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# LEVERAGING RPA TO AUTOMATE AND MANAGE ACCESS WITH GRC ACCESS CONTROL

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Session ID #83820

# About the Speaker

- Susan Zortea
- Global Governance Lead, Jabil Inc.
- St. Petersburg, FL
- 16 years at Jabil in various roles, including SAP functional

# Key Outcomes / Objectives

1. Understand how we found new ways to automate and intelligently manage access within the Access Control system.
2. Identify Access Control processes that can be automated using RPA
3. Gain an understanding of RPA tools and how they can be integrated with Access Control
4. Discuss other examples and use cases where RPA can be used to automate GRC tasks
5. Understand how to make a case for operational efficiency and improve risk posture

# Agenda

- Jabil Background
- SAP Environment Overview
- Project Overview
- Utilizing RPA to automate
- Other Things to Consider
- Lessons Learned
- Wrap-up

# Company Overview

Electronics  
Manufacturing



Diversified  
Manufacturing



# About Us

# JABIL

Electronics Manufacturing

Diversified Manufacturing

Enterprise & Infrastructure

Engineered Solutions

Healthcare

Green Point

Packaging



ASUG

# Bringing Expertise to a Broad Range of End-Markets

- Defense & Aerospace
- Healthcare
- Mobility
- Optics & Acoustics
- Packaging
- Access Communication
- Automotive & Transportation

JABIL



- Capital Equipment
- Computing & Storage
- Connected Consumer Tech
- Core Communication
- Energy & Industrial
- Print & Retail

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# SAP Environment Overview



# Current SAP Landscape

We have seen tremendous growth in our core business, as well as growth through acquisition which has led to a much more complex landscape than our single SAP instance world we lived in about 5 years ago.

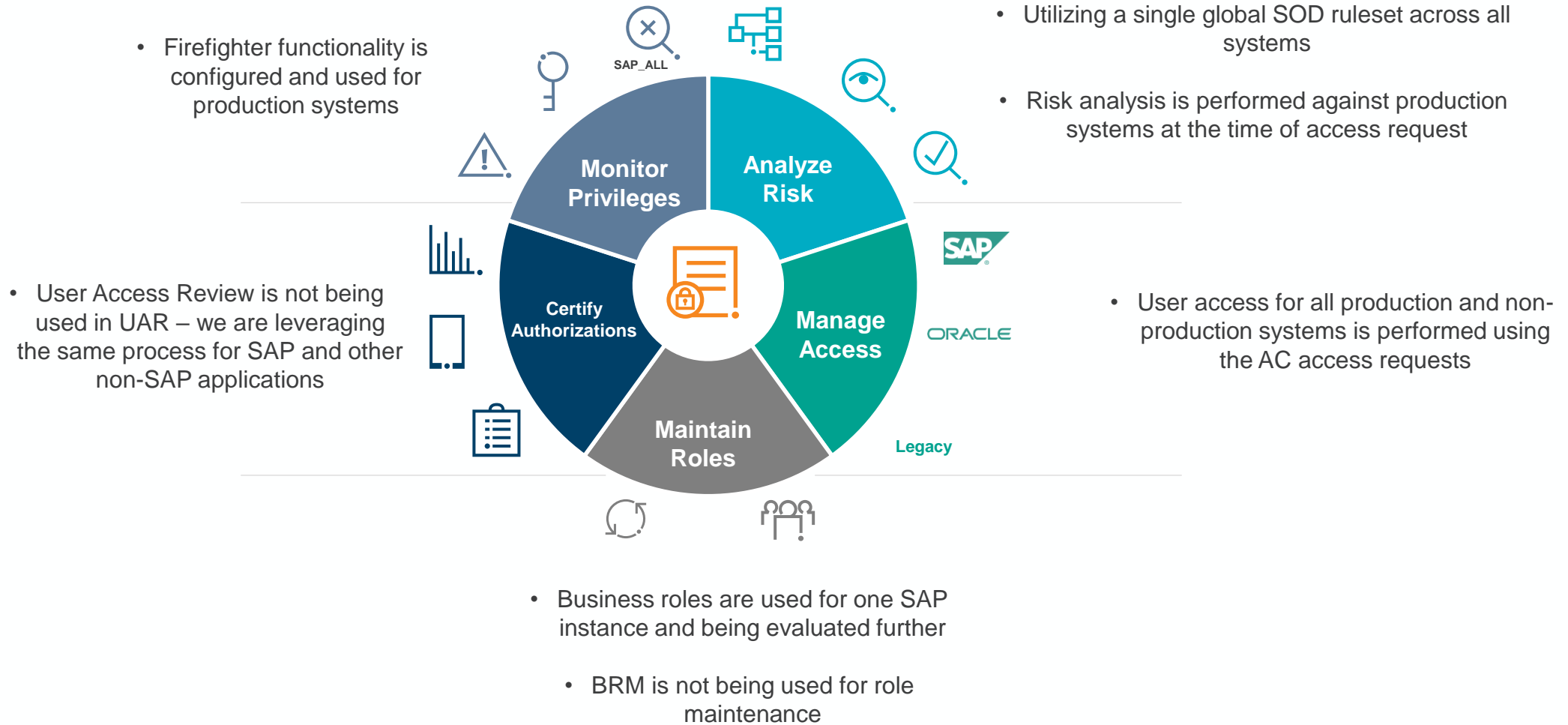
SAP Production System	Active Users
S/4 (Packaging)	~350
ECC (Commercial)	~15,000
ECC (Healthcare)	~3,000
ECC (Healthcare P02)	~1,200
BW	~2,300
GTS / GRC	~150
SOLMAN	~100
SRM	~5,000

