



# Feature at a Glance

## "Act As" group to allow members to act as other users

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Target GA: August, 2019

CONFIDENTIAL

## Feature at a Glance

Ease of implementation

Geographic relevance



Some complexity

Global

# Introducing: “Act As” group to allow members to act as other users

## Customer challenge

Previously, for a user to be able to “**Act As**” another user, that user was required to be a member of the **Customer Administrator** group which contains very extensive privileges and permissions.

## Meet that challenge with SAP Ariba

By providing an “**Act As**” group, certain power users can be granted the ability to act as other users without enduring the risk of granting all the privileges associated to the **Customer Administrator** group.

## Experience key benefits

Many administrative functions require the ability to **Act As** another user, such as when a user is out of the office for an extended period, switched roles within the company, is no longer an employee, etc. yet there remain a number of documents that required them to take some action. Allowing specific users to **Act As** other users provides a means to address these issues in a way that goes beyond simple delegation.

## Solution area

SAP Ariba Buying and Invoicing  
SAP Ariba Buying  
SAP Ariba Invoice Management  
SAP Ariba Sourcing  
SAP Ariba Contracts

## Implementation information

To have this feature enabled, please have your Designated Support Contact (DSC) submit a **Service Request (SR)**.

## Prerequisites and Restrictions

Only members of the **Customer Administrator** group can assign users to the Act As group, the first time. After this, users who are members of both the Customer User Admin group and the Act As group, can add and remove users from the Act As group.

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## Detailed feature information

This feature introduces a new group that gives its members the ability to act as other users. Previously, this ability was available only to members of the **Customer Administrator** group, which is the most powerful group available to customers. The new group allows customers to assign users to act as other users, without assigning all other administrator privileges associated with the **Customer Administrator** group. The limited ability to act as other users is very useful for users who have to perform an action on behalf of another user in their absence, or for those who test a new functionality by acting as different users.

## Administrator interface changes

When a member of the **Customer Administrator** group navigates to **User Manager > Groups** and searches for groups, or to **User Manager > User**, and then creates or edits a user and searches for groups to add, they can see the new **Act As** group.

When a member of the **Act As** group navigates to **User Manager > User**, and searches for users, they can see the **Act As** option in the **Actions** menu, for each user. They can choose this option for any user to act as that user. When they do this, a message appears with the warning that this will be audited. They can click **OK** to continue, or **Cancel** to exit.

When one of the following events takes place, an entry is added in the **Site Manager > Audit Log** :

- Members of the **Act As** group act as another user.
- Members of the **Customer Administrator** group, or members of both the **Act As** group and the **Customer User Admin** group, assign users to, or remove users from, the **Act As** group.

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## Detailed feature information (continued)

### Changes to user groups

The new group is available and gives members the specific ability to act as other users. Users assigned to the **Act As** group, who are also members of the **Customer User Admin** group, can search for users on the **User** page in the **User Manager** workspace and act as them. They can continue to act as the selected user until they click **Stop**. They can act as only one user in a particular login session. Users assigned to the **Act As** group will not be able to act as a member of the **Customer Administrator** group unless they are also assigned to the latter group, as this is a powerful group.

The ability to act as another user is a powerful privilege and due care and caution must be exercised before assigning users to the **Act As** group. Failure to do so could potentially lead to risks resulting from a user (the real user) acting as another user (the effective user) getting elevated privileges associated with the latter. For example, the real user, when acting as an effective user who is also a member of the **Customer User Admin** group, gets the latter's user management privileges, such as the ability to add or edit users. The real user can then assign themselves to other groups, or modify the user settings of other unrelated users. To mitigate the risks, some steps have been incorporated, such as a warning message to the user choosing to act as another, an email notification to the effective user when a user is acting as them, and an audit trail of a user acting as another. The sending of email notification can be controlled across your site. If you do not want email notifications to go out when users act as other users, contact SAP Ariba Customer Support to turn it off.



**Caution:** We strongly recommend restricting membership of the **Act As** group to authorized persons only. Failure to do so could result in the loss or destruction of data, or other unforeseen consequences, for which SAP Ariba will not be responsible or liable in any manner