



Configuring Master Data Governance for Utopia EAM Solutions for MDG™ Service Master

CUSTOMER
Document Version: V1.0 – 26-SEP-2016



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SAP Library document classification: PUBLIC

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Icons in Body Text

Icon	Meaning
	Caution
	Example
	Note
	Recommendation
	Syntax

Additional icons are used in SAP Library documentation to help you identify different types of information at a glance. For more information, see *Help on Help → General Information Classes and Information Classes for Business Information Warehouse* on the first page of any version of *SAP Library*.

For the purposes of simplification, the Utopia SERVICE MASTER Solution for MDG™ will also be referred to as Master Data Governance for SERVICE MASTER or MDG for SERVICE MASTER at points throughout this configuration guide.

Typographic Conventions

Type Style	Description
<i>Example text</i>	Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Cross-references to other documentation.
Example text EXAMPLE TEXT	Emphasized words or phrases in body text, graphic titles, and table titles. Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE.
Example text	Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.
Example text	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
<Example text>	Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.
EXAMPLE TEXT	Keys on the keyboard, for example, F2 or ENTER.

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Configuring Master Data Governance for Utopia EAM Solutions for MDG™ - Service Master

To use Service Master in the suite SAP Master Data Governance (MDG) for Utopia EAM Solutions for MDG™, you need to carry out the steps described below.

Prerequisites

Business Function

You have activated the following business functions:

- Master Data Governance, Generic Functions (MDG_FOUNDATION)
- Master Data Governance, Generic Functions 2 (MDG_FOUNDATION_2)
- Master Data Governance, Generic Functions 3 (MDG_FOUNDATION_3)
- Master Data Governance, Generic Functions 7.0 (MDG_FOUNDATION_4)
- Master Data Governance, Generic Functions 7.0 Feature Set (MDG_FOUNDATION_5)
- Master Data Governance, Generic Functions 8.0 (MDG_FOUNDATION_6)



Before you activate the business functions, ensure that you have the administration authorization for MDG. The required authorization objects are delivered with the authorization role SAP_MDG_ADMIN. In transaction PFCG, we recommend creating a copy of this role and assigning the relevant authorization values. For the authorization object USMD_DM *Data Model* you need to assign the values for the authorization field USMD_MODEL *Data Model* (for example U2) and the values for the authorization activity ACTVT *Activity* (for example 01: Create or generate, or 02: Change).

Set Up Workflow

To use the workflow processes for Service Master in Utopia EAM Solutions for MDG™, you have defined general settings for [SAP Business Workflow \[Extern\]](#) in Customizing for SAP NetWeaver under ► *Application Server* ► *Business Management* ► *SAP Business Workflow* ►.

To activate the workflow features, use the semi-automated configuration in transaction SWU3. You can also access these settings in Customizing under ► *SAP NetWeaver* ► *Application Server* ► *Business Management* ► *SAP Business Workflow* ► *Maintain Standard Settings* ►.

For further information, see the documentation for the Configuration activity. Note the following when maintaining the settings:

- When configuring the RFC destination, you need superuser authorization to create the default WF-BATCH user.
- Regenerate the authorization profile for SAP_ALL or include the USMD* authorization objects into the authorizations of the user WF-Batch.
- For the *Check Entries from HR Control Tables* section you may need to execute report RHOBJCH in transaction SE38 and keep the default settings.
- Maintain the prefix numbers for the standard objects.

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- You do not need to maintain the Web Server node and Guided Procedures section.

Set Up Search

This release of SERVICE MASTER in Utopia EAM Solutions for MDG™ uses the standard MDG database search. The database search is already enabled within the MDG System. No further set up action is required.

Adjust Profile Parameters

Ensure that the profile parameter size for the *Shared Objects Memory* is correct. To check this setting run transaction RZ11 and verify that the value for parameter `abap/shared_objects_size_MB` is at least 300 megabytes.

If you want to use the *SAP NetWeaver Business Client* with single sign on (SSO), ensure that the parameters `login/create_sso2_ticket` (2) and `login/accept_sso2_ticket` (1) are set correctly.

Use transaction RZ11 to check that the host name is fully qualified for parameter `icm/host_name_full`.

User Roles

In order to successfully conduct the next steps in the configuration process, you must have the following user roles assigned in the *PFCG* transaction:

- SAP_MDGA_MENU – Master Data Governance: Analytics
- SAP_MDG_ADMIN – Master Data Governance: Administrator

This role contains authorizations for basic tasks relevant to the configuration and administration of SAP Master Data Governance (MDG) for all domains. Some authorizations allow critical activities. If you have multiple users involved in the configuration and administration of MDG content, we recommend you split this role into several new roles and give each new role a subset of the authorizations for this role. Such an approach ensures users only complete tasks they are responsible for and reduces the risk of critical errors. Authorizations for the MDG transactions are not included in this role.

- /UG11/_MDGPROC_ALLUSR – Standard User Authorizations
- /UG11/_MDGPROC_REQ – Master Data Governance for Service Masterrentment Solution:Requestor
- /UG11/_MDGPROC_SPEC – Master Data Governance for Service Masterrentment Solution: Specialist
- /UG11/_MDGPROC_STEW – Master Data Governance for Service Masterrentment Solution: Steward

Web Dynpro Applications

For security reasons the services delivered for Web Dynpro applications are delivered in an inactive state. You must activate the services you want to use. Use transaction `SICF` to activate the services. For a detailed list of the relevant services, see [Services to be Activated for Web Dynpro Applications \[Extern\]](#).