# GRC Architecture and Landscape



- A 3-tiered and sandbox landscape
- GRC is connected to production and non-production systems
  - Used for provisioning access to sandbox, development, staging systems across multiple SAP clients
- Over 70 connectors!
- Co-located with GTS and NFE
  - Technical challenges with system change management and additional application owners

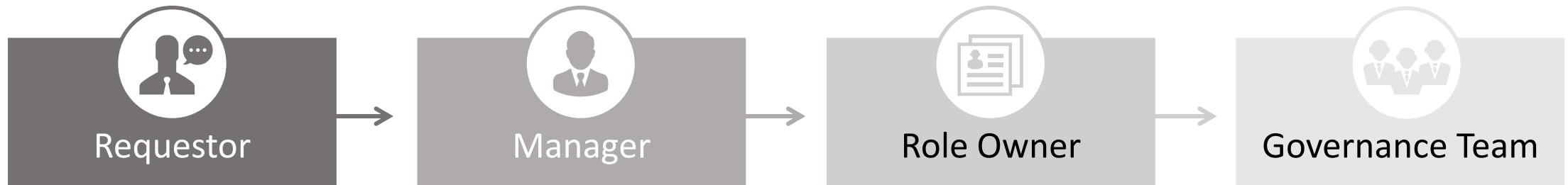
# Access Control Landscape



# Leveraging SAP Fiori for GRC Approvals



- Every approver receives email notification, which allows approvals via Fiori app or through standard GRC approval screen
- Managers use SAP Fiori for approval
- Governance team reviews requests if SOD conflicts exist
- If a Manager or Role Owner doesn't exist – the request goes into an “Escape Path”



# Project Overview

# Project Overview

## Business Driver

- Growth of environment and overall business is increasing the volume of access requests and exceptions
- Ability to keep up with changing organizational elements

## Proof of concept

- Determine feasibility of utilization RPA around our SAP Governance processes
- Started with low complexity repeatable process



