



Webinar: License Audit Process Process, Information and Documentation

Global License Audit & Compliance – License Audit Measurement Service
May 18, 2022

INTERNAL – SAP and Customers only

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Goals

The goals of this webinar are:

- Understand the process and scope of the license audit
- Find the required information and documentation that are helpful for the system measurement process

License Audit Process

Process

The following process description is aligned to the documentation [License Audit Measurement Service - Scope and Process](#) that is available on SAP Support Portal.

1. Audit Start
2. Prepare System Measurement
3. Conduct System Measurement
4. Consolidate Results in LAW
5. Transfer Results to SAP
6. Data Analysis / Additional Checks
7. Evaluation
8. Audit Closure Notice



SAP License Audit Measurement Service – License Audit Scope and License Audit Measurement Process

Understand SAP's expectations in terms of License Audits and learn what customers need to know to run the SAP System Measurement

April 2021

1. Audit Start

Measurement Request

The license audit starts with the receipt of the system measurement request

Dear Mr. ██████,

As per your SAP license agreement ██████, your SAP software systems are due to be measured.

The SAP system measurement process aims to provide reasonable assurance that your organization is using SAP's products within the licensed use rights for the inspected areas. These reviews help SAP customers to maintain compliance with the terms of the agreement.

The scope of this measurement will include all ABAP-based production and development systems listed in the attached *System Measurement Plan*. Depending on your licensed SAP products and license metrics additional data is requested. If, during the evaluation of the submitted measurement data, indicators have been identified that suggest there is a possible indirect use scenario active, SAP may engage for further clarification.

Further details about the SAP License Audit Procedure can be found in the [Frequently Asked Questions](#).

Measurement Deliverables

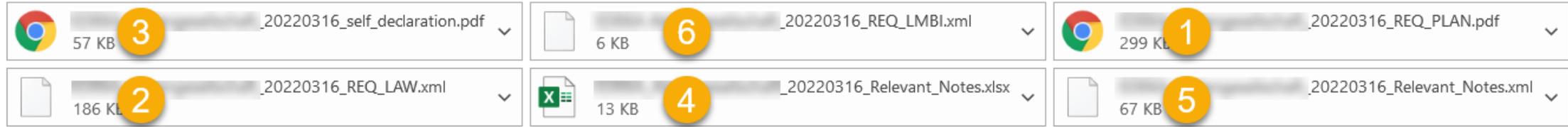
The following measurement deliverables must be sent to SAP no later than 08.06.2022:

- License Administration Workbench Report
- Self-Declaration Form
- SAP BusinessObjects Measurement Report

Please see further information below and attached. Thank you for your assistance with this important process.

1. Audit Start

Measurement Request – Attachments



In standard the e-mail contains the following attachments

1. *_REQ_PLAN.pdf (measurement plan) – includes all measurement relevant ABAP-based productive and development systems
2. *_REQ_LAW.xml (LAW measurement plan) – to upload the measurement relevant systems into LAW 2.0

And, if applicable,

3. *_self_declaration.pdf (Self-Declaration Form) – Self-declaration of products that cannot be determined by the system measurement program
4. *_Relevant_Notes.xlsx (Relevant SAP Notes) – Lists SAP notes with corrections that are crucial for the correct measurement of the engines
5. *_Relevant_Notes.xml (Relevant SAP Notes) – File of SAP notes for upload in the USMM and/or LAW 2.0
6. *_REQ_LMBI.xml (BusinessObjects License Measurement) – LMBI contract file for the consolidation of BusinessObjects measurement