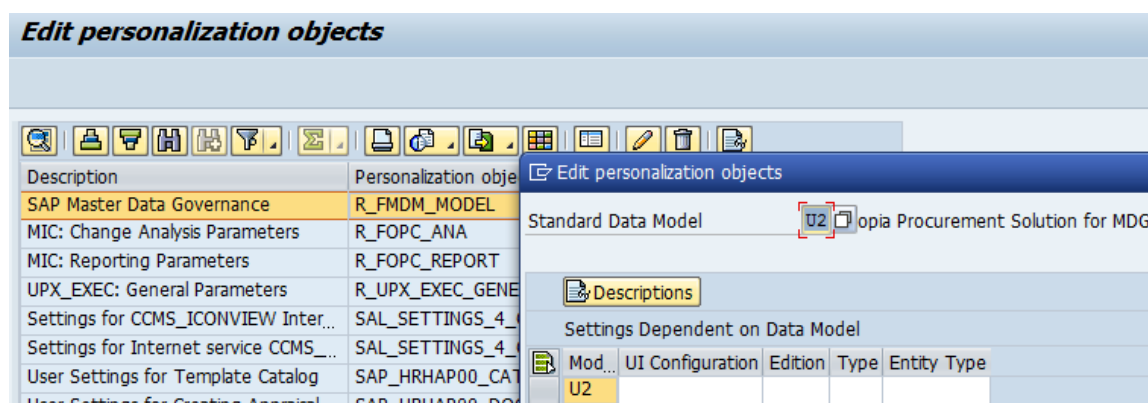
SAP Library Number Ranges

Review the number range of the object /UGI1/MDSM. Also maintain the grouping for service master category.

GenIL (Generic Interaction Layer) Component Adjustments

A New GenIL Component is added for the uSERV.
Check for the Component /UGI/2 in the tcode GENIL_MODEL_BROWSER in display mode, to make sure the Component is present and shows no errors.

Ensure that the Data Model U2 is the Standard Data Model for the Personalization Parameters R_FMDM_MODEL. Use T-code SPERS_MAINT or personalization for UserID (T-Code SU01) to check the parameter. If it is not the default, enter U2 as the default and save.



In case you use the Shared Memory for genIL actively, implement the following SAP Notes:

- [2096979](#) MDG: New MDG UIs cause short dumps if Shared Memory is active (3)
 - Reset the shared memory area for genIL using transaction SHMM following note application
- [2045072](#) MDG: New MDG UIs cause short dumps if Shared Memory is active
 - specifically follow the manual instructions for the following Message Types:
 - Create Text Messages
 - Create Error Messages
- [2062895](#) MDG: New MDG UIs cause short dumps if Shared Memory is active (2)
 - Reset the shared memory area for genIL using transaction SHMM following note application

Prerequisite SAP Notes

Below OSS notes are mandatory to ensure general classification works as expected.

- [2052927](#) - Dump MESSAGE_TYPE_X occurs during search of materials
- [2086503](#) - Classification starts closed in edit mode even no change num

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- [2096182](#) - Entity type for IF_USMD_PP_ACCESS~READ_VALUE
- [2100818](#) - Entity type for IF_USMD_PP_ACCESS~READ_VALUE 2
- [2117752](#) - Active data not found in reuse active area
- [2097465](#) - Downport Access Class Skeleton Classification
- [2123019](#) - MDG: Existence check in method READ_PP with different reuse
- [2125421](#) - Usability of class CL_MDG_BS_CLF_ACCESS_GEN
- [2134652](#) - Enhancement for CL_MDG_BS_CLF_ACCESS_GEN
- [2156520](#) - Remove change management from generic access class
- [2339897](#) FilterBar ValueHelp: Dump if selection attributes contain va
- [2345042](#) SearchHelp: Callstep RETTOP not executed
- [2378431](#) OVS popup doesn't show result table

Process

This process describes the minimal set of customizing steps and recommended check activities required to do the following:

uSRVMSTR™ for MDG – Utopia Service Master for Master Data Governance

- Create Service Master
- Change Service Master
- Process multiple Service Masters
- File Upload
- File Download

You run the settings for this process in Customizing under ► *Cross-Application Components* ► *Processes and Tools for Enterprise Applications* ► *Master Data Governance* ►, or enter ECC transaction code MDGIMG.

Result

The system is configured for SERVICE MASTER. In addition, if data load has been done, mass changes and distribution to other systems can also be executed.

More Information

- For information on functional restrictions, see SAP Note 2385538

SAP Library

- SAP Master Data Governance Security Guide [\[Extern\]](#)
- SAP Master and Master Update Guide [\[Extern\]](#)

Impact of SERVICE MASTER Customizing

Some standard customizing activities in the area of External Services Management are relevant for Master Data Governance for SERVICE MASTER under the *Define Field Selection* nodes, all activities that change the field properties affect the field properties in Master Data Governance for SERVICE MASTER. The field properties hidden, displayed, mandatory, and optional impact the Master Data Governance for SERVICE MASTER fields.

- Under the *Basic Data* node, all activities impact Master Data Governance for SERVICE MASTER. Example settings include Service Category, Division, Valuation Class, Tax indicator
- Under the *Time Management* node, all activities impact Master Data Governance for SERVICE MASTER. Example settings include the Wage type, Hierarchy service no.

1. Activate the Data Model U2

1. Check whether you can use the data model delivered by SAP and Utopia for managing your SERVICE MASTER data with MDG for SERVICE MASTER.

Activate the delivered data model U2 in Customizing for *Master Data Governance* under
 ► *General Settings* ► *Data Modeling* ► *Edit Data Model* .



When upgrading to *MDG 8.0* check that the active and inactive versions of your data models are the same. Changes to the data models, not dependent on business function switches, may occur due to corrections made by SAP. You should check and activate all models after the upgrade to *MDG 8.0* is complete. To do this navigate to ► *Master Data Governance* ► *General Settings* ► *Data Modeling* ► *Edit Data Model* and activate any data models that have the entry *Different* in the column *Active Version*.

After activation or if the status is "Same" in the column *Active Version*, you have to trigger the job to adjust the data model. Mark the line with U2 data model and press the corresponding icon to trigger the job.

2. Assign an internal key.

To support internal key assignment, run the activity in Customizing for *Master Data Governance* under ► *General Settings* ► *Data Modeling* ► *Define Prefixes for Internal Key Assignment* .

1 In MDG for SERVICE MASTER, authorizations cannot be defined here. Instead, the existing back-end authorizations are reused.


3. Check or Generate Data Model-Specific Structures

Following the activation of the U2 Data Model you will also need to activate the SERVICE MASTER Data Model-Specific structures. To check this run the activity in customizing for Master Data Governance under **General Settings** > **Data Modeling** > **Generate Data Model-Specific Structures**. Select the U2 data model and double-click on Data Models > Structures.

The structures are delivered with the software. If they do not exist or after changes to the data model, you have to (re-)generate them

If you are prompted for a package ID, choose a package in the customer name space (beginning with Y or Z).