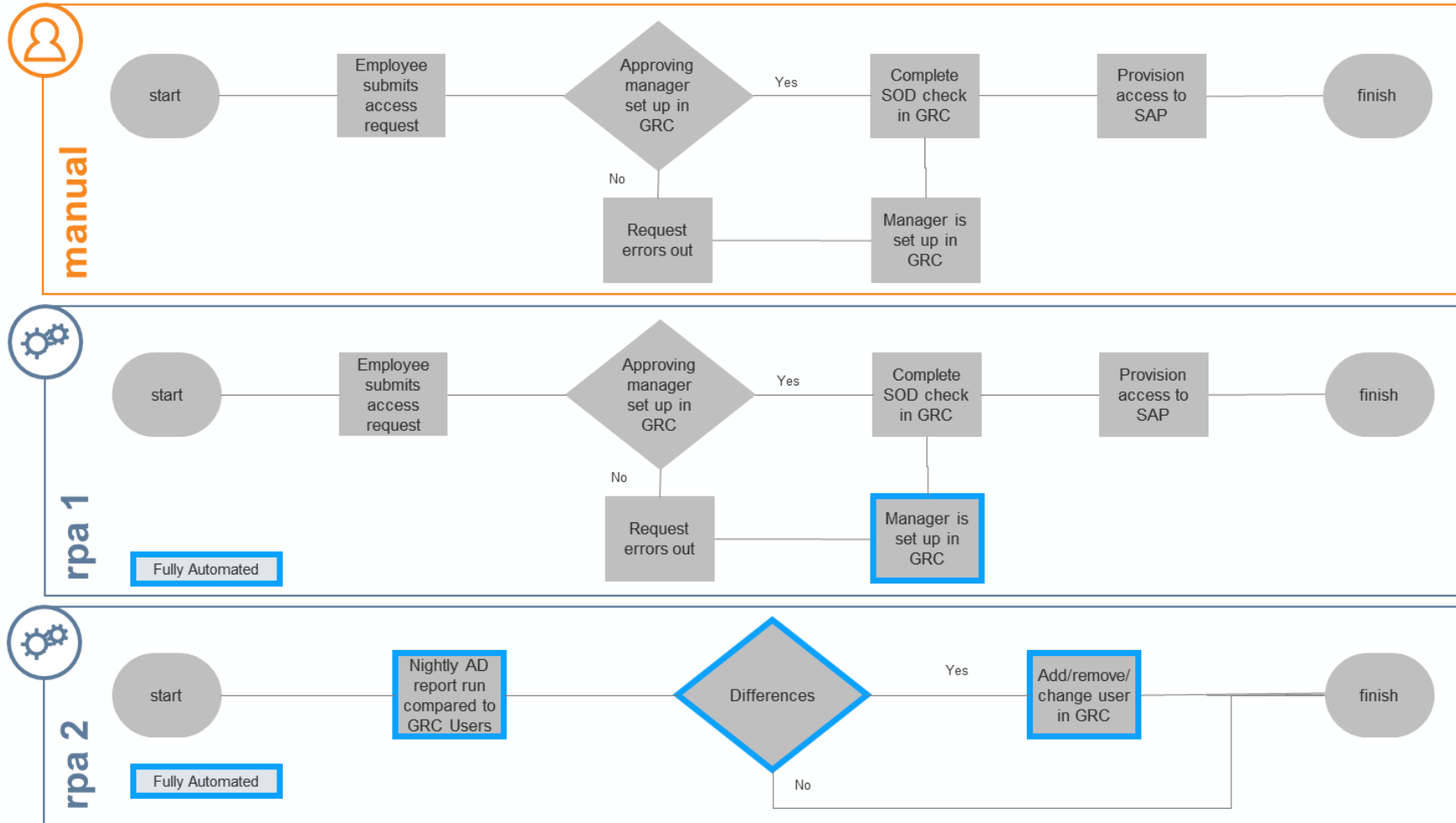
# Process Candidate Assessment



- Where are we feeling the most pain!?
- Provisioning process includes Manager (employee's direct manager) and Role Approvers (location specific SMEs).
- Dynamic organization creates a lot of change, including:
  - A lot of new people managers
  - Changes to role approvers
- No process in place to identify these changes and proactively manage the changes in Access Control
- Wanted to utilize a POC to demonstrate value of RPA

