

THE JOINER-MOVER-LEAVER PLAYBOOK

Mapping access isn't managing it.

Where joiner, mover and leaver processes break, what good looks like, and a 12-question scorecard for your team.

ClearSkye

clearskye.com

Creating an account is the easy part.

Plenty of tools can map access or create an account. ServiceNow's identity investments, including Veza, focus on access intelligence. They don't do policy-based joiner-mover-leaver on the platform. That's the gap Clear Skye fills.

38%

of employees have accessed a former employer's account or data after leaving

1Password, 2025

6%

of organizations have fully automated identity governance

CyberArk, 2025

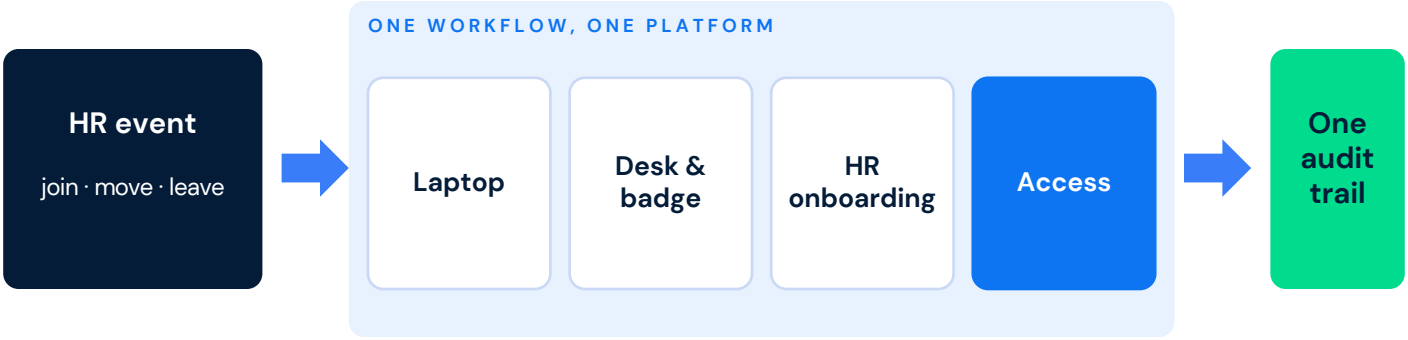
82%

report ongoing struggles with identity integrations

CyberArk, 2025

Day one is more than an account

A new hire needs a laptop, a desk, HR onboarding and access. In many organizations, everything except the access already runs as a workflow on ServiceNow. When lifecycle runs on the same platform, one HR event starts one coordinated process. And when someone leaves, access comes off in the same workflow that collects the laptop.



HOW TO USE THIS GUIDE

1

Read the three stages

Pages 3–4: where joiner, mover and leaver break, and what good looks like.

2

Score your lifecycle

Page 5: 12 statements. Give yourself a point for each one that's true today.

3

Share the proof

Page 5: results from Clear Skye customers, ready to forward to your CIO.

ClearSkye

Joiner: ready on day one.

01

New hires shouldn't spend their first morning opening tickets. Access should arrive with the laptop.

Where it breaks

- Access waits on a manual ticket after HR has finished
- Birthright rules live in scripts nobody owns
- New hires wait or borrow access, and workarounds go unrecorded

What good looks like

- The HR record triggers birthright access by role and attributes
- Access lands in the same onboarding workflow as the laptop and desk
- Every grant is logged with who approved it and why

Mover: where access quietly piles up.

02

Role changes are where trouble starts. New access gets added; old access rarely gets removed.

Where it breaks

- Transfers add access but never trigger removal
- Approvers can't see what the person already has
- After a few moves, people hold access no one would grant today

What good looks like

- A role change triggers a profile transfer: new access in, old access out
- Approvers see current access before they approve more
- Temporary exceptions expire on their own

Ask your team

How long does a new hire wait for the access they need?

When someone changed roles last quarter, what access did they lose?

Who owns your birthright access rules today?

2 min

to provision access at 84.51°, down from 20

HOW CLEAR SKYE HELPS

At 84.51°, a Kroger company, employees request access in the same ServiceNow portal they already use. Clear Skye automates 1,500 requests a month and saves the team 80+ hours a month. For movers, profile transfers add the new role's access and remove the old in one step.

ClearSkye

03

Leaver: where the risk comes due.

Any account that survives a departure is an open door. Offboarding should remove access as reliably as it collects the laptop.

Where it breaks

- IT collects the laptop; access removal waits on a separate ticket
- Apps outside the main directory get missed
- Contractors leave without an HR event to trigger anything
- No single record proves when access ended

What good looks like

- The HR termination starts one offboarding workflow: laptop, badge, HR tasks and access
- De-provisioning reaches every connected app, not just the directory
- Contractor end dates trigger the same process
- One audit trail shows what was removed, when and by whom

38%

of employees say they have accessed a former employer's account or data after leaving. If a leaver can still sign in, so can anyone who has their credentials.

Source: 1Password, The Access-Trust Gap, Annual Report 2025

Ask your team

When someone left last month, how long until every account was disabled?

Which apps aren't covered by automatic de-provisioning?

How do contractor end dates reach your identity team?

Your lifecycle, your rules

No two organizations run joiner-mover-leaver the same way. With multi-tenant identity tools, your process bends to fit theirs. On the platform, your team extends lifecycle with the workflow tools it already uses, and tests each rule before it goes live.

1 workflow

from HR termination to access removed

HOW CLEAR SKYE HELPS

Clear Skye runs leaver de-provisioning natively on ServiceNow, in the same offboarding workflow as IT and HR, with one audit trail. Teams extend it to their own systems, including SAP, and use the Lifecycle Event Tester to check how an event will play out before rules go live.

SCORECARD

How does your lifecycle score?

Give yourself one point for every statement that's true today.

JOINER

- [ ] 1. A new HR record starts provisioning automatically, with no manual ticket.
- [ ] 2. Birthright access is defined by role and attributes, and someone owns those rules.
- [ ] 3. Access arrives in the same onboarding workflow as the laptop and desk.
- [ ] 4. New hires have the access they need on day one.

MOVER

- [ ] 5. A role change automatically triggers a profile transfer or review.
- [ ] 6. Old access is removed when someone changes roles, not just added to.
- [ ] 7. Approvers see a person's current access before approving more.
- [ ] 8. Temporary exceptions expire on their own.

LEAVER

- [ ] 9. An HR termination starts de-provisioning the same day, automatically.
- [ ] 10. De-provisioning reaches every connected app, not only the directory.
- [ ] 11. Contractor and non-employee end dates trigger the same process.
- [ ] 12. You can show an auditor exactly when each leaver's access ended.

10–12
Ahead of the curve
Your lifecycle runs on policy. Keep testing rules as things change.

6–9
Catching up
Joiners are likely fine. Movers and leavers are where access is slipping.

0–5
Exposed
Former employees may still have a way in. Start with leavers.

PROOF

20,000
users on automated joiner-mover-leaver at Wärtsilä, with near-zero resistance

2 min
to provision access at 84.51°, down from 20

Latest win
A European manufacturer chose Clear Skye for lifecycle inside ServiceNow, extended to SAP

Mapping access isn't managing it.

ServiceNow's identity investments focus on access intelligence, not lifecycle. Clear Skye runs joiner-mover-leaver natively on ServiceNow, in the same workflows as HR and IT. Scored 9 or under? We'll walk through your results in 20 minutes.

TAKE THE SELF-GUIDED DEMO

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