

How-To Guide: RFM Analytics - Change Request Analysis, Change Process Analysis, Master Data Process Overview, Monitor Open Work Items & Analyze Completed Work Items

Applies to

RFM Solutions by Prometheus Group

Summary

Analytics help user in getting the overview of different processes in MDG & MDC.

The analysis can be done at the below levels.

1. Change Request Analysis (Related to MDG)
2. Change Process Analysis (Related to MDC)
3. Monitor Open Work Items (Related to MDG)
4. Analyze Completed Work Items (Related to MDG)

Master Data Process Overview combines Change Request Analysis and Change Process Analysis and gives user an overview of all the processes. Monitor Open Work Items and Analyze Completed work items gives user an overview of the MDG change request workflow process.

This functionality is provided for RFM Objects.

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Introduction

Using Analytics, one can get the overview of different processes in Master Data Governance (MDG) & Master Data Consolidation and Mass Processing (MDC). This helps in analyzing the Change Requests and Change Processes based on different parameters so that the required actions can be taken accordingly. For e.g., you can get the overview and details of 'Change Requests With my Participation' and process them.

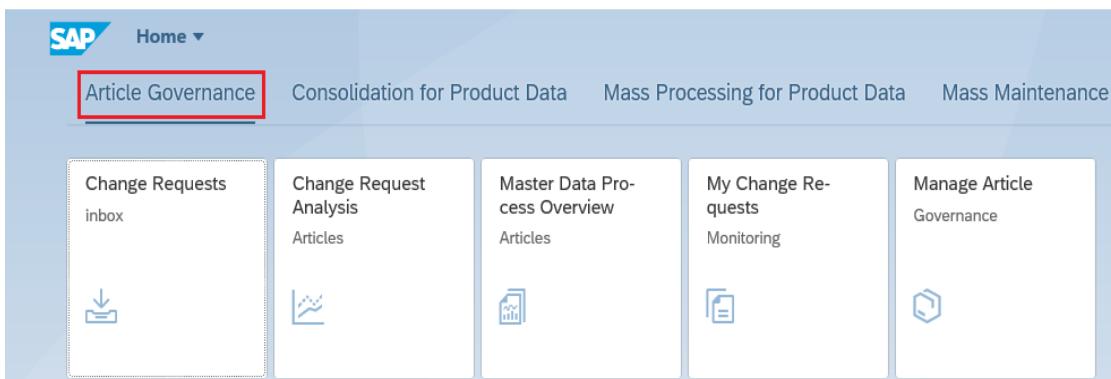
Analytics Overview

Analytics allows both Change Request and Change Process Analysis. In Mater Data Process Overview, we can see all processes related to both Change Request Analysis & Change Process Analysis, if Change Process analysis is available. Without Change Process Analysis, all processes related to Change Request Analysis can only be seen in Master Data Process Overview.

Master Data Process Overview & Change Request Analysis are available for all RFM Object. Change Process Analysis is also available.

Use following steps to view the analysis of a specific object.

1. Run t-code /n/UI2/FLP.
2. Select a specific object Governance for analysis.



Objects in Scope

The following Objects of Scope are explained in this section.

[Object in Scope for Change Request Analysis](#)

[Object in Scope for Change Process Analysis](#)

[Object in Scope for Master Data Process Overview](#)

[Objects in scope for Monitor Open Works Items](#)

[Objects in scope for Analyze Completed Work Items](#)

Objects in scope for Change Request Analysis

Change Request Analysis is available for RFM Object for Article

Objects in scope for Change Process Analysis

Change Process Analysis is available for RFM object- Article. It contains following tabs.

- Duration of consolidation and Mass Process.
- Open consolidation and Mass Process.
- Finished Consolidation and Mass Process.
- Number of Processed Articles.
- Consolidation Validation result.

Objects in scope for Master Data Process Overview

Master Data Process Overview is available for RFM object which is Article. Master Data Process Overview combines the cards for both Change Request Analysis & Change Process Analysis.

Objects in scope for Monitor Open Works Items

Monitor Open Works Item is available for RFM object which is Article. It contains RFM Change Requests. Change requests are defined by Change Request Step, Change Request Type and Change Request Status.

Objects in scope for Analyze Completed Work Items

Analyze Completed Work Items is available for RFM object which is Article. It contains RFM Change Requests. Change requests are defined by Change Request Step, Change Request Type and Change Request Status.

Change Request Analysis

Change Request Analysis gives us the information regarding the total number change requests created for a specific object along with the number of change requests by different processes.



Screen shots for different processes available in Change Request Analysis are given for "Articles".

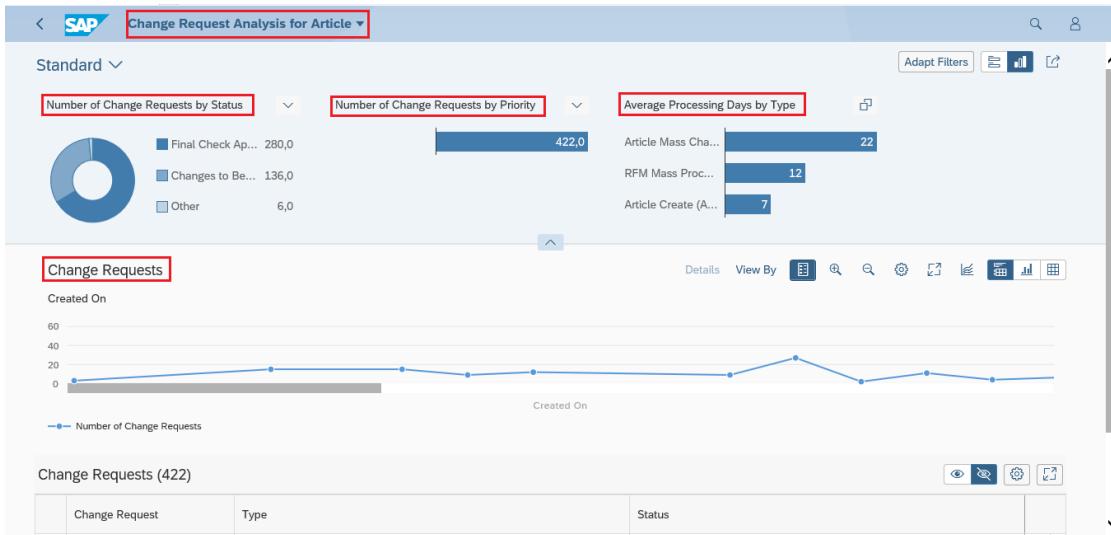
Use following steps to analyze Change Requests.