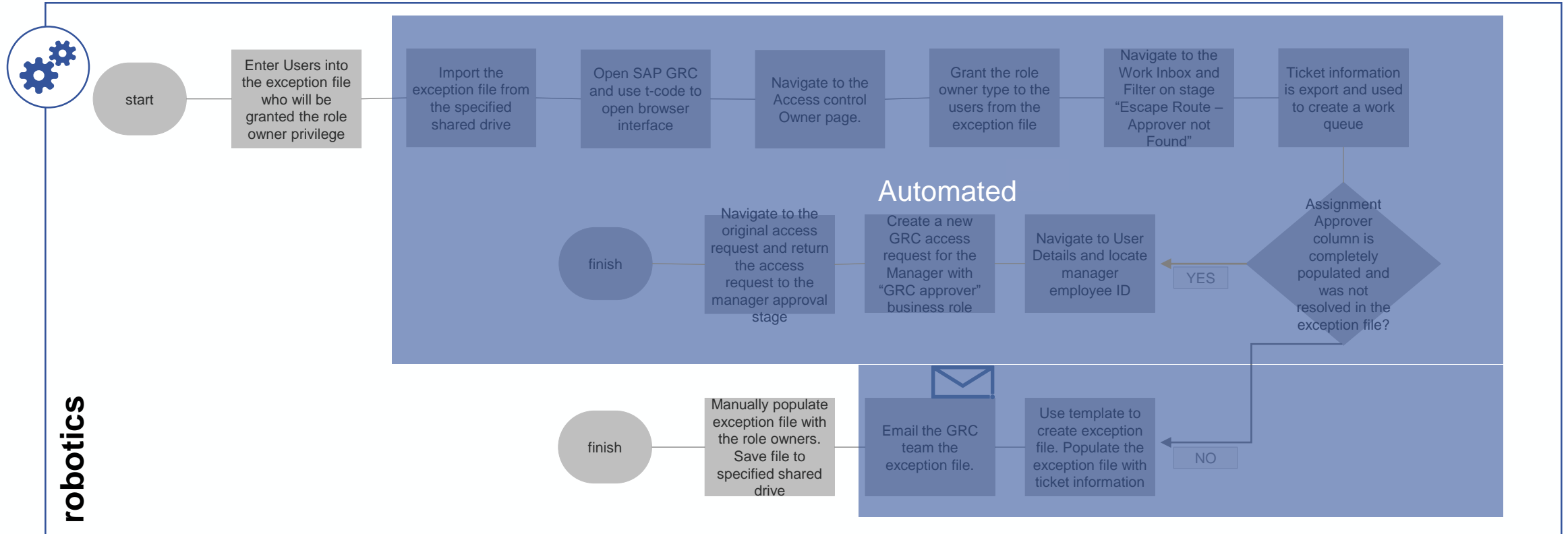
# RPA Process Analysis Example

## GRC Access Request Analysis / Approval





# Future State Using Bot



# Benefits of RPA



## Higher Quality

Human **error reduction** to a minimum

Complete **audit trail** and aligned with **compliance**



## Productivity Increase

**Faster** processes and **availability** around the hour

Employees can focus on **value-adding activities**



## Cost Reduction

Lower **process costs** and easily **scalable**

**Rapid return** on investment



## Ease of Implementation

Initial results possible within **30 working days**

No significant **IT-support** required

# Good Bot Dev Practices



Several variables were setup to handle any and all aspects of the bot that could be changed:

- Folder location of files
- Email accounts
- Username and password
- Filter criteria

# Other Considerations



- Amount of time needed to setup bot server
- Performance related issues
  - We experienced latency issues due to the bot server being located in Asia-Pac region
  - and performance issues in the non-production environments when testing
- What user account will the bot run under?
  - Policy needed to support generic AD accounts

# Alternative Solutions?



- Setup all users and/or managers in GRC
  - Requires integration with AD team and customization
  - A lot of employee changes to “manager”
  - Maintenance of users in GRC system

