

Solution Brief

User and Role Manager

Accelerate your day-to-day SAP® security administration with an integrated solution for user and role change management that incorporates customized workflows and time saving tools to manage documented risk analysis, testing, approval, and facilitated request processing.

Automate User Change Management

ControlPanel^{GRC} User Manager empowers end-users and help desks staff to enter user maintenance requests. Confusion arises when the end-user doesn't know what to specify in their request. User Manager cuts through this confusion by allowing supervisors or module managers to add details to the request form based on roles assigned to a person with a similar job function or on the transactions available in other roles.

Customizable Workflows

The customizable workflow saves time for the security or Basis team by eliminating the need to follow-up on request approvals. Integration with the ControlPanel^{GRC} Risk Analyzer User Management Plug-In automatically simulates any changes about to be made at the user level (User Manager is also integrated with CUA.) If risks are flagged, mitigation can be carried out directly from the request or routed for a compliance review. The system then automatically provisions the user, sending separate emails with logons and passwords.

Security Troubleshooter

The days of emailing security notification screen shots back and forwards between the security team and end-user are over. With the Security Troubleshooter tool, users can use a security issue notification as the basis for a change request. The troubleshooting process is dramatically simplified by providing the security team with authorization trace information rather than relying on SU53. Security Troubleshooter prompts the user for documentation regarding the security issue, records the action they performed during execution and then routes the data to the security team for review. The security team receives all the necessary data to recreate the issue: a record of transactions, messages received by the user, the user's current role assignment, and a listing of roles containing the transaction the user might need to be assigned.

User Maintenance Plug-In

Changes processed outside of the User Manager can also be subjected

Benefits

- Significantly reduces security team's workload by accelerating day-to-day SAP security administration
- Accelerates the security troubleshooting process
- Workflow ensures adherence to the compliance process and documentation of changes for audit
- Empower end-users to initiate the change request workflow

Functional Highlights

- Ability to request access based on roles assigned to another user, transactions assigned to role, module, or location
- Automated workflow for user changes
- Cross system identification and automatic termination processing for inactive logons
- Integrates with ControlPanel^{GRC} Risk Analyzer to determine risks during the request process
- Requests routed to role owners for approval
- Requests with risks can be routed to appropriate parties for mitigation
- Approved requests routed to security team for processing

to compliance checks via integration with ControlPanelGRC Risk Analyzer. The User Maintenance Plug-In identifies changes processed during user maintenance (via SU01 or SU10 with or without CUA) and checks for new risks via the ControlPanelGRC Risk Analyzer.

Accelerate Role Change Management

ControlPanel^{GRC} Role Manager facilitates role processing and integrates with ControlPanel^{GRC} Risk Analyzer to provide real-time analysis of risks during the role change request process. The Role Manager Workflow routes maintenance requests to role owners for documented approval and then accelerates the implementation process executed by the security team.

Profile Generator Plug-In

The Profile Generator Plug-In identifies authorizations pending removal from a role before changes are made, ensuring that vital authorizations won't be accidentally deleted. It also identifies unmitigated risks in a role during generation.

Security Quality Assurance Tool

Testing critical transactions in roles has always been tedious process involving input from security and functional teams. The Security Quality Assurance tool provides both acceleration and facilitation for the security testing process. First, the tool provides automated testing during the role generation process. Think of this as your "initial unit testing" for the role. Next, the tool manages the process of linking roles to a test logon and provides an interface for role owners to easily test authorizations without having to enter different logons and passwords. Integration with ControlPanelGRC Usage Analyzer enables the tool to determine number of transaction executions for each logon and display a "testing completeness" calculation for auditors.

User and Role Change Analyzer

Although change documents are available in the system, they don't always paint the full picture of why a given change was made. User and Role Change Analyzer allows security administrators to record and report on additional documentation for each user or role change.

Role changes are also versioned for easy comparison or retrieval. This comparison can be useful to troubleshoot issues identified after a role change migrates to production or to rollback an old version of a role.

Related Modules

- Risk Analyzer
- Usage Analyzer
- Transport Manager
- Emergency Access Manager
- AutoAuditor
- Batch Manager
- Access Certification Manager
- Process Analyzer for Procure to Pay
- Process Analyzer for Order to Cash

Regular Users

- Role Owners
- Risk Owners
- Auditors
- IT and help desk personnel
- End-users

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