2. Prepare System Measurement

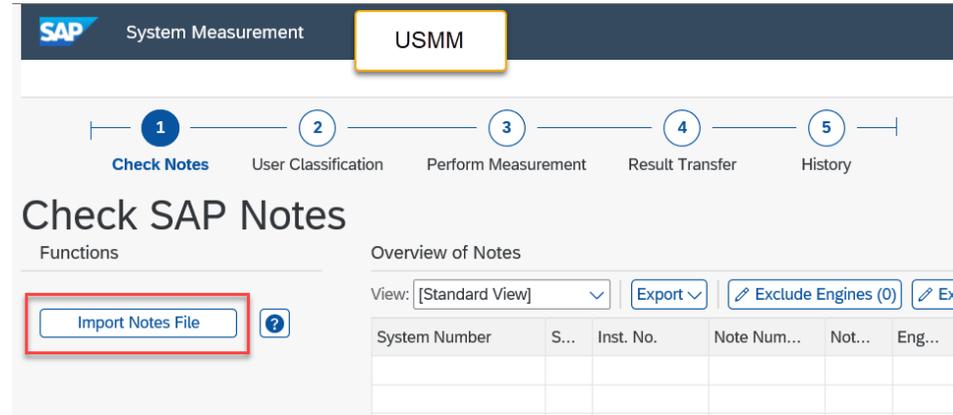
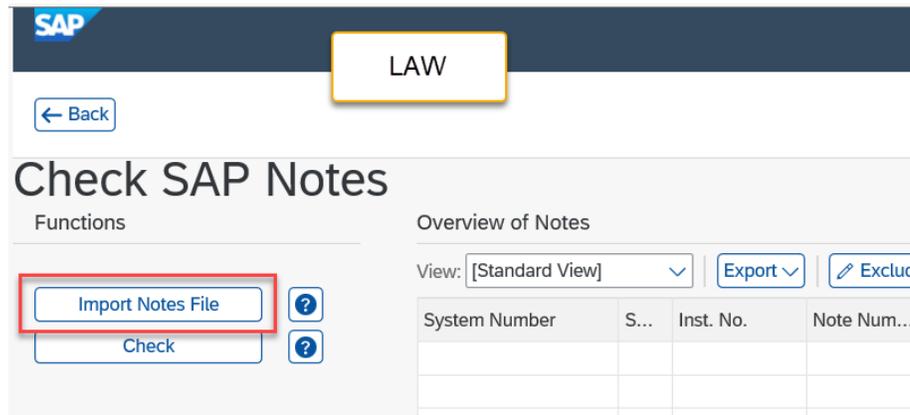
Relevant Notes

Before the measurement is carried out, it should be checked whether SAP notes have to be imported in order to obtain correct results

- Excel file (*_Relevant_Notes.xlsx) for manual check

Installation	System number	System	ENG	ENGINE_TEXT	SAPNOTE	VERS	TITLE	URL
			0100	SAP Human Resource Management	0001899912	0003	HR_AUDIT: Payroll records are counted even though	https://launchpad.support.sap.com/#/notes/0001899912
			0100	SAP Human Resource Management	0002234559	0005	Transaction USMM triggers a runtime error DBSQL_S	https://launchpad.support.sap.com/#/notes/0002234559
			0745	SAP Forecasting and Replenishment	0001588213	0006	Implementation recommendations for SAP F&R 5.2	https://launchpad.support.sap.com/#/notes/0001588213
			0745	SAP Forecasting and Replenishment	0001764414	0002	F&R measurement module	https://launchpad.support.sap.com/#/notes/0001764414
			0820	SAP NetWeaver Single Sign-On	0002242571	0001	Fix for License Check for NetWeaver Single Sign-On	https://launchpad.support.sap.com/#/notes/0002242571
			1200	mySAP FSCM	0001764191	0001	FSCM_CR_AUDIT: Unit (UnitID) not correctly given by	https://launchpad.support.sap.com/#/notes/0001764191
			1200	mySAP FSCM	0001786159	0001	FM ISB_AUDIT delivers SEM objects incorrectly.	https://launchpad.support.sap.com/#/notes/0001786159
			1200	mySAP FSCM	0002024766	0002	SAP System Measurement (USMM): runtime error SV	https://launchpad.support.sap.com/#/notes/0002024766

- XML file (*_Relevant_Notes.xml) to upload in the USMM and/or LAW 2.0



2. Prepare System Measurement

System Measurement Preparation Area

In this application, single systems can be excluded from the system measurement

In the *Downloads* area, the up-to-date measurement plans and the list of relevant SAP notes can be accessed at any time

