

PF1, SF1 And QF1 - User Creation

This article outlines on how to handle a User Creation request from the users.








Information


PF1 is the Production Environment SF1 is the Pre Production Environment and QF1 is the Quality Environment.




Identifying the Tickets :


When the users asks for a creation of the user in the ticket in PF1 or SF1 or QF1 systems, then it can be identified as a User Creation. Alternatively, when the user does not exist in the system and the access has to be given to the user, then it is considered as a User Creation. These tickets may have the accompanying information like the *Name of the User / ID, Reference User Name / ID, Systems*, etc. Below is an example of how the ticket may look like.


AM unassigned tickets > 5862019

 **SAP Access**

 Chrome 92.0.4515.131 |  Windows 10 |  <https://login.solvay.com/>

 **Dicye Crawford** reported via the portal
a month ago (Wed, 11 Aug 2021 at 12:07 PM)

 **Norman Smith**
SMIT5480
PF1
Mirror: Parker Boyd

Good Practice

It is always a good idea to check if the Reference User and the User exist in the system. If the Reference User is invalid, ask the User. If the User already exists in the system then there will be no need to create again. Hence, this would save time.

Approvals :

Before proceeding with these kind of tickets, we need to always check the approvals. The approvals for the PF1 system are managed by our team itself. If there are approvals are missing in the ticket then we need to ask user to provide approval of manager. Also, we need to ask for a Reference User ID for the new user creations or the list of the roles which have to be added.

If the request is approved by manager in ticket or if the one requesting the access is the User's Manager. An example can be seen below :

☆ Reply Add note Forward Merge 📄 ⋮

⋮

G George Goetz replied
a month ago (Wed, 11 Aug 2021 at 12:26 PM)

✉ To: "Crawford Dete" <dete.crawford@solvay.com> Cc: sbs-support@support.solvay.com

I approve this request. Please proceed

⋮

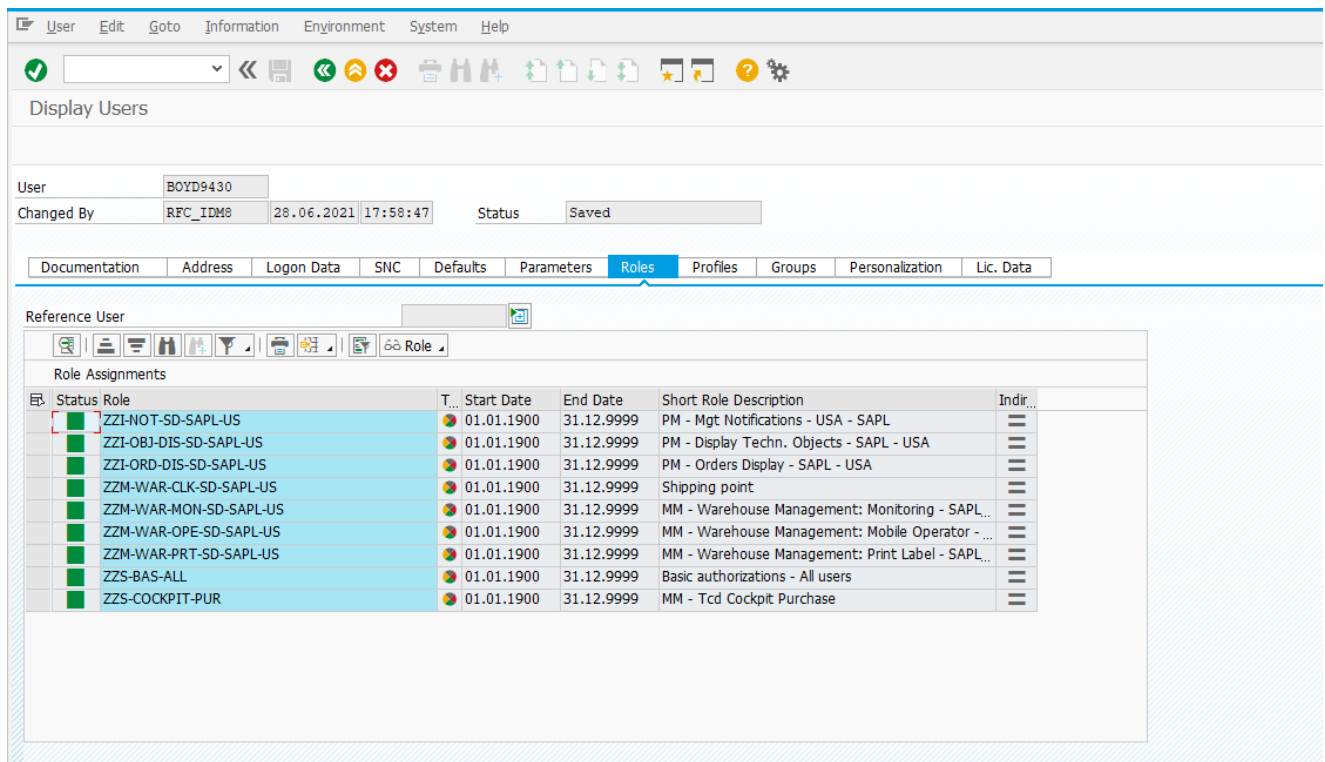
Providing the Access :

- When we receive User Creations, after we check the approvals, we always need either the Reference User or the list of all the roles which have to be added to the user. If the user only mentions the transactions which the he / she needs, then it is always a good idea to ask for the Reference User as without that the role added or the solution provided might not be too accurate.

