European Journal of Computer Science and Information Technology, 13(46),137-148, 2025 Print ISSN: 2054-0957 (Print) Online ISSN: 2054-0965 (Online)

Website: https://www.eajournals.org/

Publication of the European Centre for Research Training and Development -UK

# Automated Certificate Lifecycle Management Framework for SAP Landscapes: A Technical Implementation Guide

Srinivas Kolluri

Quantum Integrators Group LLC, USA

doi: https://doi.org/10.37745/ejcsit.2013/vol13n46137148

Published June 27, 2025

**Citation**: Kolluri S. (2025) Automated Certificate Lifecycle Management Framework for SAP Landscapes: A Technical Implementation Guide, *European Journal of Computer Science and Information Technology*, 13(46),137-148

**Abstract**: The automated certificate lifecycle management framework for SAP landscapes delivers an integrated solution for managing digital certificates across enterprise environments. Through a multi-layered architecture incorporating certificate authority components, automation mechanisms, monitoring capabilities, and governance frameworks, the solution implements standardized security protocols. The framework enables secure certificate operations, automated renewal processes, and compliance monitoring across SAP NetWeaver, S/4HANA, and Business Technology Platform environments, ensuring robust security governance while minimizing operational overhead. The implementation framework provides comprehensive integration with SAP's security infrastructure, including the Security Audit Log (SAL) and SAP HANA Cockpit, enabling centralized management of certificate lifecycles while maintaining strict security controls and compliance requirements throughout the enterprise landscape.

**Keywords:** digital certificate management, SAP security infrastructure, certificate lifecycle automation, PKI integration, enterprise certificate governance

# **INTRODUCTION**

Modern SAP landscapes require a robust certificate management infrastructure built upon SAP's Single Sign-On 3.0 architecture. According to SAP's security documentation, the framework mandates specific implementation of SAML 2.0 assertions and X.509 certificates, with a minimum requirement of 2048-bit RSA keys for all certificate operations. The architecture encompasses multiple authentication mechanisms,

Print ISSN: 2054-0957 (Print)

Online ISSN: 2054-0965 (Online)

Website: https://www.eajournals.org/

## Publication of the European Centre for Research Training and Development -UK

including X.509 certificates, username/password combinations, and RADIUS authentication, providing comprehensive security coverage for enterprise deployments [11].

## **Certificate Implementation Requirements**

The implementation of digital certificates in SAP landscapes demands precise hardware and software configurations within the environment. The framework requires Hardware Security Modules (HSMs) that support PKCS#11 interface version 2.20 or higher for secure key storage and cryptographic operations. The infrastructure requires SAP NetWeaver Application Server ABAP 7.4 or higher with Support Package Stack 04, along with SAP Kernel 7.45 minimum patch level. Network architecture must support dedicated ports, specifically 443/TCP for HTTPS communications and ports 4001-4004/TCP for certificate services. Database requirements specify SAP HANA 2.0 SPS 02 or higher as the underlying platform for certificate management operations [1, 11].

## SAP SSO 3.0 Infrastructure

The certificate management framework integrates comprehensively with SAP Single Sign-On 3.0 components through a structured implementation approach. The SAP Single Sign-On service handles certificate issuance and management operations, while the SAP Secure Login Server manages certificate lifecycle operations through dedicated service endpoints. The implementation requires proper configuration of SAP Web Dispatcher with SSL/TLS endpoints, ensuring secure communication channels throughout the landscape. Backend integration with SAP NetWeaver AS ABAP systems necessitates specific security parameter configurations and trust store management through the Trust Manager framework [11].

## **Client Infrastructure Requirements**

The Secure Login Client implementation demands specific version and platform configurations across the enterprise landscape. The framework requires Secure Login Client version 3.0 PL 47 or higher, deployed on Windows 8.1/Windows Server 2012 R2 or newer operating systems. Client systems must maintain Microsoft .NET Framework 4.8 with minimum hardware specifications of 4 GB RAM and 1 GB available disk space for proper operation. The client infrastructure integrates with backend systems through configured trust relationships and certificate validation mechanisms [2, 11].

