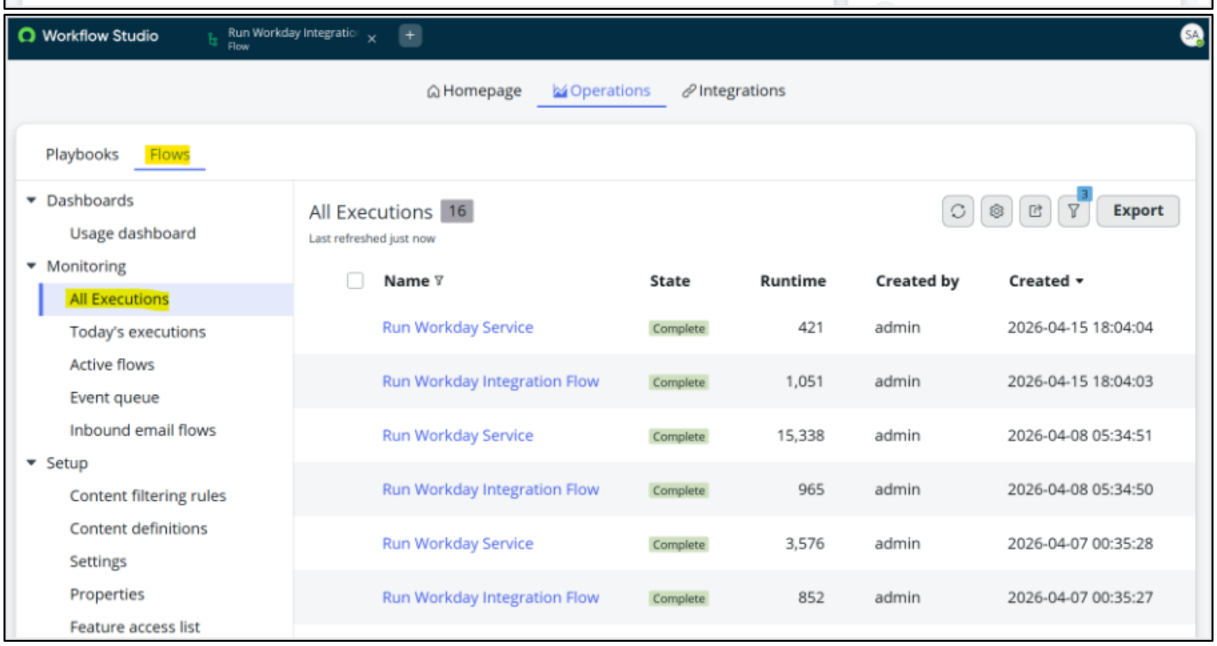
What to Check	Where to find it
Flow execution status (success/failure)	Flow Designer → Operations → Flows → All Executions
Job Tracker records	All → Workday Integration Job Tracker
Import Set data	Job Tracker record → Workday Integration Service Job Tracker → Import Set
Final target table data	Import Set → Transform Map → Target Table

For example, after triggering the flow, open the Job Tracker to confirm that each service (Departments, Workers, To-Dos, etc.) shows a successful status with a record count. Then spot-check a few records in the target tables to verify the data matches Workday.

