

# IBsolution

## Standard Process Package Business Partner for MDG

### Service Description



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Version 2107

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# 1 Management Summary

## 1.1 Why IBsolution is the right partner

IBsolution is a leading SAP partner in the areas of products and solutions on the SAP NetWeaver platform – with more than 150 employees in Heilbronn (headquarters), Mannheim, Neuss, Munich, Sofia (Bulgaria), Paris and Zurich.

## 1.2 IBsolution Consulting Service for SAP MDG

The consulting units include a separate department with a focus on **SAP Master Data Governance** and comprehensive competencies in professional project **implementation**. As architects, we design and implement an integrated solution scenario with our customers that is matched to the respective framework conditions.

The range of services covers the following areas:

- Requirements analysis
- technical specification
- technical conception
- Realization and testing
- Insertion
- during all project phases, the cooperation with our customers is transparent and in close coordination.

IBsolution is specialized in the **implementation of SAP Master Data Governance**. In addition, IBsolution employees are **closely networked** with various SAP departments (product management, development, management) and other bodies, e.g. DSAG. This network enables IBsolution to exchange information smoothly and quickly with the right **contacts** - inside and outside SAP.

In our consulting areas, we see ourselves as the link between the customer's business challenges and the expertise of the software manufacturers. **We support our customers with comprehensive process consulting** and help them **set up and expand a flexible IT landscape**.

With our consulting and development services, existing complete solutions and **our own products**, we ensure that you can meet new requirements quickly and **economically**.

The **IBsolution Benefits** in the overview:

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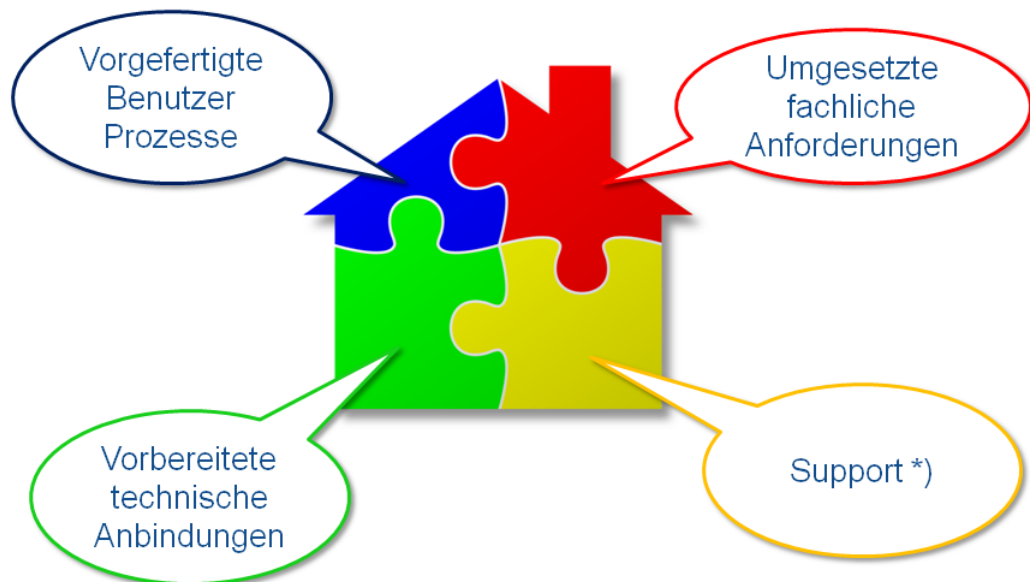
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- **40-strong specialists Team** of dedicated SAP Master Data Governance Consultants with Senior Solution Architects, Project Managers and Developers
- **Fixed-price offers** for a range of services with responsibility for **results**
- **own support department**, for security even after the introduction
- our customers **report on their success** in Success Stories, Best Practices, DSAG and TechEd lectures
- **MDG experience in the SAP environment for more than 10 years**

**IBsolution - the right technology at the right time and at the right dose!**

## 2 Overview

The **Standard Process Package Business Partner for MDG** is a process-based package for the implementation of SAP Master Data Governance processes in your company. The solution aims to cover the Business Partner LifeCycle from creation and modification to blocking and deletion. The business partner process package requires an installed and configured SAP Master Data Governance. The technical requirements for the operation of the SAP Master Data Governance solution, which are compiled and implemented by IBsolution, are the key factor for the solution.



\*) Support ist eine optionale Komponente und nicht Bestandteil des Standard Prozess Pakets

The solution is rounded off by the support available for this business partner process package. With reactive support, the Business Partner Process Package is a well-rounded solution for use in any IT environment.

### 3 Benefits of the package

The aim of the package is to quickly experience the processes required for the SAP MDG and the associated customizing for working with the SAP Business Partner in SAP MDG for S/4HANA.

The transport requests of the package contain the customizing of the SAP MDG including the duplicate check and with a possible dynamic agent determination as well as a selection of rule sets for the dynamic predefinition of field contents, validation checks and the field control. This delivery combines the content that has been repeatedly required and used in our previous SAP MDG projects with our experience.

By using this package, you will be using a standard that many SAP MDG customers use, and we estimate that you will save approximately three to six months of project time and the associated project budget.

