

iOS Managed Configuration: Deploying SAP SuccessFactors Mobile with MobileIron

November 2016

Overview

The SAP SuccessFactors Mobile application reimagines what it means to bring Human Resources to any mobile device. SAP SuccessFactors Mobile streamlines the unique device-specific experience that focuses on human behavior as the core design principle. It adapts to the context by placing elements on the screen exactly where the user wants them at the exact moment that the user needs them. SAP SuccessFactors Mobile takes HR beyond enterprise boundaries and creates a social and collaborative experience that boosts business effectiveness and makes HR processes available to all employees anywhere and anytime.

App Availability

The SAP SuccessFactors Mobile application is distributed only through the iTunes App store:

• https://itunes.apple.com/us/app/successfactors/id426562526?mt=8

The SAP SuccessFactors Mobile application only supports the App catalog feature to distribute through MDM. We do not distribute iOS .ipa application binary files.

Device Compatibility

The iTunes App store has the latest supported OS versions. Details about supported OS information can be found here:

<u>https://www.successfactors.com/en_us/solutions/mobile/download.html</u>

App Deployment

Enabling the MobileIron iOS Enterprise AppStore WebClip to be available on a registered device.

- 1. Navigate to the **MobileIron CORE** Administrator portal.
- 2. Select the Policies & Configs tab and Configurations subtab.
- 3. Place a check in the System iOS Enterprise AppStore checkbox.
- 4. Select More Actions > Apply to Label.
- 5. In the **Apply to Label** screen, place a check in the **iOS** checkbox.

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System - IOS MDM CA Certificate	CERTIFICATE		This	0		0			
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6. Click Apply to assign iOS to this WEBCLIP.

Name 🔺	Description	Installed
All-Smartphones	Label for all devices irrespective of OS	Not Applied
Android	Label for all Android Phones.	Not Applied
Android for Work Capa		Not Applied
Company-Owned	Label for all Company owned smart	Not Applied
Employee-Owned	Label for all Employee owned Smart	Not Applied
iOS	Label for all iOS devices.	Not Applied
OS X	Label for all OS X Devices.	Not Applied
Signed-Out	Label for devices that are in a multi	Not Applied
Windows	Label for all Windows devices.	Not Applied
Windows Phone	Label for all Windows Phone Devices.	Not Applied
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Importing the SAP SuccessFactors Mobile application into the MobileIron Server.

- 1. Navigate to the **MobileIron CORE** Administrator portal.
- 2. Select the Apps tab and App Catalog subtab.
- 3. Select the **Quick Import** dropdown menu and select the import type: iOS.
- 4. In the **App Store Search** window, enter SuccessFactors in the **Application Name** field and click the **Search** button.
- 5. Select **SuccessFactors** in the App Store Search results and click **Import** to import the App or click **Re-import** to replace the App if it already exists.

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2 app(s)		APPLICATION		APP VERSION	SOURCE	LABELS	DEVICES INST	VPP L	VPP PURCHASED /	APP SIZE	NEW PERMISSIONS
successfactors	• 🗸	SuccessFacto	Vindows Google Play		Public	iOS	3		0/0	50.81 MB	
▼ Source	🗉 sf	SuccessFactors	Android		Public	Androi	2		0/0	14.68 MB	
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Android IOS Web Application			1.3.4	Import	
 Windows Windows Phone 		*	3.3.01	Import	
			1.2	Import	
		2016			

Assigning a Label.

 In the MobileIron CORE Administrator portal, navigate to the Apps tab > App Catalog subtab.

- 2. Place a check in the SuccessFactors Mobile application checkbox for the OS type to be assigned a label. In the example below, the (OS) Type is **iOS**, so the label to be assigned is **iOS**.
- 3. Select the **Actions** dropdown menu and select **Apply To Labels** to assign the SuccessFactors Mobile application to the iOS label.

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	App Catalog iBo	ooks Installed Apps	App Tunnels	App Control	Apps@	Work Settings	App Licens	es		
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2 app(s)	Apply To Labels	TION · TYPE	APP VERSION	SOURCE	LABELS	DEVICES INST.	. VPP L	VPP PURCHASED /	APP SIZE	NEW PERMISSIONS
app(s)	Remove from Labels Send Message	Factors iOS		Public	iOS	3		0/0	50.81 MB	
▼ Source	Coloro	Factors Android		Public	Androi	2		0/0	14.68 MB	
 All Public 	- 									
In-House										
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All Android										
 Android IOS 										
Web Application										
Windows										
Windows Phone										

App-Specific Configuration

Configuring the App-Specific Settings.

- 1. Navigate to the **MobileIron CORE** Administrator portal.
- 2. Select the Policies & Configs tab and Configurations subtab.

