

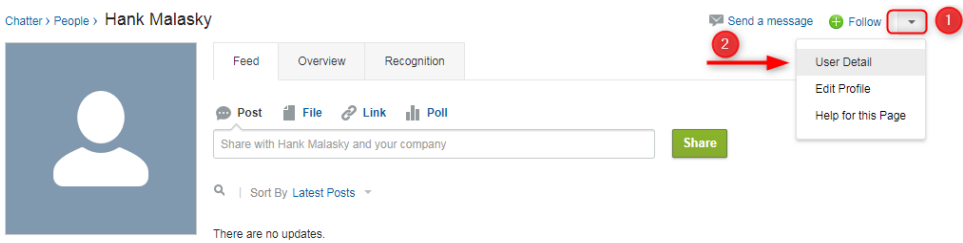
SPP - User Deactivation

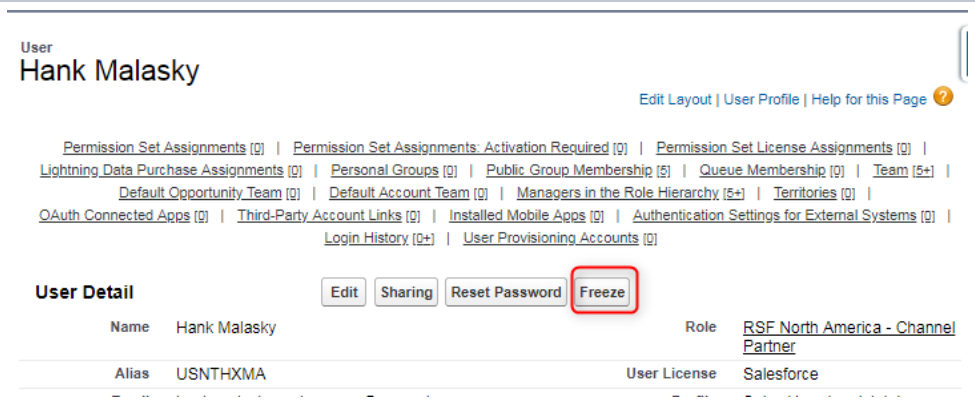
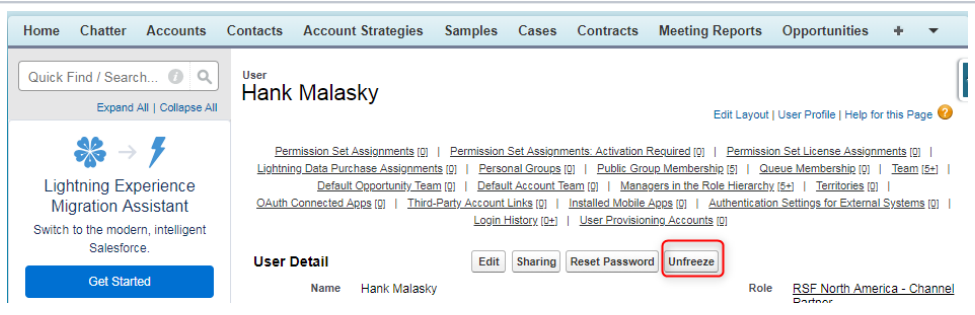

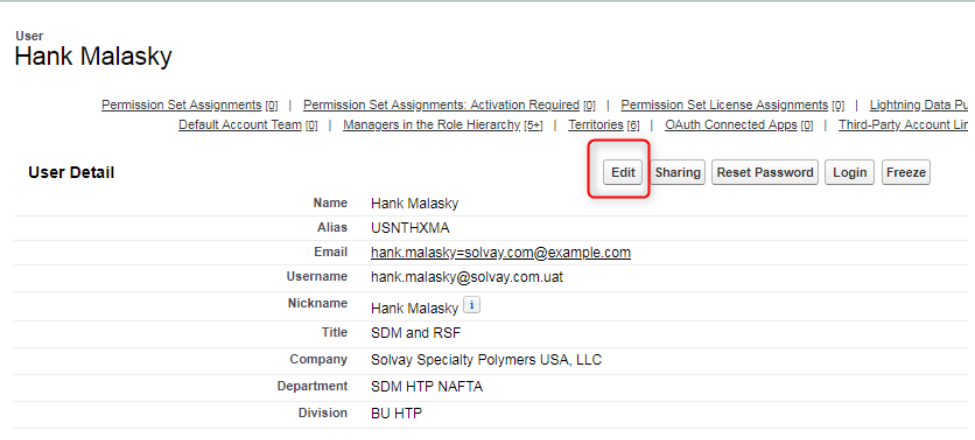
Objective and Scope	Table of Contents
<p>The purpose of this User Deactivation Operation Procedure (OP) is to provide a step by step procedure for User deactivation in the iCare CRM application, in compliance with Solvay Security Policies.</p> <p>This procedure applies to:</p> <ul style="list-style-type: none"> iCare CRM Salesforce.com IS solution All iCare CRM end Users and their GBU User Responsible IT users: both Solvay internal employees working for IS and external IT subcontractors 	<ul style="list-style-type: none"> Objective and Scope Key Roles and Responsibilities General Guidelines Procedure Annex <ul style="list-style-type: none"> Communication templates

