

INTERNAL

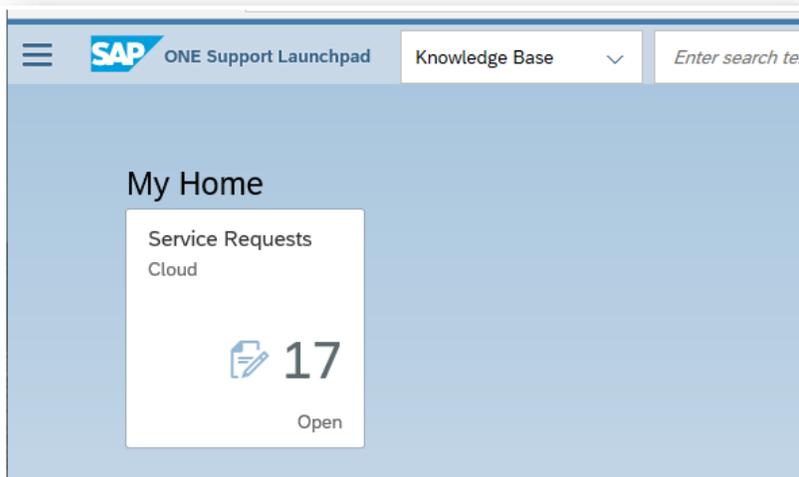
Document can be shared with customer and prospect with non-disclosure agreement in place

Submitting Customer Vulnerability Assessment request via SAP Support Portal

Customer vulnerability assessment testing requests are now processed via the Service Requests located on the ONE Support Launchpad <https://launchpad.support.sap.com>.

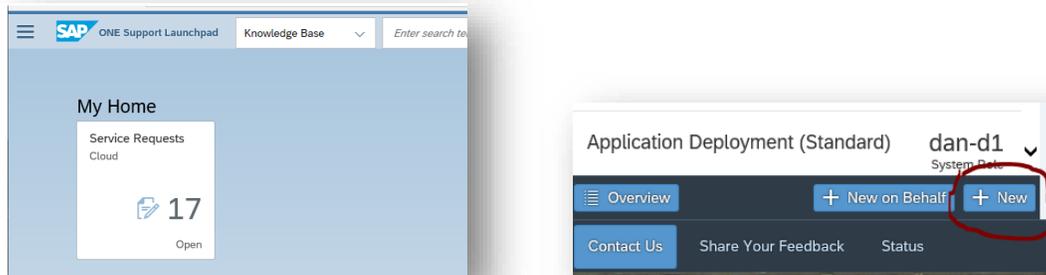
Please note:

1. Customer needs to sign in with S User ID
2. Enter request via the 'Service Requests: Cloud' tile

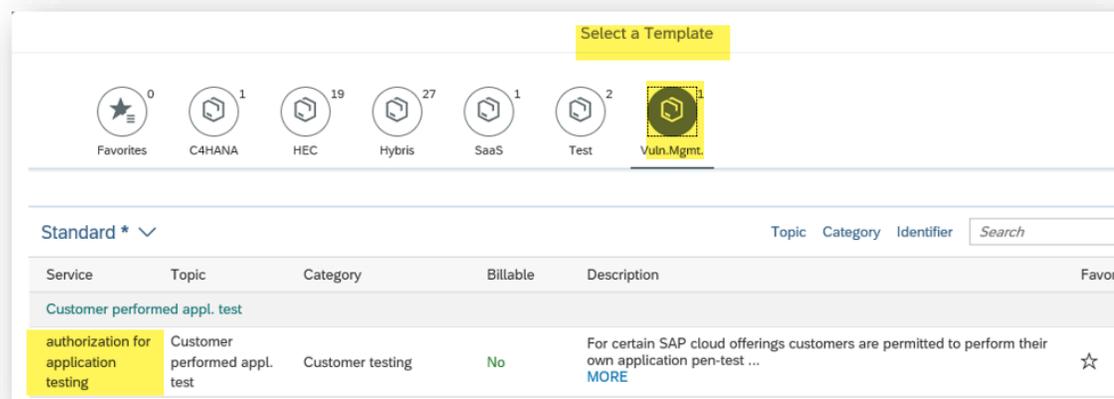


INSTRUCTIONS:

1. Open Service Request window and click **NEW** button as seen below.



2. Choose **Vuln. Mgmt.** in 'Select a Template' and then **Authorization for Application Testing**.



3. Complete online request form and submit request for approval.

FAQ

When the '*Service Requests: Cloud*' tile is missing, as seen below, what should customer do?



1. Find if '*Service Requests: Cloud*' tile by scrolling down to Cloud – Administration section. If so, just open up the tile.

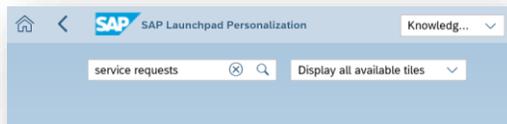


2. Otherwise, add '*Service Requests: Cloud*' tile by:

2.1. click Personalize Icon:



2.2. Look up *Service Requests: Cloud* tile and add to Home screen



If **Service Request** tile **Vuln. Mgmt** tile is not found your S-user account does not have enough permissions to create a service request or access Vul. Mgmt. Please reach out to Super admin to grant below said permission to S user.

- SRV_CREA == Create Service Requests
- SRV_BIL_AD == Create Billable Service Requests

Please reach out to pentest@sap.com if there are questions.