The functions of the system measurement preparation area have moved to SAP for Me: [System Measurement in System & Provisioning Dashboard tab in SAP for Me](#)

The screenshot shows the SAP System Measurement Preparation Area interface. At the top, there is a search bar and a 'Knowledge Base' dropdown. Below this, the 'Customer No.' and 'Customer Name' are displayed. A navigation bar includes '2 Systems', 'Relevant' (with a play icon and '2'), 'Non-Relevant' (with a stop icon and '0'), and 'Downloads' (with a download icon). The main section is titled 'System Details' and contains a table with the following data:

Installation No	Customer No	Installation Name	SystemID	System Name	System Number	System Type	Relevant for Measurement	Reason
2000000000	0000000000	R/3 call off	DEA	Entwicklungssystem	3100000000	DEVELOP	<input checked="" type="checkbox"/>	
2000000000	0000000000	R/3 call off	DPA	Produktivsystem	3100000000	PROD	<input checked="" type="checkbox"/>	

The screenshot shows the 'Downloads' area of the SAP System Measurement Preparation Area. It features a navigation bar with '2 Systems', 'Relevant' (with a play icon and '2'), 'Non-Relevant' (with a stop icon and '0'), and 'Downloads' (with a download icon). Below the navigation bar, there is a list of files with download icons:

- Individual Consolidation rules
- Notes Relevant for Engines XML
- Notes Relevant to Engine
- Measurement Plan
- Measurement Plan XML

News on Migration to SAP for Me

SAP for Me provides access to all your SAP engagements and will become the single point of entry for all support applications early Q3/2022.

Please note that the System Measurement Preparation Area (SyMPA) has been integrated into SAP for Me. Try it out under the new [System Measurement in System & Provisioning Dashboard tab in SAP for Me](#).

Going forward the application will be improved only in SAP for Me. Find details on the migration into SAP for Me in [My Support @ SAP Support Portal](#).

2. Prepare System Measurement

User Classification

Check the user classification regularly

- Check classified users if the assigned user type is still valid
- Check unclassified users and assign the correct user type

Detailed information on user classification is available on SAP Support Portal → [User Classification](#)

- Preparation
- Overview user types, descriptions, examples
- Classification methods
- Measurement and validation
- FAQ

My Support Products Tools Maintenance Offerings & Programs Application Lifecycle Management

SAP Support Portal Home / My Support / Systems & Installations / System Measurement / Information about SAP System Measurement

User Classification

Appropriate user classification is vital to ensure that all users are correctly evaluated.

SAP customers themselves are responsible for the correct user classification, because only they have an overview of the usage and can decide which user category each named user requires. The user classification comprises all user types of SAP Named User as well as SAP S/4HANA User types.

The following information will help you classifying the users with appropriate user types and will give you an overview of the technical support that SAP can provide.

Introduction: Users & User Types

SAP Named User Concept

Any individuals that Use the Software, including employees or agents of Subsidiaries or Business Partners, must be licensed as SAP Named Users.

Use is defined in the customer's End User License Agreement (EULA / GTC): "Use" means to activate the processing capabilities of the Software, load, execute, access, employ the Software, or display information resulting from such capabilities. Use can be direct or may occur by way of an interface delivered with or as a part of the Software, a Licensee or third-party interface, or another intermediary system.

SAP Named User Set-Up

First, it is important to understand that the User type is part of a user's master data record, along with its name, password, validity date, etc.

Once a user is created proper authorizations must be assigned. These authorizations are needed for transactions, underlying authorization objects as well as field values and must be in accordance with the user's functions inside your organization.

You should take all these into account to determine the most suitable user type for each user.

