D'Manager

IMPACT Change Management

Maintenance Documentation

D-PRO innovation Ltd.

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General

D'Manager manages end-to-end (E2E) the complexity of applying changes and transports across the SAP system. It is a simple to use, maintenance free and pro-active utility that manages and enforces business rules across and along the change management process.

D'Manager main goal is to enable the business/IT team to manage and enforce the development process. The challenge is great as the two teams, namely, the business and development teams, have little in common. Except for being aligned to the same goal, i.e., organization's business success, each team works on different SAP machines, and each uses a different set of tools. They even speak a "different" language.

D'Manager utility was designed fundamentally from an intrinsic, vast and deep understanding of both users' needs and SAP daily business and development environments. D'Manager might not be fit for change management processes other than SAP environment, as it is intrinsically aligned with SAP architecture, the natural way teams work in this environment, change requests processes, etc.

D'Manager does not handle the real change request transfer between systems. Nonetheless, D'Manager issues the list of change requests for this process.

D'Manager intrinsic ease of use does not add any overhead or complexity (machines, people, tools, or work procedures) to the daily work routine. With D'Manager, all users work in their natural environment (DEV, QA, PROD), dealing with various aspects. Hence, D'Manager gets its input/data from:

- **What?** by Business Leaders
- **Who?** by Module Leaders
- **How?** by Implementers
- **Do!** to Developers & Implementers
- **Test!** to the Testers
- **Approved!** by Business Leaders
- **Transport!** to the Infrastructure Teams

D'Manager approval process allows clear visibility of every change to all decision managers. The phases and tasks managed by SAP Workflow and each approval automatically updates the entire process status. It allows an accurate and accessible audit trail to the numerous projects/change transports. It is the ideal utility to use ensuring that auditor's requests during the governance process can be easily and successfully met.

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D'Manager enjoys a low TCO, as it automates the process and replaces the manual and inconsistent Excel-based reporting. D'Manager monitors, manages, controls and enforces the changes across all SAP landscapes (DEV, QA, PROD) and all ABAP-based machines (such as: ECC, CRM, SRM, etc.).

Moreover, D'Manager delivers on its promise of being simple to use and pro-active, by providing:

- Enforcement capability
- Operations streamline
- Flexibility Workflow
- Full transparency of changes across the system
- Comprehensive approval process
- Fast and central access to all relevant information
- Comprehensive reporting tool
- Clear change audit trail

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D'Manager Functional Process

D'Manager addresses the needs of the two teams involved in the change management process:

- **Technical/Development Team** - responsible for building systems supporting business needs.
- **Business/IT/Non-technical Team** – responsible for managing and supervising business' daily operations.

Each team works on different SAP machines, uses a different set of tools and even speaks a "different" language. To face and overcome this challenge, D'Manager is distinctively separated into two packages, the Management package and the Transport package. That is, the product has two faces/installations: the Management package is installed on the PROD client of the main system (commonly ECC machine), while the Transport package is installed on the DEV client on any ABAP-based machine.

The business team uses the Management package in the Production system, where they enforce the business rules on the development team. Meanwhile, the development team is logged onto the various development systems.

D'Manager chain of events is simple and allows full visibility and transparency for the entire process. It is a comprehensive approach, as follows:

- The process starts with the development request, a.k.a., a **notification** that is materialized in the system as a notification. The notification includes all the necessary information and data relevant to the change process. The notification is created usually by the business leader. He is then assigned to it.
- Thereafter, the notification is to be approved by the organization's chain of command depending on its complexity, estimated cost, priority and other parameters. D'Manager provides integrated workflow scenarios (other workflows can be used as well). As per the applicable workflow, the notification approval cycle is then built.
- After the notification is approved, the business leader/main implementer assigns the relevant employees to the notification (staffing process).
- As soon as the notification is created, approved and staffed with the relevant resources (i.e., implementers, developers, testers, etc.), it is regarded as vested.
- On creating a new change request, D'Manager enforces the business rules by forcing users to point to a vested notification on which they are staffed. Failing to do so prevents users from creating a new change request. No exceptions allowed. Hence, change requests are now bundled to the notification they point to.

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- A workflow to approve the transport to the QA system is integrated into the D'Manager system, yet it is rarely used.
- As soon as the main implementer finds that the notification is ready to move to PROD, an approval workflow is initiated.
- To enable the main implementer to orchestrate the list of change requests that need to move to PROD, a new state was introduced - Date2Prod. On top of approving the notification to PROD, the main implementer has to enter the earliest date change request which can be transferred to PROD.
- As soon as all notification's change requests were moved to PROD and the change process comes to an end, the notification can then be marked as completed.

Throughout the whole process, D'Manager minimizes the overhead traditionally involved in managing and controlling the change process. Change request forms, approval signatures, specs, design documents and excel lists of change request, just to name a few.

- The status set is customized by the organization in a clear and simple way to reflect the organization business working processes and flows. As part of the simplification concept, D'Manager notification statuses are automatically changed, as the process evolves, step by step. No need to use any resources (people, effort) to manually change the status, until full change of process is complete.
- Although the various CRs associated with the notification reside in different systems and clients, IMPACT CM' cockpit shows their respective and overall status.

D'Manager becomes the sole mechanism for the change process management and control. That is to say, from the system's cockpit, business/IT monitors and controls each and every notification. Furthermore, throughout the process D'Manager logs all changes and saves all process-related artifacts.

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Basic D'Manager Customization

1 Adding a Catalog Type

To define a new catalog type go to **SPRO** and choose in the menu:

Quality Management> Quality Notification > Notification Creation > Notification content > Maintain Catalogs > Define Catalogs.

D'PROS: Change management type: &

2 Adding a Partner

To define a new catalog type go to **SPRO** and choose in the menu:

Quality Management> Quality Notification > Notification Creation > Partners > Define Partner Determination Procedures > Define Partner Determination Procedure > Quality Management.

3 Adding Code Group/Code

To define a new code group/code go to **QS41** and choose the relevant catalog type.

ICM Catalog	Description	Meaning
(	D'PROS: Change Management Activities	Actions made (Auto update)
)	D'PROS: Change Management Tasks	Task code of the Notification Approver
&	D'PROS: Change Management Type	Notification type and classification

4 Adding User Statuses

To define a new user status go to **BS02** and choose the relevant Status profile (/DPS/CM).

5. Action Box

To define a new action in the action box go to **SPRO** and choose in the menu:

Quality Management> Quality Notification > Notification Processing> Additional Notification Functions> Define Action Box> Define Functions for the Action Box.

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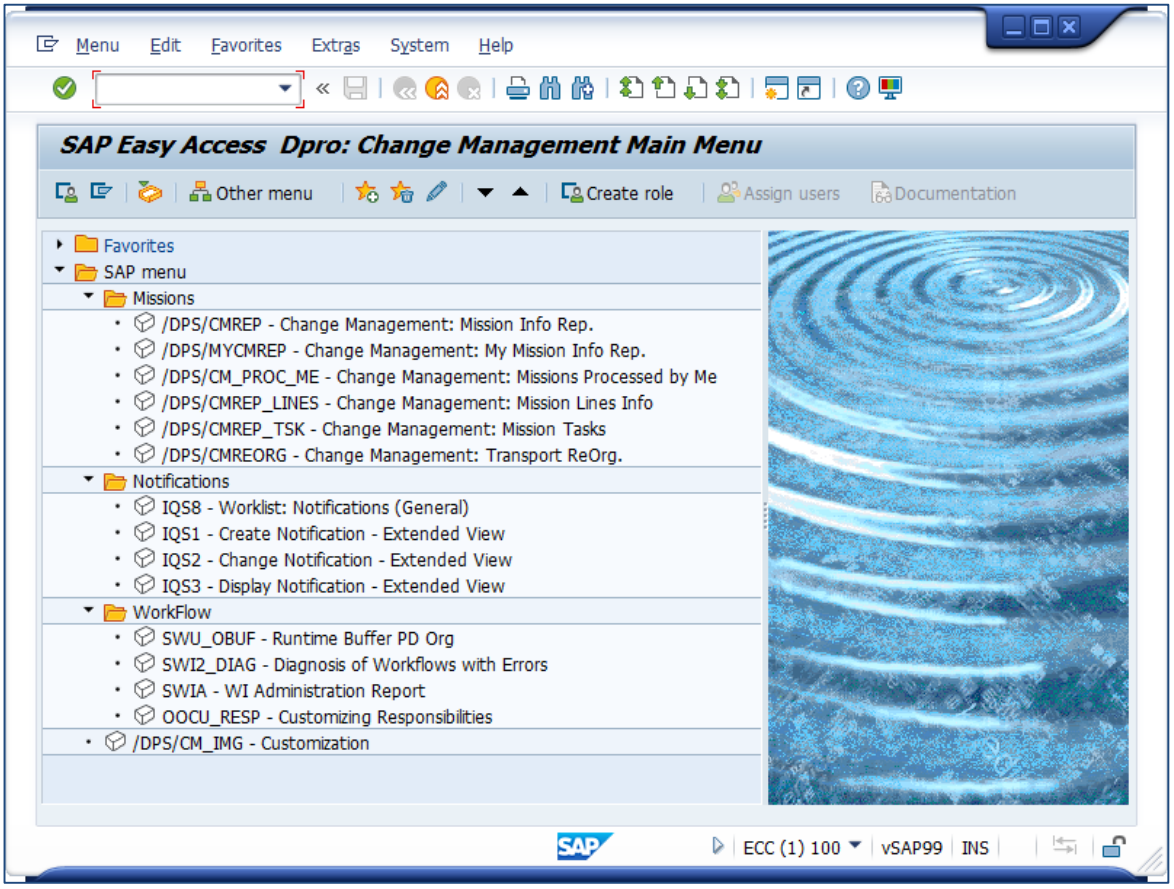
D'Manager: Main Menu

D'Manager main menu (T-C0de: **/DPS/CM**) includes the following layers:

- **Missions** – Comprehensive reporting tool for all notifications and requests, including full information and status.
- **Notification** - Notification creation/change and display
- **Workflow** – Maintenance workflow T-codes
- **Customization** – System implementations, such as: system overall status definitions, system activation/deactivation and SAP landscape definitions.



D'Manager main menu options reflect the rate of usage of the menu's entries, as used in daily operations. However, the functionality described below focuses on the chain of events, starting with the basic Customization and continues with Notifications, Notifications and Workflow menus, respectively.

