



Information Lifecycle Management

Introducing The Data Controller Rule Framework

A Guide for Customers

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This document is a brief guide to the data controller rule framework (DCRF), which helps organizations manage multiple policies around the retention of different types of information. In the first part, we explain the complex challenges in managing data to comply with regulations and business demands, the benefits of using DCRF, and the concepts behind it. In the second part, we look at an example organizational structure and its regulatory requirements to explain how DCRF would be configured to generate the necessary data retention rules.

Take Control of Your Data with Retention Policies, Practices, and Software

THE CHALLENGE OF COMPLYING WITH DATA RETENTION REGULATIONS

Keeping records. This has been a key requirement of business for centuries. Today, organizations across all industries must comply with an increasing number of regulations covering accounting principles, taxation, trading standards, employment rights, health and safety, and environmental considerations, among others. While some are international legislation, most are specific to each country and jurisdiction according to local laws. Furthermore, compliance requirements are becoming increasingly prescriptive, laying out precisely what information needs to be recorded and how long it must be retained.

It follows that any set of records might need to be retained for different time periods to serve multiple regulatory requirements. This is a challenge for any organization, but it grows increasingly complex when you have operations in multiple countries or serve multiple industries, all of which add their own unique requirements. Knowing when you can safely delete records across lines of business while keeping track of all the different retention rules for all the different types of information against all the regulations that apply can become overwhelming.

For many businesses, the default response has been to keep all information forever. But with the relentless growth of information in the digital economy, some are starting to question if that approach is sustainable.

There's yet another complication. Emerging data protection and privacy (DPP) regulations across the globe give increased rights to individuals over how their personal data may be used. For example, the European Union's General Data Protection Regulation (GDPR) stipulates that an individual's personal data must be deleted when there is no longer a business purpose to use it or if the individual requests this be done sooner (the "right to be forgotten"). These regulations also expand the definition of personal data that could apply to many business purposes. Therefore, deletion of such personal data is no longer optional but must be managed in accordance with all the other regulatory requirements. For example, if an individual requests that their personal data be deleted but tax laws require invoice and payment records to be kept longer, then the affected data must be blocked and otherwise prevented from being used during normal business processing.

To help organizations manage this increasingly complex challenge, the SAP® Information Lifecycle Management (SAP ILM) component provides a broad range of advanced capabilities, including blocking and deletion, residence and retention management, consolidation of legacy data, and more. In particular, a new feature of SAP ILM,¹ the data controller rule framework, or DCRF, is designed specifically to simplify the administration of multiple information retention rules, identify how these are aligned to specific business purposes, and restrict access to blocked data using authorization controls.

1. DCRF is introduced in the SAP NetWeaver® technology platform 7.50, support package 7, and SAP NetWeaver 7.51, support package 2.

THE BUSINESS BENEFITS OF DCRF

The data controller rule framework offers many benefits, including the following:

- Reduce the configuration effort
- Improve speed of rule definition for business and regulatory requirements
- Eliminate configuration errors that may prove costly in a regulatory context
- Increase transparency across rule sets for audit and accountability purposes
- Simplify ongoing maintenance of rules as business grows and regulation evolves

The table summarizes an example of reducing the configuration effort for an organization of moderate size and regulatory complexity. Even in this scenario, the effort for initial configuration of the technical rules necessary to meet regulatory requirements is estimated at 150 person-days. Organizations of larger size and more regulatory complexity, with additional SAP system instances and business processes, will see a correspondingly more dramatic increase in configuration effort.

Organizational and Regulatory Landscape

Number of organizational legal entities	20	Combination of companies, sales organization, and so on
Number of SAP solution systems	4	Example: SAP® ERP, SAP Customer Relationship Management, SAP Supply Chain Management, and SAP Supplier Relationship Management
Number of business processes subject to regulation	6	Average (depends on legal entity, jurisdiction, and so on)
Number of applicable documents per business process	5	Average (technical objects in the SAP solution system relevant to each business process)
Total number of documents (objects) to configure	2400	

Effort Estimation

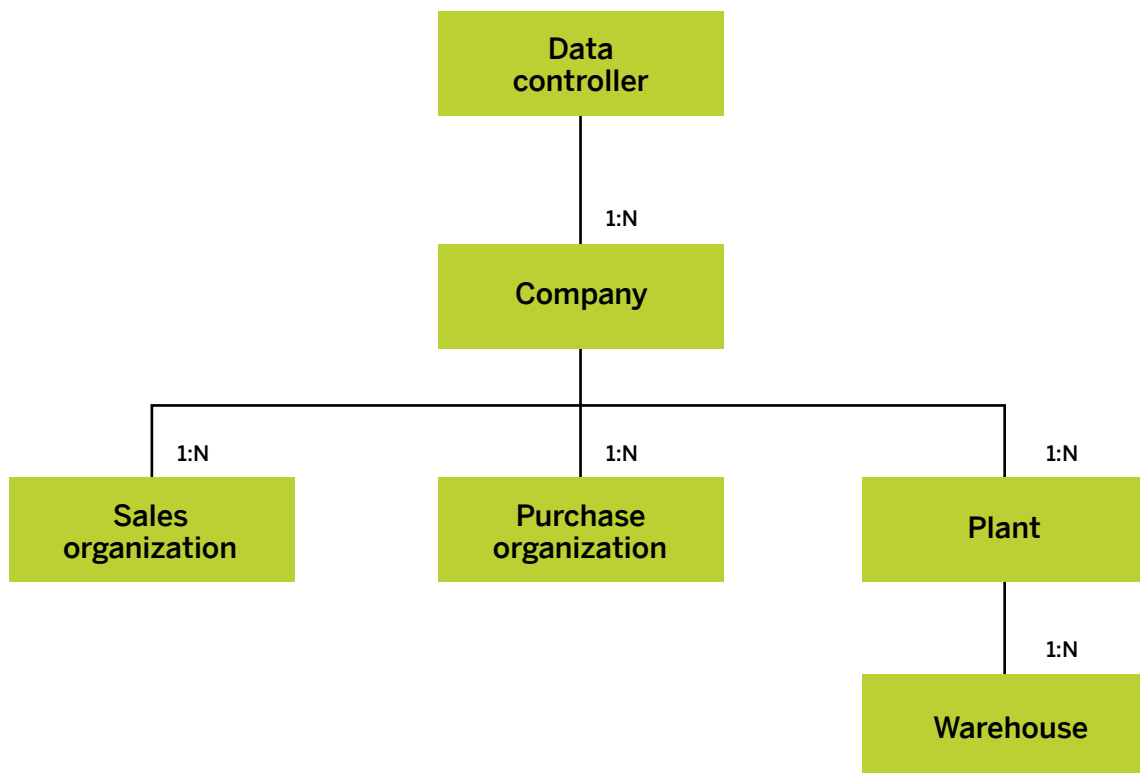
Rules configuration effort per document (object) in minutes	30	Average (technical objects in the SAP solution system relevant to each business process)
Total configuration effort (person-days)	150	Assumes an eight-hour working day

CONCEPTS OF DATA RETENTION

A **data controller** can be considered as an organizationally independent unit that alone or together with others determines the purposes of data processing. The data controller is a single, legally independent entity.

Data controllers are defined by specifying which organizational entities are relevant (for example, company codes or sales organizations) and, therefore, which data falls under the responsibility of a given data controller (see Figure 1).

Figure 1: Example of Data Controller Comprising Several Organizational Entities

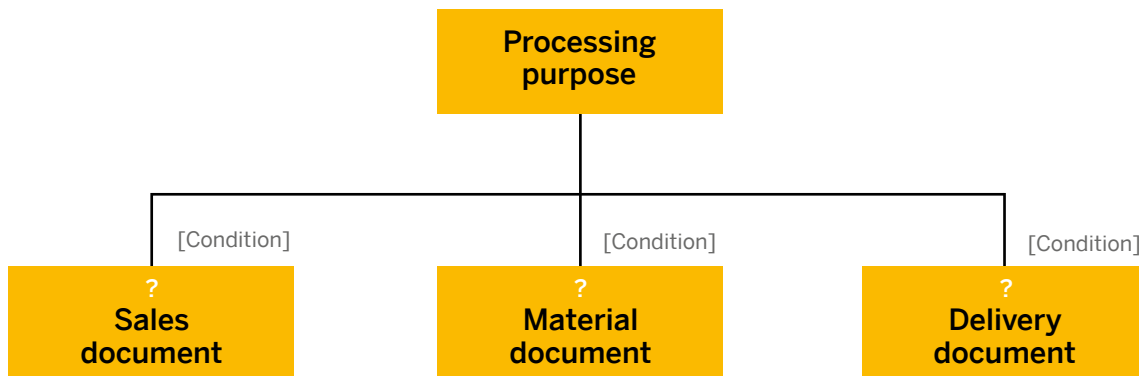


The data controller rule framework is designed to **simplify the administration of retention rules**, identify how these are aligned to specific business purposes, and restrict access to blocked data using authorization controls.