1. Run t-code /n/UI2/FLP.
2. Select the tab "Article Governance".
3. Launch the FIORI Application "Change Request Analysis".



4. Change Request Analysis screen will be displayed as shown below. It has Header and Detail Views.

Header View



In Header View, we can see the overview of change requests by different processes.

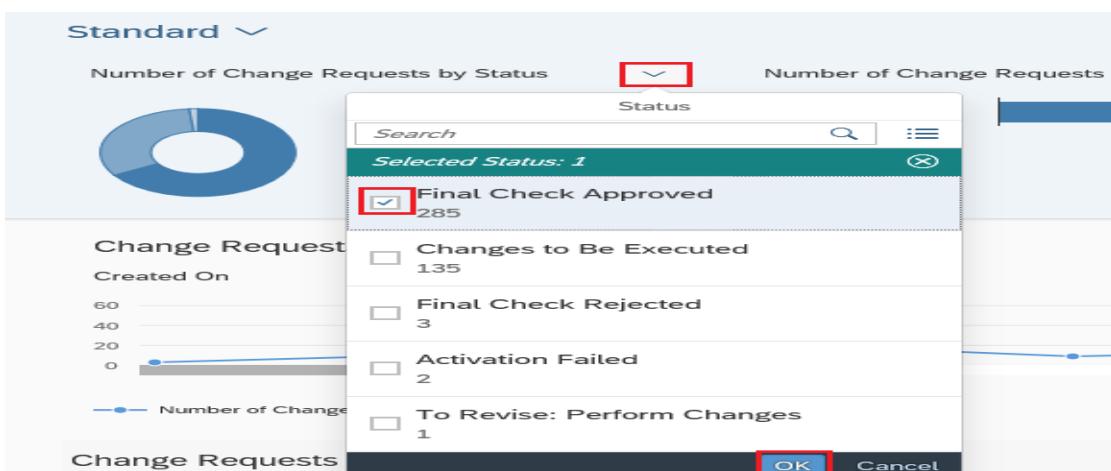
1. Number of Change Request by Status
2. Number of Change Request by Priority
3. Average Processing Days by Type of Change Request

Number of Change Request by Status

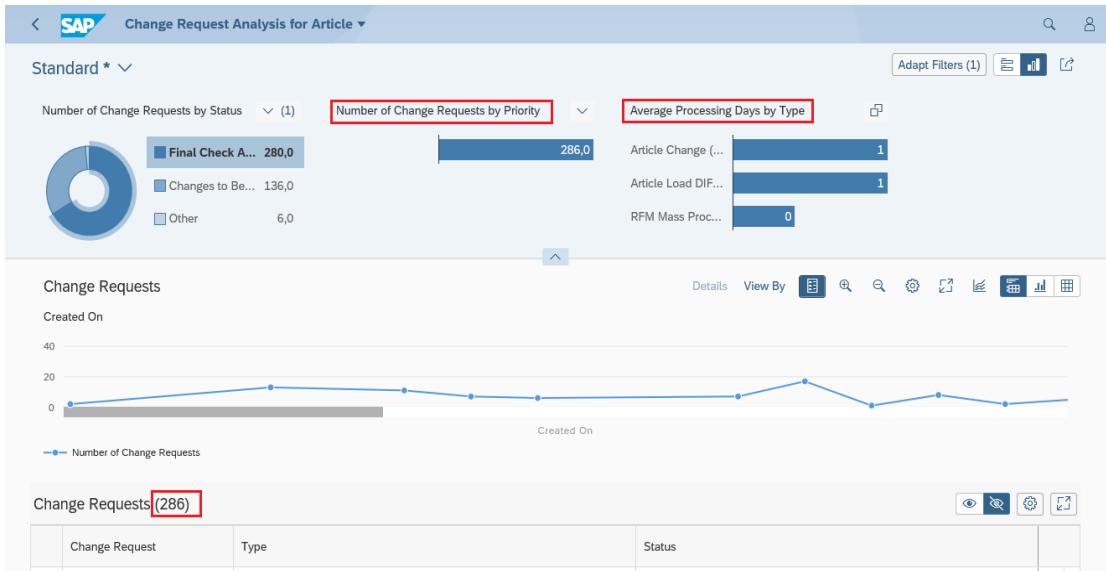
1. Click Number of Change Requests by Status