## **Security Framework Integration**

The security integration framework implements mandatory controls specified in SAP's security baseline documentation. The Trust Manager (transaction STRUST) serves as the central configuration point for certificate management operations, requiring specific setup of the Secure Storage in the File System (SSFS). The implementation mandates the SAP Cryptographic Library with CommonCryptoLib for cryptographic operations, along with properly configured SSL endpoints in system profile parameters. Security standards enforcement includes mandatory TLS 1.2 or higher for all communications, certificate rotation policies with maximum validity periods of 365 days, and implementation of strong cryptographic algorithms with SHA-256 as the minimum requirement. Certificate validation mechanisms must implement either Online

Print ISSN: 2054-0957 (Print)

Online ISSN: 2054-0965 (Online)

Website: https://www.eajournals.org/

Publication of the European Centre for Research Training and Development -UK

Certificate Status Protocol (OCSP) or Certificate Revocation Lists (CRL) for real-time certificate status verification [1, 11].

Component Type	Version Requirements	Security Standards	Infrastructure Elements
SAP NetWeaver	7.4 with SPS 04	SAML 2.0	HSM with PKCS#11 2.20+
SAP Kernel	7.45 minimum	TLS 1.2	Trust Manager (STRUST)
SAP HANA	2.0 SPS 02	SHA-256	SSFS Storage
Client Platform	Windows 8.1/2012 R2	X.509 Certificates	.NET Framework 4.8

Table 1: SAP Certificate Management Implementation Requirements [1,2,11]

# **Technical Architecture**

The SAP certificate management architecture implements a structured framework for digital certificate handling across enterprise environments. The technical foundation centers on the SAP Web Dispatcher's security layer, with centralized trust store management maintained through specific system paths. According to SAP's security documentation, this implementation requires precise configuration of internal Certificate Authority services through dedicated Personal Security Environment (PSE) files, ensuring proper certificate operations throughout the SAP landscape [3].

Print ISSN: 2054-0957 (Print)

Online ISSN: 2054-0965 (Online)

Website: https://www.eajournals.org/

Publication of the European Centre for Research Training and Development -UK



Figure 1: SAP Certificate Lifecycle Management Architecture

# Web Dispatcher Configuration

The SAP Web Dispatcher implementation forms the cornerstone of secure communication within the landscape. The configuration framework establishes specific HTTPS endpoints for encrypted communication, with dedicated profile parameters defining port configurations and security protocols. The Web Dispatcher maintains distinct PSE files for various communication scenarios, each configured with specific security parameters and access controls. These configurations ensure proper SSL/TLS termination and certificate validation for all incoming connections, while maintaining secure communication channels between system components [12].

Print ISSN: 2054-0957 (Print)

Online ISSN: 2054-0965 (Online)

Website: https://www.eajournals.org/

Publication of the European Centre for Research Training and Development -UK

### **Certificate Authority Infrastructure**

The internal Certificate Authority setup establishes a comprehensive framework for certificate lifecycle management within SAP environments. The implementation maintains separate PSE files for different operational contexts, including system-level certificates, SSL server certificates, client authentication certificates, and internal CA certificates. Each PSE implementation follows specific security standards for key usage, certificate templates, and validation requirements. The framework ensures proper separation of certificate contexts while maintaining centralized management through the SAP security infrastructure [3, 4].

## **Trust Store Management**

Trust store implementation within the SAP landscape follows a hierarchical approach to certificate storage and validation. The framework maintains centralized trust stores within the system's security directory structure, with specific configurations for root certificates, intermediate certificates, and end-entity certificates. Access control implementation utilizes SAP's authorization concept through the Trust Manager (STRUST) transaction, ensuring proper segregation of duties for certificate management operations. The trust store framework maintains regular synchronization processes to ensure consistent certificate validation across the landscape [12].

## **Cloud Integration Architecture**

The cloud architecture implementation extends certificate management capabilities to hybrid environments through the SAP Cloud Connector. The framework establishes secure communication channels between cloud and on-premise systems through configured trust relationships and certificate-based authentication. Principal propagation mechanisms maintain secure user identity mapping between systems, utilizing X.509 certificate attributes for user context preservation. The implementation ensures proper security context maintenance across system boundaries while enabling seamless integration between cloud and on-premise components [12].

## **Destination Service Configuration**

The destination service framework implements comprehensive certificate management for cloud-to-onpremise communication scenarios. The implementation maintains specific authentication mechanisms through X.509 client certificates, with dedicated key stores and trust stores for secure credential management. The framework ensures proper protocol configuration for all communication channels, mandating TLS 1.2 or higher for secure data transmission. Certificate validation mechanisms maintain proper security through configured trust chains and revocation checking [12].