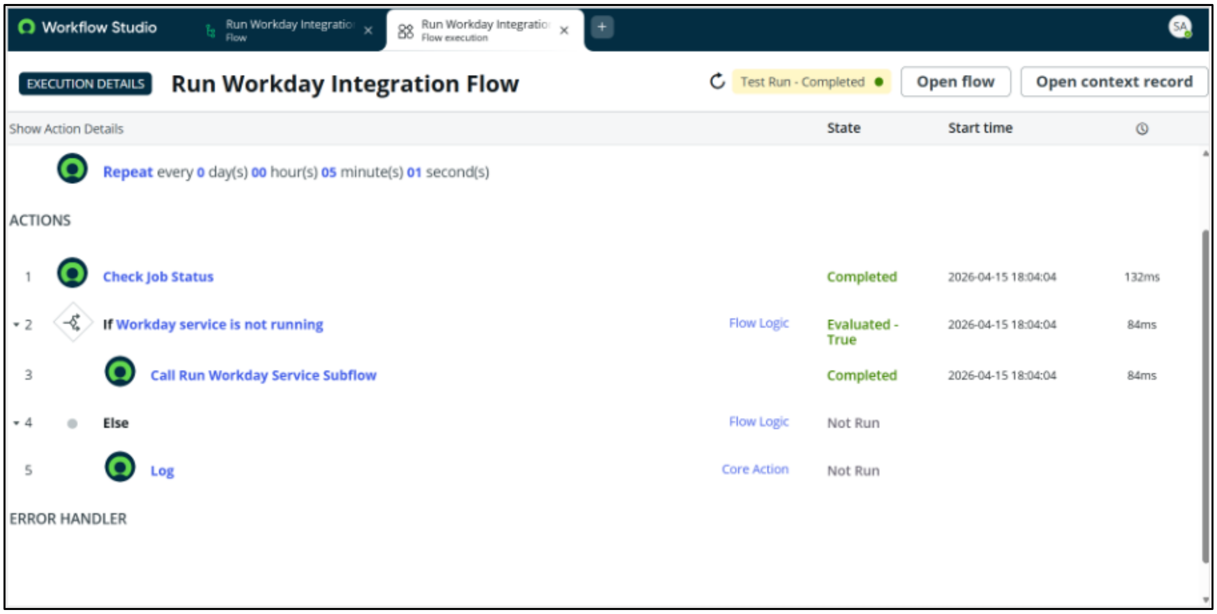
Below are the screenshots showing flow execution status, job tracker records, and target table validation:

Flow Execution:

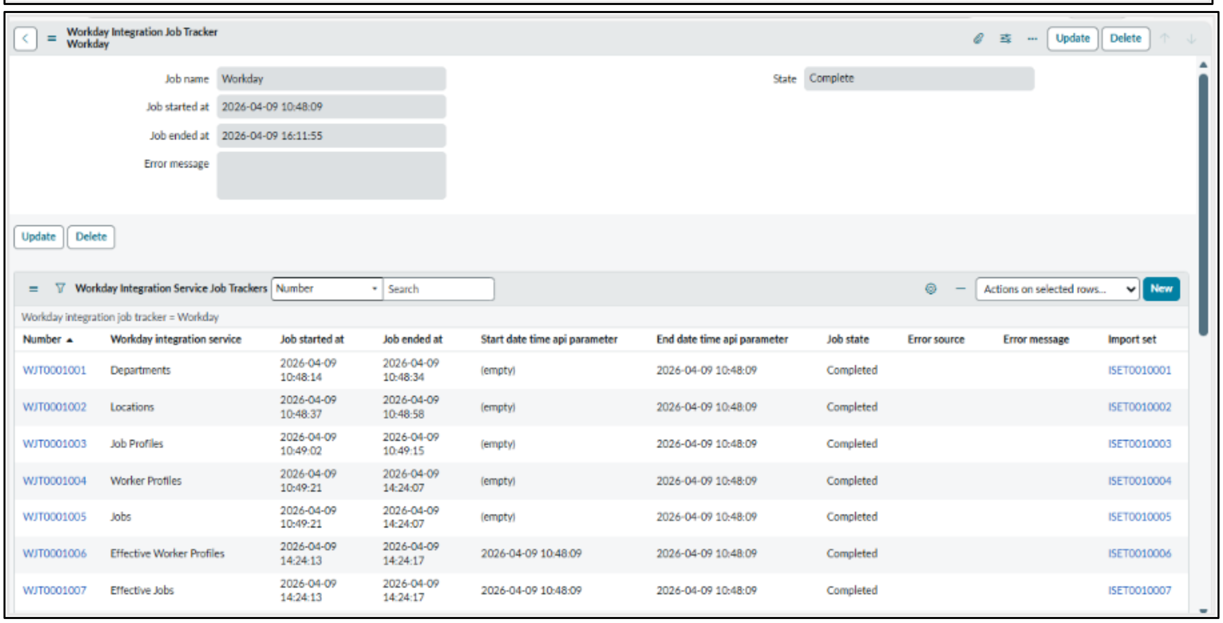




servicenow.

