

Pre-Requisites (Customer)

- Customer needs to have Company Admin access to SAP Jam/Work Zone.
- Customer needs to have Admin access to Identity Authentication Service (IAS).
- Customer needs to have Admin access to Identity Provisioning Service (IPS).
- Customer needs to have their SuccessFactors tenant connected to IAS and IPS already (KBA-> [2791410](#))
- Customer needs to have completed the SuccessFactors user sync to IAS, from their IPS system.
- Customer needs to have completed the domain migration of their SAP Jam tenant to ondemand.com (KBA-> [2920494](#))

Step 1: Enable “Off-BizX” conversion capability

Please submit a support ticket as follows->

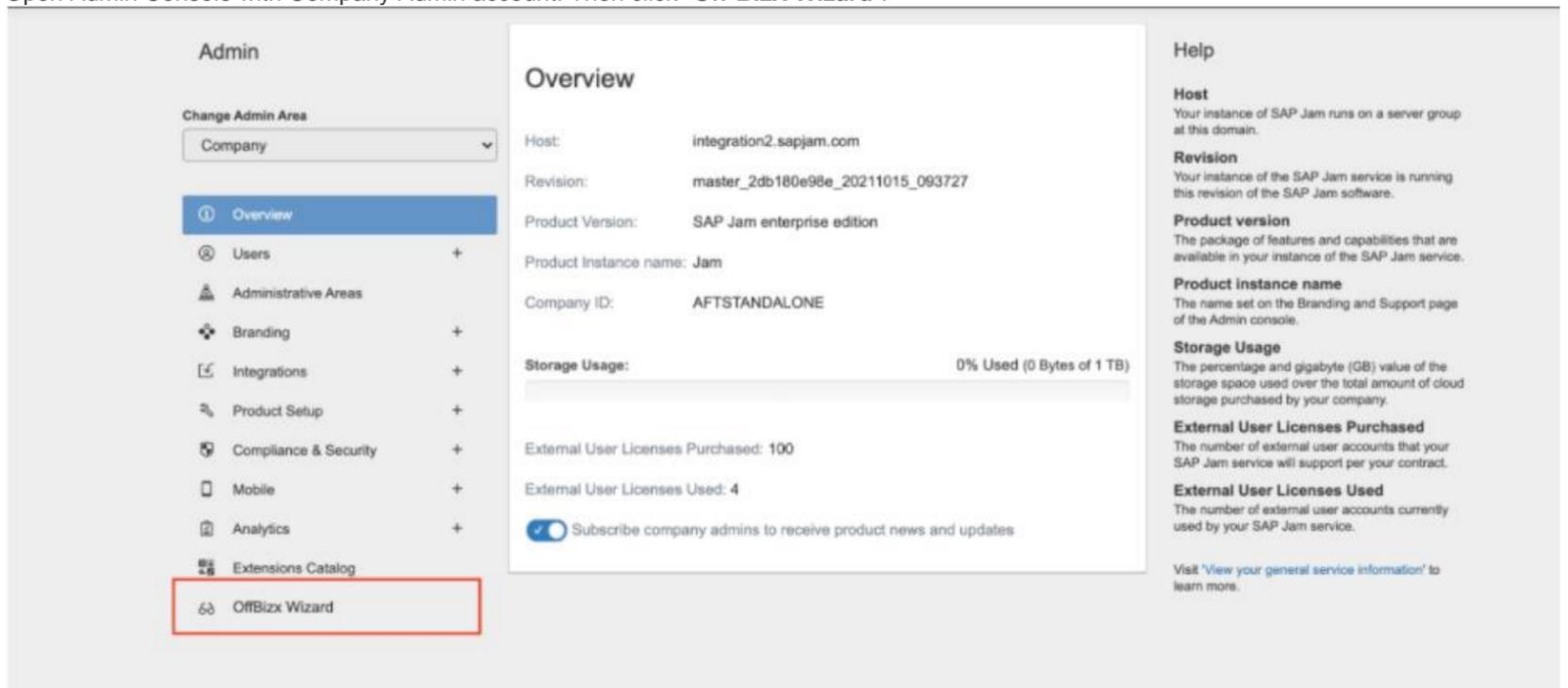
- **Title->** SAP Jam Off-BizX migration - <company id>
*Replace <company id> with the BizX/Jam company id.
- **Description->**
BizX/Jam Company Id-
Data Center-
Is the migration required on?
- Existing BizX based SAP Jam instance that is going to be onboarded into SAP SuccessFactors Work Zone?
OR
- Existing SAP SuccessFactors Work Zone instance

Please allow support up to 2 Business days to complete this activity.

Step 2: Configure with the Off-BizX Wizard

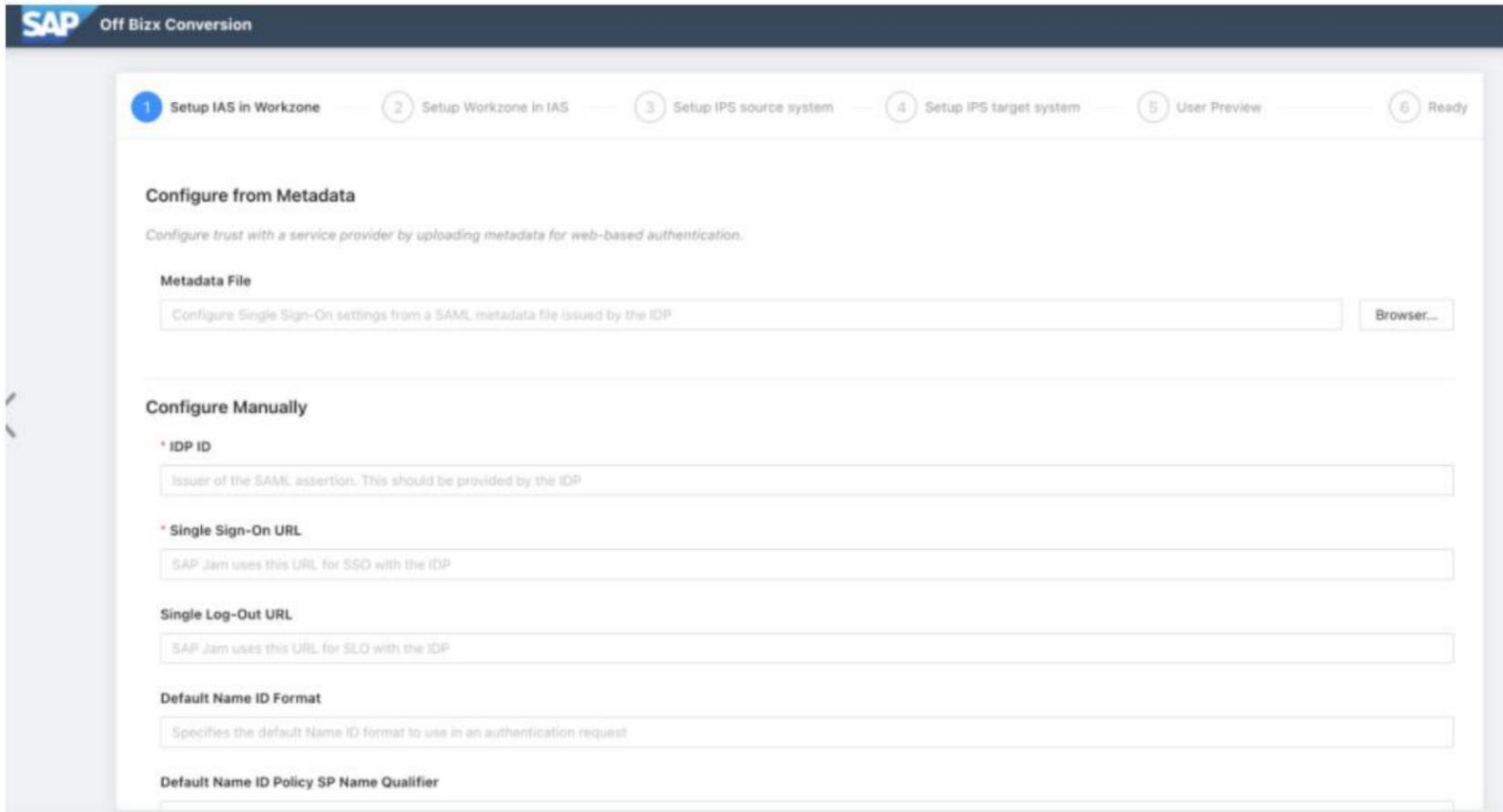
Once Support has completed "Step 1", please proceed with the subsequent steps. Until then the "Off-BizX Wizard" tool will not be available.

1. Open Admin Console with Company Admin account. Then click “Off-BizX Wizard”.



The screenshot displays the SAP Jam Admin Console interface. On the left, the 'Admin' sidebar is visible, featuring a 'Change Admin Area' dropdown set to 'Company'. Below this, a list of navigation items includes 'Overview', 'Users', 'Administrative Areas', 'Branding', 'Integrations', 'Product Setup', 'Compliance & Security', 'Mobile', 'Analytics', 'Extensions Catalog', and 'OffBizx Wizard'. The 'OffBizx Wizard' item is highlighted with a red rectangular box. The main content area shows an 'Overview' page with the following details: Host: integration2.sapjam.com, Revision: master_2db180e98e_20211015_093727, Product Version: SAP Jam enterprise edition, Product Instance name: Jam, and Company ID: AFTSTANDALONE. A 'Storage Usage' section indicates 0% Used (0 Bytes of 1 TB). Below this, it shows 'External User Licenses Purchased: 100' and 'External User Licenses Used: 4'. A toggle switch for 'Subscribe company admins to receive product news and updates' is currently turned on. On the right side, a 'Help' section provides information about the Host, Revision, Product version, Product instance name, Storage Usage, External User Licenses Purchased, and External User Licenses Used.

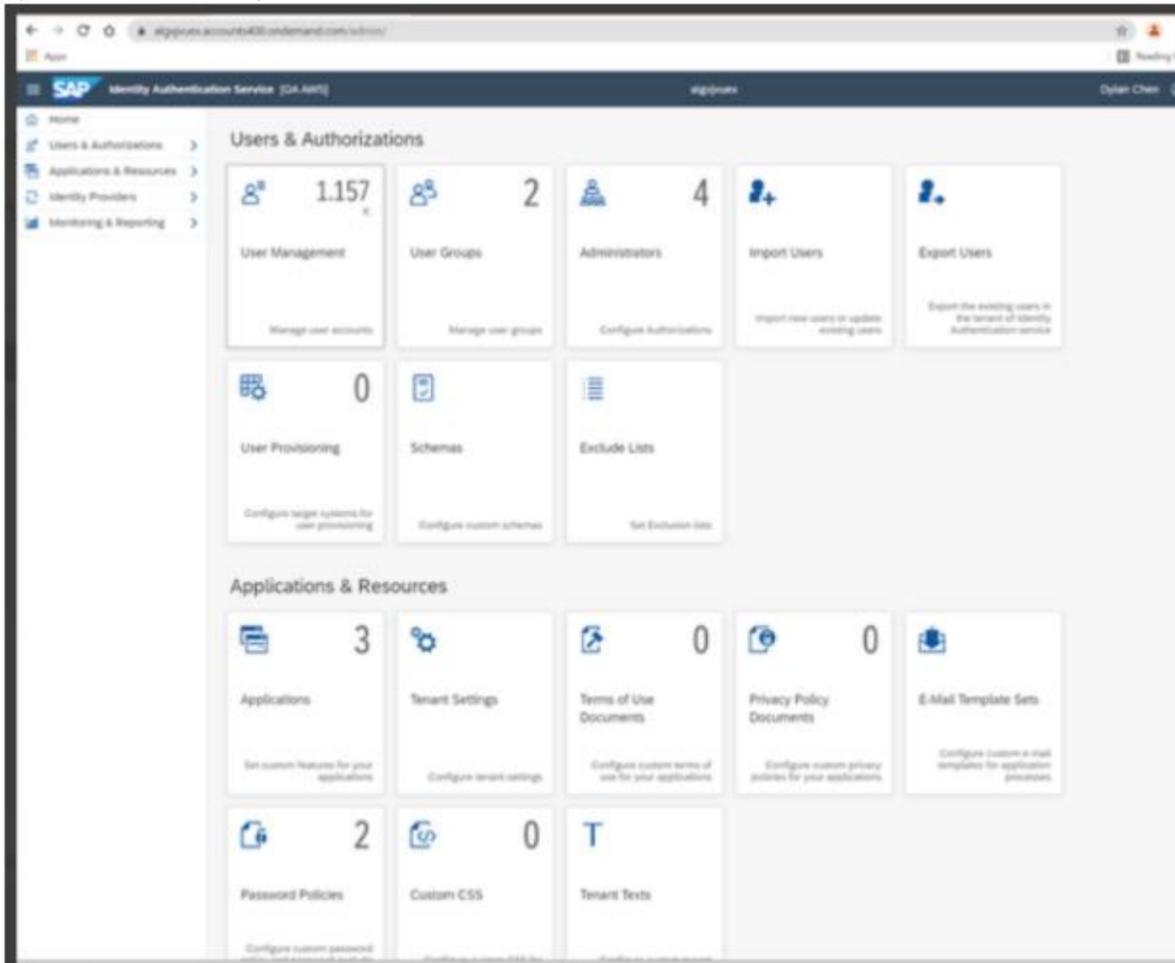
- 2. "Off-BizX Wizard" will be launched



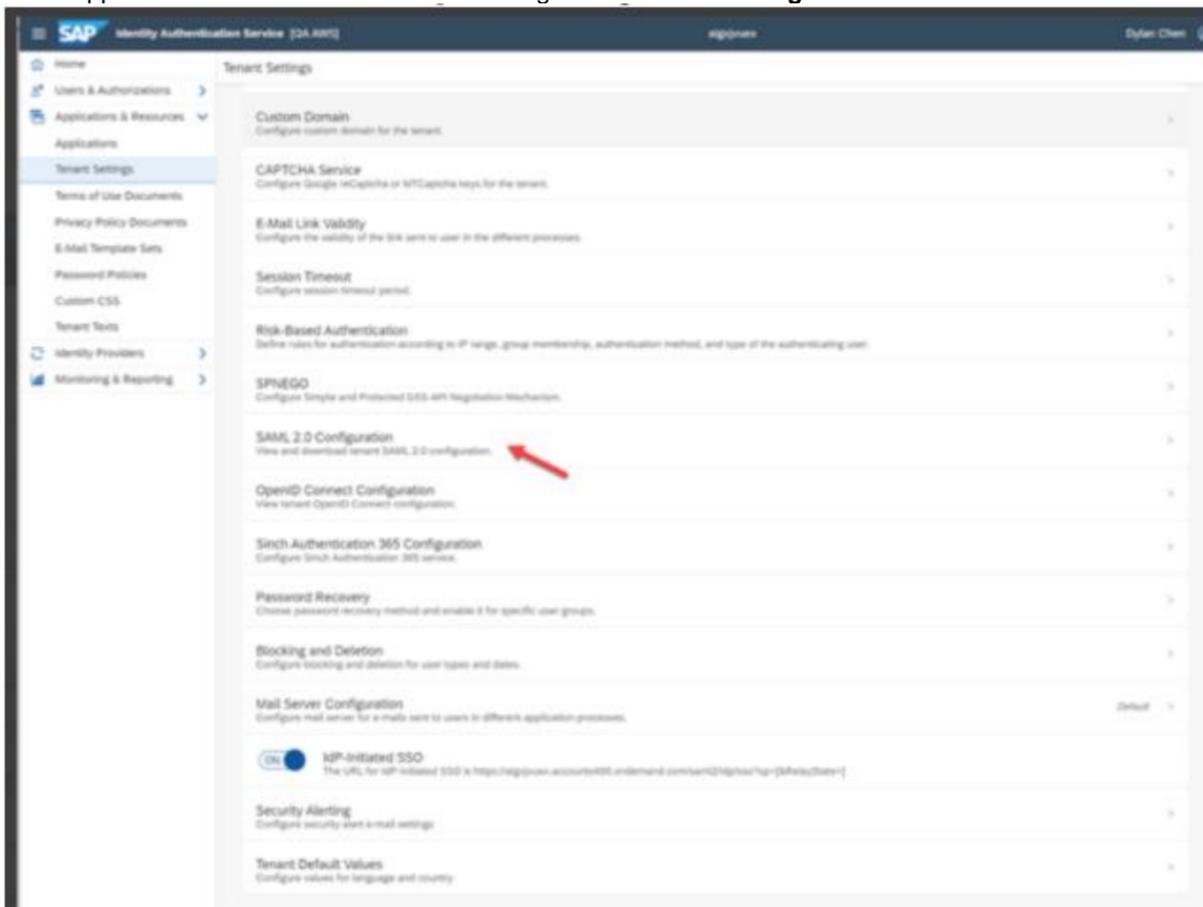
We will come back to this after a while.