In customer-specific master data projects for the introduction of SAP MDG, workshops on process design, process flow and content are the first step. Due to the delivered content of the standard process package, the functionality of SAP MDG can be presented to the workshop participants immediately on the system with their data and ensures transparency as well as a clear understanding of the process and function. The workshops deal with the questions, what has to be done additionally, differently or less in each process step. With our proven agile Scrum approach, the solution is optimally adapted to your requirements with each sprint on the basis of the standard process package in order to obtain an individualized solution at the end and in the shortest possible time.

The integrated EVIMENDO.rules\_control helps to avoid classical ABAP programming and to store code in the SAP BRF+ business rules. The delivered rule sets provide many typically required rules for activation. The corresponding decision tables allow you to enter your customer-specific values. New rule sets can easily be created by yourself. This way you create a sustainable and low-maintenance solution without the usual amount of ABAP coding and save a lot of time.

Optionally, the standard process package can be seamlessly extended with further EVIMENDO products. For example, through EVIMENDO.external\_services. Address validation to external providers such as Google Address, Dun & Bradstreet, Corporate Data League (CDL) or VAT checks to the EU (VIES service) as well as other countries.

## 4 Contents of the package

The individual package elements are presented below.

The classic entry into the processing is the search of a business partner (customer or supplier) by a user. The user then creates a request, referred to here as a "change request", to create, change, block or mark for deletion a business partner, depending on the search results. This change request is the core of the solution that contains the data change, controls the process and persists the data with the successful process end.

The technical component EVIMENDO workflow\_control provides the necessary comfort that for complex new installations or changes with multiple approvers, the individually approved parts of the master data are already available after each approval. An integrated "Fast Close" ensures immediate execution of the change if only approval-free content has undergone changes. Change requests are rule-based workflows. They consist of a comprehensive SAP Business Workflow, which is controlled using decision tables in SAP Business Rule Framework Plus (BRF+) (see 2.1.1). The change request types included here in the package have been carefully selected based on many project implementations and are explained in more detail in the corresponding chapters of this service description using graphics.

### 4.1 Processes

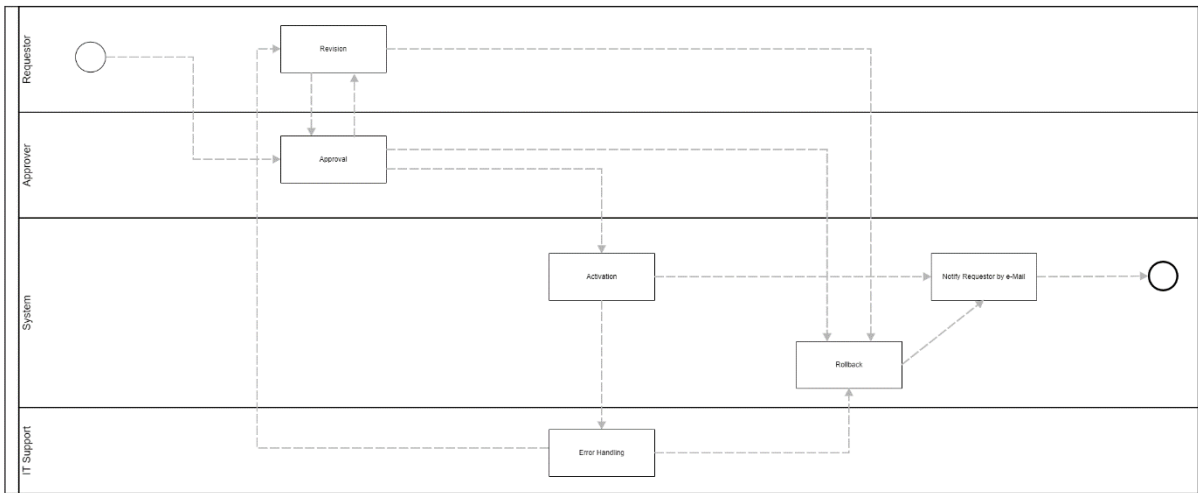
The package provides standard predefined MDG standard processes that are applied to the target system. These are change request types that cover the complete Business Partner LifeCycle. The following processes are considered here:

- Plant
- Change
- Locking/Unlocking
- Set the deletion note

In addition, we have 2 process variants (technical step sequence) of the processes:

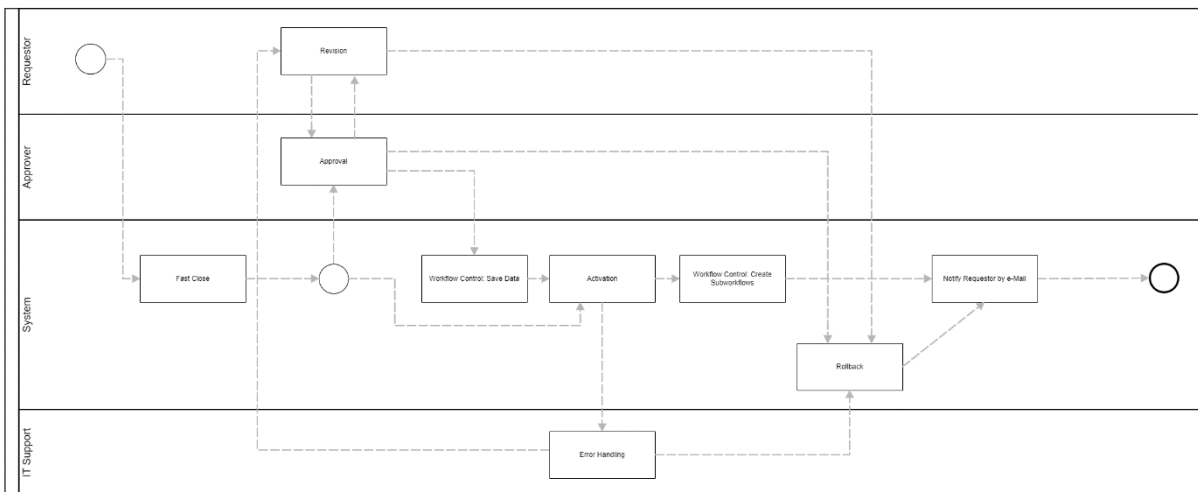
Variant 1: without Workflow Control

Workflow Template for Block and Delete - EVIMENDO Business Partner Process Package



**Variant 2: with Workflow Control**

Workflow Template for Creation and Change - EVIMENDO Business Partner Process Package





Assignment of the processes to the variants:

Processes	Possible variants
Plant	Variant 1 or Variant 2
Change	Variant 1 or Variant 2
Locking/Unlocking	Variant 1
Set the deletion note	Variant 1

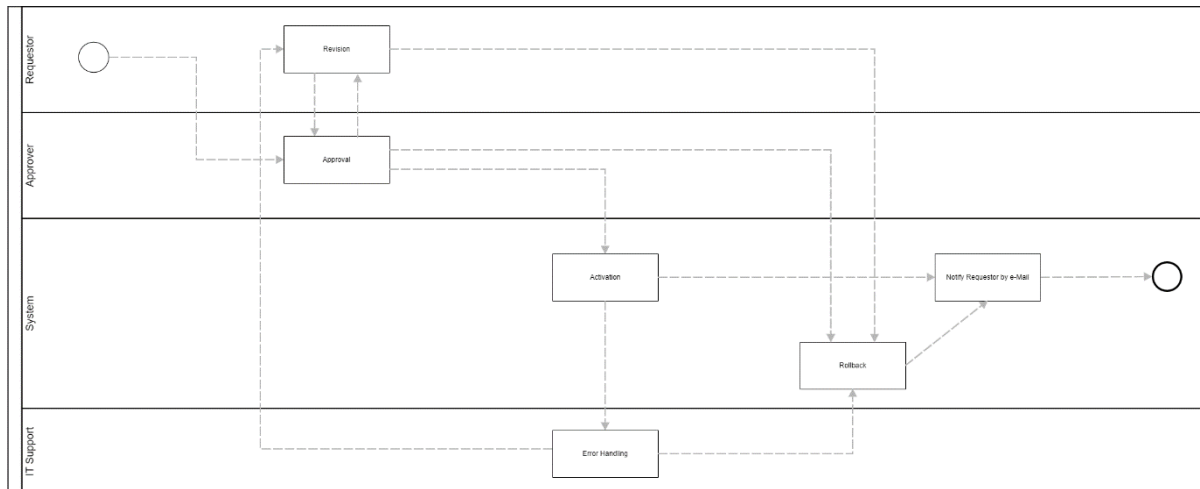
These processes can be extended with additional components. The EVIMENDO product line offers ready-made products that can be easily integrated into the package. A description is given below.

#### 4.1.1 Installation and modification

This change request runs through the specified workflow process. When the process is completed and the request is approved, a new business partner is created or changed in the active area.

#### 4.1.1.1 Appendix and modification Variant 1 without EVIMENDO.workflow\_control

Workflow Template for Block and Delete - EVIMENDO Business Partner Process Package



The steps from the process diagram are as follows:

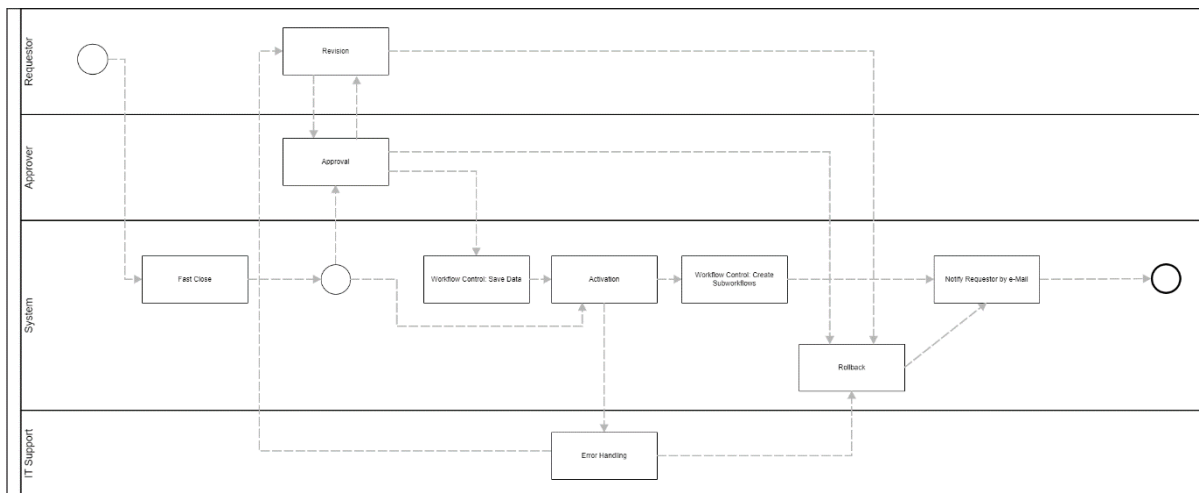
1. An authorized requester creates a new change request through the Business Partner Search view. After maintaining the relevant data, he starts the process via the ACTIVITY REQUEST.
2. Following the requestor step, the process is now transferred to the approver step. The stored agents in this step are now assigned to the process and a task appears in the respective user's work item inbox.
3. In the approver step, the processor has to choose between three activities in addition to the possible enrichment or correction of the data:
  - The agent can approve the request and the process transitions to data activation.
  - The agent can also send the request to revision and the process is returned to the requester to make any corrections.
  - Third action would be to reject the request completely and stop the process.
4. On approval, the record that is being created is transferred to the "Active Area" and is now enabled for business processes.
5. Following the activation, the process is transferred to a background step, which starts an e-mail service (optional) to inform the requester that the record has been successfully created.
6. In case the activation fails technically, the process is transferred to an error handling step. This step is used for error finding and error handling activity to finally reactivate or send the request for revision.
7. 7. in case of rejection, the process is transferred to a background step, which starts an e-mail service to inform the requester that the request has been rejected.

