Requesting SAP User Role Access

PURPOSE

Starting on December 12, 2016, the current SAP Security Access Request process ([http://btssecform-1p.lausd.net/app/SignIn](http://btssecform-1p.lausd.net/app/SignIn)) will be replaced with the new SAP GRC CUP* application process. This document will guide users on how to request a new or additional SAP/BTS role through the new application process.

*BAP GRC CUP stands for SAP Governance Risk Compliance (SAP Access Control application accessible using BTS portal) Compliance User Provisioning

BEFORE YOU START

Mac users and Windows users with Internet Explorer may encounter issues when trying to access BTS ([https://bts.lausd.net](https://bts.lausd.net)). All users are encouraged to install the Citrix Receiver, which allows the internet, the computer operating system, and SAP to work together. Installation instructions for either system are listed below:

- For Mac users – Citrix Receiver Installation Guide for Mac
- For Windows users with Internet Explorer – Citrix Receiver Installation Guide for Windows

The installation instructions and up-to-date documentation can also be found on the BASE Training Center site at [http://www.lausd.net/ol/basetraining/home.html](http://www.lausd.net/ol/basetraining/home.html).
PROCEDURE – REQUESTING USER ROLE FOR SAP ACCESS:

1. Login to the BTS portal at [https://bts.lausd.net](https://bts.lausd.net), using the Single Sign-on username and password.

   ![BTS Portal Login](https://example.com)

   A blank request form is shown below:

   ![Blank Request Form](https://example.com)

2. Click on the Access Request tab, as shown below, to complete the SAP Access Request form.

   ![Access Request Tab](https://example.com)

   The BTS website supports Internet Explorer 10 and 11 (IE 10 & IE11) in Compatibility View.

   Upcoming Time/Entry Cut Off Dates

   A blank request form is shown below:
3. Complete the **SAP Access Request** form, as instructed below:

![SAP Access Request Form](image)

To add a role, click the **Add** button and select **Role**.

4. A new window will appear with search criteria for the user role(s) to be approved.

![Search Criteria Window](image)
5. Click the Search button after entering Cost Center OR Role, as shown. The application will search for all associated SAP Access Roles from the SAP GRC system.

6. Select “Role(s)” for access request.
In the following example, the three roles needed now appear under the **Selected** window. Click the **OK** button after all role selections are made.

7. Verify all information then click on the **Submit** button to submit the **SAP Access Request**.

*Note: If a role is missing, users can repeat Steps 4-6 and include more roles before submitting the request.*

The request is generated with Request # for future reference and the BTS system will automatically notify the role approver of the request.
The SAP GRC system will automatically send the user an email with the access request number and the list of roles requested.

*Note:* The email will have **SAP Access Request # <xxxx> - SUBMITTED** in the subject line.

8. Users will also be able to verify the **SAP Access Request** through the BTS portal and track the status of the request.

Once the request is submitted, users will need to wait for approval from the site administrator (i.e., Principal or department director).

*Note:* The **Role Approver(s)** is determined dynamically by the SAP GRC system and dependent on the role requested and/or the Cost Center. The SAP GRC system will send an automated email(s) to the appropriate approver(s) and the requester will receive email(s) depending on the Approval or Reject status.
9. Examples of emails indicating an approved role and a closed request is shown below:

**Approved**

```
GRQ Access Request Administrator <sapsecurityteam@lausd.net>
SAP Access Request # 360 - APPROVED

Dear [Name],

Your SAP Access Request # 360 has been approved by:
[Signature]

Thank you for using SAP GRC CUP for your SAP Access Request needs.

Please click here to view your Access Request Status. You will find SAP Access Request # 360 in your status inbox.

Best Regards,

[Name]
Los Angeles Unified
```

**Closed Request**

```
GRQ Access Request Administrator <sapsecurityteam@lausd.net>
SAP Access Request # 360 - CLOSED

Hi,

SAP Access Request # 360 has been processed and is now closed. The details are as follows:

- RP701_107905: Role assigned to [Name] (QR190D)
- RT01_107905: Role assigned to [Name] (QR190D)

Please feel free to view all Role Assignments below:

Comments entered by [Name] at 10/12/2016 10:45:30:

Approving

Comments entered by [Name] at 10/12/2016 10:47:49:

This is mandatory section and approver must maintain reason/comments.

Include your approval or rejection comments.

Please click here to view your Access Request inbox. You will find SAP Access Request # 360 in your status inbox.
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