SAP Ariba

'Act As' group functionality
Enables group members to 'Act As' other users

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THE BEST RUN **SAP**

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About the 'Act As' administrative function

Background Information

Currently the **Act As** function in the SAP Ariba applications is available to users belonging to **Customer Administrator** group. The **Act As** capability is an extremely useful function for subject matter experts to test, train and troubleshoot issues.

Business Problem:

Currently, the only users that have the ability to **Act As** another user are those users associated to the **Customer Administrator** group. The **Customer Administrator** group is a very powerful role in the organization that possesses a very wide range of permissions.

Customers required the ability to allow specific users to **Act As** other users without having to assign them to the **Customer Administrator** group. A new **Act As** group was created that can be assigned to helpdesk personnel or system testers for this purpose.

About the 'Act As' administrative function

Solution Details:

The introduction of this feature will do the following:

1. Enable customers to assign users to the new **Act As** group without providing any additional administrator privileges.
2. Enable users that possess the **Act As** group permission the ability to 'take on the exact permissions (including any elevated access) of the user that they are Acting As' for the duration of their login session.
   NOTE: Customers must exhibit caution when assigning users to the **Act As** group in the SAP Ariba production system, as this is a powerful group.
3. Provide users that possess this NEW **Act As** group permission the ability to act as any user in the Ariba system EXCEPT the ability to act as a user possessing **Customer Administrator** group permissions. The Customer Administrator group is the most powerful group in the Ariba system so the ability to 'Act As' users belonging to this group is explicitly disallowed.

How to get access to 'Act As' group

1. Only members of the **Customer Administrator** group can assign users to or remove users from the 'Act As' group.
2. If the **Customer Administrator** assigns the **Act As** group to a user with **Customer User Admin** group permissions, then that user will also be allowed to assign users to and remove users from the new **Act As** group.

How the 'Act As' group behaves in the application

Example:
In the SAP Ariba production system, assume the following are true:

User 'Alex Reed' has only 'Purchasing User' group permission (Bare Minimum Privileges)
User 'John Tyler' is a Senior Manager who has access to

- Defining and managing approval graphs for approvable in SAP Ariba system
- Viewing business data (i.e. Transaction details) in Prepackaged Reports &
- Customer User Admin group permission (i.e. Group permission to create users in Ariba system & permissions to add/ remove users to & from other user groups)

As a result of this NEW feature, if Alex Reed is assigned the 'Act As' group permission he will then be able to 'Act As' John Tyler with elevated access permissions, for the duration of the 'Act As' session. Alex Reed will now be able to 'Act As' John Tyler to perform the following actions:

- Change the Approval Graph (Via Manage → Approval Process)
- View & Export the Business Data in Reports (Via Manage → Prepackaged Reports)
- Create New Users & will also have access to Add additional Group Membership to users (Via Manage → Core Administration →User Manager section)… etc.

Act As - Risk scenarios that the Buyer organization must be aware of

Scenario #1

Previously, only **Customer Administrator** users could **Act As** any user in the system because this privilege was available only to users belonging to the **Customer Administrator** group.

Now, any user assigned to the Act As group can perform all actions of the user whom he is acting on behalf of.

Scenario #2

If *User A* (with only **Act As** group) logs in and "acts as" *User B* (**Customer User Admin** and **Act As** groups assigned),
User A is permitted to navigate to the Core Administration page of *User B*.

▫ Edit *User A* and assign various groups to this user necessary to perform their duties.

▫ Edit another user (*User C*) and assign the **Act As** group to them; *User C* will now be permitted to perform the same actions that *User A* has permissions to perform for the duration of the **Act As** session.

Scenario #3

If *User A* (with only **Act As** group) logs in, this user *can potentially Act As any other Administrator user in the system,* such as Expense Administrator, Customization Administrator, Integration Admin, Invoice Administrator, Payment, Contract Terms Bulk Import Admin, Contract Administrator, Buyer Procurement Desk Administrator, Category Attribute Admin, etc. **except** as a user belonging to the **Customer Administrator** group as such action is explicitly disallowed.

Note: This list of scenarios is indicative of situations that could potentially occur; CAUTION needs to be exercised when assigning users to the **Act As** group in the SAP Ariba production system.

'Act As' group functionality – Safeguards implemented

SAP Ariba has implemented the following safeguard measures for the **Act As** group functionality:

1. **Enablement:** NEW **Act As** feature can be enabled only by raising a Service Request Ticket in Ariba system

2. **Explicitly disallow users to Act As a Customer Administrator user:** with this NEW feature; acting as any user belonging to the most powerful group in SAP Ariba system is not permitted.