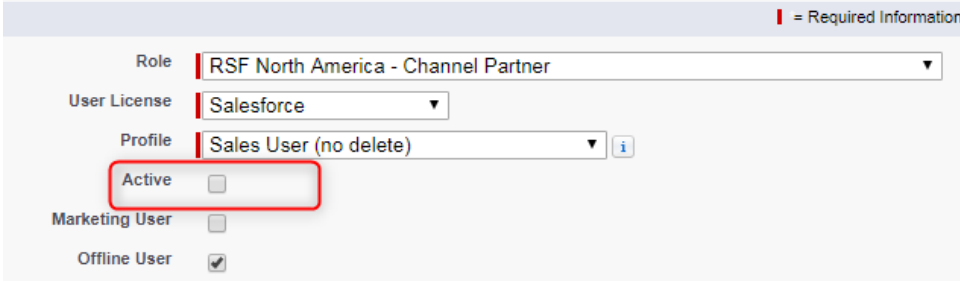
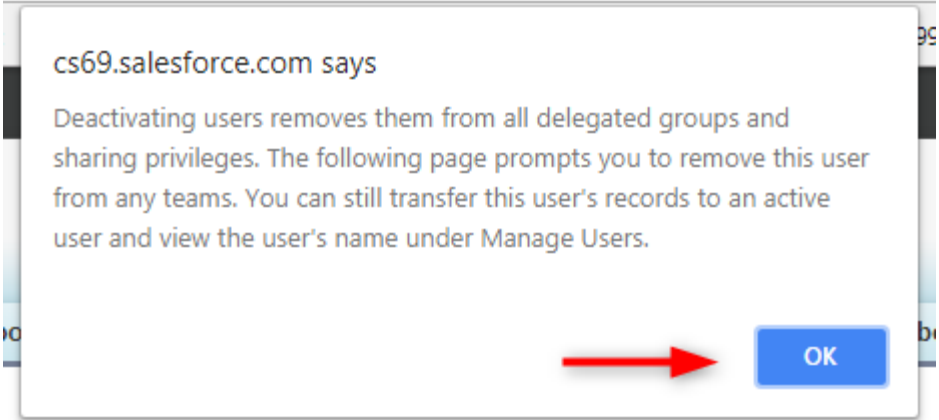
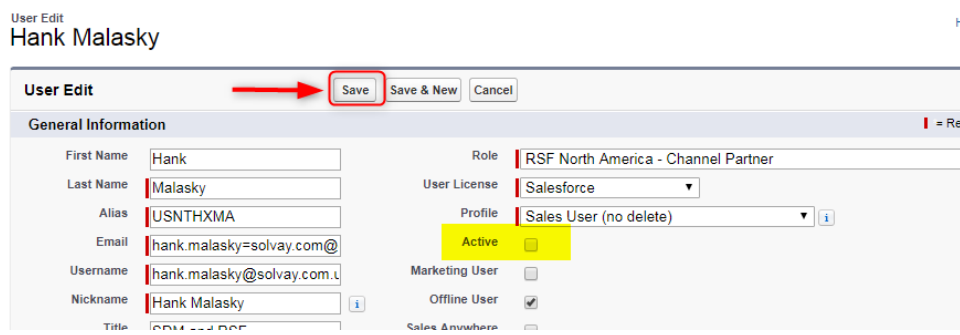


Key Roles and Responsibilities
<ul style="list-style-type: none"> User direct manager Direct manager of the user, responsible to request the access request or Removal to CORE CRM. GBU User Responsible Person in the GBU in charge of centralizing and creating the IS request, can be the Data Steward, CRM Champions, listed in CORE CRM Key User List IS CRM Build - Security team Team in charge of maintaining the authorization concept for the CRM of the Solvay Group in All Environments. IS CRM Adoption team Team in charge of Critical Users /Access Daily Operations in PROD and UAT Environments. IS CRM Support (CGI) External Provider team in charge of Access Management Daily Operations in PROD and UAT Environments