If you receive a dialog box with a message that “Customer object TABL CI* cannot be

assigned to package /UGI1/MDG_PROC_GLOBAL,” select the check mark () and enter your chosen package ID in place of the /UGI1/MDG_PROC_GLOBAL value in the dev class field.

Other customizing activities in data modeling are only relevant for the SERVICE MASTER domain if your data model needs to be enhanced. For more information, see [Enhancement of Master Data Governance Content](#)

2. Activate Change Request Types (BC-Set)

For create, change, and mark for deletion and process SERVICE MASTER Objects, there are example change request types available.

Please Ensure the below mentioned steps are defined in the configuration before activation of the BC Set:

Master Data Governance > **General Settings** > **Process Modeling** > **Workflow** > Other MDG Workflow > Define Change Request Step Number

Workflow	Step	Description	Keys	Validation
WS54300020	0	Submission		
WS54300020	1	Processing	X	
WS54300020	2	Final Check		X
WS54300020	3	Revision		

Run the BC-Set activation process (transaction code SCPR20), for the BC-Sets

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- `/UGI1/MDG_PROC_CREQUEST_01` – Utopia PROC Solutions for MDG Change Request Types – Service Master
- `/UGI1/MDG_PROC_PQM_SM` - Utopia PROC Solutions for MDG - Process Quality Metrics

choose *Activate* () for each BC-Set.

At the end of the generation you can ignore the warnings on missing workflow processor. Choose the option “Save Changes (Despite Warnings)”

3. Link Log. Actions with UI Application and Bus. Act.: Standard Definition

The Logical Actions shown in the Tables below need to be entered manually.

For more information, see Customizing for *Master Data Governance* under ► *General Settings* ► *Process Modeling* ► *Business Activities* ► *Link Log. Actions with UI Application and Bus. Act. Standard Definition*.

Logical Actions UI Application and Bus Act. Linkage (Common) - Manual Entry Required

UI navigation for Service Master

The logical actions shown in Table 1 need to be added manually.

For more information, see Customizing for *Master Data Governance* under ► *General Settings* ► *Process Modeling* ► *Business Activities* ► *Link Log. Actions with UI Application and Bus. Act. Standard Definition*.

Table 1: SERVICE MASTER Objects Logical Actions UI Application and Bus Act. Linkage – Manual Entry Required

BO Type	Log Action	Current UI Application Name	Current UI Configuration	Target UI Application Name	Target UI Configuration	Bus Acty
258	*	USMD_CREQUEST_PROCESS	*	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	
258	*	USMD_EDITION_CREQUEST	USMD_EDITION_CREQUEST	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USMA
258	CHANGE	USMD_CHANGE_DOCUMENT	USMD_CHANGE_DOCUMENT	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USM2
258	CHANGE	USMD_EDITION_CREQUEST	USMD_EDITION_CREQUEST	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USM2
258	CHANGE	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USM2
258	CHANGE	USMD_SEARCH	/UGI1/USMD_SEARCH_SERVICE	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USM2
258	CREATE	USMD_CHANGE_DOCUMENT	USMD_CHANGE_DOCUMENT	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USM1
258	CREATE	USMD_EDITION_CREQUEST	USMD_EDITION_CREQUEST	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USM1
258	CREATE	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USM1

258	CREATE	USMD_SEARCH	/UGI1/USMD_SEARCH_SERVICE	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USM1
258	DELETE	USMD_CHANGE_DOCUMENT	USMD_CHANGE_DOCUMENT	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USM6
258	DELETE	USMD_EDITION_CREQUEST	USMD_EDITION_CREQUEST	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USM6
258	DELETE	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USM6
258	DISPLAY	*	*	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USM3
258	LOAD	USMD_CREQUEST_PROCESS	USMD_CREQUEST_PROCESS	USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	USMB

4. Link Logical Actions with Business Activity: Standard Definition

For more information, see Customizing for *Master Data Governance* under [General Settings](#) > [Process Modeling](#) > [Business Activities](#) > [Link Logical Actions with Business Activity: Standard Definition](#).

Table 2: EAM Objects Logical Actions with Business Activity Linkage - Manual Entry Required

UI application Name	UI configuration	Log.Action	Description	Bus.Activity	Description
*	*	DISPLAY	Display	USM3	Display Service Master
USMD_CHANGE_DOCUMENT	USMD_CHANGE_DOCUMENT	CHANGE	Change	USM2	Process Service Master
USMD_CHANGE_DOCUMENT	USMD_CHANGE_DOCUMENT	CREATE	Create	USM1	Create Service Master
USMD_CHANGE_DOCUMENT	USMD_CHANGE_DOCUMENT	DELETE	Delete	USM6	Mark Service Master for Deletion
USMD_CREQUEST_PROCESS	*	*			
USMD_CREQUEST_PROCESS	USMD_CREQUEST_PROCESS	LOAD	Data Exchange	USMB	Import Service Master
USMD_EDITION_CREQUEST	USMD_EDITION_CREQUEST	*		USMA	Mass Update Service Masters
USMD_EDITION_CREQUEST	USMD_EDITION_CREQUEST	CHANGE	Change	USM2	Process Service Master
USMD_EDITION_CREQUEST	USMD_EDITION_CREQUEST	CREATE	Create	USM1	Create Service Master
USMD_EDITION_CREQUEST	USMD_EDITION_CREQUEST	DELETE	Delete	USM6	Mark Service Master for Deletion
USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	CHANGE	Change	USM2	Process Service Master
USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	CREATE	Create	USM1	Create Service Master
USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	DELETE	Delete	USM6	Mark Service Master for Deletion

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USMD_SEARCH	/UGI1/USMD_SEARCH_SERVICE	CHANGE	Change	USM2	Process Service Master
USMD_SEARCH	/UGI1/USMD_SEARCH_SERVICE	CREATE	Create	USM1	Create Service Master
USMD_SEARCH	/UGI1/USMD_SEARCH_SERVICE	DELETE	Delete	USM6	Mark Service Master for Deletion
USMD_WF_NAVIGATION	USMD_WF_NAVIGATION	CREATE	Create	USM1	Create Service Master

4. Verify Remaining Process Modeling Settings

Depending on your company's requirements you might want to adjust and enhance the default change request values loaded in step 2 above.

The following information describes the minimal settings for a basic governance process. For more information about each customizing activity, see the relevant documentation for that customizing activity.

