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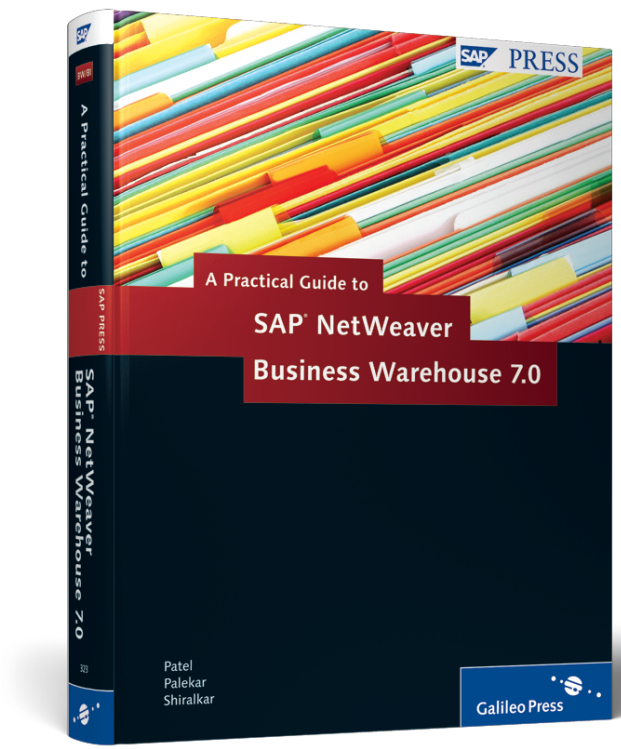
A Practical Guide to SAP® NetWeaver Business Warehouse (BW) 7.0



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Contents at a Glance

1	The Business Scenario: ABCD Corp.	27
2	SAP NetWeaver Business Warehouse – Overview	35
3	InfoObjects and Master Data	69
4	DataStore Objects	115
5	InfoCubes	141
6	InfoProviders	173
7	Extraction, Transformation, and Loading	213
8	Extraction from an SAP Source System	297
9	BEx Query Designer	317
10	Reporting and Analysis	399
11	Web Application Designer	453
12	Integrated Planning	495
13	Reporting with SAP BusinessObjects	573
14	Administration and Monitoring	605
15	Advanced Features	655
A	Case Study: ABCD Corp.	669
B	Glossary	679
C	Important OSS Notes	685
D	The Authors	687

Contents

Preface 17
An Introduction to Business Intelligence 21

1 The Business Scenario: ABCD Corp. 27

1.1 ABCD Corp.: Company Overview 27
1.2 Marketing Network 28
1.3 The Sales and Billing Process 29
1.4 Business Intelligence Requirements 32
1.5 The Business Planning Scenario 33
1.6 Summary 34

2 SAP NetWeaver Business Warehouse – Overview 35

2.1 Evolution of SAP NetWeaver BW 35
2.2 Layers of SAP NetWeaver BW 38
2.2.1 Extraction Layer 39
2.2.2 Staging Layer 40
2.2.3 Transformation Layer 40
2.2.4 Loading Layer 41
2.2.5 Reporting and Analysis Layer 41
2.2.6 Planning and Advanced Analytics Layer 41
2.3 Basic Navigation in SAP NetWeaver BW 43
2.3.1 Logging On to SAP NetWeaver BW 43
2.3.2 Screen Elements 45
2.3.3 Basic Navigation Functions 46
2.3.4 Hide/Unhide 48
2.4 Data Warehousing Workbench Functions 53
2.5 Activation of SAP Business Content 56
2.5.1 Grouping 60
2.5.2 Collection Mode 61
2.5.3 Display 61
2.5.4 Activating the InfoObject 61

2.6 Implementation/Architecture Options with SAP NetWeaver BW 64
2.6.1 Core Landscape 64
2.6.2 Peripheral Landscape 65
2.7 Avenues of SAP NetWeaver BW Learning 66
2.8 Summary 67

3 InfoObjects and Master Data 69

3.1 Types of InfoObjects 70
3.2 Creating an InfoArea 71
3.3 Creating an InfoObject Catalog 73
3.4 Creating a Characteristic InfoObject 76
3.4.1 Reference Characteristic Field 77
3.4.2 Template Field 77
3.5 Configuring a Characteristic InfoObject 78
3.5.1 General Tab 78
3.5.2 Business Explorer Tab 80
3.5.3 Master Data/Texts Tab 82
3.5.4 Hierarchy Tab 87
3.5.5 Attributes Tab 92
3.5.6 Compounding Tab 97
3.6 Creating a Key Figure InfoObject 98
3.6.1 Template Field 99
3.6.2 Reference Key Figure Field 99
3.7 Configuring a Key Figure InfoObject 100
3.7.1 Type/Unit Tab 100
3.7.2 Aggregation Tab 105
3.7.3 Additional Properties Tab 110
3.8 Creating a Unit InfoObject 112
3.9 Summary 114

4 DataStore Objects 115

4.1 Introduction to DataStore Objects 115
4.1.1 Definition and Purpose 115
4.1.2 Types of DSOs 118

4.2 Architecture of the Standard DSO 119
4.2.1 Types of Tables 119
4.2.2 Activation Process for a Standard DSO 120
4.2.3 0RECORDMODE 124
4.3 Designing a DSO 125
4.4 Configuration of the Standard DSO 128
4.4.1 Key Settings in a Standard DSO 128
4.4.2 Including InfoObjects in the DSO 130
4.4.3 Entering Data Fields 132
4.5 Configuration of Write-Optimized DSOs 135
4.6 Configuration of Direct Update DSOs 137
4.7 Usage Scenarios for DSOs 138
4.7.1 Data Staging 139
4.7.2 Temporary Storage Area 139
4.7.3 Analysis Process Designer 139
4.7.4 Pseudo-Delta 139
4.8 Summary 140

5 InfoCubes 141

5.1 Modeling InfoCubes 141
5.1.1 Key Terms 142
5.1.2 Assignment Tables for Characteristics and Key Figures 143
5.1.3 Create Bubble Models 143
5.1.4 Dimensions 145
5.1.5 Classic Star Schema 146
5.1.6 The Extended Star Schema 147
5.1.7 InfoCube Considerations 150
5.2 Types of InfoCubes 150
5.2.1 Standard InfoCube 151
5.2.2 Real-Time InfoCube 151
5.2.3 VirtualProvider InfoCube 151
5.3 Creating a Standard InfoCube 152
5.3.1 Initial Setup 152
5.3.2 Using Templates for InfoObject Selection 154
5.3.3 Editing Dimensions 156
5.3.4 Adding New Dimensions 160
5.3.5 Adding Characteristics to Dimensions 161

5.3.6 Adding Key Figures to an InfoCube 164
5.3.7 Selecting Navigation Attributes 166
5.3.8 Activating the InfoCube 167
5.4 Provider-Specific Properties 168
5.4.1 Setting Provider-Specific Properties for a Single InfoObject 169
5.4.2 Setting Provider-Specific Properties for Multiple InfoObjects 170
5.5 Summary 172

6 InfoProviders 173

6.1 Introduction to MultiProvider 173
6.2 Designing a MultiProvider 175
6.3 InfoSets 188
6.3.1 Usage 188
6.4 Creating an InfoSet 191
6.5 Additional Navigation Capabilities 199
6.5.1 Auto Arrange 200
6.5.2 Navigator 200
6.5.3 Link Maintenance 202
6.6 Global Properties 203
6.6.1 Join Is Time-Dependent 204
6.6.2 Most Recent Reporting for InfoObjects 204
6.6.3 Left Outer Join: Add Filter Value to On-Condition 206
6.6.4 Temporal Join 206
6.6.5 Changing the InfoSet Visual Setting 207
6.7 Left Outer Join in an InfoSet 208
6.8 Introduction to VirtualProviders 210
6.9 Summary 211

7 Extraction, Transformation, and Loading 213

7.1 Introduction to ETL 213
7.1.1 Elements in the ETL Process 213
7.1.2 Data Acquisition Interfaces 216
7.1.3 Transformation 217
7.1.4 Loading 218

