



Identity and User Management @SAP

SAP Universal ID

December 13, 2022

PUBLIC

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Speakers



Kevin DeVilbiss

Head of Identity & Services Product
Management



Ana Valkova

Product Manager,
SAP Universal ID



Agenda - SAP Universal ID

- Introduction
- SAP Universal ID Overview
- Framework
- New [SAP Universal ID page on SAP.com](#) successfully launched
- Update: SAP.com Enhanced Integration (native) Go-Live
- Change over core S-user creation processes to tie to SAP Universal ID for existing SAP Universal ID users
- SAP Universal ID Adoption Timeline
- SAP Community Merge Tool

Identity & User Management

SAP Universal ID Overview

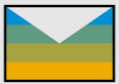


- The new user / identity foundation is built on SAP Universal ID.
- The SAP Universal ID framework allows for a user identity to evolve over time.

With one SAP Universal ID, users can:



- ✓ own their personal SAP identity for life;



- ✓ add multiple email addresses to their SAP Universal ID;



- ✓ change companies or move to a different company subsidiary;



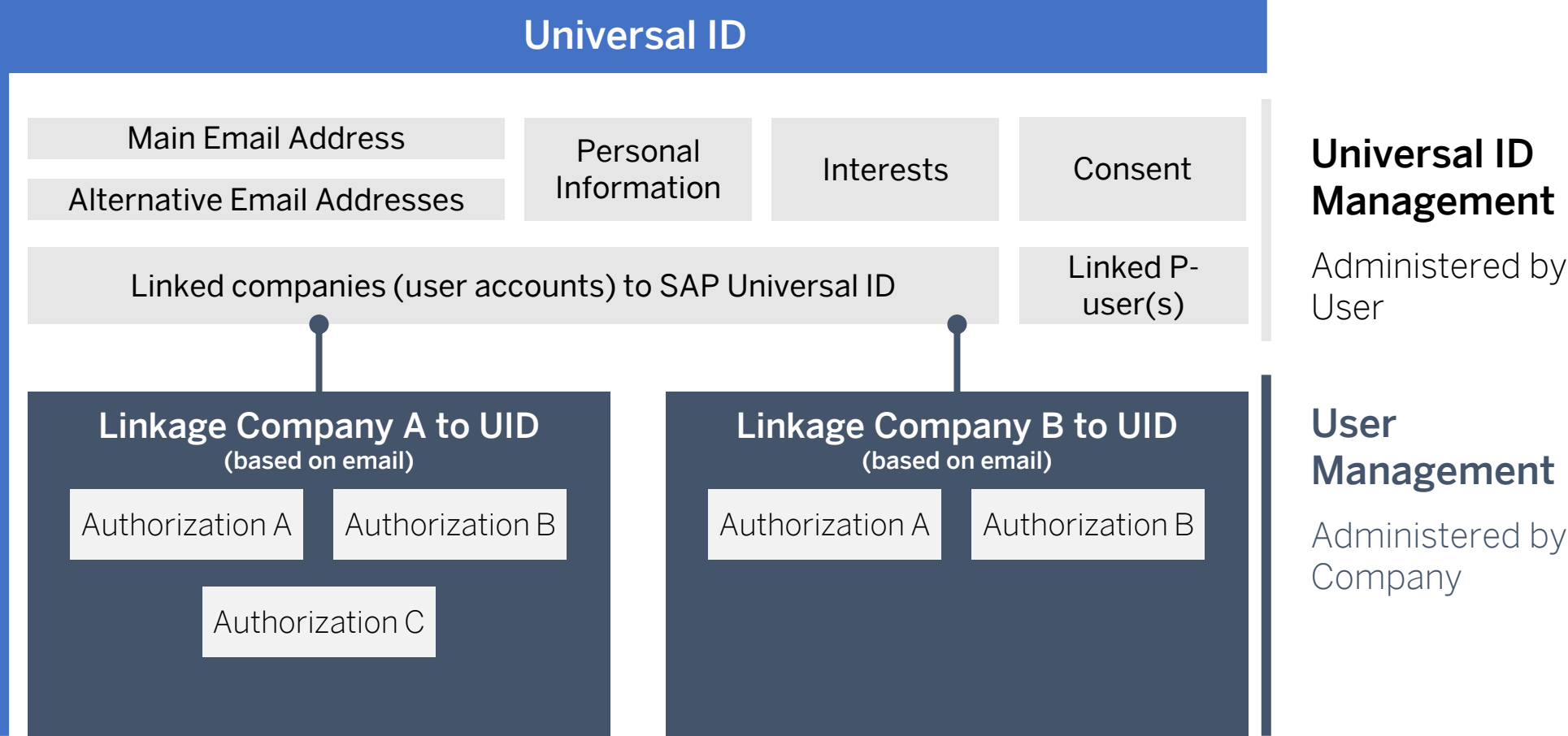
- ✓ keep their reputation, training, interests, and personal data in the near future.

