

SAP CLOUD PLATFORM | EXTERNAL

Technical Configuration Guide

Product Change for Utilities

THE BEST RUN 

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Overview

This document provides technical information about what needs to be configured to run the workflow management package *Product Change for Utilities*. This document is intended to be read by technical personas, such as IT administrators or developers. The document describes what needs to be done to operate the solution. It mainly focuses on technical configurations, such as destinations for example, and less on business configuration that can be performed by a key user or a business process expert.

Involved Solution Components

This chapter provides an overview of involved solution components in SAP Cloud for Utilities that are used to make Live process package *Product Change for Utilities process* run.

- SAP Cloud Platform Integration
- SAP Cloud Platform Workflow Management (subscribed service)
- SAP Cloud Platform EDoM Retailer (subscribed service)
- SAP Cloud Platform Enterprise Messaging (subscribed service)
- SAP Cloud Platform Process Visibility (subscribed service)
- SAP S/4HANA Utilities (OP)
- SAP Subscription Billing

General Prerequisites

This chapter provides an overview of general prerequisites in SAP Cloud for Utilities that need to be met run the Workflow Management Package *Product Change for Utilities* process.

Note! In an order-to-provisioning scenario, this artifact follows the “Determine Business Scenario” artifact.

Procedure

Before using Workflow Management Package *Product Change for Utilities* process, make sure that following requirements are fulfilled:

1. [Global account](#) on SAP Cloud Platform

- You have an enterprise account in the SAP Cloud Platform,
- You have setup the subaccount and spaces on the Cloud Foundry environment.

2. SAP Cloud Platform Services

- You have set up the [Workflow Management Service](#) in your SAP Cloud Platform cockpit
- You have set up the [SAP Cloud Platform Integration](#) tenant
- You have set up [SAP Cloud Platform Process Visibility](#) (subscribed service)
- You have configured SAP Cloud Platform EDoM Retailer (subscribed service)
- You have configured [SAP Cloud Platform Enterprise Messaging](#) (subscribed service)

3. Involved solution components

- You have configured [SAP Commerce Cloud with TUA](#).

If required:

1. You have configured SAP Subscription Billing
2. You have configured SAP S/4 HANA Utilities OP

SAP Cloud Platform Integration Artifacts

This chapter provides an overview of integration content in SAP Cloud for Utilities that can be used to make Live process package *Product Change for Utilities* run.

Ifflows related to the process:

Dispatch Orders from SAP Commerce Cloud Integration Flow

Purpose

This integration flow receives orders from SAP Commerce Cloud and dispatches them to downstream systems. This integration flow forwards orders depending on their type to other systems such as SAP S/4HANA and SAP Subscription Billing.

View SAP Help [Integration Guide](#) for more details.

Live Process Artifacts

The cycle consists of multiple subprocesses around the following steps:

- Request for Change is documented
- Type of changed item is defined
- Item is changed

When this cycle is completed, the collection of data around the process is possible. SAP Cloud for Utilities with Workflow Management Service enables to manage these processes, pinpoint inefficiencies and identify opportunities for improvement.

This chapter provides an overview of process artifacts in SAP Cloud for Utilities that are created to run the Workflow Management Package *Product Change for Utilities*.

Process: Assign Change Process

A process based on the SAP Cloud Platform workflow allows to quickly orchestrate tasks that span across people, applications, and organizations. Table 1. Process. represents the list of processes defined to support the *Assign Change Process* artifact.

Table 1. Process.

Process	Detailed Description
Assign Change Process	Process is used to determine the consecutive Change Order Item process scenario

Table 2. Process Steps. represents the list of process steps defined to support *Assign Change Process* artifact.

Table 2. Process Steps.

Process Steps	Detailed Description
Assign Change Process	This step is using a Business Rule to identify and split commodity and non-commodity items

Table 3. Process Attributes. represents the list of attributes defined to support *Assign Change Process* artifact.

Table 3. Process Attributes.

Process Attributes	Detailed Description
UCCO container ID	UCCO container identification from EDoM
Contract Account ID	Contract account from TUA
Business Partner ID	Customer number from TUA

Variants for Assign Change Process

The variants serve as extension points of the default process. Table 4. Variants. represents the list of predefined variants to support the *Assign Change Process* artifact.

Table 4. Variants.