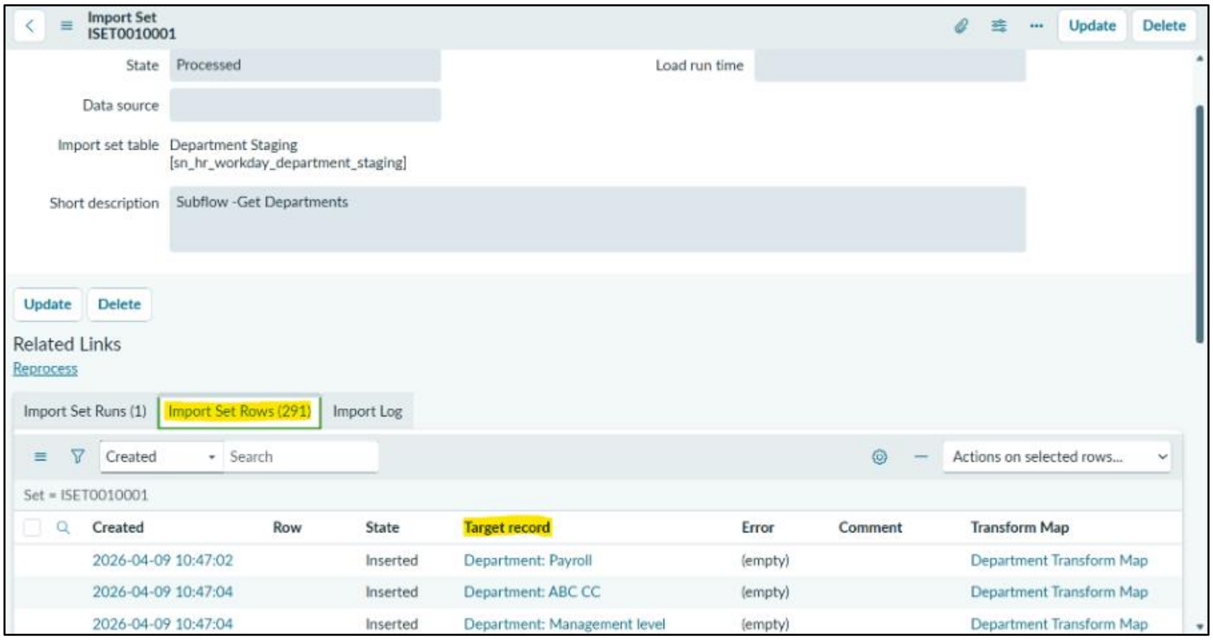


Workflow Studio
Run Workday Integratio
Flow
Run Workday Integratio
Flow execution
EXECUTION DETAILS
Run Workday Integration Flow
Test Run - Completed
Open flow
Open context record
Show Action Details
State
Start time
Repeat every 0 day(s) 00 hour(s) 05 minute(s) 01 second(s)
ACTIONS
1 Check Job Status Completed 2026-04-15 18:04:04 132ms
2 If Workday service is not running Flow Logic Evaluated - True 2026-04-15 18:04:04 84ms
3 Call Run Workday Service Subflow Completed 2026-04-15 18:04:04 84ms
4 Else Flow Logic Not Run
5 Log Core Action Not Run
ERROR HANDLER