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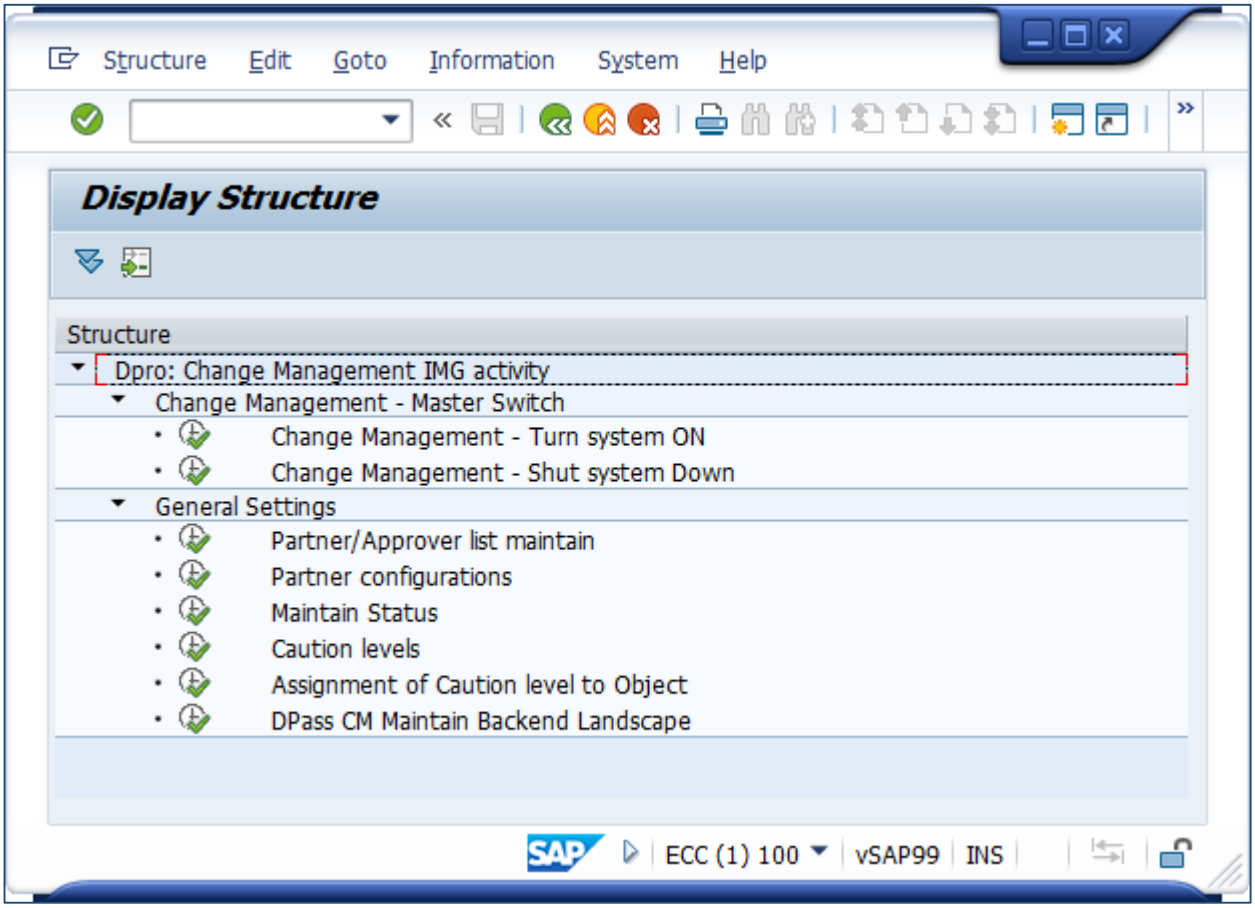
Customization

Customization layer (T-Code: **/DPS/CM_IMG**) contains a set of useful tools to allow administrative control and customization options to reflect the way the organization conducts its processes.



1 D'Manager Master Switch

This option allows the system administrator to switch on/off the D'Manager utility and the ability to use it.

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2 General Settings

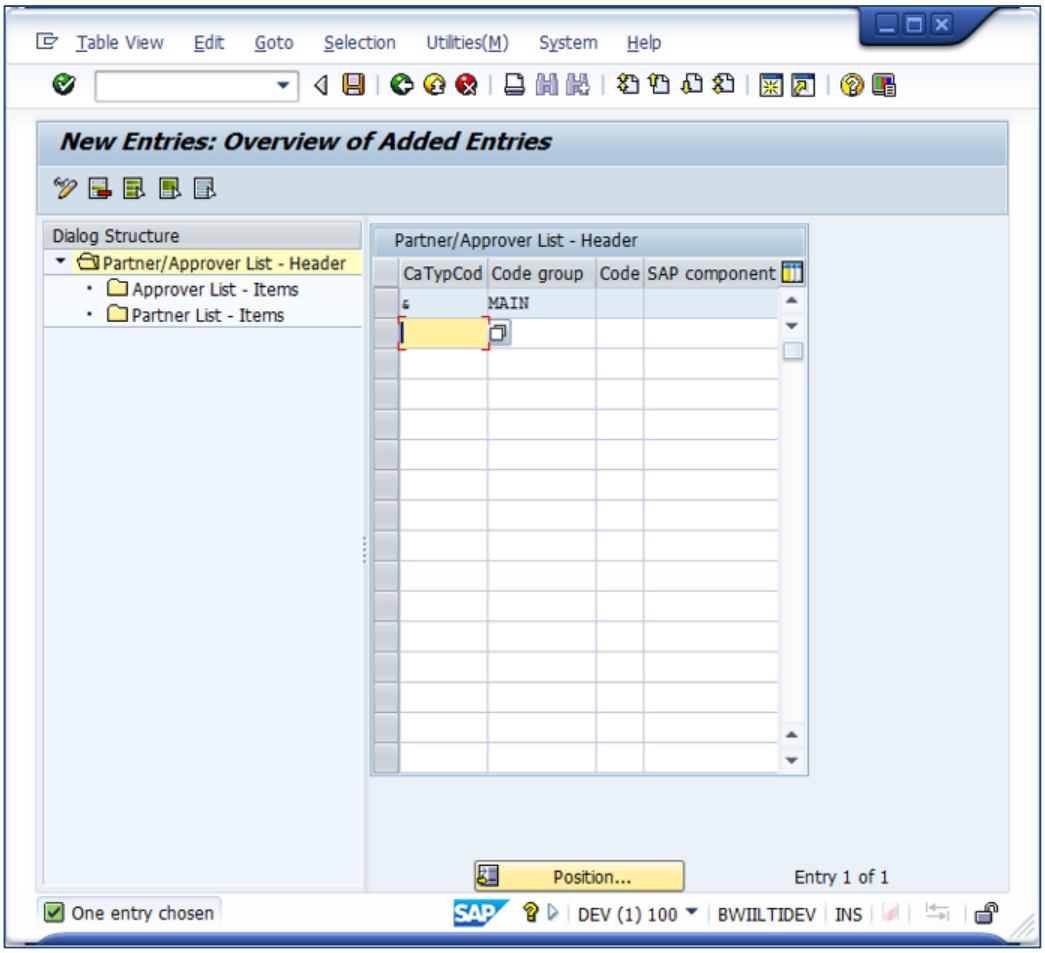
2.1 Partner/Approver Maintained List

This option enables the system administrator to add/manage within the release strategy the following:

- **Code and SAP Component** – Create a new release strategy.
- **The Approver List** – Manage the release strategy list.
- **The Partner List** – Manage partners who are optional to the release strategy or relevant to CR handling.

Creating is done by clicking on New Entries.

2.1.1 Code and SAP Component Screen



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Fill in the following fields:

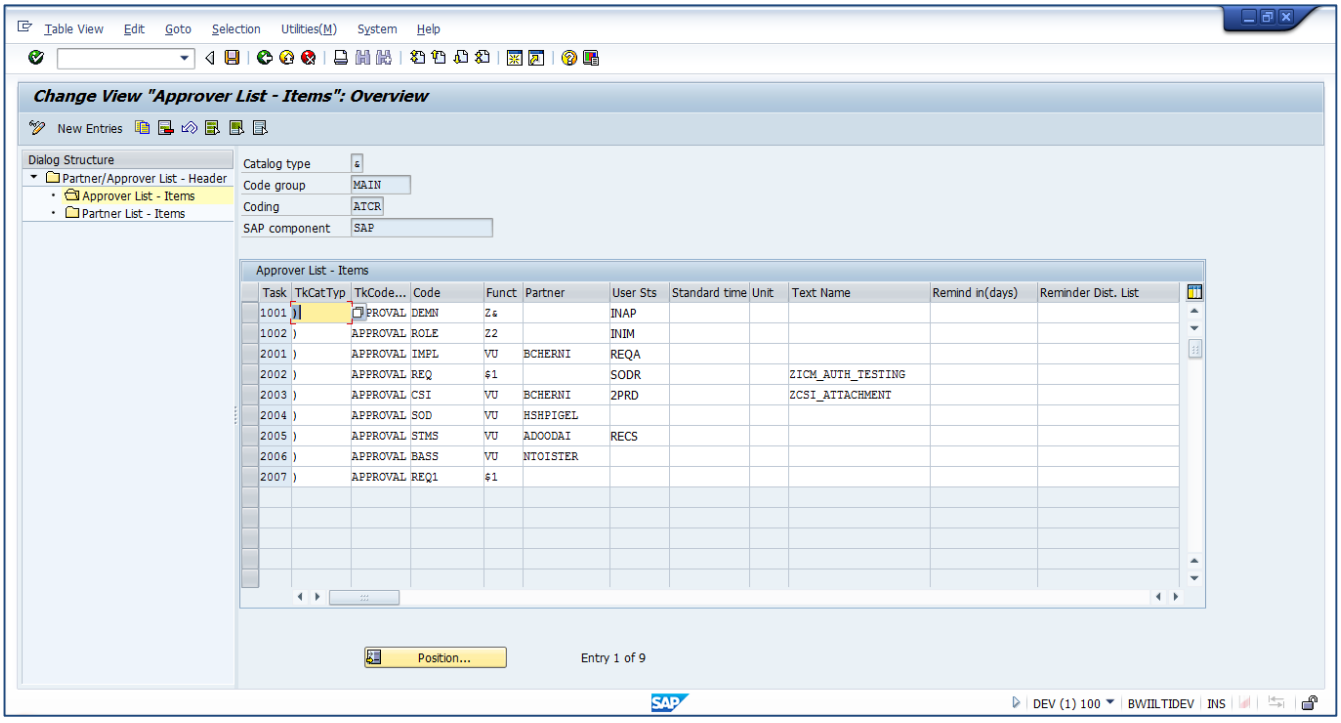
Field	Type	Description
CaTypCode	Obligatory	Catalog type code (ICM: '&')
Code group	Obligatory	Notification type (Managed in **QS41)**
Code	Obligatory	Notification classification
SAP component	Obligatory	SAP relevant component

2.1.2 **The Approval List**

This is the screen of the approval strategy.