The **processing purpose** (often referred to as “purpose”) is a justifying reason for an organization to process personal data.

A processing purpose is defined by combining technical objects and relevant condition fields that together describe a business process (see Figure 2).

Figure 2: Example of Processing Purpose Comprising Several Technical Objects



The **retention period** is the total length of time that data needs to be held after business activity has concluded. For example, a customer purchase is complete when all payments are received and delivery is confirmed but legislation requires that customer invoice details be retained for a specified number of years for tax reporting (see [Figure 3](#)).

Note that multiple legislative requirements may apply, in which case the retention period needs to

cover the longest length of time for which the data must be held.

Regulations such as the EU GDPR dictate that **personal data must be deleted** when the processing purpose is concluded (also known as “end of purpose”). But, as has been discussed above, other legislative requirements may dictate that the data must be held for longer.



Deletion of personal data is no longer optional but must be managed in accordance with all the other regulatory requirements.

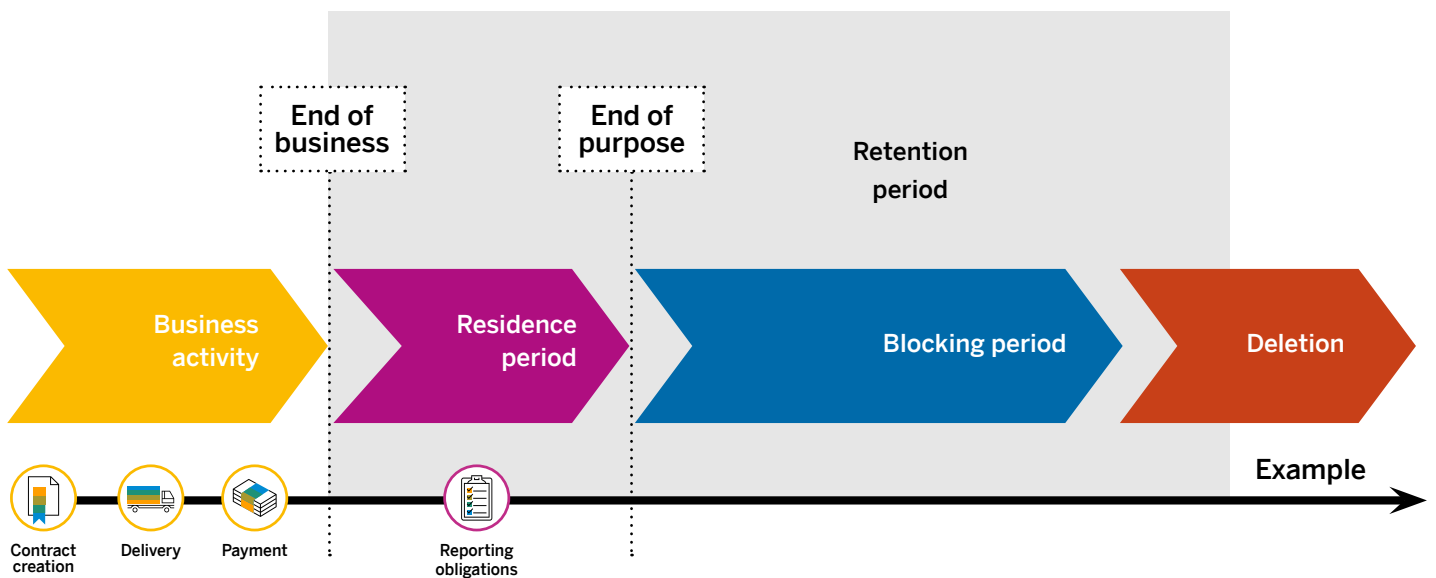
In this circumstance, the **personal data must be blocked** from ordinary business use. Therefore, the overall retention period may comprise two distinct periods, as shown in Figure 3:

- **Residence period** is the time from the end of ordinary business activity until the end of purpose. This can include ongoing business reporting requirements, product warranty periods, and the like.

- **Blocking period** is the time from the end of purpose until the conclusion of the retention period. Only a limited number of authorized users would be allowed to process the personal data during this time and only for other legislative obligations.

At the end of the retention period, when there are no business reasons or legislative mandates to retain it any longer, the data can be deleted.

Figure 3: Various Stages in the Retention Period of Data



Eliminate configuration errors that may prove costly in a regulatory context and **increase transparency** across rule sets for audit and accountability purposes with the data controller rule framework.

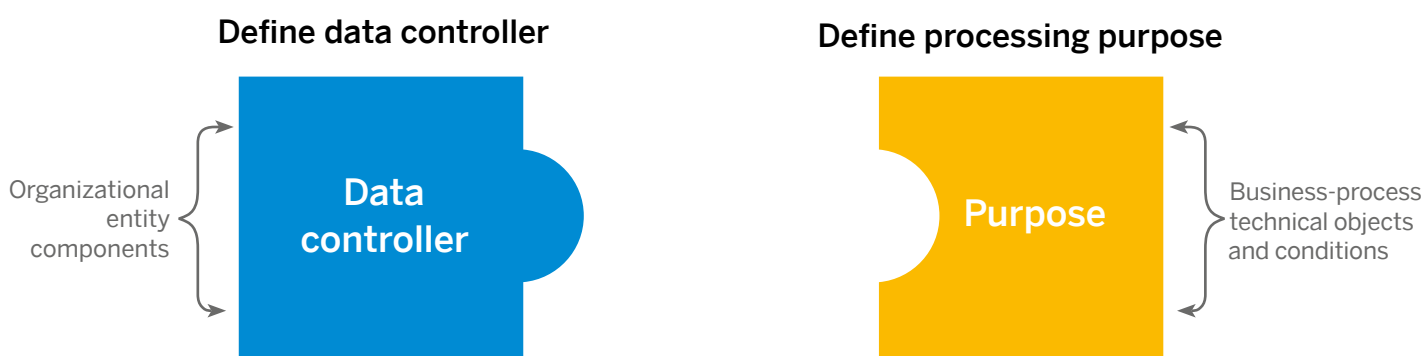
Step 1:

CONFIGURING DCRF

Define each data controller (there can be more than one) and each processing purpose (there are often many) (see Figure 4).

As described earlier, these represent your organization's structure and depend on how your SAP Business Suite software or SAP S/4HANA® solution system is configured.

Figure 4: Data Controller and Processing Purpose as Building Blocks

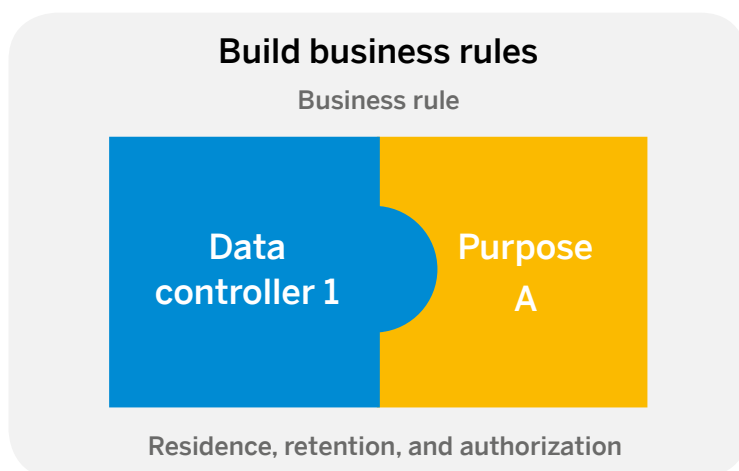


Step 2:

Build business rules for each combination of data controller and processing purpose applicable to the overall operation of your organization (see Figure 5).

Specify the appropriate residence and retention periods. At the same time, provide the relevant authorization group to control which (privileged) users can have access to the blocked data.