#### 4.1.1.2 Create and Change variant 2 with EVIMENDO.workflow\_control

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The steps from the process diagram are as follows:

1. an authorized requester creates a new change request via the Business Partner Search view. After maintaining the relevant data, he starts the process via the APPLY activity.
2. following the requestor step, the process is now transferred to the approver step. The stored agents in this step are now assigned to the process and a task appears in the respective user's work item inbox.
3. In the approval step, the processor can choose between three activities in addition to the possible enrichment or correction of the data:
  - a. The agent can approve the request and the process transitions to data activation.
  - b. The processor can also send the request to the revision and the process is led back to the requester to make any corrections.
  - c. The third action would be to reject the request completely and stop the process. This approval step is only for approving the general data of the business partner, customer, supplier.
4. upon approval, the data set is checked using the workflow control and all company code specific data is written to a memory store and removed from the request.
5. subsequently, the data record to be created is transferred to the "Active Area" and is now enabled for business processes. At this point, the data set has only the general data active. Following the activation, the process is transferred to a background step, which starts an e-mail service (optional) to inform the requester that the dataset has been successfully created. In case the activation fails technically, the process is transferred to an error handling step. This step is used for error finding and error handling activity to finally reactivate or send the request for revision. In case of rejection, the process is transferred to a background step which starts an email service to inform the requester that the request has been rejected.
6. after activation, the workflow control reads the memory and creates a separate follow-up change request for each company code view.
7. these follow-up processes are then each in their approval step. The agents who are responsible for maintaining the company code are then assigned here. The processor can choose between three activities:
  - a. He or she can approve the request and the process moves on to data activation for the current company code.

- b. He can send the request to revision and the process will go back to the requester of the original request to make any corrections.
  - c. The third action here is also to lean the request completely.
8. on approval, the record to be created is transferred to the "Active Area" and is now activated for business processes.
9. following the activation, the process is transferred to a background step, which starts an e-mail service (optional) to inform the requester that the record has been successfully created.
10. In case the activation fails technically, the process is transferred to an error handling step. This step is used for error finding and error handling activity to finally reactivate or send the request for revision.
11. in case of rejection, the process is transferred to a background step, which starts an e-mail service to inform the requester that the request has been rejected.

## Installation and modification

**Description:** See process image and sequence description

### Summary:

With the **creation** process or **change** process, persons are authorized to create or change business partners. The processes and the subsequent processes in variant 2 have an approval step, which is responsible for the correctness and consistency of the business partner. After successful approval, the record is free for the following business processes.

### Delivery item:

- Mapping of the represented processes (one-approver process) in the system
- Customizing of the change scope at the master record
- Customizing of the necessary interface modules for the requester
  - Based on the standard scope
- Customizing the necessary interface modules for the approver
  - Starting from the standard scope
- Customizing of change request fields
  - Priority
  - Reason for request
  - Status
- Support for maintenance of static agent determination
  - No dynamic agent determination based on contexts
- Execution of the email service when a change request is completed
- Support of the authorization definition of SAP roles, which are involved in the process

## Installation and modification

### Acceptance criteria (functional details see delivery item):

- A business partner's creation of a rule-based workflow
- Implementation of e-mail service for final mail
- Role definition of the change request participants