The partner field is automatically/manually filled by the system in several cases:

- **Automatically**: In case the creator of the notification (partner function: $1) is one of the approvers.
- **Manually**: In case there are several potential approvers in the same position.



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Fill in the following fields:

Field	Type	Description	Value
Task	Obligatory	Number of Task	Beginning with 1, means the task must be approved before any action is made in the DEV environment. Beginning with 2 means, the task is WIP (work in progress).
TikCatTyp	Obligatory	Notification catalog type	')' (Managed in **QS41**)
TkCodeGp	Obligatory	Notification code group	APPROVAL (Managed in **QS41**)
Code	Obligatory	Task code of the Notification Approver	Up to 4 characters (Managed in **QS41**)
Func	Obligatory	Partner Function	Up to 2 characters (Managed in **SPRO**)
Partner	Optional	Relevant user to sign the task.	SAP User
User Sts	Optional	Active user status after completing the task	Up to 4 characters (Managed in **BS02**)
Standard time	Optional	Defined time to approve task	Number to describe time
Unit	Optional	unit of Measure of standard time	DAY/HR/MIN/WK/MON
Text Name	Optional	A massage text that will pop-up when the task is completed	(Managed in **SO10**)
Reminder in (days)	Optional	Set time of a reminder to be sent to a distribution list	Number of days
Reminder Dist. List	Optional	Choose a distribution list	(Distribution list is managed in **SO15**)

2.1.3 **The Partner List**

This is the screen that defines if a user can be a partner in the notification, even if he is not one of the approvers.
The function partner can later be manually changed in the notification according to the relevant position.

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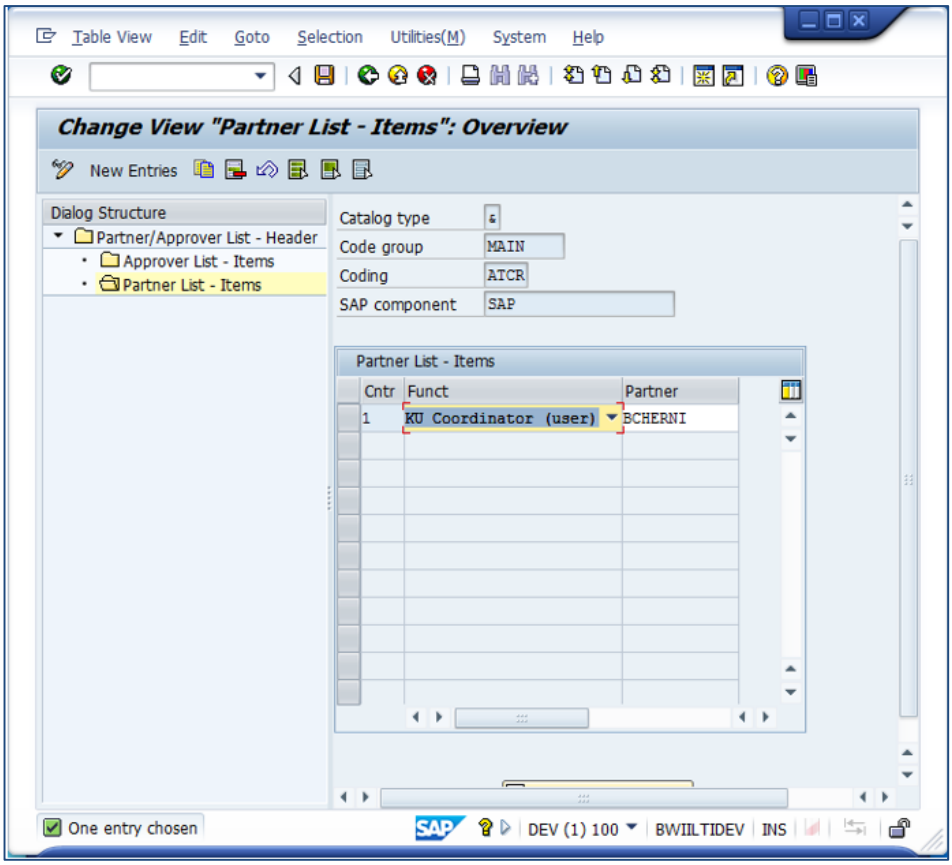

Fill in the following fields:

Field	Type	Description	Value
Cnts	Obligatory (default)	Automatic Partner #	Automatic partner number
Funct	Obligatory	Partner Function	Choose from the partner function definition.
Partner	Obligatory	Relevant user to sign the task	SAP User

Important Note:

User which is defined as a Partner will be able to add a CR to the Notification

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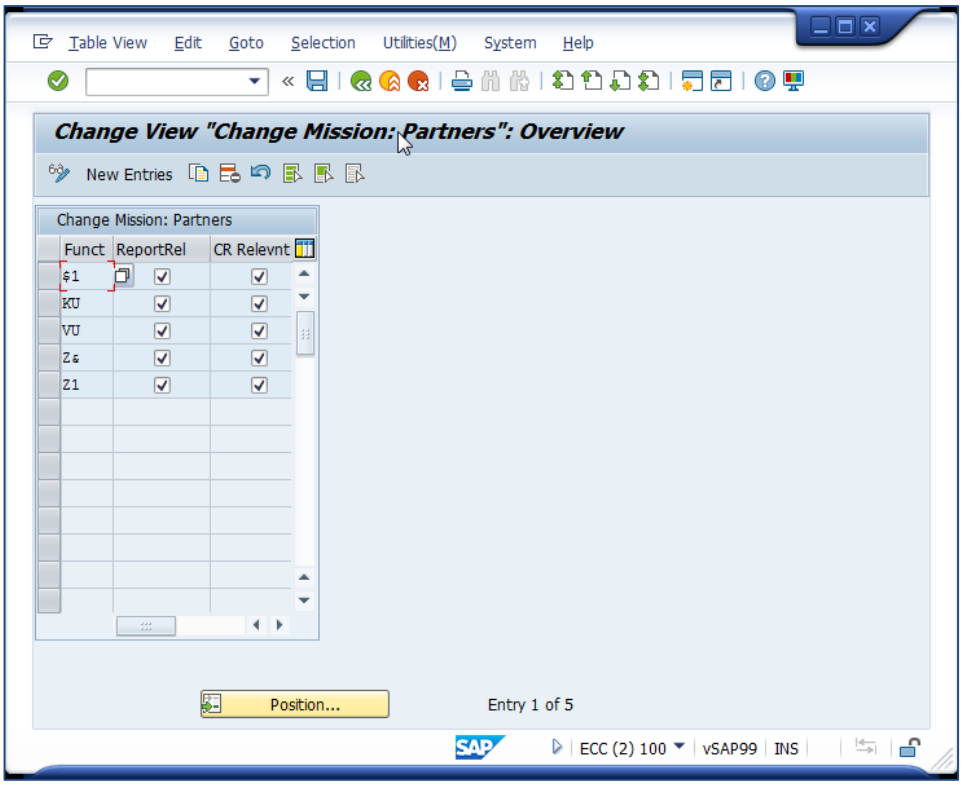
2.2 Partner Configurations

This option enables the system administrator to define 2 parameters.

- If this function partner will appear in the change management reports in the partner list field.
- If this function partner will be able to create a CR on this Notification.



2.3 Maintain Status

This section defines the overall notification status. All entries are customizable. The overall status automatically changes according to the status defined in this table, once the approval process commences until the notification is completed.

The overall status definition is extremely important as it is the status viewed in the Notification Lines display. It is a mix of the standard SAP status and the internal status, defined by the user.

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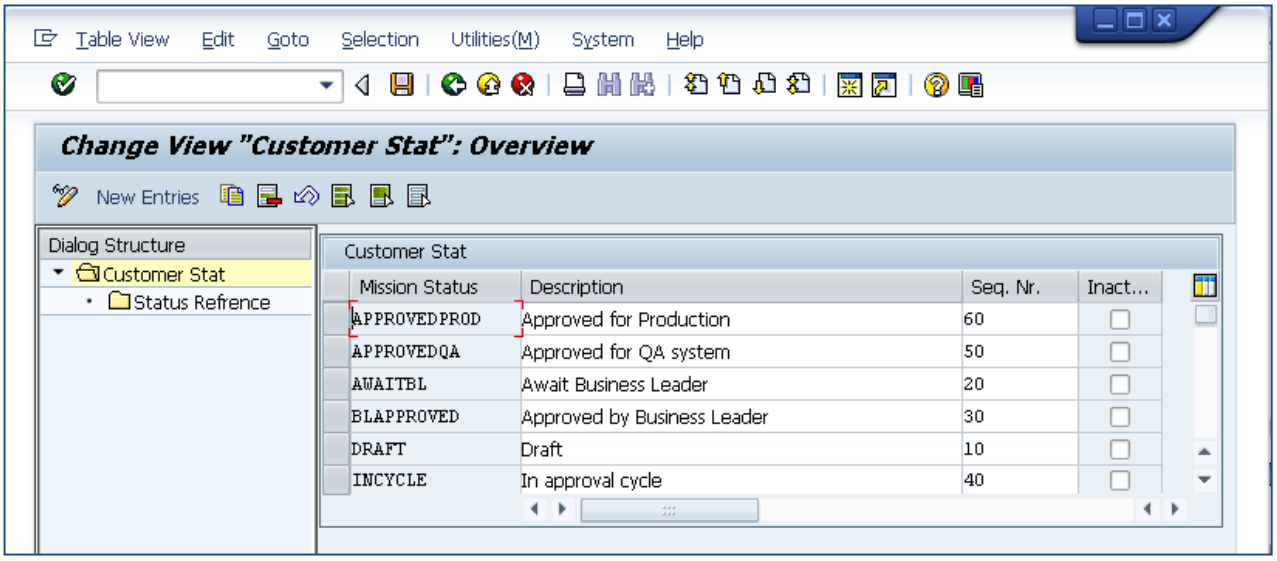
2.3.1 **Customer Status**



Fill in the following fields:

Field	Type	Description	Value
Mission Status	Obligatory	Short description of notification status.	Up to 15 char.
Description	Obligatory	Long description of notification status.	Up to 40 char.
Seq. Nr.	Obligatory	Each overall status is assigned a Sequence #. When the status changes from one to another, due to an approval in the system, the new status will be applied automatically, without any manual intervention. D'Manager will search within this table for the highest Sequence # that matches the new notification statuses (AND, not OR).	Up to 10 int.
Inactive	Optional	Each status can be in Active (default) /Inactive mode.	

