

# Leveraging Analytics to Uncover and Correct Firefighter Issues

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**SAP**insider



## In This Session

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In this presentation, we'll explore emergency elevated access in SAP systems, focusing on GRC Firefighter as a secure solution for exceptional situations. We'll discuss using GRC data to optimize your emergency access strategy, identify Firefighter activity drivers, and address business processes to reduce usage and impacts. We'll also cover a real-life example of overcoming challenges in emergency access process and design. Through understanding well-defined processes, leveraging the right tools, and learning from practical experiences, you'll gain insights to enhance your emergency access process and achieve an efficient & effective operating model.



# What We'll Cover

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- Set: Guidrails for Effective Firefighter Process
- Discover: Leveraging Your GRC Data
- See: Example Process Improvements to Lower Reliance on Firefighter
- Establish & Maintain: A leading Practice Firefighter Design
- Wrap-Up: Key Takeaways & Q&A



# Setting Guidrails for Effective Firefighter Usage

Identify Key Stakeholders

Governance Requirements

- Understand your environment
- FF strategy / Alignment with Reviewers
- Usage
- Debug / OS / DB Log Usage
- Internal/External Audit
- Other Pain points

Current State Assessment

Plan & Timeline for Change

Strategize for Long-term Compliance

# A Real Life Example

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We had activities pointed out by our auditors which raised questions about our FF control process.



- All reviews were completed timely by Owners
  - We had multiple FF Owners
  - Volume seemed high but reviewers were keeping up with the control
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- Our auditors performed procedures to look at usage and question how it was deemed appropriate
  - They found a few instances where the reviewer was not able to justify the approval
  - Based on their sample based testing they called into question the entire control for the year
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- We performed a lookback analysis to show all activity in the entire year
  - We re-trained reviewers on what to look for and how to perform their review
  - We uncovered several opportunities to strengthen our process while reducing the strain on reviewers
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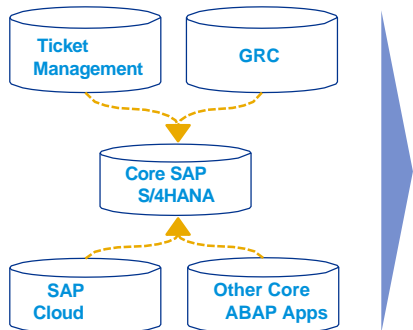


- Through the lookback we were able to isolate the issue to one user and prove the control worked for the rest of period
- We put together a plan to reduce usage and increase effectiveness of reviews
- We enacted the plan in the following fiscal year

# Understand how to leverage your GRC Data

Data is generated from multiple sources ranging from issue identification to fix deployment. You can proactively identify and remediate issues by leveraging data to answer the right questions.

Data is abundant and disparate...