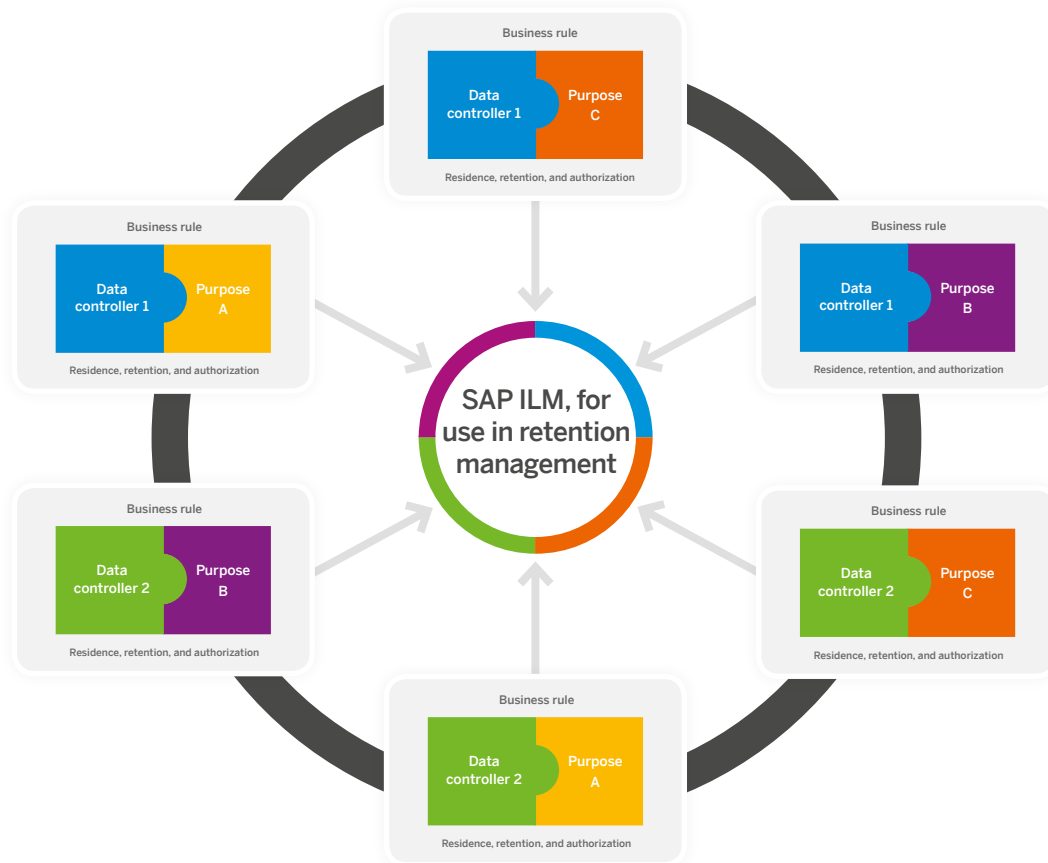
Figure 5: Business Rules for Each Combination of Data Controller and Processing Purpose



Step 3:

Deploy the multiple generated technical rules to SAP ILM, for use in retention management (see Figure 6). These are now ready to enforce the retention, blocking, and deletion of data relevant to each processing purpose and for each data controller.

Figure 6: Deployment of Technical Rules to SAP ILM, for Use in Retention Management



Compliance **requirements are becoming increasingly prescriptive**, laying out precisely what information needs to be recorded and how long it must be retained.

Working with DCRF: An Example Scenario

CREATING RETENTION AND RESIDENCE RULES USING DCRF

Let's consider the following scenario:²

- Company ABC's ERP activities are conducted in Germany, the United Kingdom, and Japan and are stored with organizational entity Company Codes DE01, DE02, UK01, and JP01.
- Company ABC wants to separate business activities for the following processes:
 - Order to cash (all products) (abbreviated to O2C – All)
 - Order to cash (medicinal products) (abbreviated to O2C – Medicinal)

- Company ABC considers how these processes differ in terms of:
 - How long the data needs to remain available after ordinary business activity (residence period)
 - How long the company is legally obliged to retain the data (retention period)
 - Authorization groups that will determine who has access to what data during the blocked period

This is a summary of Company ABC's requirements.³

Data controller	Processing purpose	Residence period	Retention period	Authorization group
Germany	Order to cash (all products)	3 months	10 years	GOC
United Kingdom	Order to cash (all products)	3 months	10 years	KOC
Japan	Order to cash (all products)	1 month	5 years	JOC
Germany	Order to cash (medicinal products)	9 months	60 years	GOCM

Note: As can be seen from the table, only Germany has separate residence and retention periods for medicinal products.

We walk through the steps to be taken to create the business rules (retention and residence) for

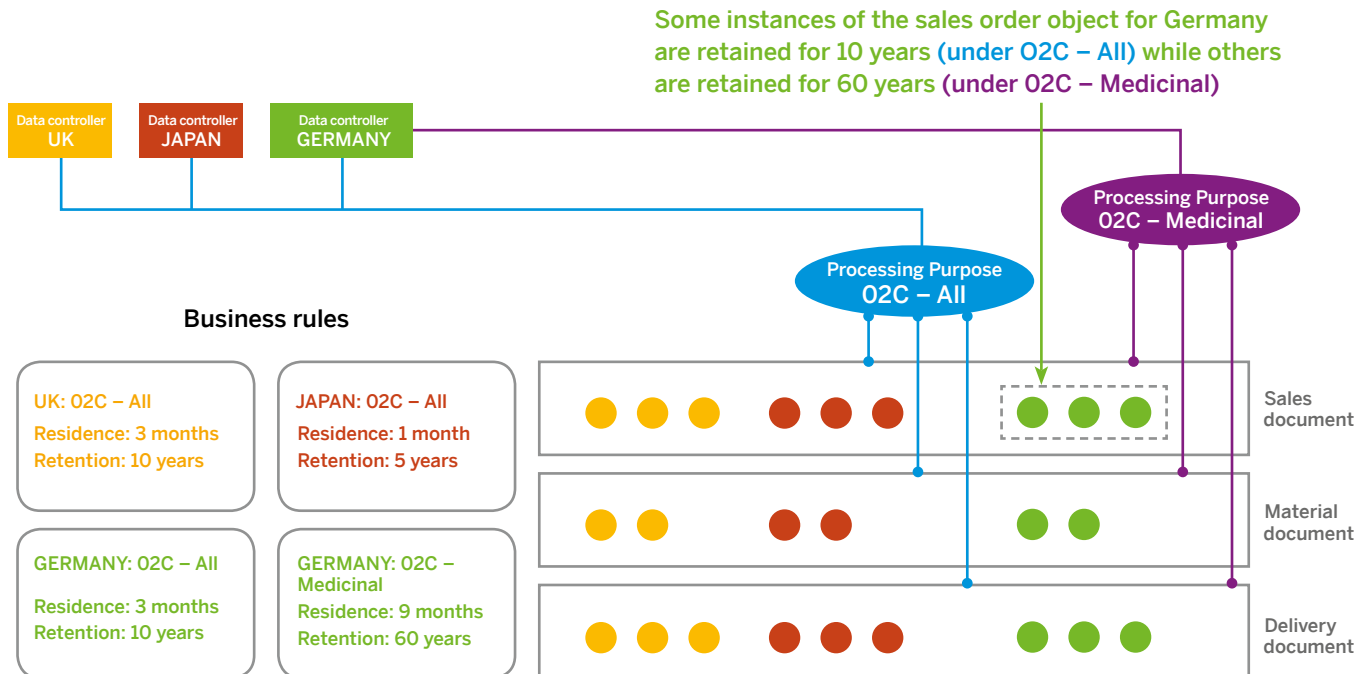
Company ABC to handle the scenario outlined above.

Consult [Figure 7](#) for a graphical representation of DCRF functionality from a more technical perspective.

2. The scenario is based on an example in the book *GDPR and SAP: Data Privacy with SAP Business Suite and SAP S/4HANA* by Lehnert, Luther, Christoph, Pluder, and Fernandes, available through SAP Press, Rheinwerk Publishing.

3. This is a fictional example where residence and retention periods have been chosen for illustrative purposes only and do not necessarily match to real business or regulatory requirements.

Figure 7: Visual Representation of the Example Scenario Configured Using DCRF



Note: The examples and the screen shots provided are those when using SAP ILM and DCRF on premise. For SAP S/4HANA Cloud, the steps and configuration details are analogous, but the interface is different.

The following steps will be taken to build these rules as outlined in the above scenario.

Define data controllers and processing purposes:

1. Data controllers: Germany, the United Kingdom, and Japan
2. Processing purposes: order to cash (all products) and order to cash (medicinal products)

Build a business rule in the DCRF for each combination of data controller and processing purpose:

1. Launch the data controller rule framework tool (transaction IRMRULE).
2. Create a new rule and select the option of maintaining both residence and retention rules simultaneously.
3. Assign the relevant data controller to the business rule.
4. Select the processing purpose.
5. Specify the retention and residence periods.
6. Specify the authorization group that should have access to the blocked data after the residence period has passed.
7. Build, simulate, and activate the technical rules in SAP ILM.

Users: The data controller rule framework is managed by two users, a techno-functional user and a business process owner.

The techno-functional user is aware of the functional process and the related technical objects. With this knowledge, this user determines the list of technical objects, condition fields, and related organizational entities. With this information, this user creates the customization for data controller and processing purpose definitions.