Workday Integration Job Tracker
Workday
Update
Delete
Job name Workday
State Complete
Job started at 2026-04-09 10:48:09
Job ended at 2026-04-09 16:11:55
Error message
Update
Delete
Workday Integration Service Job Trackers
Number
Search
Actions on selected rows...
New
Workday integration job tracker = Workday
Number | Workday integration service | Job started at | Job ended at | Start date time api parameter | End date time api parameter | Job state | Error source | Error message | Import set
WJT0001001 | Departments | 2026-04-09 10:48:14 | 2026-04-09 10:48:34 | (empty) | 2026-04-09 10:48:09 | Completed | ISET0010001
WJT0001002 | Locations | 2026-04-09 10:48:37 | 2026-04-09 10:48:58 | (empty) | 2026-04-09 10:48:09 | Completed | ISET0010002
WJT0001003 | Job Profiles | 2026-04-09 10:49:02 | 2026-04-09 10:49:15 | (empty) | 2026-04-09 10:48:09 | Completed | ISET0010003
WJT0001004 | Worker Profiles | 2026-04-09 10:49:21 | 2026-04-09 14:24:07 | (empty) | 2026-04-09 10:48:09 | Completed | ISET0010004
WJT0001005 | Jobs | 2026-04-09 10:49:21 | 2026-04-09 14:24:07 | (empty) | 2026-04-09 10:48:09 | Completed | ISET0010005
WJT0001006 | Effective Worker Profiles | 2026-04-09 14:24:13 | 2026-04-09 14:24:17 | 2026-04-09 10:48:09 | 2026-04-09 10:48:09 | Completed | ISET0010006
WJT0001007 | Effective Jobs | 2026-04-09 14:24:13 | 2026-04-09 14:24:17 | 2026-04-09 10:48:09 | 2026-04-09 10:48:09 | Completed | ISET0010007

Job Tracker Record Counts and Target Table Record:



2.5.2 Negative/Error Testing

After confirming the integration works under normal conditions, test how it handles failure scenarios — incorrect inputs should fail gracefully with clear error messages, not silently process bad data.

Example test scenarios:

- Provide invalid credentials (wrong username, password, or OAuth token)
- Configure an incorrect or non-existent Workday report name
- Use an invalid Employee ID or unsupported Worker Type

How to verify:

What to check	Expected behavior
Flow execution logs	Clear error message indicating the failure reason
Job Tracker status	Shows failure status — no data processed
Import Set records	Empty or absent — no data should reach staging tables

For example, updating the Connection Alias with an invalid password and triggering the flow should produce an authentication error in the flow logs and a failure status in the Job Tracker — with no records written to staging or target tables.