Connect the dots



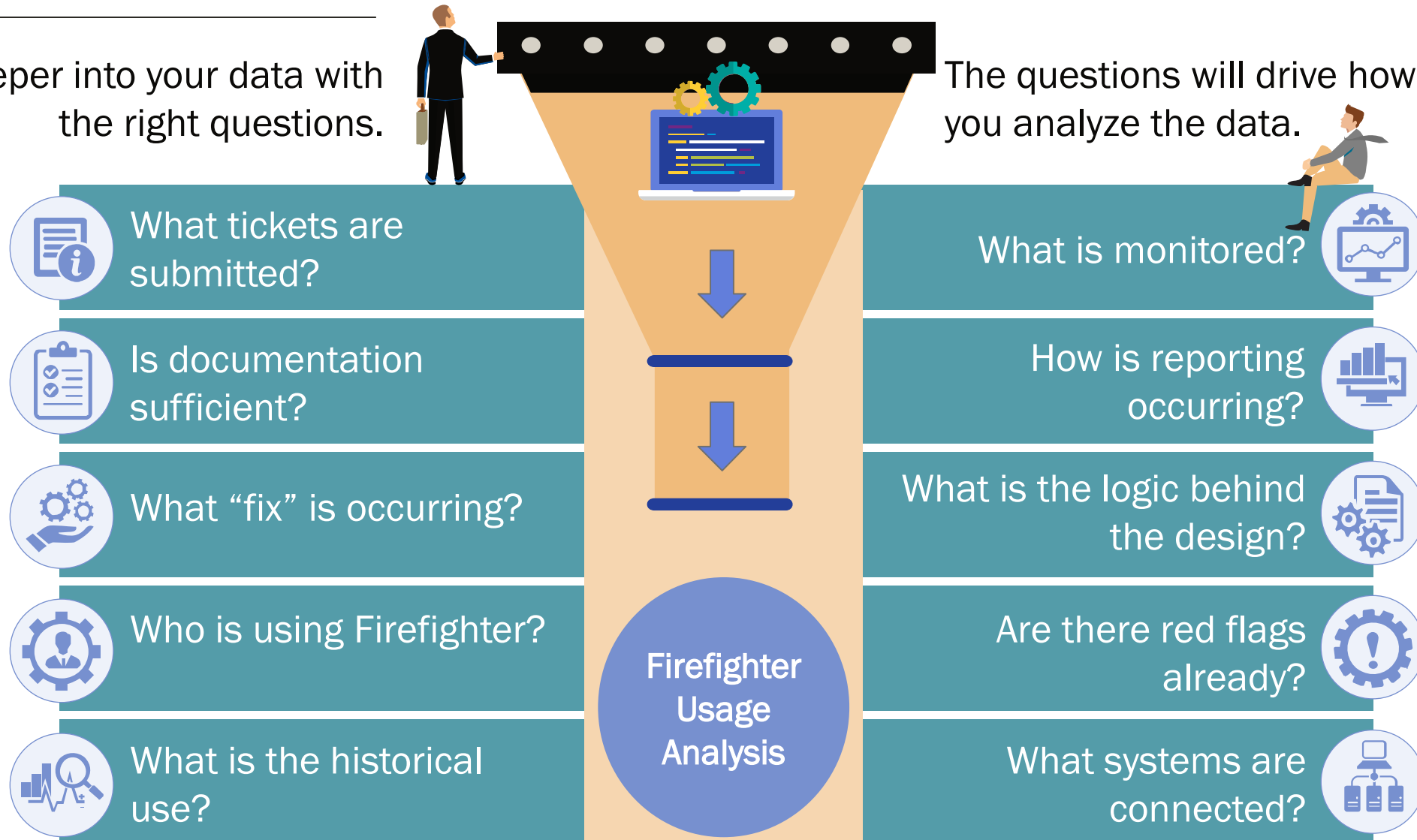
Enable your Analytics



# Analyzing the Data

Dig deeper into your data with the right questions.

The questions will drive how you analyze the data.





# View Data in a Dashboard

GRC gathers a large amount of data alongside SAP, and your ticketing systems. Dashboards can be pulled together to slice and dice data in consumable pages that can help understand the health of Firefighter, and how it is being used today.

These dashboards can then be taken forward to identify process inefficiencies.





# Example Dashboard: Summary Health Check



## SAP GRC Firefighter Emergency Access (EAM) Process Assessment

### KPI Landing Page

#### Execution Data

Title/Desc	Results Noted	
# of firefighter sessions executing business function	Exceptions noted.	●
# of tcodes executed	No exceptions noted.	●
% FF sessions with inappropriate usage	Exceptions noted.	●
Debug change available in FF IDs	Exceptions noted.	●
Debug change used by FFIDs	Exceptions noted.	●
Sensitive vs. non-sensitive transactions	Exceptions noted.	●
Tcodes and roles available vs. used in FF ID	No exceptions noted.	●
Transactions most executed	No exceptions noted.	●
Usage of FF tcodes vs. tcodes mentioned	Exceptions noted.	●

