

Compliance Now

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Emergency User Access 24/7 self service access for emergency handling

Emergency User Access enables SAP users to get privileged access to the SAP system in emergency cases in a controlled environment. Emergency User Access monitors emergency users usage, document the planned and executed activities, traces all activities and changes made during the emergency handling process.

What is the challenge with emergency access?

In an emergency situation there are no users with sufficient access rights available. If no process is established for handling emergencies this can lead to delays in resolving the emergency and an undocumented process. It is often experienced that if no process is established the critical access provided to support the situation is not removed after closure of the issue. Such can lead to extensive access to SAP for a long and uncontrolled period, assigned to expert personnel. In an unestablished process audit logging is often insufficient or nonexistent which is a key area for external audits. Finally, a nonexistent process can support undesirable behavior.

Manual handling of emergency access

The manual process can also be cumbersome, slow and lead to lacking documentation. One of the reasons is that the manual process is often dependent on the availability of specific employees in the organization to assign and/or participate in the emergency handling.

Preapproved access to emergency handling

In Emergency User Access a specific group of people are selected to work with privileged access. This privileged access is granted through the Emergency User Access tool. Instead of waiting for approval to start up the resolution process Emergency User Access allows the preapproved group of people to sign on directly with privileged access. Every time the, an emergency user is used to log on the emergency user owner is notified.

Control Intelligence

When the emergency user access tool is started the first steps will require that the user describe the external ticket being used, which type of emergency user is needed for this work, which activities are expected to be performed and whether there will be changes to the SAP system. When closing the emergency session, the user will be prompted to review and update the purpose and activities according to the actual activities performed. Now the emergency session is ready for audit.

Audit of emergency access

When Emergency User Access is used all activities performed by the emergency user are logged by various standard SAP features. Auditing in Emergency User Access occurs in a centralized cockpit joining the various SAP logs for ease of access. This includes the documentation added by the users.

EUA session overview

Starting an emergency user session :



Closing the emergency user session :



Auditing the emergency user session :



How can a tool-based emergency process enable your business?

Typically, an emergency situation has an impact on business continuity, either on a small or large scale. It is therefore imperative to enable the incident to be handled as smooth and efficiently as possible. Some key points are:

- Fast & effective case handling will minimize business interruption
- Cost of handling emergency users significantly lower due to optimized processes
- Consistent documentation level strengthens compliance and supports auditing
- Elimination of major risk through use of unauthorized critical access in productive systems
- Minimizes involvement of User Administration, Management and System Administration
- Self-service emergency handling will improve the satisfaction throughout the business



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+45 88 17 81 18



Marielundvej 41, 2
2730 Herlev, Denmark



info@compliancenow.eu
www.compliancenow.eu

ComplianceNow is a toolbox of products for optimizing and streamlining SAP compliance processes. The product Suite includes components supporting areas such as internal control, segregation of duties and compliance analytics. The objectives for the present six different components are to innovate, simplify and offer our customers SAP-Certified products delivering a low TCO.

ComplianceNow has a wide customer base including all industry segments and has performed more than 200 installations world-wide. ComplianceNow can be implemented as the CN Suite or be implemented individually. Implementation of a single component is estimated at 2-3 days and, for the entire CN Suite, at less than 10 days.

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