Other key takeaways:

- ✓ An email address may only be associated with one SAP Universal ID, though multiple email addresses can be associated with one SAP Universal ID.
- ✓ The legacy user types (S-users) become attributes of the SAP Universal ID and function as authorizations.
- ✓ P-users become completely deprecated and are only used for content migration or legacy continuity.
- ✓ All user registrations will eventually be replaced by SAP Universal ID.
- ✓ Creation is end-user driven.

SAP Universal ID

Framework



SAP Universal ID

Update: SAP.com Enhanced Integration (native) Go-Live



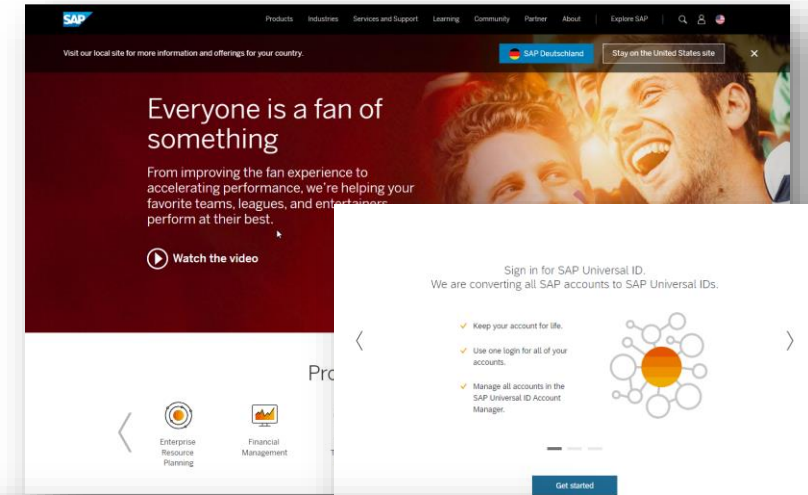
Since October 12, 2022, SAP Universal ID is the standard account for logging in to SAP.com, following Built-In Support.

Objectives

- ✓ SAP wants to improve the digital customer experience by making it simple, fast and personalized
- ✓ Providing access to multiple SAP platforms from one user account for our users (partners, customers and employees)

Solution

- ✓ SAP Universal ID provides a unified account across SAP sites that links all existing company associations (S-/P-user IDs)
- ✓ Users who do not have an SAP Universal ID account and attempt to login will be prompted to convert to SAP Universal ID within SAP.com



SAP Universal ID

Change over core S-user creation processes to tie to SAP Universal ID for existing SAP Universal ID users



From: SUSER_BATCH <notification-service@sap.com>
Date: April 25, 2022 at 2:30:50 PM GMT+2
To: skurian@outlook.com
Subject: [PRIVATE] Your personal key to the SAP ecosystem

Dear Sue Kurian,

You have received this e-mail because a user administrator in your company has requested an SAP Support user ("S-user") ID for you. Your S-user gives you access to support tools, product documentation, training courses, and many more service and information offerings.

Your new S-user ID is: S0024415307

Click on the following link to activate your account and set a password:

<https://accounts.sap.com/ids/activation?token=124141414144413064253242344E4C3178253246664649253246473370677A536754716F2532467568797A6A79474A756B422532464C557046726D593563713456455A625831764E6A474F73317745516D492532466F6559253344>

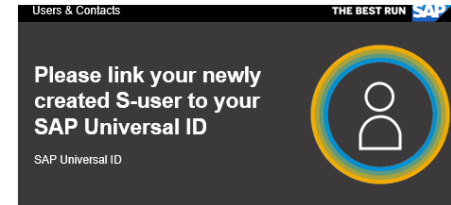
(If this link is not clickable, try copying and pasting it into the address bar of your web browser.)

Thank you for setting up your new S-user account. We hope you enjoy accessing the many tools and resources provided to assist in using our products and services.