2. Select any Status using the dropdown to see the details of Change Requests with the selected status.



3. Select the status and click on "OK" to see the details. The result screen is as follows:

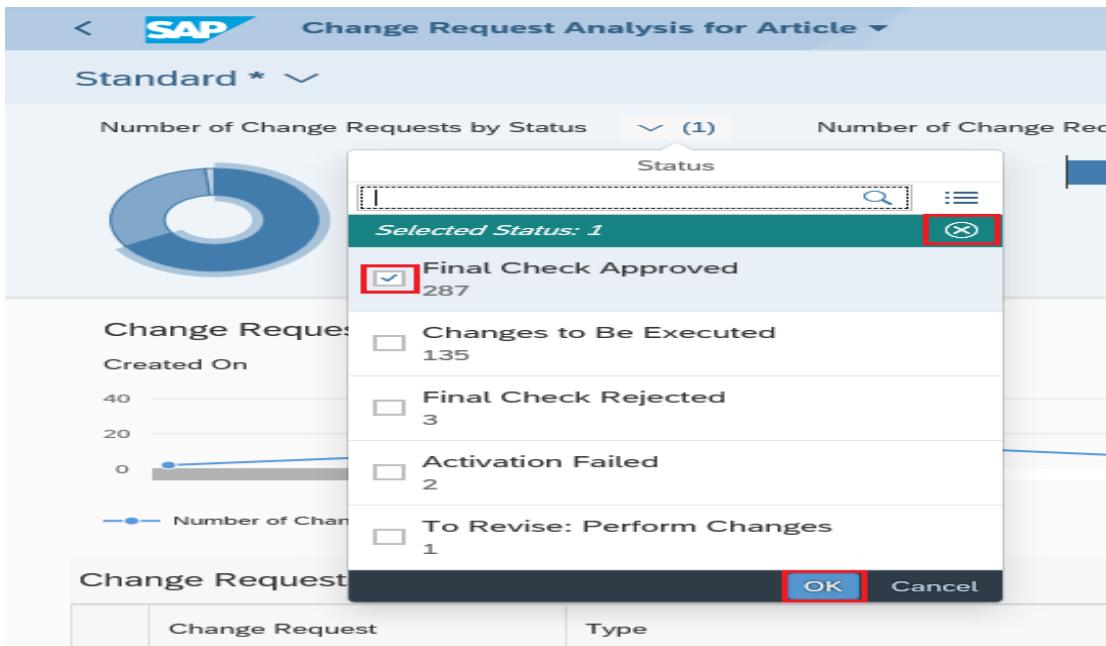


4. We can see the Priority and the Average Processing Days for the selected Change Requests as marked above.

For e.g. the average processing time is 1 Days for the selected "Final Check Approved" Change Requests.

Similarly, CRs can be filtered by other statuses.

To remove the selection, click on dropdown and remove the selected status either by clicking on the "Clear Selection" or by unselecting the check box.

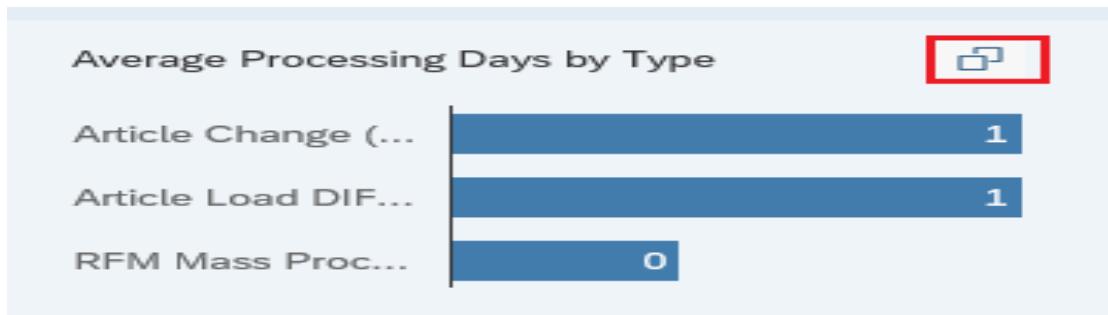


Number of Change Requests by Priority

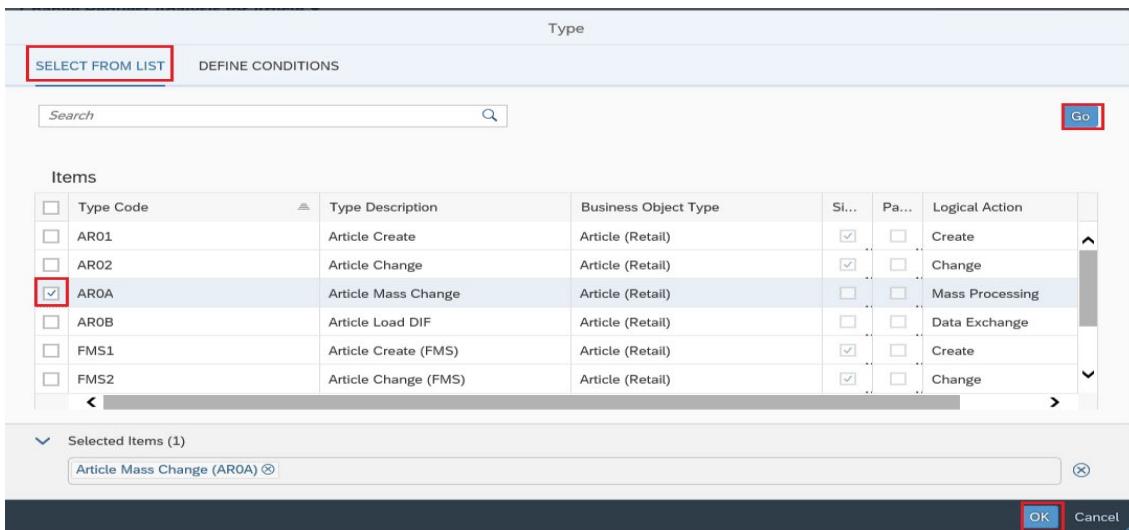
The Change Requests can be filtered by priority by selecting a value & the filter can be removed by unchecking the checkbox or by clearing the selection, like the steps provided in "Number of Change Requests by Status".

Average Processing Days by Type of Change Request

- To view the Average Processing Days by Change Request Type, use the filter "Average Processing Days by Type". Select "Value Help for Type" to filter.



- The CR Type can be chosen either by selecting it from the list or by using define conditions.

