



## 4. Authorisation Challenge

Collaboration Challenge: Who's Responsible for New Tasks in SAP S/4HANA?

## Too many cooks spoil the broth.

The introduction of the Fiori Launchpad brings new technical components and new responsibilities for their setup and maintenance. SAP documentation often refers vaguely to a single “SAP Administrator,” but especially in larger organisations, administrative tasks are distributed across multiple specialists and departments.

When new tasks emerge, they must be clearly identified and allocated to the appropriate teams. Otherwise, there is a risk they may be neglected or delayed.

The figure below illustrates a typical distribution of responsibilities for configuring the SAP Fiori Launchpad for end users in a large organisation. Clear coordination among all involved parties is essential to ensure a smooth SAP S/4HANA rollout and stable post-go-live operations.

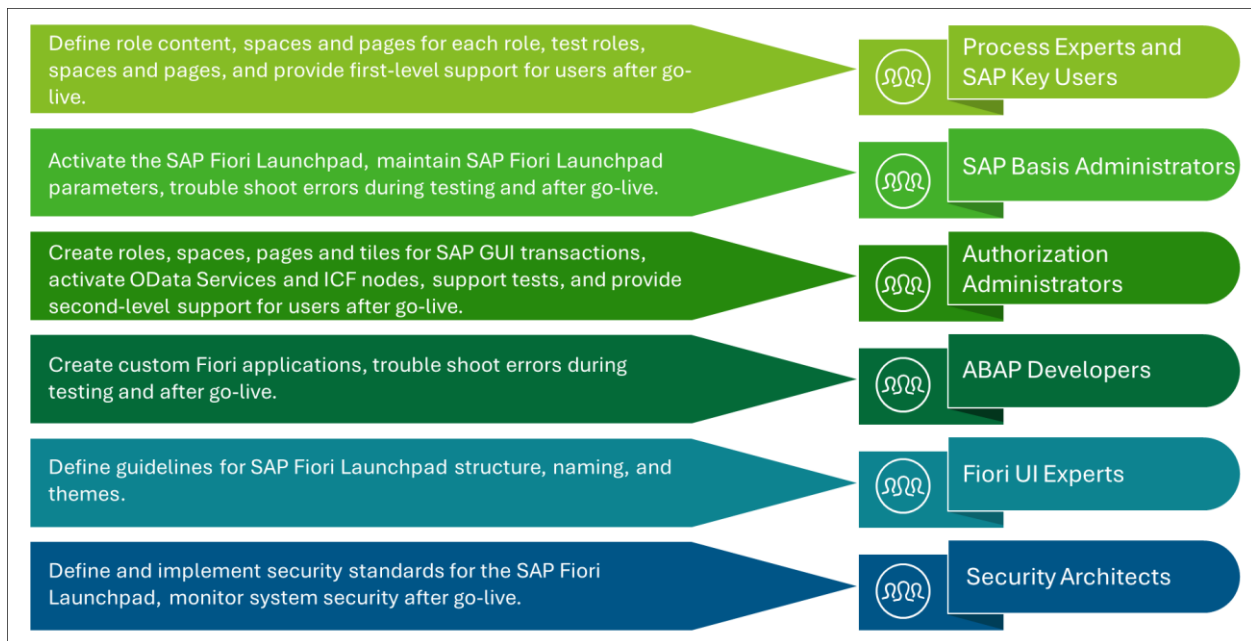


Figure 1: Distribution of responsibilities for configuring the SAP Fiori Launchpad

We will now describe the tasks shown in the figure above in more detail.

### Define Role Content, Spaces, and Pages

User departments often assume that managing SAP authorisations is solely the responsibility of the IT department and that SAP roles will be magically created, assigned to users, and function flawlessly from day one.

In reality, Authorisation Administrators require substantial input from business users to tailor roles, as well as SAP Fiori Launchpad spaces and pages, to business needs.

In many SAP S/4HANA implementations, identifying, appointing, and training SAP Key Users or Process Experts/Owners is a significant organisational challenge. The primary responsibility of the Key Users and

Process Experts/Owners is to define, document, and test business processes in SAP S/4HANA. The definition and testing of SAP roles are additional tasks that must be clearly communicated and

addressed with Key Users or Process Experts early in the project. Ultimately, Process Owners are accountable for their business processes and must sign off on test execution.

## Activate and Maintain SAP Fiori Launchpad

Setting up the SAP Fiori Launchpad is typically the responsibility of SAP Basis Administrators. However, the Fiori rapid activation process (see SAP note 2902673) includes steps related to role creation and activation. It is essential that SAP Basis Administrators and SAP Authorisation Administrators coordinate closely to determine who is responsible for which steps.