7.2 Loading Master Data from a Flat File Source System to an InfoObject 219
7.2.1 Creating a Flat File Source System 219
7.2.2 Creating a DataSource 221
7.2.3 Creating and Activating a Transformation 234
7.2.4 Creating a DTP for Loading Master Data 239
7.2.5 Creating an InfoPackage and Starting Data Extraction 245
7.2.6 Monitoring Data Extraction to the PSA 250
7.2.7 Monitoring the Data Transfer Process (DTP) 255
7.2.8 Maintaining Master Data 258
7.3 Loading Transaction Data from a Source System to a DSO 260
7.3.1 Step 2: Creating a Transaction DataSource 261
7.3.2 Step 3: Creating a Transformation 265
7.4 Loading Data from a DSO to an InfoCube 279
7.4.1 Time Conversion Transformation 281
7.4.2 Routine 282
7.5 Temporary Storage Areas and Error Stacks 286
7.6 Data Extraction from Non-SAP systems 293
7.6.1 DB Connect 294
7.6.2 UD Connect 295
7.7 Summary 296

8 Extraction from an SAP Source System 297

8.1 Settings in SAP ERP 298
8.2 Activating Business Content DataSources 298
8.3 Data Extraction Using the Logistic Cockpit 299
8.3.1 Initialization/Full Upload 300
8.3.2 Delta Loads 301
8.3.3 Data Extraction 302
8.4 Generic DataSources 304
8.4.1 Settings for a Generic DataSource 306
8.4.2 Creating a Generic DataSource 308
8.5 Making Generic DataSources Delta Capable 311
8.5.1 Delta-Specific Field Area 312
8.5.2 Settings Area 312
8.6 Extractor Checker 314
8.7 Summary 316

9 BEx Query Designer 317

9.1 BEx Tools Landscape 317
9.2 Example Scenario 319
9.3 BEx Query Designer 320
9.3.1 BEx Query Designer Screen Layout 320
9.3.2 BEx Query Designer Menu Bar 323
9.4 Create a Simple BEx Query 324
9.4.1 Define Filter 326
9.4.2 Define Rows/Columns 328
9.4.3 Execute the Query and Analyze Data 330
9.5 OLAP Variables 333
9.5.1 Types of Variables 334
9.5.2 Processing Types of Variables 335
9.6 Variable Editor 338
9.6.1 Characteristic Variables (Manual Entry/Default Value) 339
9.6.2 Characteristic Variables (Replacement Path) 345
9.6.3 Characteristic Variables (Customer Exit) 345
9.6.4 Formula Variables 348
9.6.5 Text Variables 350
9.7 Filters — Selection Objects 351
9.8 Structures 356
9.8.1 Key Figure Structures 356
9.8.2 Characteristic Structures 357
9.8.3 Reusing Structures 358
9.9 Selections and Formulas 360
9.9.1 Selection 361
9.9.2 Formula 364
9.10 Restricted Key Figures 368
9.11 Calculated Key Figures 370
9.12 Properties of Query Elements 372
9.12.1 Set Properties of Characteristic Query Elements 372
9.12.2 Set Properties of Key Figure Query Elements 376
9.12.3 Query Properties 381
9.13 Conditions 384
9.14 Exceptions 388
9.15 Report-to-Report Interface 393
9.16 Summary 397

10 Reporting and Analysis 399

10.1 Running Queries in BEx Analyzer 399
10.1.1 Execute a Query in BEx Analyzer 401
10.1.2 BEx Analysis Functions 405
10.2 Performing Information Analysis in BEx Analyzer 407
10.2.1 Applying Filters 407
10.2.2 Navigation Options 408
10.3 Local Properties and Formulas in BEx Analyzer 411
10.3.1 Local Properties of a Characteristic 411
10.3.2 Local Properties of a Key Figure 413
10.3.3 Local Query Properties 414
10.3.4 Local Formula 416
10.4 Saving and Reusing Workbooks in BEx Analyzer 418
10.5 Building an Analysis Application in BEx Analyzer 420
10.5.1 BEx Design Functions 420
10.5.2 Build a Simple Analysis Application 422
10.6 Running Queries in BEx Web Analyzer 431
10.6.1 Create a New Analysis with BEx Web Analyzer 432
10.6.2 BEx Web Analyzer Functions 434
10.7 Performing Information Analysis in BEx Web Analyzer 436
10.8 Analysis Filters and Settings in BEx Web Analyzer 441
10.9 Information Broadcasting 444
10.9.1 Information Broadcasting in BEx Web Analyzer 444
10.9.2 Maintain Broadcasting Settings on Different BEx Objects 448
10.9.3 Create a New Setting in BEx Broadcaster 449
10.10 Summary 452

11 Web Application Designer 453

11.1 Web Application Designer Overview 453
11.1.1 Starting the Web Application Designer 454
11.1.2 Different Screen Areas of Web Application Designer 455
11.2 Create a Simple Web Application 457
11.2.1 Create a Data Provider 457
11.2.2 Using an Analysis Web Item 459
11.2.3 Using a Dropdown Box 460

11.2.4 Creating Charts 463
11.2.5 Adding a Command Button 464
11.2.6 Arrange Web Items 468
11.2.7 Validate and Save the Web Template 470
11.2.8 Execute Web Template 471
11.3 Web Items 473
11.3.1 Standard Web Items 473
11.3.2 Advanced 480
11.3.3 Miscellaneous 483
11.4 Working with Commands 486
11.4.1 Commands for Data Providers 488
11.4.2 Commands for Planning Applications 491
11.4.3 Commands for Web Items 492
11.4.4 Commands for Web Templates 492
11.5 Web Template Properties 493
11.6 Summary 494

12 Integrated Planning 495

12.1 An Overview of Planning 496
12.2 Planning Requirements in ABCD Corp. 498
12.3 SAP NetWeaver BW Integrated Planning Components 499
12.3.1 Planning Modeler and Planning Wizard 501
12.3.2 Real-Time InfoCube 504
12.3.3 Characteristic Relationships 507
12.3.4 Data Slices 514
12.3.5 Aggregation Level 517
12.3.6 Planning Filter 521
12.3.7 Planning Functions 526
12.3.8 Planning Sequence 542
12.3.9 Input-Ready Query 545
12.4 Planning Applications 550
12.4.1 Excel-Based Planning Application 550
12.4.2 Web-Based Planning Applications 557
12.5 Planning Locks 569
12.6 Changes to Data in Real-Time InfoCubes 571
12.7 Summary 572

13 Reporting with SAP BusinessObjects 573

13.1 Basic Elements of a SAP BusinessObjects Universe 574
13.2 Creating a Universe 577
13.2.1 Based on an InfoCube 577
13.2.2 Based on a BEx Query 585
13.3 Web Intelligence 588
13.3.1 Creating a Web Intelligence Report Based on a Universe 589
13.3.2 Editing and Formatting Web Intelligence Documents 595
13.3.3 Performing Local Calculations in a WebI Document 599
13.4 Summary 604

14 Administration and Monitoring 605

14.1 DSO Administration and Maintenance 605
14.1.1 InfoProvider Administration Screen Tasks — DSO 606
14.1.2 Performance Improvement Tasks 614
14.2 InfoCube Administration and Maintenance 616
14.2.1 InfoProvider Administration Screen Tasks — InfoCube 616
14.2.2 Performance Improvement Tasks 624
14.3 Aggregates 625
14.4 Compression 633
14.5 Process Chain 634
14.5.1 Creating a Process Chain 635
14.5.2 Setting Email Alerts 641
14.6 Analysis Authorizations 644
14.6.1 Step 1: Define the InfoObject 645
14.6.2 Step 2: Create an Authorization Object 646
14.6.3 Step 3: Assign a User ID 649
14.7 Other Administration and Maintenance Tasks 650
14.7.1 Executing an Attribute Hierarchy Change Run 650
14.7.2 Deleting Extra Aggregates 651
14.7.3 Deleting PSA Data 652
14.7.4 Deleting DTP Temporary Storage 652
14.7.5 Using Report SAP_INFOCUBE_DESIGNS 652
14.7.6 Checking Data Consistency 652
14.8 Summary 653

15 Advanced Features 655

15.1 Open Hub 655
15.1.1 The Open Hub Concept 655
15.1.2 Creating an Open Hub Destination 655
15.2 Analysis Process Designer 658
15.2.1 Analysis Workbench 658
15.2.2 Creating an Analysis Process 660
15.3 Remodeling 662
15.3.1 Need for Remodeling 663
15.3.2 Creating Remodeling Rules 664
15.4 Summary 665

Appendices 667

A Case Study: ABCD Corp. 669
B Glossary 679
C Important OSS Notes 685
D The Authors 687

Index 689

A clear and comprehensive business requirement leads to a better design of a business intelligence solution. In this chapter, we present a basic sales process scenario for a company, which will be used as a reference in subsequent chapters.

