

# Dell™ One Identity Manager 7.1.3




Administration Guide for SAP® R/3®  
Analysis Authorizations Add-on



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-  **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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# Contents

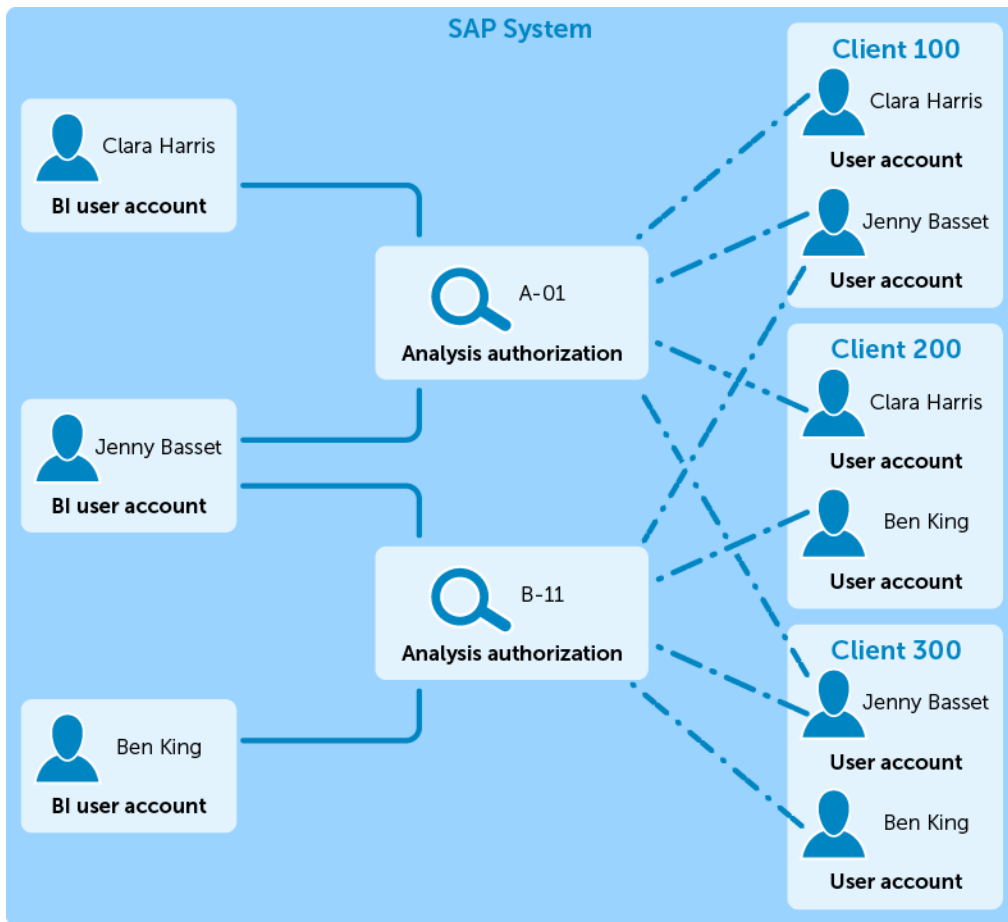
- Managing SAP® R/3® Analysis Authorizations** ..... 4
  - One Identity Manager Users for Administrating BI Analysis Authorizations ..... 5
- Setting up BI Analysis Authorization Synchronization** ..... 8
  - Permissions for Synchronizing BI Analysis Authorizations ..... 8
  - Setting up a Synchronization Project for Synchronizing BI Analysis Authorizations ..... 9
- Managing BI Analysis Authorizations** ..... 10
  - General Master Data for BI Analysis Authorizations ..... 11
  - Assigning BI analysis authorization directly to BI User Accounts ..... 12
    - Assigning BI Analysis Authorizations to Organizations ..... 13
    - Assigning BI Analysis Authorizations to Business Roles ..... 14
    - Assigning BI User Accounts directly to BI Analysis Authorization ..... 15
    - Assigning BI Analysis Authorizations to System Roles ..... 15
    - Adding BI Analysis Authorizations to the IT Shop ..... 16
  - Additional Tasks for BI Analysis Authorizations ..... 18
    - Overview of a BI Analysis Authorization ..... 18
  - General Master Data for a BI User Account ..... 18
  - Additional Tasks for BI User Accounts ..... 19
    - Overview of a BI User Account ..... 19
    - Assigning BI Analysis Authorizations directly to a BI User Account ..... 19
- Appendix: Configuration Parameters for the SAP R/3 Analysis Authorizations Add-on Module** ..... 21
- Appendix: Default project template for the SAP R/3 Analysis Authorizations Add-on Module** ..... 22
- About Dell** ..... 23
  - Contacting Dell ..... 23
  - Technical support resources ..... 23
- Index** ..... 24