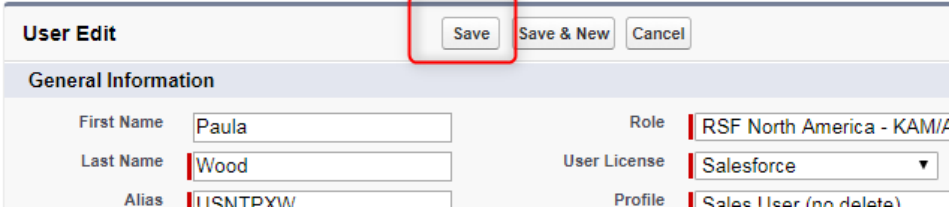
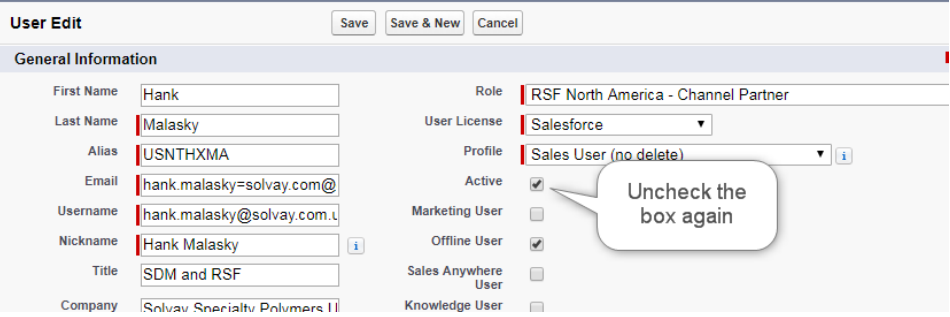
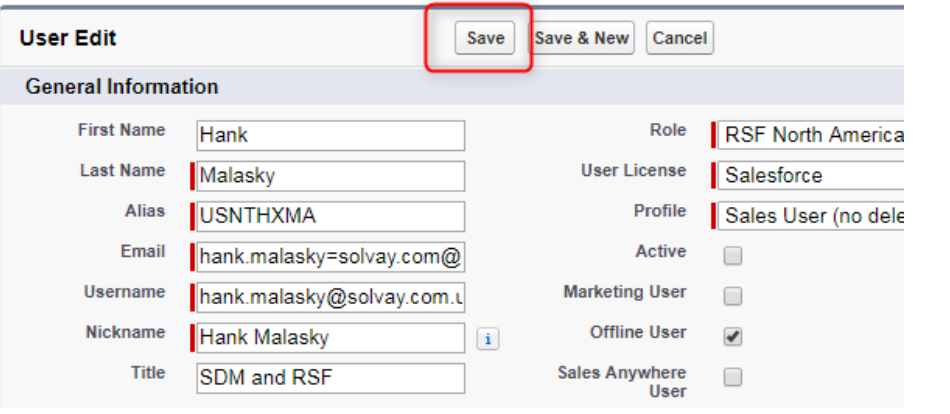
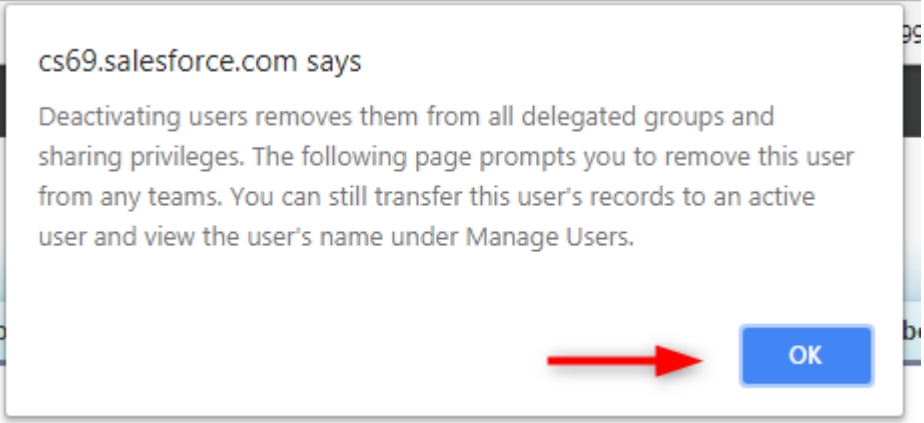
Abbreviations	Definitions
CRM	Customer Relationship Management system
SBS	Solvay Business Services
IS	Information Services
GBU	Global Business Unit
Freshdesk	Ticketing system used for IS tickets management
GUDsis	Global User Database Solvay information services
SISO	Solvay Information Security Organization

