



S-User Lifetime

SAP is introducing the S-user lifetime process for all S-user IDs

June 5, 2020

PUBLIC



S-User Lifetime

SAP is introducing the S-user lifetime process for all S-user IDs. To help protect your sensitive company information and ensure GDPR compliance, SAP is assisting customers and partners in their responsibility of user administration by assigning an expiry date to all S-users, **starting June 2nd, 2020.**

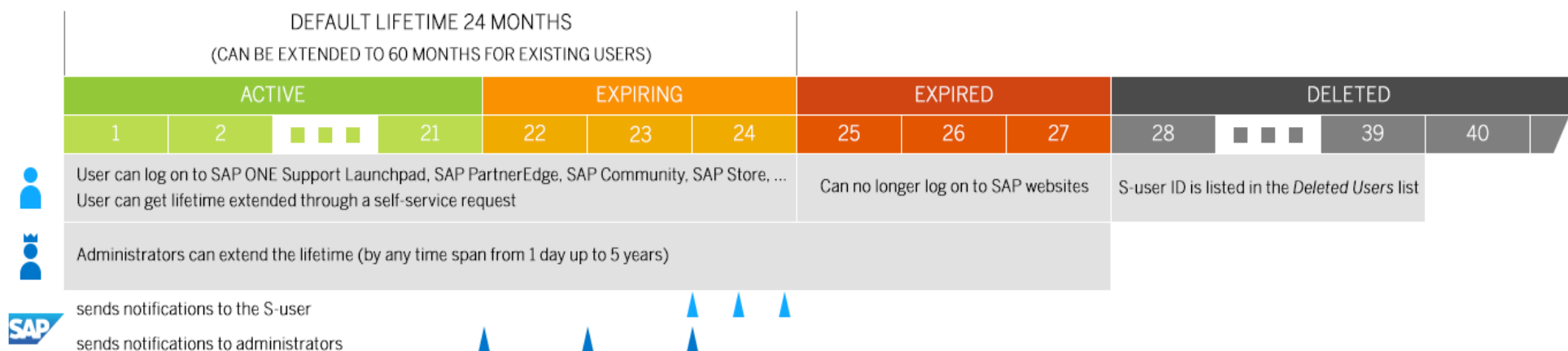
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S-User Lifetime Overview

- Customer and partner S-users will get a 24 months lifetime when created (excludes: Super, Cloud and User Admins, Partner Security Managers, and Technical Communication users).
- After 24 months, administrators will need to extend the S-user ID lifetime, or it will expire
- S-user ID administrators and users will receive **several email notifications** before the expiry date
- Once expired, the user will not be able to log in; the administrator can extend the lifetime and the ID will become active again
- The default extension is set to 24 months, but the administrator may customize the extension anywhere from 1 day to 60 months
- After an S-user ID has been expired for 90 days, it will be automatically deleted

S-user ID Lifetime



S-User Lifetime **Customer One Pager**

Communication Overview for Administrators



WHAT ...is available?	Details	WHERE ...can I find it?	Detailed Link	WHEN ... is it live?
Release Notes	Release Info for Wave 4 / 2020 including S-user lifetime deployment Note: S-user lifetime was also included as part of the Wave 1, 2 and 3 Release Notes	SAP ONE Support Launchpad	SAP Support Portal: https://support.sap.com/about >> <i>Release Info</i>	May 23, 2020
Roll-out Sessions for Pilot Customers	German Session: Thursday, June 4 from 09:30 - 11:00 CEST - Central European Summer Time 07:30 - 09:00 GMT - Greenwich Mean Time English Session 1: Thursday, June 4 from 16:00 - 17:30 CEST - Central European Summer Time 10:00 - 11:30 EST - Eastern Standard Time 14:00 - 15:30 GMT - Greenwich Mean Time English Session 2: Friday, June 5 from 10:00 - 11:00 AEST - Australian Eastern Standard Time 08:00 - 09:00 CST - China Standard Time 00:00 - 01:00 GMT - Greenwich Mean Time Thursday, June 4 from 17:00 - 18:00 PDT-Pacific Time	E-mail to participants in the SAP ONE Support Launchpad piloting program	Please check your mailbox for meeting invites.	June 4, 2020 and June 5, 2020
KBA	SAP Knowledge Based Article 2928052	Google and other search engines as KBAs are hosted on SAP ONE Support Launchpad	https://launchpad.support.sap.com/#/notes/2928052	Official release latest June 5, 2020
User Management Tool	Administrators can see the expiration date and last login date of the S-Users inside of the user management tool	SAP ONE Support Launchpad	https://launchpad.support.sap.com/#/user/management	June 2, 2020
Application based Notifications Self-service requests	Every month, the administrator will be notified of all S-user IDs expiring during the upcoming 90 days. S-users will be notified 30 days before the ID expires. At any time they may request an extension of their ID's expiry date via a self-service. Note: S-users will be informed about any changes to their expiration dates.	SAP ONE Support Launchpad	Please check your mailbox for new authorization requests that are waiting to be processed by you.	Automatic notifications begin August 1, 2020