# Managing SAP® R/3® Analysis Authorizations

With One Identity Manager, you can also manage BI analysis authorizations in SAP® R/3®. Through BI analysis authorizations, SAP users obtain authorization to analyze BI data of different clients within a system. For this reason, BI analysis authorizations are managed across clients. By assigning BI analysis authorizations to a user account, an SAP user obtains analysis authorizations in all clients, which have an SAP user account with the same name. You can get an overview of all the employee's BI analysis authorizations for user accounts that are linked to an employee.

The user account properties including BI analysis authorizations such as system assignment, name and assigned BI analysis authorizations, are mapped to separate user accounts in the One Identity Manager. All SAP user accounts within the same system and with the same name, obtain BI analysis authorizations, which are assigned to this BI user account. If the SAP user accounts are linked to one employee, BI analysis authorizations can be requested through the IT Shop or by assignment to business roles or organizations which are inherited by BI user accounts. You can also assign BI analysis authorizations directly to BI user accounts. Existing assignments can be modified.

Figure 1: Mapping BI analysis authorizations in One Identity Manager



## One Identity Manager Users for Administrating BI Analysis Authorizations

The following users are used for setting up and administration of BI analysis authorizations.

**Table 1: Users**

User	Task
Target system administrators	<p>Target system administrators must be assigned to the application role <b>Target system   Administrators</b>.</p> <p>Users with this application role:</p> <ul style="list-style-type: none"> <li>• Administrate application roles for individual target systems types.</li> <li>• Specify the target system manager.</li> <li>• Set up other application roles for target system managers if required.</li> <li>• Specify which application roles are conflicting for target system managers</li> <li>• Authorize other employee to be target system administrators.</li> <li>• Do not assume any administrative tasks within the target system.</li> </ul>
Target System Managers	<p>Target system managers must be assigned to the application role <b>Target systems   SAP® R/3®</b> or a sub application role.</p> <p>Users with this application role:</p> <ul style="list-style-type: none"> <li>• Assume administrative tasks for the target system.</li> <li>• Create, change or delete target system objects, like user accounts, groups or container structures.</li> <li>• Prepare system entitlements for adding to the IT Shop.</li> <li>• Configure synchronization in the Synchronization Editor and defines the mapping for comparing target systems and One Identity Manager.</li> <li>• Edit the synchronization's target system types and outstanding objects.</li> <li>• Authorize other employees within their area of responsibility as target system managers and create child application roles if required.</li> </ul>
One Identity Manager administrators	<ul style="list-style-type: none"> <li>• Create customized permissions groups for application roles for role-based login to administration tools in the Designer, as required.</li> <li>• Create system users and permissions groups for non-role based login to administration tools, as required.</li> <li>• Enable or disable additional configuration parameters in the Designer as required.</li> <li>• Create custom processes in the Designer as required.</li> <li>• Create and configures schedules as required.</li> </ul>
Administrators for the IT Shop	<p>Administrators must be assigned to the application role <b>Request &amp; Fulfillment   IT Shop   Administrators</b>.</p> <p>Users with this application role:</p> <ul style="list-style-type: none"> <li>• Assign system authorizations to IT Shop structures.</li> </ul>