1 The Business Scenario: ABCD Corp.

Business managers always prefer making informed decisions, a process enabled by *business intelligence (BI)* solutions. A good BI solution improves the efficiency and transparency of operations, offers better control over the outcomes of decisions, and allows you to fully explore all of the options at your disposal. It can also assist in the automation of managerial processes.

The process of making decisions for sales growth based on quantitative information is *sales analytics*, which forms one of the most common requirements for BI solutions across different companies around the world. For this reason, we've chosen to build a simple sales analytics example for a typical company, called *ABCD Corp.* In the process of building sales analytics for ABCD Corp., we explain all aspects of designing a data warehouse solution based on SAP NetWeaver Business Warehouse (SAP NetWeaver BW) version 7.0.

This chapter describes ABCD Corp. and then describes the entities involved in the typical selling processes. Each entity and the process will be referred to throughout the book as we build different components of an analytics solution using SAP NetWeaver BW (version 7.0).

1.1 ABCD Corp.: Company Overview

ABCD Corp. is a company located in North America with headquarters in New York City. It sells different electronics and white goods (i.e., appliances) to its customers, who are spread all over the world (Figure 1.1).

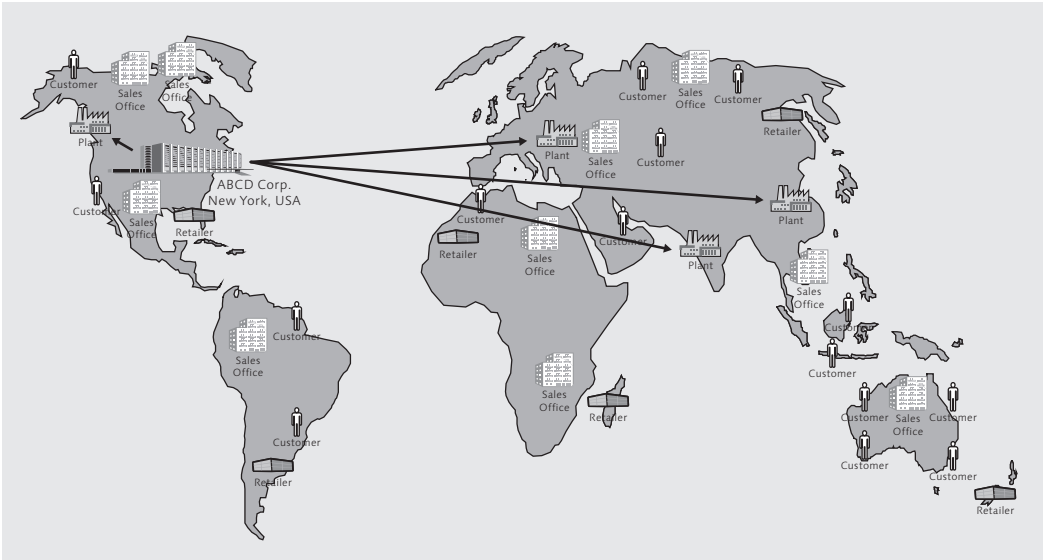

Figure 1.1 Overview of ABCD Corp.

1.2 Marketing Network

ABCD Corp. has more than 90 worldwide customers, which are either retail chains or independent stores (see Table A.3 in Appendix A, Case Study: ABCD Corp.). The company has three main markets — North America, Europe, and Asia-Pacific — and each market has one or more regional marketing offices. Within the US, the customers are grouped by states; outside the US, they are grouped under their respective country or city (e.g., London). ABCD Corp. has sales offices in most cities where customers are located, and the sales offices report to their corresponding regional marketing office. Figure 1.2 shows a hierarchy of the marketing network.

Each sales office has one or more salesperson, and each customer is serviced by a specific salesperson who maintains regular contact with his customers, mainly for the purpose of taking *sales orders* from them. Whenever an order is placed, a *sales transaction* is created in the SAP system located at the sales office. The salesperson then contacts his sales office with the details of the order. If the regular sales office is closed, the salesman contacts a sales office in a nearby country to ensure on-time delivery to the customer. Salespeople are rotated from customer to customer after a certain period of time or after the achievement of set target sales.

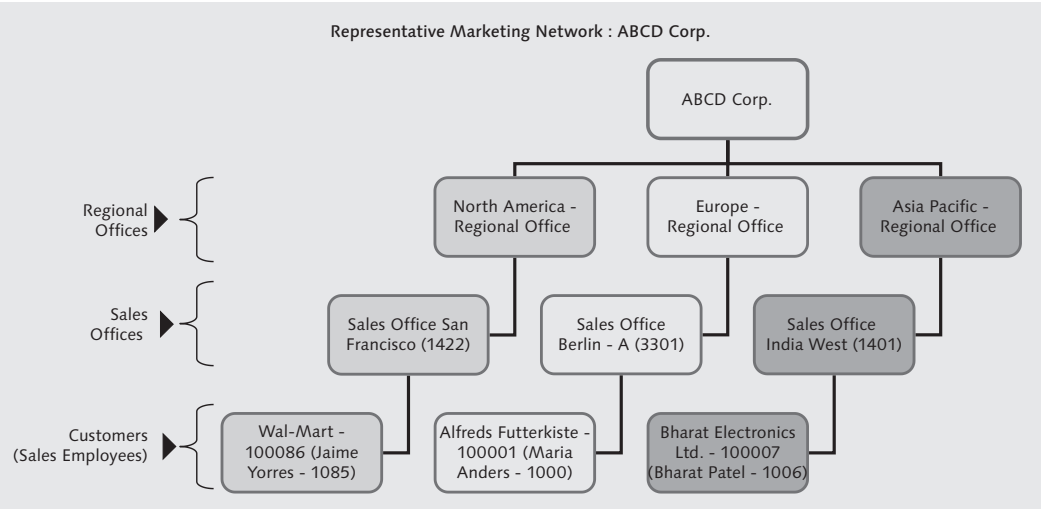

Figure 1.2 Overview of ABCD Corp. Marketing Network

ABCD Corp. has more than 30 products, which are logically grouped into 3 portfolios: Consumer Electronics, Domestic Appliances, and Consumer Lifestyle (see Table A.7 in Appendix A). The company has four manufacturing plants to supply these products (see Table A.2 in Appendix A).

1.3 The Sales and Billing Process

ABCD Corp. sells it products through two different *selling channels*: either *directly* or through the *Internet*. Product sales happen via a *billing document*; a typical flow of information generated by the creation of a billing document is illustrated in Figure 1.3.

Each billing document is represented by a unique number. Within the billing document, one or more products is listed, each of which is identified with an *item number*. In addition to the item numbers, the billing document also lists the quantity sold and a selling price for each product. In most cases, ABCD Corp. receives payment for products sold when they are delivered to the customer; in some cases, larger customers are permitted to make delayed payments.