1. Review and/or define which statuses the change requests can have, and which processing options are enabled for those statuses. Optionally, you can add new statuses to be used in the change request types.

For more information, see Customizing for *Master Data Governance* under ► *General Settings* ► *Process Modeling* ► *Change Requests* ► *Edit Statuses of Change Requests*.

The following statuses are required for the SAP standard process; you should maintain any the missing ones manually:

Status Value	Description	Permitted Processing
00	To Be Evaluated	Change of Object List
01	To Be Considered and Approved	Change of Object List
02	Changes to Be Executed	Execution of Changes
03	To Be Revised	Change of Object List
04	Final Check to Be Performed	No Processing
05	Final Check Approved	No Processing
06	Final Check Rejected	No Processing
07	Activation Failed	No Processing
08	Approved; to Be Replicated	No Processing
09	Dependent Data to Be Processed/Approved	Execution of Changes
10	To Revise: Perform Changes	Execution of Changes
11	Process Errors After Activation	Execution of Changes
12	Approved, Contact Person to be Processed	No Processing
99	No Status Set	No Processing

2. Check that the following business activities are in your system and that they are assigned to the default data model U2.

Service Master

- USM1 Create Service Master
- USM2 Change Service Master
- USM3 Display Service Master
- USM6 Mark Service Master for Deletion
- USMA Mass Update Service Master
- USMB Import Service Master

For more information, see Customizing for *Master Data Governance* under ► *General Settings* ► *Process Modeling* ► *Business Activities* ► *Create Business Activity*.

3. Create new change request types for data model U2, or validate after import using business configuration sets (BC-Sets).

For more information, see Customizing for *Master Data Governance* under ► *General Settings* ► *Process Modeling* ► *Change Requests* ► *Create Change Request Type*.

The following table shows the proposed change request types for data model U2. Only the relevant columns are included.

Change Request Type	Data Model	Description	Single Object	Main Entity Type	Workflow
SRMAST01	U2	Create Service	Yes	SERVICE	WS54300020
SRMAST02	U2	Process Service Master	Yes	SERVICE	WS54300020
SRMAST06	U2	Delete Mark Service Master	Yes	SERVICE	WS54300020
SRMAST0A	U2	Process Multiple Service Masters	No	SERVICE	WS54300020
SRMAST0B	U2	Import Service Master	No	SERVICE	WS54300020

The standard workflow template used by Utopia SERVICE MASTER Solutions for MDG™ is WS54300020. This template is a simple workflow which does not use *BRF+* decision tables. Please see the workflow template in section 14.1 Workflow Template WS54300020. The following settings should exist in the substructures of the change request types:

Service Master

- *SRMAST01*
 - Entity type: SERVICE
 - UI Config <leave empty>
 - Msg. Output: *Standard*
 - Business Activity: Create Service Master (USM1)
 - Service Level Agreement for Change Request Types: <leave empty>
- *SRMAST02*
 - Same as for SRMAST01
 - Business Activity: Change Service Master (USM2)
- *SRMAST06*
 - Same as for SRMAST01
 - Business Activity: Mark Service Master for Deletion (USM6)
- *SRMAST0A*
 - Same as for SRMAST01
 - Business Activity: Process Multiple Service Masters (USMA)
- *SRMAST0B*
 - Same as for SRMAST01
 - Business Activity: Import Service Master (USMB)

4. You can configure the properties of the change request steps. This is optional except for the Multiple-Record Processing change request types. For more information, see

Customizing for Master Data Governance under ► *General Settings* ► *Process Modeling* ► *Change Requests* ► *Configure Properties of Change Request Step*.

5. Optionally, you can define print forms for change requests. By default, the form *USMD_EDITION_CREQUEST* is used. This is relevant only if your own or multiple print forms are required.

For more information, see Customizing for *Master Data Governance* under ► *General Settings* ► *Process Modeling* ► *Change Requests* ► *Define Print Form for Change Requests*.

5. Verify UI Modeling (Optional)

UI configuration activities are only relevant if you want to change the UI or if the U2 data model has been enhanced.

In this Customizing activity, you can specify if and where the system hides the entity types for the data model U2.

Verify the pre-delivered field properties for the data model U2 in Customizing under ► *General Settings* ► *UI Modeling* ► *Define Field Properties for UI*.

The Web Dynpro application and the application configuration in the PFCG role combine with settings made in Customizing to determine the UI displayed.

You need to verify the UI modeling for the data model U2 and the following Web Dynpro applications and related configurations:

Application	Application Configuration	UI Configuration
USMD_OVP_GEN	/UGI1/USMD_U2_OVP_SERVICE	/UGI1/USMD_U2_SERVICE_OVP
USMD_SEARCH	/UGI1/USMD_SEARCH_SERVICE	/UGI1/USMD_SEARCH_OVP_SERVICE

6. Set Up Search

MDG offers several options to search for the data in change requests including the active and inactive data. The search options are distinguished by their capabilities and their landscape requirements. The main difference is in their capability to include classification data in the search. These are the following options:

- SAP search engine-based search (*TREX* search) offers full search capabilities.
- Database Search using the generic search provider interface must be configured manually and does not offer classification search.
- SAP HANA-based search (side-by-side) connects MDG from any database to an SAP HANA-based system for search, but does not include classification search.

In Release 7.3 of the Utopia SERVICE MASTER Solutions for MDG™ Suite, the Database Search is available as delivered. Additional search options are planned for future releases.

7. Configure Process Quality Metrics (Optional)

For the priorities, reasons, or rejection reasons for change requests, there are example values available.

Run the BC-Set activation process (transaction code SCPR20), enter **/UG11/MDG_PROC_PQM_SM**.

To start, choose *Activate* and keep the default settings.

These codes can be used later for change request analytics (process quality analysis). They also can be used to influence the workflow-driven processes. For example, depending on the priority of a change request, you can mark it for special processing.

To update any of the Process Quality Metrics (PQM), perform the following activity in Customizing for *Master Data Governance* under **General Settings** > **Process Modeling** > **Change Requests** > **Define Priorities / Reasons / Rejection Reasons for Change Requests**.