Kind regards,
SAP Identity and User Management Services

Mandatory Disclosure Statements/Pflichtangaben:
<http://www.sap.com/company/legal/impressum.epx>

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Dear Ana Valkova,

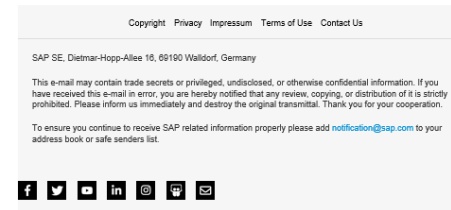
Your administrator created a new S-user on your behalf.
S0024636462 SAP Test Account - aPaul Pharma
You can only use this newly created S-user by clicking the activate button to link it to your SAP Universal ID. In the [SAP Universal ID Account Manager](#) you can also view, update, manage your personal information and account security settings.

[Activate and link my S-user](#)

For more information or support:

- Visit [SAP Universal ID website](#)
- [S-user Welcome Page](#)
- Contact [Customer Interaction Center](#)

Kind regards,
SAP Universal ID Team



From:

- ❖ Cryptic sender "S-user Batch"
- ❖ Unbranded email design
- ❖ Outdated and confusing text
- ❖ No ties to SAP Universal ID (stand-alone S-users)

To:

- ✓ Clear SAP Sender "SAP Universal ID - Notifications"
- ✓ Updated email design
- ✓ Simpler text with clear calls to action
- ✓ Direct ties to SAP Universal ID

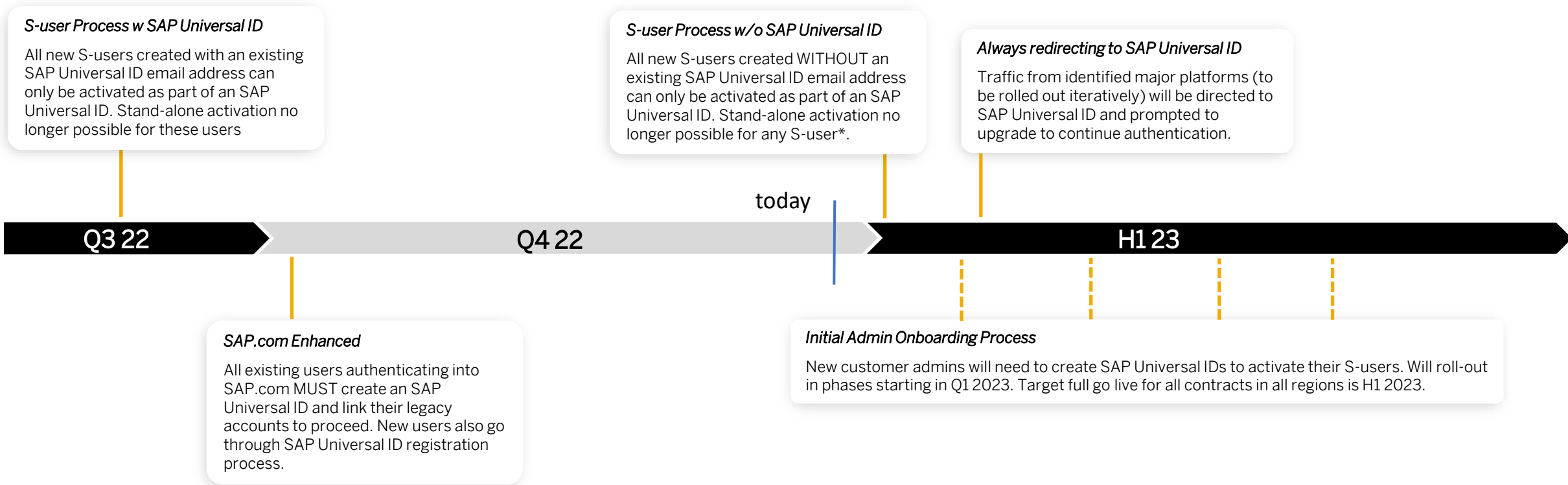
SAP Universal ID

SAP Universal ID Adoption Timeline

Subject to
change



End Goals: All active S-users* linked to an SAP Universal ID and all existing platforms support SAP Universal ID, with all major platforms supporting Enhanced SAP Universal ID login for best user experience.