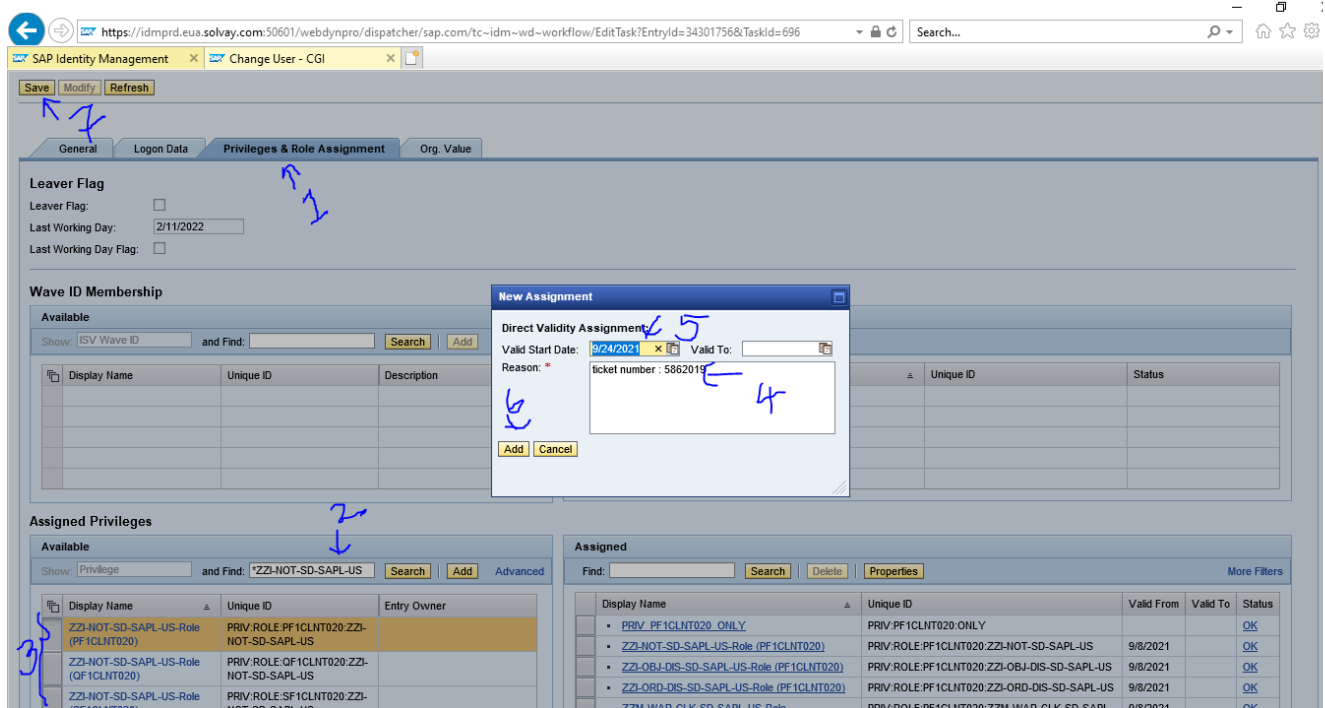
i Important

If a user asks to add the role (or in case of a User Creation) in the PF1 system then the same roles has to added in the SF1 and QF1 system's too. But the vice-versa should not be done, i.e. if the user needs access in the SF1 or QF1 system's then the same has to provided only in the SF1 or QF1 system. Also, only the roles with a *Direct Assignment* are to be added to the user.

- Once the required information has been obtained, the Reference user has to be entered in the PF1 system in the *SU01D* transaction and all the roles from the *Roles* tab should be copied in a new Excel Sheet.



- The agent must then log in to the IDM (Identity Management) and enter the new user which has to be created and then the user group has to be set in the *Logon Data* tab and the roles have to be added to the user account through the *Permissions* tab one at a time from the Excel Sheet and after all the roles have been added the *Save* Button has to be clicked.



- After this, the user must reflect in the system (ideally 2 mins). We need to then mirror the values in the PF1, SF1 and QF1 system tabs of the Reference User to the user who needs the access. This includes the information in the tabs *Logon Data*, *Defaults* and *Parameters* for that we need to use *ZCA_USER_PARAM*

User Edit Goto Information Environment System Help

ZCA USER PARAM

Display Users

User BOYD9430

Changed By REC_IDM8 28.06.2021 17:58:47 Status Saved

Address Defaults Parameters

Person

Title

Last name BOYD

First name Parker

Academic Title

Full Name Parker BOYD

Language

Work Center

Function Amodel/Xydar/PGA, Augusta

Department GBU SPECIALTY POLYMERS

Room Number Floor Building code

Communication

Telephone 001 706 790 Extension 3100

Mobile Phone

Fax Extension

E-Mail Address Parker.Boyd-contractor@solvay.com

Method Other Communication...

- This is followed by the Password Reset in all the systems and the same is informed to the user and the ticket is Resolved.

We have now finished the request for the User Creation of a new user in the PF1, SF1 and QF1 system's.