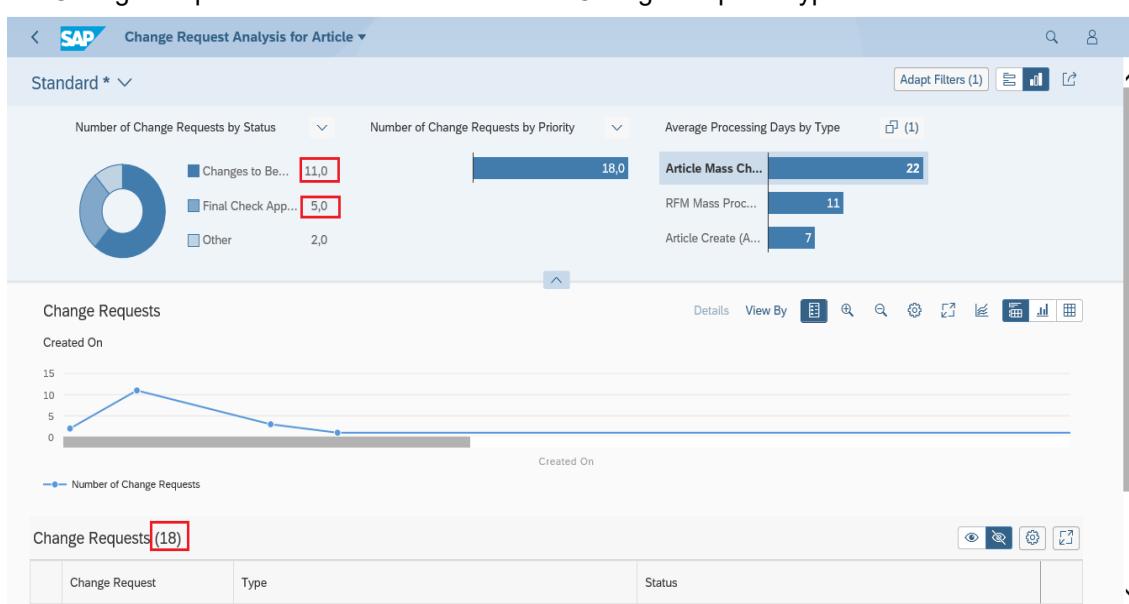


Type Code	Type Description	Business Object Type	Si...	Pa...	Logical Action
AR01	Article Create	Article (Retail)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Create
AR02	Article Change	Article (Retail)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Change
<input checked="" type="checkbox"/> AR0A	Article Mass Change	Article (Retail)	<input type="checkbox"/>	<input type="checkbox"/>	Mass Processing
AR0B	Article Load DIF	Article (Retail)	<input type="checkbox"/>	<input type="checkbox"/>	Data Exchange
FMS1	Article Create (FMS)	Article (Retail)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Create
FMS2	Article Change (FMS)	Article (Retail)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Change

Selected Items (1)
Article Mass Change (AR0A) X

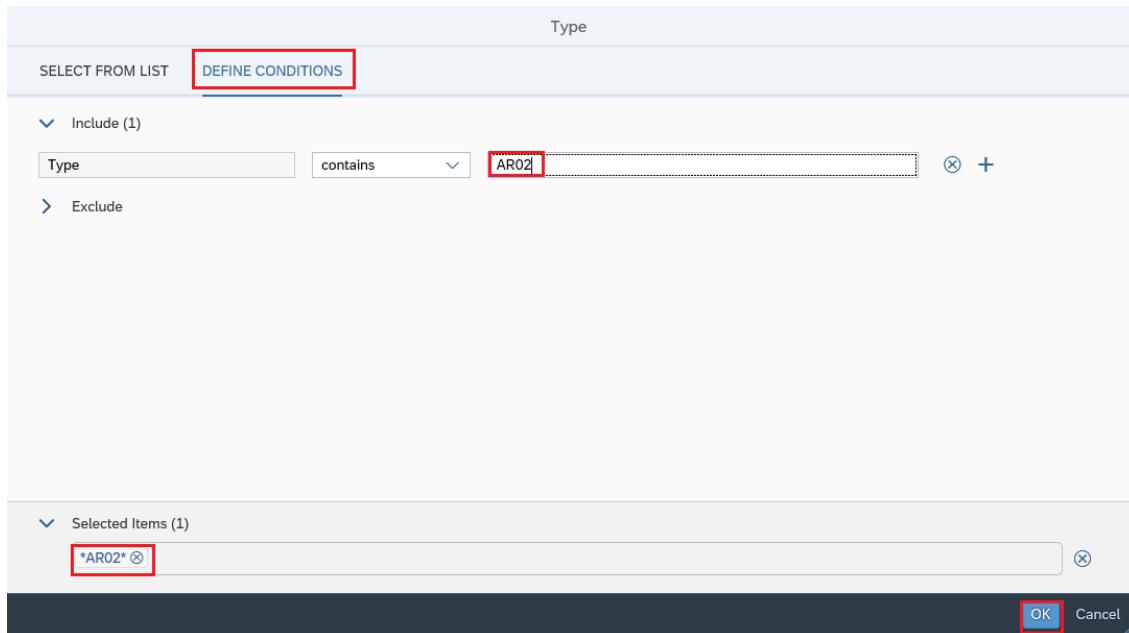
OK Cancel

- Once we select the Change Request Type and apply the filter, the resulting screen will show the Change Requests created with the selected Change Request Type.

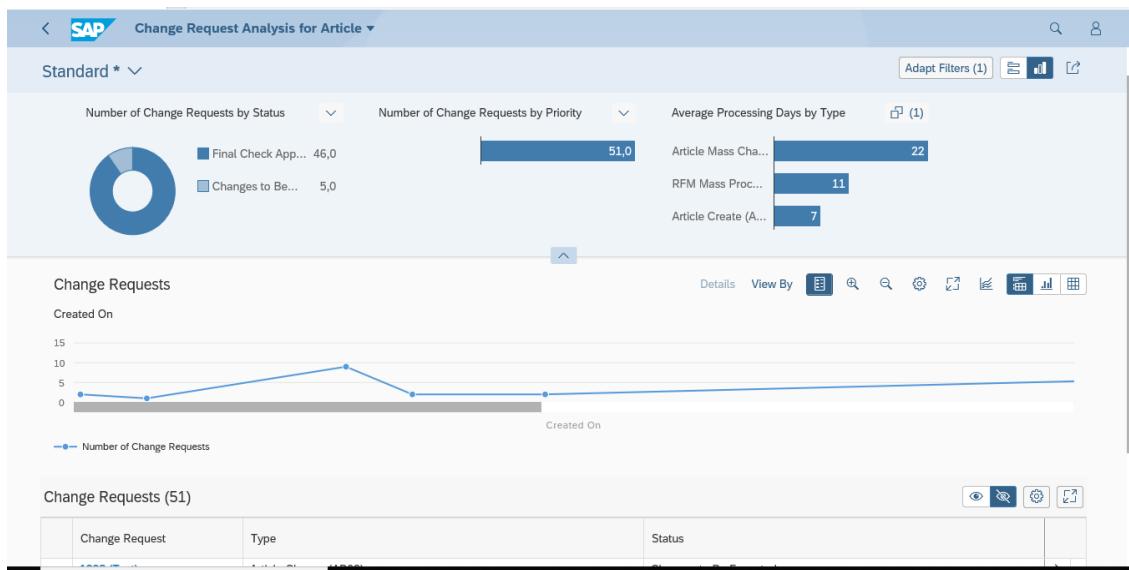


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4. Out of the resulting CRs, we can see the number of change requests by status and by priority as shown above.
5. Similarly, the filtering can be done using "Define Conditions" as shown in the following screen.



