Assignment policy for generic and nominative SAP Users

PROCEDURE VALIDATION

Version	Corporate area	Approved by:	Approval date
1	Operations HQ	VP Business Processes	December 2021
	IT HQ	Information Security Director	
	IT HQ	SVP IT	
	Operations HQ	F&B HQ	
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OBJECTIVE AND SCOPE

This document outlines and regulates the policy for assigning nominative and generic SAP users based on positions and tasks for **Hotel employees**.

SUMMARY

1. General Principles.
2. Requesting process for approved positions that do not have it yet.
3. Assigned SAP Users based on the position.
4. Exceptions for creation generic or nominative SAP Users in Hotels.
5. SAP users for Management / Franchise hotels and external workers in NH Hotel Group.
6. Analysis and removal of unused SAP Users.

1 General Principles

Following an in-depth revision, IT and Operations HQ defined a range of different positions which will automatically be assigned an SAP user (nominal or generic).

Nominative SAP users will be created only for those positions specifically mentioned in this policy. Very limited exceptions can be made*.

*The alternative for those positions or exceptions not included in this policy, which proved the necessity of an SAP User, will always be analyzed previously.

2 Requesting process for new users or approved positions that do not have it yet

This policy doesn´t have a retroactive effect. No user will be created automatically.

If a Hotel needs to request the creation of a new user included in the table of Section 3, the request will be sent through the "NH Service Desk" portal (ticket JIRA category = "SAP user Management > New User"). In all cases, the employee ID must be informed in the ticket.

3 Assigned SAP Users based on the position

The following positions will be assigned a nominative or generic SAP user accordingly.

Nominal users must NOT be shared between employees.

The job position must be properly assigned in Human Resources, and it requires a user due to their daily tasks such as General Managers, Deputy Managers, or heads of departments:

WORK CENTER	DEPARTMENT	JOB TITLE	USER Yes/No	USER TYPE
HOTEL	H-ADMINISTRATION	ADMINISTRATION STAFF	Y	Nominal
		ADMINISTRATION MANAGER	Y	Nominal
		CONTROLLER	Y	Nominal
		HR STAFF	Y	Nominal
		HR MANAGER	Y	Nominal
	H-HUMAN_RESOURCES	HR STAFF	Y	Nominal
		HR MANAGER	Y	Nominal
	H-F&B	F&B MANAGER	Y	Nominal
		F&B ASSISTANT	N	
		ORGANIZER MANAGER	Y	Nominal
		ORGANIZER STAFF	Y	Nominal
	H-F&B / BANQ_REST	BANQUET MAITRE	N	
	H-F&B / BANQ_KIT	BANQUET CHEF	N	
	H-F&B / KITCHEN	EXECUTIVE CHEF (3)	Y	Generic
	H-F&B / BAR-RESTAURANT	MAITRE (4)	Y	Nominal
		HEAD OF BAR (3)	Y	Generic
		WAITER (3)	Y	Generic
		CHEF (3)	Y	Generic
		SOMMELIER	N	
	H-HEALTH & BEAUTY	H&B MANAGER	Y	Nominal
		H&B RECEPTIONIST	Y	Generic
	H-MAINTENANCE	MAINTENANCE MANAGER	Y	Nominal
		MAINTENANCE STAFF (1)	N	
	H-MANAGEMENT	HOTEL DIRECTOR	Y	Nominal
		DEPUTY HOTEL DIRECTOR	Y	Nominal
		OPERATIONS MANAGER	Y	Nominal
		ASSISTANT	Y	Nominal
		TASK FORCE MEMBER	Y	Nominal
		STOREKEEPER	Y	Nominal
	H-ROOMS	ROOMS DIVISION MANAGER	Y	Nominal
		GUEST RELATIONS MANAGER	N	Generic
		GUEST RELATIONS STAFF	N	Generic
		RESERVATION MANAGER	Y	Nominal
		RESERVATION STAFF	Y	Nominal
	H-ROOMS / FRONT OFFICE	FRONT OFFICE MANAGER	Y	Nominal
		ASSISTANT FRONT OFFICE MANAGER (1)	N	

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HOTEL		RECEPTIONIST (2)	Y	Generic
		NIGHT AUDITOR	N	
		CONCIERGE	N	
		FO BACKOFFICE ADMINISTRATION	Y	Nominal
	H-ROOMS / HOUSEKEEPING	HOUSEKEEPING MANAGER	Y	Nominal
		HOUSEKEEPING STAFF (1)	N	
		HOUSEKEEPING EXTERNAL	Y	Generic
	H-SALES	INHOUSE SALES MANAGER	Y	Nominal
		INHOUSE SALES EXECUTIVE	Y	Nominal
		PROPERTY & REGIONAL SALES MANAGER	Y	Nominal
		PROPERTY & REGIONAL SALES EXECUTIVE	Y	Nominal
		REVENUE MANAGER	Y	Nominal
		REVENUE MANAGEMENT STAFF	Y	Nominal
	H-ENTERTAINMENT	ENTERTAINMENT MANAGER	N	
	H-MARKETING	MARKETING MANAGER	N	
		SOCIAL NETWORK&COMMUNICATION STAFF	N	

(1) **Check exceptions in Section 4.**

(2) **One generic user per PC at Front Desk.**

(3) **MM Generic user just in case of overseeing MM tasks and F&B reports.**

(4) **If the F&B Manager position doesn't exist in the hotel, the Maître will have a nominal user. Otherwise, she/he will use the MM Generic user.**

4 Exceptions for creation generic or nominative SAP Users in Hotels

The following cases could be analyzed when an exceptional circumstance is given in the hotel:

- Leave: according to the job position, if the Head of Department is on leave, the employee that covers her/his responsibilities must have a nominal user, if not, it must be requested temporarily with the corresponding deadline.
- Access to more than 1 hotel: the request will be approved once confirmed that the user will manage tasks in several centers. The Head of Department/Manager must be added as a participant in the JIRA ticket.
- Generic Maintenance or Housekeeping user: the request will be approved depending on the department employees and/or hotel profile.
- New transaction access: Once this transaction and employee tasks are analyzed, it will be assigned to the generic role.

Any other specific situation not mentioned in the table of section 3 or these exceptions could be also analyzed through the "NH Service Desk Portal" individually.

5 SAP users for Management / Franchise hotels and external workers in NH Hotel Group

- **Hotel Staff (Management or Franchise Hotels):**

To assign a nominative SAP user, it is essential to be registered in the SAP HR module as an employee and the requester must be part of the staff of a work center in which NH Hotel Group is responsible for the elaboration of payroll payment.

Nominative SAP users will not be assigned to management or franchise employees except in cases when NH Hotel Group is responsible for the management of the payroll payment.

Generic SAP user accounts will be enabled instead.

- **External workers:**

For these cases, only generic external SAP users will be available. The requests must be also made through the "NH Service Desk Portal".

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6 Analysis and removal of unused SAP Users

An assessment of all SAP users will be carried out every 60 days to identify unused users and consequently disable them.

This assessment will involve all users, regardless of the job position.

To avoid errors during this process, the work status of the employee in question will be checked with HR before blocking the account.

HR must inform the IT department of all temporary leaves, to guarantee that those accounts with justified inactivity will be maintained but blocked during a specific period.