### Provided services:

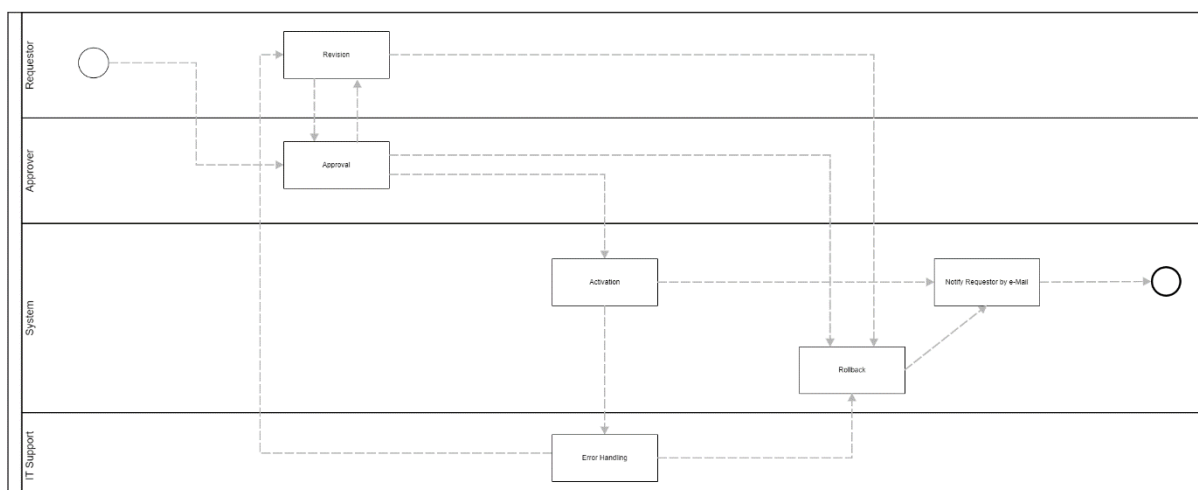
- All user groups involved in the process are available for questions about the process:
  - ▶ SAP Base Department
  - ▶ Business partner data management department
  - ▶ MDG Project Team

### Exclusions:

- Definition and implementation of a dynamic processing invention
- Extension of the user interface with customer-specific data
- Definition and implementation of the organizational processes at the AG
- Further rules or workflows

## 4.1.2 Lock/unlock and set deletion notice

Workflow Template for Block and Delete - EVIMENDO Business Partner Process Package



These change requests go through the specified workflow process. When the process is completed and the request is approved, an already active business partner in the active area is locked or unlocked / marked for deletion or unmarked.

The steps from the process diagram are as follows:

1. An authorized requester creates a new change request via the Business Partner Search view. After maintaining the relevant data, he starts the process via the APPLY activity.
2. Following the requestor step, the process is now transferred to the approver step. The stored agents in this step are now assigned to the process and a task appears in the respective user's work item inbox.
3. In the approval step, the processor can choose between three activities in addition to the possible enrichment or correction of the data:
  - The agent can approve the request and the process transitions to data activation. The agent can also send the request to the revision and the process is led back to the requester to make any corrections. Third action would be to reject the request completely and stop the process.
4. upon approval, the record to be created is transferred to the "Active Area" and is now enabled for business processes.
5. following the activation, the process is transferred to a background step, which starts an e-mail service (optional) to inform the requester that the record has been successfully created.
6. In case the activation fails technically, the process is transferred to an error handling step. This step is used for error finding and error handling activity to finally reactivate or send the request for revision.
7. in case of rejection, the process is transferred to a background step, which starts an e-mail service to inform the requester that the request has been rejected.

## Block and delete

**Description:** See process image and sequence description

**Summary:**

The **blocking** process and the **deletion** process authorize persons to block and unblock business partners or to set and remove the deletion flag. The processes have an approval step, which is responsible for the correctness and consistency of the business partner. After successful approval, the record is unlocked or locked for following business processes or marked for deletion or unmarked.

## Block and delete

### Delivery item:

- Mapping of the displayed process (one-approver process) in the system
- Customizing of the necessary interface modules for the applicant
  - Based on the standard scope
- Customizing the necessary interface modules for the approver
  - Based on the standard scope
- Customizing of change request fields
  - Priority
  - Reason for request
  - Status
- Support for maintenance of static agent determination
  - No dynamic agent determination based on contexts
- Implementation of the email service on completion of a change request
- Support of the authorization definition of SAP roles, which are involved in the process

### Acceptance criteria (functional details see delivery item):

- Blocking/unblocking marking of deletion note/unmarking of deletion note of a business partner using a rule-based workflow
- Implementation of email service for closing emails
- Role definition of the change request participants

### Provided services:

- All user groups involved in the process are available for questions about the process:
  - ▶ SAP Base Department
  - ▶ Business partner data management department
  - ▶ MDG Project Team

## Block and delete

### Exclusions:

- Definition and implementation of a dynamic processing invention
- Extension of the user interface with customer-specific data
- Definition and implementation of the organizational processes at the AG
- Further rules or workflows

## 4.2 EVIMENDO.fast\_close

### Fast Close

#### Summary:

The Fast Close enables a quick activation of the data without any approval step. Here, the change documents in the change request are checked against a table of sensitive fields and approval is only requested as soon as one of these fields is part of the change documents.

#### Delivery:

- Fast Close - Workflow step already integrated into plant and change processes
- Decision table for maintaining sensitive fields

#### Acceptance criteria (functional details see delivery item):

- Instruction in the maintenance of the decision tables
- Fast Close is active for the delivered processes for create and change



## Fast Close

### Provided Services:

- All user groups involved in the process are available for questions about the process:
  - ▶ SAP Base Department
  - ▶ Business partner data management department
  - ▶ MDG Project Team

### Exclusions:

- Customer-specific developments outside the SAP standard and the current EVIMENDO standard

## 4.3 EVIMENDO.mail\_service

### Mail Service

#### Summary:

The Mail Service will send an email to the requester upon successful or unsuccessful completion of the change request.