User	Task
Administrators for organizations	<p>Administrators must be assigned to the application role <b>Identity Management   Organizations   Administrators</b>.</p> <p>Users with this application role:</p> <ul style="list-style-type: none"> <li>• Assign system entitlements to departments, cost centers and locations.</li> </ul>
Business roles administrators	<p>Administrators must be assigned to the application role <b>Identity Management   Business roles   Administrators</b>.</p> <p>Users with this application role:</p> <ul style="list-style-type: none"> <li>• Assign system authorizations to business roles.</li> </ul>

# Setting up BI Analysis Authorization Synchronization

You can set up BI analysis authorization synchronization as an add-on to the SAP R/3 User Management module Module. That means, before you can synchronize BI analysis authorizations, set up synchronization for SAP® R/3® basic administration. Create the BI analysis authorization synchronization project after that. Follow the instructions in the Dell One Identity Manager Administration Guide for Connecting to SAP® R/3® to do this. Anomalies are described in this guide.

## *To load BI analysis authorizations into the One Identity Manager database for the first time*

1. Prepare a user account with sufficient permissions for synchronizing in SAP® R/3®.
2. One Identity Manager components for managing BI analysis authorizations are available if the configuration parameter "TargetSystem\SAPR3\BWProfile" is set.
  - Check whether the configuration parameter is set in the Designer. Otherwise, set the configuration parameter and compile the database.
3. Create a synchronization project with the Synchronization Editor.

## Detailed information about this topic

- [Permissions for Synchronizing BI Analysis Authorizations](#) on page 8
- [Setting up a Synchronization Project for Synchronizing BI Analysis Authorizations](#) on page 9

## Permissions for Synchronizing BI Analysis Authorizations

The user requires exactly those permissions required for synchronizing with SAP® R/3® in order to synchronize BI analysis authorizations for accessing the target system. For more detailed information about the required authorizations, see the Dell One Identity Manager Administration Guide for Connecting to SAP® R/3®.



# Setting up a Synchronization Project for Synchronizing BI Analysis Authorizations

Create your own custom synchronization project for synchronizing BI analysis authorizations. A separate project template is required for this. Use Synchronization Editor to configure synchronization between the One Identity Manager database and SAP® R/3®. The following describes the steps for initial configuration of a synchronization project.

## *To set up a synchronization project for BI analysis authorizations*

1. Set up an initial synchronization project as described in the Dell One Identity Manager Administration Guide for Connecting to SAP® R/3®. The following anomalies apply:
  - Select the project template wizard the project template "SAP® R/3® BI analysis authorizations" on the **Select project template** page.
2. Configure and set a schedule to execute synchronization regularly.

**NOTE:** If not all clients in an SAP system are synchronized with the One Identity Manager database, assignments of BI analysis authorizations to user accounts may exist in the SAP® R/3® environment for which there are no BI user accounts in the One Identity Manager database. These assignments cannot be saved when BI analysis authorizations are synchronized. The SAP connector writes an appropriate message in the synchronization log.

## Detailed information about this topic

- Dell One Identity Manager Administration Guide for Connecting to SAP® R/3®
- Dell One Identity Manager Target System Synchronization Reference Guide

## Related Topics

- [Appendix: Default project template for the SAP R/3 Analysis Authorizations Add-on Module on page 22](#)
- [Managing BI Analysis Authorizations on page 10](#)

# Managing BI Analysis Authorizations

BI analysis authorizations are managed across clients. By assigning BI analysis authorizations to a user account, an SAP user obtains analysis authorizations in all clients which have an SAP user account with the same name. User accounts with BI analysis authorizations are mapped to separate BI user accounts in the One Identity Manager. All user accounts within the same system and with the same name, obtain BI analysis authorizations, which are assigned to this BI user account. If the user accounts are linked to one employee, BI analysis authorizations can be requested through the IT Shop or by assignment to business roles or organizations which are inherited by BI user accounts.