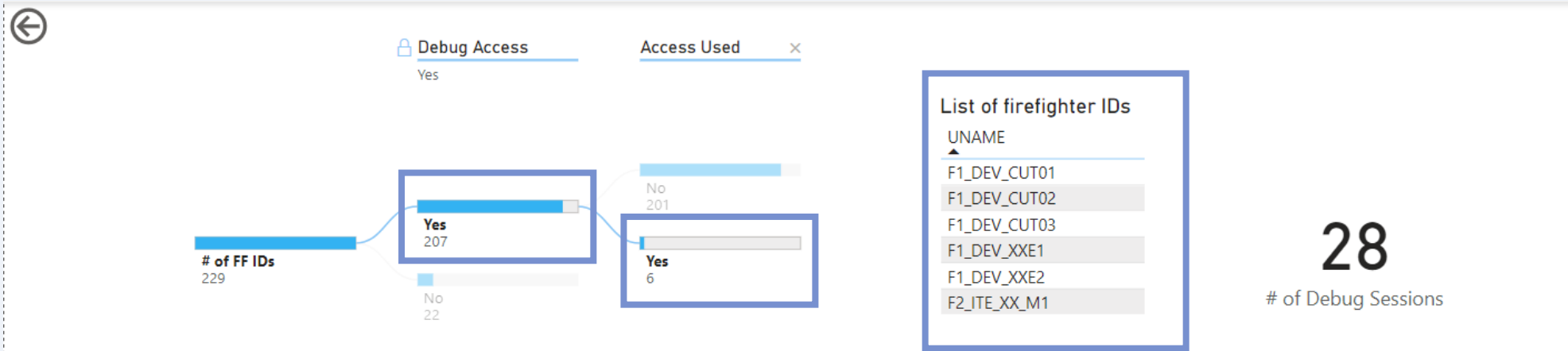
#### Request Data

Title/Desc	Results Noted	
# days to approve FF requests	No exceptions noted.	●
# firefighting requests per month	No exceptions noted.	●
# of FF requests by system	No exceptions noted.	●
# of FF requests by user	No exceptions noted.	●
Type of FF access requested	No exceptions noted.	●

#### Approval/Review Data

Title/Desc	Results Noted	
#/% of logs due past defined SLA	Exceptions noted.	●
Average time to review logs	No exceptions noted.	●
Back-to-back (excessively frequent) log approvals	Exceptions noted.	●
Controller assignments by business area	No exceptions noted.	●
EAM key config check	No exceptions noted.	●
Effort that could be saved by redesigning FF ID contents (in hrs)	Exceptions noted.	●
FF sessions with the same firefighter and owner/controller	No exceptions noted.	●