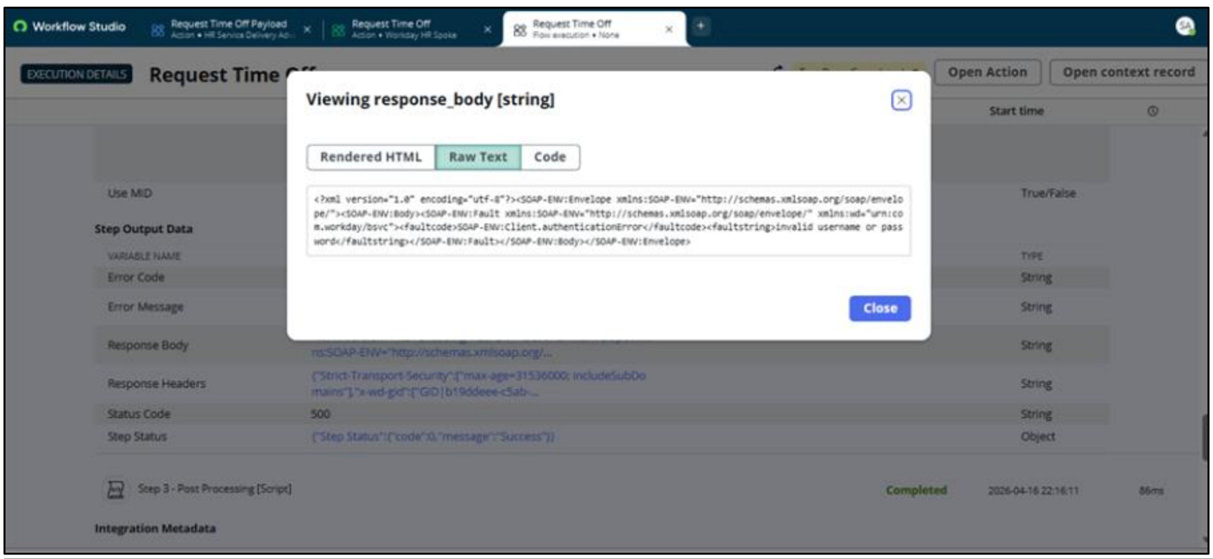
2.6 Error Handling & Observability

2.6.1 Common error scenarios and root causes

Think of these errors as signals that help identify what might be missing or incorrectly configured in the system.

One common scenario is when invalid SOAP or OAuth credentials are provided. In this case, when the integration tries to connect to Workday, the request fails, and a 500 error is returned with a message like "Invalid username or password."

Below are the screenshots for reference of the errors:



This indicates that the credentials configured in ServiceNow are incorrect. To resolve this, the user should verify the credentials in SOAP Security Policies (for Basic Authentication) or System Properties (for OAuth 2.0) and update them with the correct values.

Another common issue occurs when the Base URL is empty or incorrect. Since the integration relies on this URL to connect to Workday, an incorrect value leads to an error such as "Malformed URL encountered: Protocol is missing in the URL."

This usually happens when the URL is not properly configured (for example, missing https://).The solution is to verify and correct the Base URL in the connection settings.

In simple terms, most integration errors occur due to incorrect setup or missing configuration, and they can be resolved by carefully reviewing authentication details and connection settings during the initial setup.

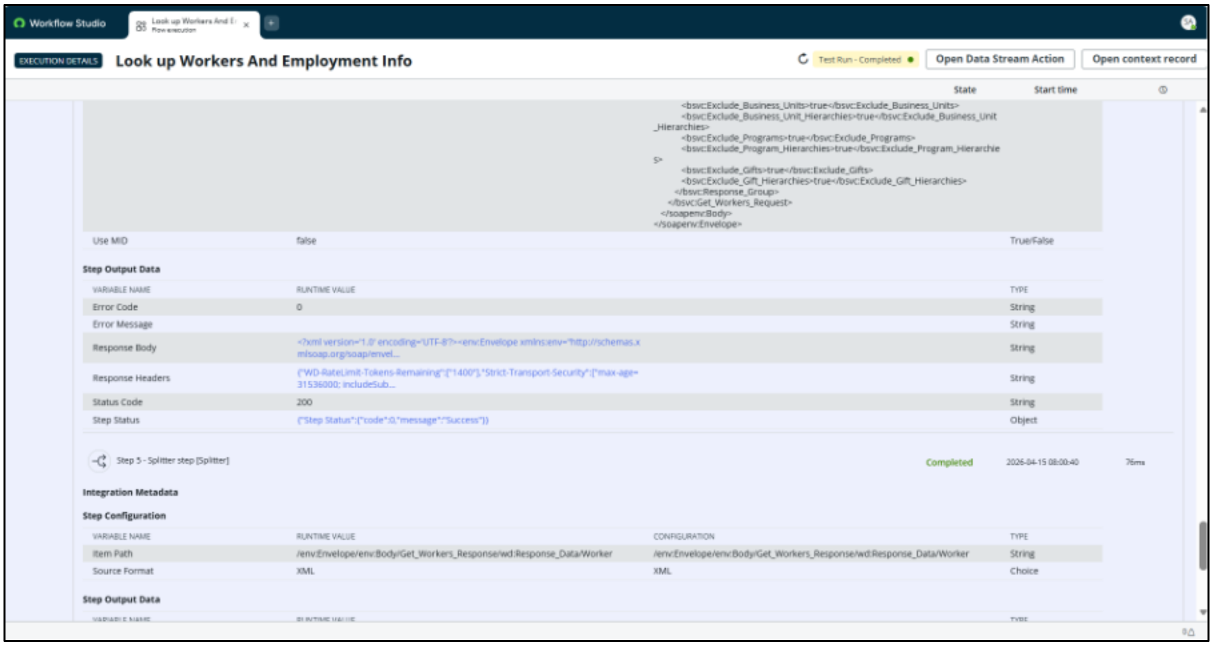
2.6.2 Error codes and response behaviors