The values for these PQM values delivered in the BC-Set are as follows:

Change Request Priorities

Priority	Description
1	High
2	Medium
3	Low

Change Request Reason

CR Type	Reason	Description
SRMAST01	01	New Service Master
SRMAST02	01	Change Service Master (Core)
SRMAST02	02	Change Service Master (Text)
SRMAST02	03	Change Service Master (Classification)
SRMAST06	01	Delete-Mark Service Master (Core)
SRMAST0A	01	Process Multiple Service Masters
SRMAST0B	01	Import Service Masters

Reason for Rejection

CR Type	Rejection Reason	Description
SRMAST01	01	Incomplete Information
SRMAST01	02	Does not suit business requirements
SRMAST01	03	No proper justification
SRMAST02	05	Revision of field information
SRMAST02	06	Workcenter has to be changed
SRMAST02	08	No business justification
SRMAST06	09	Requirement withdrawn
SRMAST06	10	Similar Service already exists

8. Configure Workflow Tasks

As a prerequisite you have made the necessary general settings for workflows and defined the organizational plan in Customizing for SAP NetWeaver under **Application Server > Business Management > SAP Business Workflow**. Ensure that the active type linkages for Change Request (BUS2250) are set correctly. Follow the instructions in Customizing for MDG under **General Settings > Process Modeling > Workflow > Activate Type Linkage**. For object type BUS2250 check that the *Type Linkage Active* indicator is active for the events CREATED, ACTIVATED, and ROLLED_BACK. In addition, check that the *Enable Event Queue* indicator is active for the events ACTIVATED, and ROLLED_BACK, but not for the event CREATED.

The standard workflow template used by Master Data Governance for EAM is WS54300020.

In order to ensure the general assignment of processors using the rule-based workflow, run the following activity in Customizing for *Master Data Governance* under **General Settings > Process Modeling > Workflow > Configure Workflow Tasks**.

1. Go to application component *CA-MDG-AF* and choose *Assign Agents*.
2. Set the *Dialog Processing (TS 60807954)* task as a *General Task*, if it not already set. To do so, select the task, choose *Attributes* and change it to *General Task*.
3. Set the *Process Change Request (TS 75707943)* task as a *General Task*, if it not already set. To do so, select the task, choose *Attributes* and change it to *General Task*.
4. Set the *Approve Change Request (TS 75707980)* task as a *General Task*, if it not already set. To do so, select the task, choose *Attributes* and change it to *General Task*.
5. Set the *Revise Change Request (TS 75707981)* task as a *General Task*, if it not already set. To do so, select the task, choose *Attributes* and change it to *General Task*.

The Utopia EAM Solution for MDG provides a set of Agent Determination entries for the standard workflow template WS54300020 . You can assign one User ID (type "US") to each task in the workflow which requires agent determination.

Both SAP and Utopia recommend using the Organizational Management functionality which offers more flexibility and simplifies maintenance if allowed in the productive system. Therefore, depending upon the Org Structure or Single User, manually assign any type of Organizational Unit, e.g. Positions ("S") to the CR Type and Step.

Master Data Governance under **General Settings > Process Modeling > Workflow > Other MDG Workflows > Assign Processor to Change Request Step Number (Simple Workflow)**.

Example: You make the entries listed below to determine that change request type 01 has the following properties: (a) evaluation is done by organizational units GROUPACC, GLACC, and GROUPMD; (b) approval is done by user X; (c) changes are executed by organizational unit GROUPMD; and (d) the final approval is done by user Y:

Step	Description	Object Type	Processor ID
1	Evaluation	O	GROUPACC
1	Evaluation	O	GLACC
1	Evaluation	O	GROUPMD

2	Consider and Approve US		X
3	Edit	O	GROUPMD
4	Approval	US	Y



Hint: Usage of MDG-EAM by Utopia together with Extended ECM by OpenText™

If you defined you own workflow templates, please ensure that for the activation step the improved task TS60808002 is used as well.

9. Set Up Data Replication

i In the forthcoming sections, there will be multiple references to Business Object Types (BO Types), Object ID Types, Messages, etc. which correspond with the various SERVICE MASTER Objects included within the Utopia SERVICE MASTER Solutions for MDG™ domain. For ease of reference, each of the main entities within the domain is listed.

Table 1 SERVICE MASTER Business Object Types and Messages

Element	Service: ID (Description)
Object Type	258 (Service Product)
Object ID Type	968 Service Product (ERP)
Messages	/UGI3/SRVMAS (SRVMAS01)
Filter Object	/UGI1/SM (Service)
Outbound Implementation	/UGI1/I_SM (Service via iDoc (MDG))
Outbound Implementation Class	/UGI1/CL_MDG_DRF_SERVICE
Key Structure	/UGI1/_S_U2_DRF_SERVICE

For Utopia SERVICE MASTER Solutions for MDG™ you have two options for replicating data from the MDG hub to the connected systems and clients:

- [Data replication using Application Link Enabling \(ALE\)](#)
- [Data replication using Application Link Enabling \(ALE\) with the Data Replication Framework](#)

For more information, see in Customizing under ► *Application Server* ► *IDoc Interface / Application Link Enabling (ALE)* ► *SAP Business Workflow*.

9.1 Set Up Data Replication Using ALE

The following process briefly describes the minimal settings required for the main message types of the SERVICE MASTER Object (see Table 1)

Verify logical systems

Run transaction *SALE* and choose ► *Basic Settings* ► *Logical Systems* . Both clients (source and target) need to be defined as logical systems and need to be assigned to the relevant clients.

1. Check communication

Run transaction *SALE* and choose ► *Communication* ► *Created RFC Connections* . The target partner system has to be defined here as an ABAP connection with a connection type of 3 and with same name as the target logical system. Perform a connection test.

Define an ALE tRFC port using transaction *WE21*. Created port will use the RFC connection created in the earlier step.

2. Maintain distribution model

- a. Run transaction *SALE* (Display ALE Customizing) and choose ► *Modeling and Implementing Business Processes* ► *Maintain Distribution Model and Distribute Views* . Alternatively, run transaction *BD64* (Maintenance of Distribution Model).
- b. In change mode, create a new model.

Choose the *Create Model View* pushbutton. Enter a short text and a technical name.

- c. Choose the *Add Message Type* pushbutton for the newly created model.
- d. Enter names for the logical source and destinations systems and choose the message type *SRVMAS*.

If you use the classification for any of the EAM object types in Utopia EAM Solutions, then add as well one additional message type that is reused to distribute the class assignment data.