Get more information on the page [Users & Authorizations](#)

- User Master Data
 - User Name
 - Password
 - Validity Date
 - User type
 - etc.
- Transaction Codes
 - User requires authorizations to run transaction codes to perform the job
- Authorization
 - User requires authorization for underlying authorization objects and field values

3. Conduct System Measurement

System measurement program (Transaction USMM)

- The system measurement has to be carried out in each production and development system
- All users created on the system and the technically measurable engines are counted

Self-declaration products

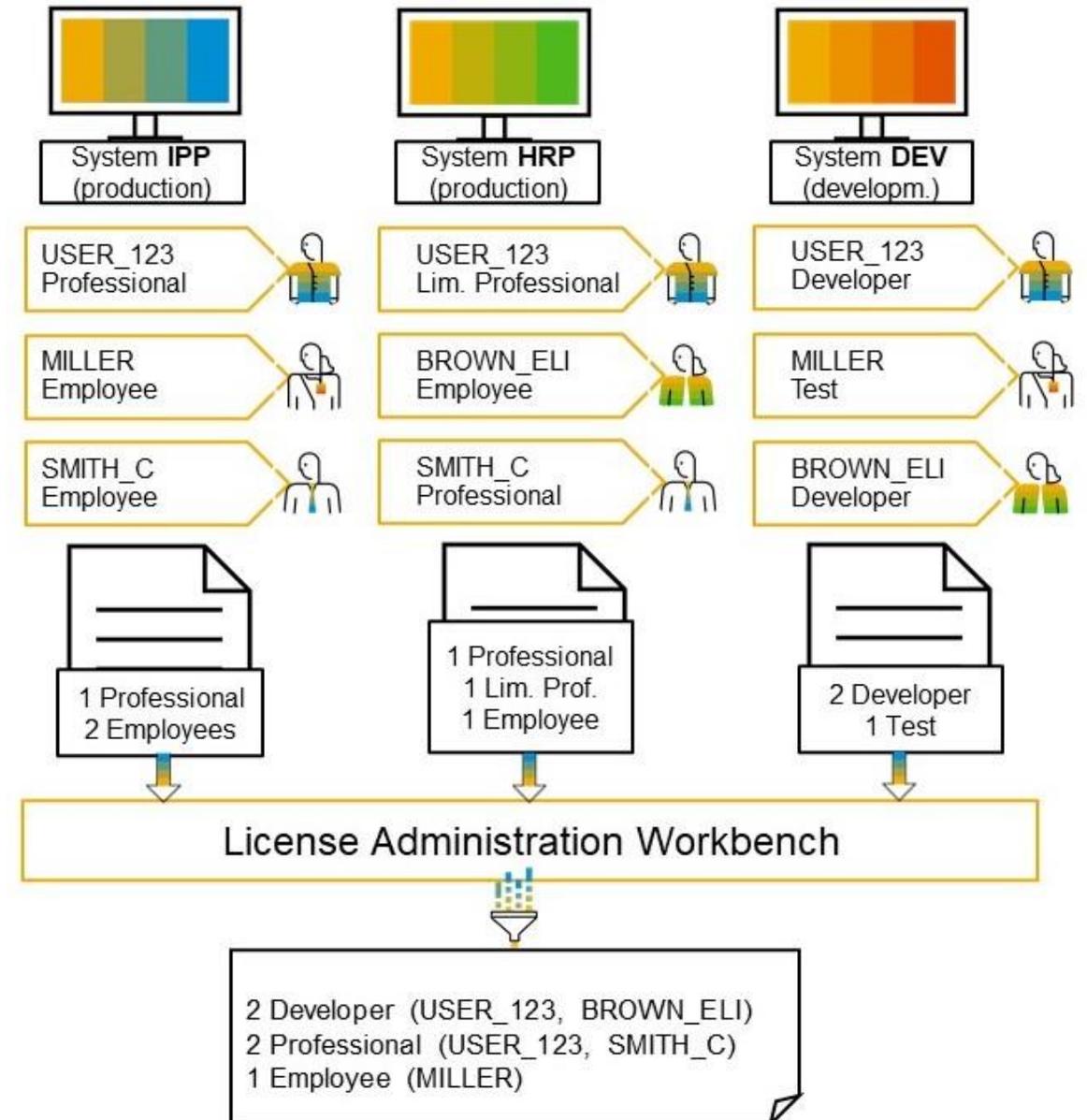
- *Self-declaration products* are products that are generally not measurable (e.g. revenues, number of employees) or for which there is no automatic measurement functionality.
- The corresponding values must be entered in the form enclosed with the request for system measurement