2.3.2 **Status Reference**

Each status is defined via the Status Reference entry and contains one or more standard SAP statuses, "I" and "E".

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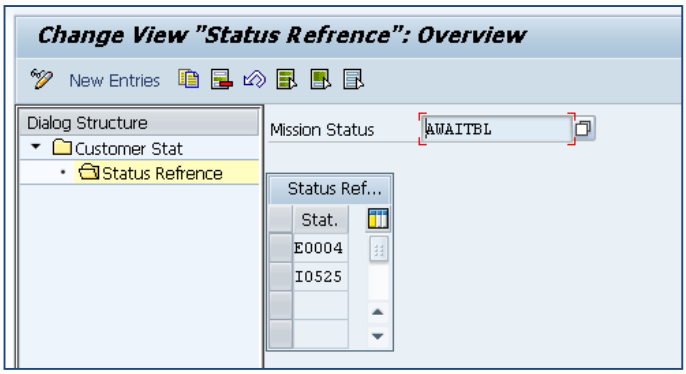


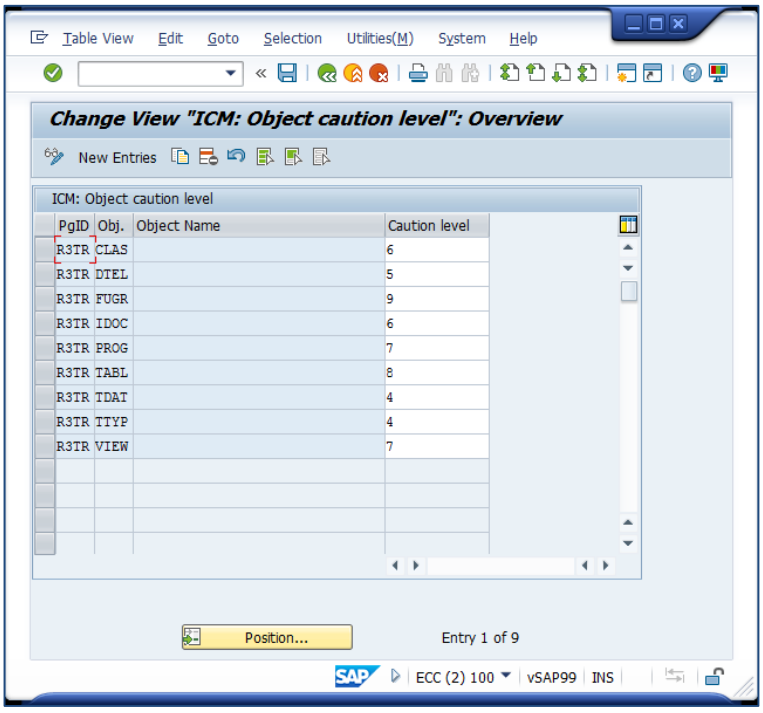
2.4 Caution Levels

This section defines the number of caution levels and its representing color for the object packed in the CR.

2.5 Assignment of Caution Level to Object

This screen defines which object will have a caution level and the caution level number.

It is possible to write a specific object name.



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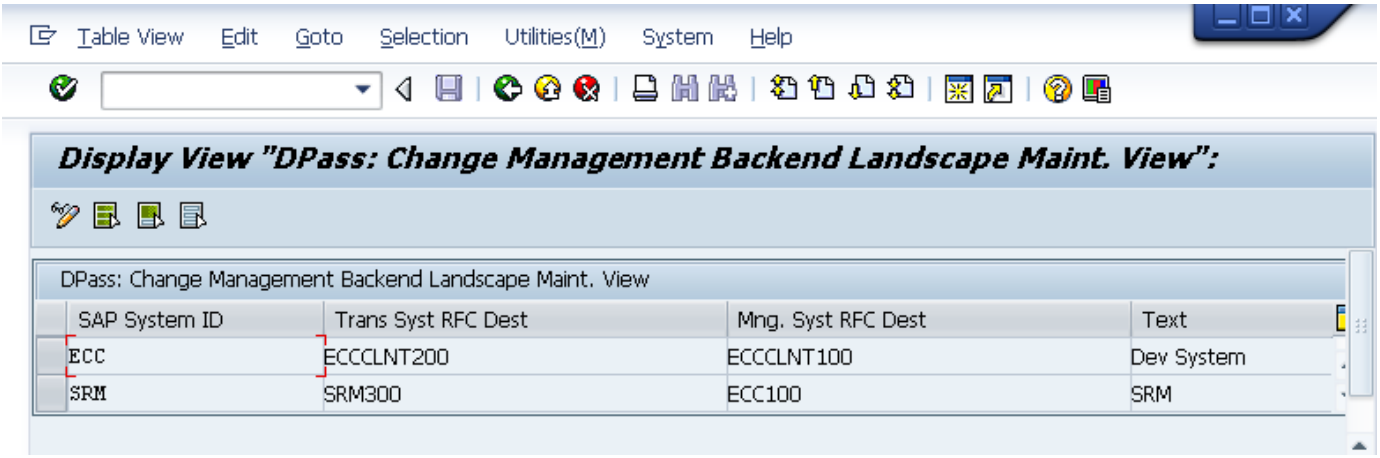
2.6 D'Manager Maintained Backend Landscape

System administrator defines the backend landscape for the D'Manager. The Management packages are installed on the main production system (commonly ECC machine), while the Transport package is installed on any ABAP based Development machine.

The communication link between the Management package and its corresponding managed clients is materialized via a RFC protocol utilizing the standard RFC Destinations.

The following table defines the pairs of clients (managing-managed) and the corresponding RFC destinations. It will look different in any organization, to reflect the way the organization configures its various systems and conducts its business.



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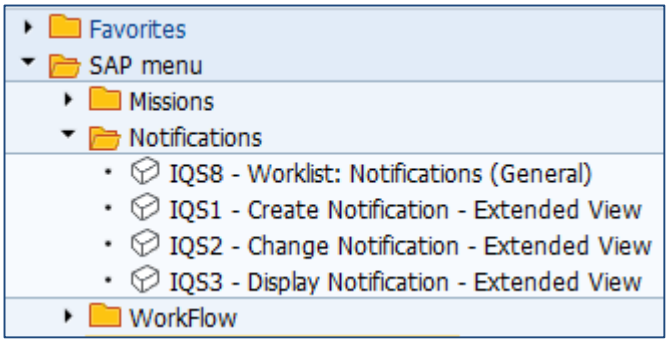
Notifications

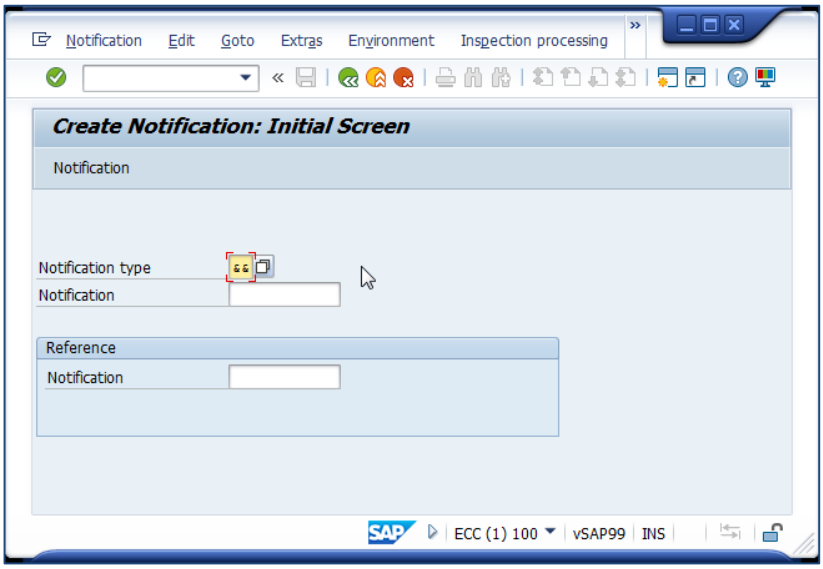
Every change in the system starts with a development request, a.k.a., a notification that is shown in the system as a notification of specific type. The notification includes all the necessary information and data relevant to the request(s). The notification is usually created by the business leader who is automatically assigned to it as its creator.

D'Manager Notifications menu includes the following entries:



1. Create Notification – Extended View

Notification creation is the basic step in being able to manage the changes in the system.



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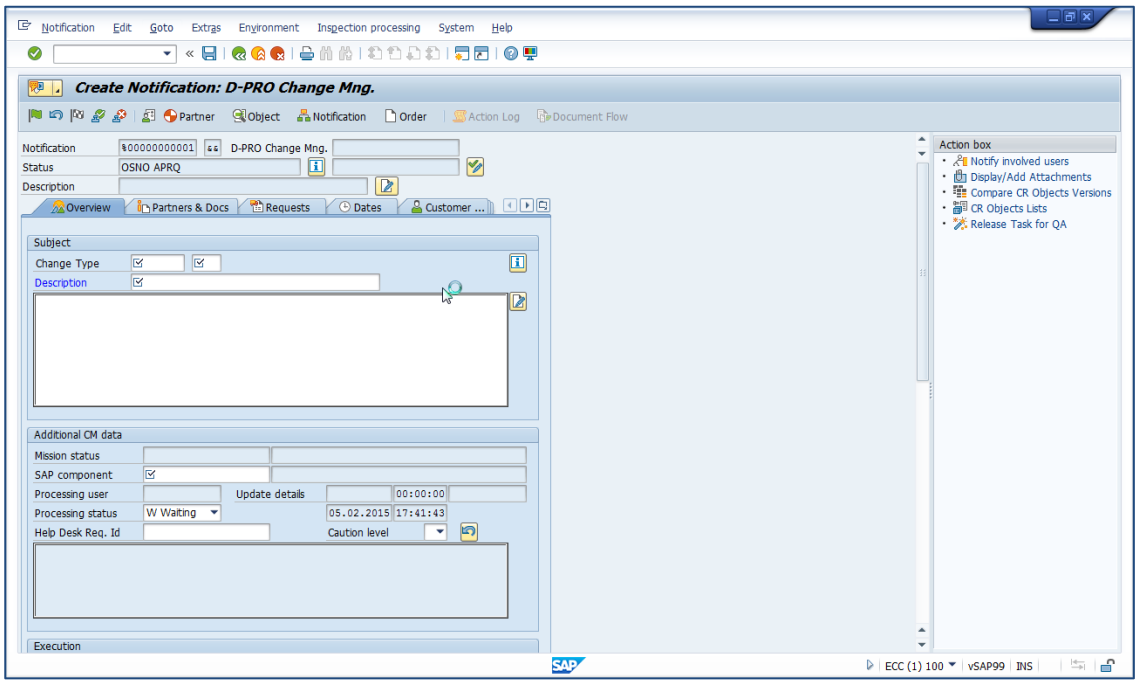
Press "Notification" Button: The following basic window is displayed:



Notification information is displayed in several tabs, in order to make it more readable and comprehensive.

