



An Innovative realization:



Integrating AAS in the Swiss Federal Administration

How the Authorization Administration System (AAS) is used inside the SAP Competence center of the Swiss Federal Administration

The Swiss Federal Administration Overview

The Federal Administration is composed of seven departments, the Federal Chancellery and roughly 90 offices. With around 37,000 employees it is one of Switzerland's largest employers.

The competence center CCSAP is a Division of the Swiss Federal Office of Information Technology, Systems and Telecommunications (FOITT). CCSAP is the competence center of all SAP applications used in the Federal Administration. Around 100 employees are part of the CCSAP.

The system's landscape

Around 60 SAP systems and 165 SAP clients are daily used by the federal administration. Heterogenic system like BI, CRM, EBP, E-recruiting, Solution manager, Netweaver, and Portal as well as the standard modules of the SAP-ERP are maintained daily and enhanced by the CCSAP.

Authorizations change requests with AAS



System checks with AAS reporting



The authorization team

The authorization team is constituted of four employees. Their main tasks are:

- To design each authorization concept with the application teams
- To create and maintain the master roles and the BI profiles
- To customize AAS and generate the derivatives
- To ensure second level supports in case of problems



Walter Bremer

Head of the SAP Basis team

« The easiness of use and the technical maturity of AAS impress me again and again. Thanks to the use of AAS in the federal administration we can manage centrally 70 administrative units and thus realize important economies. The satisfaction of our customers in the service area of authorizations has been strongly extended. »

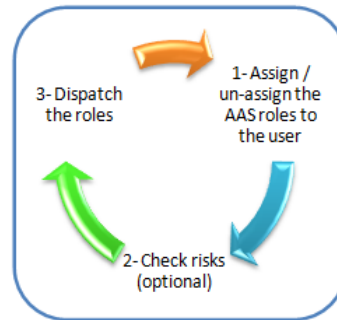
Provisioning the roles of the end users

A super user is designed for each application and for each office . He/she is responsible for the provisioning of users within the office or application and their corresponding rights.

AAS is customized in order to remove almost all the technical aspects of a task (as for example the target systems and the roles) as the super user generally does not have any technical background.

AAS is used to request and to provision the roles. No Workflow is in place since the requester and the assigner are the same person.

Provisioning authorizations with AAS



Benefits

The CCSAP gained important benefits by integrating gradually AAS for each SAP application and/or unit.

- The End user's satisfaction was greatly enhanced. In case of authorization problems, they do not have to discuss them with the technical team of CCSAP but just with their super user.
- The support team of CCSAP could reduce the requests concerning authorizations and provisioning from around 20'000 requests a year to around 500. These requests are mainly change requests and role enhancements.
- The response time for processing a change request on one role was extremely reduced.
- The quality of the functional and organizational data for the derivative roles was largely enhanced thanks to the AAS role generator.
- The authorization team is able to use the time gained to process other issues which were impossible before AAS

Time processing for a modification of a master role in HR with a derivation on 900 personal areas

	Normal processing	Processing with AAS	Unit
Master role modification (Manually)	10	10	Minutes
Derivative update/ enhancement (manually)	10		Minutes
Derivative update/ enhancement (using AAS generator)			3Second
Total time for 900 derivatives	9'000	45	Minutes
Transport using STMS is performed by another team	360		Minutes
Transport using AAS is performed by the Authorizations team			2Minutes
Total time for transport			Minutes
Total	9'380	60	Minutes
	156	1	Hours

Example of a AAS provisioning view in HR

In this example, of HR role provisioning for the Federal Department of Foreign

Affairs, the super user can manage 1050 users in three groups of personnel areas on one screen.

The roles for HR sub-applications (as for example personal administration, payroll, time management, organizational management, recruiting, event management or customer specific enhancements) are provisioned on 4 different productive systems:

- SAP Portal
- SAP HR
- SAP BI
- SAP E-recruiting

The system consistency and the assurance of giving the right roles on the right systems is ensured by AAS.

Factsheet

Units	135
Authorization Team employees	4
Super user for authorization provisioning	200
Logical systems	165
Users on all the systems	20'500
Role catalogs/concepts	600
Master roles on all the systems	35'000
Derivatives roles on all the systems	1'300'000
Number of years since first rollout	8 years

SUIM LTD

Chemin du Marguery 15,
1802 Corseaux, Switzerland
Phone +41 79 217 33 27
www.suim.ch
info@suim.ch