

Stellar-OB-009-SAP Firefighter - FAQ

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There are 2 types of Firefighter requests:

- **Permanent**
- **Temporary**

Roles assigned to FF users are based on the stream, global nature of the job performed.

1. **Permanent:**
Permanent users has to be requested by filling in the CGI user management file column L and open a freshdesk ticket.
2. **Temporary:**
Temporary access has to be requested by FD ticket with details (stream, system <<PF1, PI1, WP1>> validity start date & end date). No need to update the CGI user management file.
 - If any specific authorizations (transaction code, roles, authorization object etc) are missing for FF user, capture the transaction SU53 screen shot and raise a ticket in FD to authorization team.
 - Members can access the table to check permanent / temporary users enabled and for which FF ID **"/VIRSA/ZFFUSERS"**.