A calculation task is queued in the DBQueue Processor to create BI user accounts. The task is queued when the SAP R/3 Analysis Authorizations Add-on Module is installed or as soon as an SAP user account is added to the One Identity Manager database or deleted or an SAP user account is linked to an employee.

**NOTE:** If not all clients in an SAP system are synchronized with the One Identity Manager database, assignments of BI analysis authorizations to user accounts may exist in the SAP® R/3® environment for which there are no BI user accounts in the One Identity Manager database. These assignments cannot be saved when BI analysis authorizations are synchronized. The SAP connector writes an appropriate message in the synchronization log.

In One Identity Manager, you can edit the following data through BI analysis authorizations:

- Assigned BI user accounts
- Usage in the IT Shop
- Risk Assessment
- Inheritance through roles and inheritance restrictions

## *To display master data for analysis authorizations*

1. Select the category | BI analysis authorizationsSAP® R/3®.
2. Select the BI analysis authorization in the result list. Select **Change master data** in the task view.
3. Enter the required data on the master data form.
4. Save the changes.

## *BI user accounts are displayed in the category <>\<BI user accounts>.*

1. Select the category SAP® R/3® | BI user accounts.
2. Select the BI user account in the result list. Select **Change master data** in the task view.  
This opens the master data form for the BI user account. You cannot edit the properties.

## Detailed information about this topic

- [General Master Data for a BI User Account](#) on page 18
- [General Master Data for BI Analysis Authorizations](#) on page 11

# General Master Data for BI Analysis Authorizations

Table 2: Configuration Parameters for Risk Assessment of BI User Accounts

Configuration parameter	Active Meaning
QER\CalculateRiskIndex	Preprocessor relevant configuration parameter controlling system components for calculating an employee's risk index. Changes to the parameter require recompiling the database.  If the parameter is set, values can be entered and calculated for the risk index.

The following data is displayed for a BI analysis authorization.

Table 3: BI Analysis Authorization Master Data

Property	Description
SAP BI analysis authorization	Name of the BI analysis authorization.
Canonical name	Canonical name of the BI analysis authorization. The canonical name is mapped through the SAP connector.
Distinguished name	Distinguished name of the BI analysis authorization. The distinguished name is found using a template.
System	Unique name for the system valid for the BI analysis authorization.
Service item	Service item data for requesting the BI analysis authorization through the IT Shop. For more detailed information, see the Dell One Identity Manager IT Shop Administration Guide.
Risk index	Value for evaluating the risk of assigning the BI analysis authorization to BI user accounts. Enter a value between 0 and 1. This property is only visible if the configuration parameter "QER\CalculateRiskIndex" is set.  For more detailed information, see the .Dell One Identity Manager Risk Assessment Administration Guide
Description (short)	Short description of the BI analysis authorization.
Description	Description of the BI analysis authorization.
Description (long)	Long description of the BI analysis authorization.

Property	Description
IT Shop	<p>Specifies whether the BI analysis authorization can be requested through the IT Shop. These user account resources can be requested by the employees through the Web Portal and distributed with a defined approval process. The BI analysis authorization can still be assigned directly to employees and hierarchical roles.</p> <p>For more detailed information, see the Dell One Identity Manager IT Shop Administration Guide.</p>
Only for use in IT Shop	<p>Specifies whether the BI analysis authorization can only be requested through the IT Shop. The BI analysis authorization can be requested by your staff employees through the Web Portal and distributed with a defined approval process. The BI analysis authorization may not assigned directly to hierarchical roles.</p> <p>For more detailed information, see the Dell One Identity Manager IT Shop Administration Guide.</p>

## Assigning BI analysis authorization directly to BI User Accounts

BI analysis authorizations can be directly and indirectly assigned to BI user accounts. In the case of indirect assignment employees and BI analysis authorizations are arranged in hierarchical roles. The number of BI analysis authorizations assigned to an employee is calculated from the position in the hierarchy and the direction of inheritance. If this employee owns an SAP user account and is in the same SAP system as a BI user account with the same name, the BI user account obtains the BI analysis authorizations.