# Drilldown:

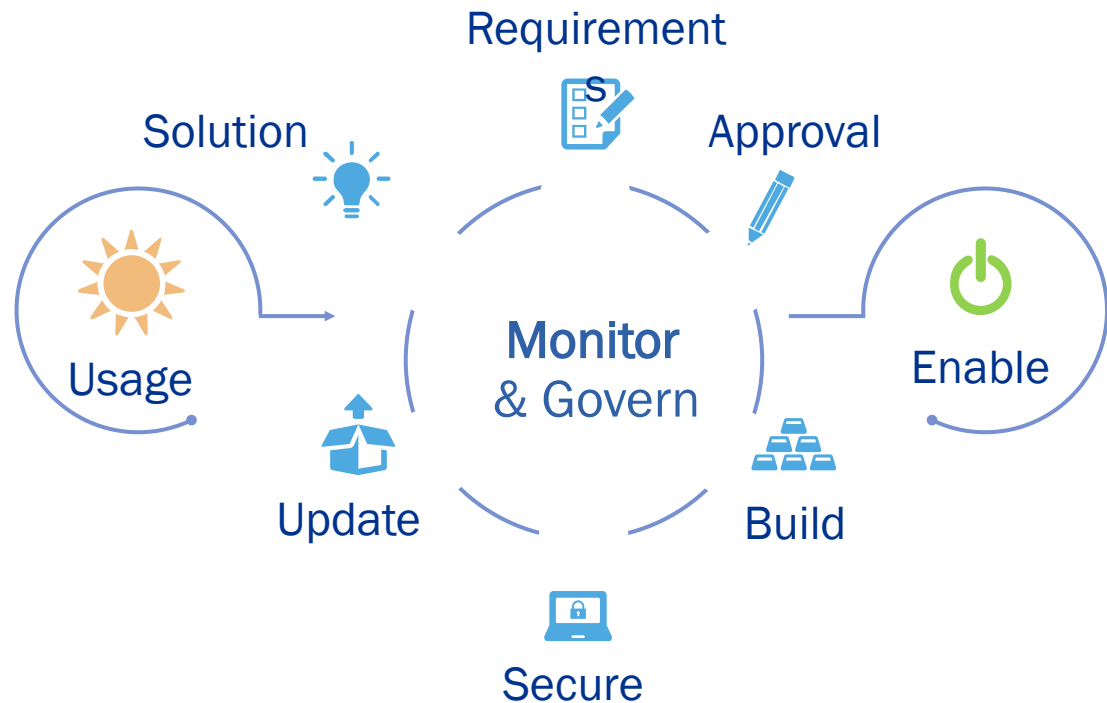


Details of the debug sessions

Firefighter ID	Target Connector	Action	Description	Role Containing Debug Access	Year	Quarter	Month	Day
F2_ITE_XX_M1	PB1CLNT100	SE16	A19 Field contents changed: CODE -> DELE	ZE:GS:M:FFAB:DEV_EXPRT_0000	2021	Qtr 2	May	14
F2_ITE_XX_M1	PB1CLNT100	SE16	A19 Field contents changed: CODE -> DELE	ZE:GS:M:FFAB:DEV_EXPRT_0000	2021	Qtr 4	October	19
F2_ITE_XX_M1	PB1CLNT100	SE16	A19 Field contents changed: CODE -> EDIT	ZE:GS:M:FFAB:DEV_EXPRT_0000	2021	Qtr 1	March	18
F2_ITE_XX_M1	PB1CLNT100	SE16	A19 Field contents changed: CODE -> EDIT	ZE:GS:M:FFAB:DEV_EXPRT_0000	2021	Qtr 1	March	20
F2_ITE_XX_M1	PB1CLNT100	SE16	A19 Field contents changed: CODE -> EDIT	ZE:GS:M:FFAB:DEV_EXPRT_0000	2021	Qtr 4	October	19
F2_ITE_XX_M1	PB1CLNT100	SE16	A19 Field contents changed: CODE -> INSR	ZE:GS:M:FFAB:DEV_EXPRT_0000	2021	Qtr 4	October	19
F1_DEV_CUT02	PE1CLNT100	BD87	A19 Field contents changed: INPUT_METHOD -> A	ZE:GS:M:FFAB:DEV_EXPRT_0000	2022	Qtr 1	January	28
F1_DEV_CUT03	PE1CLNT100	BD87	A19 Field contents changed: SEND_MESSAGE ->	ZE:GS:M:FFAB:DEV_EXPRT_0000	2022	Qtr 1	January	28
F1_DEV_XXE2	PE1CLNT100	CTE_	A19 Field contents changed: LV_INDEX -> 9	ZE:GS:M:FFAB:DEV_EXPRT_0000	2023	Qtr 2	April	21
F1_DEV_XXE2	PE1CLNT100	SE38	A19 Field contents changed: deleted line of table LIT_FINAL_WBS	ZE:GS:M:FFAB:DEV_EXPRT_0000	2021	Qtr 4	October	12
F1_DEV_XXE1	PE1CLNT100	SE38	A19 Field contents changed: GW_DATE-ZDATE -> 20200723	ZE:GS:M:FFAB:DEV_EXPRT_0000	2020	Qtr 4	November	10
F1_DEV_XXE1	PE1CLNT100	SE38	A19 Field contents changed: GW_DATE-ZDATE -> 20200723	ZE:GS:M:FFAB:DEV_EXPRT_0000	2020	Qtr 4	November	11
F1_DEV_XXE1	PE1CLNT100	SE38	A19 Field contents changed: GW_DATE-ZDATE -> 20200922	ZE:GS:M:FFAB:DEV_EXPRT_0000	2020	Qtr 4	October	27
F1_DEV_XXE1	PE1CLNT100	SE38	A19 Field contents changed: GW_DATE-ZDATE -> 20201022	ZE:GS:M:FFAB:DEV_EXPRT_0000	2020	Qtr 4	October	27

# Drive Process Improvements

Effective monitoring and governance of your firefighter process can identify, solution and drive incremental improvements.



