

Security Guide

support log assistant

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Typographic Conventions

Type Style	Description
Example	Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Textual cross-references to other documents.
Example	Emphasized words or expressions.
EXAMPLE	Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE.
Example	Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.
Example	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
<Example>	Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.
EXAMPLE	Keys on the keyboard, for example, F2 or ENTER .

Document History

Version	Date	Change
1.0	23 Sep 2021	Security guide for support log assistant

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1 Introduction



This guide does not replace the administration or operation guides that are available for productive operations.

Target Audience

- Technology consultants
- Security consultants
- System administrators

This document is not included as part of the Installation Guides, Configuration Guides, Technical Operation Manuals, or Upgrade Guides. Such guides are only relevant for a certain phase of the software life cycle, whereas the Security Guides provide information that is relevant for all life cycle phases.

Why Is Security Necessary?

With the increasing use of distributed systems and the Internet for managing business data, the demands on security are also on the rise. When using a distributed system, you need to be sure that your data and processes support your business needs without allowing unauthorized access to critical information. User errors, negligence, or attempted manipulation of your system should not result in loss of information or processing time. These demands on security apply likewise to the application.

About this Document

The Security Guide provides an overview of the security-relevant information that applies to the application.

Overview of the Main Sections

The Security Guide comprises the following main sections:

- **Before You Start**
This section contains information about why security is necessary, how to use this document, and references to other Security Guides that build the foundation for this Security Guide.
- **Technical System Landscape**
This section provides an overview of the technical components and communication paths that are used by the application.
- **Security Aspects of Data, Data Flow and Processes**
This section provides an overview of security aspects involved throughout the most widely-used processes within the application.
- **User Authentication**
This section provides an overview of the user authentication aspect
- **Data Storage Security**
This section provides an overview of any critical data that is used by the application and the security mechanisms that apply.
- **Security of Data Centers and External Auditing**
This section provides an overview of technical security measures that are applied for the protection of customer data.

2 Before You Start

Fundamental Security Guides

The application is deployed under the SAP Business Technology Platform. Pay particular attention to the most relevant sections or specific restrictions as indicated in the table below.

Fundamental Security Guides

Scenario, Application or Component Security Guide	Most Relevant Sections or Specific Restrictions
SAP Business Technology Platform	Business users

For SAP Security Guides, refer the corresponding product documentation at SAP Help Portal - <http://help.sap.com>

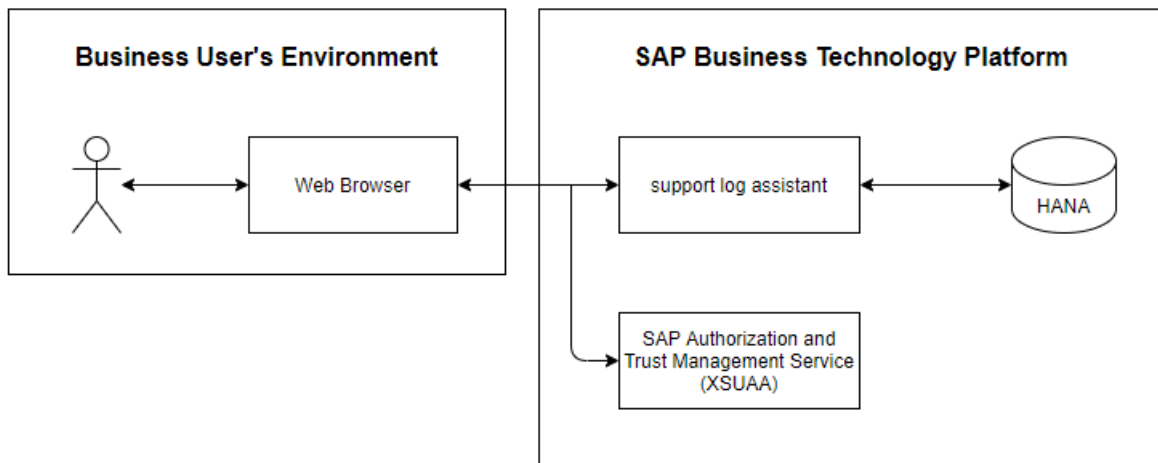
Configuration

There are no configuration steps that are required for accessing the application. Business users only need to be registered with the SAP ID service.