Additional measurements

- Depending on the licensing further products need to be measured, if applicable, for example, BusinessObjects, SAP HANA
- You receive appropriate guides for these specific measurements enclosed with the request for system measurement

4. Consolidate Results in LAW

Consolidate the measurement results of all systems in the License Administration Workbench so that multiple counting of users can be as good as eliminated



5. Transfer Results to SAP

Transfer the measurement results directly to SAP, either

- Consolidated via LAW or
- Per system via the system measurement program

Note the tips and hints for the online transfer:
[Transferring SAP System Measurement Results Online](#)

Self-declaration products

- Send the *self-declaration form* by e-mail to SAP (xml file)

Additional measurements

- The measurement results requested individually and only when required (e.g. BusinessObjects, SAP HANA) must also be sent to SAP by e-mail
- Refer to the instructions for the respective product

6. Data Analysis / Additional Checks

Data analysis

- SAP checks the measurement results for completeness and correctness
- If there is a need for clarification, SAP creates an overview of all measured users and products and sends it to the customer

Additional checks

- If necessary, additional checks are requested if the measurement results are unclear or more detailed explanations are required
- These checks are case depending and are requested individually

7. Evaluation / 8. Audit Closure Notice

The evaluation is completed when SAP has checked all measurement results for completeness and correctness, additional checks have been carried out by the customer and no further measures need to be taken.

Finally, the customer receives an e-mail notification that the audit has been completed

- The evaluation can be requested from the responsible license compliance manager
- An online survey will be sent to the customer automatically with the request for feedback

License Audit Measurement Service

SAP Support Portal

SAP Support Portal

Global License Audit & Compliance

The License Audit Measurement Service is one of various services offered by Global License Audit & Compliance

- All services are listed on the GLAC page on SAP Support Portal: [SAP Global License Audit & Compliance](#)

SAP Support Portal Home / My Support / **Systems & Installations**

GLAC

Global License Audit & Compliance | Audit Services | Advisory Services | Additional Services

SAP Global License Audit & Compliance

SAP's Global License Audit and Compliance organization (GLAC) offers our customers support regarding their SAP License entitlement and utilization.

SAP understands that software licence compliance, risk avoidance and investment optimization is often perceived as a challenge. However, regularly reviewing licence compliance is in the interest of all customers as it mitigates the risk of financial exposure. It also provides a solid basis for licence optimization and future investment decisions. In times of unprecedented change and uncertainty, customers may require more or different support from SAP to meet their contractual obligations.

In response, SAP's Global License Audit and Compliance organization (GLAC) has evolved its offering to better meet our customers' need for clarity around their SAP license entitlement and usage.

Our Ambition

- ✓ Ensure that our customers can manage their SAP licenses effectively.
- ✓ Provide SAP customers with transparency to avoid license overconsumption.
- ✓ Optimize SAP customer's license utilization.
- ✓ Create additional business value for our customers via a comprehensive set of services.

Audit Services

Under its general terms and conditions, SAP has the contractual right to verify the customer's use of SAP licenses (on-premise and cloud) at regular intervals.

- ✓ GLAC either ask the customer to start a measurement or for access to carry out the measurement jointly on the customer systems.
- ✓ The measurement scope may focus on specific products or processes or cover the entire customer installation.
- ✓ The results of the measurements are compared with the customer's license entitlement. Any deviations form the basis for further interactions.

License Audit Measurement Service

- ✓ Default option through which SAP exercises its license audit rights.
- ✓ Evaluates the measurement results generated by measurement tools and self-declarations forms.
- ✓ Supports customers to maintain compliance with their SAP license entitlement.

Enhanced Audit Service

A structured transparent service delivered by a specialist team that works on-site/remote with the customer.

