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 <u>https://launchpad.support.sap.com</u>.

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.

Mv Home	
Service Requests Cloud	Application Deployment (Standard) dan-d1 -
[⊮ 17	E Overview + New on Behalf + New
Open	Contact Us Share Your Feedback Status

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

					Select	a Template					
Favorites	C4HANA ¹	HEC 19	Hybris 27	SaaS ¹	(D) ² Test	Vuln.Mgmt.					
Standard * 🗸							Topic	Category	Identifier	Search	
Standard * 🗸 Service	Торіс	Category	ý	Billable	Descri	ption	Topic	Category	Identifier	Search	Favo
Standard * ✓ Service Customer perform	Topic ned appl. test	Category	ý	Billable	Descri	ption	Торіс	Category	Identifier	Search	Favo

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.

SAP Customer Experience

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

Please reach out to <u>pentest@sap.com</u> if there are questions.