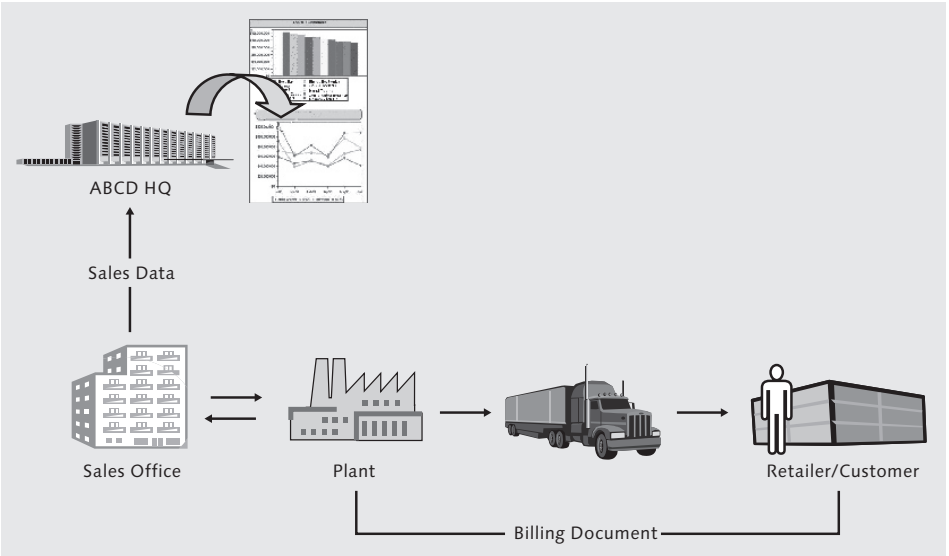

Figure 1.3 Overview of ABCD Corp. Selling Process

The *terms of payment* and *type of billing document* for transactions differ based on the method by which the transaction has taken place. For example, a specific type of billing document is generated if the customer makes the payment using a credit card or any other mode of delayed payment, and a different type of billing document is generated for immediate payments (see Table A.9 in Appendix A).

If the product is sold to a customer outside the US, the corresponding billing document is identified as an export; within the US, it is treated as a domestic sale (see Table A.10 in Appendix A).

Whenever the value of a record in the billing document is more than $10,000 USD, the transaction is identified as a *high-value transaction,* and the billing document is marked with an indicator to differentiate it from those with lower transaction values.

Similarly, if the cost of any item in the bill is listed without a value (i.e., is a free item), the system is designed to identify such a record separately (see Table A.11 in Appendix A). Normally, most items require payment; however, for special occasions (the holiday season, clearing sales, etc.), some low-value products (e.g., cords or batteries) are provided free with a bigger purchase. Such items are listed with an item category of DC, whereas normal items are identified with an item category of NOR. The cost of items under item category DC is recorded on the billing document, but taxes or other costs are not recorded.

Figure 1.4 shows a sample billing document for ABCD Corp.

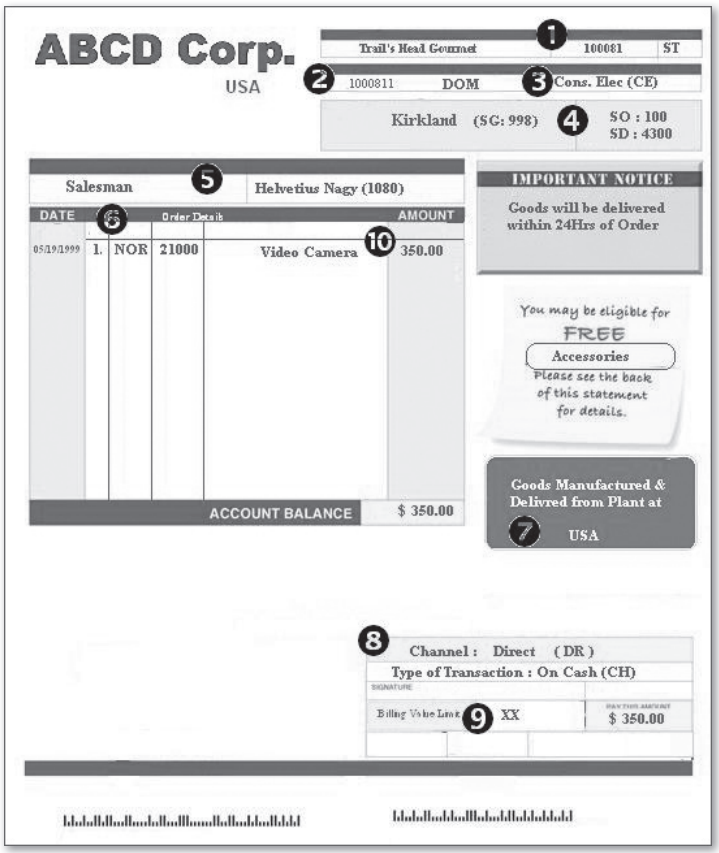

Figure 1.4 ABCD Corp. Sample Billing Document

The sample billing document shows how the business entities and processes are presented. Information such as customer name, customer code, and customer group are captured in ❶ of Figure 1.4; the billing document number and type of billing transaction are captured in ❷; and the product group is captured in ❸.

The billing document also provides information about the sales office, sales district, and sales group that services the customer. The name and code of the salesperson responsible for a specific sale is captured in ❺.

The product, product code, type of item, and product description is captured in ❻ of the figure. Information on the plant that manufactured and dispatched the product is captured in ❼. The type of transaction and selling channel are reflected on the

lower section of the billing document (❽), as are the type of billing value and gross billing amount (❾). Finally, each item in the billing document has information such as quantity, cost, and net value in USD.

Returns

For product returns, a credit is issued to the customer. Each item in the return billing document has detailed information about the transaction, such as the quantity, cost, net value, and so on.

1.4 Business Intelligence Requirements

ABCD Corp. wants to have a global BI solution for sales analysis that accesses business transaction data from SAP (as the main data source) and Excel sheets, or *flat files* (as the secondary data source). The goal is to build a robust and scalable BI solution based on SAP NetWeaver BW that has reporting capabilities with the following guiding principles:

- Ease the management of the company at the corporate and local level through improved control and visibility.
- Move to a more digitalized company to support growth and enable quicker integration of new acquisitions.
- Increase return on investments by optimizing the cost and time spent on the design, deployment, and maintenance of the BI solution. Use SAP NetWeaver BW Business Content, which addresses a significant number of sales analysis requirements.

ABCD Corp. wants to analyze its sales process and find answers to the following types of questions:

- What products are selling in different sales organizations?
- Which product lines or specific products are selling highest or lowest?
- How do ABCD Corp.'s current year compare to the previous year?
- What are the top 10 best-selling products?

The *analysts* of ABCD Corp. require the solution to allow them to easily create their own reports when existing reports do not meet their reporting needs. The *auditors* of ABCD Corp. require the solution to provide traceability to specific billing documents for a customer when the need arises to analyze instances of variances; additionally, this sales document level investigation must be addressed in SAP NetWeaver BW, instead of in the transactional system. The *IT team* at ABCD Corp. requires the solu-

tion to be automated for most processes, including email alerts of successes or failures of systemic processes; they also require that the existing SAP R/3 system work at optimal efficiency by removing old data related to business-critical transactions from the OLTP (online transaction processing) system. The *head of planning* at ABCD Corp. requires the BI solution to compare actual and planned sales to ascertain and address the causes of variances or to correct plan figures.

In this book, the concept, design, and development of different SAP NetWeaver BW components are explained by using each of these requirements as examples.

1.5 The Business Planning Scenario

Within ABCD Corp., *sales planning* is an annual cycle for all three sales organizations: 1000 (APAC), 2000 (Europe), and 3000 (North America). Each sales organization projects sales figures according to three different divisions or product ranges: Consumer Electronics (CE), Daily Appliances (DA), and Consumer Lifestyle Appliances (CL). This is a high-level plan for the organization, and high-level values for each of the product ranges are transferred to different products belonging to these product ranges.

Each sales organization has a product range manager who is responsible for planning the sales of each product under his assigned product range. The plan for a year (January to December) is divided into quarters; thus, there are four planning periods: Quarter 1 (Q1), Quarter 2 (Q2), Quarter 3 (Q3), and Quarter 4 (Q4). Figure 1.5 is a graphical representation of this scenario.

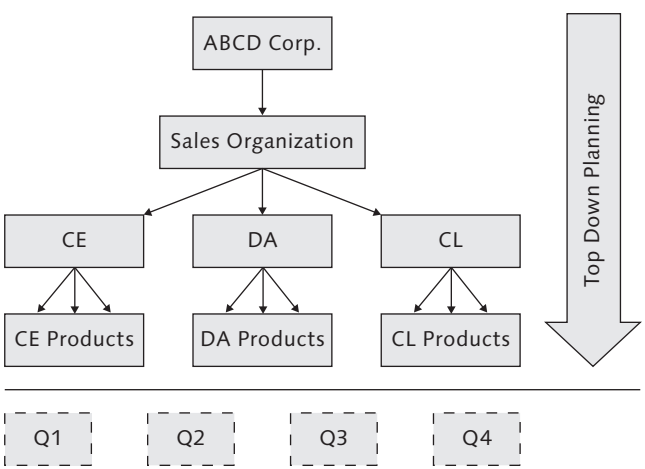

Figure 1.5 Overview of ABCD Corp. Sales Planning Process

This business scenario description should provide you with an understanding of ABCD Corp. and its sales process. In Appendix A, Case Study: ABCD Corp., we provide additional information in the form of tables, which have more details about the business scenario. These tables also include the specific SAP codes used to identify each element.