#### Delivery:

- Mail service workflow step already integrated into the delivered processes
- Predefined mail texts
- Decision table for compiling the mail texts
- Decision table for maintaining the variables in the texts
- Sending mail in one language (german or English - if another language is desired, the full mail text must be ready formatted)

## Mail Service

### Acceptance criteria (functional details see delivery item):

- Instruction in the maintenance of the decision tables
- Mail service active for the delivered processes

### Provided Services:

- Provision of a mail server and its access data for mailing
- Own mail texts in a language (if an adjustment is desired)
- All user groups involved in the process are available for questions about the process:
  - ▶ SAP Base Department
  - ▶ Business partner data management department
  - ▶ MDG Project Team

### Exclusions:

- Customer-specific developments outside the SAP standard and the current EVIMENDO standard
- No adaptation to different languages (Localization)

## 4.4 EVIMENDO.workflow\_control

### 4.4.1 The basis

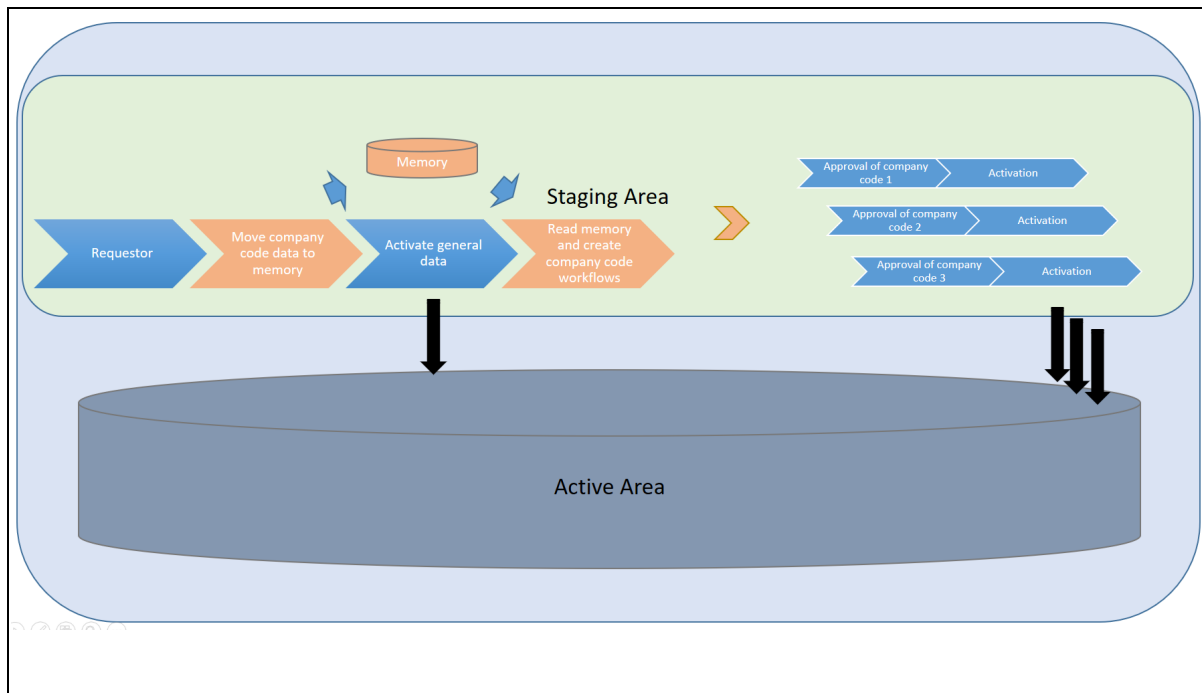
The business partner as a customer or vendor basically has many variants, depending on the role in which the business partner acts. For example, there is customer master data for which only the company code segments are required, while others need the sales segments or both.

Now it is often the case that the organization is divided into different areas of responsibility as far as the individual areas within the master record are concerned. For example, there is

often a central master data team that is responsible exclusively for checking the accuracy of the so-called general data and, for example, regional shared service centers that take care of the sales and company code data. Since a typical master data process is sequential, it may not be efficient enough to have different approvers for different organizational views. This would require a very lengthy process and everyone would have to approve in order for this change to be activated.

#### 4.4.2 The function

The workflow control is responsible for resolving the above-mentioned problem of different approvers. Using logic, the organizational views (company code data in the current release) are transferred to parallel subsequent processes for creation and change processes. In this way, each subsequent process can be approved or rejected independently of the original creation or change process, without affecting the basic data.



## Workflow Control

### Summary:

EVIMENDO workflow\_control is a standalone add-on of the IBsolution, which is already integrated here as part of the Standard Process Package Business Partner.

Workflow Control separates the created or changed company code views into separate parallel change requests based on an investment or change process. This enables flexible access for general data and company code data.

