

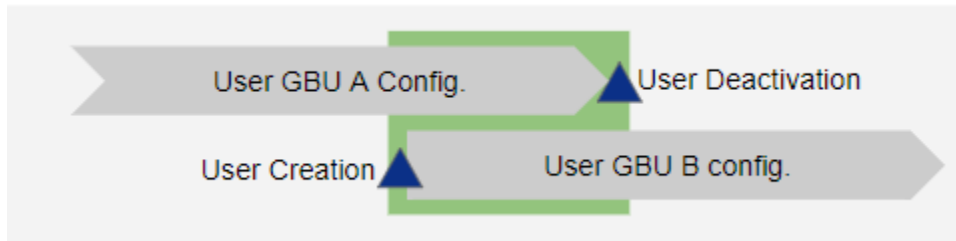
SPP - User Maintenance

Objectives and Scope	Table of Content
<p>The purpose of this Section is to provide a step by step procedure for the User Transference between GBUs, in compliance with Solvay Information Security Policies.</p> <p>This procedure applies to:</p> <ul style="list-style-type: none"> • CORE CRM Salesforce.com IS solution • All CORE 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"> • Objectives and Scope • User GBU Transference Principles <ul style="list-style-type: none"> ◦ User GBU Transference Procedure • Authorizations & Roles • Version Control

User GBU Transference Principles

This Operational Procedure follows the same Key principles as described in the [CORE CRM User Access Management](#) section.

- **User GBU Transference:** Is when a Solvay employee with CORE CRM access is transferred from GBU A to GBU B. meaning, end contract with GBU A, and start new contract with GBU B, that might or might not require a transference Period.



- 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.

User GBU Transference Procedure	
1.	Log in the SSP CRM

2. Run this [report](#)

1. Export Details
2. Export
3. Done
4. Downloaded file

3. Open xls file provided by HR example [May 2018](#)

3.1	<ol style="list-style-type: none"> 1. Column A : delete later 2. Column B : keep 3. Column C : delete later 4. Column D : keep 5. Column E : keep 6. Column F : keep 7. Column G : keep 8. Column H : delete later 9. Column I : keep 10. Column J : delete later 11. Column K : delete later 12. Column L : Keep 13. Column M : delete later 14. Column N : Keep 15. Column O : delete later 16. Column P : Keep 17. Column Q : Keep 18. Column R : delete later 19. Column S : delete later 20. Column T : delete later 21. Column U : delete later 22. Column V : delete later 	<ol style="list-style-type: none"> 1. mark for deletion 2. Header = Region 3. mark for deletion 4. Header = Country 5. Header = Site 6. Header = Site Name 7. Header = Employee 8. mark for deletion 9. Header = Email 10. mark for deletion 11. mark for deletion 12. Header = Position 13. mark for deletion 14. header = functional area 15. mark for deletion 16. header = Organizational Unit 17. Header = Operational Manager 18. mark for deletion 19. mark for deletion 20. mark for deletion 21. mark for deletion 22. mark for deletion 																																																																														
3.2	Delete useless columns ("delete later" in previous step)																																																																															
3.3	Save data in a file																																																																															
4	Fields Mapping	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e0f2f1;"> <th style="text-align: left;">Header</th> <th style="text-align: left;">SFDC Filed</th> <th style="text-align: left;">API Name</th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>2. Header = Region</td> <td>HR Region</td> <td>HR_Region__c</td> <td></td> <td></td> <td></td> </tr> <tr> <td>4. Header = Country</td> <td>HR Country</td> <td>HR_Country__c</td> <td></td> <td></td> <td></td> </tr> <tr> <td>5. Header = Site</td> <td>HR Site</td> <td>HR_Site__c</td> <td></td> <td></td> <td></td> </tr> <tr> <td>7. Header = Employee</td> <td>HR Personal Number</td> <td>HR_Personal_Number__c</td> <td></td> <td></td> <td></td> </tr> <tr> <td>12. Header = Position</td> <td>Title</td> <td>Title</td> <td></td> <td></td> <td></td> </tr> <tr> <td>12. Header = Position</td> <td>HR Position</td> <td>HR_Position__c</td> <td></td> <td></td> <td></td> </tr> <tr> <td>14. header = functional area</td> <td>HR Functional Area</td> <td>HR_Functional_Area__c</td> <td></td> <td></td> <td></td> </tr> <tr> <td>14. header = functional area</td> <td>Division</td> <td>Division</td> <td></td> <td></td> <td></td> </tr> <tr> <td>16. header = Organizational Unit</td> <td>HR Organizational Unit</td> <td>HR_Organizational_Unit__c</td> <td></td> <td></td> <td></td> </tr> <tr> <td>16. header = Organizational Unit</td> <td>Department</td> <td>Department</td> <td></td> <td></td> <td></td> </tr> <tr> <td>17. Header = Operational Manager</td> <td>HR Operational Mgr</td> <td>HR_Operational_Mgr__c</td> <td></td> <td></td> <td></td> </tr> <tr> <td>17. Header = Operational Manager</td> <td>Manager</td> <td>Manager</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Header	SFDC Filed	API Name				2. Header = Region	HR Region	HR_Region__c				4. Header = Country	HR Country	HR_Country__c				5. Header = Site	HR Site	HR_Site__c				7. Header = Employee	HR Personal Number	HR_Personal_Number__c				12. Header = Position	Title	Title				12. Header = Position	HR Position	HR_Position__c				14. header = functional area	HR Functional Area	HR_Functional_Area__c				14. header = functional area	Division	Division				16. header = Organizational Unit	HR Organizational Unit	HR_Organizational_Unit__c				16. header = Organizational Unit	Department	Department				17. Header = Operational Manager	HR Operational Mgr	HR_Operational_Mgr__c				17. Header = Operational Manager	Manager	Manager			
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4.1	Compare field by field SFDC report (Point 2) and HR Database (Point 3.3)	common field : Header = Email (HR extract) and Email (SFDC report)																																																																														
5	Identify the differences																																																																															
6	Update SFDC fields (Master data := HR extract)																																																																															
7	mirror these updates on Role, Profile, territories																																																																															

Authorizations & Roles		
Author(s)	Verification	Approval

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02/02/2018	20/02/2018	20/02/2018

Version Control		
Version	Date	Description
01	20/02/2018	Final Document