

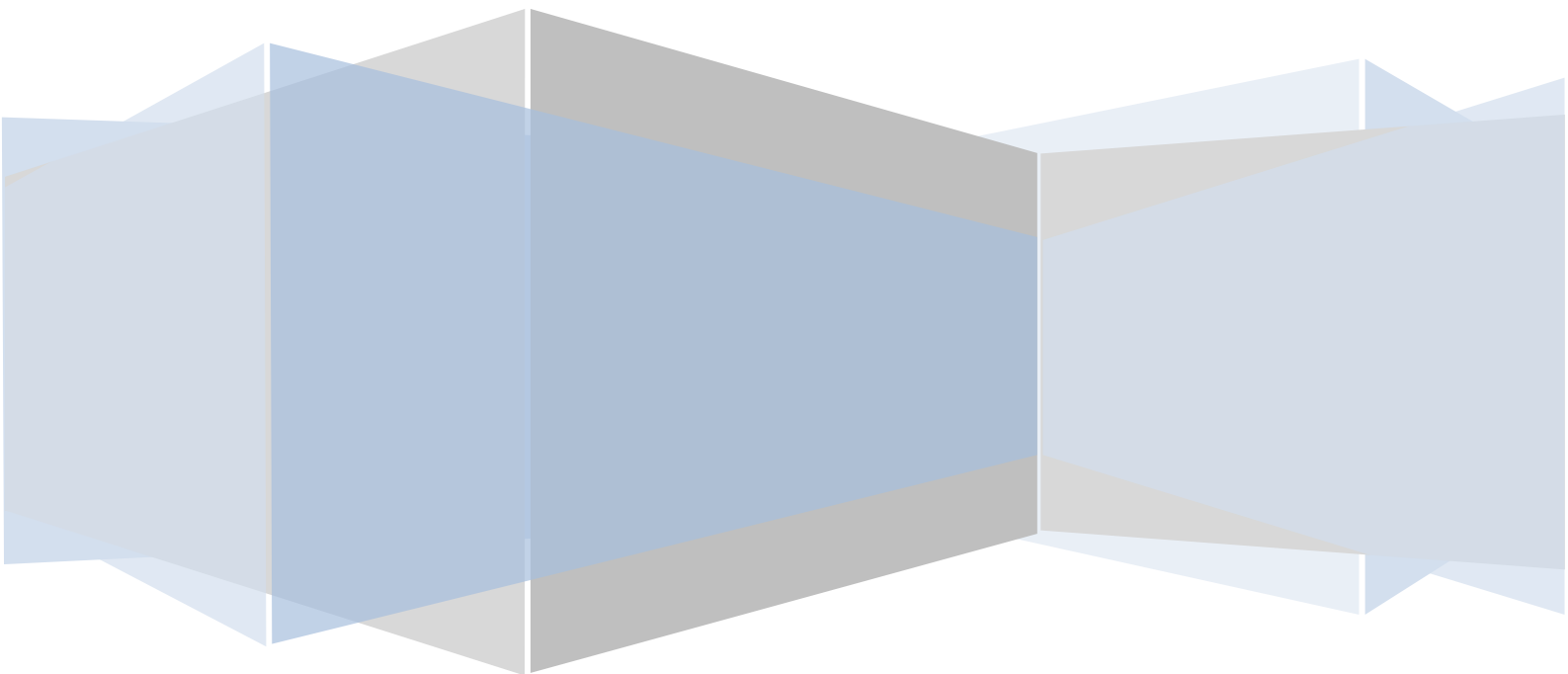
Single Sign On

**Case studies: Innovation, SAP
Business Objects (BMC Analytics)**

J System Solutions

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Innovation: Integrating BMC ITSM and SAP Business Objects (BMC Analytics)

One of our clients approached us to ask if we could help automate the onboarding of users to SAP Business Objects (BMC Analytics).

By BMC design, ITSM and Analytics have no integrated permissioning, hence administrators are required to maintain two separate user/group repositories and configure two separate authentication points.

The client had discovered a critical piece of functionality that is not available out of the box, as per BMC Knowledge Base article KA291146:

Problem: The BSM Analytics Reports doesn't contain any data after a successful install and post install.

Solution: The user ID must exist in both the BMC AR System (CTM_PEOPLE_PERMISSION_GROUPS) and BSM for Analytics. If the AR System user ID does not exist in Analytics, you must create it in Analytics. The user ID must be able to see the data in the AR System.

This issue was reinforced by Daniel Bloom, founder of ARSlist, who wrote an ARSlist post

(<http://www.javasystemsolutions.com/arslist/view/89040802>) stating:

I have tried to keep clear of Analytics ever since, or until they use the permissions from the ARSystem: has that happened yet?

We have delivered a fully automated and integrated solution that allows the administrator to manage only one set of permissions in BMC ITSM.

How does it work?

Our solution synchronises ITSM user and group permissions with Business Objects, allowing all user permissioning to be performed within ITSM.

With SSO Plugin, an administrator can create a user in ITSM and place them in one or more groups that have been mapped to Business Objects.

When the user accesses Business Objects for the first time, SSO Plugin creates an account in Business Objects and adds the relevant Business Objects groups. The user's ITSM 'People' data is also transferred, providing the Business Objects user record with the user's full name and email address.

The AR System administrator can update the user's ITSM permissions at any time, adding/removing them to/from the Business Objects mapped

groups, and the next time the user accesses Business Objects, their permissions are updated accordingly.

Will it work for me?

We have worked with a number of our largest clients to build a best practice integration, mapping ITSM groups to Business Objects roles. This should be suitable for all deployments of ITSM and Business Objects, however it is fully customisable.

This is a great example of why JSS leads the BMC market in using SSO to automate and integrate BMC products.

Contacting JSS

For more information on the JSS SSO Plugin, please visit <http://www.javasystemsolutions.com> or email us at information@javasystemsolutions.com.