**Template of collecting customer tenant information**

**File:**Template of tenant info collection for RBP refresh performance tuning

**Subject**: Tenant information collection for Role-based permission refresh performance tuning

**Content**: : If your tenant's RBP change taking effective has low a performance because of complex organization and large user volume and you would like to tune role-based permission refresh performance, please provide the following information to product team to dig dive and address optimization proposal. It will take 3-4 weeks for the turnaround time. When the proposal is generated, please review it and provide the approval note for the change processing.

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| **Tenant information collection (Customer to fill)** | |
| Customer Name |  |
| Data Centre (e.g. DCxx) |  |
| Company ID |  |
| Environment (e.g. Test,Dev,Preview,Prod) |  |
| Support Access account ([KBA 2088892](https://userapps.support.sap.com/sap/support/knowledge/en/2088892)) |  |
| Total user volume in this tenant (e.g. 10K) |  |
| Dynamic group volume in total (e.g. 2000) |  |
| Static group volume in total (e.g. 200) |  |
| Whether HRIS fields are used in dynamic group people pool definition (Y/N) |  |
| How many role assignment in total (e.g. 100) |  |