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Delete More Actions *	Add New * Labels:	II-Smartphones		Search	by User 🔎			
Name 🔺	Android 🕨	undle/Package ID	Desc	# Phones	Labels	WatchList	Qua	Configuration Details
android for work	Exchange		test	1	Android for Work Capable, Android	1	0	
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megan test 1605	VPN	om.SuccessFactor		0		0	0	
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SF test	Certificate Enrollment	IOS Only		0		0	0	
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System - IOS Enrollment	Web@Work	AirPrint		0		0	0	
System - iOS Enrollment	iOS and OS X	APN		0		0	0	Please select an item to view details
System - IOS Enterprise	Windows 🕨	Managed App Config		5	IOS	5	0	
System - IOS Enterprise	A SCEP	Managed Domains	_	5	IOS	1	0	
System - iOS MDM	MDM	Network Usage Rule	s	5	OS X, IOS	3	0	
System - IOS MDM CA Ce	CERTIFICATE	Provisioning Profile		0		0	0	
System - Multi-User Secu	r WEBCLIP	Restrictions		0		0	0	
System - Windows Phone	SCEP	Single Sign-On Acco	unt .	0		0	0	
		Subscribed Calendar						
		Web Content Filter	·				- 1	
							- 1	
		IOS and OS X						
		CalDAV					- 1	
		CardDAV					- 1	
		Configuration Profile					- 1	
		General						
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 Select the Add New dropdown menu and select iOS and OS X > Managed App Config.

New Managed App Config Setting
Save Cancel
Managed App Config allows you to specify a configuration dictionary to communicate with and configure third-party managed apps. It is supported only by iOS7 and later.
License Required: This feature requires a separate license. Prior to using this feature, ensure your organization has purchased the required licenses.
Name Description: BundleId: com.SuccessFactors.SuccessFactors File: Choose File
Save Cancel

- 4. Edit the New Managed App Config Setting screen to configure the following fields:
 - Name
 - Description
 - BundleId

Enter this SAP SuccessFactors Mobile application BundleID: com.SuccessFactors.SuccessFactors

- File (See Steps 5 through 8 below to complete the PLIST file.)
- 5. Login to your SAP SuccessFactors website and navigate to the Admin Center.
- 6. In the **Tools** portal, search for **Enable Mobile Features** to open the **Mobile Settings** screen.
- Locate your company's specific Key/Value pairs listed in the Mobile Device Management section of this screen.

▼ Mol	bile Device Management	
In o SFS SFS Addo Step Step	In the set of the set	
v	Restrict activation on non-managed devices	*
	Do not require the profile password on managed devices Devices securely managed by your MDM system will not require a profile password. Checking this checkbox supersedes the Mobile Security > Mobile Password setting.	
	SuccessFactors : c7959b87-fd17-3d20-967c-eaa727df3bec Key Value Note: The time it takes for the key/value pairs to propagate through your MDM system and its managed deivces varies	

Key/Value Information:

Кеу	Description	Default if the Key/Value pair is not configured
SFSF_DomainName	SuccessFactors Data Center name where the customer's instance is located.	N/A
SFSF_Instance	Company name that is registered in the SuccessFactors backend system.	N/A
SuccessFactors	The key for MDM checking, if MDM is switched on by the company.	N/A

8. Edit your PLIST to include your specific SAP SuccessFactors **Key/Value** pairs. Sample **PLIST** file:

```
<?xml version="1.0" encoding="UTF-8"?>

<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN"

"http://www.apple.com/DTDs/PropertyList-1.0.dtd">

<plist version="1.0">

<dict>

<key> SFSF_DomainName </key>

<string>salesdemo4.successfactors.com </string>

<key>SFSF_Instance</key>

<string>Sapphire03</string>

<key>SuccessFactors</key>

<string>c7959b87-fd17-3d20-967c-eaa727df3bec</string>

</dict>

</dict>
```

- To add this PLIST to your MobileIron MDM system, in the File field of the New Managed App Config Setting screen, click the Choose File button to upload an external PLIST file that contains the App-specific Key/Value pair configurations required for the App.
- 10. In the **New Managed App Config Setting** screen, click **Save** to preserve these configuration settings.
- 11. In the **MobileIron CORE** Administrator portal, select the **Policies & Configs** tab and **Configurations** subtab.
- Place a check in the checkbox for the configuration you want to apply to the device and select More Actions > Apply to Label.
- 13. In the **Apply to Label** screen, place a check in the **iOS** checkbox and click **Apply** to apply this configuration to this label.
- Open the MobileIron App on your mobile device. The new update will be checked and a new profile will be installed. Once this update is complete, the SAP SuccessFactors Mobile App will have the latest profile installed.

15. To check the status of this update in your MobileIron system, navigate to the **Devices & Users** tab and the **Devices** subtab. Double click your device and select the **CONFIGURATIONS** tab. The status should be listed as *Applied*.

Security Controls

Configuring the Security Controls.

- 1. Navigate to the **MobileIron CORE** Administrator portal.
- 2. Select the Apps tab and App Catalog subtab.
- 3. Select the **Edit App** and **Managed App Settings** and configure the following settings as needed for your organization:

MANAGED APP SETTINGS						
Yes						
Yes						
Yes						
No						

- 4. Navigate to the MobileIron CORE Administrator portal.
- 5. Select the Policies & Configs tab and Configurations subtab.
- Select the Add New dropdown menu and select iOS and OS X > Managed App Config > Restrictions. Select the checkboxes as needed for your organization.



Contact Details

Please feel free to contact us for more information.

<u>https://www.successfactors.com/en_us/about-successfactors/contact-us.html</u>