Variant	Detailed Description
Assign Change Process	The process variant defines item type and configures the process step in the variant

Procedure

Before using the process variants to run the Workflow Management Package *Product Change for Utilities*, make sure that following requirements are fulfilled:

1. Configure Process Variants

- You have configured Process Variants using Process Flexibility cockpit
 - Workflow Management Package *Product Change for Utilities*
 - Go-to Process Variants and create the process variant,
Note! There are mandatory steps already available.
 - Make the necessary changes by dragging-and-dropping available steps into variant editor.

2. Activate Process Variants using Process Flexibility cockpit

- You have *Save* and *activate* the Process Variant.

Visibility for Assign Change Process

SAP Cloud Platform Process Visibility enables process excellence, process transparency and process transformation by providing one view of a process, regardless of where it runs – SAP or non-SAP, cloud or on-premise. Table 5. Visibility. represents the visibility scenario for Change process for Commodity and Non-Commodity items.

Table 5. Visibility.

Visibility Scenario	Detailed Description
Assign Change Process	This visibility scenario shows what kind of items should be changed and calls related Change Order Item process for Commodity or Non-Commodity items.

Procedure

Before using the process visibility to run the Workflow Management package *Product Change for Utilities*, make sure that following requirements are fulfilled:

1. Configure Process Visibility dashboard

- Configure Process Visibility dashboard using Process Flexibility cockpit
 - Open Workflow Management Package *Product Change for Utilities*,
 - Go-to Visibility Scenarios and choose the visibility scenario you would like to adjust,
 - Make the necessary changes.

2. Activate Process Visibility dashboard using Process Flexibility cockpit

- *Save* and *activate* the Process Visibility dashboard.

Business Rules for Assign Change Process

SAP Cloud Platform Business Rules allows to simplify management of decision logic across SAP solutions, encapsulate the business logic and supports the reuse of decision logic across different business processes. Table 6. Rules. represents the list of rules to support Order to Invoice for Non-Commodity Subscription process.

Table 6. Rules.

Rules	Detailed Description
Assign dedicated Change Process	Business Rule that analyses the input information (item type to split Commodity and Non-Commodity items) and returns process ID for the following scenario – Change Order Item

Procedure

Before using the business rules to run the Workflow Management Package *Product Change for Utilities*, make sure that following requirements are fulfilled:

1. Configure Business Rules

- Configure business rules using Process Flexibility cockpit,
 - Open Workflow Management Package *Product Change for Utilities*
 - Go-to Decisions and choose the Decision you would like to adjust,
 - Go-to Rules section and click *Edit* to make the necessary changes.

2. Activate Decisions using Process Flexibility cockpit

Save and *Release Version* of Decision.

Process: Change Order Item

A process based on the SAP Cloud Platform workflow allows to quickly orchestrate tasks that span across people, applications, and organizations. Table 7. Process. represents the list of processes defined to support the Change Order Item process.

Table 7. Process.

Process	Detailed Description
Change Order Item process	Process is used to execute Change Order Item process scenario

Table 8. Process Steps. represents the list of process steps defined to *Change Order Item* artifact.

Table 8. Process Steps.

Process Steps	Detailed Description
Initiate WF Context	Process step to initiate workflow context
Change order item	Process step to Change Commodity order item in SAP S/4HANA and to Change Non-Commodity order item is Changed in SAP Subscription Billing.

Table 9. Process Attributes. represents the list of attributes defined to support *Change Order Item* artifact.

Table 9. Process Attributes.

Process Attributes	Detailed Description
UCCO container ID	Customer identifier.
Contract Account ID	Contract account from TUA.
Business Partner ID	Customer number from TUA.

Variants for Change Order Item

The variants serve as extension points of the default process. Table 10. Variants. represents the list of predefined variants to support *Change Order Item* artifact.

Table 10. Variants.

Variant	Detailed Description
Change commodity order item	Process variant that Changes Commodity order item in SAP S/4HANA
Change non-commodity subscription order item	Process variant that Changes Non-Commodity order item is Changed in SAP Subscription Billing

Procedure

Before using the process variants to run the Workflow Management Package *Product Change for Utilities*, make sure that the following requirements are fulfilled:

1. Configure Process Variants

- You have configured Process Variants using Process Flexibility cockpit
 - Open Live Process Package *Product Change for Utilities*,
 - Go-to Process Variants and create the process variant,
Note! There are mandatory steps already available.
 - Make the necessary changes by dragging-and-dropping available steps into variant editor.

2. Activate Process Variants using Process Flexibility cockpit

- Click *Save* and *activate* the Process Variant.