When ServiceNow communicates with Workday, it receives responses in the form of HTTP status codes. These codes indicate whether the request was successful or if there was an issue. They act as signals that help us understand how Workday responded to a request.

Below are some common scenarios with examples:

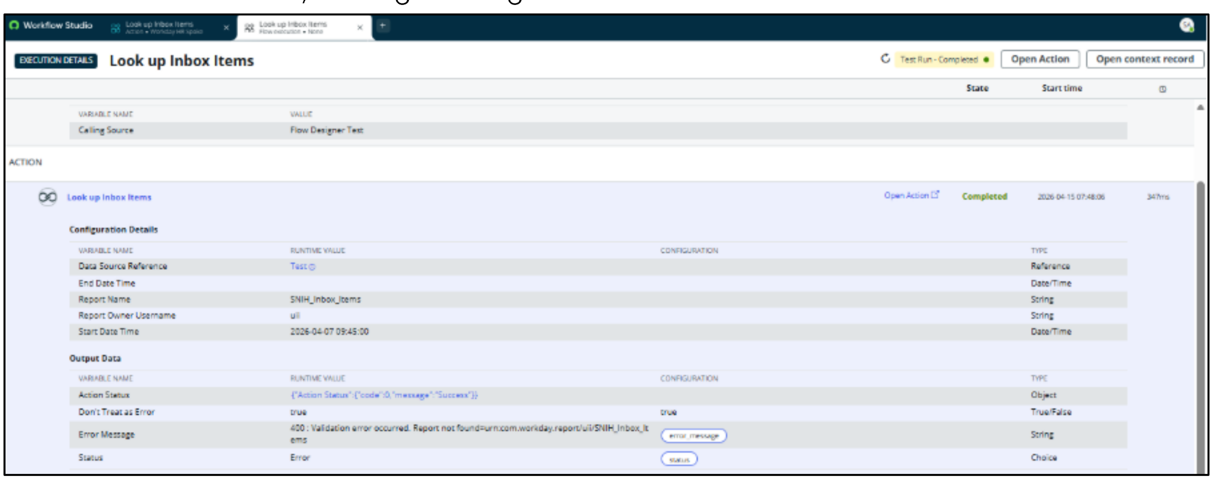
200 – Success

- This means the request was processed successfully and the required data was received from Workday.
- Example: Fetching Worker Profile data returns a successful response, and records are loaded into ServiceNow.
- To check this, navigate to Flow Designer → Operations → Flows → All Executions, then filter by the respective flow/Action name.



400 – Validation error

- These occur when the required Workday report is not available or not properly configured.
- **Example:** The error is received when the report is not configured in the Configuration Workday Pull To-Dos table, causing the integration to fail.