S-User Lifetime **Customer One Pager**

Communication Overview for Administrators and all S-users



WHAT ...is available?	Details	WHERE ...can I find it?	Detailed Link	WHEN ... is it live?
"What's New" System Message	<p>"What's new" system message pops up automatically when a user is logging into launchpad after deployment of S-user lifetime. Additionally, reminders are pushed to the notification area of the launchpad.</p> <p>Note: S-user lifetime was also introduced in the Wave 1 Release What's New? message on January 16, 2020</p>	SAP ONE Support Launchpad	https://launchpad.support.sap.com/ >> <i>What's New?</i> In drop-down in upper-right corner	June 2, 2020
S-user Lifetime Landing Page	The S-user lifetime landing page provides a comprehensive overview of S-user Lifetime including FAQs.	Support Portal	https://support.sap.com/en/my-support/users/s-user-lifetime.html	May 19, 2020
SAP Community Blog post for Customer Support	Community blog posts about new upcoming topics	SAP Community	<p><u>English:</u> https://blogs.sap.com/2020/01/13/amended-lifecycle-for-sap-support-user-s-user-ids/</p> <p><u>German:</u> https://blogs.sap.com/2020/01/13/angepasst-er-lebenszyklus-fur-sap-support-user-s-user-ids/</p>	<p><u>Initial:</u> January 13, 2020</p> <p><u>Update:</u> May 15, 2020</p>
Video Clip	S-user Lifetime 2 min video introduction for customers	SAP Media Share	https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_nca5vsy9	May 27, 2020
User Profile	S-users can also see their expiration date in their User Profile	SAP ONE Support Launchpad	https://launchpad.support.sap.com/#/user/profile	June 2, 2020
SAP Education Learning Hub Newsletter	The SAP Learning Hub News provides the latest information and developments on a monthly basis featuring the S-user lifetime topic and link to the S-user lifetime landing page.	SAP Learning Hub	https://discover.sap.com/learning-hub/en_us/index.html	upcoming Newsletter

S-User Lifetime Partner One Pager

Communication Overview for Partners



WHAT ...is available?	Details	WHERE ...can I find it?	Detailed Link	WHEN ... is it live?
S-user Lifetime Landing Page	The S-user lifetime landing page provides a comprehensive overview of S-user Lifetime including FAQs.	SAP PartnerEdge Website	www.SAPPartnerEdge.com Direct link to Landing Page: https://partneredge.sap.com/en/partnership/manage/mmp/s-user-lifetime.html	May 29, 2020
SAP PartnerEdge Newsletter	The SAP PartnerEdge Newsletter provides the latest information and developments featuring the S-user lifetime topic and link to the S-user lifetime landing page.	Newsletter is sent to registered participants	Please check your mailbox if you are a registered participant. If you are not registered yet, make sure you are subscribed to the global SAP Partner Update , our weekly newsletter published every Thursday (details are provided at min. 1'15" in the video).	upcoming Newsletter
Virtual Pod and Online Chat	S-user Lifetime 2 min video introduction for Partners. Additionally, a 24 hours online chat to answer any related questions.	SAP Global Partner Summit	https://vshow.on24.com/clients/SAP/GlobalPartnerSummit/	June 3, 2020
User Profile (Partner users)	Display of S-user expiry date (as part of the contact information on the profile page). S-users will be notified 30 days before the ID expires. At this time, they may request an extension of their ID's expiry date via a self-service.	SAP PartnerEdge Website	https://partneredge.sap.com/en/profile/edit-profile.html	June 4, 2020
Manage My Users App (Security managers)	S-User expiry status, filter to find all users expiring, extension requests.	Manage My Users App via SAP PartnerEdge Launchpad	https://partneredge.sap.com/en/library/news/partnership/manage/manage_my_users.html	June 2, 2020

Appendix

S-User Lifetime **Customer One Pager**

Existing S-user lifetime calculation for Go-Live

Sample
Calculations



	Rule <ul style="list-style-type: none"> to calculate expiry date from reference date earliest confirmed expiry date on October 20th 2020 	Creation date	Last login date	Reference day <ul style="list-style-type: none"> Range (24 months back dated from July 21th) *set by SAP to calculate the first expiry date 	Notification to admins <ul style="list-style-type: none"> on the first of each month show users expiring the next 90 days 	Notification to users <ul style="list-style-type: none"> 30/14/2 days 	Expiry date <ul style="list-style-type: none"> equals de-activation re-activation within 90 days 	Deletion date <ul style="list-style-type: none"> 90 days after expired 	Notes
Status		Active	Active	-	Active	Expiring	Expired	Deleted	
1.	90 days from reference day in case never logged on and creation date is more than 24 months ago	23.03.2011	Never	21.07.2020*	01.08.2020 (Admins) Content: all users who are going to expire in October	20.09.2020 (Users)	20.10.2020	19.01.2021	The admin can manage the expiry date for a user at any time
2.	90 days from reference day in case last log on was more than 24 months ago	23.03.2011	01.01.2012	21.07.2020*	01.08.2020 (Admins)	20.09.2020 (Users)	20.10.2020	19.01.2021	same
3.	24 months from reference day in case creation date is in the range of 24 months and never logged on	23.03.2019	Never	23.03.2019	01.01.2021 (Admins)	22.02.2021 (Users)	24.03.2021	23.06.2021	same
4.	24 months from reference day in case last log in is in the range of 24 months	23.03.2011	14.11.2019	14.11.2019	01.09.2021 (Admins) Content: all users who are going to expire until November	16.10.2021 (Users)	15.11.2021	14.02.2022	same
5.	Date set by administrator during creation	27.05.2020	Never	27.05.2020	01.10.2020 (Admins)	01.12.2020 (Users)	31.12.2020	01.04.2021	same