



# CSI Emergency Request

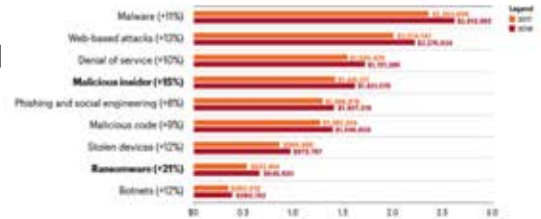
Secure emergency and privileged activities in SAP - Also available as SaaS



SAP users with broad access rights are considered “the keys to the kingdom” for attackers. People-based attacks have increased the most. Therefore, this is one of the key items in data security.

CSI Emergency Request (CSI ER) manages and controls all emergency and privileged activities in SAP systems.

The automated emergency procedure mitigates risks and lowers a timely response of the intervention team when emergencies in the SAP systems need to be solved. CSI ER provides temporary broad access rights to the SAP system, for the team to solve the issue.



### CSI Emergency Request:

- allows permitted users to request an emergency session through a dedicated SAP user ID, with automated credential creation and login for the requestor. The emergency user’s performed actions, are traced to monitor, detect (mis)usage, review and audit the emergency session. The owners of the emergency user(s) are informed via email.
- safeguards the logging, as the logs are kept outside of the SAP system.
- can be integrated with a ticketing system.
- logs all the emergency and privileged user’s activities, and logs the old and new values for table changes.
- focusses on the user experience, with support for multiple languages, a web-based application and easy-to-use dashboards and reports.
- includes monitoring and follow up of which emergency sessions have not (yet) been reviewed.
- includes User Behavior Analytics: Overview reports exists that list all transaction codes of multiple session. These reports provide insight into why emergency sessions are used, in a detailed and transparent way.
- identifies more critical emergency sessions that should receive the attention of the compliance team:
  - Definition of critical items per emergency session.
  - Classification of transactions that should be reviewed. These analyses work across all selected emergency sessions.
- provides insight in criticality during reporting and analysis, based on items such as: SAP users, ER profiles, user groups, duration of a session, out-of-office hours (i.e. Friday 8PM until Monday 6AM).
- provides dashboard that list an overview of the emergency session.

### Efficient:

- Web-based user interface to reduce time of implementation and maintenance.
- Timely response when emergencies in SAP need to be solved.

### Effective:

- Safeguarding of login credentials.
- Full audit log is available.
- Automated time consuming processes.
- Allow flexibility in providing broad access rights when needed, without manual interaction, and with full evidence logging.

### Tuned for business readiness:

- Be in control of exceptional situation and privileged users, and what these users are doing.
- Fully adjustable to rapidly respond to changes in the internal business environment.
- Organization can identify and react quickly to control failures/weaknesses, non-compliance, and adverse events in a timely manner, so that action can be taken.



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