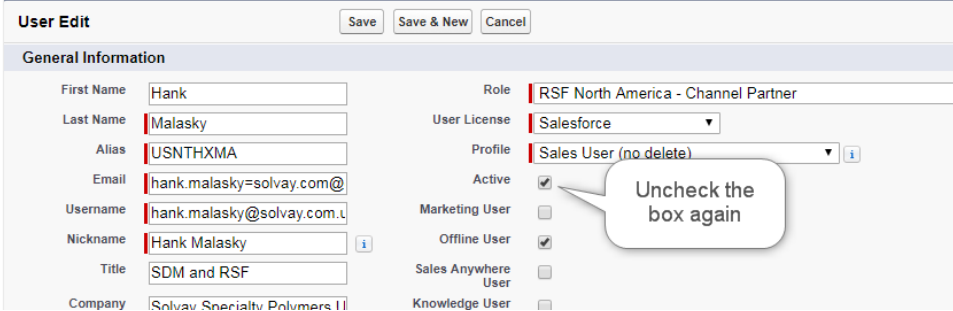
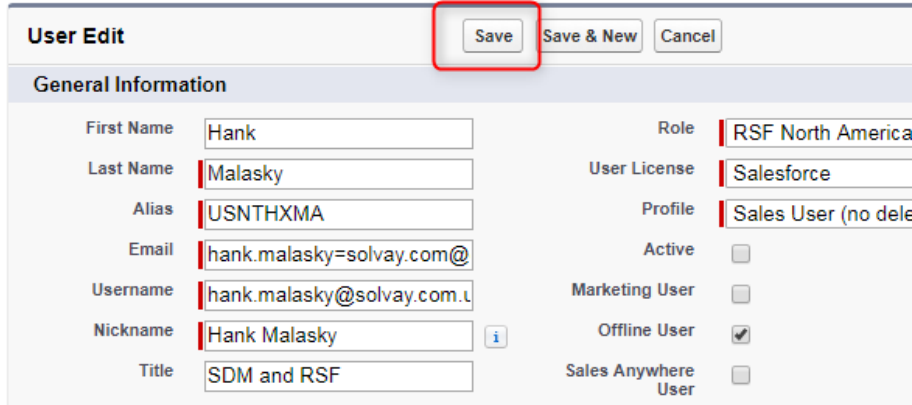
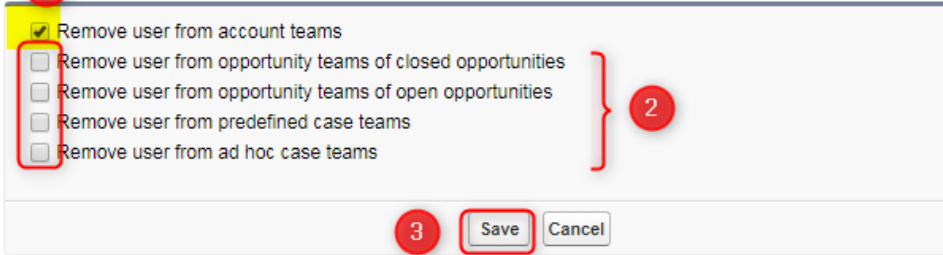
General Guidelines
<p>This Operational Procedure follows the same Key principles as described in the SBS-P-DAPP-00x-yyy-CORE CRM User Access Management:</p> <ul style="list-style-type: none"> Any request related to Users, has to be initiated by the User's direct manager. The User's direct manager is in charge of reporting any kind of change related to the user that can have an impact on access rights: change of job, leaving, retirement. All Requests should be record in IS Ticketing System, Freshdesk. All situations not described in this document shall be treated as exceptions and individually evaluated with IS CRM Build - Security team.

Procedure	
1	Log in to the SSP CRM
2	<p>Search for the User using his /her name or email Click on the user's name On the User's profile page, click on the icon and then on 'User Detail'</p> 