### Delivery item:

- Workflow Control - Workflow steps already integrated in the delivered create and change processes
- Predefined Parallel Change request Types (Variant 1)

### Acceptance criteria (functional details see delivery item):

- Workflow Control is active
- Company code data is transferred to parallel change requests

### Provided Services:

- All user groups involved in the process are available for questions about the process:
  - ▶ SAP Base Department
  - ▶ Business partner data management department
  - ▶ MDG Project Team

### Exclusions:

- In the current release, this feature is only active for company code data for customers and suppliers and cannot be extended to other areas or segments by configuration
- Sales segments as well as purchasing segments are therefore not supported in the current release

## 4.5 EVIMENDO.rules\_control

### Rules Control

#### Summary:

EVIMENDO.rules\_control is a stand-alone add-on of the IBsolution, which is already integrated here as part of the Standard Process Package Business Partner.

The rules\_control is a framework that enables derivations, validations, field controls and UI block controls via the BRF+ (Business Rule Framework) on the MDG UI interface.

The framework is integrated into the business add-ins provided by SAP and is therefore easily expandable and can be used in many ways. Maintaining the required rules via the BRF+ can be mapped via decision tables or simple rules with IF conditions and preconditions without using the ABAP programming language. However, more complex rules and procedures can also be mapped with the rules\_control.

#### Delivery item:

- EVIMENDO.rules\_control Core package with all the features that the rules\_control needs, which can also be accessed from other packages
- BRF+ Applications: CHECK, DERIVE, UIBB & FLDPPOPS (validations, derivatives, UI block control and field control)
- EVIMENDO.rules\_control Content Package Business Partner - Finished implemented calls to the SAP backend for data procurement & pre-implemented rules that can be activated and used.
- Instruction on the use of the BRF+ applications and their rules

#### Acceptance criteria (functional details see delivery item):

- rules\_control is entered into the MDG system and activated there
- The rules\_control is integrated into the workflows and the rules work correctly

## Rules Control

### Provided Services:

- Permissions for importing into our own namespace are provided, access to the system is available
- All user groups involved in the process are available for questions about the process:
  - ▶ SAP Base Department
  - ▶ MDG Project Team

### Exclusions:

- The existing core and content package is inserted and set up for use with the Business Partner Process Package.
- No additive rules are built or configured

## 4.6 Additional functionalities (optional)

This chapter describes additional services that are very often applied for a master data project on SAP Master Data Governance. These functions are not part of this package and must be estimated and ordered separately.

### 4.6.1 SAP Extended Notifications (optional)

#### SAP Extended Notifications

**Description:**

Work item notifications to remind actions in the process. This functionality is based on the SAP Business Workflow process and is not part of a standard MDG solution which means that these notifications are basically active and not sent on conditions of the processes.

**Delivery item:**

- Configuration
- Customizing the text content

**Acceptance criteria:**

- Configuration and texts
- SAP Extended Notification is active for change requests

**Provided Services:**

- All user groups involved in the process are available for questions about the process:
  - ▶ SAP Base Department
  - ▶ Business partner data management department
  - ▶ MDG Project Team

## SAP Extended Notifications

### Exclusions:

- Customer-specific developments outside the SAP standard
- Domain-specific activation

### 4.6.2 Duplicate check (optional)

## Duplicate check

### Description:

With this function you validate entered data and you can control the creation of duplicate records. When you enter data to create a new change request, the system compares the data you entered with the data already in the system. If the data you enter matches one or more existing records, the system warns you that you may be creating a duplicate. For example, when you enter a new business partner, you enter the name and address. The system first compares the data in these fields with the existing business partner data in the database. The duplicate check determines all records that are possible duplicates of the record you are creating. Each potential duplicate is given a result value indicating how likely it is to be a duplicate of the new record. You can go ahead and create the new record. However, if you realize that you would be creating a duplicate, you can also continue directly with the existing record and thus cancel the creation of a new record.

### Delivery item:

- Configuration of THE HANA search for the duplicate check
- Definition of the criteria for identifying duplicates based on best practice settings (adapted to your scenario)



## Duplicate check

### Acceptance criteria:

- Duplicate testing is active for the delivered investment and change processes

### Provided services

- All user groups involved in the process are available for questions about the process:
  - ▶ SAP Base Department
  - ▶ Business partner data management department
  - ▶ MDG Project Team

### Exclusions:

- Customer-specific developments outside the SAP standard

## 5 Process-independent components

### 5.1 General requirements

There are various prerequisites for the package, some of them general and overlapping. Specific prerequisites are mentioned in the respective chapters as additional services. The totality is to be listed here again in a summary.

#### **Summary of the most important prerequisites and advisory services:**

- Deploy licenses to: Operating System, Database, SAP S4HANA, and SAP Master Data Governance
- Project management: A contact person who coordinates the activities of the client and adheres to the agreed schedules.
- Participation in the preparation and implementation
- Provision of the preconfigured MDG systems including the administrative access data and this in all environments (development, testing, production, etc.)
- Provide all necessary permissions for the import of a transport and configure the Workflow in the MDG system
- All user groups involved in the process are available for questions about the process:
  - ▶ SAP Base Department
  - ▶ Business partner data management department
  - ▶ MDG Project Team

As a preparation, the client is obliged to deliver all ancillary services before the start of the project. The individual items will be explained by telephone after the assignment and checked before the start of the project. The client is responsible for any postponements and may incur additional costs.

## 5.2 Project

### Project

**Description:**

To ensure successful communication between the project participants, we recommend primary communication via a central person (Single Point of Contact / SPOC). On the contractor's side, this central person is the project manager. He or she is responsible for the targeted distribution of information or project management and for bringing about project-relevant decisions.