#### **Security Implementation**

The security framework establishes comprehensive certificate validation mechanisms through the SAP Cryptographic Library. The implementation maintains specific cipher suite configurations for both server and client communications, ensuring strong encryption for all data transmissions. Certificate revocation

Print ISSN: 2054-0957 (Print)

Online ISSN: 2054-0965 (Online)

Website: https://www.eajournals.org/

Publication of the European Centre for Research Training and Development -UK

checking implements both Online Certificate Status Protocol (OCSP) and Certificate Revocation Lists (CRL), ensuring real-time validation of certificate status. The framework maintains proper key protection through the Secure Storage in the File System (SSFS), with specific access controls implemented at the operating system level [3, 4].

Layer	Primary Function	Security Controls	Integration Points		
Web Dispatcher	SSL Termination	PSE Management	Cloud Connector		
Certificate Authority	Certificate Issuance	Key Management	Internal CA		
Trust Store	Certificate Storage	Access Control	STRUST Transaction		
Security Layer	Validation Services	Crypto Library	Backend Systems		

 Table 2: SAP Certificate Management Architecture Components [3,4,12]

## **Implementation Framework**

## **Certificate Provisioning Process**

The implementation framework for SAP certificate management establishes specific procedures for certificate provisioning and maintenance. According to SAP's implementation guidelines, the process requires proper configuration of the Personal Security Environment (PSE) through the Trust Manager framework. The implementation utilizes SAP's certificate management utilities for key list maintenance, with specific paths defined for security key storage in the global security directory structure. The framework maintains proper separation between different certificate contexts, ensuring appropriate key usage and access controls throughout the certificate lifecycle [5].

## **Certificate Maintenance Operations**

Certificate maintenance operations follow structured workflows defined in SAP's security documentation. The implementation requires specific configuration of key stores and trust relationships through SAP's cryptographic framework. The system maintains dedicated PSE files for different security contexts, with proper configuration of access permissions and key usage parameters. The maintenance procedures include regular verification of certificate status and validation of trust relationships through automated processes integrated with SAP's security infrastructure [5, 13].

## **Renewal Workflow Implementation**

The certificate renewal process implements automated workflows through SAP's Certificate Lifecycle Management framework. According to the implementation documentation, the system maintains continuous monitoring of certificate validity periods through integrated monitoring components. The renewal process incorporates specific validation checks before certificate renewal, ensuring proper verification of certificate parameters and trust relationships. The implementation includes comprehensive error-handling procedures, with automated rollback capabilities in case of renewal failures [6].

Print ISSN: 2054-0957 (Print)

Online ISSN: 2054-0965 (Online)

Website: https://www.eajournals.org/

#### Publication of the European Centre for Research Training and Development -UK

#### **Process Automation Framework**

The process automation framework implements structured workflows for certificate operations through Signavio Process Intelligence. The implementation maintains specific process models for different certificate management scenarios, ensuring consistent handling of certificate requests and renewals. The framework incorporates automated decision points based on certificate parameters and organizational policies, maintaining proper governance throughout the certificate lifecycle [13].

## **SSL Configuration Management**

The SSL configuration implementation follows SAP's security guidelines for secure communication. The framework maintains specific parameters for SSL endpoints, including proper cipher suite configuration and protocol settings. The implementation requires regular validation of SSL configurations through automated checks, ensuring compliance with security requirements and organizational policies. The system maintains proper documentation of SSL configurations through integrated logging mechanisms [6].

## **Trust Store Synchronization**

Trust store management implements automated synchronization processes across the SAP landscape. According to the implementation documentation, the system maintains consistent trust relationships through regular synchronization of trust stores across different system components. The framework includes specific verification procedures for trust store contents, ensuring proper validation of certificate chains and trust relationships. The implementation maintains proper backup procedures for trust stores, enabling quick recovery in case of synchronization issues [5, 13].

## **Operational Monitoring**

The operational monitoring framework implements continuous tracking of certificate operations across the landscape. The system maintains detailed logs of all certificate-related activities, enabling proper audit trails and operational visibility. The implementation includes specific monitoring parameters for certificate status, trust relationships, and system health, ensuring proper detection and handling of certificate-related issues. The framework incorporates automated alerting mechanisms for certificate-related events, enabling proactive management of the certificate infrastructure [6].