The Action box in the right side of this window is automatically updated continuously. It displays the actions that can be activated on the notification, according to status of the notification.

1.1. Header Information

The basic information is available in the header and includes:

- Notification number and its type
- **Status:** supports 2 indications: the left one is an Internal status and the right is the User status. The notification overall status, is a mix of both. The user status shows which approvals this notification has to go by. As the CM proves and evolves, the status is updated accordingly.

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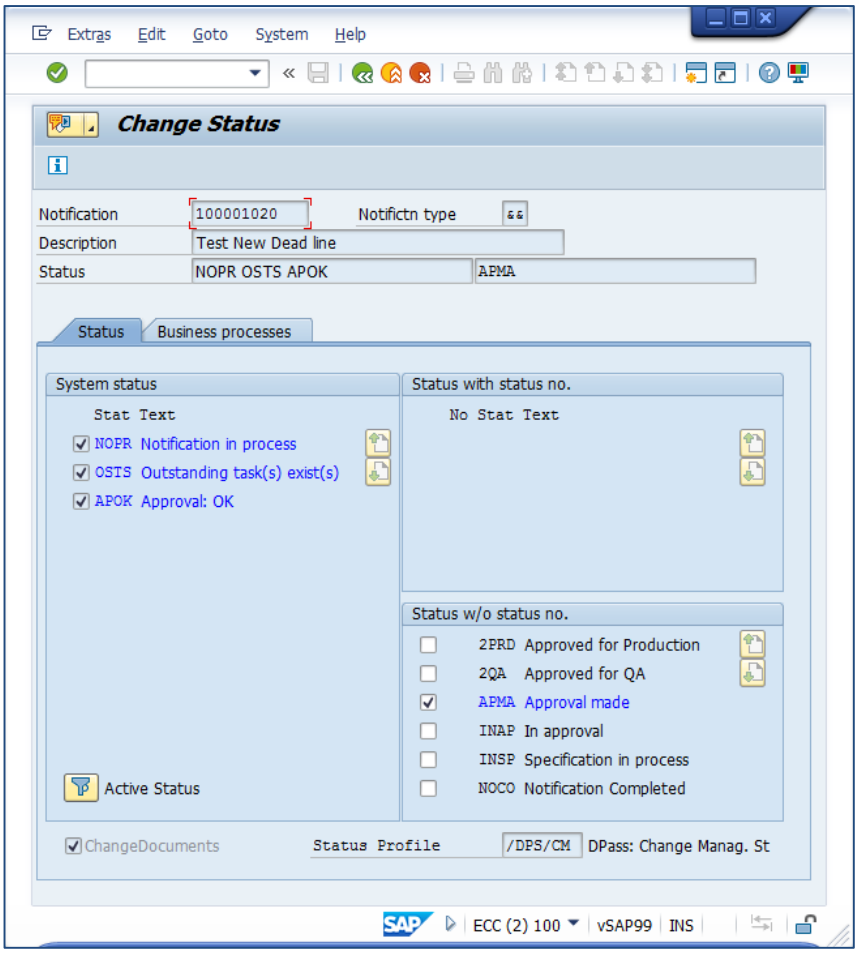

- **Description** – free text

The main menu bar includes all available actions. Only the highlighted buttons can be activated. The buttons are activated or not according to the status of the notification.

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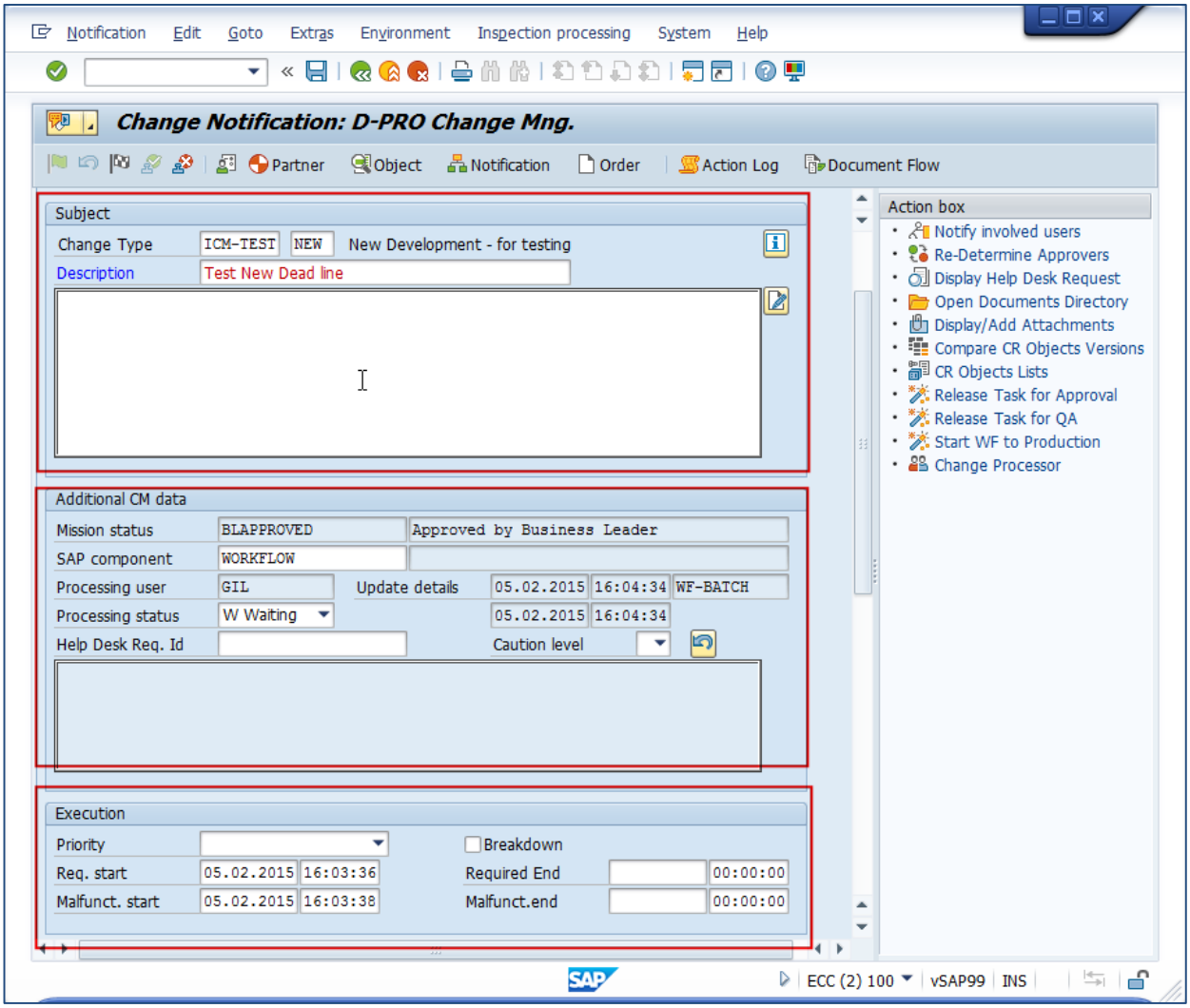
1.2. Overview Tab

Basic Notification Information is displayed in the Overview tab. It includes information that is either entered by the user or information that is continuously and automatically updated by the system, as the change management and process evolve.



It is divided in 3 parts:

Subject:

- *Change Type*: is table selectable.
- *Description*: all changes and information can be added and is kept along the way.

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Additional CM Data:

- *Notification Status, Processing User and Update Detail Fields*: are automatically added by the system and changes according to the tasks.
- *SAP Component*: selectable from table
- *Processing Status*: selectable from the table.
- *Help Desk Req. ID*: it is possible to link the notification to a Help Desk item from another program.
- *Caution Level*: indicates the level of the objects included in the CR. Can be automatically added or chosen by the user.

Execution:

- Priority: selectable from the table
- Required start and Required end
- In case of malfunction, these dates are listed as well.

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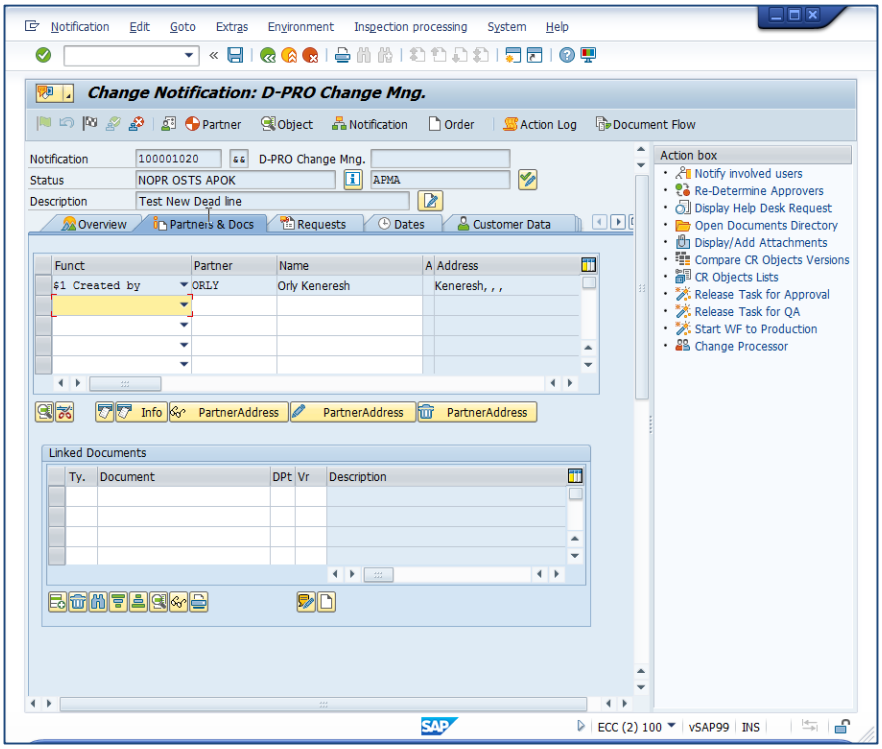
1.3. Partners & Docs Tab

This section has 2 essential functions:

- *Assign partners/relevant people* involved in all the change phases. Only assigned partners can view the status and approve the corresponding part, as per his responsibility. Notification creator is automatically added to the list. All others are added manually either by the business leader or the main implementer or any other function in charge.
- *Link Documents*: documents will be added as the process evolves and will be kept as a reference for the CM process.



