



User Help Guide for EAM Service Master Solution by Utopia

Release SVM 9.2

Document History

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

Version	Date	Description	Name
1.0	04-10-2018	Final version	Sahana Gupta

Approval History

Version	Date	Description	Name
1.0	04-10-2018	Final version	Lyle Snyder

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MDG SVM 9.2 Solutions by Utopia

MDG EAM 9.2 Solutions by Utopia can be used to request, approve and execute changes to the Service Master, as well as replicate those changes to decentralized systems by means of ALE and IDocs.

MDG Features

The management of master data usually follows the following pattern:

- You can influence the flow of this process by selecting a workflow. The available workflow templates can be found under [Workflow Templates](#).
- You create a Change Request (see [Creation of a Change Request](#)).
- The Change Request undergoes an approval procedure. You can use the function [Processing of a Change Request](#).
- You execute the master data change (see [Master Data Processing](#))
- You replicate the changes (see [Data Replication](#))
- Simple field mappings with field transformations and complex transformations ([SMT Mapping](#))
- Source and Target Value mapping ([Value Mapping](#))
- DIF ([Data Import Framework](#))
- DRF ([Data Replication Framework](#))
- [Context Based Adaptation](#) for UI

Additional Enhancements

The following additional enhancements are discussed in this section:

- [Search Attributes](#)
- [Enhanced Search Functionality - ALV](#)
- [Classification \(Class and Characteristics Functionality\)](#)
- [Data Import Framework \(DIF\)](#)
- [Data Replication Framework \(DRF\)](#)
- [Search Functionality](#)
- [Copy from Search Results](#)
- [Service Master MDG Functionalities](#)
- [File Upload/File Download](#)
- [FIORI App for Service Master](#)

Search Attributes

Search criteria attributes are available for Service Master object to enhance the search capabilities. The search attributes allow users more options to refine the criteria used when performing a 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.

These are the following options:

- 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.

Scenario for SVM

- MDG EAM with HANA as primary database. This is considered as an ideal scenario with no Enterprise Search and no SLT Replication to the HANA secondary database. Everything in MDG system with the HDB as default: HANA Searches, HANA Duplicate Check, Analytics, HANA Drill-down Search.

Enhanced Search Functionality - ALV

Users can save information about column structure, sort criteria, filter conditions, various display options, and so on, in an unlimited number of views. This implies that the users can always display the ALV output with their preferred properties. However, these views are only available to the user who created them. The views are not visible to other users. This form of modification of the ALV output is referred to as 'personalization'.

Classification (Class and Characteristics Functionality)

- CRUD (Create/Read/Update/Delete) operation is supported with Change Request processing. These are dependent attributes of an Activity.
- An Activity can be classified using the class and valuation functionality. Multiple classes with an Activity class type can be assigned to an Activity.
- Once classes are assigned to the Activity, values belonging to characteristics can be assigned to the Activity.
- The UI only displays the characteristics that are assigned values, instead of showing all the characteristics of the assigned classes like the backend ERP does. It helps the user to maintain the required characteristics and refines the search.
- Once a class is assigned, characteristics with default values are automatically populated.
- Business rules provided in the OOTB (Out of the Box) solution help in validating all the backend ERP Business Rules (as available in the backend ERP functionality).
- Provision for deletion of class assignments, business rules makes sure that all the corresponding values are also deleted.
- The class assignment will not be deleted in the target SAP system under a hub scenario when deleting all classes. A CLFMAS IDOC does not get triggered in the hub as there are no classes assigned. A work around is to create a placeholder class with no characteristics and assign that class so that a CLFMAS IDOC does get generated to delete the classes in the target SAP system that were deleted in the Change Request.

Data Import Framework (DIF)

- Data Import menus are only available in the Data Exchange menu for the Specialist and Steward roles.
- The DIF feature can be used to load the data into the system along with the classification.
- Data Import functionality is available to create multiple records using xml or csv files with key mapping or without key mapping and, key mapping and value mapping. Multiple options which includes manual and governance process are present.

Data Replication Framework (DRF)

- Replication framework functionality is available to replicate the data to target SAP systems through manual replication, DRFOUT, and auto replication.
- Manual data replication menus are only available in the Data Exchange menu for the Specialist and Steward roles.

Search Functionality

There are two types of search. The default search is Database (DB) Search and an optional one is HANA Search. In both the search types you can search with various search criteria and search operators. DB Search is limited to a defined list of attributes to query whereas HANA Search supports free text and fuzzy search.

Copy from Search Results

Create a new Change Request with the Copy functionality by using an existing Service Master data. In the Search Results screen, select an existing Service Master and click Copy. The values that were present in the existing Service Master will be automatically copied into a new Change Request.

Note: In the pop-up window after clicking Copy.

Service Master

- Internal Number: The field should be left blank. A temporary key will be provided in the new Change Request generated.
- External Number: Provide the new external number.

Service Master MDG Functionalities

- CRUD (Create/Read/Update/Delete) operation is supported with Change Request processing.
- Each and every Change Request is processed based on workflow approval. After all approvals Service Master data will be created in the backend ERP.
- User can create Service Master with short / long texts in multiple languages.
- Provision for a deletion flag allows you to mark a Service as deleted.

File Upload/File Download

- File Upload does not validate duplicate entries of the entities as the standard Framework does not support the same. A runtime error will occur under this circumstance.

FIORI Application 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 Application.
- Change Fiori Application can be used to raise lean Change Request for Service Master change with Fiori Application.
- Approve Fiori Application can be used to approve/reject lean Change Request for Service Master with Fiori Application.