Object Type	ALE Message Type
1 message type for all classification-relevant	CLFMAS

3. Note: for the distribution of the classes and characteristics themselves, please proceed according to the guides available for this topic; its not included in here.

4. Create partner profile.

- a. Run transaction *SALE* and choose ► *Partner Profiles* ► *Generate Partner Profiles* . Alternatively, run transaction *BD82* (Generate Partner Profiles).

- b. Select the newly created model and in the *Partner System* field, enter the logical destination system.
- c. Enter the ALE-User (the default value is `ALEREMOTE`) and the following values, and execute.

Field	Value
Version	3
PackSize	1
Output Mode	Transfer IDoc immediately
Inb. Parameters: Processing	Trigger Immediately

- d. To verify your settings, run transaction *WE20* and from the *Partner Profiles* menu, choose *Partner Type LS*. Verify that *Partner type LS* is the logical destination system.
 - e. In the detail screen, the chosen message types should appear.
5. Distribute model view to receiving system.
 - a. Run transaction *SALE* and choose ► *Modeling and Implementing Business Processes* ► *Maintain Distribution Model and Distribute Views*. Alternatively, run transaction *BD64*.
 - b. Select the new model and choose ► *Edit* ► *Model view* ► *Distribute*.
 - c. Verify that the correct receiving system is marked and choose *Enter*.
 - d. Verify within the receiving system that the model view was created.
 6. Create partner profile (in receiving client).
 - a. Run transaction *SALE* and choose ► *Modeling and Implementing Business Processes* ► *Partner Profiles* ► *Generate Partner Profiles*. Alternatively, run transaction *BD82*.
 - b. Select the distributed model.
 - c. Enter the ALE-User, and the following values, and execute.

Field	Value
Version	3
PackSize	1
Output Mode	Pass IDoc immediately
Inb. Parameters: Processing	Trigger Immediately

- d. Check that the correct process code is being used. To do this, either click on the message or run transaction *WE20* on the target system and choose ► *LS Partner Type* (which corresponds to the MDG Hub system) ► *Inbound Parameters* ► select <Message Type> *DetailScreenInboundParamter* () Check that the parameter *Process Code* is as follows for the associated message type:

Message	Process Code
/UGI3/SRVMAS	/UGI3/SRVM

1 In the Configuration activity *Define Technical Settings for Business Systems* SAP recommends that you select the checkbox *Status System Filter* for the *corresponding* business object. This ensures that if an object instance was previously sent to a target system, it continues to be sent in the future, independent of filter settings.

9.2 Set Up Data Replication Using ALE with DRF

In Master Data Governance for the SERVICE MASTER Objects, the replication of master data from MDG Hub to connected client systems can be scheduled, triggered, and monitored using the Data Replication Framework (DRF) in concert with the ALE.

1 If you are using ALE and DRF together to replicate SERVICE MASTER Objects you can improve performance by deselecting the change pointers for the corresponding message type.

You can do this in the *Activate Change Pointers for Message Types* configuration activity. You should only do this if all your MDG systems are integrated using ALE and DRF together. If you use ALE without DRF in one or more connected systems do *not* disable the change pointers.

The following customizing is relevant for data replication:

- ALE (See *Set Up Data Replication Using ALE* above)
- Key Mapping (See *Key Mapping* below)
- ALE Audit (See *Customizing for ALE Audit* below)
- Data Replication Framework (DRF)

The following process outlines the steps required to perform the customizing for the last three points above.

Customizing for Data Replication Framework (DRF)

1. Use transaction DRFIMG to check if the filter objects below have been defined. Select **Enhance Default Settings for Outbound Implementation** > **Define Filter Objects** to view the filter object definitions. Check that the main filter object is available for each SERVICE MASTER object. See table below:

Business Object Type	Main Filter Object	Outbound Implementation	Table Name	Data Model / Entity Type
258	/UGI1/SM	/UGI1/I_SM	ASMD	U2 / SERVICE

If not available, add the explicit complex filter for the object /UGI1/SM with the following parameters:

- a. Filter Parameter: /UGI1/_S_U2_DRF_SERVICE
- b. Filter Class: /UGI1/CL_MES_DRF_SER_EXPL_FILT

Navigate to the *Assign Filters* and ensure that at least one suitable filter is assigned. The *Assign Filter Type* should have the values listed above.

2. Maintain Filter object to the Business Object via ► *Enhance Default Settings for Outbound Implementation* ► *Define Filter Objects* ► *Define Business Objects and Object Identifiers* ► *Assign Filter Objects to Business Objects*. Maintain Below entries if not maintained.

Business Object Type	Description	Filter Object
258	/UGI1/SM	/UGI1/I_SM

3. Update the Key Structure to the Object Identifier via ► *Enhance Default Settings for Outbound Implementation* ► *Define Filter Objects* ► *Define Business Objects and Object Identifiers* ► *Assign Key Structures to Object Identifiers*. Update the below entries the screen.

Object ID Type	Description of Object ID Type	Key Structure	Delimiter	BO Type	Description of BO
968	Service Product	/UGI1/_S_U2_DRF_SERVICE		258	Service Product

4. Optionally you can check the correct assignment of Object ID Type, BO Types and Object Node Types and via ► *Enhance Default Settings for Outbound Implementation* ► *Define Business Objects and Object Identifiers* ► *Define Object Identifiers*. Compare the entries with the values of Table 1 at the beginning of this chapter.
5. Check that the Key Structure Assignment for all entity types exist. See also Table 1 at the beginning of this chapter.
If not, create the entry. via ► *Enhance Default Settings for Outbound Implementation* ► *Define Business Objects and Object Identifiers* ► *Assign Key Structures to Object Identifiers*
- Assign the Key Structure /UGI1/_S_U2_DRF_SERVICE to Object Type 968
6. Define the technical settings for the business system.
- Enter transaction **DRFIMG** and navigate to ► *Define Custom Settings for Data Replication* ► *Define Technical Settings* → *Define Technical Settings for Business Systems*.
 - In the *Business System* field specify the receiver system. In the *Logical System* field enter the Logical System used for IDoc communication. In the *RFC Destination* field enter the RFC destination to be used for RFC communication with the receiver system.
 - Select the entry and click on *Define Bus. Systems, BOs*.
 - In the *BO Type* field enter the business object types from above table
 - Select each of the entries and double-click on *Define Bus. Systems, BOs, Communication Channel*. In the *Communication Channel* field enter the means you want to use to transmit data to the applications. In the *Key Harm.* field specify if you want your keys harmonized between the hub and the client systems.