Residence and retention periods are defined by the compliance requirements for the respective jurisdictions. The data controller and processing purpose definitions have previously been defined in the system by the techno-functional user. Now, by combining this information, the business process owner efficiently creates all the required business rules.

Technical Settings: Techno-Functional User

The techno-functional user defines the data controller and the processing purpose.

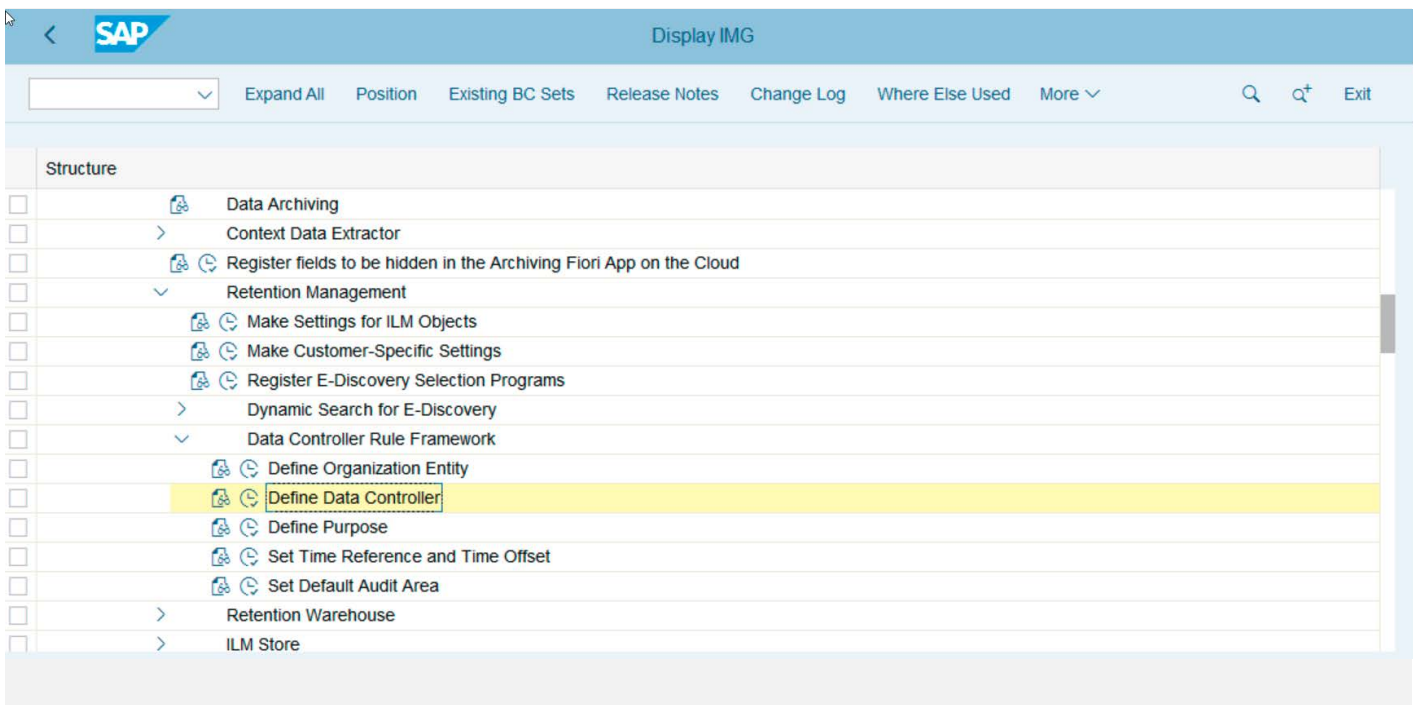
Define the Data Controller

The menu path is as follows:

IMG Customizing > SAP NetWeaver > Application Server > Basis Services > Information Lifecycle Management > Retention Management > Data Controller Rule Framework > Define Data Controller.

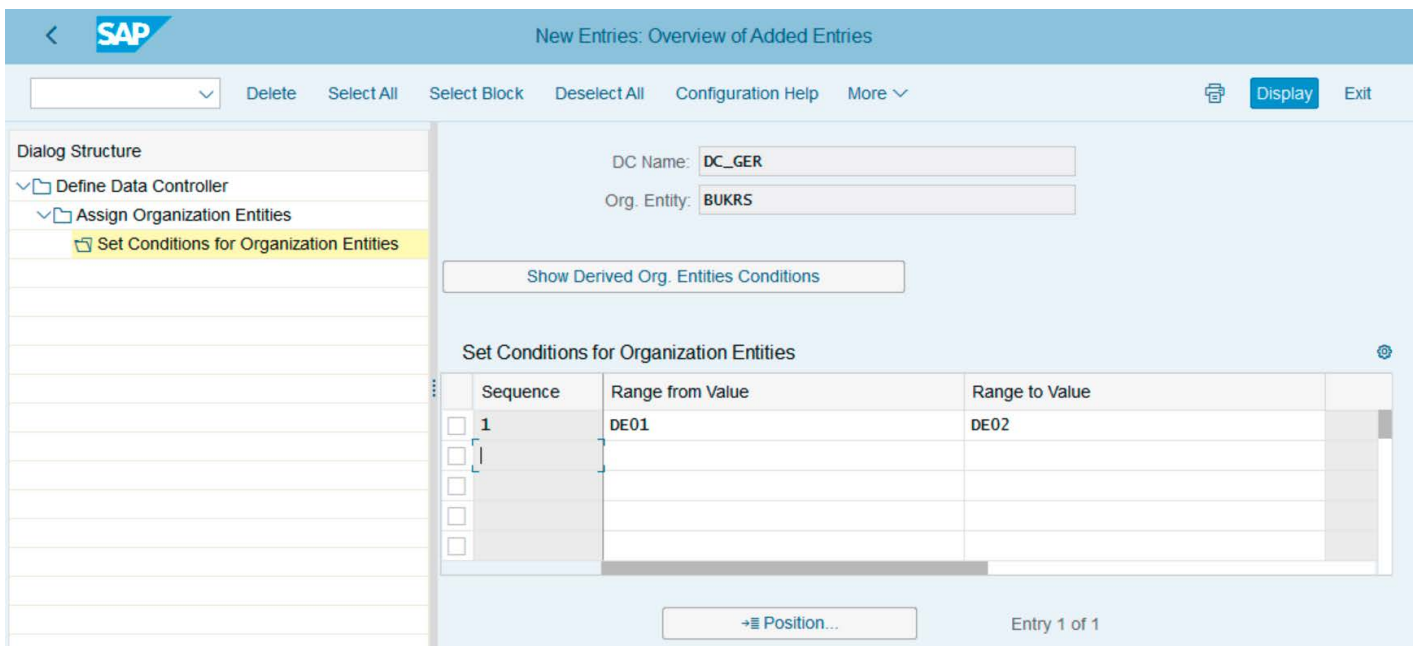
We define a data controller using the following customizing activity (see Figure 8). The business process owner can then select this data controller as part of the subsequent rule-building activities later on.

Figure 8: Define Data Controller in Customizing (IMG)



The data controller for Germany (named *DC_GER*) is configured to include company codes *DE01* and *DE02* (see Figure 9).

Figure 9: Add Company Code to Data Controller



The other data controllers for the United Kingdom and Japan are created in the same way.

The DE01 company code includes three sales organizations: 0001, 0002, and 0003. DCRF understands the existing organizational structure

definitions in the system and will automatically include any dependent entity values (see Figure 10). Without DCRF, all sales organizations and other entities would need to be explicitly configured. This can be viewed using the option “Show Derived Org Entities Conditions.”