In addition, the definition and maintenance of Fiori Launchpad parameters can sometimes be overlooked. Some parameters directly affect Fiori entities managed by the Authorisation team, making clear ownership and collaboration even more important.

## Create Roles, Spaces, Pages, and Sections

Enabling users to launch Fiori apps and SAP GUI transactions from the Fiori Launchpad involves more steps than simply allowing access via the traditional SAP GUI. Additional tasks include creating spaces, pages, and sections, creating custom tiles for SAP GUI transactions, and activating OData services and ICF nodes.

In some organisations, all these tasks are handled by the same individuals – typically SAP Authorisation Administrators. However, in other cases, activating OData services and ICF nodes is the responsibility of SAP Basis Administrators or ABAP Developers. Therefore, effective coordination among these roles is crucial.

Additionally, the design and maintenance of Launchpad pages can be delegated to user departments. Authorisations for page maintenance can be managed using a smart naming convention for page IDs and by assigning dedicated PFCG roles to specific departments.

## Create Custom Fiori Applications

When preparing specifications for a custom Fiori application, the user department must always indicate which business role and which Launchpad page, within the business role's Space, the application should be added to.

A common project issue arises when ABAP Developers complete a new Fiori application and attempt to hand it over for user acceptance testing – only to discover that users cannot access it because it has not been assigned to any user role.

These situations often cause unnecessary delays and frustration, but they can be easily avoided if the authorisation requirements are included in the specification and Authorisation Administrators are informed and assigned their tasks in a timely manner.

In addition, support from ABAP Developers may be required for standard Fiori applications – particularly when errors occur, and an SAP support ticket needs to be created or an SAP Note installed.

## Define Guidelines for SAP Fiori Launchpad

Authorisation roles have a direct impact on the user interface – a topic explored in detail in [Authorisation Roles Define the User Interface in SAP S/4HANA](#). SAP Key Users and Process Experts/Owners often define their roles, spaces, and pages independently. However, a shared set of

guidelines is essential to ensure a consistent user experience across the SAP Fiori Launchpad, especially when users access spaces maintained by different departments.

For example, a typical end user may have one space from HR for timesheets and other HR-related applications, and another from Purchasing for creating and approving purchase requisitions. Someone within the project or organisation must take ownership and establish governance for the Fiori user interface in SAP S/4HANA.

Additionally, SAP allows organisations to create custom themes for the Fiori Launchpad that include their corporate logo and brand colours. In such cases, the Marketing or Corporate Identity department should be involved, and appropriate technical stakeholders – such as ABAP Developers or SAP Basis Administrators – must be appointed to carry out the implementation.

## Define and Implement Security Standards for the SAP Fiori Launchpad

Security standards are critically important for the SAP Fiori Launchpad, as it serves as the central access point for users working with SAP applications and data – often including highly sensitive information such as personal and financial data.

Ensuring that the right users have the right access to the right applications and data is essential, but it represents just one component of a comprehensive SAP Launchpad security strategy.

Additional key measures for securing the SAP Fiori Launchpad include:

- Network and communication security (e.g., data encryption)
- User authentication (single sign-on (SSO), multi-factor authentication)
- User identity and access management
- Implementation of a Content Security Policy (CSP)
- Protection against Cross-Site Request Forgery (CSRF)
- Enforcement of HTTPS for all Fiori apps
- System patching
- And many other controls

The responsibility for protecting the Fiori Launchpad from both internal and external threats typically lies with Security Architects or SAP Basis Administrators.

## Clarify Responsibilities Early and Plan for Ongoing Support

It is essential to define roles and responsibilities early in the project lifecycle. Equally important is establishing clear accountability for support activities after go-live. The support team must be trained to distinguish between authorisation issues, Fiori gateway problems, service failures, UI design flaws, and other Fiori-related incidents.

End users often report any Fiori-related malfunction directly to Authorisation Experts, assuming the problem is access-related simply because the application does not launch. This highlights the need for structured support processes and clear communication.

In smaller organisations, Authorisation Administrators may be responsible for many of the tasks outlined above. In such cases, it is important to communicate to management that the workload for Authorisation Administrators in SAP S/4HANA is significantly greater than in SAP ECC. Additional resources may be needed for role creation during the project phase and for ongoing role maintenance after go-live.

## How Deloitte Can Help

Deloitte is always ready to support clients with on-site, near-shore, and offshore consultants who bring extensive knowledge and experience from multiple SAP S/4HANA implementations and support engagements. Our consultants have access to a broad network of SAP experts who can resolve even the most complex Fiori challenges.

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