The following are the default settings:

C. Channel	Key Harm.	Upd. KM	Storage Repl. Data	Sup. Time Dep.
Replication via Idoc	Key Mapping / harmonized IDs	Checked/unchecked	Active Area	Not defined / Does not support

7. Create the replication model and assign it to the outbound implementation as follows:

- a. Enter transaction `DRFIMG`.
- b. Navigate to **► Data Replication ► Define Custom Settings for Data Replication ► Define Replication Models**.
- c. Select *Define Replication Model* and then select *New Entries*.
- d. Enter a replication model and a description. In the *Log Days* field, you may enter the number of days after which you want an Application Log to expire. In the *Data Model* field, enter `U2`.
- e. Select the newly defined replication model and choose *Assign Outbound Implementation*.
- f. Choose *New Entries*.
- g. Assign the appropriate outbound implementation.

Outbound Implementation	Communication Channel	Filter Time (Recommended)
/UGI1/I_SM (for SERVICE)	Replication via IDoc	Filter after Change Analysis

- h. Assign a target system to each of the outbound implementations.
- i. Assign the outbound parameter `PACK_SIZE_BULK` to the outbound implementation.

8. Save and activate the replication model.

i If you are running into the error message “For object ID type 968 no object ID structure is configured” then click on the link in that message to navigate to “Assign Key Structures to Object Identifiers” and create an entry with the setting from Table 1 (assign the key structure /UGI1/_S_U2_DRF_SERVICE). You might also need to assign the object ID type to the business object type.

10. DIF (Data Import Framework)

In order to ensure the Data Import Framework, run the following activity in Customizing for *Master Data Governance* under **► General Settings ► Data Transfer ►** for Data Transfer or can use transaction MDGIMG.

- Define Object Type for Data Transfer: Define object type and BO type.

Object Type	Description	BO Type	Description
USERV	Service Master	258	Service Product

- Maintain Business Activity

Object Type	BO Type	Bus Acty	Description
USERV	258	USMB	Service Product

- Define File Source and Archive Directories for Data Transfer

Maintain Source and archive directories for all objects using navigation path -

Master Data Governance > **General Settings** > **Data Transfer** > **Define File Source and Archive Directories for Data Transfer**

11. Customizing for ALE Audit (Optional)

You can configure your client and hub systems so that your client systems send confirmation of replicated objects back to the MDG hub. Use the following steps to set up this confirmation process.

In the client system make the following settings:

1. Select Distribution Model
 - a. Run transaction BD64 and choose *Change/Display*.
 - b. Select the distribution model you created above and choose *Add Message Type*.
 - c. In the *Add Message Type* screen enter the following:
 - In the *Sender* field, enter the logical system from which the acknowledgement is sent (The client system).
 - In the *Receiver* field, enter the logical system to which the acknowledgement is sent (The hub system).
 - In the *Message Type* field, enter ALEAUD.
 - d. Choose *Ok*.
2. Select Partner Profile
 - a. Run transaction SALE and choose **Partner Profiles** > **Generate Partner Profiles**. Alternatively, run transaction BD82 (Generate Partner Profiles).
 - b. Select the distribution model and in the *Partner System* field, enter the hub logical system name.
 - c. Enter the *ALE-User* (the default value is ALEREMOTE) and the following values.

Field	Value
Version	3
Pack Size	100
Output Mode	Pass IDoc Immediately
Inb. Parameters: Processing	Trigger Immediately

- d. Click on the *Execute* button. The log for partner profile generation appears showing the new sender and receiver systems
- e. To verify your settings, run transaction WE20 and from the *Partner Profiles* menu, choose *Partner Type LS*. Verify that *Partner type LS* is the logical destination system.

- f. In the detail screen, the message type, ALEAUD must appear.
- g. In the *Outbound Options* tab, in the *Process Code* field enter ALEAUD01.
- h. Select the *Cancel Processing after Syntax Error* checkbox.
- i. In the *Processing by Function Module* section, select the *Pass IDoc Immediately* radio button.
- j. Choose *Save*.

In the hub system make the following settings:

1. Partner Profile

- a. Run transaction WE20 and check that the partner profile with logical name of the receiver system (Client system) exists below the *Partner Type LS* folder.
- b. Select *Receiver Logical System* (Client system) and choose *Change*.
- c. Choose *Create Inbound Parameter*.
- d. In the *Message Type* field enter ALEAUD.
- e. In the *Basic Type* field enter AUD2.
- f. Select the *Cancel Processing after Syntax Error* checkbox.
- g. In the *Output Mode* list, select *Trigger Immediately*.
- h. Choose *Save*.

2. Configure DRF Customizing

- a. Run transaction DRFIMG.
- b. Navigate to **Data Replication** > *Define Custom Settings for Data Replication* > *Define Technical Settings for Business Systems*.
- c. Select the receiver system (Hub system) and double-click on *Define Bus. Systems, BOs, Communication Channel*.
- d. Enter the business object type 258 for Service and choose *OK*.
- e. Select the checkbox *Upd.KM*.
- f. Choose *Save*.

3. Prerequisite key mapping configuration

- a. Run transaction SM30 and enter view name MDGV_OTC_BOR, then click on display
- b. Ensure that EAM object relevant Object type code (OTC) to Business Object (BO) relationship is maintained. If not please maintain.
- c. Below table provides details of OTC to BOR mapping

Object	OTC	BOR
Service Master	258	BUS1005

12. Choose where you want to run SAP Master Data Governance

You can run SAP Master Data Governance in either of the following environments:

- SAP NetWeaver Portal
- SAP NetWeaver Business Client

SAP NetWeaver Portal

The SAP NetWeaver Portal content for Utopia SERVICE MASTER Solutions for MDG™ is derived directly from the system PFCG roles. To create SAP NetWeaver Portal roles for your users you must log on to your portal and upload the content information from your back-end system PFCG roles.

