



No Training? No Access!

Building SAP Software Skills and Automating Role Provisioning

Ignacio Sedeño, SAP Program Coordinator, City of San Diego
Arlo Magpantay, SAP Functional Manager, City of San Diego

Session ID # 82473

About the Speakers

Ignacio Sedeño

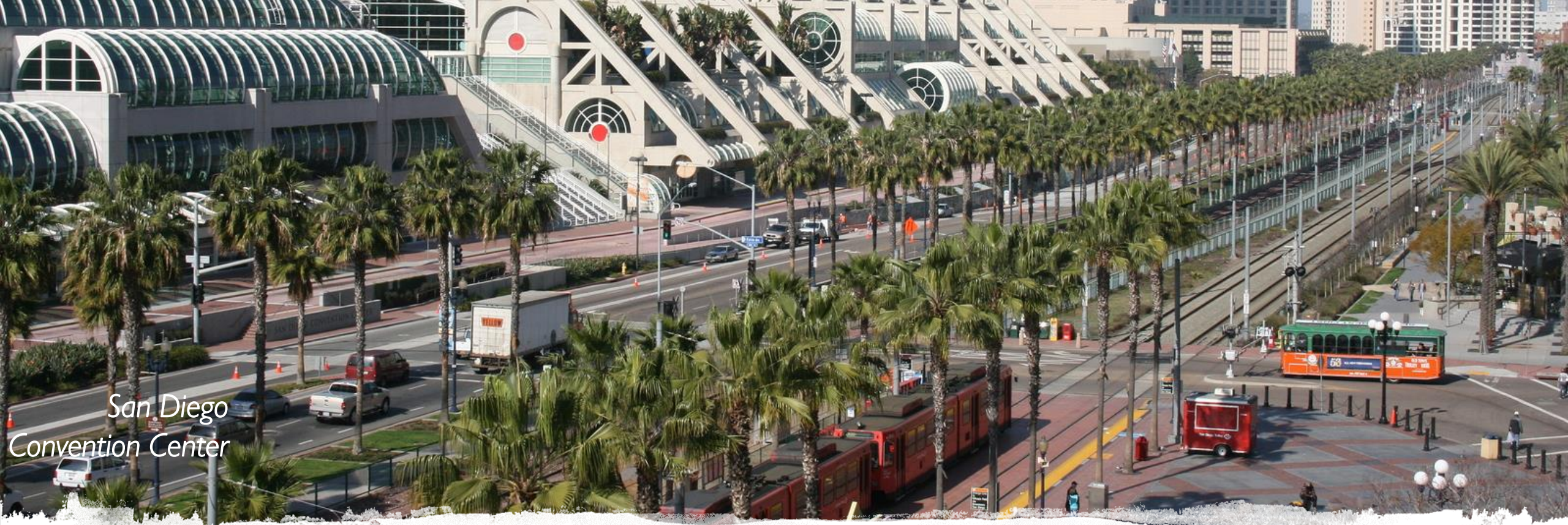
- SAP Program Coordinator, City of San Diego
- 10 years of Public Sector experience including 9 years of SAP Functional Configuration and Training Coordination.

Arlo Magpantay

- SAP Functional Manager, City of San Diego
- 20 years of Public Sector experience including 10 years in SAP Functional Configuration and Project Management.

Key Outcomes/Objectives

1. The importance of a sustainable training program.
2. The value of an efficient process in granting system access to trained end users.
3. Why the City of San Diego decided to integrate SuccessFactors and GRC.



*San Diego
Convention Center*

Agenda

- City of San Diego, Who we are!
- SAP Structure/ERP Footprint
- User Empowerment/Sustainable Training
- SuccessFactors and GRC Role Provisioning

City Snapshot

- Eighth-largest city in the United States *
- Second-largest city in California*
- 1.4 million residents as of 1/1/2017*
- 11,500+ City employees**
- Budget of \$3.80 billion for FY2019**

* Forecasting - E1 Population Estimates. California Department of Finance website. Retrieved March 2018.