Prerequisites for indirect assignment to BI user accounts are:

- Employee and BI analysis authorization assignment is permitted for role classes (department, cost center, location or business roles). For detailed information about preparing hierarchical roles for indirect assignment, see the Dell One Identity Manager Identity Management Base Module Administration Guide.
- SAP user accounts are labeled with the option **Groups can be inherited**. For detailed information about user account master data, see the Dell One Identity Manager Administration Guide for Connecting to SAP® R/3®.
- SAP user accounts and BI analysis authorizations belong to the same system.
- Employees have an SAP user account in this system with the same name as the BI user account (`SAPUser.Accnt = SAPBWUser.Accnt`).

Furthermore, structural profiles can be assigned to employees through IT Shop requests. Add employees to a shop as customers so that structural profiles can be assigned through IT Shop requests. All structural profiles assigned to this shop can be requested by the customers. Requested structural profiles are assigned to the employees after approval is granted.

### Detailed information about this topic

- [Assigning BI Analysis Authorizations to Organizations](#) on page 13
- [Assigning BI Analysis Authorizations to Business Roles](#) on page 14
- [Assigning BI User Accounts directly to BI Analysis Authorization](#) on page 15

- [Assigning BI Analysis Authorizations to System Roles on page 15](#)
- [Adding BI Analysis Authorizations to the IT Shop on page 16](#)

## Assigning BI Analysis Authorizations to Organizations

Assign BI analysis authorizations to departments, cost centers and locations in order to assign user accounts to them through these organizations.

### *To assign a BI analysis authorizations to departments, cost centers or locations (non role-based login)*

1. Select the category | BI analysis authorizationsSAP® R/3®.
2. Select the BI analysis authorization in the result list.
3. Select **Assign organizations**.
4. Assign organizations in **Add assignments**.
  - OR -
  - Remove the organizations in **Remove assignments**.
    - Assign departments on the **Departments** tab.
    - Assign locations on the **Locations** tab.
    - Assign cost centers on the **Cost center** tab.
5. Save the changes.

### *To assign BI analysis authorizations to a department, cost center or location (role-based login)*

1. Select the category **Organizations | Departments**.  
The view- OR -  
Select the category **Organizations | Cost centers**.  
The view- OR -  
Select the category **Organizations | Locations**.
2. Select the department, cost center or location in the result list.
3. Select **Assign BI analysis authorizations** in the task view.
4. Assign BI analysis authorizations in **Add assignments**.
  - OR -
  - Remove BI analysis authorizations in **Remove assignments**.
5. Save the changes.

### Related Topics

- [One Identity Manager Users for Administrating BI Analysis Authorizations on page 5](#)
- [Assigning BI Analysis Authorizations to Business Roles on page 14](#)
- [Assigning BI User Accounts directly to BI Analysis Authorization on page 15](#)

- [Assigning BI Analysis Authorizations to System Roles on page 15](#)
- [Adding BI Analysis Authorizations to the IT Shop on page 16](#)

## Assigning BI Analysis Authorizations to Business Roles

Installed Module: Business Roles Module

You assign BI analysis authorizations to business roles in order to assign them to user accounts through business roles.

### *To assign a BI analysis authorization to business roles (non role-based login)*

1. Select the category | **BI analysis authorizations** SAP® R/3®.
2. Select the BI analysis authorization in the result list.
3. Select **Assign business roles** in the task view.
4. Assign business roles in **Add assignments**.  
- OR -  
Remove business roles from **Remove assignments**.
5. Save the changes.

### *To assign BI analysis authorizations to a business role (role-based login)*

1. Select the category **Business roles** | **<Role class>**.
2. Select the business role in the result list.
3. Select **Assign BI analysis authorizations** in the task view.
4. Assign BI analysis authorizations in **Add assignments**.  
- OR -  
Remove BI analysis authorizations in **Remove assignments**.
5. Save the changes.