Step 2.1: Set up Identity Authentication Service (IAS) in SAP Jam/Work Zone

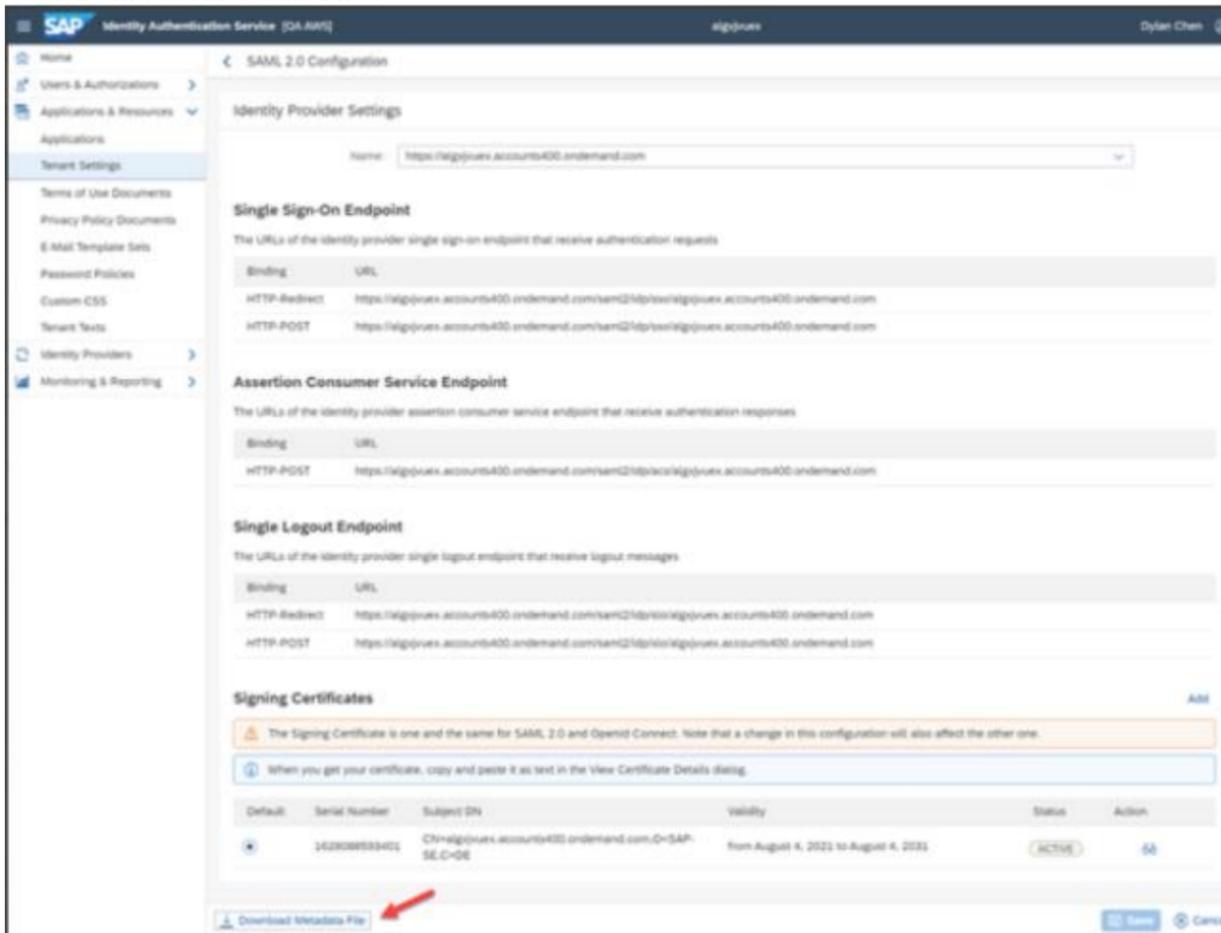
- 1. Open IAS Admin cockpit



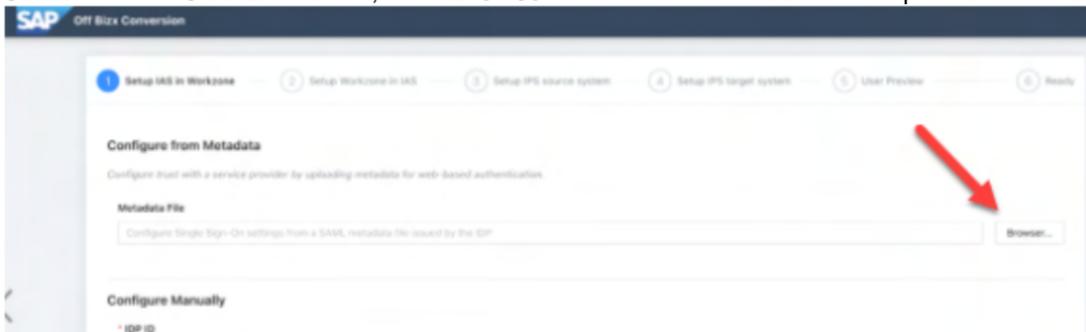
2. Go to Application & Resources -> Tenant Settings -> **SAML 2.0 Configuration**



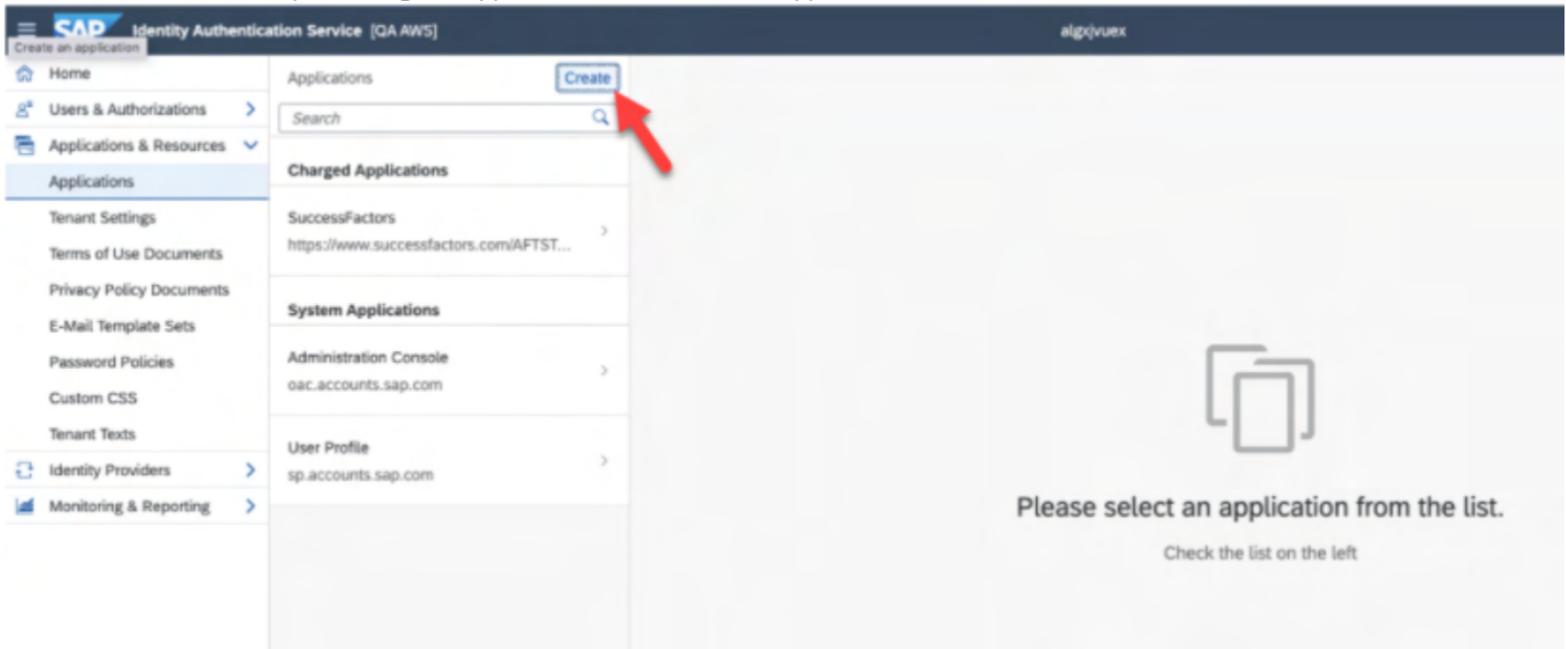
3. Click "Download Metadata File".



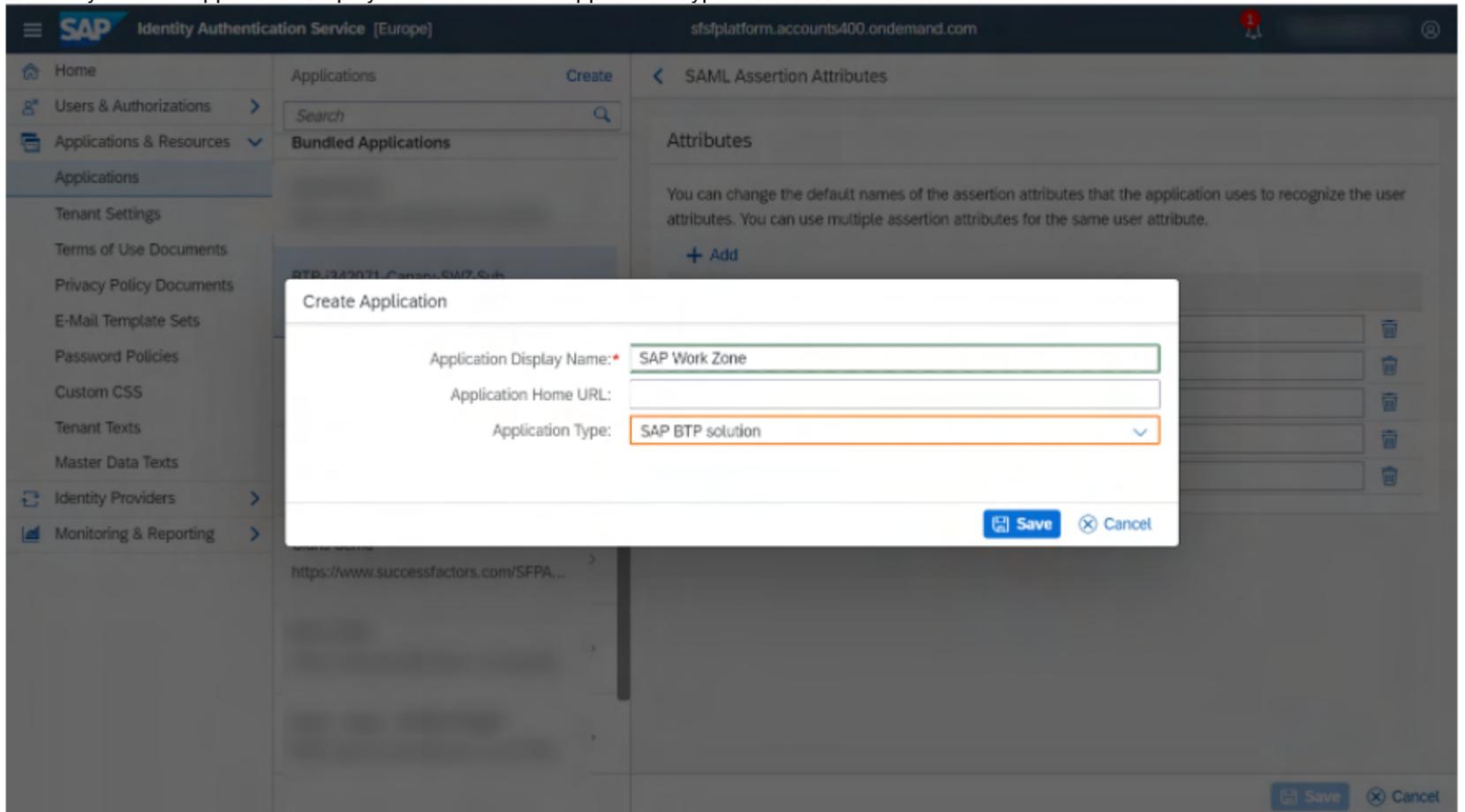
4. Go back to the "Off-BizX Wizard", click "Browse" and select the metadata file exported from IAS.



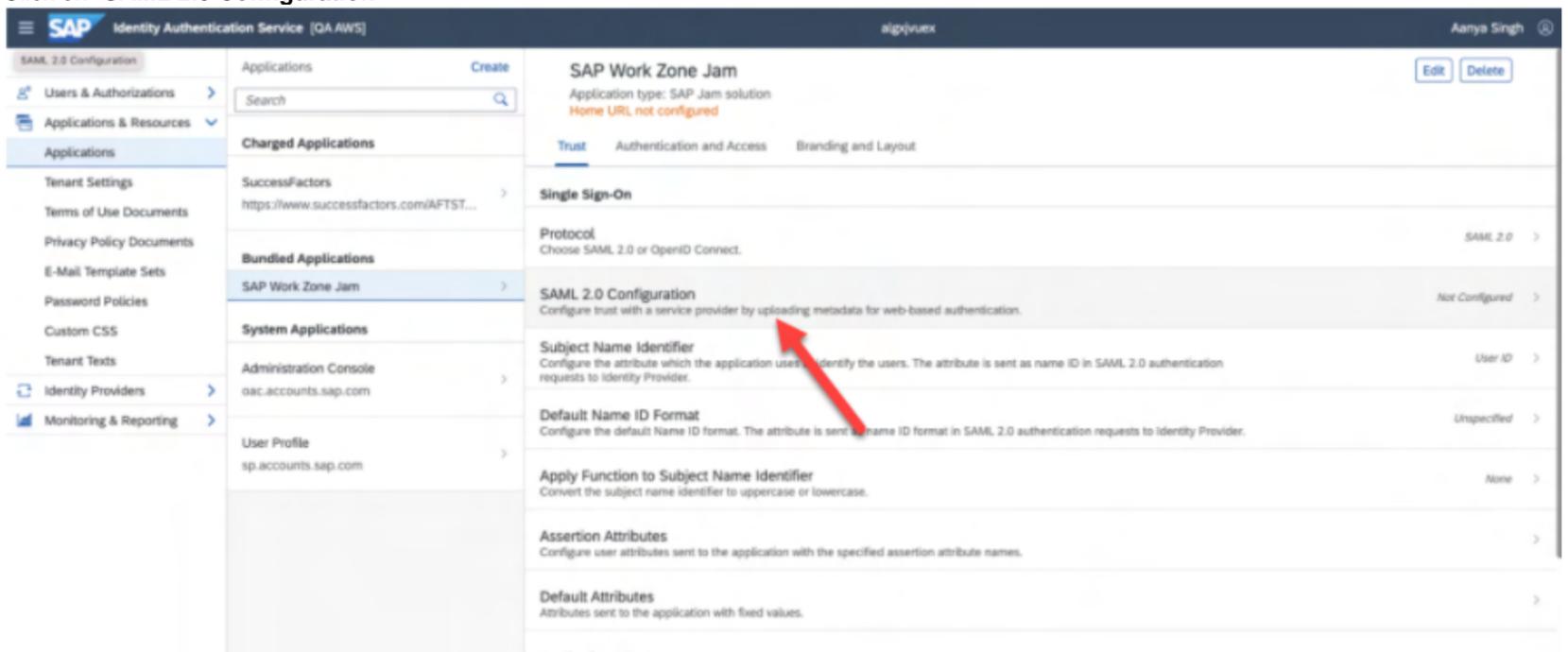
2. Switch to IAS Admin cockpit. Then go to Application & Resources -> Applications. Click "Create".