Figure 10: DCRF Automatically Includes Dependent Entities from Organizational Structure

Change View "Set Conditions for Organization Entities": Overview

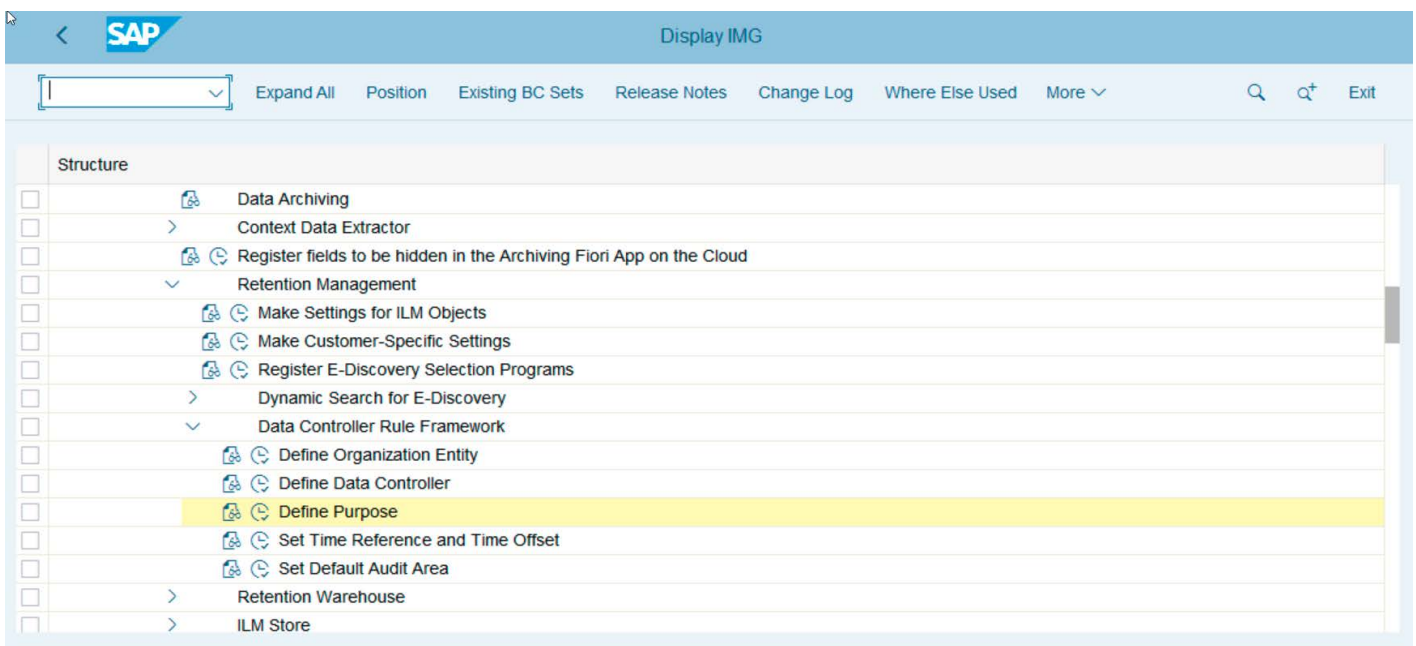
Parent Org. Entity	Value	Organization Entity	Value	Description
BUKRS	DE01	VKORG	0001	Sales Org. 0001
BUKRS	DE01	VKORG	0002	Sales Org. 0002
BUKRS	DE01	VKORG	0003	Sales Org. 0003

Define the Processing Purpose

The menu path is as follows: *IMG Customizing > SAP NetWeaver > Application Server > Basis Services > Information Lifecycle Management > Retention Management > Data Controller Rule Framework > Define Purpose.*

We define the two processing purposes in our example scenario (see Figure 11).

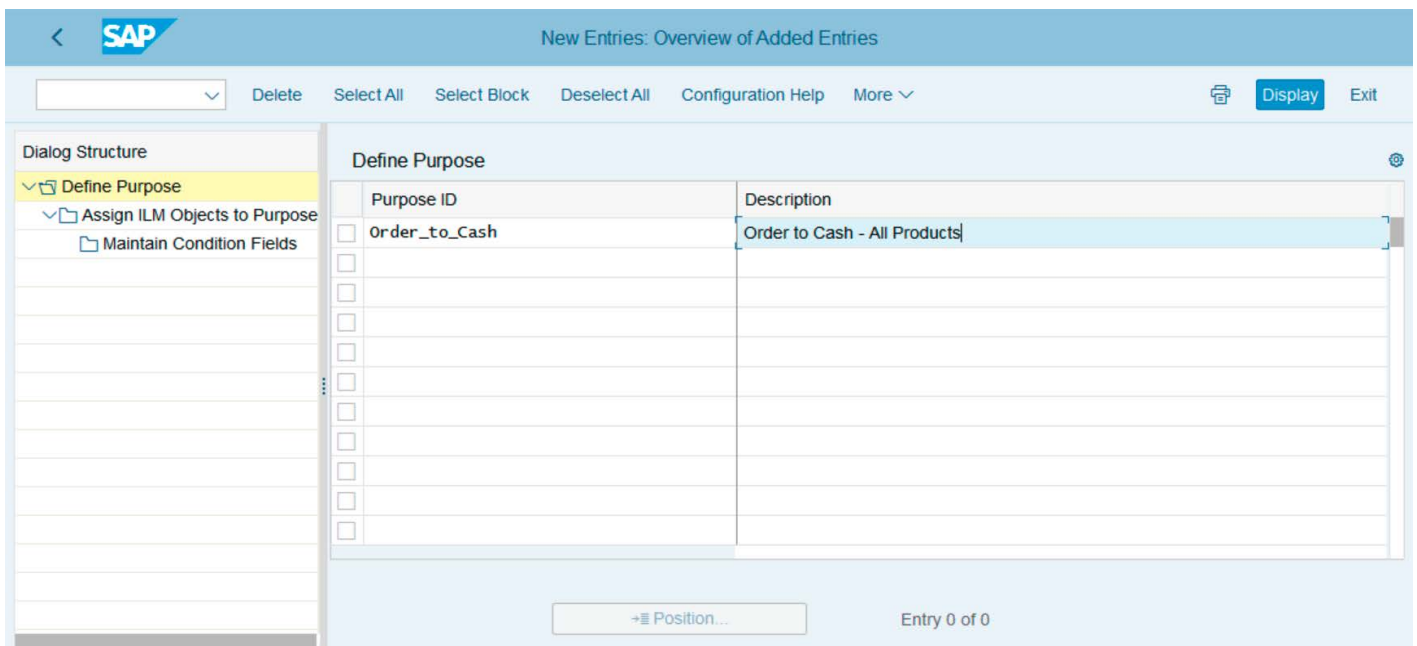
Figure 11: Define First Processing Purpose



Know when you can **safely delete records** across lines of business while keeping track of all the different retention rules for all the different types of information against all the regulations that apply.

We create a processing purpose for “order to cash” that is applicable to all products and use the *Description* to describe this (see Figure 12).

Figure 12: Add Description to First Purpose



We define that the data being managed by the following business process components is being held for the processing purpose of “order to cash – all products” (see [Figure 13](#)).

