



## High Level Scope Document for EAM Service Master Solutions by Utopia

Release EAM 9.1

## Document History

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

Version	Date	Description	Name
1.0	19/09/2017	Initial version	Manik Choudhary/Mahesh Bishnoi

## Approval History

Version	Date	Description	Name
1.0	07/12/2017	Approved	Lyle Snyder/Michael Clements

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## Scope Overview

MDG EAM 9.1 Service Master content is valid for MDG 9 SP02 on EhP8 SPS2.

## Based on ECC View

Object Service Master is discussed in this document.

## Service Master

The following Service Master topics are covered as part of 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 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

### 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 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 work list, substitutions.

## Scope in detail for MDG

The detailed scope for Service Master are 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

#### 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, 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 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 “Replicate” button in Search and using transaction DRFOUR.
  - Auto Replication – Once CR is approved, data is replicated to target systems automatically.

## Change Documents

Change documents functionality is available for displaying which are the changes happened in 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 request for Service Master creation with Fiori app.
- Change Fiori Application can be used to raise lean change request for Service Master change with Fiori app.
- Approve Fiori Application can be used to approve/ reject lean change request for Service Master with Fiori app.

## Out of Scope for MDG

### Service Master

The following restrictions are listed for Service Master.

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

## Out of Scope for Fiori Service Master

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