1.6 Summary

In this chapter, we explained a very basic business scenario for a typical company. We also explained the BI needs for this company, specifically those related to analyzing its sales process. While creating the scenario, we've addressed some aspects with more detail than others; those explained in detail relate to the realization of the technical requirements we discussed in Section 1.4, Business Intelligence Requirements, and are dealt with in subsequent chapters of this book. In the next chapter, we provide a brief overview of SAP NetWeaver BW.

Index

0RECORDMODE, 124
1: *N relationship, 144*

A

ABAP code, 80, 485
ABAP editor, 228, 283
ABAP function modules, 541
ABAP programming, 307
ABAP routine, 282, 283
ABAP stack, 319
ABC classification, 43
Access Type for Result Values section, 375
Access Type of Result Values, 549
Activate a DataSource, 298, 303
Activate Data, 129
Activation messages, 198
Activation of SAP Business Content, 56
Activation process, 205
Activation Queue table, 118, 119, 121, 134
Active Data table, 118
Active Navigation parameter, 474
Adapter, 227
Adapter parameter, 262
Add drilldown, 437
Add-Ins tab, 400
Additive delta, 313, 571
Add step for planning function, 543
Ad-hoc analysis, 318, 319, 331, 399, 431
Ad-hoc query, 431
Administer Data Target, 256
Administration, 47, 53, 54
Advanced analysis, 42, 658
Advanced web item, 456, 473, 480
Affected Data Providers setting, 462
After Images setting, 262
Aggregate, 605
Aggregated results, 125
Aggregation, 105, 106, 278, 376
Aggregation level, 174, 176, 500, 503, 504, 517, 519, 520, 535
Alert Level setting, 389
ALPHA, 230
Amount, 100
Analog Distribution, 548
Analog Distribution (Self-Reference), 548
Analysis application, 420, 422, 429
Analysis authorization, 649
Analysis filters, 441
Analysis grid, 420, 423, 550
Analysis mode, 420, 428
Analysis process, 393, 658, 662
Analysis Process Designer, 139, 655, 658
Analysis Process Designer (APD), 42
Analysis toolbar, 405, 420, 424
Analysis web item, 459, 473, 559
Analysis Workbench, 658
Analyzer, 399
APD, 137, 658
API, 506
API interface, 151
Appearance, 595
Application component, 222, 261
Application component hierarchy, 306
Application components, 298
Application Help button, 407
Application Process Designer (APD), 118
Application programming interfaces (API), 118
Application toolbar, 45
ASAP Accelerators, 66
Assign commands, 494
Assignment Details button, 395
Association analysis, 42
Attribute, 78, 85, 142, 235, 258, 512
Attribute hierarchy change run, 204, 651
Attribute Only checkbox, 111
Attributes, 321
Authentication mode, 578
Authorization, 335, 337, 605

Auto Arrange, 200
Automatic data processing, 504

B

Back to Start, 408
BAPI, 153, 211
Basic Data Provider commands list, 488
Basic Functions category, 366
Before image, 129
Before List Calculation setting, 390
Behavior, 474
Behavior section, 494
BEx Analysis Toolbox, 401
BEx Analyzer menu, 401
BEx Description text box, 111
BEx Design Toolbox, 401
BI Content, 47, 54, 55
BI-Java, 496
Billing document, 29, 30
BI solution, 26, 32
Bitmap index, 159
Books and professional journals, 66
Boolean Operators category, 366
Bottom-up planning, 497
Breakpoint, 244
Broadcast and Export option, 445
Broadcast E-Mail (Bursting) type, 450
Broadcast E-Mail type, 450
Broadcasting, 449
Broadcasting settings, 446, 448
Broadcasting Wizard, 444, 449
Broadcast (Multi Channel) type, 451
Broadcast to the Portal type, 450
Broadcast to the Printer type, 450
B-Tree, 159
Bubble model, 143, 145
Business Explorer, 78, 80
Business Explorer (BEx), 399
Business Explorer tools, 317
Business intelligence, 21, 22, 35
Business intelligence solution, 27
Business planning portal role, 501
Business scenario, 27
Business transaction, 115
Business Warehouse Information System, 35
Button, 426
Button Group web item, 465, 477, 559
Button settings, 465
BW BEx Query option, 395
BW Query Connection, 585

C

Calculated key figure, 335, 368, 370, 376
Calculated key figures, 587
Calculated Results As, 414
Calculate Single Values As, 414
Calculations tab, 380, 413, 414
Calendar day, 312
Cell Content section, 475
Cell definition, 358
Cell Restrictions tab, 391
Cells tab area, 358
Change indicator, 545
Change Log table, 118, 119, 123, 134
Change mode, 416
Change Variables button, 429
Characteristic, 71, 321, 333, 359, 663
Characteristic Assignment tab, 385
Characteristic InfoObject, 76
Characteristic properties, 373, 374
Characteristic relationship, 499, 504, 507, 511, 533, 535
Characteristic relationship - derive, 509
Characteristic relationship ñ check, 508
Characteristic relationship ñ propose, 509
Characteristic Relationships option, 375
Characteristic restriction, 523
Characteristic Restrictions area, 352
Characteristic Restrictions bar, 355
Characteristic Restrictions section, 321, 326
Characteristic setting, 462
Characteristic structure, 356, 357
Characteristic usage, 527
Characteristic value variable, 334
Characteristic variable, 336, 339, 345
Chart, 403
Charts, 597
Chart type, 464
Chart web item, 463
Chart wizard, 475

Checkbox group, 421
Check, propose, and derive, 507
CKF, 370
Classes, 575
Cleansing of data, 117
Closed-loop planning, 497
Closed-loop process, 498
Clustering, 42
Cognos, 295
Collection mode, 61
Column, 328
Command button, 464
Command buttons, 551
Command field, 45
Commands, 427, 486
Commands for Data Cells list, 489
Commands for Data Providers section, 487
Commands for Planning Applications folder, 562
Commands for Planning Applications section, 487
Commands for Web Items group, 487, 492
Commands for Web Templates group, 492
Commands for Web Templates section, 487
Command type, 553
Command via Command Wizard, 561
Command Wizard, 463, 465, 477, 486, 564
Comment, 436
Complex aggregation level, 518
Compounding, 78, 97
Compounding tab, 97
Compression, 605, 633
Condition, 335, 384, 387, 422
Conditions, 489
Conditions tab, 416, 442
Condition state, 430
Constant selection, 378, 379
Constant Selection setting, 378
Container Layout web item, 481
Container web item, 482
Context menu, 473
Context Menu web item, 485
Conversion routine, 80, 230
Conversions tab, 379
Conversion Type field, 380
Convert to Formula function, 411
CO-PA, 39
Copy function, 528, 529
Core landscape, 64
Create a web application, 453
Create Dimensions, 160
Create InfoSet, 191
Create MultiProvider, 176
Creating a universe, 577
Creating planning applications, 458
Creating web applications, 453
Crystal Reports, 451
Cumulative key figure, 109
Currency Conversion tab, 416
Currency translation, 540
Currency Translation section, 380
Currency Translation Type, 540
Currency/Unit tab, 341, 350
Custom code, 348
Custom dimension, 154
Customer-defined dimension, 158
Customer exit, 309, 335, 338, 345, 346
Customer exit variable, 348, 353
Custom Extension web item, 485
Custom planning function, 526

D

Data access driver, 578
Database Connect, 39
Database shared libraries, 294
Database table, 659
Data binding, 460, 461, 464
Data Binding section, 474
Data Binding Type property, 461
Data cell, 413
Data consistency, 499, 652
Data field, 117, 130, 132
Data Format field, 228, 262
Data Formatting tab, 415
Data Functions category, 366
Data load mode, 506
Data mapping, 40
Data mining, 42, 658
Data mining model, 660
Data package, 238, 241
Data Package, 157, 177
Data provider, 427, 453, 457, 460, 473, 476

