User & Access Management in multi-portal Environments

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ZF Group is a leading worldwide Automotive Supplier for Driveline and Chassis Technology

PRODUCT PORTFOLIO

**Driveline**
- Transmissions
- Driveline components

**Chassis**
- Axles
- Chassis components
- Steering systems
Looking on inter company relations the „Supply Chain“ has become a „Supply Network“ requiring a more effective information flow.
This effect is extremely clear to see in internet based communication ...

NUMBER OF OEM PORTALS RELEVANT FOR ZF GROUP

- 2002: 13
- 03/2004: 42
- 03/2005: 56
- 09/2006: 81

+45%
... across all business processes

APPLICATIONS PER FUNCTIONAL AREA

- Sales
- Logistic
- Other
- Product Development
- Quality
- Documentation / Norms
- Finance
- Communication
- After Sales
- Purchasing
- Production
- Environment
The number of ZF employees working “online” is increasing by 20% p.a.

NUMBER OF ZF EMPLOYEES REGISTERED ON OEM PORTALS

September 25th: 3150 users reg.
aver. growth in 12 months: 21 %

aver. number of applications per user

1,3

5,0

2003

09/2006

01/03 01/04 01/05 01/06
Although there are plenty of benefits in working with internet portals there are also some challenges

CHALLENGES IN MULTI PORTAL ENVIRONMENTS

1. Company registration and user administration
2. Security and risk reduction
3. Legal implications
4. Readiness of internal business processes
The introduction of an internal, standardized user & access administration for portals was a key step

ZF APPROACH TOWARDS USER & ACCESS MANAGEMENT

- Centralized user administration
- Avoiding double work
- T&Cs harmonized

SUPPLIER Divisions Business Units

1 2 3 4 5 6 ...

GM PSA VW

DC, BMW, Covisint ...
ZF employees request access for external portals by using ZF PortalManager

USER & ACCESS MANAGEMENT PROCESS

1. REQUEST
2. APPROVAL
3. USER-ADMINISTRATION
4. USER ID & PASSWORD

ZF employees request access for external portals by using ZF PortalManager.
Standards ensure that eBusiness improvements in processes are not swept away by increased „administrative waste“

USER & ACCESS MANAGEMENT (UAM) STANDARD*

XML Implementation Guideline: usrac

Data Model: User Administration

Detailed Description

• Decrease of complexity (structure/content)
• Increase in efficiency between 30% and 60% by avoiding retyping of data and possible automization of data transfer
• Increase in data accuracy by avoiding mistyping of user data
• Increase in data timeliness due to easier/automated update cycles and possible backend integration

*) User Access Management Standard published first in April 2004 by Odette defines Structure, Content & Technique
A standardized message allows an automated transfer to take place instead of manual (re)typing

UAM STANDARD INTERFACE

PortalManager* generates the standard XML message

The PortalManager connects to the OEM Web Service and transmits the XML message

The Web Service reads the XML message and depending on the <activity> attribute starts the necessary process (example: to register the new user).

This process creates the new user at the OEM user directory.

Pilot running between ZF and BMW. Connection to PSA is in preparation

PortalManager

XML

Insert user data

message back to confirm <activity> and evt. password and UserID

Directory

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* ZF PortalManager is a support tool developed by ZF & open4business GmbH to allow efficient internal coordination of UAM
Declaration of the Automotive Community regarding User Registration

“We commit ourselves to implement the Odette Standard which describes the User & Access Management in our B2B-Portals and intend to establish the respective interfaces”.

* Year 2004
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Improvements in security and risk reduction need to be driven by awareness not technology.

B2B Security & Risk Reduction (S2R)
An Odette Standardization Project

Odette S2R Phase 1
Security Recommendation

- Roles & Responsibilities
- Common Risk Schema
- Classification of Data
- Password Policy
- Data Privacy and Traceability

Version 1.0

Odette S2R Phase 2 - Implementation

- Increase Awareness
- Benchmarking and Methodology

Odette S2R Phase 3 - Audit Recommendation

- Audits and Certification
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Communicating through portals may also require a check or negotiation of T&C’s with the portal owner

EXAMPLE: APQP-PROCESS

former process

new process

portal/ marketplace

Tier 1

OEM

Tier 1

OEM

Tier 1

OEM
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In early 2003 a company-wide analysis indicated those processes impacted most by portal-based communication.

BUSINESS PROCESS ANALYSIS (as of Jan. 2003)
Highly efficient processes and high adaptability to different customer processes have to be brought in balance

EXAMPLE: RFQ PROCESSING

- increased number of change requests
- shorter reaction time
- many different format requirements
Thank you for your Attention!