



High Level Scope Document for EAM Service Master Solutions by Utopia for S/4HANA

Release EAM 1909

Document History

The following tables provide an overview of the most important document changes and approvals.

Version	Date	Description	Name
1.0	12-10-2019	Initial version	Sireesha Cheemakurthy

Approval History

Version	Date	Description	Name
1.0	12-10-2019	Initial version	Lyle Snyder

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Scope Overview

MDG EAM 1909 Service Master content is valid for S4HANA 1809 or 1909.

Based on ECC View

Object Service Master is discussed in this document.

Service Master

The following Service Master topics are covered as part of the scope. Not all the Fields/buttons (additional functionalities) compared with transaction code AC01 are covered as part of scope.

- Basic Data
- Standard Service Catalog
- Time Management
- Purchasing Data
- Internal Work

Basic Data

- Mat/Srv.Grp
- Division
- Valuation Class
- Formula
- Authorization Group
- Tax Indicator

Standard Service Catalog

- Service Type
- Edition
- SSC Item

Time Management

- Hier. Service No.
- Wage Type

Purchasing Data

- Purchasing Status
- Valid From
- EAN/UPC
- EAN Category

Internal Work

- Conversion

MDG Functionalities

The MDG functionalities for Service Master is discussed in this section:

Service Master

- Create Service Master
- Change Service Master
- Display Service Master
- Search in MDG staging and Search in the active area using DB Search and HANA Search
- Mass Change
- Copy with Reference Service Master
- Data Import Framework Create
- Data Import Framework Change
- Data Replication Framework
- Mark for Deletion
- Change Documents
- File Download
- File Upload Create/Change
- FIORI App for Service Master
- Analytics for Service Master

Out of Box MDG Functionality

The Out of Box MDG functionalities for Service Master are discussed in this section:

Service Master

- MDG standard workflow capabilities using Rule engine and standard ABAP workflow.
- MDG standard analytics capabilities.
- Standard change document and auditing capabilities.
- Support by MDG-EAM application to allow extension of fields/entities by the customer.
- Support by MDG-EAM application, to allow the addition of customer-specific rules/defaults on top of existing ECC validations, using BRF+.
- Support by MDG-EAM application to allow customization of UI.
- Support by MDG-EAM application to allow user personalization of UI.
- Support by MDG-EAM application to provide inbox capabilities and support standard inbox features like worklist, substitutions.

Analytics for Service Master

The following analytics topics are in scope –

- Master Data Process Overview for Service Master
- Change Request Analysis for Service Master

Integration Services for Service Master

Rest API is provided to support integration with third-party applications for Service Master. This API supports CRUD (Create, Update, Read, Delete) operations for Single Object Processing (SOP) and Multiple Object Processing (MOP) Scenarios in MDG for Service Master.

Scope in detail for MDG

The detailed scope for Service Master is described in this section:

Service Master

The following topics are included in this section:

- Creation of Service Master
- Change of Service Master
- Mass Change
- Search
- Copy Functionality
- Mark for Deletion
- Data Import Framework
- Data Replication Framework
- Change Documents
- File Download
- File Upload Create/Change
- FIORI App for Service Master
- Analytics for Service Master

Creation of Service Master

- Should maintain all the mandatory fields of Service Master.

Change of Service Master

- Possibility to Maintain/Change Service Master data.

Mass Change

- Functionality is available to change the master data for multiple Service Masters to a common value through Multiple Object Processing. Before you can process the data, you need a change request which is used to approve the changes to the Service Master.
- The supported fields are Basic Data, SSC Data, Time Management, Purchasing Data, Internal Work, the Long text of Service Master.

Search

- Search Functionality available on fields by using DB search and HANA Search.

Copy Functionality

- Create a new Service Master with copy functionality by using existing Service Master as reference.

Mark for Deletion

- Mark for Deletion set/reset functionality is available through Search results and Mass Change process.
- All the fields are in read-only mode in the set/reset deletion flag.

Data Import Framework

- Data Import functionality is available for importing to create and change multiple Services with/without classification using XML and csv files with key mapping and without key mapping and, key mapping and value mapping.
- DIF for Service Master covers the following scenarios:
 - Manual post-processing.
 - Governance process.
 - Defined by Change Request.

Data Replication Framework

- Uses IDOC as a default communication channel
- Data Replication functionality is available to replicate the data to target systems through
 - Manual Replication – Using the “Replicate” button in Search and using transaction DRFOUT.
 - Auto Replication – Once CR is approved, data is replicated to target systems automatically.

Change Documents

Change documents functionality is available for displaying the changes that happened in the Service Master.

File Download

File Download functionality is available for existing multiple Service Masters.

File Upload Create/Change

File Upload Create functionality is available for Creating multiple new Service Masters and Change for existing multiple Service Masters.

FIORI App for Service Master

Fiori application is available for Service Master create, change and approve application.

- Create Fiori Application can be used to raise lean change requests for Service Master creation with Fiori app.
- Change Fiori Application can be used to raise lean change requests for Service Master change with Fiori app.
- Approve Fiori Application can be used to approve/ reject lean change requests for Service Master with the Fiori app.

Analytics for Service Master

- Master Data Process Overview for Service Master
- Change Request Analysis for Service Master

Out of Scope for MDG

The following restrictions are listed for Service Master.

- Sales and Distribution fields are not part of the product.
- User fields are not a part of the product.

Out of Scope for Fiori

The list mentioned in the Out of Scope for the MDG section is valid for Service Master Fiori App.