	5	0 1	
Process Area	Management Tools	Automation Level	Monitoring Scope
Provisioning	Trust Manager	Full Automation	Certificate Status
Maintenance	PSE Tools	Semi-Automated	Trust Relationships
Renewal	CLM Framework	Automated	Validity Periods
Synchronization	Process Intelligence	System-Managed	Configuration Status

Table 3: Certificate Lifecycle Management Operational Elements [5,6,13]

Print ISSN: 2054-0957 (Print)

Online ISSN: 2054-0965 (Online)

Website: https://www.eajournals.org/

#### Publication of the European Centre for Research Training and Development -UK

### **Governance and Compliance Framework**

#### **Process-Based Governance Structure**

The governance framework implements comprehensive process controls through Signavio Process Intelligence integration. According to SAP's governance documentation, the framework establishes specific workflow patterns for certificate management operations, with defined process steps and decision points. The implementation maintains proper segregation of duties through role-based access control, specifically utilizing the SAP\_TRUST\_ADMIN authorization profile for certificate management operations. The framework incorporates detailed process documentation and validation checkpoints throughout the certificate lifecycle [13].

#### **Authorization Management**

The authorization framework implements structured role assignments for certificate management operations. The implementation requires specific configuration of authorization objects through SAP's security infrastructure, ensuring proper access control for certificate-related functions. The system maintains comprehensive audit logging of authorization changes through the Security Audit Log, with specific configurations stored in the SECR tables. The framework implements dynamic authorization checks through transaction SM19, enabling flexible adjustment of security parameters based on operational requirements [7].

#### **Monitoring Framework**

The monitoring implementation establishes specific Key Performance Indicators (KPIs) for certificate management operations. According to SAP's security documentation, the system maintains automated monitoring of certificate validity periods with defined thresholds at 90 days, 60 days, and 30 days before expiration. The framework implements comprehensive status tracking through the SAP HANA Cockpit, providing real-time visibility into certificate health and compliance status. The implementation includes specific parameters for monitoring SSL configurations and trust relationships across the landscape [8].

#### **Compliance Validation**

The compliance framework implements structured validation processes for certificate management operations. The system maintains specific validation rules through Signavio Process Intelligence, ensuring adherence to organizational security policies and industry standards. The implementation includes regular compliance checks against defined security baselines, with automated reporting of compliance violations through integrated monitoring systems. The framework maintains proper documentation of compliance status through dedicated reporting mechanisms [13].

#### **Workflow Automation**

The workflow automation framework establishes structured process flows for certificate management operations. According to the implementation documentation, the system maintains predefined workflow

Print ISSN: 2054-0957 (Print)

Online ISSN: 2054-0965 (Online)

Website: https://www.eajournals.org/

Publication of the European Centre for Research Training and Development -UK

templates for common certificate management scenarios, including certificate requests, renewals, and revocations. The framework implements specific integration points with SAP's security infrastructure, enabling automated handling of certificate operations through established workflows. The implementation includes defined escalation paths for certificate-related incidents, ensuring proper handling of security events [13].

## **Audit Management**

The audit framework implements comprehensive logging of certificate management operations through the Security Audit Log. The system maintains specific audit configurations for different security events, enabling proper tracking and analysis of certificate-related activities. The implementation includes dedicated audit trails for certificate operations, with proper retention policies configured through the audit log parameters. The framework ensures proper visibility of security events through integrated reporting capabilities [7].

## **Security Monitoring Integration**

The security monitoring framework implements integrated tracking of certificate status through the SAP HANA security infrastructure. The system maintains continuous monitoring of the secure store in the file system (SSFS), ensuring proper protection of sensitive security parameters, including root keys and certificates. The implementation provides comprehensive visibility into security configurations through the SAP HANA Cockpit interface, enabling proper tracking and validation of security parameters [8].