403 – Forbidden:

- This indicates that the request was authenticated successfully, but the user or integration account does not have sufficient permissions to access the requested resource or perform the requested action.
- **Example:** When a user submits a Time Off request from the Employee Center, if the Integration System User (ISU) configured in Workday does not have the required domain security

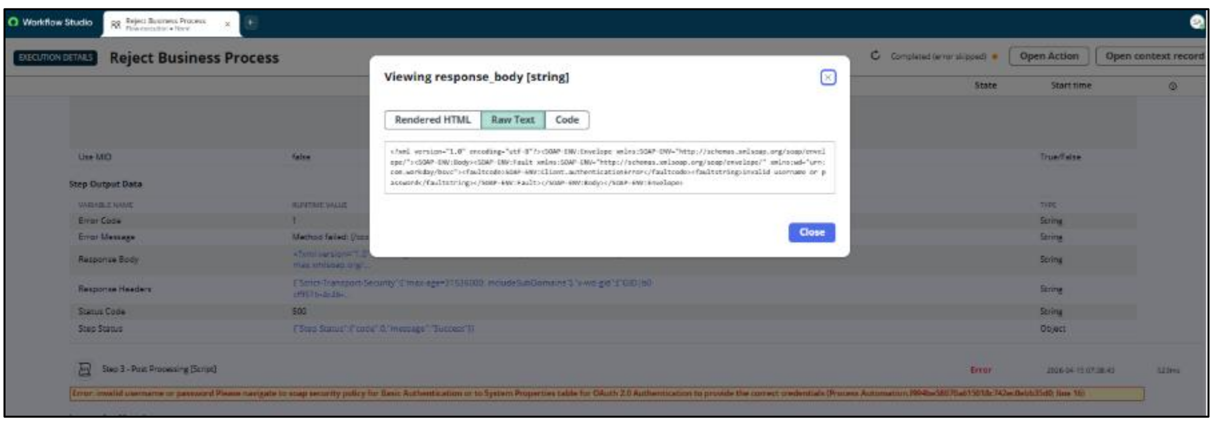
permissions to create or update Time Off records, the request will fail and return a 403 – Forbidden Error.

500 – Server Error

- This represents an issue on the server side, often related to configuration or processing errors.
- **Example:** In the Approval use case, when approving or rejecting a request, if the credentials configured in the SOAP WS-Security policies are incorrect or misconfigured, the request fail and returns a 500-server error.

503 – Service Unavailable

- This error indicates that Workday is temporarily unable to process the request.
- **Example:** While executing an integration (such as fetching time-off data or submitting a request from ServiceNow), Workday return a 503 error if the service is under maintenance or experiencing high traffic, causing the request to be temporarily unavailable



Quick Reference:

Code	Meaning	Likely Cause
200	Success	Request processed successfully
400	Validation Error	Missing or incorrect input in the request
403	Forbidden	Integration user lacks required permissions
500	Server Error	Configuration or processing issue on the server
503	Service Unavailable	Workday server down. Check Workday community pages for error Status

Where to Look When Something Goes Wrong:

If an error occurs that is not clearly explained by the HTTP status code, the next step is to check the **System Logs** in ServiceNow. The system log table (syslog) captures detailed error messages and stack traces that can help pinpoint the root cause of the issue.

To access System Logs:

- Navigate to All → System Logs → All
- Filter by the relevant time window or source
- Look for error entries related to the Workday integration or spoke actions

2.7 Best Practices

Complete the following validation checklist in a sub-production environment before enabling the integration in production:

1. **Verify application versions** — Confirm that the correct application and spoke versions are installed per the compatibility matrix in Section 1.3.
2. **Apply the update set** — Retrieve and apply the required update set from the ServiceNow Store to ensure all RCA configurations are in place.
3. **Validate connection details** — Confirm the Base URL and API version in the connection settings point to the correct Workday environment.
4. **Test authentication** — Verify connectivity using both Basic Authentication and OAuth 2.0 to confirm credentials are configured correctly.
5. **Run a full data pull** — Trigger a complete sync across all use cases (Workers, Departments, Locations, To-Dos, etc.) and verify data loads correctly into the target tables.
6. **Test approval workflow** — Navigate to **My Tasks** in Employee Center, perform approve/reject actions, and confirm the updates sync back to Workday.

3. Other Documents in the Series

- Detailed Use cases and Webhooks
- Architecture and Design Overview