



Supportability Review

Services Objective

The SAP® Security Supportability Review provides documented feedback on the state of the SAP system security from the viewpoint of providing a support service. It particularly considers what areas would introduce complications, risk or cost and how these might be improved, as well as assessing the suitability of documentation, processes, conformance to best practice standards, design consistency, and any particular areas to note in a Service Level Agreement.

SAP Security Supportability Review Areas

- ➔ **Policies and Processes**
Reviews available authorisation policy documents, checks whether security policies and processes are being followed, and reviews process efficiency and adoption
- ➔ **Support Processes**
Looks at how role changes are requested and processed, transports, technical transactions, approval mechanisms and reporting. Also considers any unusual constraints on processes
- ➔ **Access**
Considers the issues around super-user access to the system and any conflict this may have with providing a support service, and access to critical functions, which if used incorrectly can compromise system availability and integrity
- ➔ **Custom Developments**
Considers extent of bespoke programs, transactions, authorisations, etc., whether they follow best practice design standards and the typical state of documentation
- ➔ **Design Standards**
Use of table access, access to restricted objects, use and protection of all known super users and categories of “powerful” users
- ➔ **Documentation Quality and Completeness**
Examines the suitability and change control of documentation around areas such as Role Design, Security Processes, etc.
- ➔ **Miscellaneous**
Comment on any opportunity to improve service/reduce security costs through automation, process improvement.

SAP Security Risk Review process overview

Either remotely or on-site, su53 Solutions will review security processes and gather system security data, using the su53 Security Solutions Toolbox, and copies of relevant documentation and policies. We analyse this data and shortly afterwards we visit to present a document with our findings and recommendations. We provide a concise and meaningful analysis of supportability with recommendations on issues and improvements.



su53 SAP Security Risk Review report

su53 Solutions visit to present our findings: this session supports the report that we provide for you and highlights key areas, as well as answering your questions and helping you determine what actions to take to improve supportability efficiency and service levels. The document includes:

- ➔ Analyses of the process, documentation and system data gathered
- ➔ Assessment of support risk areas or constraints
- ➔ Optional comment on security risk areas, with traffic light reporting
- ➔ Management summary

The management information included is presented in clear and concise terms and, where appropriate, presented in business language and backed up by appropriate data.

Benefits

- ☑ Enables you to scope, budget and resource appropriately, minimising the risk of poor service quality or missed Service Levels, and reducing the chances of budget overrun
- ☑ Identifies steps that would improve supportability, whether through process change, remediation, or use of SAP GRC tools, with recommendations on how to achieve this and outline cost-benefits
- ☑ Optionally identifies the level of risk within the SAP system and how to reduce risks and costs whilst improving compliance
- ☑ Assists you in supporting the system more efficiently and cost-effectively
- ☑ Equally effective where transitioning security to or from an external service provider

Service Option Level 1 (Overview)

- ➔ Provides a summary indication of supportability, with identified issues and constraints
- ➔ Commentary on potential improvements
- ➔ Suitable for supporting a SAP security support service budgeting exercise and service level definition.

Service Option Level 2 (Extended)

- ➔ As Level 1
- ➔ Extended to include an integrated su53 Solutions SAP Security Risk Review (Overview Level 1)
- ➔ Package price reflects a 20% reduction on taking the Supportability and Risk Review service separately

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