By channeling information through a project manager, IBsolution ensures that project-relevant information is sufficiently documented and centrally available for decision-making. Of course, bilateral communication between persons of the client and the contractor is also desired in the technical dialog. However, if this results in project-relevant decisions or information, these must be communicated centrally to the project manager or the respective subproject manager. This is to prevent bilateral interim agreements from being made without the knowledge of the project manager. The project manager is responsible for counteracting his own indispensability by means of a representative. Furthermore, the project manager must ensure that the representative is able to provide information and is authorized to make decisions at all times.

The project manager also coordinates regular meetings with the necessary stakeholders. These meetings serve to compare status and information as well as to ensure early coordination in the event of any project risks occurring.

All communication in the project that leads to or is conducive to a decision must be documented in writing and stored centrally.

In addition, the tools customary in project management are to be used (e.g., keeping an open points list, proper implementation of change management).

**Activities:**

- Project management
- Channeling the information
- Coordination of regular meetings
- Use of project management methods and tools

## Project

### Provided Services:

- Project management on the customer side by a central contact person

### Delivery:

- Communication project status, weekly

### Acceptance criteria:

- No acceptance required

### Exclusions:

- No takeover of customer-internal project controls

## 5.3 Basic Installation

### Basic installation

**Description:**

The hardware provided by the client is preconfigured by the client in accordance with the obligations to cooperate.

The components of SAP MDG are fundamentally set up by IBsolution on the deployed systems. Only one of the SAP MDG environments (DEV) of IBsolution is used for development and testing. This minimizes transport and production costs.

- Basic configuration of SAP MDG
- Basic configuration of SAP FIORI Launchpad and Gateway Services
- SAP MDG is initially set up with the Business Partner Process Package.

**Provided Services:**

- SAP S4HANA and SAP Master Data Governance License.

For this purpose, the Customer shall provide the systems in accordance with the recommendations in SAP's official deployment guide ("Deployment Recommendations for SAP Master Data Governance").

- A VPN access for remote work is provided by the client.
- For all MDG components, the Customer must create identifiers/accesses with administrative rights for the implementation. These IDs/accesses have to be handed over to the IBsolution staff at the beginning of the project.

**Delivery item:**

Business Partner Process Package

**Acceptance criteria:**

- Business Partner Process Package is in place and working

## Basic installation

### Exclusions:

- No troubleshooting for systems that are not deployed to meet the requirements
- The responsibility for problems in the SAP software cannot be assumed. All associated additional expenses will be billed separately.
- Transfer of additional services optionally possible (additional assignment)

## 5.4 Documentation

### Documentation

#### Description:

The following documents are provided for the operation of the MDG solution and the business partner process package:

- Technical documentation

#### Delivery:

- Technical documentation

#### Abnahmekriterien:

- Documents provided

## Documentation

### Provided Services:

- Qualified IT staff for administrator training
- Filling out the questionnaire
- Customizing the Distribution Model Table
- Providing information about the MDG system landscape

### Exclusions:

- Other languages for documents and training
- No review cycle

## 5.5 Acceptance

### Tests and acceptance

#### Description:

As part of testing and production, IBsolution may fix errors that affect functionality.

A contingent of days for a go-live and start-up support can be optionally ordered or the solution is put into operation by the client itself.

#### Delivery item:

- IBsolution carries out its own tests after completion of the configuration within the project before the development status is made available.
- Bug fixing of detected errors that affect the functionality, as long as they are not product errors or result from customer specific adjustments.
- Final transport of the accepted solution

#### Acceptance criteria:

- After one week of testing, no more defects are reported by clients that are not product defects

## Tests and acceptance

### Provided Services:

- For sensible and correct testing, the customer provides IBsolution with realistic test data on the connected target systems.
- The client performs component and integration tests during the implementation based on own test plans and reports the results to IBsolution in a timely manner.
- MDG product defects are reported by the client to SAP (OSS) and followed up.

### Exclusions:

- Function extensions
- Possible product errors are to be corrected by the manufacturer of the solution.
- Go-live and start-up support (can be ordered optionally)



## 6 Requirements and delivery

The delivery of the standard process package Business Partner for MDG takes place through several transports that are installed in an installed SAP MDG based on S/4HANA.

Available versions and prerequisite

SPP Release	MDG Release	Anmerkungen
2004	S/4HANA 1909 FSP0	

The package is conflict-free and is usually imported into an empty MDG system. For the package to be usable out-of-the-box, the MDG system itself as well as the business partner must be set up beforehand.

## 7 Support

Support for the Business Partner Process Package must be ordered separately. Different support packages, also for solutions, can be offered within Customer Success on request.

The following services are included in the support for the Business Partner Process Package:

- Update cycles: 1 x per quarter, when a new service pack for the SAP IdM version used has been released. SAP releases new service packs and patches for the SAP Identity Management product at regular intervals. In order for you to benefit from SAP's regular updates and bug fixes, IBsolution offers an update for the IBsolution Standard Process Package. This is to ensure that the solution as a whole is fully functional and up-to-date.
  
- Limited reactive support

As part of the support, the client can send requests via email to [ids-support@ibsolution.de](mailto:ids-support@ibsolution.de). The processing of the requests will be charged on the actual time spent (full hours). There are no guaranteed response times.