3 Technical System Landscape

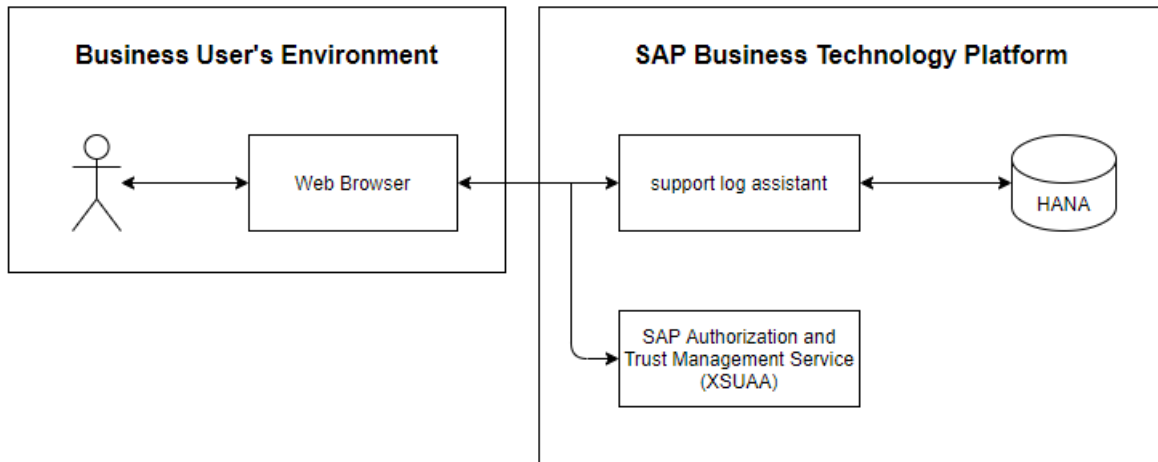
Use

The figure below shows an overview of the technical system landscape for the application.



4 Security Features of Data, Data Flow and Processes

The figure below shows an overview of the process for the application.



The table below shows the standard security features and the security measures applied by the product.

Step	Description	Security Measure
1	User connects to the application via browser	Encrypted (HTTPS) browser communication. Data-in-transit is encrypted using state-of-the-art TLS settings.
2	Session security protection	Session and login are managed by the SAP Authorization and Trust Management Service.
3	File analysis is processed on the business user's environment	File detection and analysis rules are downloaded to the business user's browser client and is processed there. No personal data is transmitted to application or stored on the HANA database.

5 User Authentication

The application uses the user management and authentication mechanisms provided by the SAP Authorization and Trust Management service of the SAP Business Technology Platform.

For more information, refer to the section [SAP Business Technology Platform > Security > SAP Authorization and Trust Management in the Cloud Foundry Environment](#) in the help portal.

6 Run Secure - Data Storage Security

The application saves data in a dedicated HANA database provided by SAP Business Technology Platform. Access to the HANA database comes preconfigured with the infrastructure environment.

The HANA database will contain the file detection and file analysis rules that is needed by the application. This will also store some statistical information on the file analysis that was performed by the application. No personal data will be stored on the HANA database.

7 Run Secure - Security of Data Centers and External Auditing

SAP follows operating best practices for data centers by deploying computation and storage parts of the solution over separated fire-safe areas to support disaster recovery in the event of a fire.

For data backup and recovery purposes, a redundant hardware storage system performs regular backups.

Data centers used by SAP maintain multiple connections to several power companies, making a complete power outage highly unlikely. Even if the local power grid were to fail, the data centers supporting SAP S/4HANA Cloud have an uninterruptible power supply for short-term outages, and a diesel generator backup power supply for longer-term outages. Therefore, power interruptions or outages are unlikely to affect customer data or solution access.

Data centers used by SAP are logically separated and staffed around the clock, 365 days a year. A security system permits access only to authorized personnel, and the data centers are partitioned such that authorized personnel can access only their designated areas.

For more information, see section Data Center at [SAP Cloud Trust Center](#)

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