Identity & User Management

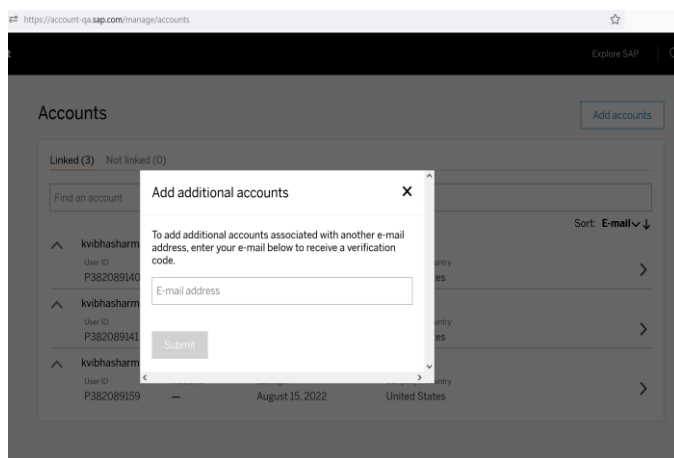
SAP Community Merge Tool

Go-Live on Nov 21 for Champions and Mentors

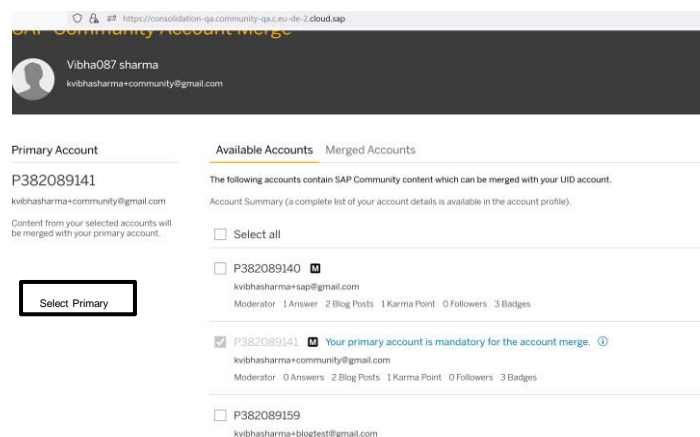
Goals:

- Community Content of all S/P-users in one account
- Allow users to consolidate Community Content from inactive accounts
- User to control the data (what to consolidate and when)

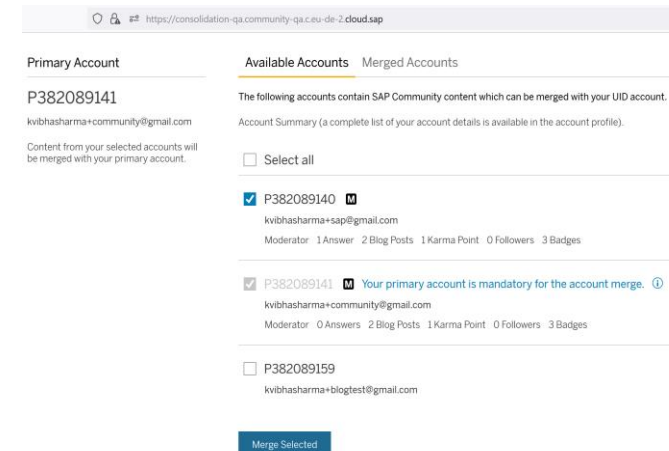
1 Profile linking



2 Selecting primary account

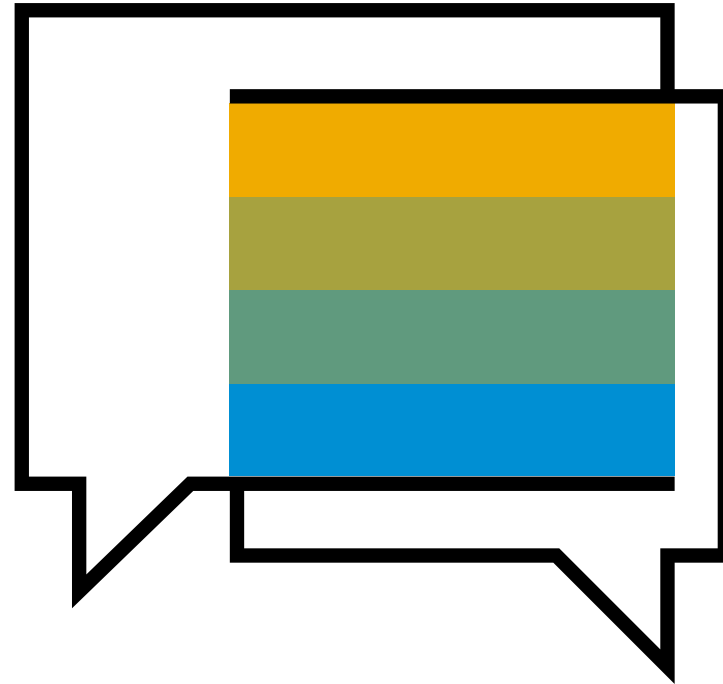


3 Selecting account to be merged & triggering merge process



[Content Consolidation Tool URL](#)

Questions & Answers





Thank you.

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