1.4. Requests

List of requests, bundled to the notification, will be displayed.

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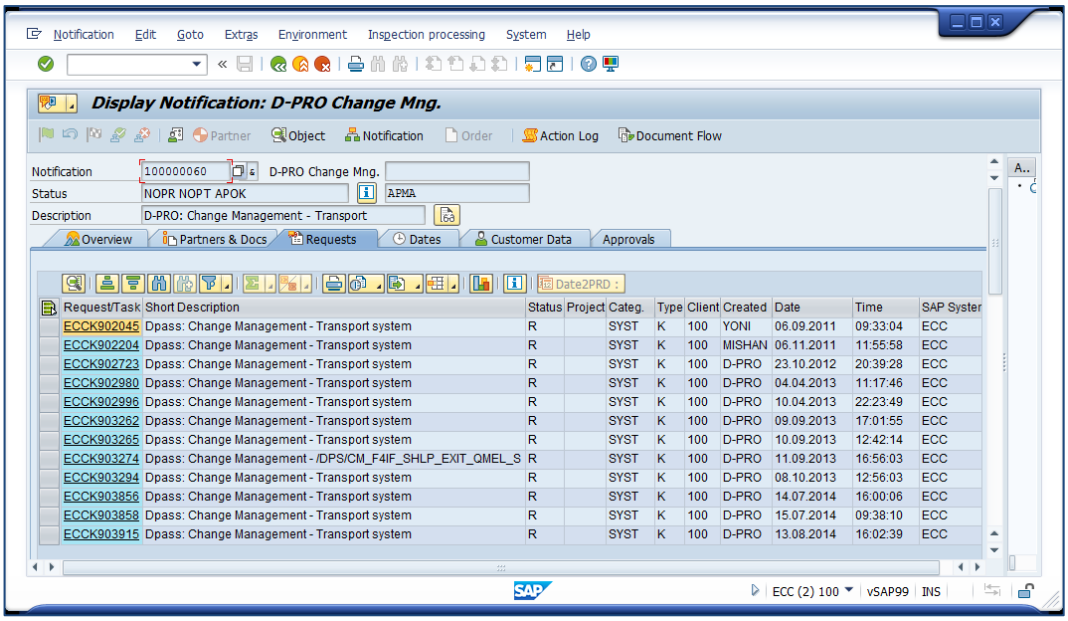
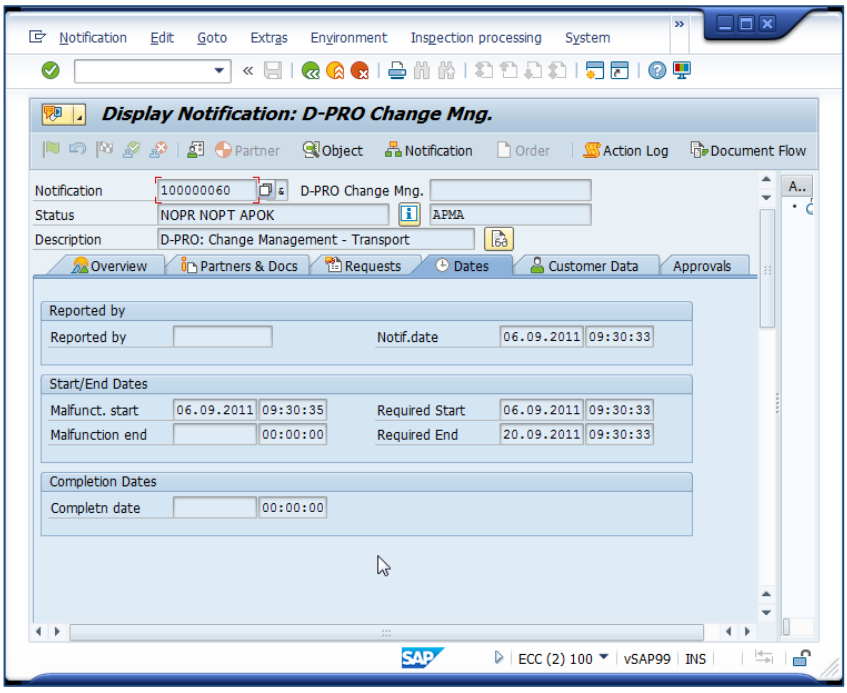


1.5. Dates

The implementation tie schedule is defined per the notification: reporting person and the relevant dates: start/end and completion dates.



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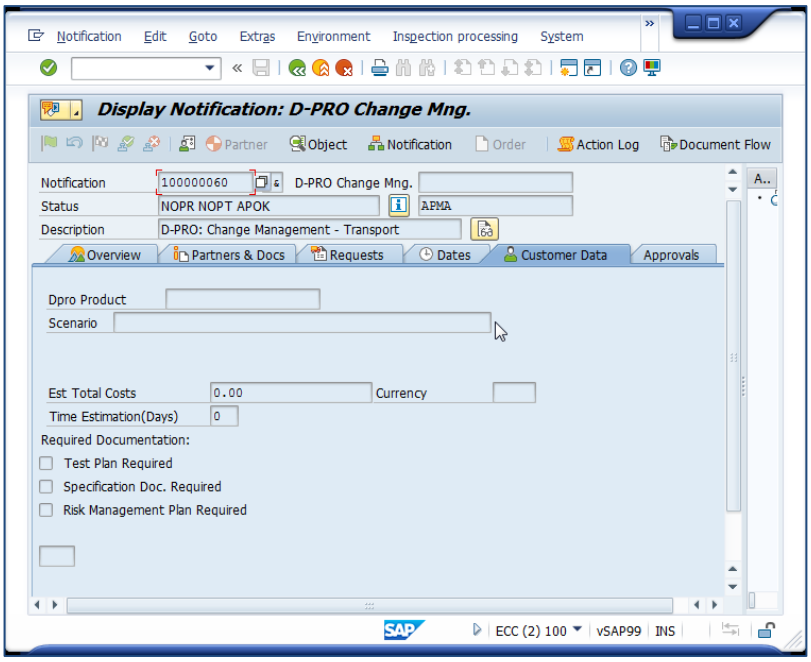
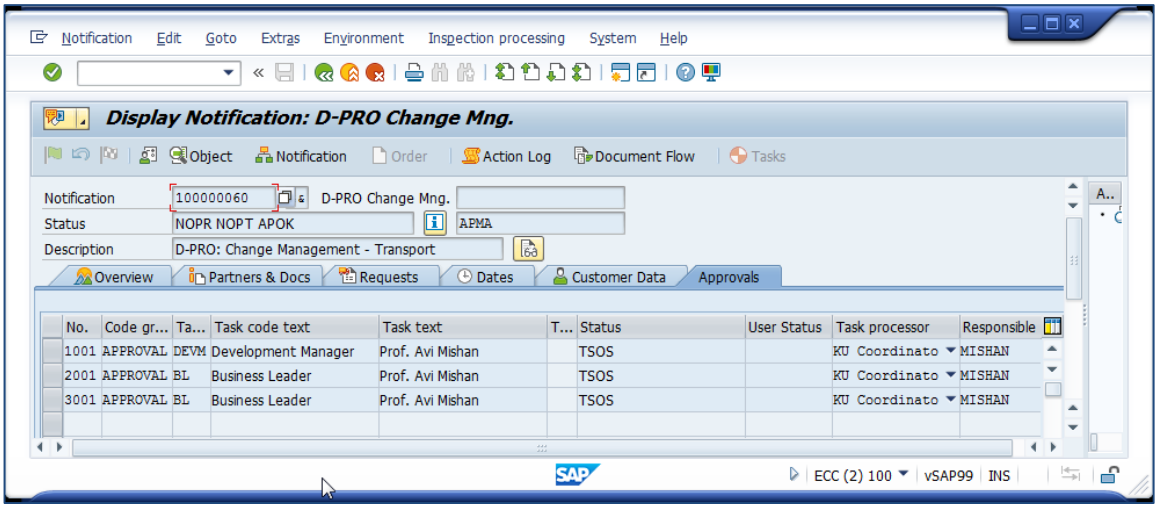
1.6. Customer Data

This tab's screen is customizable and its content is customer centric.



1.7. Approvals

This table is automatically updated as the process evolves, supports the CM process.



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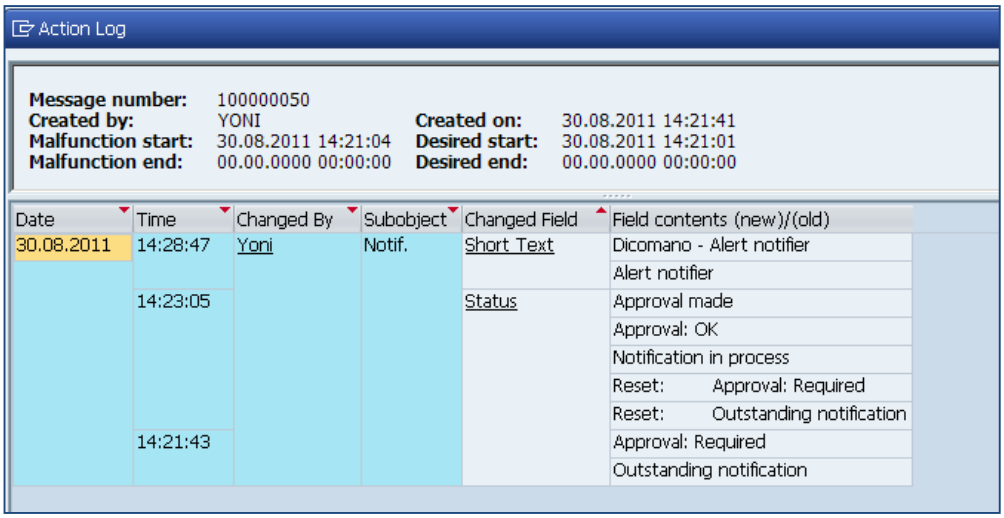
2. Change & Display Notification – Extended View

Change Notification allows relevant people to make changes on the defined notifications that this specific user is assigned to.