# Access Control Automation Opportunities

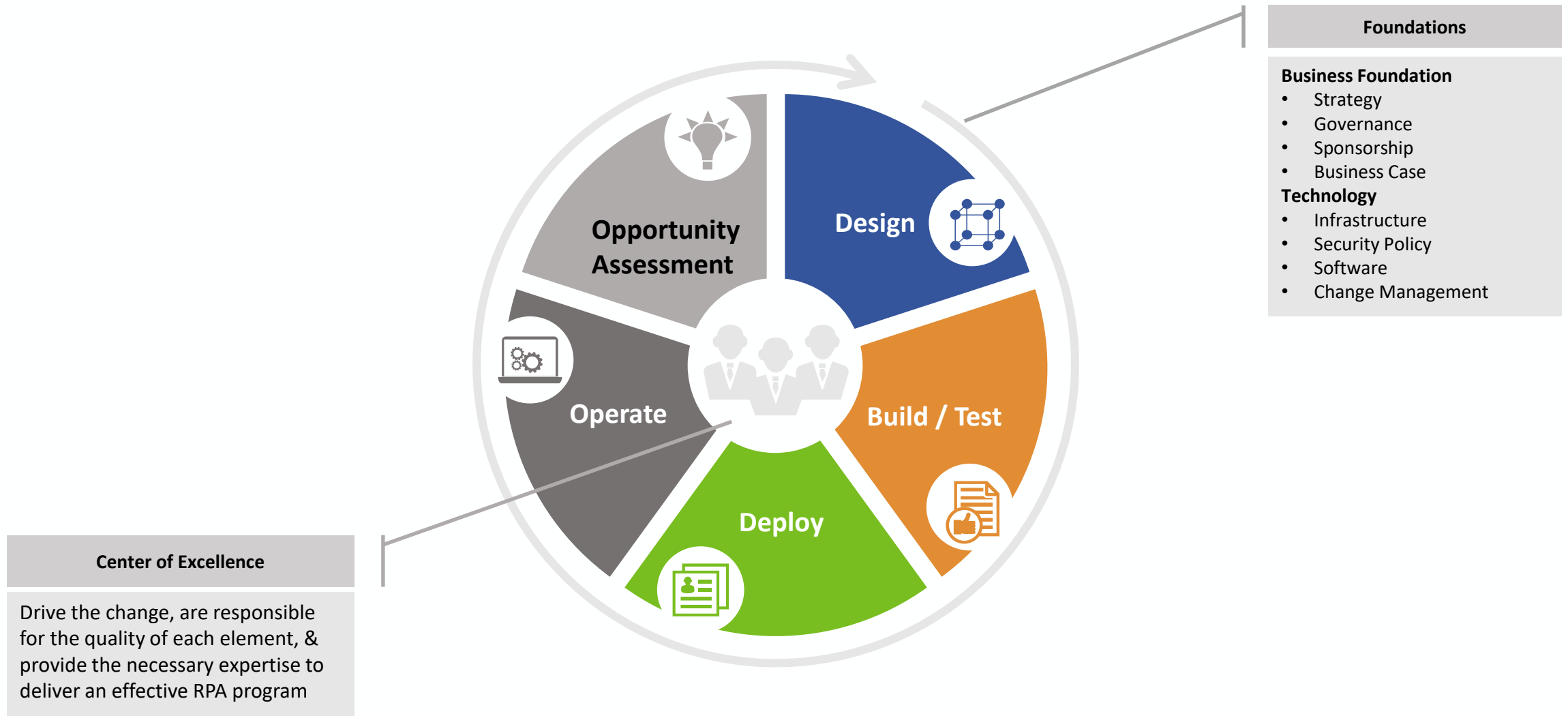
# Access Automation Opportunities

- Risk Analysis (ARA)
  - Mass creation /update of mitigating controls
  - Extraction of risk analysis, summarized reporting, dashboard creation at a higher frequency than out of the box dashboards
- Firefighter (EAM)
  - Extraction and distribution of firefighter logs for review at a different frequency
- Access Request Management (ARM)
  - Using AC for centralized requests and automate provisioning to other applications
  - Alternate interface for request submissions (e.g. ServiceNow tickets, emails)
- Business Role Management (BRM)
  - Mass role owner updates