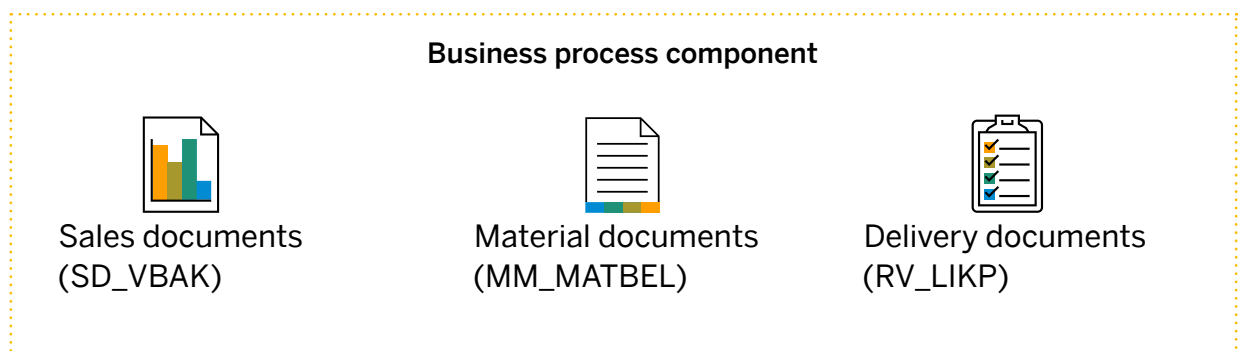
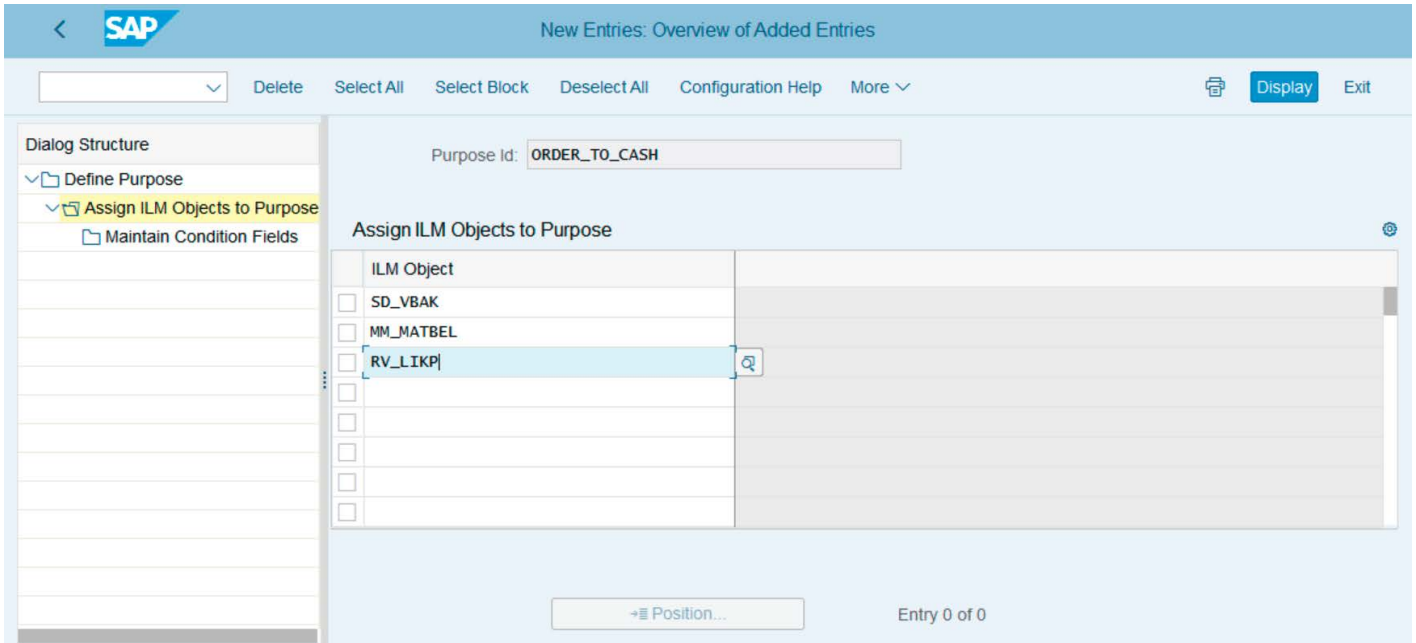
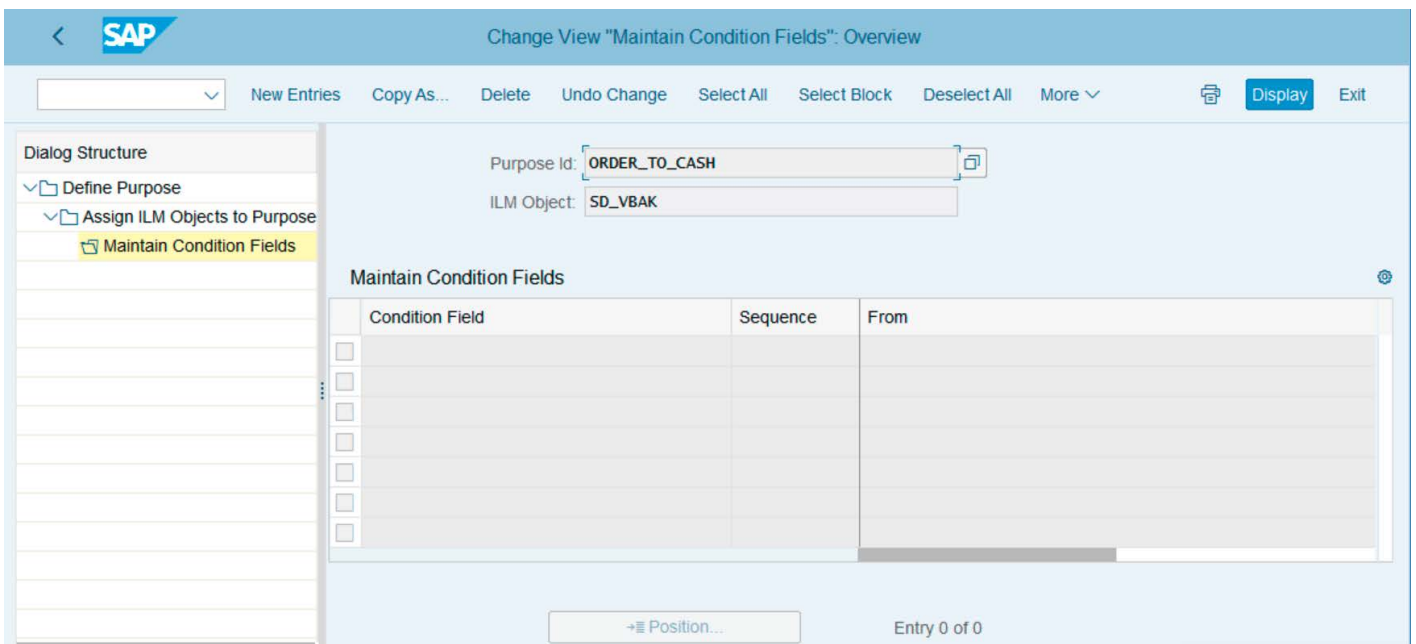


Figure 13: Assign ILM Objects (Business Process Components)



Note: For this purpose definition, no condition fields are necessary (see Figure 14). This purpose definition covers all data within the named object(s) without restriction.

Figure 14: Condition Fields Not Required for First Purpose

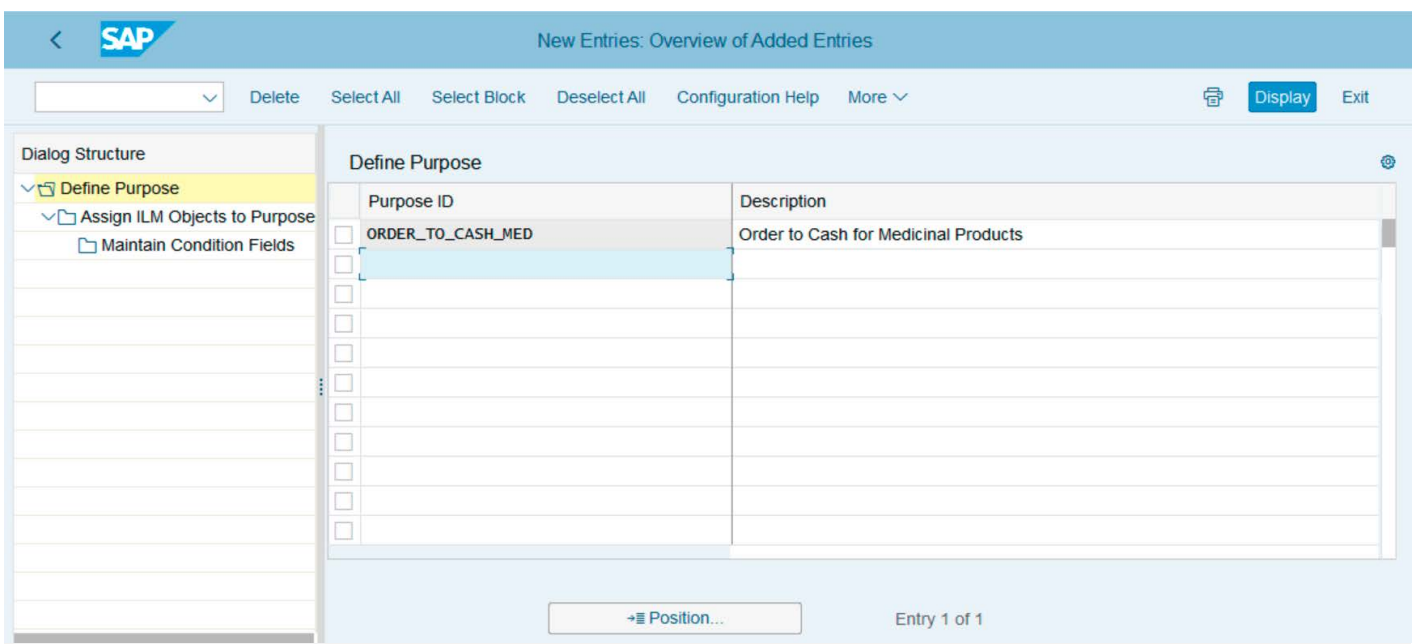


Next, we create the processing purpose for “order to cash – medicinal products” (see Figure 15).

The legislative and business processing requirements for medicinal products are very different than the other products in this organization, so

it is appropriate to create a distinct processing purpose that requires precise identification of the sales, material, and delivery documents that apply. Business rules that are applied for the processing purpose “order to cash – medicinal products” override the rules for “order to cash – all products.”

Figure 15: Define Second Processing Purpose



For this purpose, we maintain the condition fields to specify the data that should be considered for “order to cash – medicinal products” (see [Figures 16, 17, and 18](#)).

We specify the following.




