

SAP CLOUD PLATFORM | EXTERNAL

# Configuration Guide

## Product Change Management

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## Overview

This document provides technical information about what needs to be configured to run the *Product Change Management* Live Process Package. The main audience of this document are personas like Change Coordinators or Business Administrators. It also focusses on business configurations that can be done by a key user or Business Process Expert such as how to configure a variant, a decision or visibility scenario.

## Involved Solution Components

The following capabilities of SAP Cloud Platform Workflow Management is needed to interact with the Live Process Package *Product Change Management*:

- Workflow
- Process Visibility
- Process Flexibility

# Live Process Artifacts

The Product Change Management process consist of the following artifacts:

- Pre-defined process variants
- Pre-defined workflows and workflow forms
- Pre-defined visibility scenarios

## Process

Product Change Management is a cloud based collaborative change management process involving partners, suppliers and customers. The vision is to link change processes and impacted objects from various execution systems. Leverage impact analysis from manufacturing, engineering, procurement, supply chain, customers and inventory. You gain streamlined processes and responsibility management.

A business process is a set of business activities and tasks that, once completed, fulfills an organizational goal. Table 1. represents the list of processes defined to support Product Change Management process.

Table 1. Process.

Process	Detailed Description
Product Change Management	Product Change Management is a cloud based collaborative change management process involving partners, suppliers and customers. The vision is to link change processes and impacted objects from various execution systems. Leverage impact analysis from manufacturing, engineering, procurement, supply chain, customers and inventory. You gain streamlined processes and responsibility management.

A business process can be broken logically into smaller parts or steps. Table 2. represents the list of steps defined to support the Product Change Management process.

Table 2. Process Steps.

Process Steps	Detailed Description
Initiate Change Request	This is a mandatory step that is used to initiate a product change.
Change Impact Evaluation	This step is used to evaluate the impacts of the product change.
Engineering Implementation Major Change	This step is used to engineer the implementation for significant product changes.
Engineering Implementation Minor Change	This step is used to engineer the implementation for simple product changes.
Manufacturing Implementation Contract Manufacturer	This step is used to manufacture the changed product with a contract manufacturer.
Manufacturing Implementation Internal Manufacturer	This step is used to manufacture the changed product internally.
Release Product Change	This is a mandatory step that is used to release the changed product.

Note: The steps described in Table 2. are sequential and their logical order is based on your business requirements.

Table 3. represents the list of mandatory attributes defined to support the process.

*Table 3. Process Attributes.*

Process Attributes	Detailed Description
sDevelopmentManager	Email ID of the Development Manager
subject	Subject
sContributor	Email ID of the contributor
sChangeCoordinator	Email ID of the change coordinator
sEngineer	Email ID of the engineer

The above attributes are required when creating an instance of the workflow definition. The following is an example of how you must use these attributes when instantiating the workflow definition:

```
{
  "sDevelopmentManager": "michael.adams@xyz.com",
  "subject": "Change impact evaluation for valve",
  "sContributor": "sabine.mayer@xyz.com",
  "sChangeCoordinator": "john.miller@xyz.com ",
  "sEngineer": "thomas.schmidt@xyz.com "
}
```

## Typical Variants you can create

You can configure process variants based on the Line of Business (LoB) experts, process extensions, decisions, and responsibilities. Based on the business variations and level of complexity, you can create your own process variants from the standard or customizable set of processes using the simple drag and drop feature. These variants can be configured using the Process Flexibility Cockpit app.

Table 4. represents the list of envisioned variants to support the process.

*Table 4. Variants.*

Variant	Detailed Description
Minor Change in Engineering for Contract Manufacturer	This process variant defines the default process that is used to execute a product change process for a simple change in an engineering implementation that needs to be done by a contract manufacturer.
Minor Change in Engineering Implementation	This process variant defines the default process that is used to execute a product change process for a simple change in an

	engineering implementation that needs to be manufactured internally.
Significant Change in Engineering for Contract Manufacturer	This process variant defines the default process that is used to execute a product change process for a significant change in an engineering implementation that needs to be done by a contract manufacturer.
Significant Change in Engineering Implementation	This process variant defines the default process that is used to execute a product change process for a significant change in an engineering implementation that needs to be manufactured internally.

## Procedure

Before using process variants for the Live Process Package *Product Change*, 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 Management*.
  - Go to Process Variants and choose the predefined variant.
  - Create one or more process variants from it.
    - Make the necessary changes by dragging-and-dropping available steps into variant editor.

### 2. Activate Process Variants using Process Flexibility cockpit

- You *Save* and *activate* Process Variants in your SAP Cloud Platform subaccount.

## Visibility

SAP Cloud Platform 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. It enables end to end process visibility and allows you to analyze various performance indicators. Table 5. represents the list of visibility scenarios.

*Table 5. Visibility.*

Visibility Scenario
Open Change Requests by Status
Open Change Requests by Step
New Change Requests Created in the Last One Day
Average Cost by Logistics Options
Completed Change Requests by Status

## Procedure

Before using process visibility for the Live Process Package *Product Change Management*, make sure that the following requirements are fulfilled:

## **1. Configure Process Visibility dashboard**

- Configure Process Visibility dashboard using Process Flexibility cockpit
  - Open Live Process Package *Product Change Management*.
  - 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* Process Visibility dashboard in your SAP Cloud Platform subaccount.