In Display Mode, the information can be viewed, without any actions to be performed.

It is possible to see all changes made to this notification in The Action Log Button.



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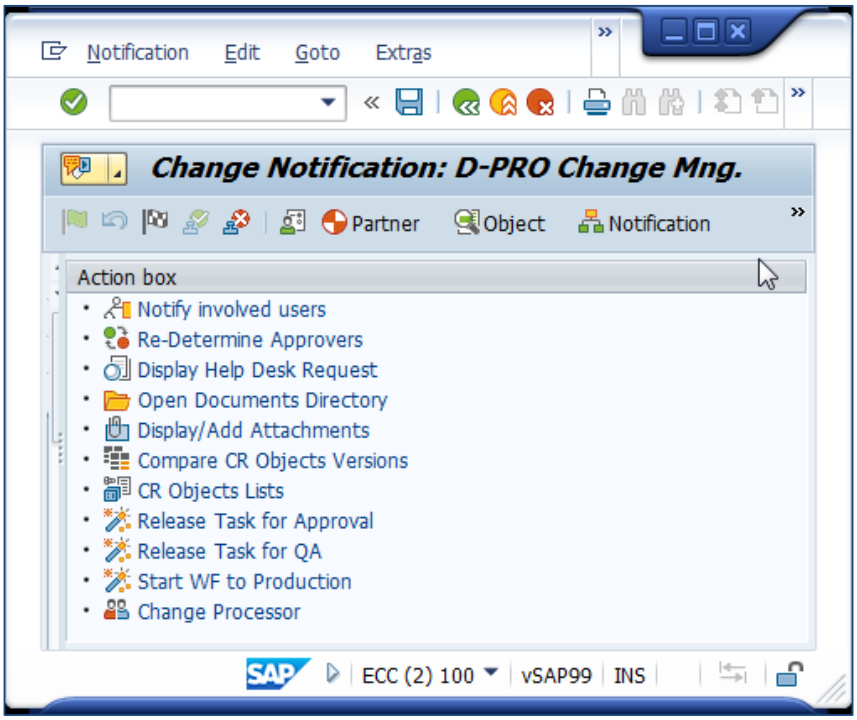
2.1. Action Box

The Action Box in the right side includes, all the actions that can be activated on this specific notification, in its existing status.



- **Notify Involved Users**
  This action sends an email to all the partners in the notification.
- **Re-Determine Approvers**
  This action changes the approvers in the notification and restarts the workflow.
- **Display Help Desk Request**
  This action is relevant if there is a help desk system. It is possible to display the relevant ID request in the notification. (Maintained in **/DCM/PARAMS_VAL** – parameters table).
- **Open Documents Directory**
  This action provide a quick access to a document directory on the computer. (Maintained in **/DCM/PARAMS_VAL** – parameters table).
- **Display/Add Attachments**
  This action give a quick access to handle the attachments list.

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- **Compare CR Objects Versions**
  This action provide a comparison table of all the CR objects in the notification between the different systems.
- **CR Objects Lists**
  This action provide a table list of all the CR objects in the notification and their caution level.
- **Change Processor**
  The processor field in the notification is automatically filled by the workflow and taken from the approver list. It is possible to replace the processor with this action.

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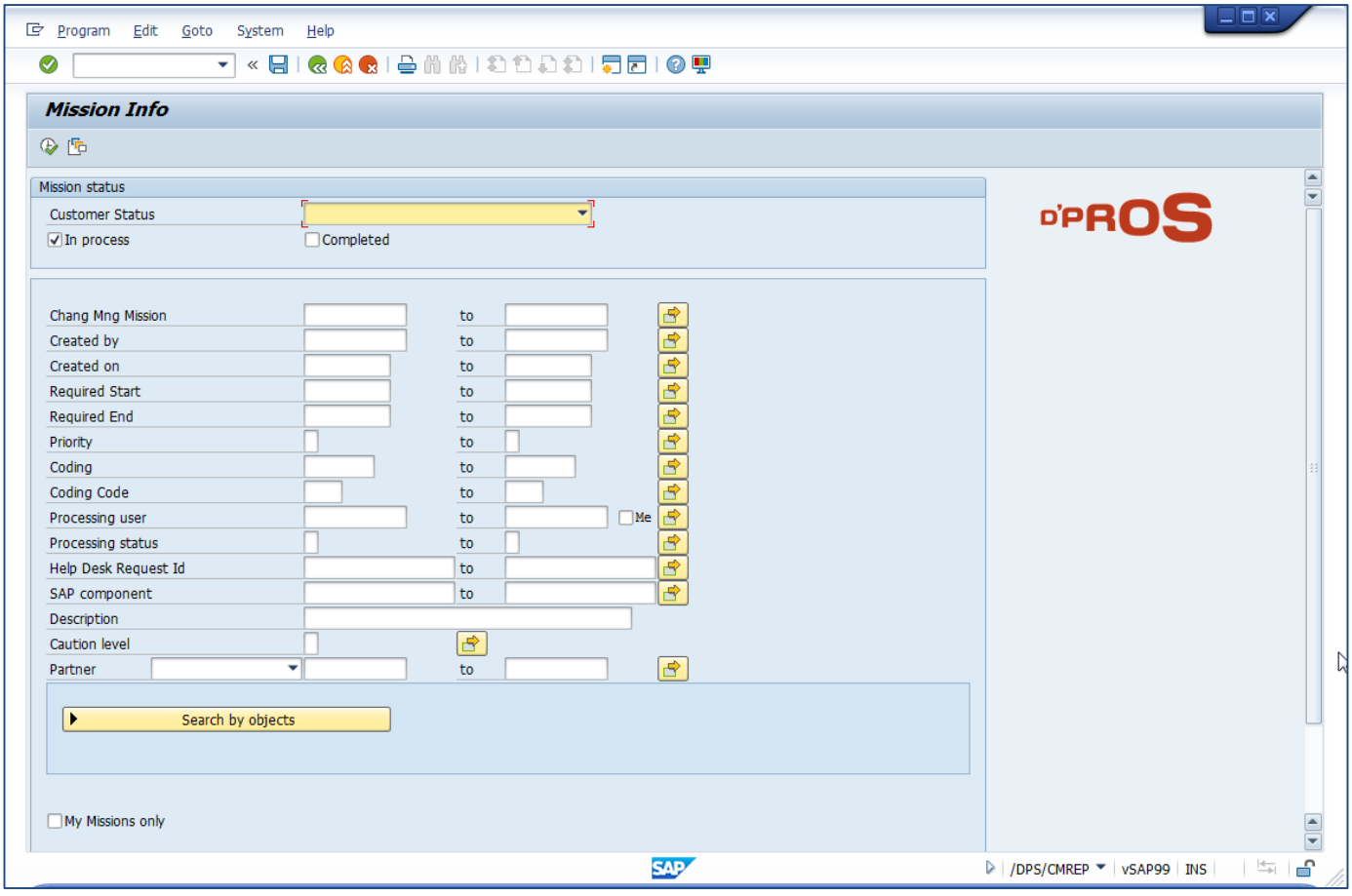
Reports

Defined Notifications can be viewed either individually or in lists.

1 Notification Info Report

Notifications defined on all machines (PROD, DEV) can be viewed as a whole. Moreover, drill down to the notifications details and changes can be applied (T-code: **/DPS/CMREP**).
Notification search can be performed according to parameters such as Notification, Date, Priority, etc.