- ✓ Supports customers in complex audit measurement situations.
- ✓ Provides a more complete view on all licensed SAP products (SAP NetWeaver, SAP HANA, etc.) and areas of use including usage of SAP software via interfaced third-party systems.

License Compliance Interview

- ✓ Service based on a collaborative customer interview to review specific business processes.
- ✓ Helps customers to identify and assess "Use" per our contracts.

SAP Support Portal

License Audit Measurement Service

You can directly access the License Audit Measurement Service page via this link:

[System Measurement](#)

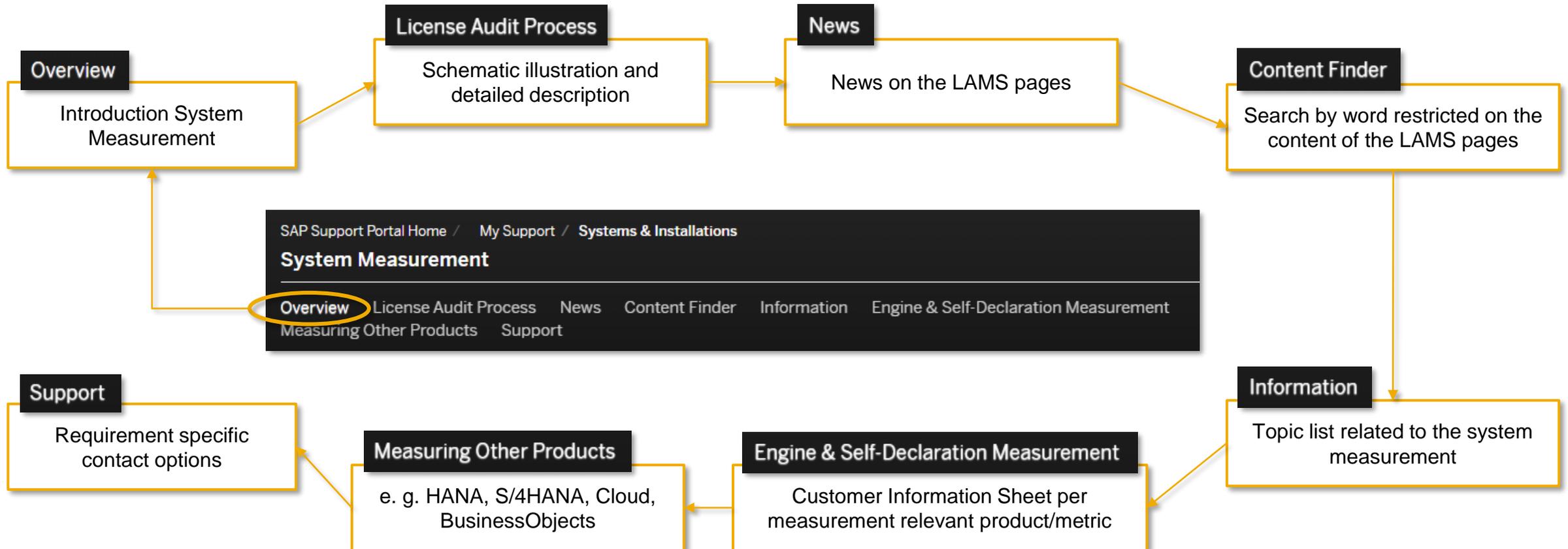
- On these pages you can find all information and documentation that is helpful for the system measurement process.
- The pages are updated and extended as needed.
- The information published therein is regularly checked for content and topicality.
- Feedback is welcome: info.lams@sap.com