# Our Automation (RPA) Process



# RPA Delivery Lifecycle



# RPA Ideas and Demand Management Process

- Utilizing Service Now for Ideas tracking
  - Organization: Capabilities
  - Portfolio: Developer Services
  - Program: Robotic Processing Automation
  - Initial Approval: <Functional Manager Approval>

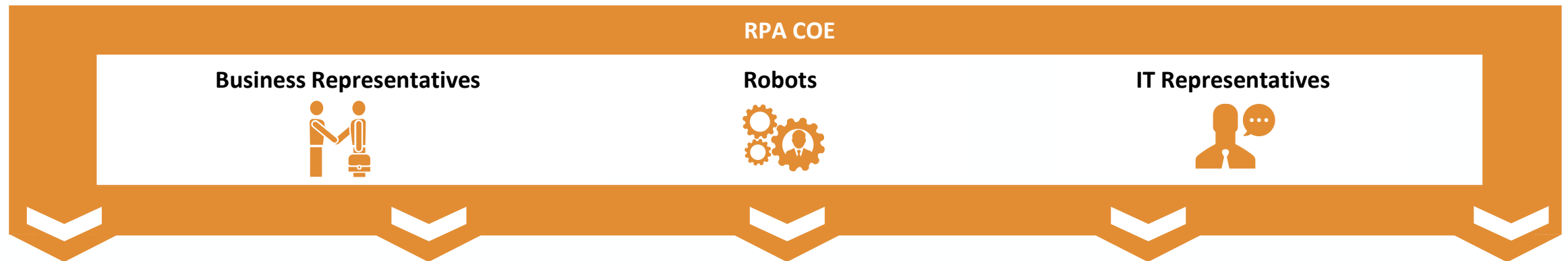
- Centralized RPA Sharepoint Site:

<https://jabil.sharepoint.com/sites/IT/DeveloperServices/Pages/Blueprism.aspx>

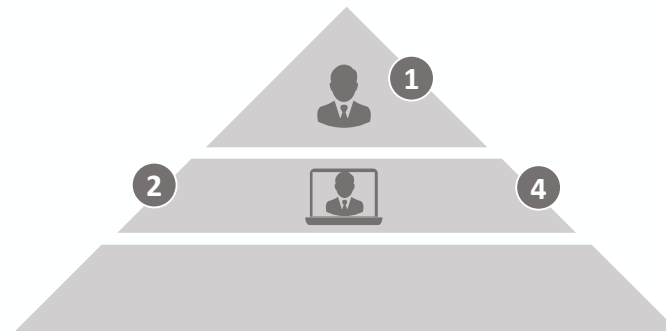
The screenshot displays the 'Idea' form in ServiceNow. The form is titled 'Idea New record' and contains the following fields:

- Number: IDEA0006328
- State: Draft
- \* Title: Test
- \* Organization: Capabilities
- \* Portfolio: Developer Services
- \* Program: Robotic Processing Automation
- Sub Program: (empty)
- \* Requesting Site: Penang (0301)
- \* Type: -- None --
- Requested For: KooiEan Ling (lingk1)
- \* Initial Approver: (empty)
- \* Cost Center: (empty)
- \* PR Cost Owner: (empty)
- Customer: (empty)
- \* Scope of PR: -- None --
- PR Number: (empty)
- \* Is this regarding Legal Tax Regulatory: -- None --

# RPA Center of Excellence (COE) Design



RPA COE Operating Model



# Lessons Learned



- The “escape path” can only be configured in AC to use the same workflow for both scenarios - when a manager is not found and role owner is not found
  - This prevents the bot from quickly identifying the reason for the exception and additional logic has to be handled by the bot
- Spend adequate time during bot design phase and identify all requirements for a single bot as early as possible – modification to an existing bot proved to be challenging
- Plan for a difference in performance between non-production and production systems
  - Had to implement time delays between bot tasks

# Key Points to Take Home



- Proof of concepts are a great way to understand whether the automation will add value and allowed us to understand the broader processes for development and ongoing support
- All of our GRC processes have potential for automation at some level – evaluate and determine feasibility to leverage bots

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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 me at [Susan\\_Zortea@jabil.com](mailto:Susan_Zortea@jabil.com)



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