### Related Topics

- [One Identity Manager Users for Administrating BI Analysis Authorizations on page 5](#)
- [Assigning BI Analysis Authorizations to Organizations on page 13](#)
- [Assigning BI User Accounts directly to BI Analysis Authorization on page 15](#)
- [Adding BI Analysis Authorizations to the IT Shop on page 16](#)
- [Assigning BI Analysis Authorizations to System Roles on page 15](#)

# Assigning BI User Accounts directly to BI Analysis Authorization

To react quickly to special requests, you can assign BI analysis authorizations directly to user accounts.

## *To assign a BI analysis authorization directly to BI user accounts*

1. Select the category | BI analysis authorizationsSAP® R/3®.
2. Select the BI analysis authorization in the result list.
3. Select **Assign BI analysis authorizations** in the task view.
4. Assign the BI user accounts in **Add assignments**.  
- OR -  
Remove BI user accounts in **Remove assignments**.
5. Save the changes.

## Related Topics

- [Assigning BI Analysis Authorizations to Organizations on page 13](#)
- [Assigning BI Analysis Authorizations to Business Roles on page 14](#)
- [Assigning BI Analysis Authorizations to System Roles on page 15](#)
- [Adding BI Analysis Authorizations to the IT Shop on page 16](#)

# Assigning BI Analysis Authorizations to System Roles

Installed Module: System Roles Module

You can add BI analysis authorizations to different system roles. Assign the system roles to employees. If these employees own SAP user accounts and there are BI user accounts with the same name in the same SAP system, the BI user accounts obtain the BI analysis authorizations.

System roles that exclusively contain SAP groups, roles, structural profiles or BI analysis authorizations can be labeled with the system role type "SAP product". BI analysis authorizations can also be added to system roles that are not SAP products.

① **NOTE:** BI analysis authorizations with the option **Only use in IT Shop** set, can only be assigned to system roles that also have this option set.

## *To assign BI analysis authorizations to system roles*

1. Select the category | BI analysis authorizationsSAP® R/3®.
2. Select the BI analysis authorization in the result list.
3. Select **Assign system roles in the task view**.

4. Assign system roles in **Add assignments**.  
- OR -  
Remove system roles from **Remove assignments**.
5. Save the changes.

#### *To assign BI analysis authorizations to an SAP product*

1. Select the category **SAP® R/3® | Products**.
2. Select the SAP product in the result list.
3. Select **Assign BI analysis authorizations** in the task view.
4. Assign BI analysis authorizations in **Add assignments**.  
- OR -  
Remove BI analysis authorizations in **Remove assignments**.
5. Save the changes.

#### **Detailed information about this topic**

For detailed information about SAP products, see the Dell One Identity Manager Administration Guide for Connecting to SAP® R/3®. For more detailed information about system roles, see the Dell One Identity Manager System Roles Administration Guide.

#### **Related Topics**

- [Assigning BI Analysis Authorizations to Organizations on page 13](#)
- [Assigning BI Analysis Authorizations to Business Roles on page 14](#)
- [Assigning BI User Accounts directly to BI Analysis Authorization on page 15](#)
- [Adding BI Analysis Authorizations to the IT Shop on page 16](#)

## **Adding BI Analysis Authorizations to the IT Shop**

Once a BI analysis authorization has been assigned to an IT Shop shelf, it can be requested by the shop customers. To ensure it can be requested, further prerequisites need to be guaranteed.

- The BI analysis authorization must be labeled with the option **IT Shop**.
- The BI analysis authorization must be assigned to a service item.
- The BI analysis authorization must be labeled with the option **Only use in IT Shop** if the BI analysis authorization can only be assigned to employees through IT Shop requests. Direct assignment to hierarchical roles may not be possible.