Data Provider Commands for Axes group, 488
Data Provider Commands for Characteristics group, 489
Data Provider Commands for Conditions/ Exceptions group, 489
Data Provider Commands for Documents group, 491
Data Provider Commands for Filter Values group, 490
Data Provider Commands for Hierarchies group, 490
Data Provider Commands for Open/Save Functions group, 490
Data Provider of Type Filter, 458
Data Provider setting, 462
Data Provider-Specific Command, 427, 428
Data Provider tab, 443
Data Provider web item, 484
Data retention, 652
Data selection, 245
Data separator, 247
Data Separator parameter, 262
Data slice, 500, 504, 514
Data source, 659
DataSource, 40, 230, 235
DataSource tree, 221
DataSource type, 224
Data staging, 139
Data staging process, 118
Data StoreDataStore Object, 173, 176
DataStore Object, 115, 155, 235
Data Store Object option, 512
Data tab, 597
Data target, 69, 116, 151, 173, 180, 286, 660
Data to be changed, 526
Data transfer process, 239, 255, 657
Data validation, 117
Data volume, 652
Data Warehousing Workbench, 45, 46, 50, 53, 506, 658
Date, 104
DB Connect, 39, 294
DBSL, 294
Debugger, 314
Debugging, 244
Decimal Places text box, 111
Decision making, 24
Decision tree, 42
Default value, 336, 343
Default Values area, 321
Default Values tab, 341
Delete function, 535
Delete invalid combinations, 535
Deleting data from setup tables, 301
Delta, 301
Delta-enabled, 39
Delta identification, 312
Delta process, 225, 226
Delta Process parameter, 262
Delta queue, 39, 301
Derivation, 511
Derived characteristic, 513
Design function, 420
Design item, 550
Design mode, 420, 428, 550
Design toolbar, 405, 420
Destination, 657
Destination data format, 40
Detail object, 575, 582
Dimension, 142, 170
Dimension ID, 146
Dimension object, 575
Dimension table, 146, 147, 149
DIM_ID, 148, 150
Direct access, 225, 227, 308
Direct Access, 153
Direct Access parameter, 262
Direct assignment, 236, 267, 280
Direct delta, 302
Direct input, 162
Direct Input box, 326
Direct update DSO, 118, 137, 660, 661
Disaggregation, 548
Display, 595
Display Attribute, 94
Display message, 556
Display mode, 416
Display Options tab, 416
Display parameters settings, 462
Display/Suppress Messages, 483
Display text box, 111
Distribution by key, 537
Distribution by reference data, 539
Distribution function, 537

Distribution key, 537, 538
Distribution type, 449
Distribution weight, 538
Document, 47, 54, 55, 436
Document class, 482
Domain, 307
Drag and drop, 318, 410, 427
Drill-across, 329, 332
Drilldown, 322, 329, 408, 439
Dropdown box, 421, 424, 460
Dropdown Box web item, 477
DSO, 115, 127
DTP, 227
DTP for direct access, 211
DTP monitor, 255, 289
Duplicate data, 129
Duplicate Data Recs., 225

E

Edit Chart, 464
Edit Dimensions, 157
Edit Format, 595
Edit MultiProvider, 176, 185
Edit Query, 595
EDP, 21
Efficiency, 173
Electronic data processing, 21
Email addresses, 445
Email alert, 32
End routine, 238
Enterprise Resource Planning, 21
Entire Hierarchy Is Time-Dependent, 90
Equal distribution, 548
ERP, 21
Error DTP, 241, 242, 286, 291
Error handling, 242
Error messages, 422
Errors and Warnings area, 457
Error stack, 242
ETL, 498
ETL scenario, 232
Evolution of SAP NetWeaver BW, 35
Example scenario, 319
Excel, 464
Excel add-in, 399
Excel-based planning application, 501, 550
Excel interface, 399
Exception, 335, 388, 422, 450
Exception aggregation, 107, 108, 109
Exception Aggregation, 377
Exceptions, 489
Exceptions tab, 442
Exclude characteristic value, 438
Exclusion filter, 438
Execute Planning Function command, 427
Execute Planning Function command type, 553
Execution with Trace button, 543
Executive Information System (EIS), 35
Expert mode, 276
Expert routine, 239
Export to Excel, 436
Extended star schema, 147, 150, 161, 172
External Access to the Query, 577
External system, 432
Extraction layer, 39
Extraction message, 252
Extraction mode, 240
Extraction tab, 228
Extract structure, 308

F

F4 search, 168
Fact table, 146, 148, 150, 158
Favorite Commands tab, 466
Favorites, 50, 52
Field Assignments box, 395
Field for conditions, 528
Fields to be changed, 527
Field to be changed, 528
Field to be used in conditions, 527
File Name parameter, 262
File Source System, 220
Fill OLAP Cache type, 451
Filter, 321, 326, 334, 351, 354, 403, 503, 521, 558
Filter button, 407
Filter by characteristic value, 439
Filter Command, 428
Filter link, 441

Filter pane, 403
Filter Pane web item, 476
Filter restriction, 524
Filters, 421
Filter tab, 521
Filter Value Selection During Query Execution section, 375
Find/Search, 50
Fixed Length, 228
Fixed List of Options setting, 478
Flat file, 660
Flat file interface, 39
Forecast data, 536
Forecasting, 536
Forecast strategy, 536
Forecast value, 536
Format Text, 602
Formula, 335, 356, 358, 360, 364, 368, 411, 540, 587, 601
Formula builder, 276
Formula definition, 366
Formula editor, 364, 540, 541, 5999
Formula Toolbar, 600
Formula variable, 335, 348, 366
FOX (Formula Extension), 540
Free characteristic, 328, 332
Free Characteristics area, 322
Full Upload, 226
Function module, 211, 307

G

General Search, 51
Generate Combinations function, 535
Generate valid proposals, 508
Generic DataSource, 297, 304
Generic delta, 311
Geo-characteristics, 483
Geographical characteristic, 483
Global properties, 203
Global SAP NetWeaver BW, 66
Global Settings button, 405
Goto, 411
Granularity, 142
Graphical display, 403, 442
Graphical format, 463
Graphic tab, 442
Grouping, 60
Group web item, 482

H

Header rows, 247
Header Rows parameter, 262
Hide Repeated Key Values checkbox, 382
Hierarchical Filter Selection web item, 480
Hierarchies, 333
Hierarchy, 78, 87, 235, 374
Hierarchy Display, 208
Hierarchy node variable, 334, 337
Hierarchy option, 512
Hierarchy structure, 512
Hierarchy tab, 412
Hierarchy variable, 334
Hierarchy, Version Dependent, 88
High Cardinality, 159
Highlight section, 377
Historical data, 300, 536
Historical value, 505
Horizontal drilldown, 332
How-to guides, 66
HTML, 453, 454, 485
Hyperion, 295

I

Identification of key figures, 186
Identify characteristics, 182
Implementation/architecture options with SAP NetWeaver BW, 64
Index, 127
InfoArea, 71
InfoCube, 47, 116, 141, 152, 173, 176, 235
InfoCube activation, 167, 172
InfoCube definition, 162
InfoCube design, 146, 150
InfoCube model, 149
Info Field web item, 483
InfoObject, 69, 174, 176, 230, 235
InfoObject Assignment, 272
InfoObject catalog, 73, 74, 98

InfoObject Catalog, 130, 155
InfoObject Direct Input, 131, 162
InfoPackage, 40, 231, 249, 252, 255, 260, 262
InfoProvider, 47, 69, 116, 173, 211, 317, 321, 354, 360, 368, 433, 503, 664
InfoProvider area, 368
InfoProvider screen area, 370
InfoProvider tab, 358
InfoProvider Type, 153
Information, 404
Information analysis, 407
Information broadcasting, 434, 444
Information button, 434
Information hub, 64
Information lifecycle management, 37
Information technology, 21, 26
Informix, 294
InfoSet, 173, 174, 176, 188, 211, 235
InfoSet definition, 194
InfoSet join, 193
InfoSet Maintenance, 208
InfoSource, 130, 155, 235
Infoview, 589
Initialization, 301
Inner join, 188, 208
Input Field web item, 483
Input help, 168
Input Help, 523
Input-ready query, 380, 383, 416, 501, 521, 545, 557
Input-Ready (Relevant for Locking), 548
Insert Button function, 421
Insert InfoObjects, 164
Insert Messages design item, 422
Insert Table button, 468
INT4, 229
Integer, 103
Integrated Planning, 38, 41, 374, 383, 495
Integration Kit, 573, 574
Integrity, 651
Internal Display setting, 474, 494
Internal table, 237
Internal variable, 541
Intervals Permitted in Hierarchy, 92
Inverse transformation, 211
Item number, 29