# Activities to Avoid

When thinking through your strategy, it is imperative you understand key activities that should be avoided. These activities typically result in compliance findings and lead to increased inefficiencies.



## Provisioning

Security should follow a process



## Bus. Transact

Business should own their transactions



## Reporting

GRC is not a reporting tool



## Scheduling Jobs

Jobs can blow up logs and circumvent standard processing and monitoring



## Mass Change

GRC is not equipped to handle Mass changes and can result in critical application failure





# Train the End Users

Baseline strategy

Focused on Key Guidance Areas for Firefighter

Deliver Regularly



## *Business Alignment:*

- Align with the business on expectations of what your support function **should be** doing



## *End User Readiness:*

- Walk through the **Dos and Don'ts** of Firefighter



## *Technical solution:*

- **Delineate access between functions** and walk through each with your teams



## *Usage Governance:*

- Train administrators to perform **health checks** identifying areas of abnormal activity

Training and refreshing on Firefighter usage standards should **not be** a one time or reactionary event.

*Onboarding Training*



*Periodic Training*



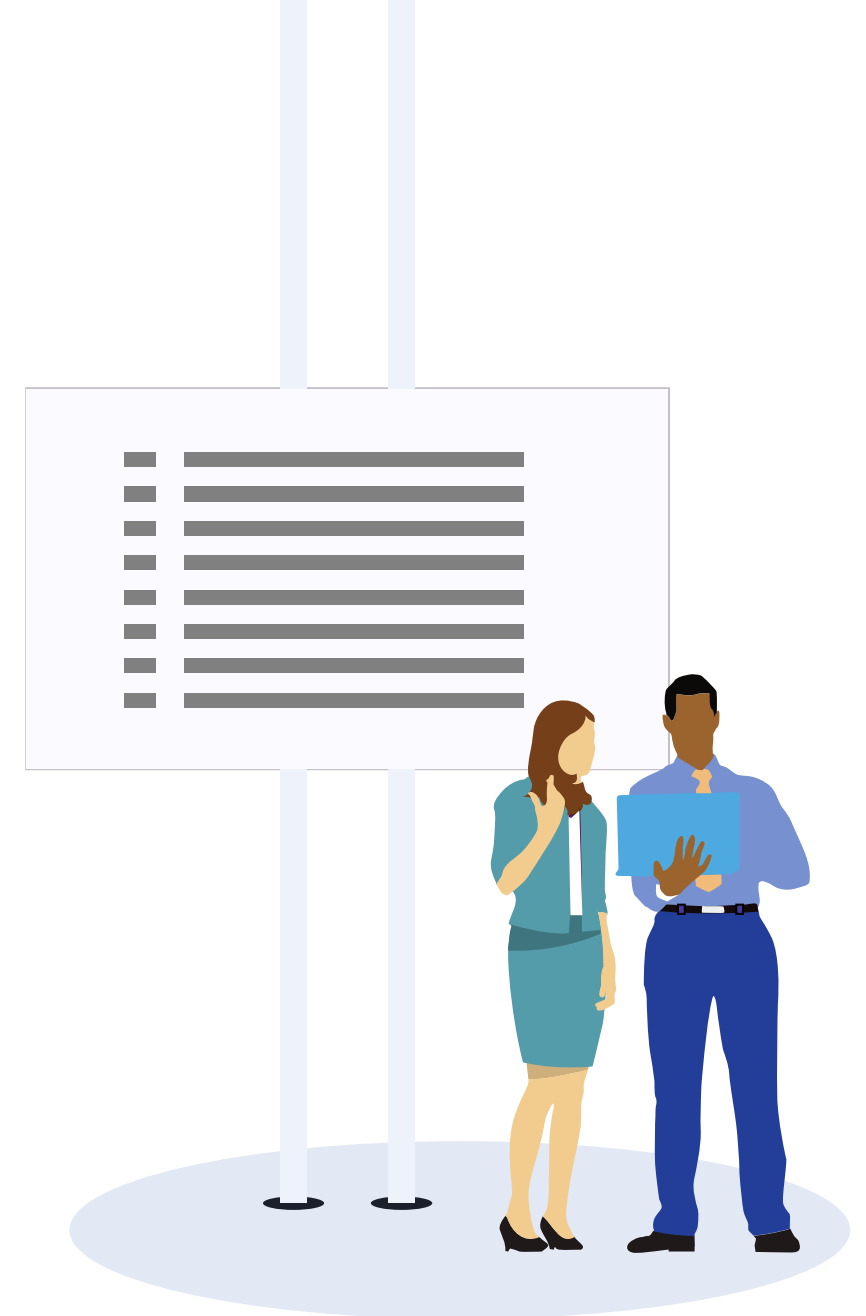
*Leverage Analytics*



# Lessons Learned

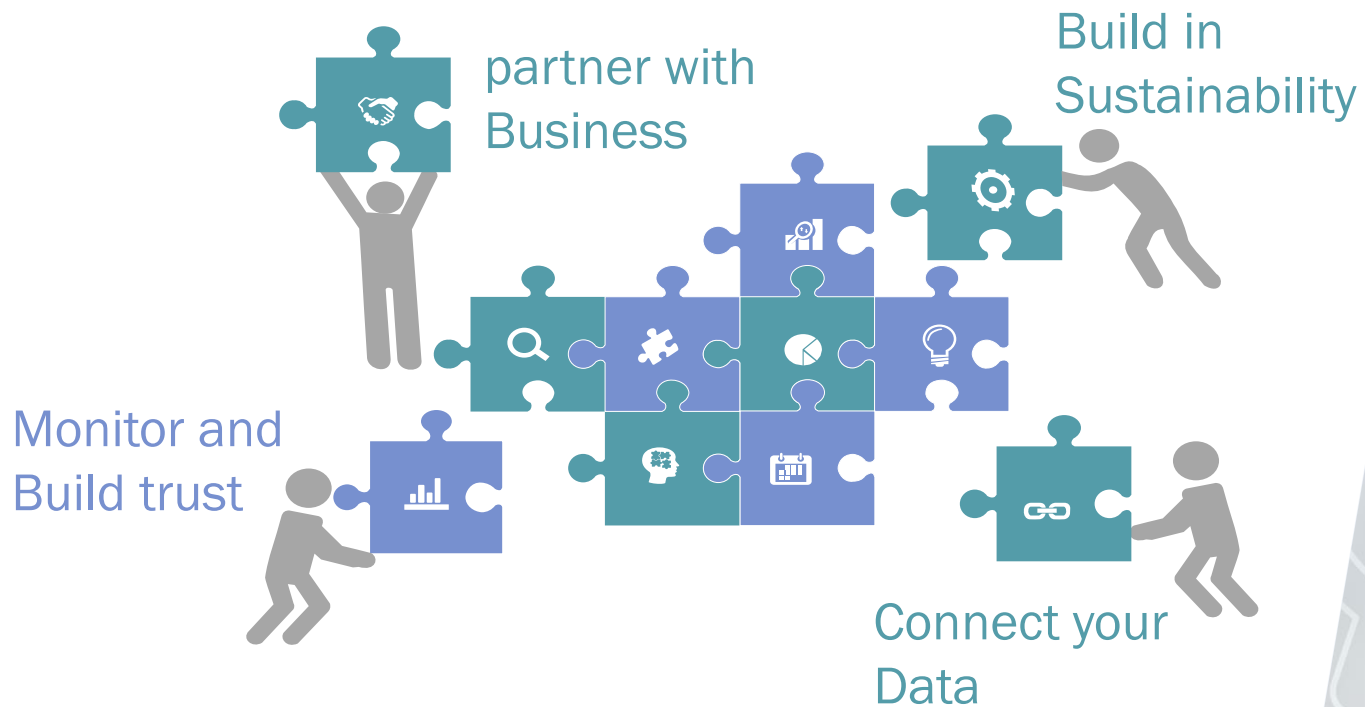
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- Firefighter is not just an IT issue; the business needs to be informed and involved
- Firefighter usage can be a valuable data point to identify process inefficiencies
- ‘Blind trust’ in the tool can lead to false assumptions and additional costly lookback analysis
- Compliance should not be just a one-time training, it should be part of every decision supporting your environments
- It is more effective, and less costly to be proactive instead of reactive in your elevated access compliance monitoring