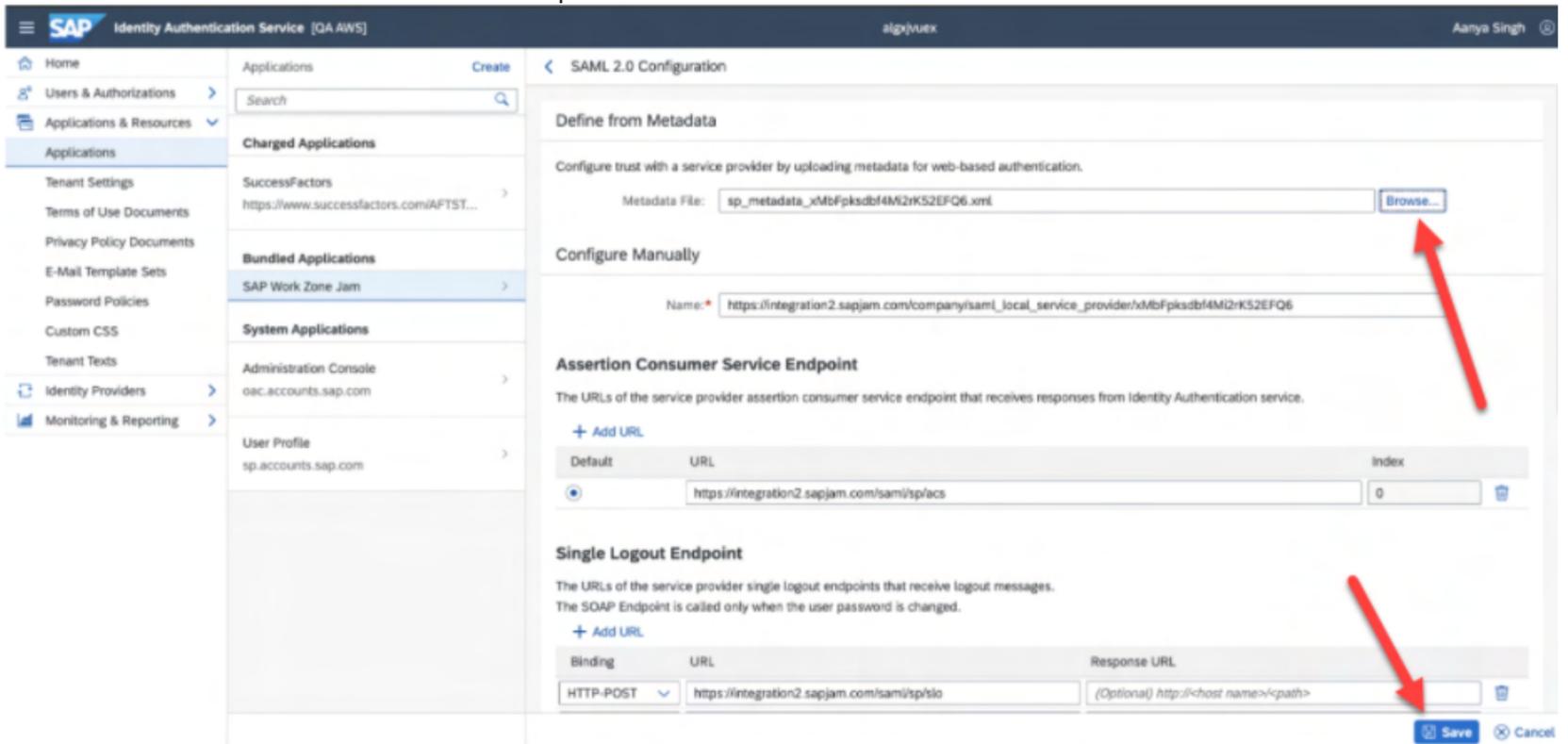
3. Enter any suitable Application Display Name -> Choose Application Type "SAP BTP solution" -> Then click "Save".



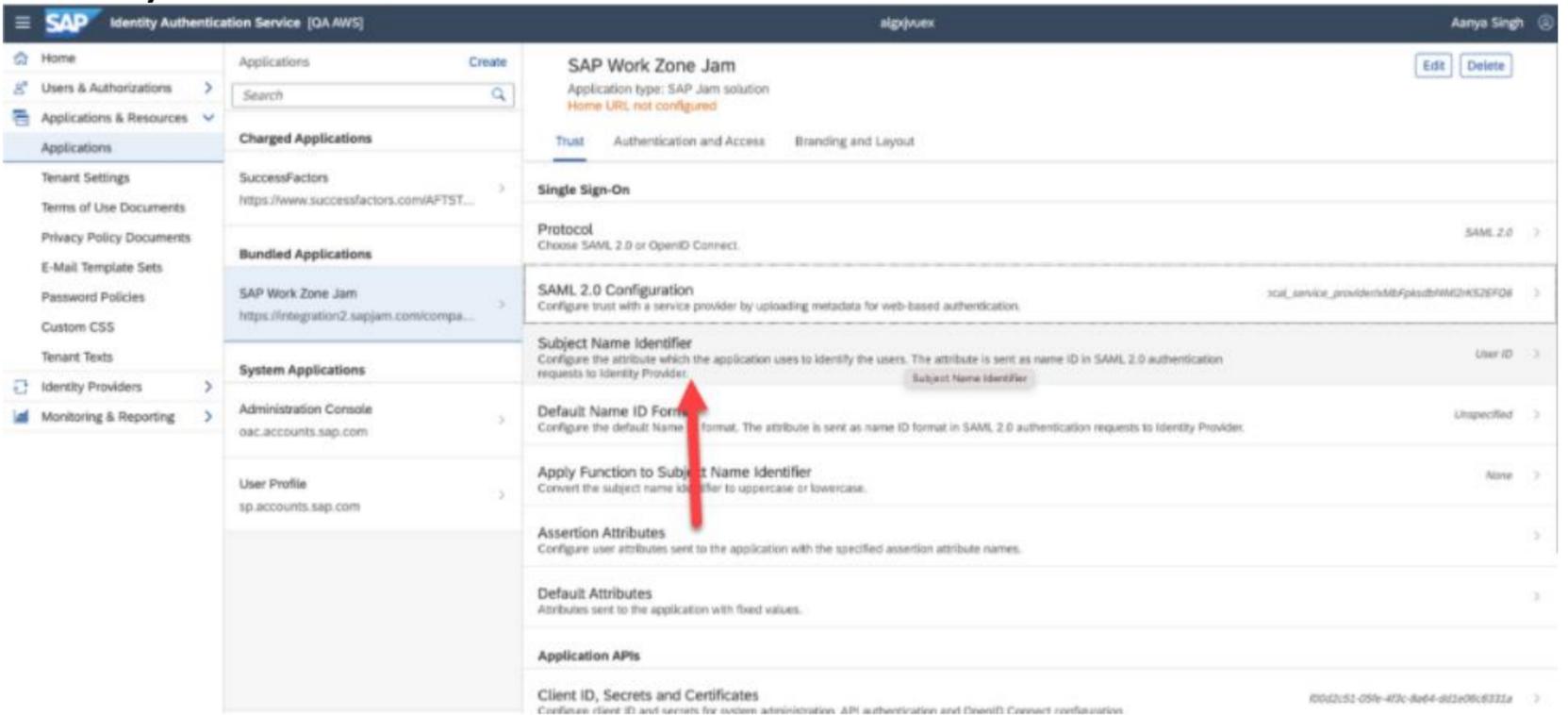
4. Click on "SAML 2.0 Configuration"



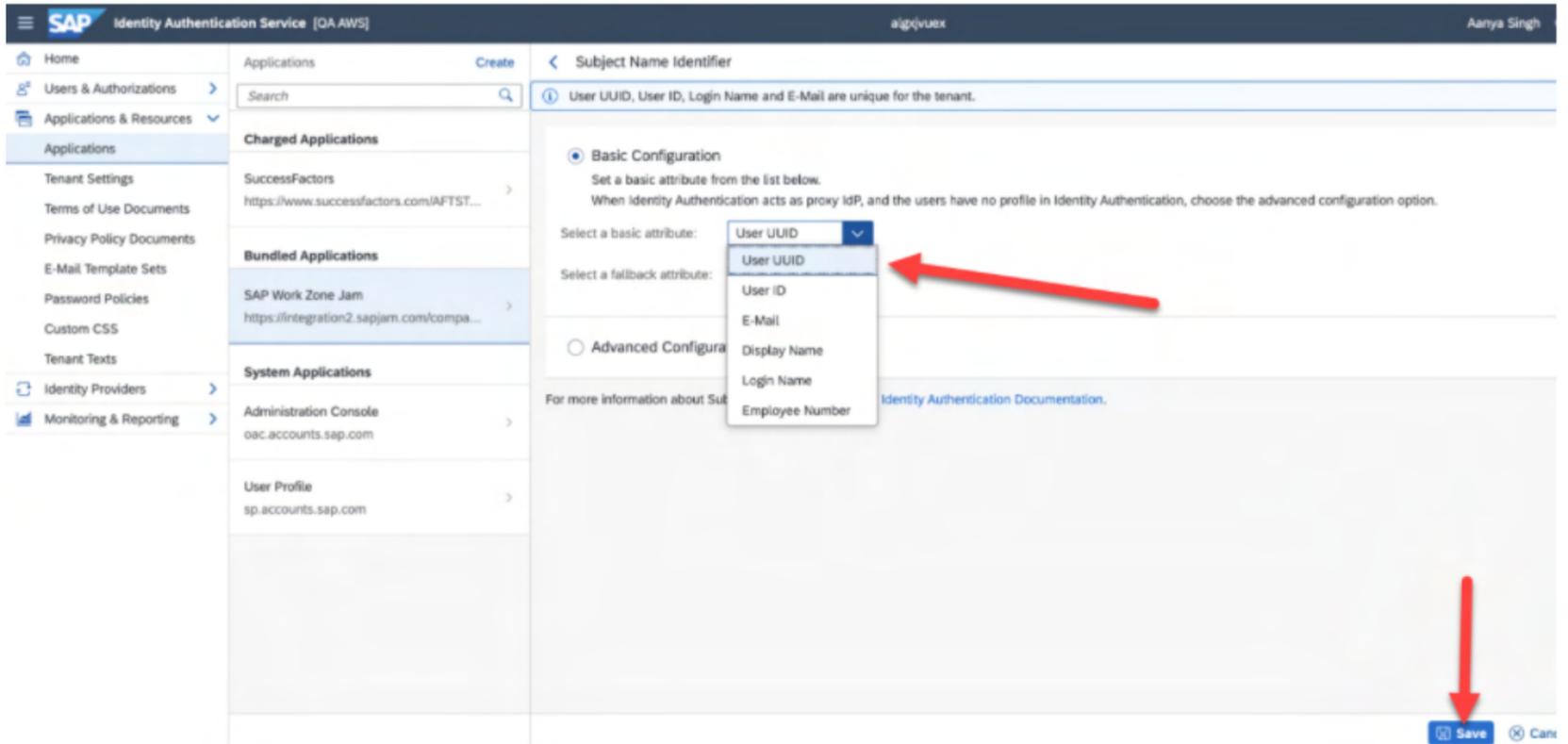
- Click **“Browse...”** and select the SP Metadata file exported from **“Off-BizX Wizard”**. Then click **“Save”**.



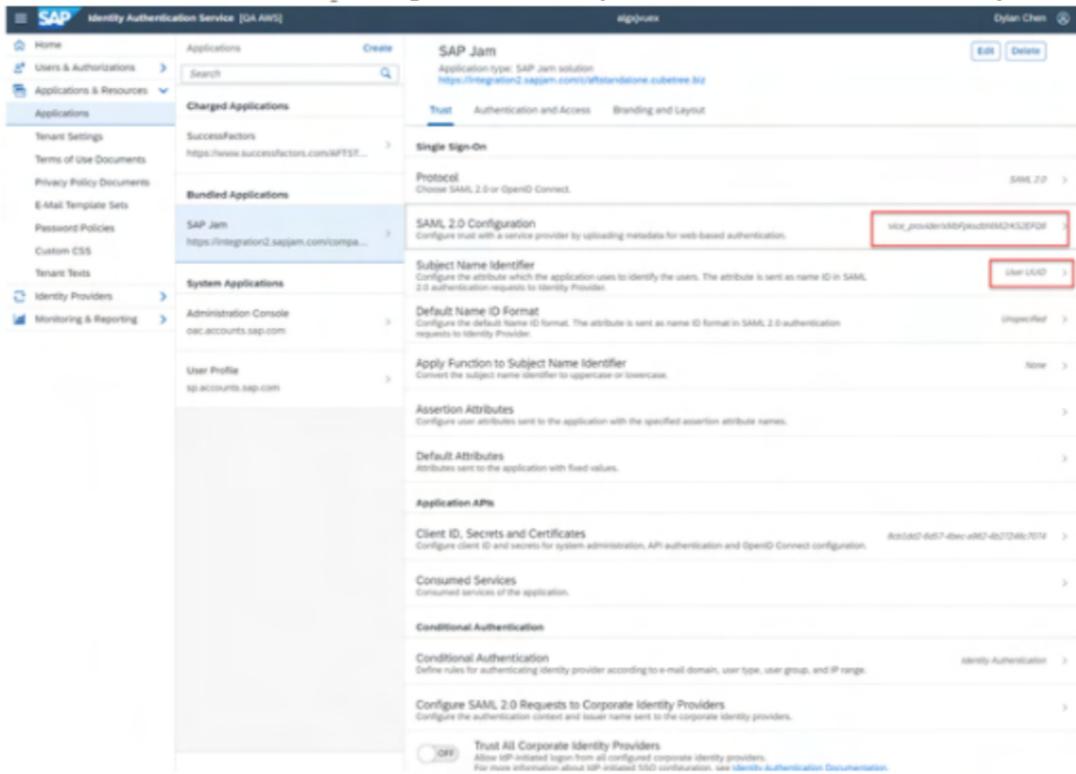
- Click on **“Subject Name Identifier”**.



- Set **“Select a basic attribute”** to **“User UUID”**. Then click **“Save”**.