J

J2EE engine, 295, 496
JavaScript, 465, 486
Java stack, 319
Join, 188, 206, 662
Join condition, 196, 210, 662
Jump target, 393, 494

K

Keep Filter Value function, 411
Key, 193
Key Date field, 381
Key field, 117, 130
Key figure, 71, 154, 177, 185, 321, 356, 359, 363, 366, 581, 582, 586
Key Figure, 369
Key figure InfoObject, 98
Key figure properties, 376, 377, 378, 379, 380
Key figure query element, 376
Key figures, 408
Key figure structure, 356, 361
Key Figure with Maximum Precision checkbox, 111

L

Latitude, 82
Layered architecture, 36
Layout tab, 456
Layout/XHTML, 456
Leaves, 87
Left outer join, 188, 189, 206, 208
Link maintenance, 202, 208
Link web item, 484
LIS communication structure, 302
List Box web item, 480
List of conditions, 422, 428
List of Conditions web item, 484
List of Documents web item, 483
List of exceptions, 422
List of Exceptions web item, 484
Load Example Data, 229
Loading, 129

Loading layer, 39, 41
Local calculation, 390, 589, 599
Local calculations, 489
Local formula, 416, 417
Local properties, 411, 413
Local query properties, 414
Local workstation, 227
Locking conflict, 570
LO Customizing Cockpit, 302
LO DataSources, 299
Logical definition, 188
Logical grouping, 181
Logistics Information System (LIS), 35
Log message, 232
LO initialization table, 303
Longitude, 82
Long text, 84
Loop function, 541
Lowercase Letters option, 80

M

M
N relationship, 143
Magic quadrant, 25
Manual entry/default value, 335, 339
Manual planning, 501, 545, 570
Mapping of BEx elements, 586
Map web item, 483
Master data, 82, 166, 173, 204, 659
Master data attribute, 223, 259, 660, 304
Master Data Attributes option, 512
Master data load, 239
Master Data option, 375
Master data/texts, 78. 223
Materials Requirement Planning, 21
Mathematical Functions category, 366
MDX cache, 451
Measure object, 575, 582, 587
Medium length text, 84
Menu bar, 45
Menu Bar web item, 484
Message, 323
Metadata, 56
Metadata lifecycle management, 37
Metadata Repository, 47, 54, 55
Microsoft Excel, 399
Microsoft Excel 2003, 401
Microsoft Excel 2007, 401
Miscellaneous web items, 456, 473
Miscellaneous web items group, 483
Modeling, 47, 51, 53, 152, 219, 221, 234
MRP, 21
Multidimensional model, 141
Multidimensional source, 293
Multidimensional structure, 295
Multiple queries, 424
MultiProvider, 173, 211, 306, 518
Myself connection, 59

N

Naming convention, 76
Navigational attribute, 80, 94, 587
Navigational State tab, 415
Navigation attribute, 127, 132, 137, 154, 166, 177, 184, 326
Navigation options, 408
Navigation pane, 421, 433, 436, 440
Navigation Pane web item, 476
Navigation step, 408
Navigator, 48, 200
Nesting InfoAreas, 47
Network display, 207
New Analysis, 432
New Status for Changed Records, 313
New Variable option, 339
Node, 87
Non-cumulative key figure, 109
Non-Cumulative key figure, 110
Not Assigned (#), 537, 538
Not assigned ì#î, 513
Not Assigned (#) Values, 518
Not Input-Ready (Not Relevant for Locking), 548
Not Input-Ready (Relevant for Locking), 548
Number, 102
Number format, 228
Number Format tab, 413
Numeric Pointer, 312

O

Object, 575
Object-specific properties, 170
Object type, 58
ODBO, 432, 585
Offset, 354, 364, 531
OHD, 655
OLAP, 141, 388
OLAP cache, 451
OLAP characteristic variables, 523
OLAP cube, 580
OLAP universe, 574
OLAP variable, 333, 500
OLE DB for OLAP, 383, 577
OLTP, 141, 498
OLTP system, 32
Online analytical processing (OLAP), 36
Open hub, 655
Open hub destination, 655
Open hub service, 655
Open Variable dialog, 466
Operand, 366
Operation, 665
Operational Data Store, 115
Operational planning, 497
Operator, 601
Operators, 417
Oracle database, 159
Outer join, 188
Output format, 445
Overview of Scheduled Settings link, 448
Overview tab page, 456, 471
Overwrite, 116, 279

P

Package ID, 119
Package size, 241
Paging settings, 475
Parallel processing, 175, 248
Parameter value, 527
Partner Academy, 66
Percentage Functions category, 366
Performance, 151, 451
Peripheral landscape, 65
Persistence staging area, 245
Persistent staging area (PSA), 40
Personalization, 343
Person Respons. text box, 111
Planning, 496
  Strategic planning, 497
Planning and advanced analytics layer, 39, 41
Planning application, 420, 491, 501, 550
Planning component, 499
Planning filter, 500, 521, 525, 546
Planning function, 491, 500, 503, 521, 526, 554
Planning function type, 526
Planning lock, 569, 571
Planning Modeler, 510, 525, 542
Planning sequence, 427, 500, 503, 542
Planning-Specific Command, 427, 552
Planning tab, 374
Planning variable, 500
Planning version, 514
Planning Wizard, 504, 525
Posted Values option, 375
Postprocess DataSource, 299
Pre-built function, 526
Precalculated values, 451
Precalculate Value Set type, 451
Presentation Options tab, 416
Preview, 329
Preview section, 541
Print Version function, 436
Process chain, 55, 605
Processing mode, 243, 252
Processing type, 351
Processing types of variables, 335
Process Variables command, 427
Program Element, 541
Project for SAP enhancement, 346
Prompt, 587, 588, 593
Properties, 322
Properties of query elements, 372
Properties pane, 457
Properties Pane web item, 485
Proposal, 229
Provider-specific properties, 168, 169
PSA, 40, 225, 232, 245
PSA Maintenance, 253, 254
Pseudo-delta, 139

Q

QM status, 251
Quality Status, 129
Quantity, 102
Query, 69
Query filter, 458, 590, 592
Query output, 331, 388, 392
Query properties, 381, 382, 383
Query Properties option, 414
Query Properties section, 548
Query result, 595
Query view, 428, 458
Query View Selection option, 478
Query Views option, 426
Queued Delta, 302

R

Radio button group, 422
Radio Button Group web item, 478
RDBMS, 293
Read master data, 270
Ready for input, 588
Realignment run, 651
Real time, 210
Real-time access, 225
Real-time behavior, 151, 506
Real-time InfoCube, 151, 499, 504
Real-time mode, 506
Receiver, 118, 393, 395
Reconcile, 306
Reconstruction, 614
Reference, 99
Reference characteristic, 377
Reference characteristic field, 342
Reference data, 526, 537, 539
Refresh, 419
Regional marketing office, 28
Remodeling, 655, 662
Remodeling rule, 664
Remove drilldown, 440
Remove Drilldown option, 409
Remove Reference option, 355, 359
Remove result rows, 438
Repair, 652
Replace, 663
Replacement path, 335, 336, 337, 345, 348, 351
Replacement Path tab, 341
Report elements, 597
Reporting and analysis, 38, 317, 399
Reporting and analysis layer, 39, 41
Reporting with SAP BusinessObjects, 383
Report Painter, 35
Report title, 595
Report-to-report interface, 393, 397, 494
Report-to-report interface (RRI), 117
Repost by characteristic relationships, 533
Reposted value, 532
Repost function, 532, 533
Request GUID, 120, 136
Request ID, 633
Request number, 252
Request SID, 119
Restricted key figure, 368, 378, 587
Restructure table, 303
Result object, 590
Result Position section, 383
Result Rows section, 374
Reusable component, 354
Reusable web item, 485
Revaluation, 528
Revaluation factor, 537
Revaluation planning function, 536
Reverse +/- Sign for Nodes, 92
RKF, 369
ROCANCEL, 124
Role, 58
Rollup, 651
Root node, 87
Row/Columns screen area, 328
Rows, 328
Rows/Columns, 321
Rows/Columns area, 360
RRI, 393, 396
RRI Open Mode, 494
RSAX_BIW_GET_DATA_SIMPLE, 307
Run Query, 593