Visibility for Change Order Item

SAP Cloud Platform Process Visibility enables process excellence, process transparency and process transformation by providing one view of a process, regardless of where it runs – SAP or non-SAP, cloud or on-premise. Table 11. Visibility. represents the list of visibility scenarios to support the *Change Order Item* artifact.

Table 11. Visibility.

Visibility Scenario	Detailed Description
Change Order Item	This visibility scenario ensures the process transparency layer to monitor Change of a commodity order item or a non-commodity order item

Procedure

Before using the process visibility to run the Workflow Management Package *Product Change for Utilities*, make sure that following requirements are fulfilled:

1. Configure Process Visibility dashboard

- Configure Process Visibility dashboard using Process Flexibility cockpit
 - Open Workflow Management Package *Product Change for Utilities*,
 - Go-to Visibility Scenarios and choose the visibility scenario you would like to adjust,
 - Make the necessary changes.

2. Activate Process Visibility dashboard using Process Flexibility cockpit

- *Save* and *activate* the Process Visibility dashboard.

Destinations

This chapter provides an overview of destinations in SAP Cloud for Utilities that are used to run the Workflow Management Package *Product Change for Utilities*.

Procedure

Before using the Workflow Management Package *Product Change for Utilities*, make sure that the following requirements are fulfilled:

1. Configure destinations in SAP Cloud Platform

- Configure destination with SAP Subscription Billing called *SB* and use service instance details to make the connection <https://{sb-tenant}.hana.ondemand.com>
- Configure destination with SAP Cloud Platform Business Rules called *BR* and use service instance details to make the connection <https://{wfm-tenant}.hana.ondemand.com>
- Configure destination with SAP Cloud Platform Integration Services called *CPI* and specify the URL like <https://{cpi-tenant}.hana.ondemand.com>.
- Configure destination with SAP Cloud Platform EDoM and use service instance called *EDoM_Retailer_BPM* details to make the connection <https://{edom-tenant}.hana.ondemand.com>

If required:

- Configure a destination for SAP Subscription Billing
- Configure a destination with SAP S/4 HANA Utilities OP

SAP Help [Link](#) on how to set up destinations.

Note! Destination types are HTTP supported and based on OAuth 2.0 Client Credentials or Basic Authentication.

Communication System, Communication Arrangement

This chapter provides an overview of communication system and arrangements in SAP Cloud for Utilities that needs to be configured to make the solution run.

Roles / Authorizations

In SAP Cloud for Utilities, business process includes an optional activity that is used to handle approval process.

[Authorization Configuration - SAP Help Portal](#)

Procedure

Before using the process defined to run the Workflow Management Package *Product Change for Utilities*, make sure that following roles are assigned to users (see table below).

For additional help see [Workflow Management Roles](#)

Table 12. Roles.

Role	Description
WMDeveloper	Permission to access Manage Packages that allows you to perform the following actions: <ul style="list-style-type: none">• View Workflow Management Packages• Create, edit, save, and activate Workflow Management Packages• Export and import Workflow Management Packages• Delete Workflow Management Packages
WMBusinessExpert	Permission to access Process Flexibility Cockpit that allows you to perform the following actions: <ul style="list-style-type: none">• Discover and explore pre-delivered Workflow Management Packages• Import Workflow Management Packages Configure process variants, decisions, and visibility scenarios within Workflow Management Packages
WMAdmin	Permission to access Manage Packages that allow you to perform the following actions: <ul style="list-style-type: none">• View Workflow Management Packages• Export and import packages• Delete Workflow Management Packages

Parameters / Defaults

Table 13. Defaults. represents the list of defaults that are set to support the *Assign Product Change Process* artifact. See chapter *Business Rules* for more information.

Table 13. Defaults.

Rules	Detailed Description	
Assign dedicated Change Process	Project Name	assignChangeprocess
	Project Id	42f0e1fc7cc04860a7918c485a8b8cf2
	Rule Name	assignChangeProcessRule
	Rule Id	42f0e1fc7cc04860a7918c485a8b8cf2
	Input	Result
	order.type	identification
	= 'utilityItem'	'changeCommodityOrderItem'
	= 'subscriptionItem'	'changeNonCommodityOrderItem_1'

Lifecycle Management

SAP recommends that you create additional accounts for testing, quality assurance, and production, so that you have distinctive separation of data and authorizations for each. Ideally, this setup follows the same separation that you use on your back-end system, minimizing external exposure of production data. New accounts are not preconfigured, so you will need to set up the SAP Cloud Platform accordingly.