	2	L	
Control Area	Monitoring Tools	Alert Thresholds	Compliance Checks
Process Controls	Signavio Process	90 Days Notice	Role Validation
Authorization	Security Audit Log	60 Days Notice	Access Controls
Compliance	HANA Cockpit	30 Days Notice	Policy Adherence
Workflow	Process Intelligence	Real-time Alerts	Audit Trails

Table 4: Security Governance and Compliance Elements [7,8,13]

# **Implementation Guide**

## **System Prerequisites**

The implementation of SAP certificate management requires specific system configurations and components as defined in SAP's technical documentation. The infrastructure necessitates SAP NetWeaver Application Server ABAP version 7.4 or higher, with a minimum SAP Kernel version of 7.45. According to the implementation guidelines, the system requires proper configuration of network components, including dedicated HTTPS ports for secure communication. The database infrastructure must support SAP's security requirements, including proper configuration of encryption parameters and secure storage capabilities [11].

Print ISSN: 2054-0957 (Print)

Online ISSN: 2054-0965 (Online)

Website: https://www.eajournals.org/

#### Publication of the European Centre for Research Training and Development -UK

#### **Infrastructure Requirements**

The infrastructure implementation demands specific hardware and software configurations for proper certificate management. According to SAP's Secure Login Server documentation, the system requires dedicated storage allocation for certificate repositories and trust stores. The implementation includes proper configuration of network components, including load balancers and security devices, ensuring proper handling of certificate-based communications. The framework requires specific memory and processing capacity for cryptographic operations, maintaining proper performance for certificate management functions [11].

## **Installation Process**

The installation framework implements structured procedures for deploying certificate management components. The process requires specific configuration of system parameters through the SAP installation framework, including proper setup of security components and cryptographic libraries. According to the implementation documentation, the system maintains specific file locations for configuration storage, ensuring proper separation of security parameters and operational configurations. The framework includes comprehensive verification procedures throughout the installation process, ensuring proper functionality of all components [9].

## **Configuration Management**

The configuration management framework establishes specific procedures for maintaining certificaterelated settings. The implementation requires proper setup of configuration files in designated system locations, maintaining appropriate access controls, and backup procedures. The system implements verification processes for configuration changes, ensuring proper validation of security parameters before deployment. The framework maintains comprehensive documentation of configuration states through integrated logging mechanisms [10].

### **Performance Optimization**

The performance optimization framework implements specific measures for efficient certificate operations. According to SAP's implementation guidelines, the system requires proper tuning of cryptographic operations, including optimization of key lengths and algorithm selections. The implementation includes specific configurations for certificate validation processes, ensuring optimal performance while maintaining security requirements. The framework implements caching mechanisms for frequently accessed certificates, reducing operational overhead in certificate validation processes [11].

#### **Backup Procedures**

The backup framework implements comprehensive procedures for securing certificate-related data. The system maintains regular backup schedules for certificate stores and configuration files, ensuring proper protection of critical security components. According to the implementation documentation, the framework requires specific backup procedures for different certificate contexts, including separate handling of root

Print ISSN: 2054-0957 (Print)

Online ISSN: 2054-0965 (Online)

Website: https://www.eajournals.org/

## Publication of the European Centre for Research Training and Development -UK

certificates and end-entity certificates. The implementation includes proper validation of backup integrity through automated verification processes [9].

## **Disaster Recovery**

The disaster recovery framework establishes specific procedures for maintaining system availability during certificate-related incidents. The implementation includes detailed recovery procedures for different failure scenarios, ensuring proper restoration of certificate services and security configurations. The system maintains proper documentation of recovery procedures, including specific steps for certificate restoration and trust relationship reestablishment. The framework implements regular testing of recovery procedures, ensuring proper functionality of disaster recovery capabilities [10].

## **Operational Maintenance**

The operational maintenance framework implements structured procedures for ongoing system management. According to the implementation guidelines, the system requires regular maintenance of certificate stores, including proper cleanup of expired certificates and validation of trust relationships. The implementation includes specific procedures for system updates and patches, ensuring proper maintenance of security components while maintaining system availability. The framework maintains comprehensive documentation of maintenance procedures through integrated management systems [11].