S

Sales analysis requirements, 32
Sales analytics, 27
Sales office, 28
Sales planning, 33
Sales planning scenario, 495, 496, 498
Sales process, 34
Sales transaction, 28
Sample billing document, 31
Sample class, 512
BEx Analysis Functions, 405
BEx Analyzer, 317, 318, 399, 420, 431, 501
BEx Analyzer add-in, 401
BEx Broadcaster, 434, 444, 448, 449
BEx design functions, 420
BEx design toolbar, 550
BEx functions, 401
BEx iView, 448
BEx object, 448
BEx query, 659
BEx Query Designer, 156, 317, 318, 320, 388, 431, 453, 501, 525, 545
BEx Query Designer menu bar, 323
BEx report designer, 319
BEx tools, 405, 448
BEx variable, 517, 588
BEx variables, 540
BEx web analyzer, 319, 331, 399, 431, 444, 448
BEx web analyzer functions, 434
BEx web application designer, 318, 453
SAP Business Content, 25, 32, 36, 37, 71, 338
SAP Business Content DataSource, 139
SAP Business Explorer (BEx), 41, 317, 453
SAP BusinessObjects, 573
SAP Business Suite, 36, 39
SAP Connectivity component, 573
SAP Developers Network, 66
SAP Easy Access, 45
SAP exit, 335, 338
SAP GUI, 43, 453, 454
SAP help documentation, 407
SAP Help Portal, 66
S-API, 314
SAP J2EE Server, 501
SAP logon pad, 43
SAP logon screen, 44
SAP NetWeaver BW InfoProviders, 458
SAP NetWeaver BW MDX driver, 573
SAP NetWeaver BW query driver, 573
Save planning function, 532
Save workbook, 405, 430
Scalability, 173, 655
Scalable platform, 36
Scheduler, 245
Scheduling settings, 446
Scoring and weighted score tables, 43
Script web item, 485
Search, 52
Secondary index, 133
Security, 605
Selection, 358, 360, 361, 362, 368, 378, 587
Selection object, 351, 355
Selection screen, 353
Selection Type column, 396
Selling channel, 29, 31
Semantic Groups setting, 238
Semantic key, 124, 125
Semantic layer, 573, 574, 588
Sender, 118, 393, 395
Sender/receiver assignment, 396
Sender/Receiver Assignment, 394
Settings, 441
Setup table, 301
Short text, 84
SID, 147, 148, 150
SIDs Generation, 128
SID table, 147
SID Table, 148
Simple aggregation level, 545
Simulate Installation, 63
Single Document web item, 482
Single-sign on (SSO), 578
Single Values, 352
Slice-n-dice mode of reporting, 23
SOB, 355
Software application, 22
Sort, 411
Sorting section, 373
Sorting tab, 413
Source characteristic, 513

Source data format, 40
Source system, 252
Source unit, 540
SQL statement, 206
Staging BAPIs, 40
Staging layer, 39, 40
Standalone tool, 454
Standard aggregation, 377
Standard DSO, 118, 119
Standard DTP, 291
Standard forecasting methods, 536
Standard formula function, 541
Standard function, 526
Standard InfoCube, 151, 181, 506
Standard toolbar, 45
Standard web items, 456, 473
Start menu, 454
Startup View, 548
Static parameters, 554
Statistical forecasting methods, 536
Status bar, 45
Strategic planning, 497
Structure, 356, 358
Subclass, 581, 586
Summation, 279
Suppression of zero values, 443
Suppress Zeros section, 383
Surrogate ID, 128, 147
Swap, 409
Swap Axes function, 411
Swap characteristics, 438
System lifecycle management, 37
System message, 544, 569
System Messages web item, 483

T

Table, 403
Tab Pages web item, 482
Tabular and graphical format, 457
Tabular display, 442
Tabular format, 459, 473
Target unit, 540
Target Unit field, 380
Task, 322
Technical architecture, 35
Technical characteristic, 71
Technical key, 119, 125, 136
Technical model, 146
Technical status, 251
Template, 99, 597
Templates, 130
Temporal join, 190, 206
Temporary storage, 287, 290, 652
Temporary storage area, 139
Testing planning function, 543
Test input template, 504
Text, 333
Text element, 422
Texts, 235
Text-type file, 227
Text variable, 334, 350
Text View field, 373
Text web item, 484
Ticker web item, 484
Time, 104, 177
Time characteristic, 71, 514
Time characteristics, 180
Time conversion transformation, 281
Time dependency, 95
Time-dependent, 190
Time-dependent attribute, 95, 206
Time-Dependent Hierarchy Structure, 91
Time-dependent master data, 258
Timestamp, 312
Title bar (dynamic menu bar), 45
Title properties, 595
Toggle Drag and Drop State command, 427
Toggle State button, 442
Top 10, 32
Top-down distribution, 538, 548
Top-down planning, 497
Top N, 385
Total Status, 251
Tracing authorization, 314
Transaction code RSA5, 298
Transaction code SBIW, 298
Transaction Data, 223
Transaction DataSource, 304
Transaction LBWG, 301
Transaction RSO2, 304

Transfer Application Component Hierarchy, 299
Transfer Values command, 427
Transformation, 40, 234, 235, 261, 265, 280, 295, 657, 660, 662
Transformation layer, 39, 40
Transformation program, 239
Transformation rule, 274
Transformation type, 238, 281
Transitive attribute, 190
Translation, 47, 54, 55
Transport Connection, 47, 54, 55
Tree, 48
Tree Display, 207
Trigonometric Functions category, 366
Type of Distribution, 548
Type of Variable setting, 342
Types of aggregation level, 518
Types of InfoCube, 150
Types of variables, 334

U

UD Connect, 39, 295
Union, 188
Unique Data Record, 129
Unit, 71, 177
Unit conversion, 540
Unit Conversion section, 380
Unit dimension, 166
Unit InfoObject, 112
Universal Data Connect, 39
Universe, 573, 574, 585
Universe classes, 581, 586
Universe Designer, 577
Universe element, 586
Universe parameter, 578
Unserialized V3, 302
Update collection run, 302
Update Data, 130
Update mode, 252
Update table, 302
User entry variable, 537
User Master Record setting, 228

V

V1 update, 302
Validate on Server option, 470
Validate option, 470
Value Display section, 373
Value Display tab, 383
Values Ranges, 352
Variable, 326, 353, 364, 402, 424
Variable editor, 338, 346
Variable Is Ready for Input checkbox, 343, 346
Variables, 530
Variable screen, 464
Variable Screen button, 441
Variable Selection, 478
Variable Sequence tab, 381
Variables view, 523
Variable type, 337
Variable value, 544
Variable values, 405
Vertical drilldown, 332
Virtual InfoProvider, 151
VirtualProvider, 173, 210, 211, 306

W

Warning, 422
Web analyzer, 38, 453
Web application designer, 317, 501
Web-based planning application, 557, 567
WebI document, 588
Web Intelligence, 573, 574, 588
Web interface, 399
WebI report, 589
Web item, 318, 456, 457, 473
Web item group, 456
Web Item Parameters tab, 457, 463, 474
Web services, 39
Web template, 318, 323, 453, 466
Web template properties, 493
Web Template web item, 480
Where-Used List, 323
With Text, 83
Workbook, 318, 323, 405, 418, 423, 429

Workbook properties, 422
Workbook settings, 422
Workbook-Specific Command, 427
Write mode, 507
Write-optimized DSO, 118, 135, 136

X

XHTML, 453, 456, 468, 470
XML, 454
XMLA, 432
XML generation, 484

Z

Zero suppression, 416
Zero values, 416