

Frequently Asked Questions

What are ASUG Influence Councils?

An Influence Council is a forum focused on improving SAP products. Council members meet virtually to share experiences; make, prioritize, and submit improvement requests for product enhancement; and provide general feedback to SAP developers.

Where can I find a list of current councils?

Visit ASUG Influence.

How do I start an Influence Council?

Please see our “Starting an Influence Council” information packet.

What is the SAP Customer Engagement Initiative (CEI)?

The SAP Customer Engagement Initiative—or CEI for short—is an SAP Customer Influence program that allows customers to work directly with developers to influence the future direction of SAP products and services. Project offerings occur three times yearly, with limited registration windows. Each project is unique and requires a varying degree of commitment. Register for CEI projects and find more information at SAP Customer Influence. To be notified of new projects relevant to you, be sure to select your “Area of Interest” on the “My Influence” page.

What is SAP Customer Connection?

SAP Customer Connection is an SAP Customer Influence program that allows users to submit improvement requests for incremental changes to existing software and others to subscribe to the requests to increase their likelihood of being developed. The Customer Connection topics are proposed by members of SAP user groups from around the world, including ASUG members.

What’s the difference between an ASUG Special Interest Group (SIG) and an ASUG Influence Council?

SIGs are open communities where members can participate in education and networking events and webcasts based on their area of interest or SAP product use. Influence Councils are smaller, may require prior vetting to join, and focus on improving SAP software by working with other ASUG members and developers.

How many people are on an ASUG Influence Council?

Influence Council membership ranges from 20 to 60 SAP users.

How often do ASUG Influence Councils meet?

Most Influence Councils meet monthly or bi-monthly, and ASUG requires councils to meet at least quarterly. The council's leadership determines the meeting frequency.

Who leads an ASUG Influence Council?

ASUG Influence Councils are led by SAP customers and SAP Points of Contact (POC). The SAP POC is responsible for championing the council's improvement requests to SAP developers.

What is the required commitment to participate on an ASUG Influence Council?

ASUG asks that council members attend the meetings, suggest improvements, engage in discussions, and support other members' improvement requests. If members miss several meetings, they may be removed from the council roster.

Can I be on multiple ASUG Influence Councils?

Yes, there is no limit to the number of councils on which you can participate.

Can anyone join an ASUG Influence Council?

All council members must first be members of ASUG. Individual members who request to join a council are vetted by the council leadership using a short questionnaire. In some cases, council leadership may grant council membership without a questionnaire.

What is an FbA / Why do I have to sign an FbA?

"Fba" is short for Feedback Agreement and describes the principles of the working relationship between ASUG members and SAP. For some councils, SAP may require a council member's company to sign an FbA before the member can participate on the council.

How is influence different from customization?

Improvements generated through ASUG and SAP Influence programs are built into the product supplied by SAP. Customization refers to development changes made by the user which may or may not work in future releases.

What Is SAP Customer Influence?

SAP Customer Influence is SAP's influence effort. ASUG Influence works closely with SAP Customer Influence to channel and coordinate input to better serve our members. Influence councils are led by ASUG Influence. CEI and Customer Connection, as well as some other influence programs, are part of SAP Customer Influence.

How can I get more information about Influence?

Email us at influence@asug.com.