To upload your portal content to the portal, do the following:

1. Set up your SAP NetWeaver Portal for MDG.
2. In the *Content Administration* work center choose ► *Portal Content Management* ► *Portal Content* and select a portal content folder to upload the portal content to.
3. Right-click on the folder and choose ► *New* ► *Role* ► *Role from Back End*
4. Select the system and client (or the connected system alias) you want to upload the role information from. This should be your MDG system.
5. From the list displayed select the PFCG roles you want to upload the content from and begin the upload.

Once uploaded you must assign and personalize the MDG portal roles as follows:

1. Log on to the portal.
2. Choose *Delegated User Administration*.
3. Enter your User ID and choose *Go*.
4. Mark the line of your user and choose *Modify*.
5. Select the *Assigned Roles* tab.
6. Enter MDG as the search criteria.
7. Select the portal role you want to add.
8. Choose *Add* and save.

After assigning the user role you need to log off and log on again to the portal. For more information on uploading role information see SAP Note [1685257](#).

SAP NetWeaver Business Client

If you are running SAP Master Data Governance on the SAP NetWeaver Business Client (and not on the SAP NetWeaver Portal), you need to create, define, and configure the roles for the Business Client in the SAP ERP system. There are three roles containing authorization and navigation information and one role (/UGI1/_MDGPROC_ALLUSR) containing basic access

To assign and personalize the role Master Data Governance for SERVICE MASTER (/UGI1/_MDGPROC_ALLUSR) proceed as follows:

1. On the SAP Easy Access screen, choose ► *Tools* ► *Administration* ► *User Maintenance* ► *Role Administration* ► *Roles* or alternatively, run transaction PFCG (Role Maintenance). Choose role /UGI1/_MDGPROC_ALLUSR.

This role ensures that the necessary steps can be started without using the SAP NetWeaver Portal. This can be used for testing or if the portal is inactive.

2. Assign and personalize the role /UGI1/_MDGPROC_ALLUSR to your users. In the role /UGI1/_MDGPROC_ALLUSR on the *Personalization* tab, edit the *Personalization Key* SAP Master Data Governance (R_FMDM_MODEL): Define the default model U2 and the related UI configuration.
3. Verify the setting of the authorization objects within the roles and restrict them if required.

4. On the SAP Easy Access screen, choose ► *Tools* ► *Administration* ► *User Maintenance* ► *Users* . Run transaction `SU01` (User Maintenance) and assign the Master Data Governance for SERVICE MASTER: All Users (/UGI1/_MDGPROC_ALLUSR) for application to the MDG user.

Repeat these steps to assign additional authorization roles to your users.

13. Final Steps

SAP and Utopia recommend regenerating the data model again at the end of these setup steps to ensure clear code generation.

i Before you can run all Master Data Governance processes like *Create Service*, you need to assign the data model U2 to your user. Alternatively, the user administrator can maintain the following *Personalization Parameter* for your user profile: *SAP Master Data Governance R_FMDM_MODEL*.

If there are other data models active in your system, such as Financials (OG), Material Master (MM), or Business Partner/Customer/Supplier (BP) additional entries may appear in this list.

14 Workflow Templates for SERVICE MASTER in Utopia EAM Solutions for MDG™

The following workflow template is available for SERVICE MASTER in Utopia EAM Solutions for MDG™.

14.1 Workflow Template WS54300020

Utopia delivers the SAP standard workflow template WS54300020 for the approval process. This enables you to forward the change request as a work item to the appropriate processors. The status of the change request is automatically updated in the background.

This workflow template consists of the following steps:

1. Start workflow

The workflow is started when a change request is created by the user, for example, a Plant Maintenance Technician.

2. Execute changes

The master data specialist receives a work item to execute the changes:

- If they do not want to execute the changes, they can send the change request back to the maintenance technician. In this case, a work item with the change request is sent to the maintenance technician for revision (--> Step 3)

- If they want to execute the changes, the changes made to the master data are then checked (--> Step 4).

3. Revision after rejection

The person responsible for processing the change request when it is rejected, such as the plant maintenance technician, decides whether to revise the change request:

- If (s)he revises the change request, a work item with the change request is again sent to the master data specialist for processing (→ Step 2).
- If s(he) withdraws the change request, the status of the change request is set to Final Check Rejected. If changes have already been made to the master data, these are reset and the workflow ends (→ Step 6).

4. Perform final check

The system checks the change request, using validation rules for Consistency, and saves the check results in a log. The master data steward receives a work item to do a final check of the change request. They check the validation results in the log and either approve or reject the final check:

- If they reject the change request, a work item with the change request is sent back for revision to the maintenance technician (→ Step 3).
- If they approve the change request, the system activates the changes (→ Step 5).

5. Activate changes

The system activates the master data in the database tables of the modified objects according to the changes entered in step 4.

i The changes are then activated in the central system. When the workflow has been completed, if DRF is enabled in concert with ALE, the system will then send the changes to the target system(s). Manual replication is also available if desired.

6. End workflow

The system ends the workflow.

15. System Compatibility

ECC6 R/3 Compatibility

Product	Release	Vendor	Short Description of Product version
EHP7 FOR SAP ERP 6.0	EHP7 FOR SAP ERP 6.0	sap.com	EHP7 FOR SAP ERP 6.0
SAP ERP	2005	sap.com	SAP ERP 6.0

SAP MASTER DATA GOVERNANCE	8.0	sap.com	SAP MASTER DATA GOVERNANCE 8.0
SAP NETWEAVER	7.4	sap.com	SAP NETWEAVER 7.4
SLT	2.0	sap.com	SAP LT REPLICATION SERVER 2.0
EHP8 FOR SAP ERP 6.0	EHP8 FOR SAP ERP 6.0	sap.com	EHP8 FOR SAP ERP 6.0

Component	Release	SP-Level	Support Package	Short Description of Package
SAP_BASIS	750	0004	SAPK-75004INSAPBASIS	SAP Basis Component
SAP_ABA	750	0004	SAPK-75004INSAPABA	Cross-Application Component
MDG_FND	749	0003	SAPK-74903INMDGFND	MDG Foundation
WEBCUIF	748	0003	SAPK-74803INWEBCUIF	SAP Web UI Framework
MDG_APPL	619	0003	SAPK-61903INMDGAPPL	MDG Applications
MDG_UX	619	0003	SAPK-61903INMDGUX	MDG Additional User Interface
SAP_GWFND	750	0004	SAPK-75004INSAPGWFND	SAP Gateway Foundation