The screenshot shows the SAP Support Portal interface for the License Audit Measurement Service. The breadcrumb trail at the top reads: SAP Support Portal Home / My Support / Systems & Installations / System Measurement. Below this, there are navigation links: Overview, License Audit Process, News, Content Finder, Information, and Engine & Self-Declaration Measurement. The main heading is 'System Measurement' with a sub-heading 'License Audit Measurement Service'. A blue button labeled 'Global License Audit & Compliance Services' is visible. The text describes the service as part of SAP's Global License Audit and Compliance (GLAC) and focuses on on-premise system measurement. It lists various measurement types that can be applied, including self-declaration product measurement and other SAP products measured with specific tools. A list of checked items includes SAP HANA measurement, SAP BusinessObjects measurement with LMBI, SAP Private Cloud, and SAP Sybase Database License Audit. A note at the bottom indicates that the scope is for R/3 Software Component, Business Suite, Individual Solutions, and Applications. The bottom section of the screenshot shows the 'License Audit Process' starting with '1. Audit Start' and a description: 'Measurement request with predefined license audit scope is being sent to the customer'. A blue arrow points to the right, indicating the next step in the process.

[License Audit Measurement Service - Scope and Process](#)

System Measurement – License Audit Measurement Service

You can get directly to the desired chapter via the menu



Information about SAP System Measurement

The page [Information about SAP System Measurement](#) contains

- Short explanations on the settings and programs/applications that are required, resp. advised, to conduct the system measurement
- Further links to specific information and documentation

SAP Support Portal Home / My Support / Systems & Installations / System Measurement

Information about SAP System Measurement

Overview System Settings System Measurement Preparation Area Measurement Program User Classification LAW
LAW Result File Documentation Videos Help

- **System Settings:** Maintain system data, installations and clients
- **System Measurement Preparation Area:** Application to exclude individual installations from the measurement and option to download of various files, e. g. measurement plan
- **Measurement Program:** Availability and short documentation on the new system measurement program
- **User Classification:** Link to information and tips regarding user classification
- **LAW:** Link to further information on the License Administration Workbench
- **LAW Result File:** Application that explains the content of the LAW result file
- **Documentation:** Link to page with all available guidelines and FAQ
- **Videos:** All currently available videos on the system measurement topic
- **Help:** List of components for technical support

User Classification

The page [User Classification](#) has been revised completely and contains now in addition to general information the following:

- User type description and examples of the standard user types and a detailed description of Developer users
- User types per SAP price list including description
- Classification methods
- Classification help
- FAQ

SAP Support Portal Home / My Support / Systems & Installations / System Measurement / Information about SAP System Measurement

User Classification

Introduction Users & User Types Process Flow Preparation User Type Overview & Description User Type Descriptions
User Classification Measurement & Validation FAQ

User Classification

Appropriate user classification is vital to ensure that all users are correctly evaluated.

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SAP Named User Set-Up

First, it is important to understand that the User type is part of a user's master data record, along with its name, password, validity date, etc.

Once a user is created proper authorizations must be assigned. These authorizations are needed for transactions, underlying authorization objects as well as field values and must be in accordance with the user's functions inside your organization.

You should take all these into account to determine the most suitable user type for each user.

Get more information on the page [Users & Authorizations](#)

The diagram illustrates the components of a Named User. A central circle labeled 'Named User' (with a person icon) is connected to three other circles: 'User Master Data', 'Transaction Codes', and 'Authorization'. Each circle has associated details:

- User Master Data:** User Name, Password, Validity Date, **User type**, etc.
- Transaction Codes:** User requires authorizations to run transaction codes to perform the job
- Authorization:** User requires authorization for underlying authorization objects and field values

Support

Contact us:

- For questions regarding the system measurement contact your SAP contact person
- For general questions, suggestions and feedback related to the GLAC-pages on SAP Support Portal send an e-mail to info.lams@sap.com
- You can obtain technical support in the usual way via one of our components

System Measurement →
[Support](#)

Individual Customer Support

For customer specific, individual support contact your SAP license audit contact person by e-mail or telephone (see system measurement request e-mail)



Support

General LAMS Support

For general questions regarding the License Audit Measurement Service or non-technical issues, for example feedback on the System Measurement pages, send an e-mail.

E-Mail to License Audit Measurement Service

Technical Support

For technical support go to SAP One Support Launchpad and submit an incident using the component XX-SER-LAS

SAP One Support Launchpad - Create Incident

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