3. **Warning Message:** When a user 'acts as' another user, a warning message will be shown that the user actions will be 'Audited' as well as 'Do you wish to continue?'.

4. **Audit Trail:** SAP Ariba will audit 'All' actions performed any user 'acting as' another user for the duration of the **Act As** session.
   - **Actions specific to documents**, will capture both the user taking the action and the effective user on the document's History tab.
   - **Actions such as data import/export tasks or modifications to data** are captured in your site's audit log, which you access by going to Site Manager > Audit Log.

5. **Email Notification implemented** - If *User A* (with only **Act As** group) logs in and 'acts as' *User B*, an email, message will be sent to *User B* that *User A* is acting on their behalf.

Demonstration of 'Act As' group functionality

Demo Scenario 1

Initial population of Act As group performed by a Customer Administration user

Login as **Customer Administration** user Chad Noll (login: cnoll)

- Add 3 users (**Archie Rooney**, **Jim Montana**, **Ted Bradshaw**) to the **Act As** group
  - **Archie Rooney** (login: **arooney**)
    - **Customer User Admin**
    - Purchasing User
    - Report Manager

  - **Jim Montana** (login: **jmontana**)
    - Category Definition Manager
    - Expense User
    - Purchasing User

  - **Ted Bradshaw** (login: **tbradshaw**)
    - Expense User
    - IT Manager
    - Purchasing User

Demo Scenario 2
Maintenance of Act As group performed by a Customer User Admin user

Login as Customer User Admin user Archie Rooney (login: arooney)

- Add 1 user (**Joe Kelly**) to the **Act As** group
  - **Joe Kelly** (login: **jkelly**)
    - Expense User
    - Invoice Administrator
    - Purchasing User

- Remove 1 user (**Jim Montana**) from the **Act As** group
  - **Jim Montana** (login: **jmontana**)
    - **Act As**
    - Category Definition Manager
    - Expense User
    - Purchasing User

Enabling 'Act As' group functionality

Enabling 'Act As' group functionality

Enablement Steps for Customer

1. A Designated Support Contact (DSC) belonging to the customer Buyer organization must log a service request on SAP Ariba Connect to request that this feature be enabled.

2. An SAP Ariba Customer Support representative will follow up to enable the **Act As** feature.

Note: By default, when the **Act As** feature is enabled and *User A* "acts as" *User B,* an email will be sent to *User B* to inform them of *User A*'s action on their behalf. If the customer Buyer organization desires that email notifications **not be sent** when users 'act as' other users, then they can contact SAP Ariba Customer Support to disable all such email notifications.

Act As group

How to act as another user

Pre-requisite: Ensure **Act As** has been enabled for your realm

Procedure:

1. Login to SAP Ariba as user belonging to either the **Customer Administrator** or the **Act As** groups

2. Choose one of the following options on the dashboard

   • **Manage →Administration** (for SAP Ariba Strategic Sourcing and Supplier Management solutions.)

   • **Manage → Core Administration** (for customers using SAP Ariba Procurement solutions.)
     (Note : In suite-integrated sites, users are managed from Core Administration, which is the procurement side of Ariba Administrator.)

2. Within the Ariba Administrator, click **User Manager → Users** and search for the user you want to act as.

3. Select **Act As** option.

Result:

When you click **Act As**, the page changes to the SAP Ariba home page for the user you are acting as. The user name in the upper right corner of the dashboard lets you know you are 'acting as' the other user.

Note: To discontinue 'acting as' the other user, click the user name on the dashboard and click **Stop**.

New 'Act As' group assigned to User Gene Halas

Gene Halas searches for a user in User Manager → User section to 'Act As'

Gene Halas 'Acting As' Arnold Davis for a specific session

Audit Trail for Act As

Actions performed on Administration side are captured in site's audit log

Id	Date	Event Type	Real User	Effective User	Description	Customer Site	Node	IP Address	Stac
721997267	02/18/2019 06:11:31 PM	aribaAudit.userManagement	KishoreD1	Chad Noll	User "aagassi" : "PasswordAdapter1" was added to group "ActAs"	p2pTePsoft	C4_UI1	10.138.179.60	

Actions specific to documents, will capture both the user taking the action and the effective user on the document's History tab.

Thank you.

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