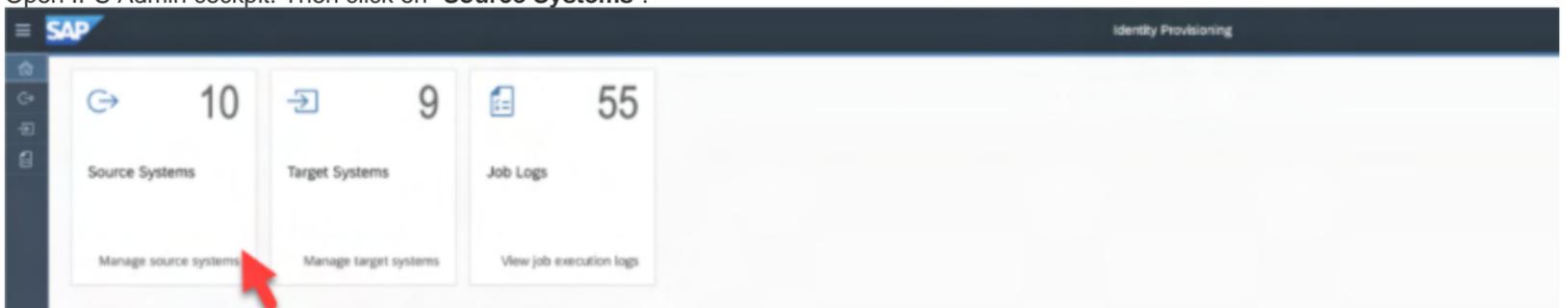
8. Re-confirm whether SAML 2.0 Configuration and Subject Name Identifier are set correctly.



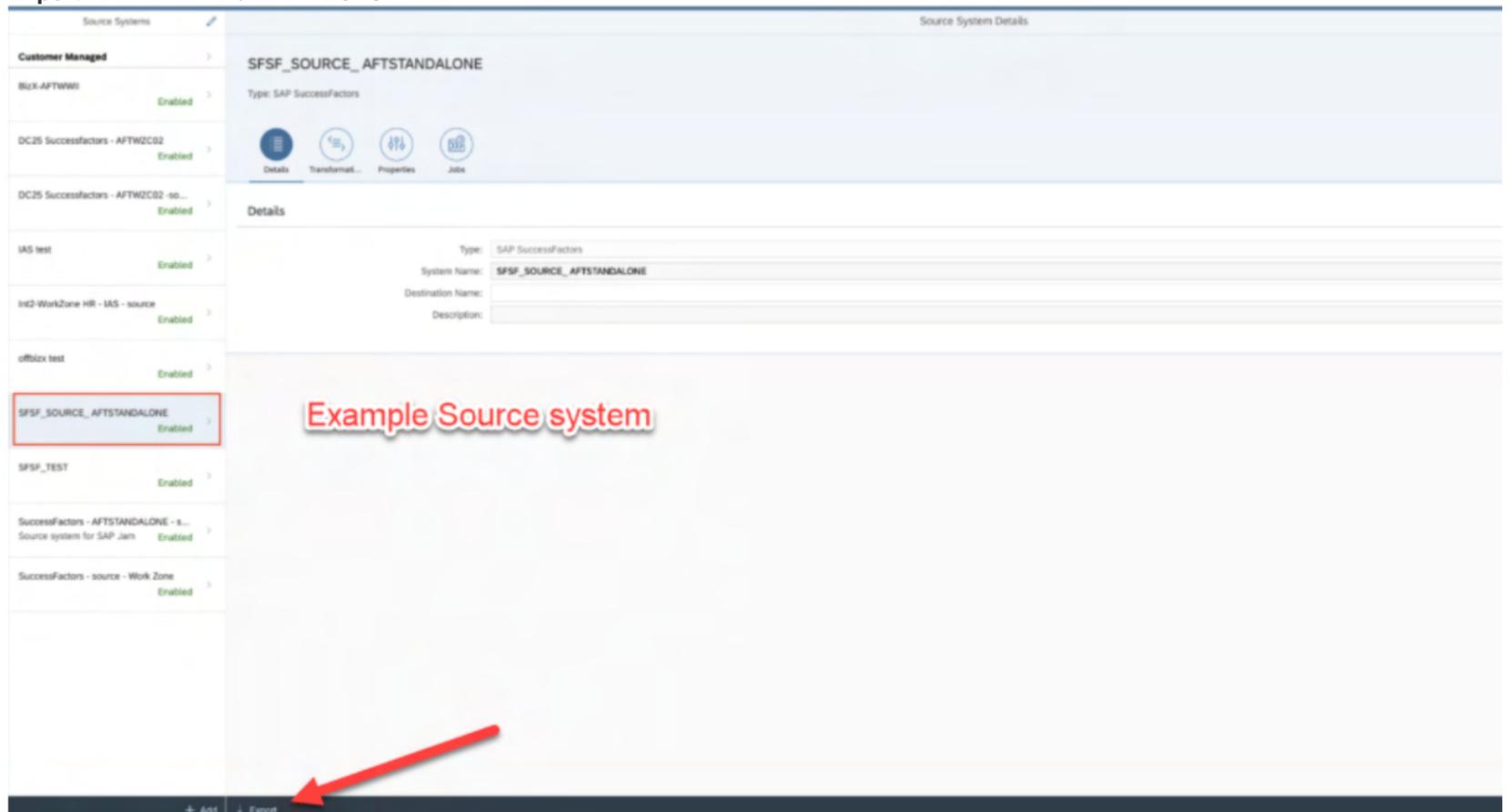
Step 2.3: Set up IPS source system

The next few steps are to create a new pair of IPS source and target systems that will sync user info from SuccessFactors to Work Zone. First, we create a new IPS source system by cloning from the existing SuccessFactors source system and making some changes needed for Work Zone.

1. Open IPS Admin cockpit. Then click on “Source Systems”.



2. Select existing SuccessFactors source system which would have been created by Upgrade Center (SFSF migration to IAS). Then click “Export” and download/save the JSON file.



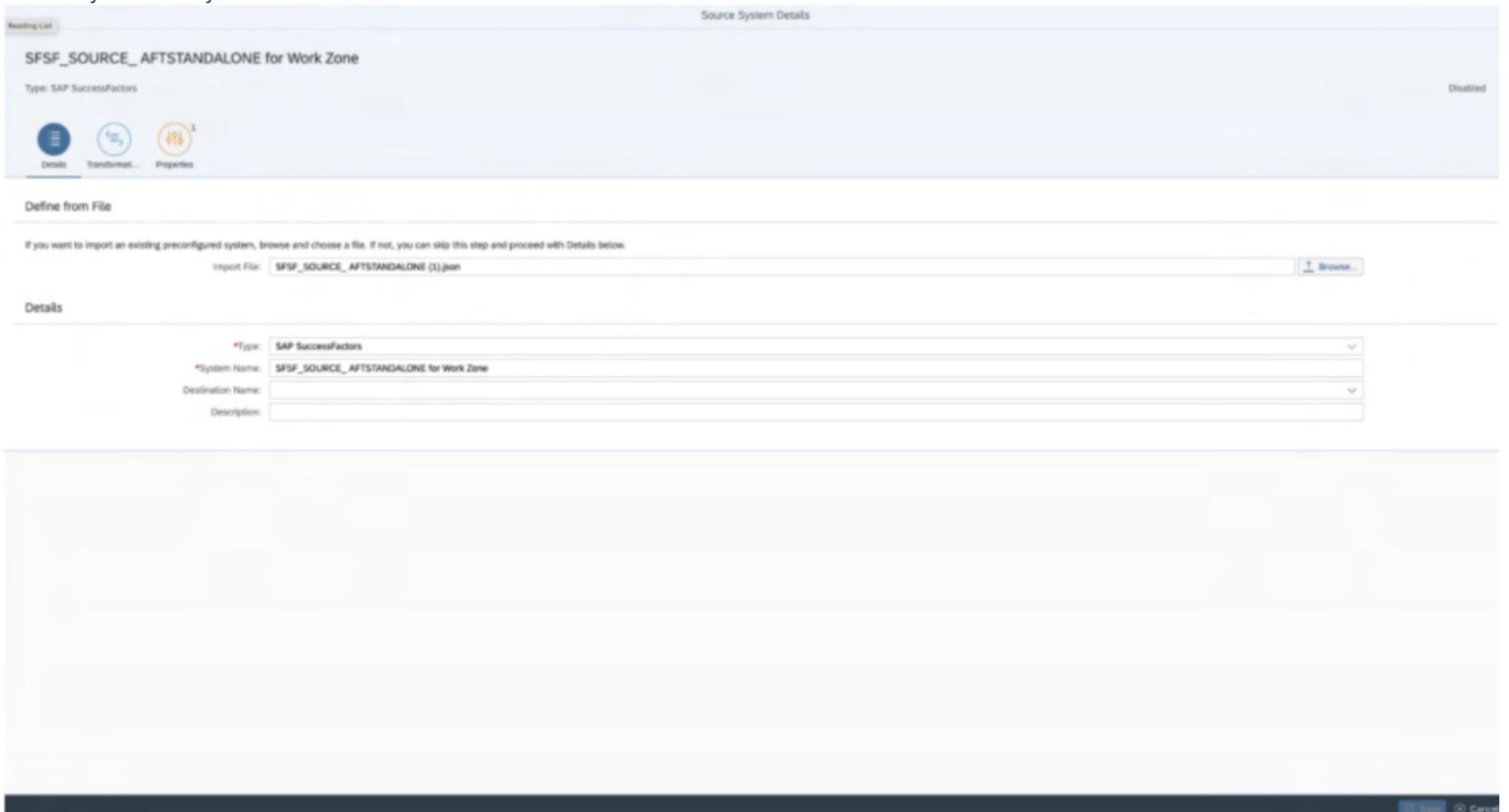
3. Click “Add” to create a new source system for Jam/Work Zone.

The screenshot shows the SAP Source System Details page for a system named 'SFSF_SOURCE_AFTSTANDALONE'. The page is divided into a left sidebar with a list of source systems and a main content area. The main content area shows the system name, type (SAP SuccessFactors), and a 'Details' section with fields for System Name, Destination Name, and Description. At the bottom of the page, there is a dark blue bar with a '+ Add' button and an 'Export' button. A red arrow points to the '+ Add' button.

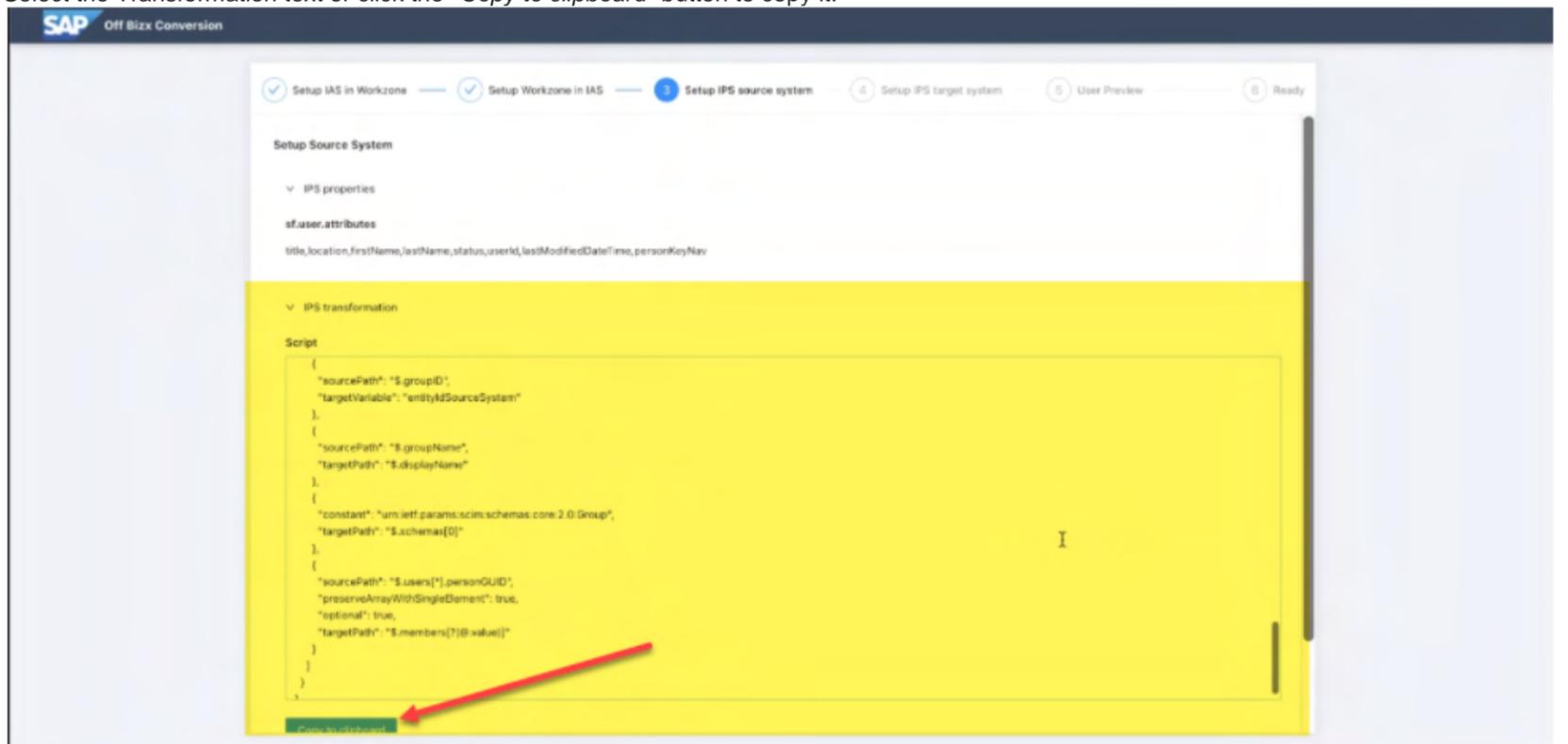
4. Click “Browse...” and selected the exported file of default SuccessFactors source system.

The screenshot shows the SAP Source System Details page for a system named 'SFSF_SOURCE_AFTSTANDALONE'. The page is divided into a left sidebar with a list of source systems and a main content area. The main content area shows the system name, type (SAP SuccessFactors), and a 'Define from File' section. The 'Define from File' section has a text input field for 'Import File' and a 'Browse...' button. Below this is a 'Details' section with fields for Type, System Name, Destination Name, and Description. A red arrow points to the 'Browse...' button.

5. Enter any desired System Name.



6. Go to the Off-BizX Wizard, Step 3: **Setup IPS Source System**. Expand the "IPS Properties" and "IPS Transformation" sections to see the corresponding details (this section can take a few seconds to load). Select the Transformation text or click the "Copy to clipboard" button to copy it.



7. Go back to the IPS Source System being created, click on the "Transformation" tab. Overwrite/Replace the existing transformations to the one copied from the wizard in Step 6 above.

Identity Provisioning

Source System Details

Deep - SF Work Zone - source - SFPART041665

Type: SAP SuccessFactors Enabled

Details Transformations Properties Certificate Jobs

The initial transformations have been changed.