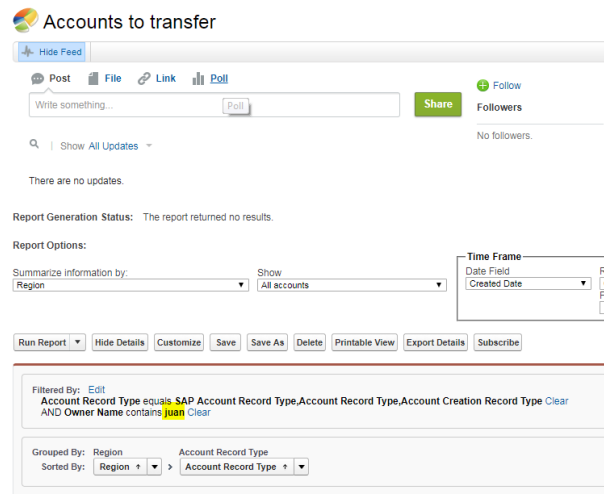
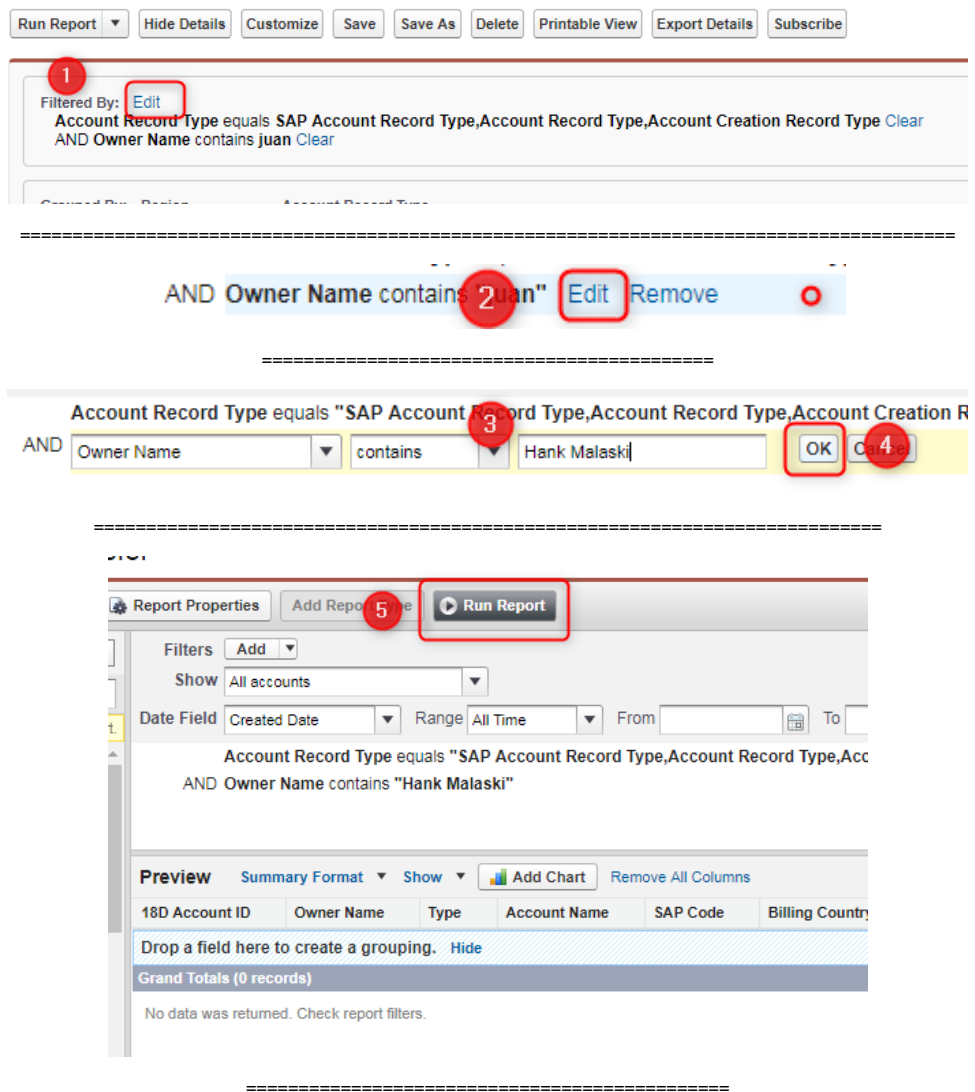
<p>2.1</p>	<p>Freeze User (this action can be reverted at any moment)</p>	 <p>User Hank Malasky</p> <p>Edit Layout User Profile Help for this Page ?</p> <p>Permission Set Assignments (0) Permission Set Assignments: Activation Required (0) Permission Set License Assignments (0) Lightning Data Purchase Assignments (0) Personal Groups (0) Public Group Membership (5) Queue Membership (0) Team (5+) Default Opportunity Team (0) Default Account Team (0) Managers in the Role Hierarchy (5+) Territories (0) OAuth Connected Apps (0) Third-Party Account Links (0) Installed Mobile Apps (0) Authentication Settings for External Systems (0) Login History (0+) User Provisioning Accounts (0)</p> <p>User Detail</p> <p>Edit Sharing Reset Password Freeze</p> <p>Name Hank Malasky Role RSF North America - Channel Partner</p> <p>Alias USNTHXMA User License Salesforce</p>
<p>2.2</p>	<p>[Optional] : Unfreeze User</p>	 <p>Home Chatter Accounts Contacts Account Strategies Samples Cases Contracts Meeting Reports Opportunities +</p> <p>Quick Find / Search... ?</p> <p>Expand All Collapse All</p> <p> Lightning Experience Migration Assistant Switch to the modern, intelligent Salesforce. Get Started</p> <p>User Hank Malasky</p> <p>Edit Layout User Profile Help for this Page ?</p> <p>Permission Set Assignments (0) Permission Set Assignments: Activation Required (0) Permission Set License Assignments (0) Lightning Data Purchase Assignments (0) Personal Groups (0) Public Group Membership (5) Queue Membership (0) Team (5+) Default Opportunity Team (0) Default Account Team (0) Managers in the Role Hierarchy (5+) Territories (0) OAuth Connected Apps (0) Third-Party Account Links (0) Installed Mobile Apps (0) Authentication Settings for External Systems (0) Login History (0+) User Provisioning Accounts (0)</p> <p>User Detail</p> <p>Edit Sharing Reset Password Unfreeze</p> <p>Name Hank Malasky Role RSF North America - Channel Partner</p>
<p>2.1</p>	<p>Slide down to identify the manager of the user to deactivate</p>	<p>Time Zone (GMT-04:00) Eastern Daylight Time (Amer</p> <p>Locale English (United States)</p> <p>Language English i</p> <p>Currency USD - U.S. Dollar</p> <p>Delegated Approver</p> <p>Manager Steve King</p> <p>Approval Request Emails Only if I am an approver</p> <p>Federation ID</p>
<p>2.3</p>	<p>[Optional]</p>	<p>Email the manager to confirm/validate the user 's deactivation</p>
<p>3</p>	<p>Click the button 'Edit'</p>	 <p>User Hank Malasky</p> <p>Permission Set Assignments (0) Permission Set Assignments: Activation Required (0) Permission Set License Assignments (0) Lightning Data Pu Default Account Team (0) Managers in the Role Hierarchy (5+) Territories (0) OAuth Connected Apps (0) Third-Party Account Lin</p> <p>User Detail</p> <p>Edit Sharing Reset Password Login Freeze</p> <p>Name Hank Malasky</p> <p>Alias USNTHXMA</p> <p>Email hank.malasky=solvay.com@example.com</p> <p>Username hank.malasky@solvay.com.uat</p> <p>Nickname Hank Malasky i</p> <p>Title SDM and RSF</p> <p>Company Solvay Specialty Polymers USA, LLC</p> <p>Department SDM HTP NAFTA</p> <p>Division BU HTP</p>