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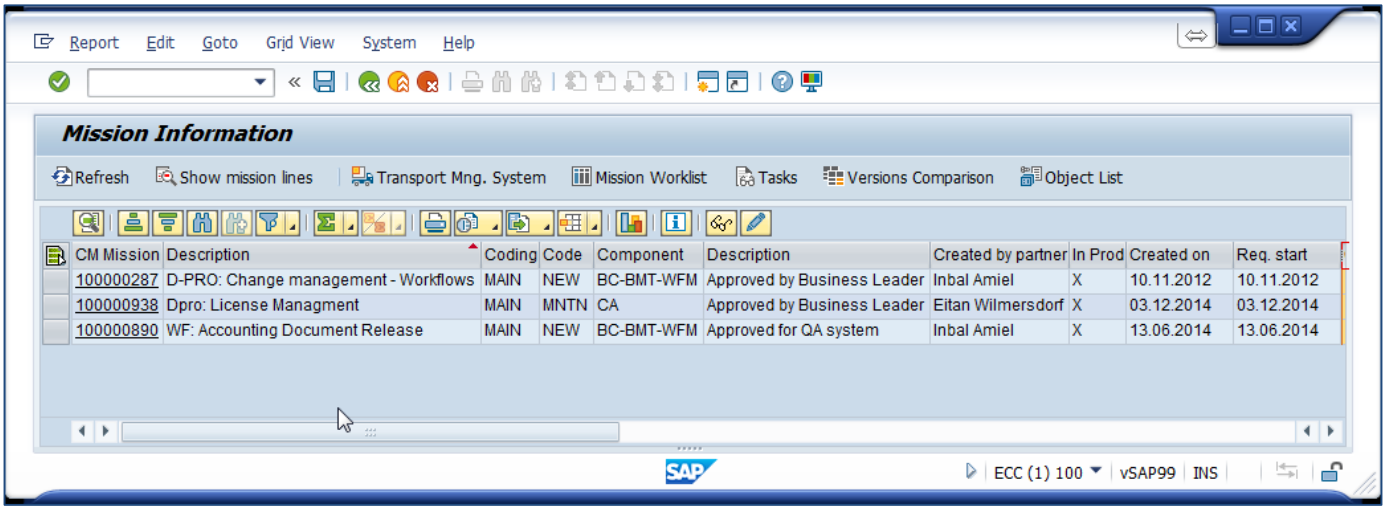
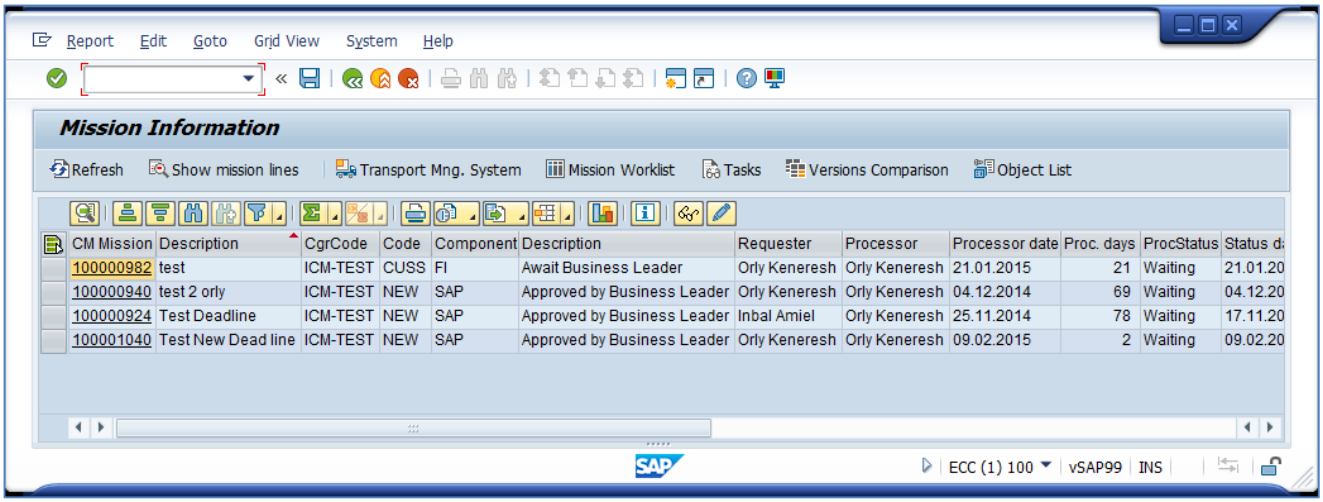
2 My Notifications Info Report

This report is an easy option to activate in one click and view all notifications whereby the defined user is a partner.
Layout display is configurable. (T-code: **/DPS/MYCMREP**).



3 Notifications Processed by Me

This report show all notifications in which the user is the processing user. (T-code: **/DPS/CM_PROC_ME**).



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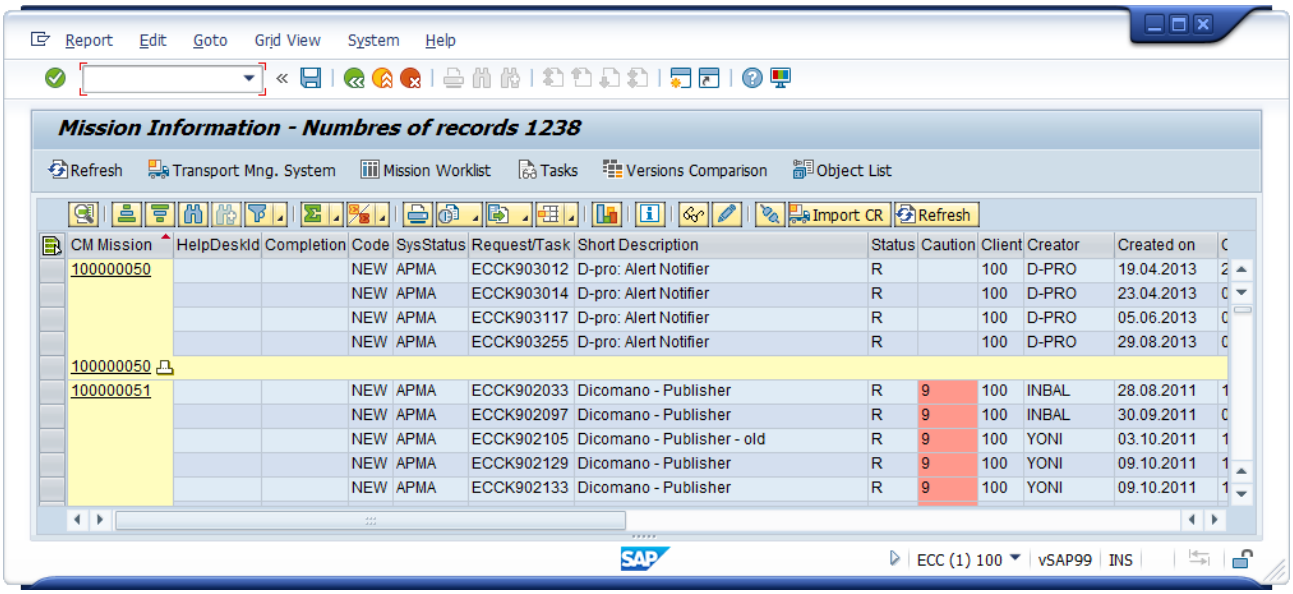
4 Notification Requests Info

In this report each notification is composed of several lines, each one representing a request. (T-code: **/DPS/CMREP_LINES**).
By clicking on a certain notification's Request, the full Request info is displayed as a Change Notification.



5 Notification Tasks

Notification Tasks Screen displays all notifications and all their tasks. (T-code: **/DPS/CMREP_TSK**).
In this report there is a few columns that help shows the planned and actual duration time for each task.

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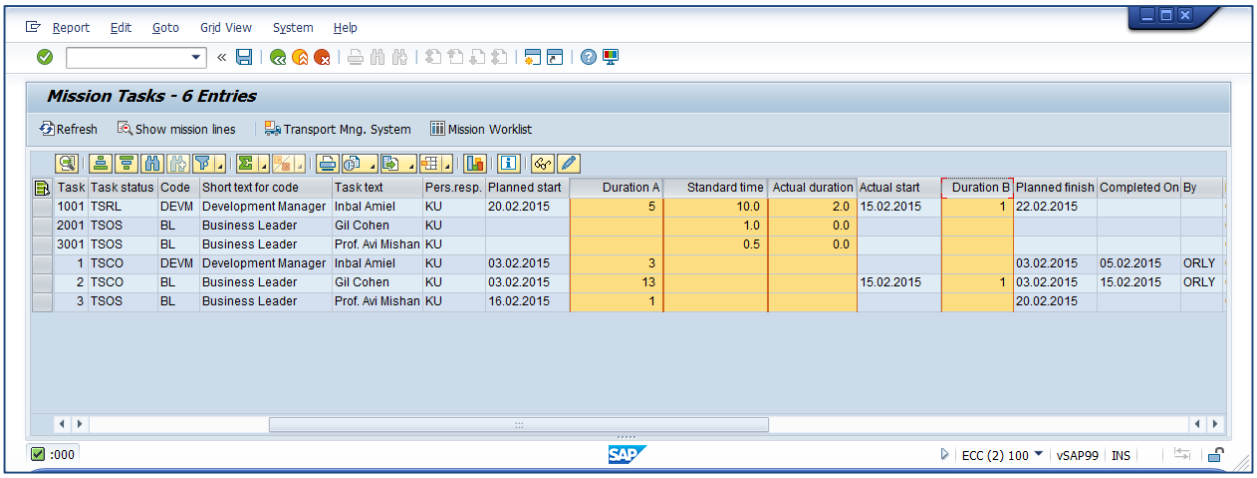

Field	Value
Duration A	*Duration Planned* – Calculates # of days until the planned start if the date is in the future. *Duration Completed* - Calculates # of days from the completion date of the task.
Std Time	Standard time for the task if maintained in customization.
ActDur	The actual duration of the task. Can be entered manually in the task.
Duration B	*Duration Actual Completion* - Calculates number of days from actual start until current time or completion date.

6 Transport Request Reorganization

Cases where requests were assigned by mistake to a specific notification can easily be resolved by using this useful utility. (T-code: **/DPS/CMREORG**).

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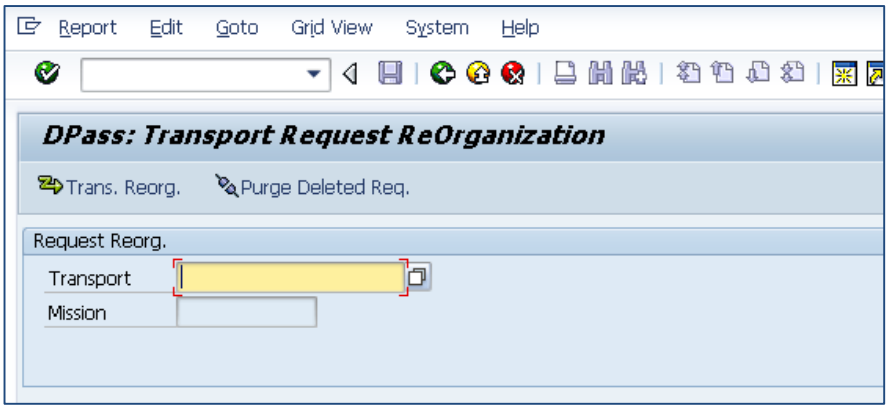

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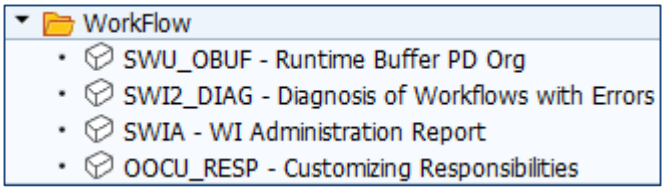
Workflow

The Workflow menu allows users to use maintained D'PROS' pre-defined workflows that are already aligned to D'Manager. These specific Workflows enhance our customer experience and provide a full solution to the complex change management process.



1 Runtime Buffer PD Org

This T-Code **SWU_OBUF** synchronizes the runtime buffer.
It is used after changes are made to the Workflow and transferred by a request.

2 Diagnosis of Workflows with Errors

This T-Code **SWI2_DIAG** provides a diagnostic tool to find a Workflow error and restart the Workflow if needed.

3 WI Administration Report

This T-Code **SWIA** provides a tool to process the Workflow work items as an administrator.

4 Customizing Responsibilities

This T-Code **OOCU_RESP** maintains the responsibility rules.

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