Transformations Reset Edit Export

```
{
  "user": {
    "mappings": [
      {
        "sourcePath": "$.personKeyNav.perPersonUuid",
        "targetPath": "$.id",
        "targetVariable": "entityIdSourceSystem"
      },
      {
        "constant": false,
        "targetPath": "$.active"
      },
      {
        "condition": "$.personKeyNav.userAccountNav.accountStatus == ACTIVE",
        "constant": true,
        "targetPath": "$.active"
      },
      {
        "sourcePath": "$.personKeyNav.userAccountNav.username",
        "targetPath": "$.userName"
      },
      {
        "sourcePath": "$.firstName"
      }
    ]
  }
}
```

8. Go back to the Off BizX wizard, Step 3, and copy the "sf.user attributes" value from the wizard as highlighted below.

SAP Off BizX Conversion

Setup IAS in Workzone Setup Workzone in IAS **Setup IPS source system** Setup IPS target system User Preview Ready

Setup Source System

IPS properties

sf.user.attributes

sf.user.attributes

sf.user.attributes

IPS transformation

Script

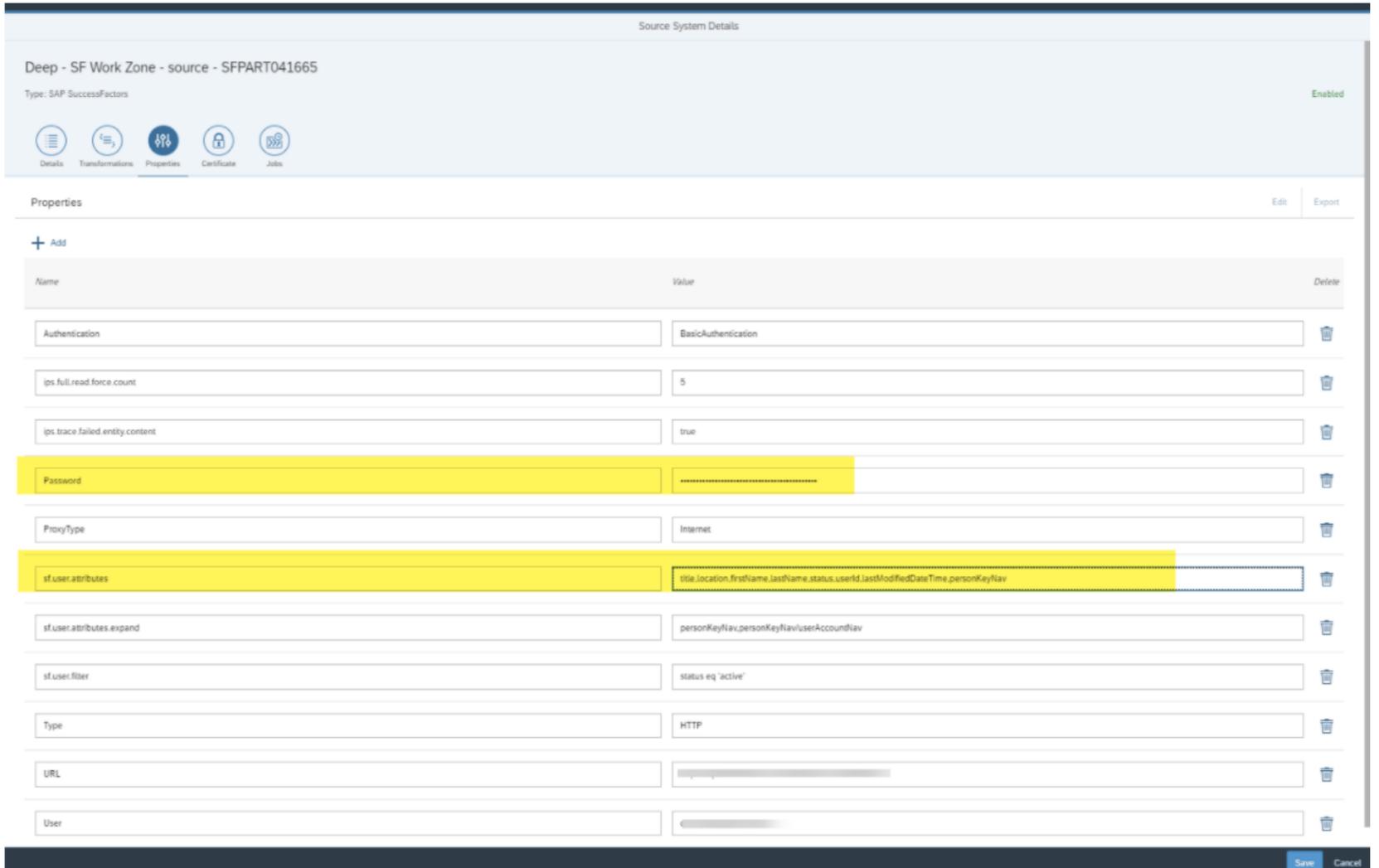
```
{
  "sourcePath": "$.groupID",
  "targetVariable": "entityIdSourceSystem"
},
{
  "sourcePath": "$.groupName",
  "targetPath": "$.displayName"
},
{
  "constant": "urn:ietf:params:scim:schemas:core:2.0:Group",
  "targetPath": "$.schemas[0]"
},
{
  "sourcePath": "$.users[*].personGUID",
  "preserveArrayWithSingleElement": true,
  "optional": true,
  "targetPath": "$.members[*]@value"
}
}
```

9. Go back to the IPS Source system being created, Click on the "Properties" tab and update the following properties. Then click "Save".

Password: Put the same password as used in the original SuccessFactors source system. If this password is not available, then it can be reset in BizX->Reset User Password screen and then updated both in the SuccessFactors source system and the new Source system being created for Work Zone.

sf.user.attributes: Copy the value string from the wizard in the above Step 8.

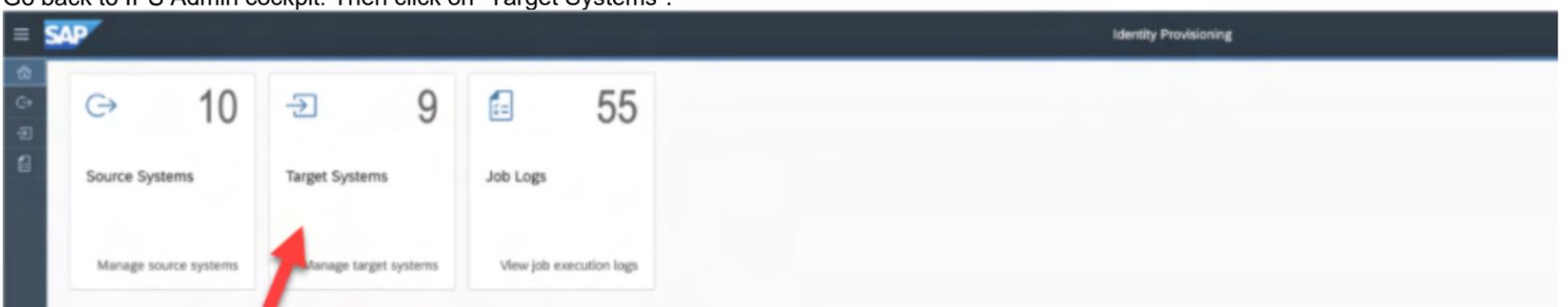
All the other properties, that got added in Step 4 by importing the default SuccessFactors source system JSON file should be left as is.



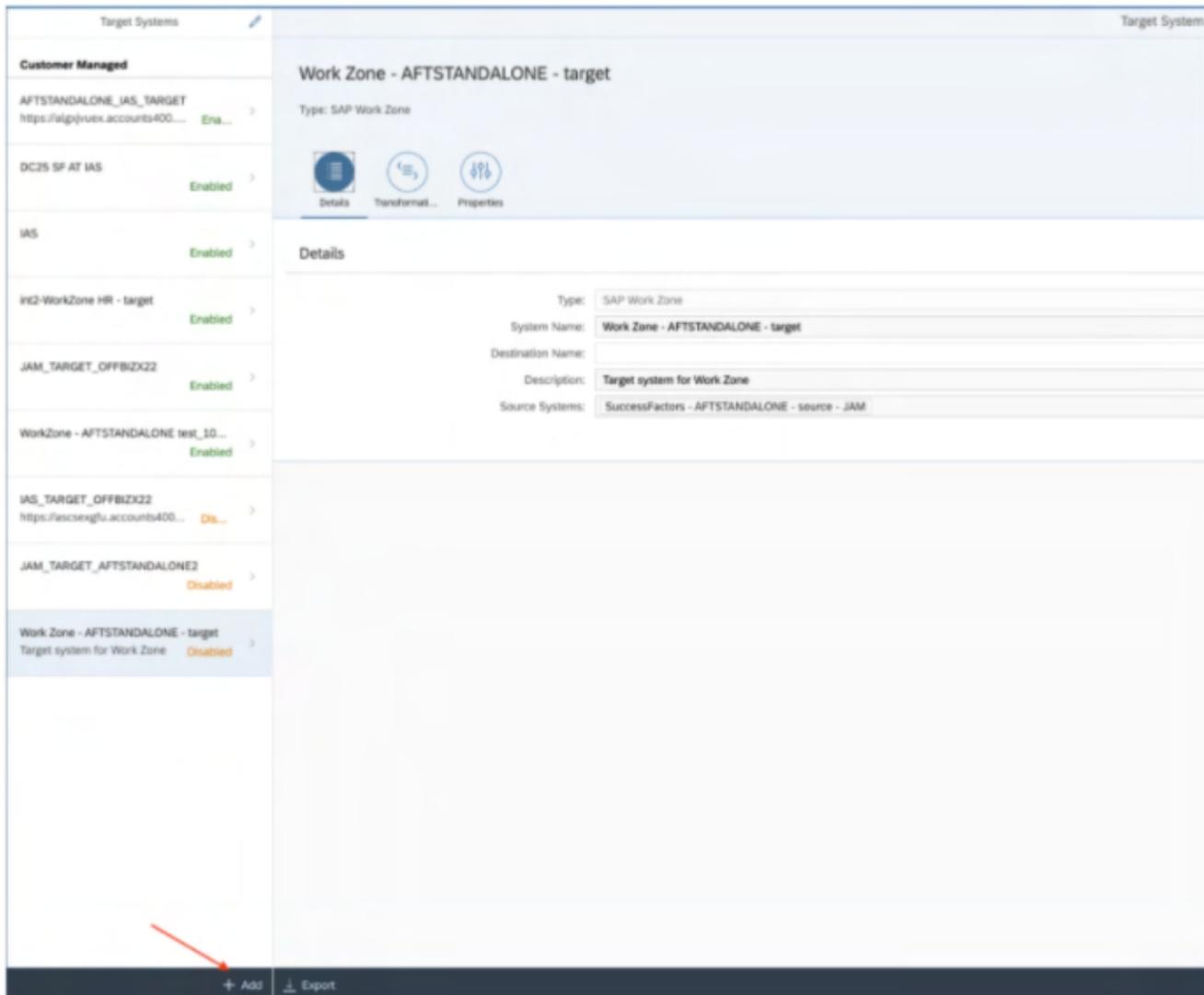
Note-> The Off-BizX wizard shows all BizX user fields that can be synced in the "sf.user.attributes" value. If a customer does not want some of these fields to sync to Jam/Work Zone, those will need to be manually removed from this property and the corresponding transformation mappings should also be removed to avoid sync failures. Please refer to the following guide for the list of supported fields - [SAP Jam integrated with SuccessFactors Platform](#)

Step 2.4: Set up IPS target system

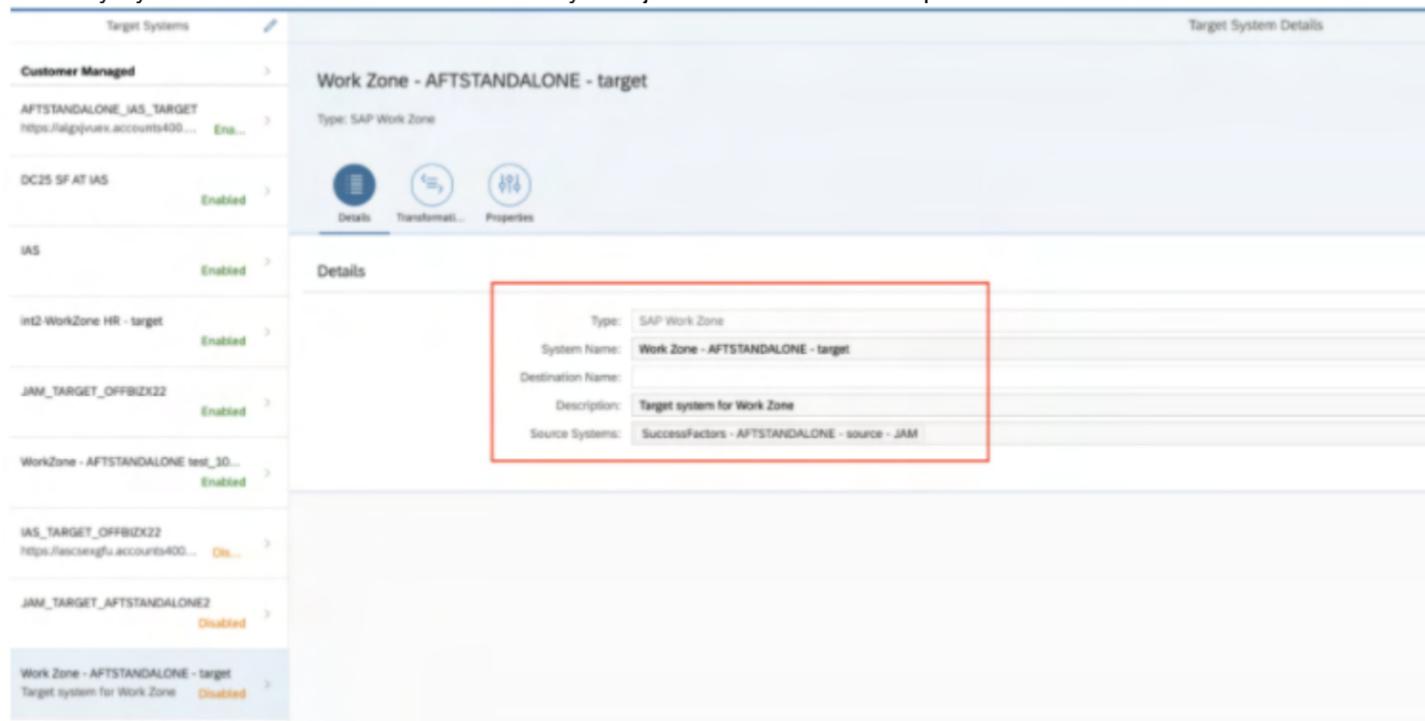
1. Go back to IPS Admin cockpit. Then click on "Target Systems".