6. The following screen shows the results based on the selected filter condition.



Other Filter Options

The following are the options of filters available

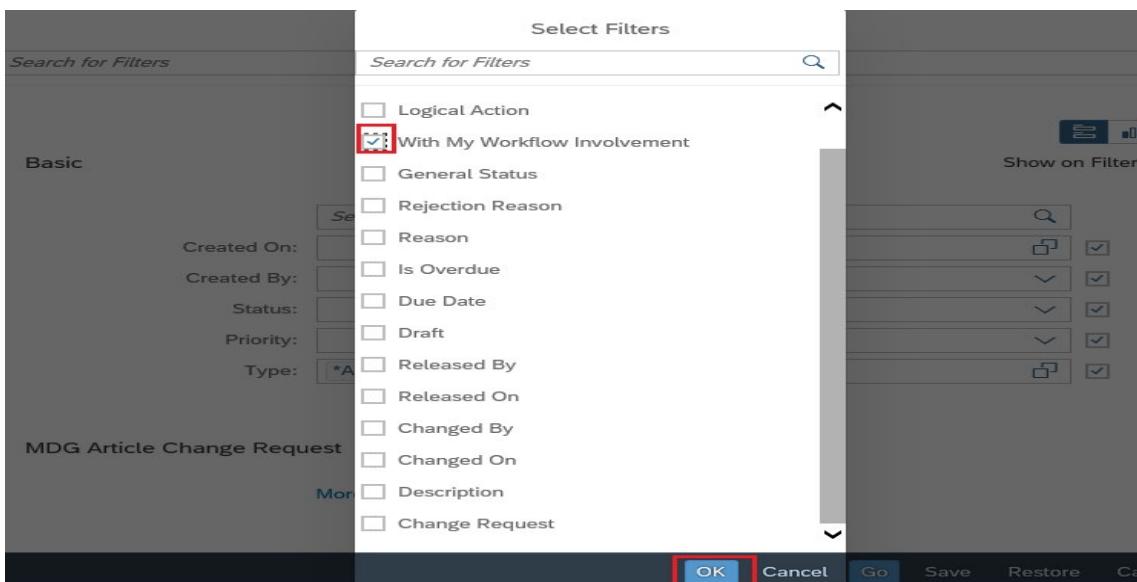
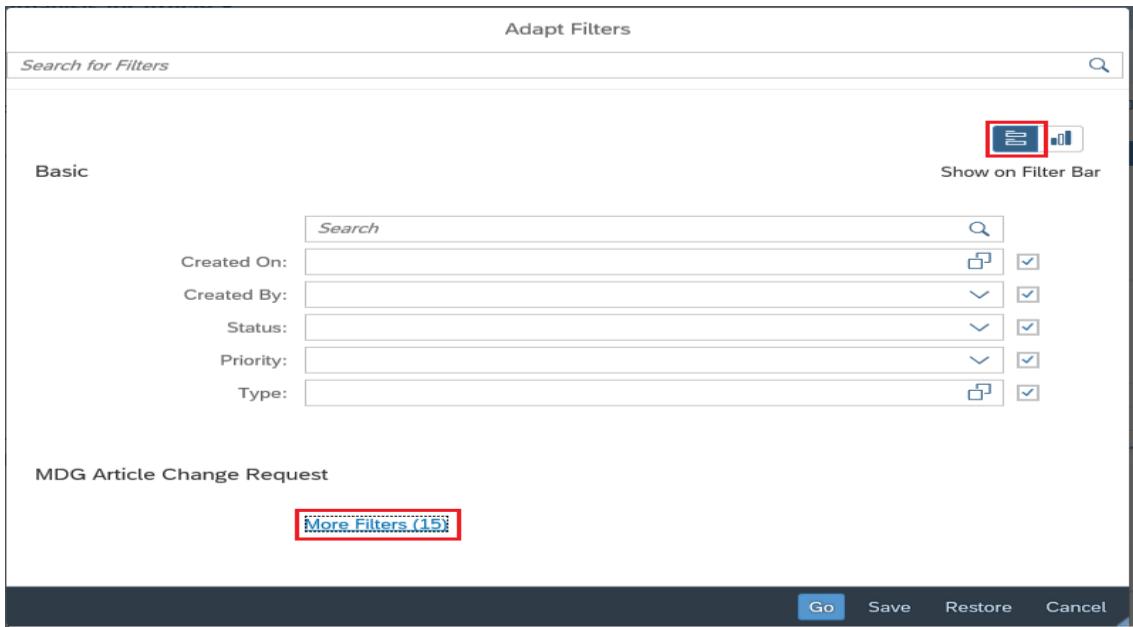
1. [Adapt Filter](#)
2. [Compact Filter](#)

Adapt Filter

1. Use "Adapt Filters" option to choose more filters.



- Choose "Compact Filter" option marked on the "Adapt Filters" popup and click on "More Filters" to see all filter options available as shown in the following screen.



- Select any of the filter options from "More Filters". For e.g., the filter option "With My Workflow Involvement" is shown. Select a value for the filter option and click on "Go".

Adapt Filters



Basic
Show on Filter Bar 

	Search	
Created On:	<input type="text"/>	 <input checked="" type="checkbox"/>
Created By:	<input type="text"/>	 <input checked="" type="checkbox"/>
Status:	<input type="text"/>	 <input checked="" type="checkbox"/>
Priority:	<input type="text"/>	 <input checked="" type="checkbox"/>
Type:	<input type="text"/>	 <input checked="" type="checkbox"/>

