

# Automate SAP HR to Active Directory Sync

Propagate identity, hierarchy and delegation changes from HR to every downstream system in real time

## THE CHALLENGE

In Australian government agencies, SAP is the system of record for HR. Organisational hierarchies, reporting lines, role assignments and delegation authorities all originate in SAP. Every downstream system across the agency depends on this structure: Active Directory for identity and access, Salesforce and Pega for case management, and SaaS platforms that rely on SAML-based delegations.

Yet in most agencies, keeping these systems in sync is a manual process. When an employee goes on leave, changes role or delegates authority, someone in ICT operations has to update Active Directory, then update Salesforce, then update any other downstream system. This typically happens via service desk requests that take 2–3 days to action.

During that lag, the departing employee may still have access they should not, the incoming delegate may lack access they need, and the organisational hierarchy reflected across government systems is out of date. It is a universal problem. As one government architect put it: “a foundational problem that government agencies have long struggled to solve.”

## WHY THIS MATTERS

### Security exposure during the lag

When an employee departs or changes role but their Active Directory profile is not updated for 2–3 days, the agency carries unnecessary access risk. In security-sensitive environments, this is an audit finding waiting to happen.

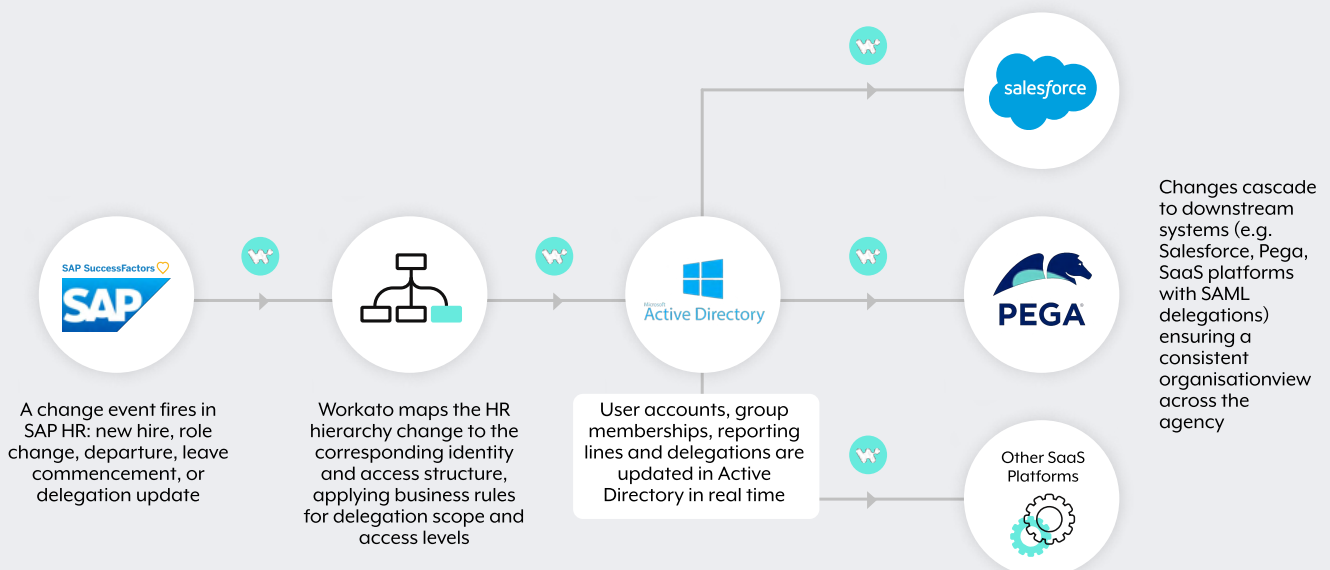
### Delegation bottlenecks

When a senior officer goes on leave, their financial or operational delegations need to transfer immediately. A 2–3 day service desk cycle means approvals stall, procurement pauses, and operational decisions wait on an ICT ticket.

### Inconsistent organisational data

Different systems reflect different versions of the org hierarchy. Some teams update in Salesforce, others in Active Directory. Without a single source of truth propagating outward, reporting lines and access controls drift out of alignment.

## SAP HR TO ACTIVE DIRECTORY SYNC WORKFLOW BUILT ON WORKATO



## Benefits of Automated SAP HR to Ad Sync

### 2–3 days reduced to instant

Delegation and access changes take effect the moment HR completes the update in SAP. Users log out and log back in to find their new permissions active. No service desk ticket required.

### Single source of truth

SAP HR becomes the definitive source for organisational hierarchy, with Active Directory and all downstream systems reflecting the same structure. No more conflicting org charts across platforms.

### Reduced security exposure

Departing employees and role changes are reflected in Active Directory in real time, closing the window during which former access remains active. This directly reduces the agency's attack surface.

### Repeatable across government

Every government agency that runs SAP HR faces this problem. The integration pattern is identical regardless of agency size, portfolio or downstream system mix. Build once, deploy across departments.

## Who Should Care?

CIOs and enterprise architects responsible for identity and access management. ICT operations teams fielding service desk requests for access changes. Security and compliance leads accountable for audit readiness. Any agency running SAP HR with Active Directory will recognise this problem immediately.

“This is standard stuff but it's being done with a very lean team.”

**HEAD OF ARCHITECTURE**  
AUSTRALIAN FEDERAL GOVERNMENT AGENCY