3.1	Uncheck the box 'Active'	
3.2	Ignore the warning; Click OK	
3.3	Save again	
3.4	<ul style="list-style-type: none"> If Unable to Complete the Requested Change <ol style="list-style-type: none"> check the reason identify the field to update go on the users page (on the far right of the screen) <ul style="list-style-type: none"> Otherwise go to 3.5 	
3.4.1	Slide down to "Additional Information" Section and empty the field named " Manager (HR Org Chart)"	

3.4.2	Save	<p>User Edit Paula Wood</p>  <p>User Edit Save Save & New Cancel</p> <p>General Information</p> <p>First Name Paula Role RSF North America - KAM/</p> <p>Last Name Wood User License Salesforce</p> <p>Alias USNTPYW Profile Sales User (no delete)</p>
3.4.3	Uncheck "Active" box	<p>User Edit Hank Malasky</p>  <p>User Edit Save Save & New Cancel</p> <p>General Information</p> <p>First Name Hank Role RSF North America - Channel Partner</p> <p>Last Name Malasky User License Salesforce</p> <p>Alias USNTHXMA Profile Sales User (no delete)</p> <p>Email hank.malasky=solvay.com@ Active <input checked="" type="checkbox"/></p> <p>Username hank.malasky@solvay.com.u Marketing User <input type="checkbox"/></p> <p>Nickname Hank Malasky Offline User <input checked="" type="checkbox"/></p> <p>Title SDM and RSF Sales Anywhere User <input type="checkbox"/></p> <p>Company Solvay Specialty Polymers II Knowledge User <input type="checkbox"/></p>
3.4.4	Save	<p>User Edit Hank Malasky</p>  <p>User Edit Save Save & New Cancel</p> <p>General Information</p> <p>First Name Hank Role RSF North America</p> <p>Last Name Malasky User License Salesforce</p> <p>Alias USNTHXMA Profile Sales User (no delete)</p> <p>Email hank.malasky=solvay.com@ Active <input type="checkbox"/></p> <p>Username hank.malasky@solvay.com.u Marketing User <input type="checkbox"/></p> <p>Nickname Hank Malasky Offline User <input checked="" type="checkbox"/></p> <p>Title SDM and RSF Sales Anywhere User <input type="checkbox"/></p>
3.4.5	Ignore the warning	 <p>cs69.salesforce.com says</p> <p>Deactivating users removes them from all delegated groups and sharing privileges. The following page prompts you to remove this user from any teams. You can still transfer this user's records to an active user and view the user's name under Manage Users.</p> <p>OK</p>