**NOTE:** IT Shop administrators can assign BI analysis authorizations to IT Shop shelves in the case of role-based login. Target system administrators are not authorized to add BI analysis authorization in the IT Shop.



### ***To add a BI analysis authorization to the IT Shop***

1. Select the category **SAP® R/3® | BI analysis authorizations** (non role-based login)  
- OR -  
Select the category **Entitlements | SAP BI analysis authorizations** (role-based login)  
.
2. Select the BI analysis authorization in the result list.
3. Select **Add to IT Shop** in the task view.
4. Assign the BI analysis authorization to the IT Shop shelves in **Add assignments**.
5. Save the changes.

### ***To remove a BI analysis authorization from individual IT Shop shelves.***

1. Select the category **SAP® R/3® | BI analysis authorizations** (non role-based login)  
- OR -  
Select the category **Entitlements | SAP BI analysis authorizations** (role-based login)  
.
2. Select the BI analysis authorization in the result list.
3. Select **Add to IT Shop** in the task view.
4. Remove the BI analysis authorization from the IT Shop shelves in **Remove assignments**.
5. Save the changes.

### ***To remove a BI analysis authorization from all IT Shop shelves.***

1. Select the category **SAP® R/3® | BI analysis authorizations** (non role-based login)  
- OR -  
Select the category **Entitlements | SAP BI analysis authorizations** (role-based login)  
.
2. Select the BI analysis authorization in the result list.
3. Select **Remove from all shelves (IT Shop)** in the task view.
4. Confirm the security prompt with **Yes**.
5. Click **OK**.

This removes the BI analysis authorization from all One Identity Manager Service shelves. All requests and assignment requests with this BI analysis authorization are canceled in the process.

For more detailed information about request from company resources through the IT Shop, see the Dell One Identity Manager IT Shop Administration Guide.

### **Related Topics**

- [Assigning BI Analysis Authorizations to Organizations](#) on page 13
- [Assigning BI Analysis Authorizations to Business Roles](#) on page 14
- [Assigning BI User Accounts directly to BI Analysis Authorization](#) on page 15

- [Assigning BI Analysis Authorizations to System Roles](#) on page 15
- [One Identity Manager Users for Administrating BI Analysis Authorizations](#) on page 5

## Additional Tasks for BI Analysis Authorizations

After you have entered the master data, you can apply different tasks to it. The task view contains different forms with which you can run the following tasks.

### Overview of a BI Analysis Authorization

You can view the most important data about a BI analysis authorization on the overview formula.

*To obtain an overview of BI analysis authorizations*

1. Select the category | BI analysis authorizationsSAP® R/3®.
2. Select the BI analysis authorization in the result list.
3. Select **SAP BI analysis authorization overview** in the task view.

## General Master Data for a BI User Account

**Table 4: Configuration Parameters for Risk Assessment of BI User Accounts**

Configuration parameter	Active Meaning
QER\CalculateRiskIndex	Preprocessor relevant configuration parameter controlling system components for calculating an employee's risk index. Changes to the parameter require recompiling the database.  If the parameter is set, values can be entered and calculated for the risk index.

You can view the following data for BI user accounts.

**Table 5: BI User Account Master Data**

Property	Description
User account	BI user account identifier.  All SAP user accounts with the same identifier automatically obtain the BI analysis authorizations, which are assigned to this BI user account if they belong to the this client's system.

Property	Description
System	Unique system ID.
Canonical name	The BI user account's canonical name. The canonical name is mapped through the SAP connector.
Distinguished name	Distinguished name of the BI account. The distinguished name is found using a template.
Risk index (calculated)	Maximum risk index values for all assigned BI analysis authorizations. This property is only visible if the configuration parameter "QER\CalculateRiskIndex" is set. For more detailed information, see the .Dell One Identity Manager Risk Assessment Administration Guide
User Account exists	Specifies whether an SAP user account with the name as this BI user account exists in at least one client of the given system ( <code>SAPUserAcct equals SAPB_WUser-Acct</code> ).