** https://www.sandiego.gov/sites/default/files/fy19pb_full.pdf



San Diego Bay

Strategic Plan

Mission

To effectively serve and support our communities

Vision

A world-class city for all

Values

- Integrity
- Service
- People:... *Recognize that an engaged City workforce is the key to quality customer service*
- Excellence:... *Establish clear standards and predictable processes*





SAP Structure/ERP Footprint

San Diego Bay

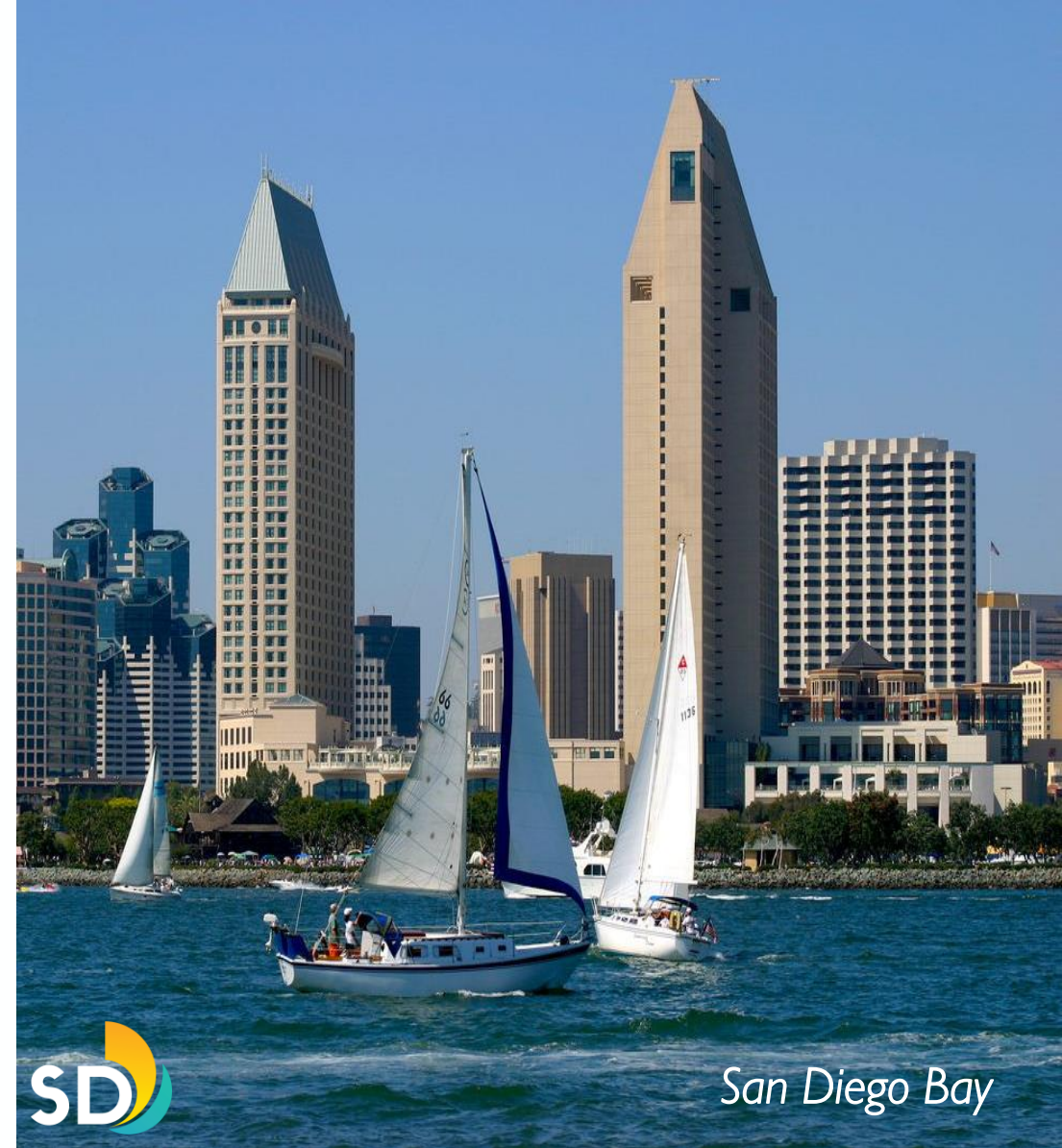
SAP Structure & Users

COSD SAP Structure

- Over 11,700 SAP User IDs
- 29 SAP Modules across multiple SAP Solutions (ISPS, ISU, EAM)
- 3,450+ Active SAP Roles
- Access to about 27,000 transactions in ISPS alone with 600 critical work instructions