<p>3.4.6</p>	<p>Uncheck Active box</p>	<p>User Edit Hank Malasky</p> 																				
<p>3.4.7</p>	<p>Save</p>	<p>User Edit Hank Malasky</p> 																				
<p>3.5</p>	<p>1. Check this box 2. Uncheck these boxes 3. Save</p>	<p>User Deactivation</p> 																				
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4	<p>The next step is to remove the user from the installed packages (Grid Buddy)</p> <p>Go to Setup » Build » Installed Packages.</p>	<p>blocked URL</p>																																																																																																											
4.1	<p>Search & Find</p>	<p>Installed Packages</p> <p>On AppExchange you can browse, test drive, download, and install pre-built apps and components right into your salesforce.com environment. Learn More about Installing Packages.</p> <p>Apps and components are installed in packages. Any custom apps, tabs, and custom objects are initially marked as "In Development" and are not deployed to your users. This allows you to test and customize before deploying. You can deploy the components individually using the other features in setup or as a group by clicking Deploy.</p> <p>Depending on the links next to an installed package, you can take different actions from this page.</p> <p>To remove a package, click Uninstall. To manage your package licenses, click Manage Licenses.</p> <p>Installed Packages</p> <table border="1"> <thead> <tr> <th>Action</th> <th>Package Name</th> <th>Publisher</th> <th>Version Number</th> <th>Namespace Prefix</th> <th>Status</th> <th>Allowed Licenses</th> <th>Used Licenses</th> <th>Expiration Date</th> <th>Install Date</th> </tr> </thead> <tbody> <tr> <td>Uninstall</td> <td>Salesforce and Chatter Apps</td> <td>Salesforce.com</td> <td>1.17</td> <td>sf_chtrr_apps</td> <td>Free</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> <td>12/10/2011 7:15</td> </tr> <tr> <td>Uninstall</td> <td>Knowledge Tree</td> <td>The Cloud Corporation</td> <td>1.32</td> <td>kt</td> <td>Active</td> <td>Unlimited</td> <td>0</td> <td>Does not Expire</td> <td>20/10/2011 15:37</td> </tr> <tr> <td>Uninstall</td> <td>Data Cleanser Mobile</td> <td>Stratus Cloud Solutions</td> <td>2.7</td> <td>dcm</td> <td>Active</td> <td>Unlimited</td> <td>0</td> <td>Does not Expire</td> <td>22/12/2011 18:53</td> </tr> </tbody> </table> <p>=====</p> <p>Description Allows you to generate a vCard on the fly through Accounts, Contacts, Leads, User.</p> <p>Uninstall Manage Licenses GridBuddy AppBuddy</p> <p>Description GridBuddy. Multi-object data management for Salesforce.</p>	Action	Package Name	Publisher	Version Number	Namespace Prefix	Status	Allowed Licenses	Used Licenses	Expiration Date	Install Date	Uninstall	Salesforce and Chatter Apps	Salesforce.com	1.17	sf_chtrr_apps	Free	N/A	N/A	N/A	12/10/2011 7:15	Uninstall	Knowledge Tree	The Cloud Corporation	1.32	kt	Active	Unlimited	0	Does not Expire	20/10/2011 15:37	Uninstall	Data Cleanser Mobile	Stratus Cloud Solutions	2.7	dcm	Active	Unlimited	0	Does not Expire	22/12/2011 18:53																																																																			
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Remove	Baccaro, Ryan	Ajedlum Team	✓	Sales User (no delete)																																																																																																									
Remove	Baert, Thierry	SDM Batteries - EMEA	✓	TM User (no delete)																																																																																																									
Remove	Baleno, Brian	BDM Industrial & Environment	✓	TM User (no delete)																																																																																																									
Remove	Bastogavel, Raymond	Marketing Manager - Industrial & Environment	✗	Market Manager (no delete)																																																																																																									
Remove	Benjamin, Edgar	CTD Americas - Automotive and E&E	✓	TM User (no delete)																																																																																																									
Remove	Bertasa, Anna Maria	Marketing Manager - Healthcare	✓	Market Manager (no delete)																																																																																																									
Remove	Bertucci, Alan	RSF North America - Channel Partner	✓	Sales User (no delete)																																																																																																									
Remove	Billiet, Johan	RSF EMEA Strategic Key Account Management	✓	BDM User (no delete)																																																																																																									
Remove	Bischoff, Christian	Technion PM	✓	Product Manager (no delete)																																																																																																									
4.4	<p>Ticket closure</p>	<p>Once you have removed the license, notify the requester via email that the user has been deactivated, and then close the ticket.</p>																																																																																																											

5	Accounts to transfer	SpP Data Steward takes over from here. L1 support team's job is over.
5.1	Identify the accounts	SFDC Report : Accounts to transfer
5.2	Modify Owner Filter	
5.3	<p>In Filter section of the report :</p> <ol style="list-style-type: none"> 1. Click on Edit 2. Hoover on the field and click "Edit" 3. Change the name 4. OK 5. Run Report 6. Export details 7. Export 8. Done 	

Report Generation Status: The report returned no results.

Report Options:

Summarize information by: Show
Time Frame: Date Field Range From

Filtered By: [Edit](#)
Account Record Type equals SAP Account Record Type,Account Record Type,Account Creation Record Type [Clear](#)
AND Owner Name contains Hank Malaski [Clear](#)

Accounts to transfer

Export Report

Export File Encoding
Export File Format

Accounts to transfer

Export Report

Export File Encoding
Export File Format

5.4 Report is downloaded on your computer


Filtered By: [Edit](#)
Account Record Type equals SAP Account Record Type,Account Record Type,Account Creation Record Type
AND Owner Name contains Hank Malaski [Clear](#)

Grouped By: Account Record Type
Sorted By: >

18D Account ID Owner Name Type Account Name SAP Code Billing Country (text only) Billing City Billing Country

Grand Totals (0 records)