2. Click “Add”.

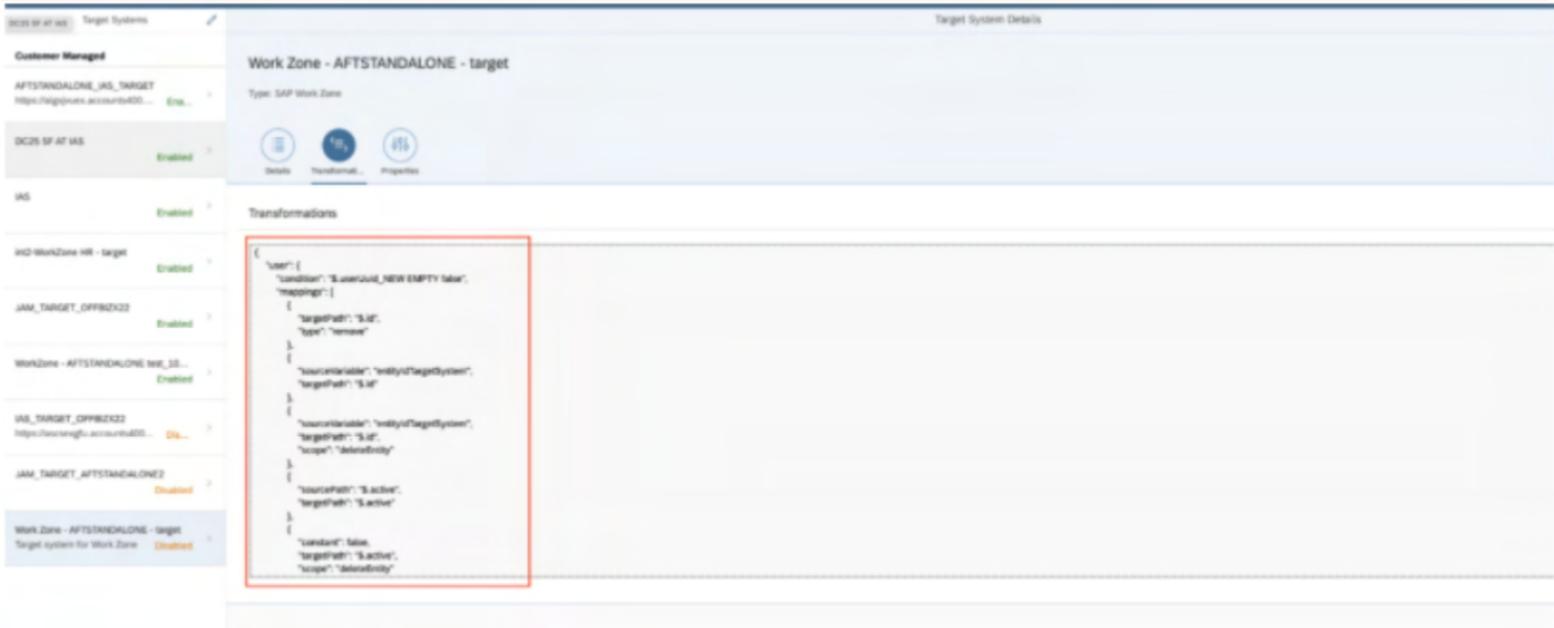
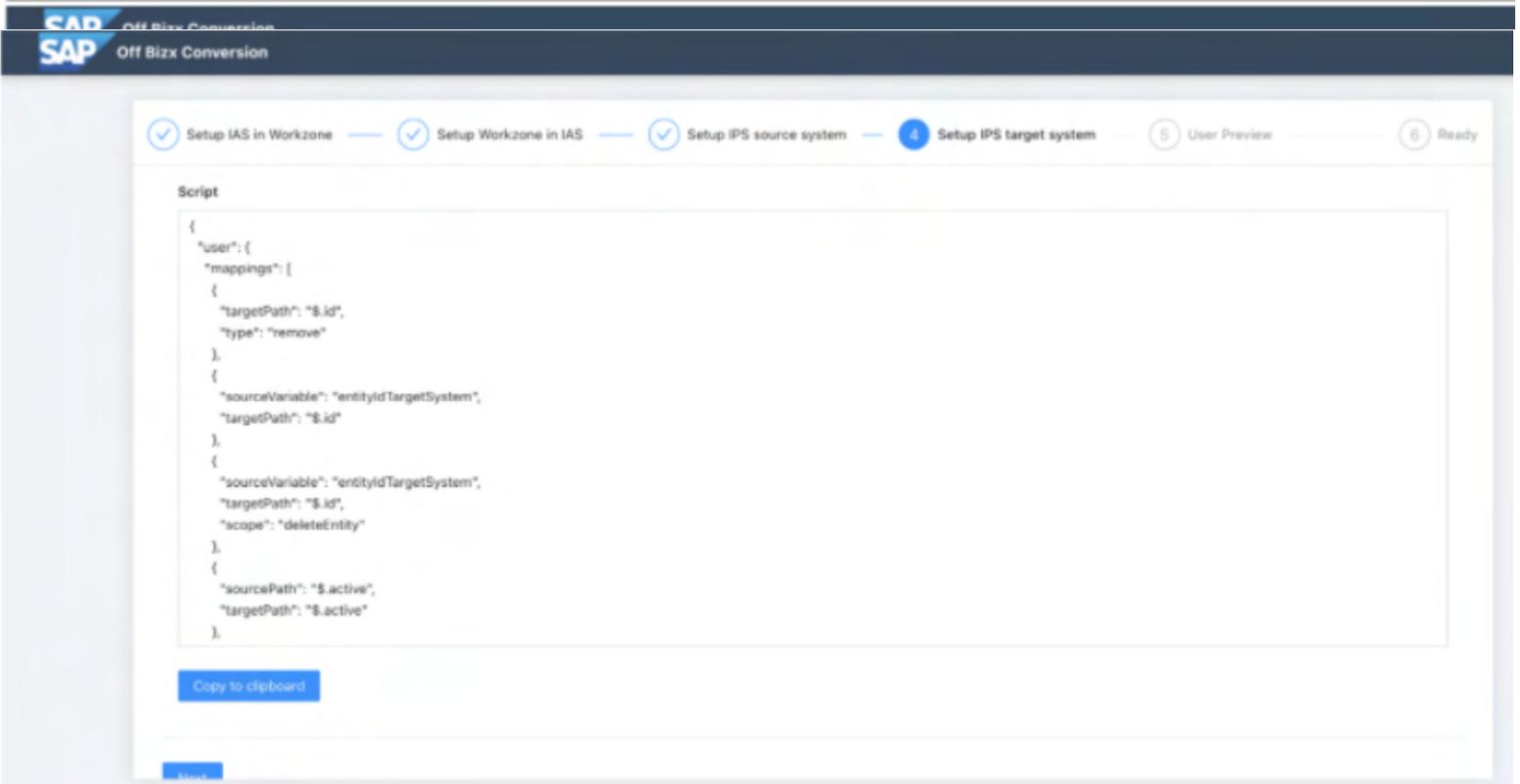
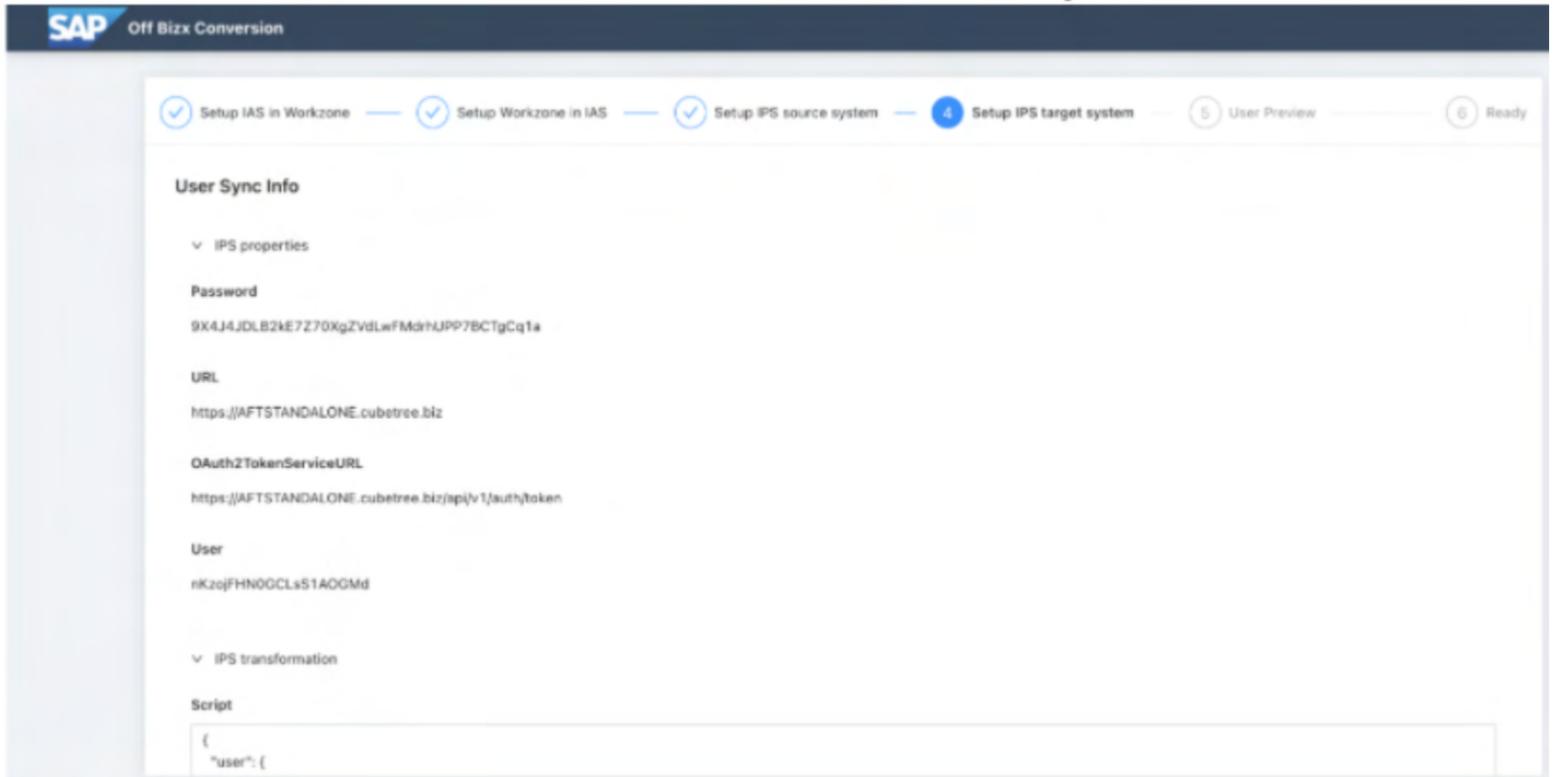


3. Choose “Type” as “SAP Work Zone” or “SAP Jam Collaboration”, depending on the type of system being worked on. Enter any System Name and Choose the source system just created above in Step 2.3.

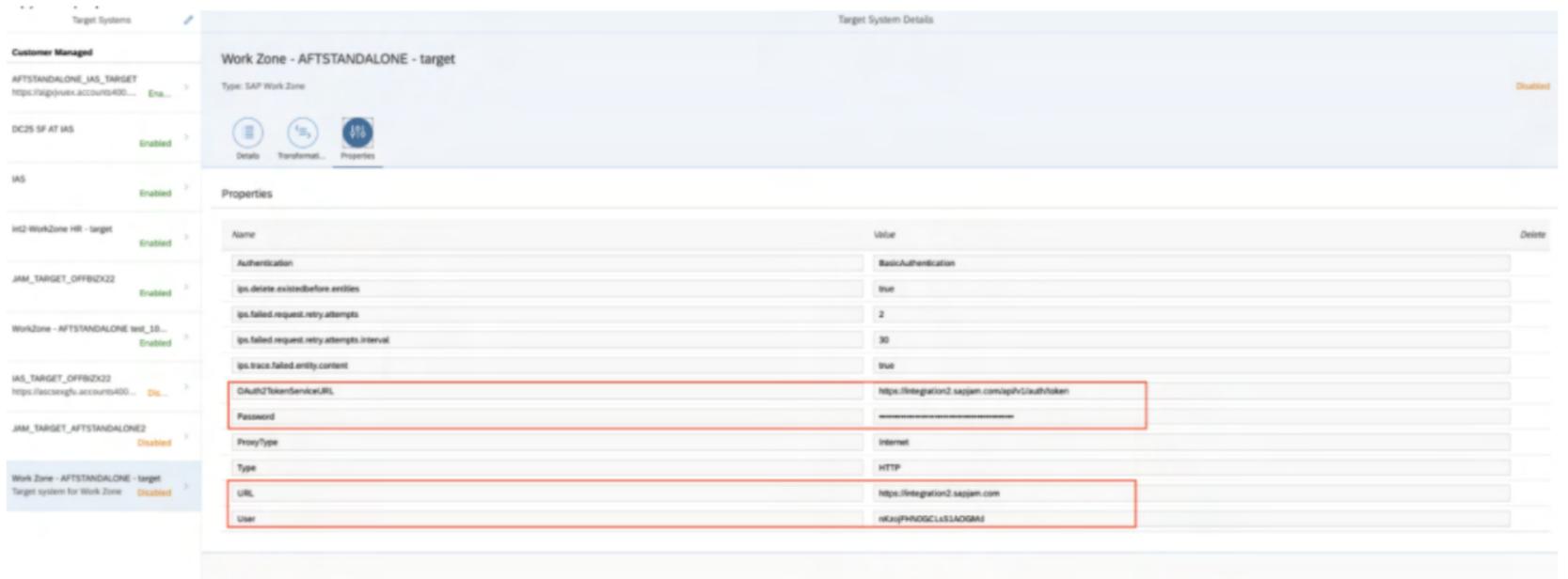


4. Go back to the Off BizX Wizard and confirm the Step 3: Setup IPS Source System. This is what we manually completed in the previous section, 2.3

- Switch to Off BizX Wizard "**Step 4**".
Copy the IPS transformation" script from "Off-BizX Wizard" and paste it into the "**Transformation**" tab of the IPS target system.



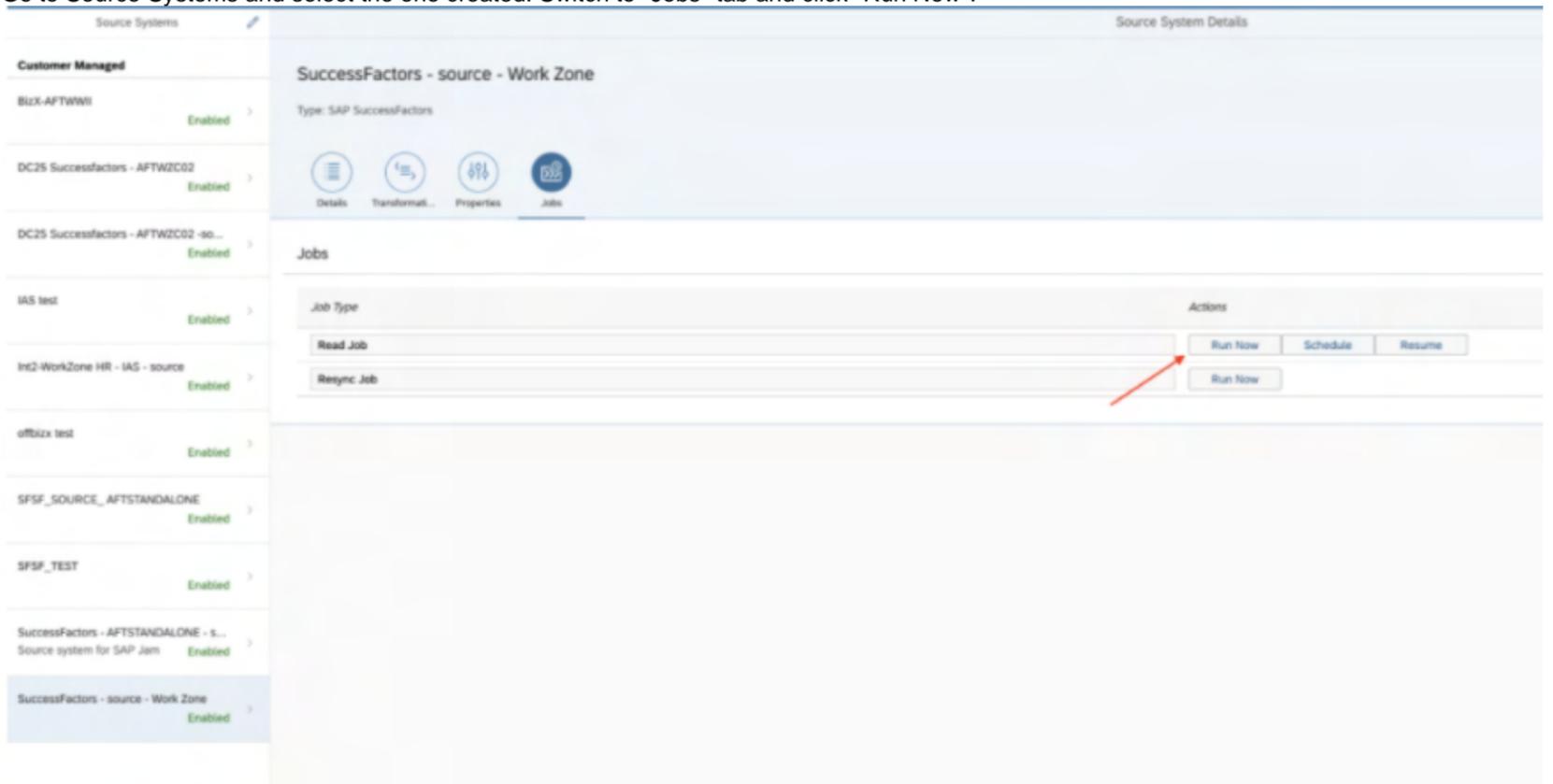
6. Create all IPS properties exactly as shown in below screenshot. For the highlighted properties, ensure you copy the values from the “Off-BizX” wizard