COSD SAP User Base

- 46% employees are transactional SAP users
- 54% employees only use SAP for time entry and other HCM functions, such as view or update of personal information, benefits, or PY data



San Diego Bay



City of San Diego's ERP Footprint

- IS-PS – ECC 6.0 – EHP7 SP12
- IS-U including UCES Portal and CRM
- Public Budget Formulation 7.31
- Business Warehouse 7.50/Business Objects 4.2
- Open Text 16.0
- Solution Manager 7.1
- GRC 10.1
- Cloud/Internet including SuccessFactors, Salesforce, Ariba, Fiori/Mobile Timesheets, Okta, MyWaterSD, GetItDone





User Empowerment/Sustainable Training

User Empowerment

Goal

To empower city employees by providing the necessary SAP knowledge to best do their job and deliver excellent customer service.

Needs

Enhance training with an expeditious delivery of know-how processes.

Approach

- Creation and maintenance of Work Instructions on how to run transaction codes in SAP.
- Acquisition of a Learning Management System.
- Implementation of a sustainable citywide SAP training program.



Balboa Park

ASUG

Sustainable SAP Training Program

Sustainability & Maintenance

Sustainability:

- Refers to the ability to continue a defined behavior indefinitely. *
- Process of maintaining change in a balanced environment. **
- Considers all *SAP Training Initiatives and Related Learning Solutions* for the City of San Diego to be maintained at a certain level by the DoIT.

Maintenance:

- Refers to the review of *Learning, Performance Solutions and Training Deliverables* to address the need for updates and fixes of training material. **

* <https://www.rmagreen.com/rma-blog/what-is-sustainability-training>

** <https://www.caveolearning.com/blog/is-your-learning-program-sustainable>



Sustainable SAP Training Program

SAP Training Initiative

Objective:

- To automate SAP training assignment (SuccessFactors) based on SAP Role request (GRC).

Goal:

- To streamline SAP training through the creation of a sustainable citywide SAP training program.

Process:



