

Energinet, Fredericia, Denmark

Improved Cyber Security and Compliance with Accelerated Data-Driven Role Re-Design

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Kay Asmussen, Head of Department, Energinet

Challenges

- Migrating from SAP ECC to S4/HANA, Energinet needed to revisit and redefine role authorization for its 1,800 end users
- While cyber security is often focused on external threats, loose role design opens an organization to authorization misuse and fraud
- Traditional role design/re-design is very time- and resource-consuming and involves manual processes that can lead to human errors as well as risking disruption in daily operations
- Without up-to-date authorization designs, continuous role maintenance is much harder and prone to errors due to non-transparent content

Benefits

- GDPR compliance in relation to proper data authorization
- Internal cyber security improved due to role design and authentication processes
- 1,800 internal and external users now have authorization and user privileges that support the daily business processes and help prevent potential fraud and human errors

Solution(s)

- Using Xiting Authorization Management Suite (XAMS) from Xiting, itelligence has helped define, test, and implement new roles that boost cyber security and compliance in Energinet

Why itelligence?

- As a public company, Energinet is obligated to put out a tender for larger projects. As part of market research, itelligence was invited to bid on the tender
- Providing the best combination of quality and price out of all the bidding companies meant that itelligence was selected to lead the role re-design
- Using XAMS by Xiting, itelligence provided a service that could both reduce the project duration and cost, compared to a manual re-design approach



XAMS

By Xiting

1,800

Users

Increasing Process Compliance and Cyber Security

While cyber security has historically been focused mostly on external threats, organizations are becoming increasingly aware of the potential threats that come from the inside. In recent years, high-profile fraud scandals and systematic user violations have shifted the focus to include internal cyber security in central systems like major SAP solutions, where many companies keep their most important data.

At Energinet, a public Danish company responsible for maintaining and building the gas and the electric grid in Denmark, SAP is absolutely a central system. With approximately 1,800 users – 1,350 internal and 450 external – the SAP ERP system spans a wide area of functions: finance, controlling, asset management, project management and procurement modules – and much more. Starting their migration from SAP ECC to SAP S4/HANA four years ago, Energinet needed to revisit and redefine the roles and authorization for its SAP users. This started a public tender in 2020 that itelligence won based on a mix of quality, solution, and price.

Going from Good to Great

Energinet has always worked with role design and user authorizations. However, the migration to SAP S4/HANA provided an opportunity to update processes and ensure roles that are safe and future-ready.

“Our SAP solution is the heart of our operations. As it spans many functions and areas, it is crucial that we control who has access to what. A lot of money flows through a big SAP solution like ours so process compliance is a priority. With our new setup, roles have been simplified and categorized as job roles, making it easier for users to apply for their right roles in the first place. The roles are now much more stringent and we can adjust more easily as our organization and needs continue to change,” says Kay Asmussen, Head of Department at Energinet.

Three Crucial Steps to Role Re-Design

Experience shows that there are three major challenges when engaging in a role re-design.

- Defining the number of necessary roles and the specific content needed
- Ensuring sufficient and effective testing that covers all aspects of the daily processes
- Reducing the risk of disruption to daily operations when going live with the re-designed roles

By using Xiting Authorization Management Suite (XAMS) by Xiting, itelligence consultants have introduced a data-driven approach that helped accelerate the re-design and reduced the complexity of the classical challenges. At the same time, the approach reduced the reliance on internal business resources.

“I have been very impressed by the process and with XAMS as a tool. Testing is usually done manually so it takes a long time and can result in human error. By breaking down the process, we now have specific roles that are matched against historic user needs. It has been a very smooth and quick transition, and from our 1,800 users, only about 100 have requested a change in their role. And in most of those cases, we found that they should actually split the changed responsibility with a coworker. All in all, the process has caused very little disruption in our organization,” says Kay Asmussen.

From Getting Clean to Staying Clean

Going forward, Energinet is focused on staying clean: having the right processes in play that will help ensure secure and compliant roles and authorizations as the organization evolves and make audits much easier to prepare for. Energinet has chosen to continue using XAMS in the stay-clean phase as well, in order to benefit from the various tools that can help automating the continuous monitoring necessary to stay clean.

“We are in the process of training superusers in role authorization and we have defined 12 role owners who help determine whether a user has requested the correct role for their job. In addition, managers will need to verify team-member authorization every six months. All these initiatives will help keep our SAP solution secure and our processes compliant as people change roles and new users are introduced to the system,” explains Kay Asmussen.

ENERGINET

Company:
Energinet

Industry:
Energy Sector

Services:
Developing and maintaining gas lines and the electric grid in Denmark

Number of employees:
1,350

Headquarters:
Fredericia, Denmark

Website:
www.energinet.dk