## Additional Tasks for BI User Accounts

After you have entered the master data, you can apply different tasks to it. The task view contains different forms with which you can run the following tasks.

### Overview of a BI User Account

You can view the most important information about a BI user account on the overview form. You see which SAP user accounts and employees can access to the assigned BI analysis authorizations.

#### *To obtain an overview of an BI user account*

1. Select the category **SAP® R/3® | BI user accounts**.
2. Select the BI user account in the result list.
3. Select **SAP BI user account overview** in the task view.

## Assigning BI Analysis Authorizations directly to a BI User Account

BI analysis authorizations can be assigned directly or indirectly to a user account. Indirect assignment is carried out by allocating the employee and BI analysis authorizations in hierarchical roles, like departments, cost centers, locations or business roles.

To react quickly to special requests, you can assign BI analysis authorizations directly to the BI user account. You can only assign BI analysis authorizations that belong to the same system as the selected BI user account.

#### *To assign BI analysis authorizations directly to BI user accounts*

1. Select the category **SAP® R/3® | BI user accounts**.
2. Select the BI user account in the result list.
3. Select **Assign BI analysis authorizations** in the task view.

4. Assign BI analysis authorizations in **Add assignments**.  
- OR -  
Remove **BI analysis authorizations** in Remove assignments.
5. Save the changes.

### Related Topics

- [Assigning BI analysis authorization directly to BI User Accounts on page 12](#)

# Appendix: Configuration Parameters for the SAP R/3 Analysis Authorizations Add-on Module

The following configuration parameters are additionally available in One Identity Manager after the module has been installed.

**Table 6: Configuration Parameters for the Module**

Configuration parameter	Description
TargetSystem\SAPR3\HRProfile	Preprocessor relevant configuration parameter for controlling module components for managing BI analysis authorizations in SAP R/3. If the parameter is set, BI analysis authorizations can be managed by One Identity Manager. Changes to the parameter require recompiling the database.

# Appendix: Default project template for the SAP R/3 Analysis Authorizations Add-on Module

A default project template ensures that all required information is added in the One Identity Manager. This includes mappings, workflows and the synchronization base object. If you do not use a default project template you must declare the synchronization base object in One Identity Manager yourself.

Use a default project template for initially setting up the synchronization project. For custom implementations, you can extend the synchronization project with the .Synchronization Editor

The template uses mappings for the following schema types.

**Table 7: Mapping SAP® R/3® schema types to tables in the One Identity Manager schema.**

Schema Type in the Target System	Table in the One Identity Manager schema
SAPBWP	SAPBWP
BWUserInBWP	SAPBWUserInSAPBWP

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## Contacting Dell

For sales or other inquiries, visit <http://quest.com/company/contact-us.aspx> or call +1 949 754-8000.

## Technical support resources

Technical support is available to customers who have purchased Dell software with a valid maintenance contract and to customers who have trial versions. To access the Support Portal, go to <https://support.quest.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. In addition, the Support Portal provides direct access to product support engineers through an online Service Request system.

The Support Portal enables you to:

- Create, update, and manage Service Requests (cases)
- View Knowledge Base articles
- Obtain product notifications
- Download software. For trial software, go to <http://quest.com/trials>.
- View how-to videos
- Engage in community discussions
- Chat with a support engineer

## R

risk index

BI analysis authorization 11

BI user account 18

## S

SAP user account 4

synchronization

configure 9

permissions 8

start 9

synchronization project

create 9

synchronization project

create 9

## A

assign business role 14

assign cost center 13

assign department 13

assign location 13

## B

BI analysis authorization 4

about IT Shop requests 11, 16

assign BI user account 15

assign system role 15

inheriting through system roles 15

overview 18

set up 11

synchronization object type 11

BI user account 4

assign BI analysis authorizations 19

overview 19

set up 18

## I

inheritance

prerequisites 12

## O

overview form

BI analysis authorization 18

BI user account 19