BPC Meeting

Training Content Development

Made Training Available in SF and ERP Website

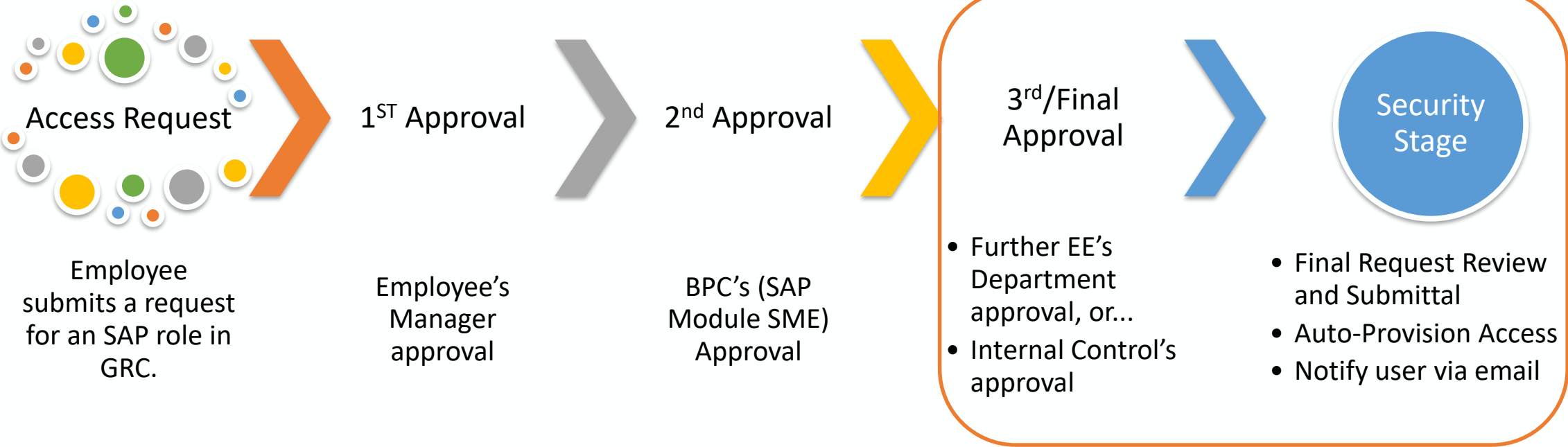
Automated Training Assignment in GRC





SuccessFactors and GRC Role Provisioning

Access Request Provisioning Workflow

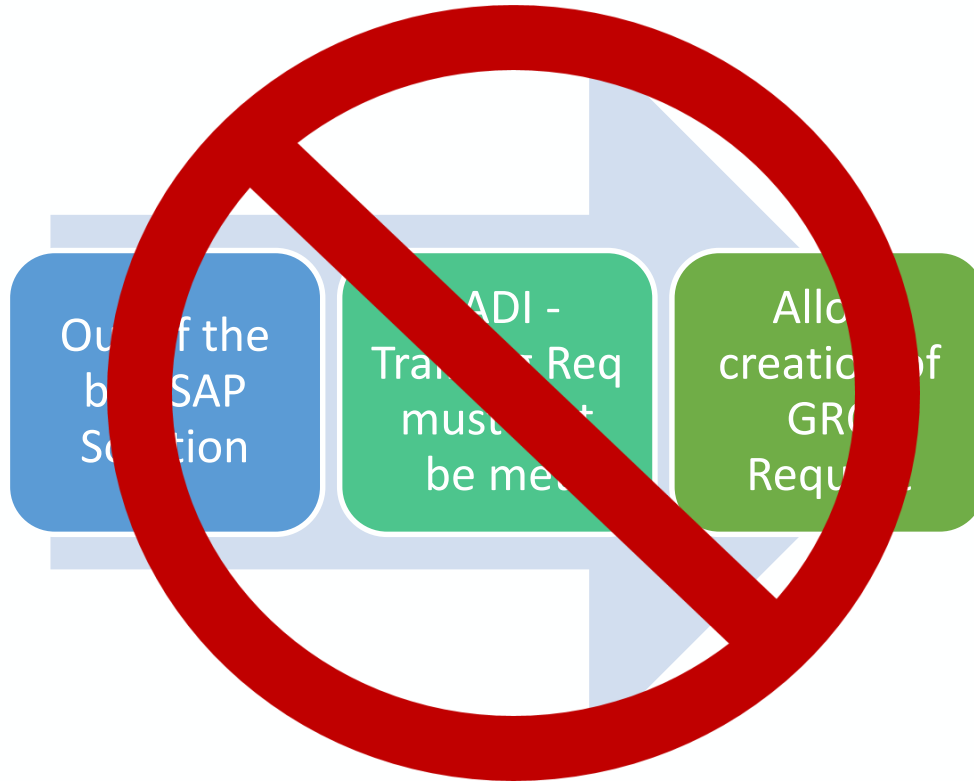


Integration of SuccessFactors and GRC

3rd/Final Approval

- Further EE's Department approval, or...
- Internal Control's approval

Training Verification Stage



Security Stage

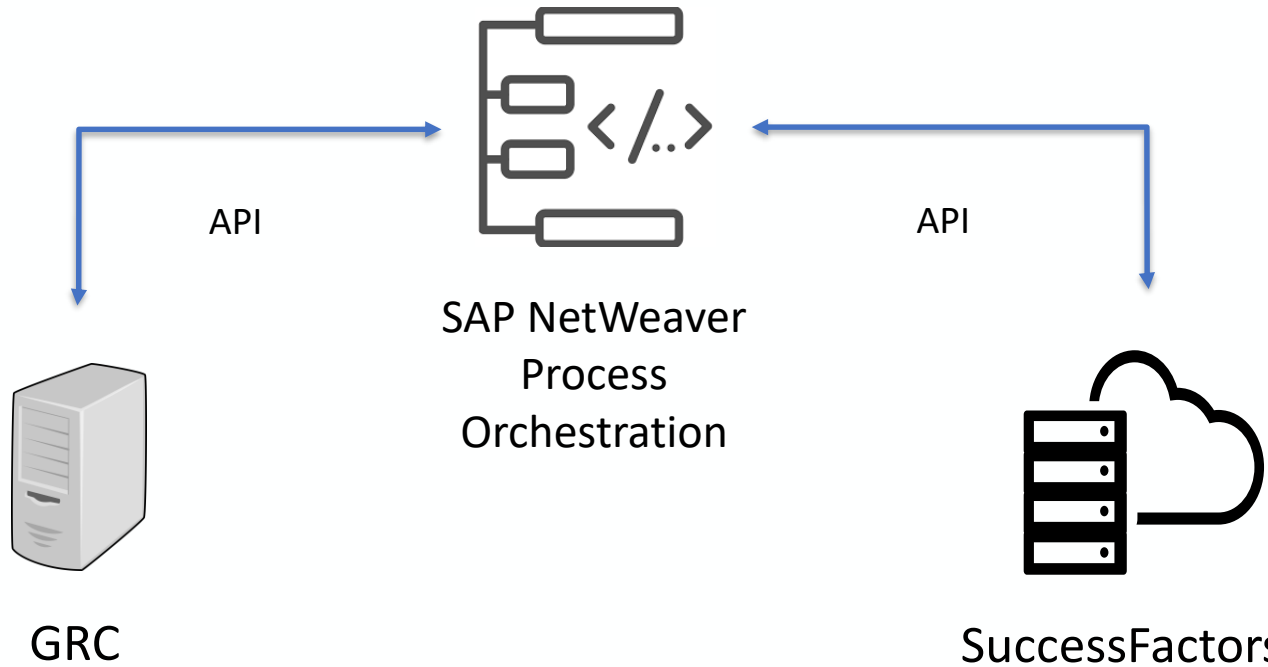
- Final Request Review and Submittal
- Auto-Provision Access
- Notify user via email