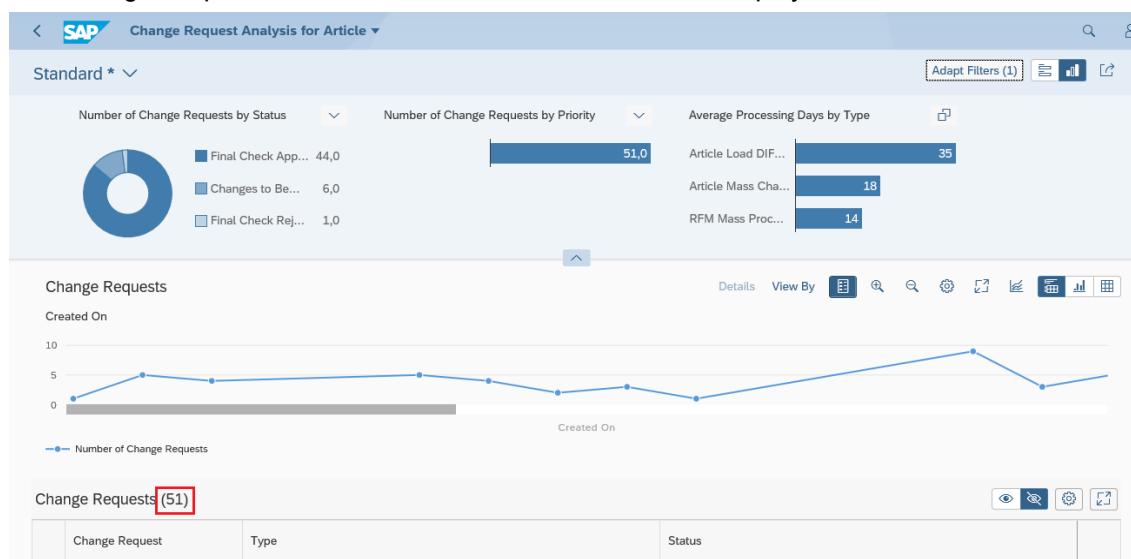
MDG Article Change Request

With My Workflow Involvement: 

[More Filters \(14\)](#)

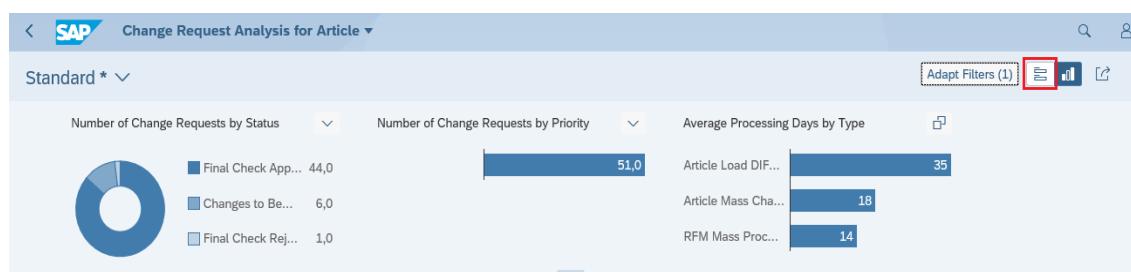
 Go Save Restore Cancel

4. The Change Requests which meet the filter condition will be displayed.



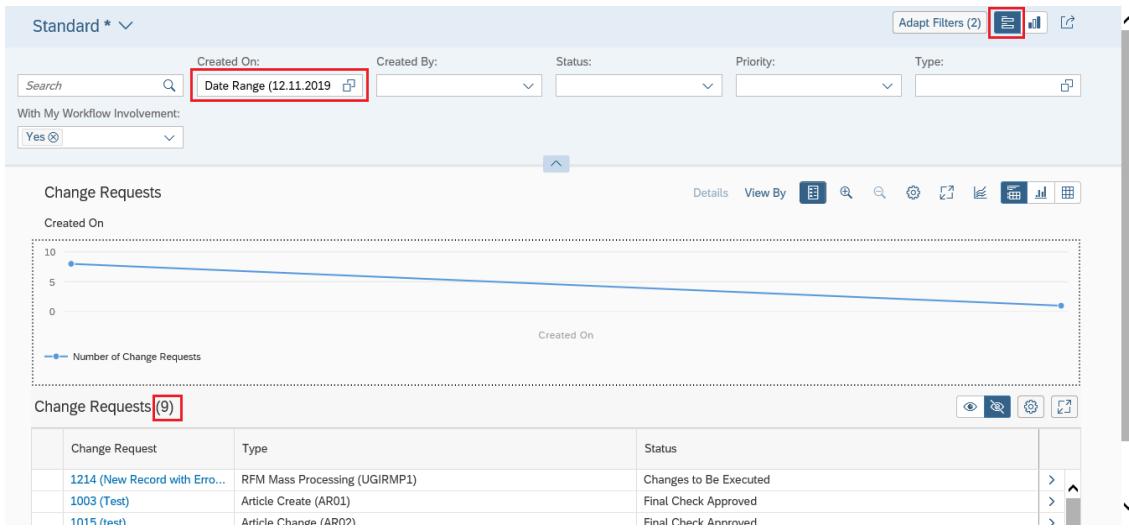
Compact Filter

1. Use the compact filter option as marked in the following screen to see all selected filters on the header view.



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2. Choose any of the filter criterion as shown in the following screen to view the change requests meeting the selection criteria.



The screenshot shows the 'Change Requests' screen with the following details:

- Filter Bar:** Includes fields for 'Created On' (set to 'Date Range (12.11.2019)'), 'Created By', 'Status', 'Priority', and 'Type'. A red box highlights the 'Created On' field.
- Chart View:** A line chart titled 'Change Requests' showing the 'Number of Change Requests' over 'Created On' from 0 to 10. The chart shows a general downward trend from approximately 7 in November to 2 in December.
- Table View:** A grid titled 'Change Requests (9)' listing nine entries. Each entry includes a 'Change Request' ID, 'Type', and 'Status'. A red box highlights the grid title.

	Change Request	Type	Status
1	1214 (New Record with Error)	RFM Mass Processing (UGIRMP1)	Changes to Be Executed
2	1003 (Test)	Article Create (AR01)	Final Check Approved
3	1015 (test)	Article Change (AR02)	Final Check Approved
4	1256 (Test)	Article Mass Change (AR0A)	Activation Failed
5	1257 (thweue)	RFM Mass Processing (UGIRMP1)	Final Check Approved
6	1258 (test)	RFM Mass Processing (UGIRMP1)	Changes to Be Executed
7	1259 (TEst)	RFM Mass Processing (UGIRMP1)	Final Check Approved