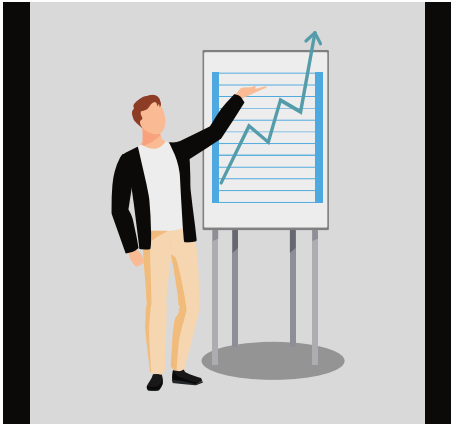


# Setup Firefighter Process

Effective monitoring and governance of your firefighter process can identify, solution and drive incremental improvements.



# Meet your compliance objectives



Meeting your compliance objectives doesn't need to be hard

- ✓ Setup a process
- ✓ Be targeted in activity
- ✓ Gather Feedback

## Success Criteria

- ✓ Monitored
- ✓ Controlled
- ✓ Ownership
- ✓ Continuous Improvement
- ✓ Informed Auditors

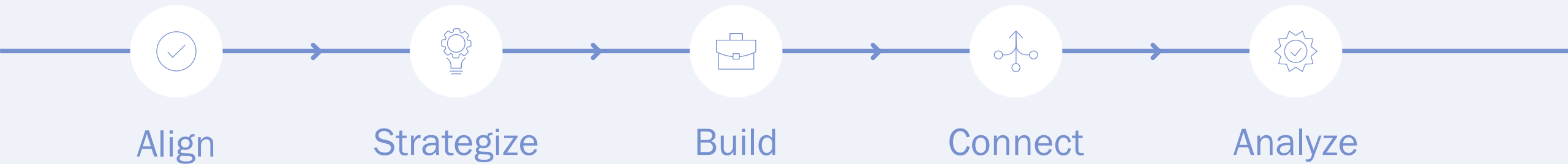
## Roadblocks to Overcome

- 1 Complex data issues and connectivity between systems
- 2 Identifying informed owners who can perform effective review
- 3 Business will push back when asking to perform their transactions
- 4 Lack of context will lead stakeholders to be resistive



# Wrap Up

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## Questions?

# Where to Find More Information

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[Mining transformation success \(kpmg.com\)](https://www.kpmg.com)

Learn more about KPMG's capabilities in ERP Analytics and Process mining

[Emergency Access Management \(EAM\) | SAP Help Portal](#)

SAP Help portal to review EAM documentation.

[SAP GRC 10.0/10.1/12.0 - Emergency Access Manageme... - SAP Community](#)

GRCwithRaghu, "SAP GRC 10.0/10.1/12.0 - Emergency Access Management - Make It Audit-Ready!" (GRC expert, May 2020).

[SAP Access Control - Useful Documents, Blogs, Reso... - SAP Community](#)

Listing of helpful documents, blogs, and resources for GRC

# Key Points to Take Home

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- Have a clear vision on how Firefighter should be used
- Don't underestimate the power of your data
- Improvements require partnership with business, not just IT
- Keep long term compliance goals in mind when making decisions
- Train your people to set them up for success

# Thank you! Any Questions?

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