Business process component	Condition field	Value
 Sales documents (SD_VBAK)	Sales delivery type (AUART)	<i>MED</i>
 Material documents (MM_MATBEL)	Event type (VGART)	<i>ME</i>
 Delivery documents (RV_LIKP)	Delivery type (LFART)	<i>MED</i>

Figure 16: Add Condition Field for Sales Delivery Type

Dialog Structure

- Define Purpose
 - Assign ILM Objects to Purpose
 - Maintain Condition Fields

Purpose Id: ORDER_TO_CASH_MED
 ILM Object: SD_VBAK

Maintain Condition Fields

Condition Field	Sequence	From
<input type="checkbox"/> AUART	0	MED
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

→ Position... Entry 1 of 1

Figure 17: Add Condition Field for Event Type

Dialog Structure

- Define Purpose
 - Assign ILM Objects to Purpose
 - Maintain Condition Fields

Purpose Id: ORDER_TO_CASH_MED
 ILM Object: MM_MATBEL

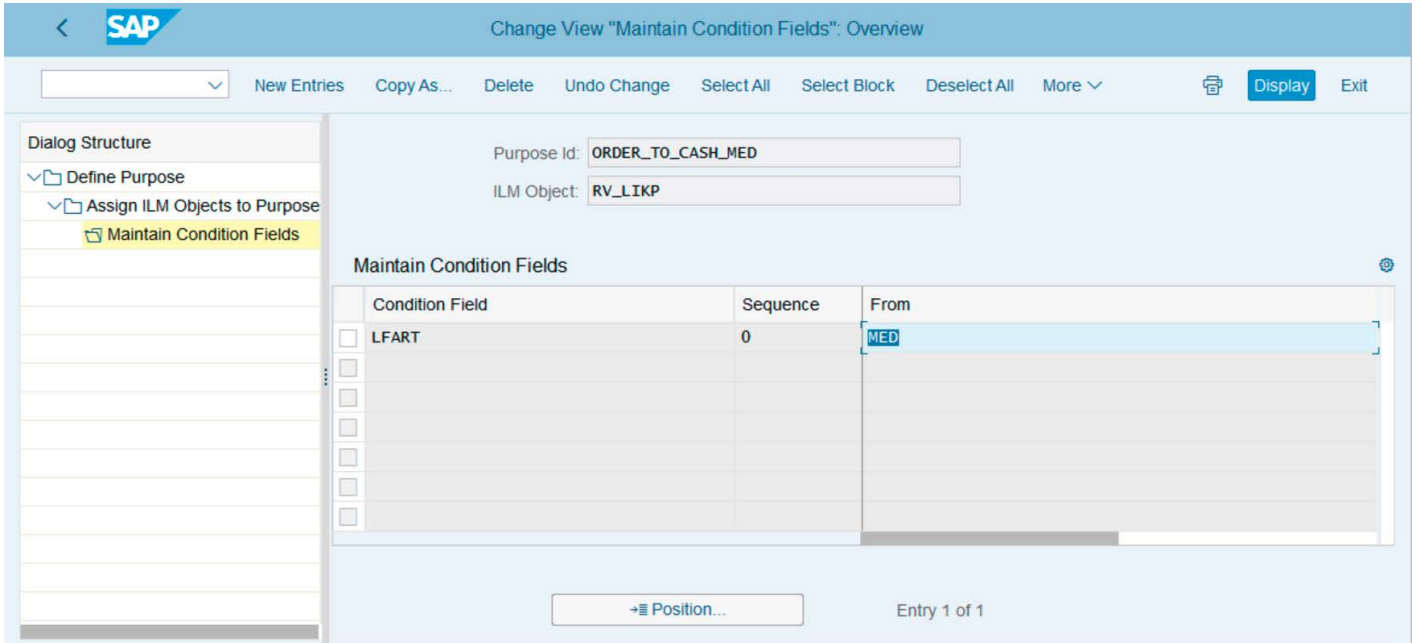
Maintain Condition Fields

Condition Field	Sequence	From
<input type="checkbox"/> VGART	0	ME
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

→ Position... Entry 1 of 1

✓ Data was saved [View details](#) Save Cancel

Figure 18: Add Condition Field for Delivery Type



Build Rules: Business Process Owner

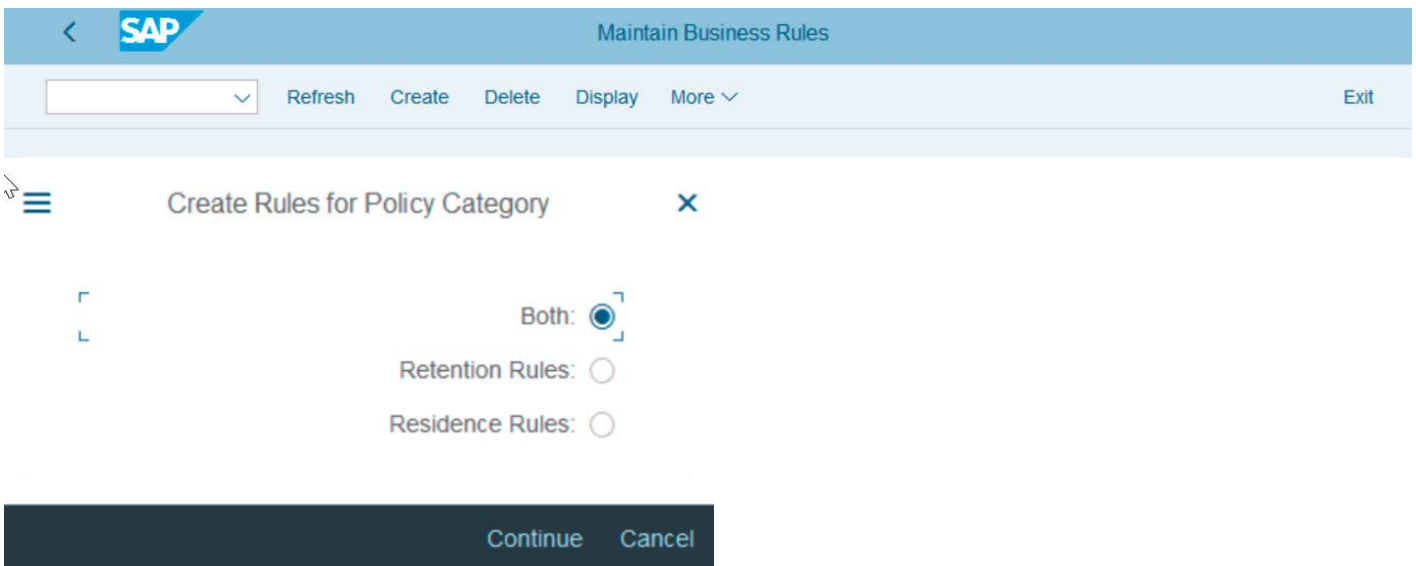
These first business rules apply to operations in Germany (DE).

Steps 1 and 2:

Launch transaction *IRMRULE*.

Select the creation of both residence and retention rules (see Figure 19). Each rule type is required when both business and legal purposes exist for retaining the data.

Figure 19: Create Rules for Category



Specify the ID, description, and effective date (see Figure 20).

Figure 20: Provide ID, Description, and Validity Dates

The screenshot shows the SAP 'Maintain Business Rules' interface. The 'Business Rule' section contains the following fields:

- * Rule ID:
- Rule Description:
- * Rule Start Date:
- Rule End Date:
- Rule Status:
- Authorization Group:

Step 3:

Specify who is responsible for the data – which jurisdiction applies. Select the data controller (Figure 21). In this case, *DC_GER* representing Germany is selected.

Figure 21: Select Data Controller

The figure consists of two screenshots of the SAP 'Maintain Business Rules' interface, showing the 'Data Controller' section.

The top screenshot shows the 'Data Controller' section with the field: * Data Controller Name:

The bottom screenshot shows the same section with the field: * Data Controller Name:

Step 4:

Specify the processing purpose for which the data is being held.

In this case, data is being held for the purpose of “order to cash – all products” (see Figure 22).

Figure 22: Specify Processing Purpose

The screenshot shows the SAP 'Maintain Business Rules' interface. At the top, there is a blue header with the SAP logo and the text 'Maintain Business Rules'. Below the header, there are two input fields: '* Retention Period:' and '* Retention Time Unit:'. A list of processing purposes is displayed below, with 'ORDER_TO_CASH' selected and highlighted in blue. The list also includes a 'Purpose' header and a '+'/- icon for expansion.

Step 5:

Specify the residence and retention periods.

Two types of periods are specified:

- Duration after which the data should be blocked for an ordinary order-to-cash process for Germany (residence)
- Duration the data should be kept on legal grounds for an ordinary order-to-cash process for Germany (retention)

The residence and retention periods for “order to cash – all products” for Germany are specified (see [Figure 23](#)).