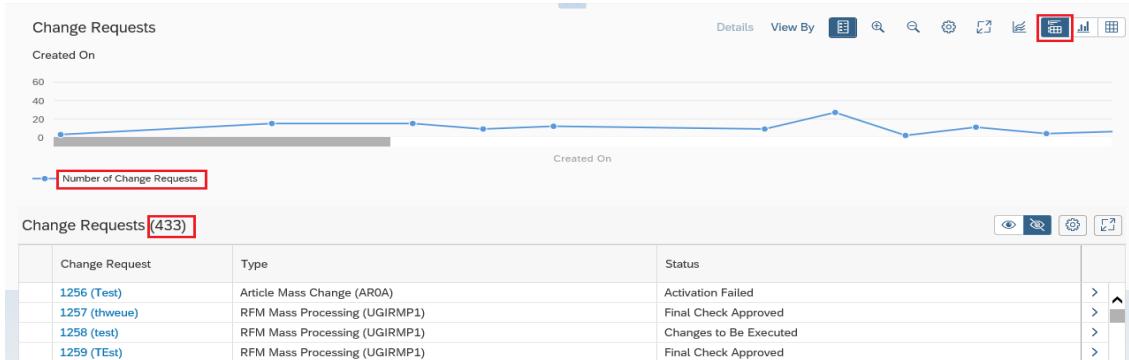
Detail View

In Detail view, there are different views available:

1. [Chart and Table View](#)
2. [Chart View](#)
3. [Table View](#)

Chart and Table view

In Chart and Table View, we can view both Chart View and Table View, as shown below.



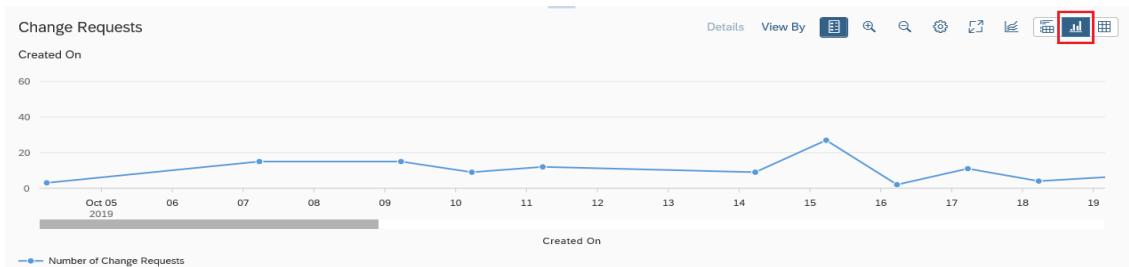
The screenshot shows the 'Change Requests' screen in 'Chart and Table view' mode, with the following details:

- Filter Bar:** Includes fields for 'Created On' (set to 'Date Range (12.11.2019)'). A red box highlights the 'Created On' field.
- Chart View:** A line chart titled 'Change Requests' showing the 'Number of Change Requests' over 'Created On' from 0 to 60. The chart shows a fluctuating trend with peaks around November 15th and December 15th.
- Table View:** A grid titled 'Change Requests (433)' listing four entries. Each entry includes a 'Change Request' ID, 'Type', and 'Status'. A red box highlights the grid title.

	Change Request	Type	Status
1	1256 (Test)	Article Mass Change (AR0A)	Activation Failed
2	1257 (thweue)	RFM Mass Processing (UGIRMP1)	Final Check Approved
3	1258 (test)	RFM Mass Processing (UGIRMP1)	Changes to Be Executed
4	1259 (TEst)	RFM Mass Processing (UGIRMP1)	Final Check Approved

Chart View

Only Chart View can be seen in the Detail View when the button as highlighted below is selected.



The screenshot shows the 'Change Requests' screen in 'Chart View' mode, with the following details:

- Filter Bar:** Includes fields for 'Created On' (set to 'Date Range (12.11.2019)').
- Chart View:** A line chart titled 'Change Requests' showing the 'Number of Change Requests' over 'Created On' from 0 to 60. The chart shows a fluctuating trend with peaks around November 15th and December 15th.
- Table View:** The table view is not visible in this mode.

Table View

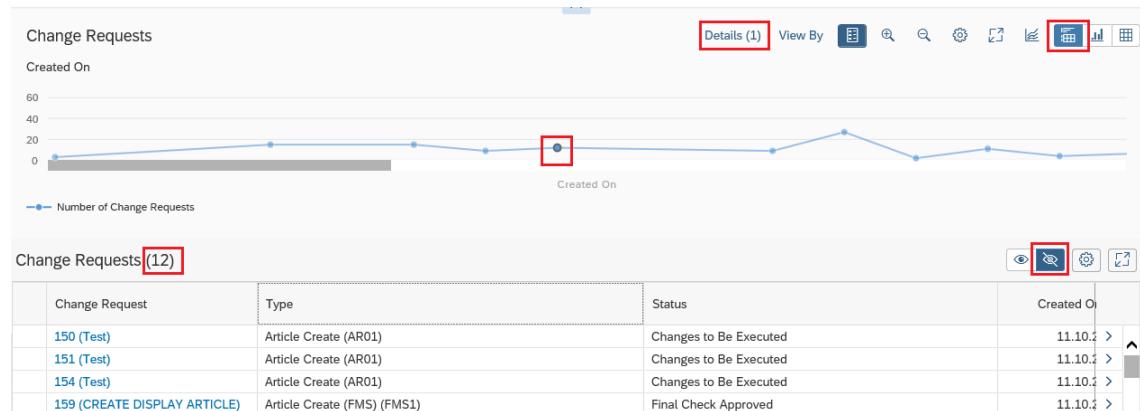
Only Table View can be seen in the Detail View when the button as highlighted below is selected.

Change Requests (433)

