

SAP-SAP Account will expire in X days, Please contact your Manager

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Title

SAP – SAP Account will expire in X days, Please contact your Manager

Purpose:

Follow this procedure when a user reports a message stating, SAP Account will expire in X days, Please contact your Manager. This occurs with current or former temp employees where their SAP access to set to three month intervals.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident.

4.

Advise the user to have their manager contact the Identity Access Management team.

5.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Access Modification

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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