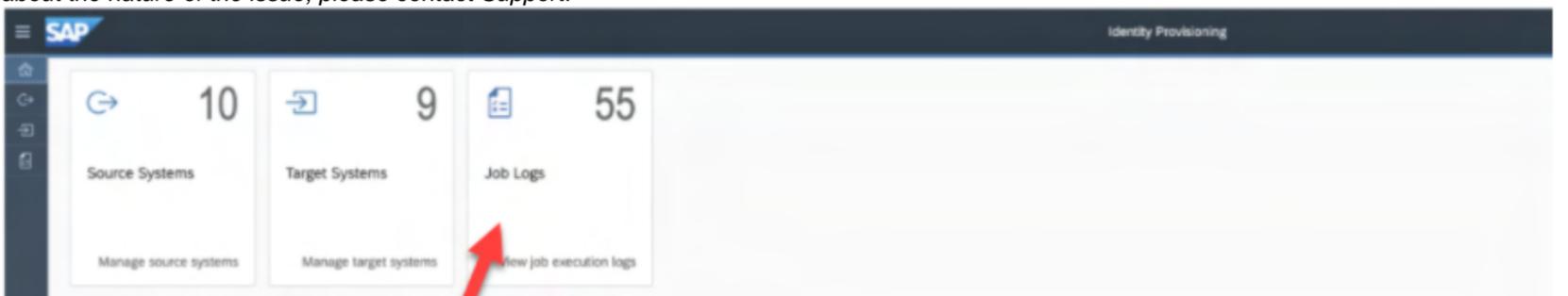
So, aside from the default properties, following have to be added:

- Authentication: BasicAuthentication
- ProxyType: Internet
- Type: HTTP
- OAuth2TokenServiceURL: from the “Off-BizX” wizard
- Password: from the “Off-BizX” wizard
- URL: from the “Off-BizX” wizard
- User: from the “Off-BizX” wizard

7. Go to Source Systems and select the one created. Switch to "Jobs" tab and click "Run Now".



8. Open IPS Admin cockpit, then click on “Job Logs” to check the Job Execution Logs. Confirm the job has been completed before moving on to the next step.
 Note: IPS User Sync will take a while depending on the volume of users to be synced from SFSF to Work Zone/Jam. If any user record shows failure, based on the error log, appropriate action might need to be taken to address the failure. If the error messages are not clear about the nature of the issue, please contact Support.



Identity Provisioning

Job Execution Logs

| Source System | Job Type | Trigger Type | Status | Start Time | End Time | Action |
|---|----------|--------------|---------------------|----------------------------|----------------------------|--------|
| SuccessFactors - APTSTANDALONE - source - JAM | READ | IMMEDIATE | Finished With Error | 20/10/2021 14:06:58 +08:00 | 20/10/2021 14:08:09 +08:00 | |
| SuccessFactors - APTSTANDALONE - source - JAM | RESYNC | IMMEDIATE | Manually Terminated | 20/10/2021 14:06:09 +08:00 | 20/10/2021 14:06:38 +08:00 | |
| SFSF_SOURCE_APTSTANDALONE | RESYNC | IMMEDIATE | Manually Terminated | 20/10/2021 14:03:30 +08:00 | 20/10/2021 14:03:51 +08:00 | |
| SuccessFactors - APTSTANDALONE - source - JAM | RESYNC | IMMEDIATE | Finished With Error | 20/10/2021 14:02:40 +08:00 | 20/10/2021 14:02:43 +08:00 | |
| DC25 SuccessFactors - APTWDC02 - source - Jam | READ | IMMEDIATE | Finished With Error | 19/10/2021 16:21:13 +08:00 | 19/10/2021 16:23:58 +08:00 | |
| HR-Workzone HR - IAS - source | READ | IMMEDIATE | Success | 19/10/2021 11:21:58 +08:00 | 19/10/2021 11:22:38 +08:00 | |
| HR-Workzone HR - IAS - source | READ | IMMEDIATE | Success | 19/10/2021 11:14:48 +08:00 | 19/10/2021 11:15:17 +08:00 | |
| HR-Workzone HR - IAS - source | READ | IMMEDIATE | Success | 19/10/2021 11:08:46 +08:00 | 19/10/2021 11:08:55 +08:00 | |
| HR-Workzone HR - IAS - source | READ | IMMEDIATE | Finished With Error | 19/10/2021 11:07:03 +08:00 | 19/10/2021 11:07:06 +08:00 | |
| HR-Workzone HR - IAS - source | READ | IMMEDIATE | Finished With Error | 19/10/2021 11:05:19 +08:00 | 19/10/2021 11:05:21 +08:00 | |

Next [10/10]

Step 2.5: Review user mapping

1. Switch to Off-BizX Wizard again and go to **Step 5 - "User Preview"**.

SAP Off Bizx Conversion

Setup IAS in Workzone — Setup Workzone in IAS — Setup IPS source system — Setup IPS target system — **5 User Preview** — 6 Ready

Refresh

0 users will be migrated

Export

0 users will be deactivated

Export

| User Email | User Sync ID | Current Status | New Status |
|--|--------------|----------------|------------|
|  No Data | | | |

Next

2. Click on **"Refresh"**.

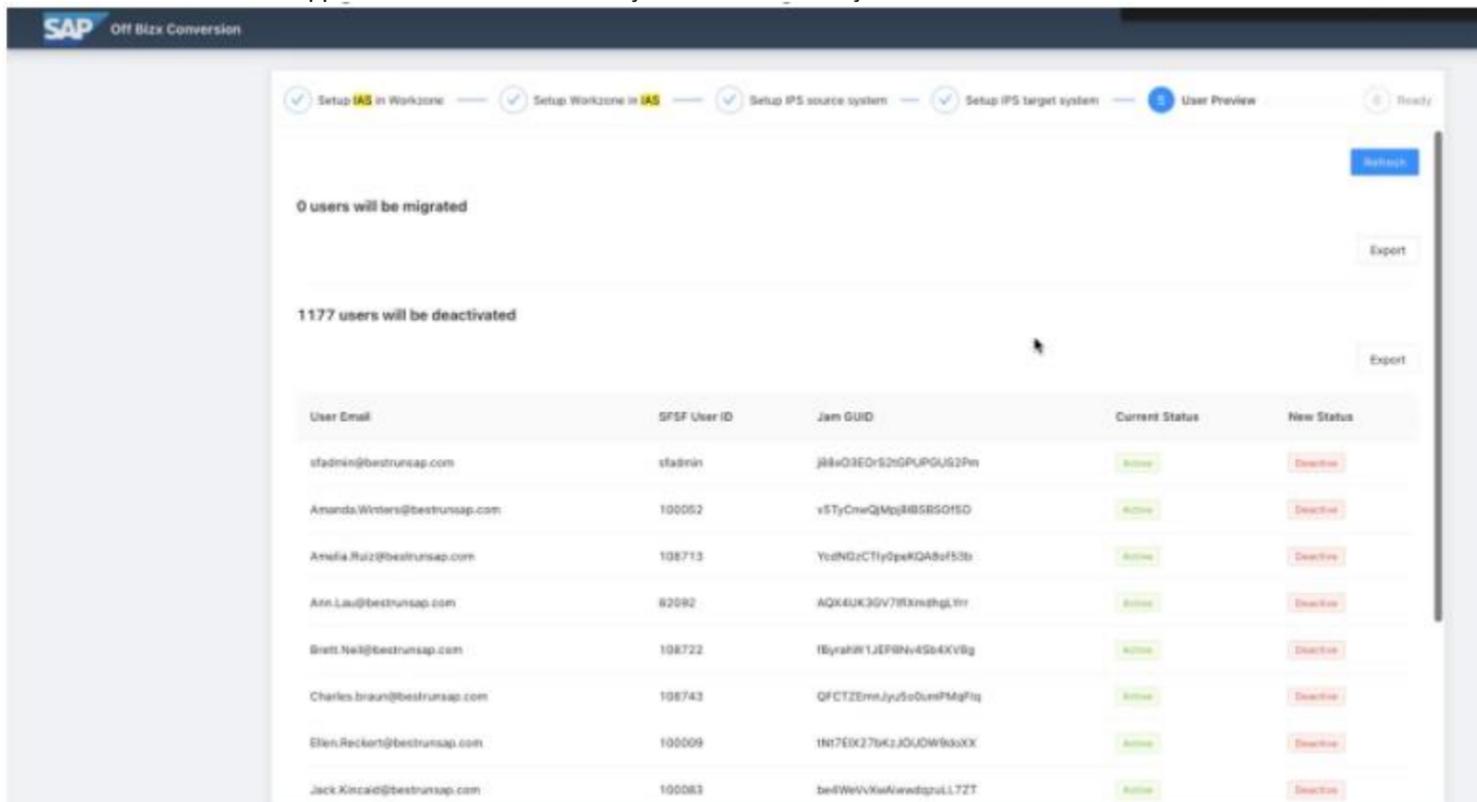
SAP Off Bizx Conversion

Setup IAS in Workzone — Setup Workzone in IAS — Setup IPS source system — Setup IPS target system — **5 User Preview** — 6 Ready

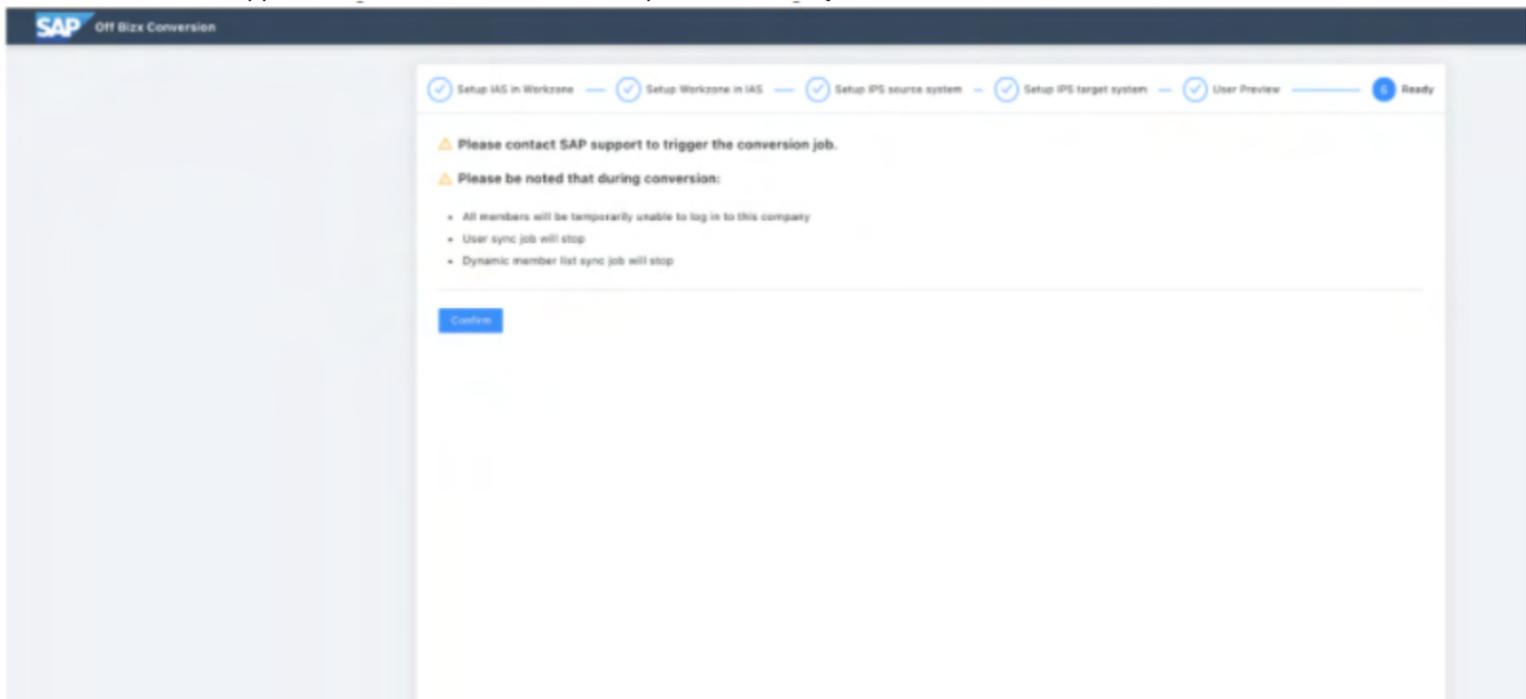

 Member list is being generated.
 Reload

Next

- When the refresh job is done, the page will show the number of users that will be migrated. It also lists the users that will be deactivated, if these users failed to be mapped between BizX Profile Sync and IPS User Sync.



- Once user sync and review are done, click “**Confirm**” in the last step.
Note that- Once confirmed, your configurations will then be locked from further changes and user sync will be stopped. At this point you should inform SAP support to execute the next & final step-> Conversion job.



Step 3: Execute conversion script (SAP Support)

Once all the tasks in Step 2 are completed, please inform Support to proceed with the next step-> Conversion job.

This will be a joint activity between Support and Engineering, and the SAP Jam or Work Zone tenant will be unavailable during this process. Support will co-ordinate with customers and decide on a specific schedule to perform this activity.

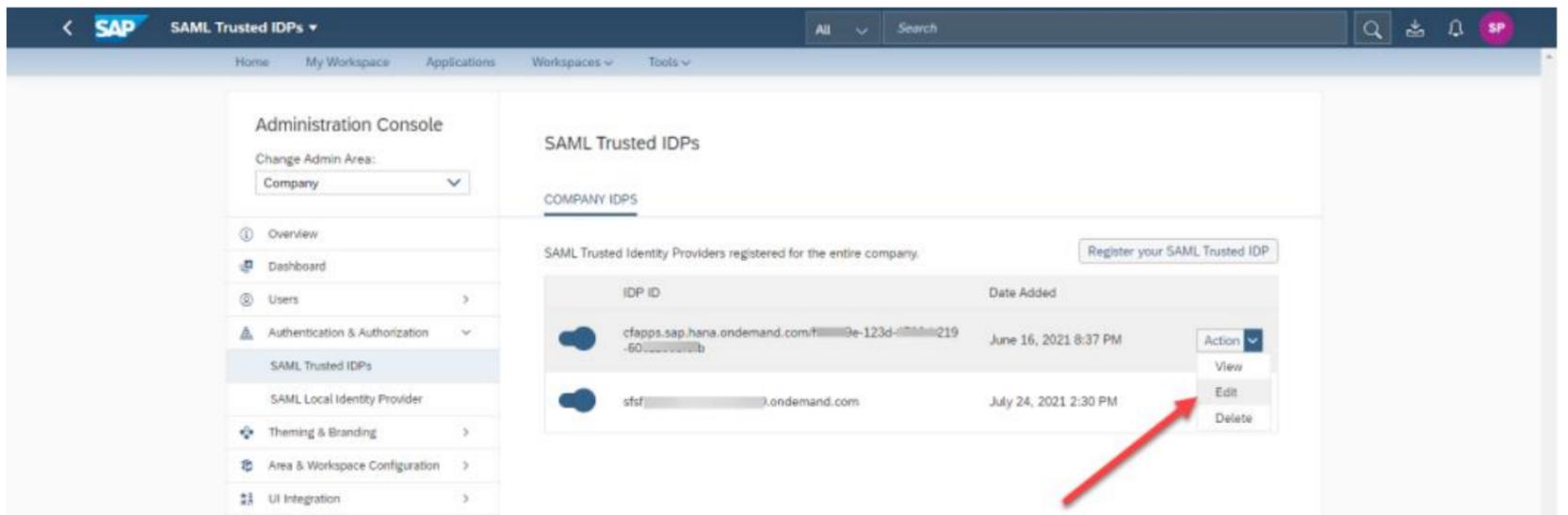
Step 4: Change the user attribute used for Name ID in SAML assertion (Customer - Only for Work Zone)

Once Step 3 is completed by Support, this subsequent task needs to be performed by the Customer.