For this processing purpose and for this data controller, these periods define when there is an end of (business) purpose and how much longer the data should be kept for legal reasons. After the end of the business purpose, data will be blocked from ordinary business processing until the end of the retention period, at which point the data can be deleted.

Figure 23: Specify Residence and Retention Periods

The screenshot shows the 'Maintain Business Rules' interface. Under the 'Retention/Residence Fields' section, there are four input fields: 'Residence Period' with the value '3', 'Residence Time Unit' with the value 'MON', 'Retention Period' with the value '10', and 'Retention Time Unit' with the value 'ANN'. There is also a small icon next to the 'ANN' field.

Step 6:

Specify who should have the authorization to view the blocked data.

While the data is blocked from ordinary business processing, users belonging to a specific group may need access, for example, for other legal reporting obligations.

Figure 24: Authorization Group That Can View Blocked Data

The screenshot shows a single text input field labeled 'Authorization Group:' containing the value 'GOC'. The text 'GOC' is highlighted with a blue selection box.

In this field, an authorization group can be entered. In Figure 24, GOC represents the group with authorization to view blocked data relating to German “order to cash – all products” business.

Step 7:

Build, simulate, and activate the technical rules in SAP ILM.

The retention management rules can be simulated (see Figure 25).

Figure 25: Prepare to Simulate Retention Rule

The screenshot shows the 'Maintain Business Rules' interface for configuring a business rule. The 'Business Rule' section contains the following fields: 'Rule ID' with the value 'ORDER_TO_CASH_DE', 'Rule Description' with the value 'Order to Cash - Products', 'Rule Start Date' with the value '14.09.2018', 'Rule End Date' with the value '31.12.9999', and 'Rule Status' with a dropdown arrow. At the bottom, the 'Authorization Group' field contains the value 'GOC'.

As can be seen from the output, for our selection of data controller (Germany) and purpose (order to cash – all products), eight technical rules have been created for deployment to the retention management tool in SAP ILM (see Figure 26).

Specifically:

- For each of the relevant organizational entities for Germany, the retention period is 10 years and the residence period is 3 months for each of the objects in SAP ILM: SD_VBAK, MM_MATBEL, RV_LIKP (sales documents, materials, and deliveries).

- *Time Reference* specifies the start of retention time and is preconfigured per object. For MM_MATBEL, it is defined to begin at the “end of year.” For SD_VBAK and RV_LIKP, retention is set to begin at the “last change date” (when that data was last changed). This can, in turn, be configured together with an *Offset* of “end of year” to allow for the start of the retention time to be deferred to a later, more consistent time. This additional configuration has not been done in this example.

Once the simulated rules have been reviewed, they can then be activated to generate live rules in SAP ILM.

Figure 26: Results of Simulating Retention Rules

Number	Condition Field	From	To	Rt	Ret. Time	Unit	Res.Period	Unit	Time Reference	Offset	ILM Object	Poli...	Policy Name
1	BUKRS	DE01	DE02		10	Year	0		END_OF_YEAR		MM_MATBEL	RTP	R165924814
1	VKORG	0001	0003		10	Year	0		LAST_CHANGE_DATE		RV_LIKP	RTP	R165924905
1	BUKRS_VF	DE01	DE02		10	Year	0		LAST_CHANGE_DATE		SD_VBAK	RTP	R165924126
1	VKORG	0001	0003		10	Year	0		LAST_CHANGE_DATE		SD_VBAK	RTP	R116592496
1	BUKRS	DE01	DE02		0		3	Month	END_OF_YEAR		MM_MATBEL	RST	R165924135
1	VKORG	0001	0003		0		3	Month	LAST_CHANGE_DATE		RV_LIKP	RST	R165924835
1	BUKRS_VF	DE01	DE02		0		3	Month	LAST_CHANGE_DATE		SD_VBAK	RST	R165924913
1	VKORG	0001	0003		0		3	Month	LAST_CHANGE_DATE		SD_VBAK	RST	R116592422

Building Rules Applicable for Medicinal Products as Part of German Business Operations

A similar process to steps 1 through 6 above would be followed, with slight changes as part of the following steps:

- **Step 3:** The processing purpose selected would be ORDER_TO_CASH_MED (for medicinal products).
- **Step 4:** Set the residence and retention periods to 9 months and 60 years respectively.

- **Step 5:** Specify the relevant authorization group allowed to access such data during the blocking period for legal reporting obligations.

This generates 16 technical rules in SAP ILM (step 6) for data controller (Germany) and purpose “order to cash – medicinal products” with the correct residence and retention periods (see Figure 27).

Figure 27: Rules Generated for Medicinal Products in Germany

Rule Number	Condition Field	From	To	Retention Period	Retention Period	Residence	Time Reference	Time Offset	ILM Object	Policy Category	Policy Name
1	VGART	ME		60	Year	0	END_OF_YEAR		MM_MATBEL	RTP	R170656814
1	BUKRS	DE01	DE02	60	Year	0	END_OF_YEAR		MM_MATBEL	RTP	R170656814
1	VKORG	0001	0003	60	Year	0	LAST_CHANGE_DATE		RV_LIKP	RTP	R170656905
1	LFART	MED		60	Year	0	LAST_CHANGE_DATE		RV_LIKP	RTP	R170656905
1	BUKRS_VF	DE01	DE02	60	Year	0	LAST_CHANGE_DATE		SD_VBAK	RTP	R170656126
1	AUART	MED		60	Year	0	LAST_CHANGE_DATE		SD_VBAK	RTP	R170656126
1	VKORG	0001	0003	60	Year	0	LAST_CHANGE_DATE		SD_VBAK	RTP	R117065696
1	AUART	MED		60	Year	0	LAST_CHANGE_DATE		SD_VBAK	RTP	R117065696
1	VGART	ME		0		9	END_OF_YEAR		MM_MATBEL	RST	R170656135
1	BUKRS	DE01	DE02	0		9	END_OF_YEAR		MM_MATBEL	RST	R170656135
1	VKORG	0001	0003	0		9	LAST_CHANGE_DATE		RV_LIKP	RST	R170656835
1	LFART	MED		0		9	LAST_CHANGE_DATE		RV_LIKP	RST	R170656835
1	BUKRS_VF	DE01	DE02	0		9	LAST_CHANGE_DATE		SD_VBAK	RST	R170656913
1	AUART	MED		0		9	LAST_CHANGE_DATE		SD_VBAK	RST	R170656913
1	VKORG	0001	0003	0		9	LAST_CHANGE_DATE		SD_VBAK	RST	R117065622
1	AUART	MED		0		9	LAST_CHANGE_DATE		SD_VBAK	RST	R117065622

Building Rules Covering Business Operations for Other Data Controllers and Processing Purposes

Steps 1 through 6 would be followed for all the other possible combinations of data controller and processing purpose.

As this example demonstrates, even for a business of moderate organizational complexity, the data controller rule framework simplifies and dramatically reduces the effort in configuring and maintaining data retention rules that are required by business and legal compliance requirements.

Additional Information, Training, Services, and Assistance

DOCUMENTATION

- [Product documentation for SAP ILM](#)
- [Product documentation for data protection for cross-applications](#)
- [Configuration, installation, and upgrade guides for SAP ILM](#)
- [Product documentation for data controller rule framework](#)

TRAINING AND EDUCATION

Courses for data archiving and information lifecycle management are available on the [training Web site](#).

- [BIT660](#) – Data Archiving
- [BIT665](#) – SAP Information Lifecycle Management
- [BIT670](#) – ILM/data archiving – customer-specific development (available only in Germany)

SERVICES

Implementation service for SAP ILM and implementation service for SAP ILM retention management (for data protection and privacy)

The following consulting services are available for SAP ILM:

- **Scoping workshop:**
 - Introduction to SAP ILM, data protection, and privacy
 - Introduction to simplified blocking and deletion of business partner, employee, customer, and vendor information
 - Review of archiving and retention strategy and scope verification

- **Analysis service:**

- Analysis of production system for simplified blocking and deletion of business partner, employee, customer, and vendor information
- Definition of prerequisites and best-practice recommendations for future implementation

- **Proof of concept:**

- Demonstration of end-to-end scenario based on a predefined scope
- Conducted in a sandbox environment

- **Implementation service:**

- Complete implementation of simplified blocking and deletion of business partner, employee, customer, and vendor information according to customer requirements
- Conducted in a production environment

Additional information on services is available in the solution brief "[Implementing Information Lifecycle Management to Meet Business Needs](#)."

TECHNICAL ASSISTANCE

To report incidents or for technical assistance, please contact a support representative with queries logged under component BC-ILM*, or find more information by using the [SAP Support Portal](#) service.

CONTACTS

For more information or to request nontechnical assistance, please use one of the support paths listed [here](#).

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