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In House Custom Program in SAP GRC



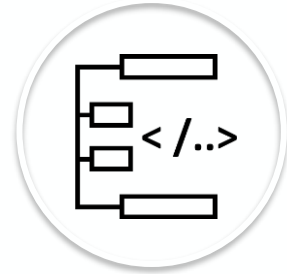
Governance
Risk
Compliance

- Retrieves all approved access requests
- Retrieves all the roles associated in each access request
- Retrieves the corresponding curricula associated with each role (custom configuration)
- Reads from an HR table to convert user IDs to personnel numbers

In House Custom Program in SAP GRC



Governance
Risk
Compliance



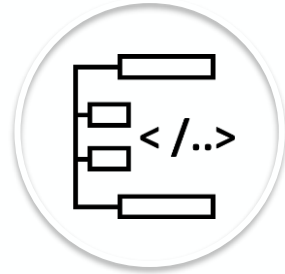
SAP NetWeaver
Process
Orchestration
(Synchronous
Interface)

- Synchronous interface via SAP PO through a standard API in SF to read user curricula status

In House Custom Program in SAP GRC



Governance
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SAP NetWeaver
Process
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SuccessFactors

Application Programming Interface

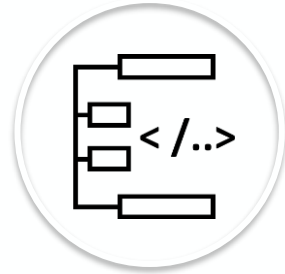
Checks that curricula exists

- If it exists for a user, then it checks Completion Status:
 - ✓ Complete → Moves request to security stage.
 - ✓ Incomplete → Request stays in the same stage and it will email user of required training.

In House Custom Program in SAP GRC



Governance
Risk
Compliance



SAP NetWeaver
Process
Orchestration
(Synchronous
Interface)



SuccessFactors

Application Programming Interface

Checks that curricula exists

- If it does not exist for a user, the request stays in the same stage and...
- ✓ It assigns curricula using another standard API.
- ✓ Notifies user via email of training assignment

Summary

Who we are! – The City of San Diego is committed to providing our citizens high customer service through a *knowledgeable workforce*.

SAP Footprint – Aligned with the City’s mission to effectively serve and support our communities and vision to be a *World-Class City for All*, the City of San Diego has heavily invested in expanding our ERP footprint.

User Empowerment/Sustainable Training – *Empower City Employees* by providing necessary knowledge through an enhancement of our training with an expeditious and sustainable delivery of know-how processes.

SF and GRC Role Provisioning – Developed *Automated SAP Training Assignments* by integrating a SuccessFactors training verification stage in our GRC Role Provisioning process.



Questions?

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Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

<http://info.asug.com/2019-ac-slides>

Q&A

For questions after this session, contact us at ISedeno@san Diego.gov and AMagpantay@san Diego.gov

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