Check rows to filter, then drill down by:

 report15282803184....xls ^

5.5	Email report to manager (identified in point 2.1) and require the identification of new owner	<table border="1"> <tr> <td>Time Zone</td> <td>(GMT-04:00) Eastern Daylight Time (Amer</td> </tr> <tr> <td>Locale</td> <td>English (United States)</td> </tr> <tr> <td>Language</td> <td>English <small>i</small></td> </tr> <tr> <td>Currency</td> <td>USD - U.S. Dollar</td> </tr> <tr> <td colspan="2">Delegated Approver</td> </tr> <tr> <td>Manager</td> <td>Steve King</td> </tr> <tr> <td>Approval Request Emails</td> <td>Only if I am an approver</td> </tr> <tr> <td colspan="2">Federation ID</td> </tr> </table>	Time Zone	(GMT-04:00) Eastern Daylight Time (Amer	Locale	English (United States)	Language	English <small>i</small>	Currency	USD - U.S. Dollar	Delegated Approver		Manager	Steve King	Approval Request Emails	Only if I am an approver	Federation ID	
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Manager	Steve King																	
Approval Request Emails	Only if I am an approver																	
Federation ID																		
6	Opportunities to transfer																	
6.1	Identify the Opportunities	SFDC Report : Dev pool Opportunities to transfer																
6.2	Change Name in Owner filter; then proceed the same way as described before in points 5.2 5.5																	
7	CTD Rep on Account Page																	
7.1	Identify the Accounts with a CTD Rep	SFDC Report : Accounts with CTD Rep																
	Change Name in CTD Rep filter ; then proceed the same way as described before in points 5.2 5.5																	
8	TRS Case Routing Matrix	Open the report named TRS Cases Routing Matrix and search the presence of deactivated User																

8.1

1. Activate the Search function, strike the 2 keys <Ctrl>+<F> of your keyboard
2. Type the name to search in the box (top right corner of your screen)
3. User found

ans 99261589185

Michel Dessart

Sales

Total Club 99261589 Awans 99261589185 Laurent Hazard 1/6

Case Type	Functional Area	Case Manager
-	-	PARTHA PROTIM MALLICK
-	-	PARTHA PROTIM MALLICK
-	-	PARTHA PROTIM MALLICK
-	-	PARTHA PROTIM MALLICK
-	-	PARTHA PROTIM MALLICK
-	-	Yooseong Hong
-	-	Yooseong Hong
-	-	Yooseong Hong
-	-	Yooseong Hong
-	-	Yooseong Hong
-	-	Yooseong Hong
-	-	Yooseong Hong
-	-	Yooseong Hong
-	-	Laurent Hazard
-	-	Laurent Hazard
-	-	Laurent Hazard
-	-	Laurent Hazard
-	-	Laurent Hazard
-	-	Elisabetta Sartirana

8.2

Notify the Manager (As identified in point 2.1)

9

Complaint Routing Matrix

Open the report named "[Complaint Routing Matrix](#)" and search the presence of deactivated User

<p>9.1</p>	<ol style="list-style-type: none"> 1. Activate the Search function, strike the 2 keys <Ctrl>+<F> of your keyboard 2. Type the name to search in the box (top right corner of your screen) 3. User found 	<table border="1"> <thead> <tr> <th>Case Manager</th> <th>Case Investigator</th> <th>Business Unit</th> </tr> </thead> <tbody> <tr> <td>Byron Wu</td> <td>Byron Wu</td> <td>CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; HTP; UPM</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; HTP; UPM</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; HTP; UPM</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; HTP; UPM</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; HTP; UPM</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Frances Wang</td> <td>BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Frances Wang</td> <td>BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Frances Wang</td> <td>BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Frances Wang</td> <td>BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Frances Wang</td> <td>BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Frances Wang</td> <td>BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> </tbody> </table>	Case Manager	Case Investigator	Business Unit	Byron Wu	Byron Wu	CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS	Lucy Kong	Brian Zhang	CRYSTALLINE; HTP; UPM	Lucy Kong	Brian Zhang	CRYSTALLINE; HTP; UPM	Lucy Kong	Brian Zhang	CRYSTALLINE; HTP; UPM	Lucy Kong	Brian Zhang	CRYSTALLINE; HTP; UPM	Lucy Kong	Brian Zhang	CRYSTALLINE; HTP; UPM	Lucy Kong	Brian Zhang	CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS	Lucy Kong	Brian Zhang	CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS	Lucy Kong	Frances Wang	BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS	Lucy Kong	Frances Wang	BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS	Lucy Kong	Frances Wang	BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS	Lucy Kong	Frances Wang	BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS	Lucy Kong	Frances Wang	BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS	Lucy Kong	Frances Wang	BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS
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<p>10</p>	<p>SCR Routing Matrix</p>	<p>Open the report named "SCR Routing Matrix" and search the presence of deactivated User</p>																																													

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<p>10.2</p>	<p>Record(s) found?</p> <ol style="list-style-type: none"> 1. Notify Complaint Process Owner 2. Require the Process Owner to update the Routing Matrix 	

Annex

Communication templates

#1 - User Replacement Information Request

Dear [Name of GBU User Responsible],

We have been requested to deactivate [Name of User to be deactivated]'s access to the CORE CRM. However, his/her user is critical for some system customizations/functionalities.

In order for us to proceed and ensure the appropriate actions are taken to guarantee correct system function, could you please indicate his/her replacement?

Thank you in advance,

CORE CRM Support Team