# CONCLUSION

The implementation of automated certificate lifecycle management in SAP landscapes delivers robust security governance while minimizing operational overhead. The integrated framework enables streamlined certificate operations through automated provisioning, renewal, and monitoring capabilities, ensuring continuous availability of valid certificates across the enterprise infrastructure. By incorporating industrystandard security practices and SAP-specific implementation requirements, the framework provides a sustainable solution for managing digital certificates in complex SAP environments. The implementation's multi-layered architecture, encompassing certificate authority, automation, monitoring, and governance components, establishes a comprehensive security foundation for enterprise operations. Through systematic integration with SAP's security infrastructure, including the Security Audit Log (SAL) and SAP HANA Cockpit, the framework maintains continuous oversight of certificate status and compliance requirements. The automated workflows for certificate provisioning and renewal, coupled with real-time monitoring capabilities, significantly reduce the risk of certificate-related outages while ensuring adherence to organizational security policies. Furthermore, the framework's adaptability to various SAP components, including NetWeaver, S/4HANA, and Business Technology Platform (BTP), demonstrates its versatility in supporting diverse enterprise environments and evolving security requirements. The implementation framework's comprehensive approach to certificate lifecycle management, combined with its robust integration capabilities and automated operational processes, positions organizations to effectively manage

Print ISSN: 2054-0957 (Print)

Online ISSN: 2054-0965 (Online)

Website: https://www.eajournals.org/

Publication of the European Centre for Research Training and Development -UK

digital certificates while maintaining a strong security posture and operational efficiency across their SAP landscapes.

# REFERENCES

- [1] Gert-Jan Koster, "SAP Security Baseline 2.5 Key Points" SecurityBridge, 2024. [Online]. Available: https://securitybridge.com/blog/sap-security-baseline-2-5-key-points/
- [2] SAP, "Certificate Management in SAP S/4HANA," SAP Help Portal, 2024. [Online]. Available: https://help.sap.com/docs/SAP\_CPQ/f80fbcd4f1c74232839c30ce26886f07/ead51d1eb35d4c069f c89a7d1c61a1a1.html
- [3] SAP Help, "SAP Cryptographic Library," Portal, 2024. [Online]. Available: https://help.sap.com/doc/saphelp\_em92/9.2/en-US/6c/5b0b37233f7c6fe10000009b38f936/content.htm?no cache=true
- [4] SAP Community, "Technology Blogs by SAP", 2023. [Online]. Available: https://community.sap.com/t5/technology-blogs-by-sap/configuring-certificate-lifecyclemanagement/ba-p/13389864
- [5] SAP Help, "Configuring SAP NetWeaver AS for ABAP to Support SSL," [Online]. Available: https://help.sap.com/doc/saphelp\_nw75/7.5.5/en-US/49/23501ebf5a1902e10000000a42189c/content.htm?no\_cache=true
- [6] SAP Community, "Automated Certificate Lifecycle Management for SAP HANA," 2023. [Online]. Available: https://community.sap.com/t5/technology-blogs-by-sap/automated-certificatelifecycle-management-for-sap-hana/ba-p/13560711
- [7] SAP Help, "The Authorization Concept,". [Online]. Available: https://help.sap.com/doc/saphelp\_nw73ehp1/7.31.19/en-US/4c/e65fbf7e173ec6e10000000a42189b/content.htm?no\_cache=true
- [8] SAP help, "Certificate Management in SAP HANA," 2024. [Online]. Available: https://help.sap.com/docs/SAP\_HANA\_ONE/102d9916bf77407ea3942fef93a47da8/1e6042c440 2545f7a0574f7bc91fab25.html
- [9] Aryan Kumar, "What is Certificate Management? SSL, TLS Certificate Management?," Encryption Consulting, 2024. [Online]. Available: https://www.encryptionconsulting.com/educationcenter/what-is-certificate-management/
- [10] Yubico, "What is Certificate-Based Authentication," [Online]. Available: https://www.yubico.com/resources/glossary/what-is-certificate-based-authentication/
- [11] SAP, "Secure Login for SAP Single Sign-On Implementation Guide", 2024. https://help.sap.com/doc/7d3f26c449524c54b5d8232e11f0a771/3.0/en-US/SecureLoginForSAPSSO3.0\_UACP.pdf
  [12] SAP, "SAP S/4HANA Cloud Public Edition", 2024. https://help.sap.com/docs/SAP\_S4HANA\_CLOUD/9d794cbd48c648bc8a176e422772de7e/7af7b 8541486ed05e10000000a4450e5.html
- [13] SAP SE, "Administration Guide for SAP Signavio Process Insights," SAP Help Portal, 2024. [Online]. Available: https://help.sap.com/docs/signavio-process-insights/administrationguide/introduction