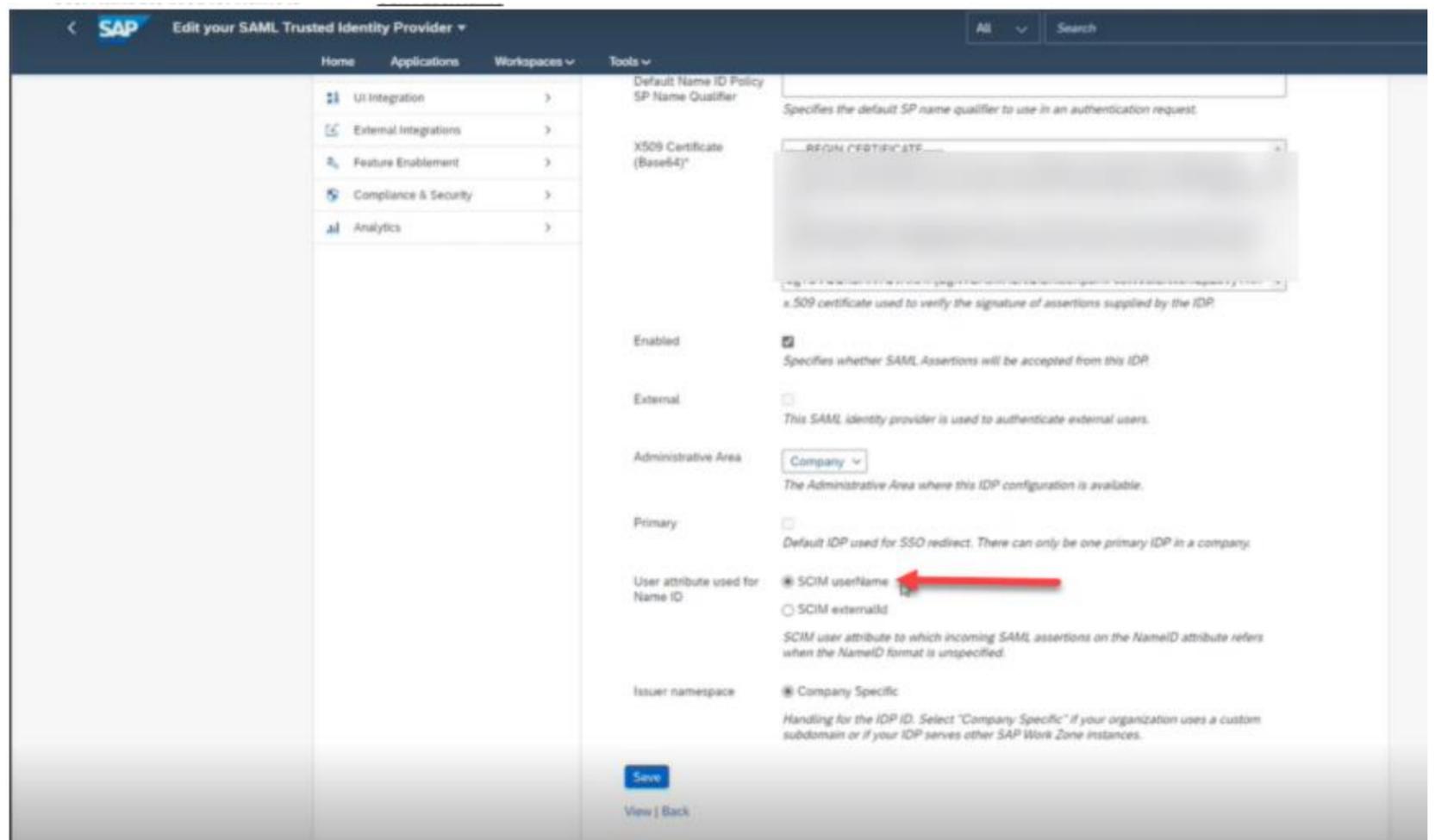
If the customer has SF/BizX integrations that use SAML authentication and authorization to fetch OAuth tokens, in the settings of the associated **SAML Trusted Identity Provider**, the user attribute used for Name ID should be changed to "**SCIM userName**". The reason is that after the off-BizX process, the "**IAS User Uuid**" would be mapped to the "**SCIM userName**" field in the user profile.

For a Work Zone tenant, this will be the SAML Trusted IdP created for BTP.

- Log in to the SAP SuccessFactors Work Zone tenant post Off-BizX conversion.
- Go to *Administration Console* -> **Authentication & Authorization** -> **SAML Trusted IDPs**
- Find the IDP for the BTP Subaccount, click **Action** -> **Edit**



4. Under "User Attribute used for Name ID" choose **SCIM userName**



5. Click **Save**

Step 5: Update the "Jam" Destination in BTP Subaccount (Customer - Only for Work Zone)

The "JAM" destination in the BTP Subaccount will require the following updates->

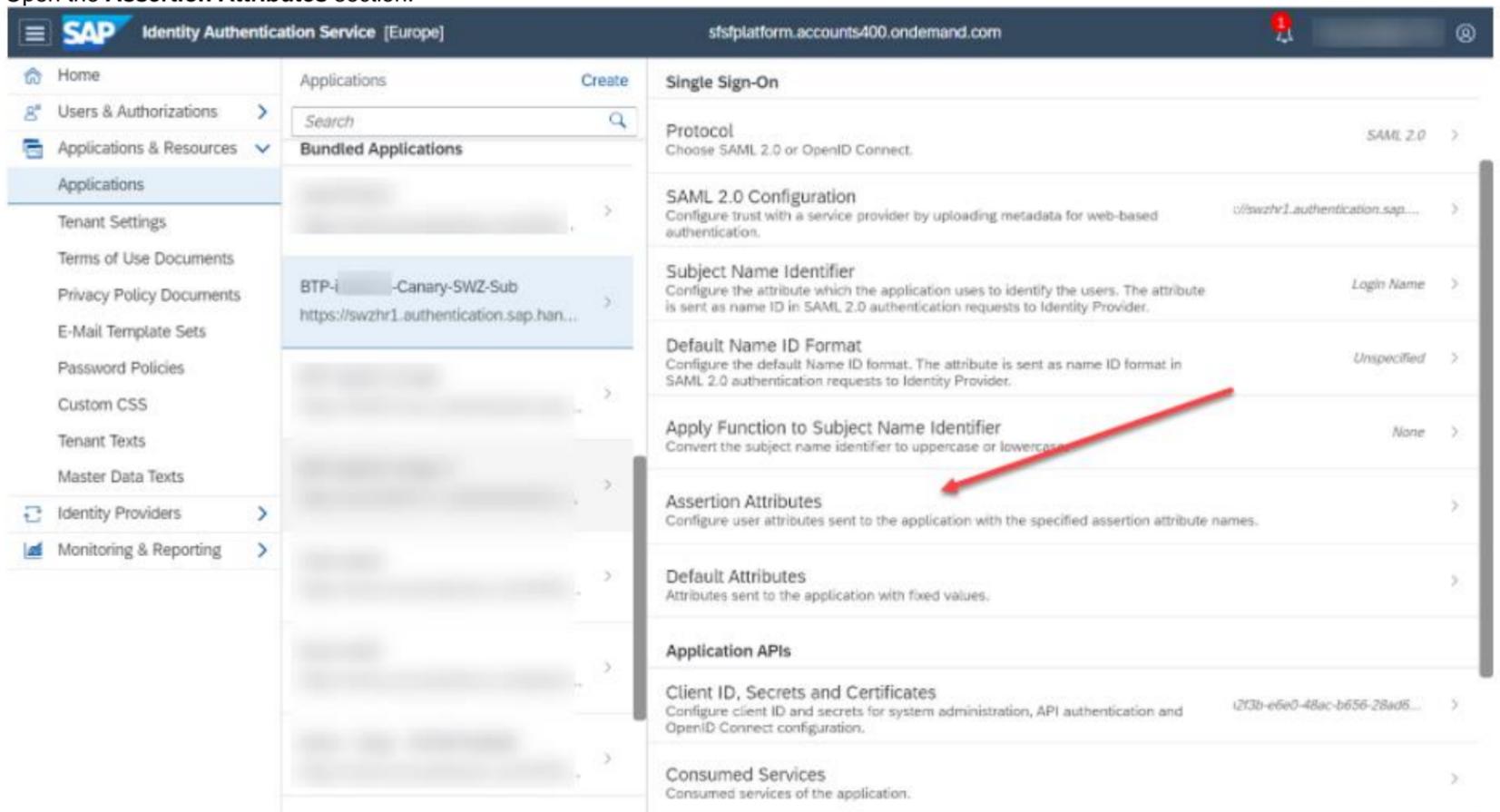
- **nameIdFormat** = urn:oasis:names:tc:SAML:1.1:nameid-format:unspecified
- **userIdSource** = user_uuid
- **Audience** = Work Zone Core Local IDP URL (instead of cubetree.com),
This URL can be found in *Work Zone Administration Console -> Authentication & Authorization -> SAML Local Service Provider -> Issuer*
Example-> https://ceportal.coreint2.workzone.ondemand.com/company/saml_local_service_provider/BcD1t5TVJierKY1VZ9Dzjm
- **nameQualifier** property needs to be removed.

Step 6: Verify the BTP Subaccount application in IAS is sending user_uuid as Assertion attribute (Customer - Only for Work Zone)

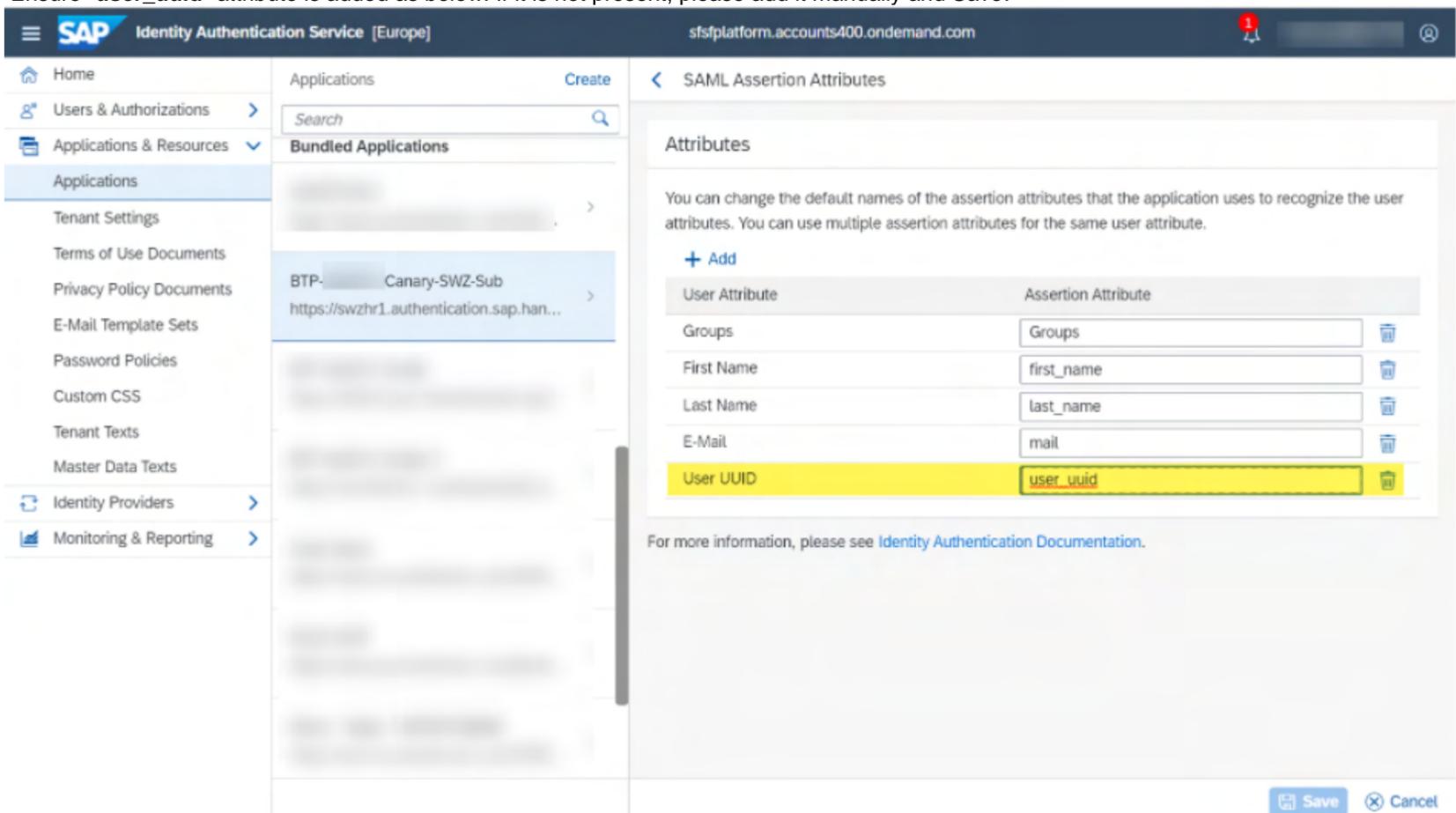
Finally, we need to verify that the BTP application in IAS includes User UUID in the Assertion attributes.

1. Go to **IAS Admin Console -> Application & Resources -> Applications**.
2. Find the application created for the **BTP Subaccount** (during onboarding to Work Zone)

3. Open the **Assertion Attributes** section.



4. Ensure "**user_uuid**" attribute is added as below. If it is not present, please add it manually and Save.



Step 7: Disable the SAP Jam Integration and RBP permission at BizX (SAP Support)

Once the previous steps are completed, please inform Support to proceed with disabling the following settings in BizX Provisioning->Company Settings page.



Both the above checkboxes should be unchecked. This disables the direct connection between BizX and SAP Jam, and also the "SAP Jam access" permission in BizX RBP. In case the default "SAP Jam" label has been changed in the customer instance, then the above setting text will show that modified label instead of "SAP Jam".

Important Notes:

Once all the above Off-BizX steps are completed-

- The SAP Jam or Work Zone option in the BizX module picker will be gone. The Custom Tile or Custom Navigation options in BizX can be used to add in substitute navigation links for the end user.
- Access to SAP Jam/Work Zone will no longer be controlled by RBP permission in BizX. This can be replaced by applying conditions at the IPS user provisioning level, to control which users from BizX are synced to Jam/Work Zone.
For example: Add condition in IPS Source System transformation that only users with a specific custom field value (say, *custom01=Yes*) in BizX will be synced to the target.