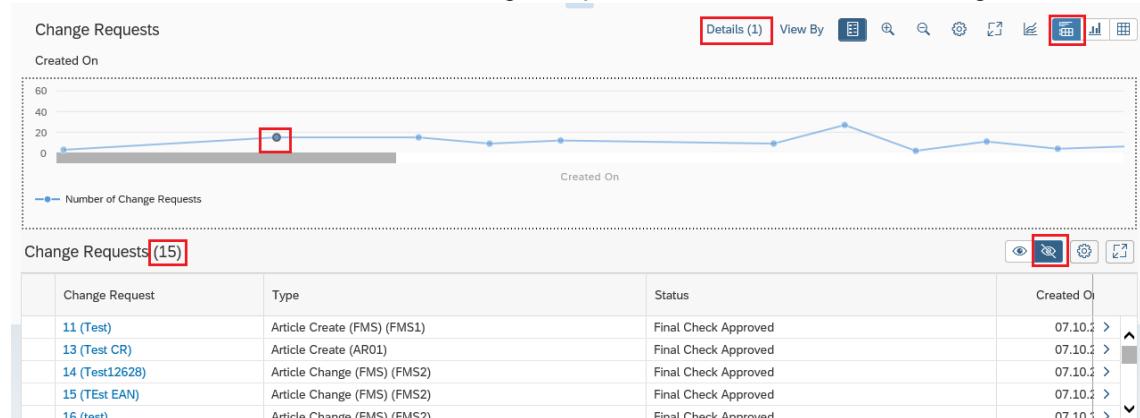
Change Request	Type	Status	Created On	Created By	
1256 (Test)	Article Mass Change (AR0A)	Activation Failed			>
1257 (theweue)	RFM Mass Processing (UGIRMP1)	Final Check Approved			>
1258 (test)	RFM Mass Processing (UGIRMP1)	Changes to Be Executed			>
1259 (TEst)	RFM Mass Processing (UGIRMP1)	Final Check Approved			>
1260 (Mass create of Procur...	RFM Mass Processing (UGIRMP1)	Final Check Approved			>
1267 (Mass create of Procur...	RFM Mass Processing (UGIRMP1)	Final Check Approved			>
1268 (Mass create of Procur...	RFM Mass Processing (UGIRMP1)	Final Check Approved			>
1269 (Test)	Article Create (AR01)	Final Check Approved			>
1271 (Update of Active Rec...	RFM Mass Processing (UGIRMP1)	Final Check Approved			> v

Other Options

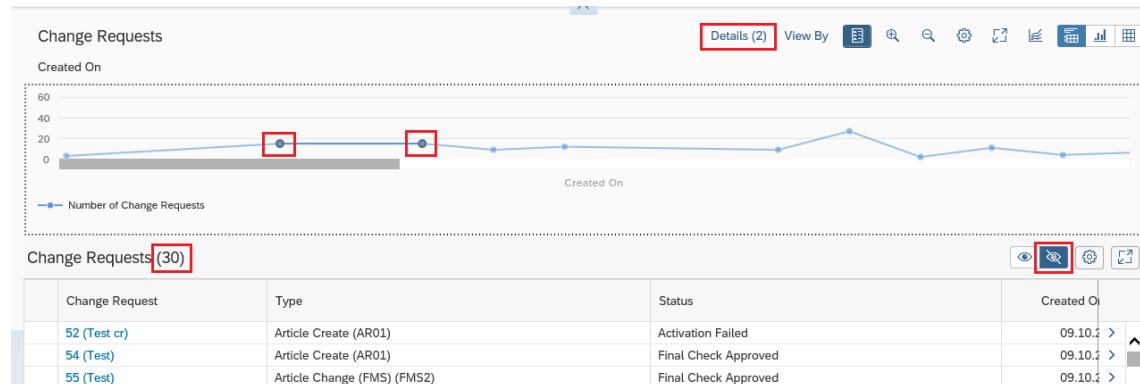
When a point on the chart is selected, only those Change Requests corresponding to the selection can be seen in the Table View, when the selection is "Show Only Selected Items on the Chart", as marked below.



See the difference in the Number of Change Requests when the selection is changed.



When the selection is multiple, change requests corresponding to multiple selections will be seen in the Table View.

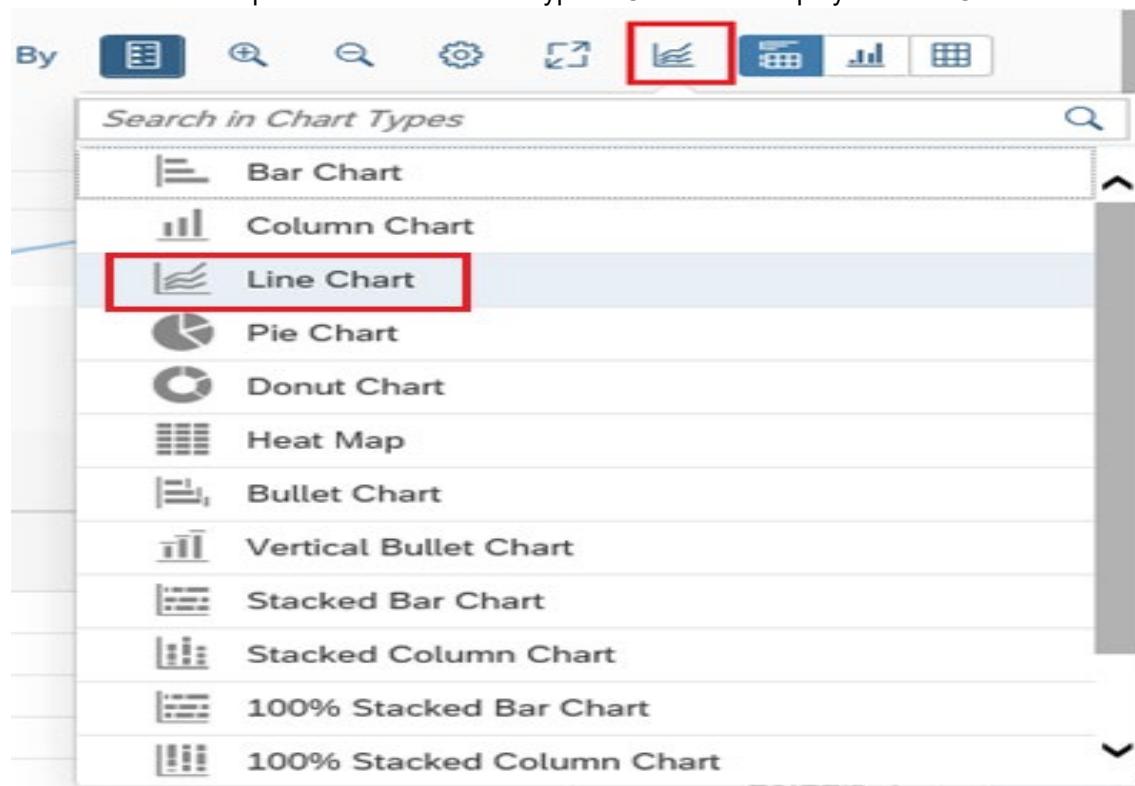


When "Show All Items" is selected at the Table View, all Change Requests will be seen in the Table View irrespective of the selection in the Chart View.

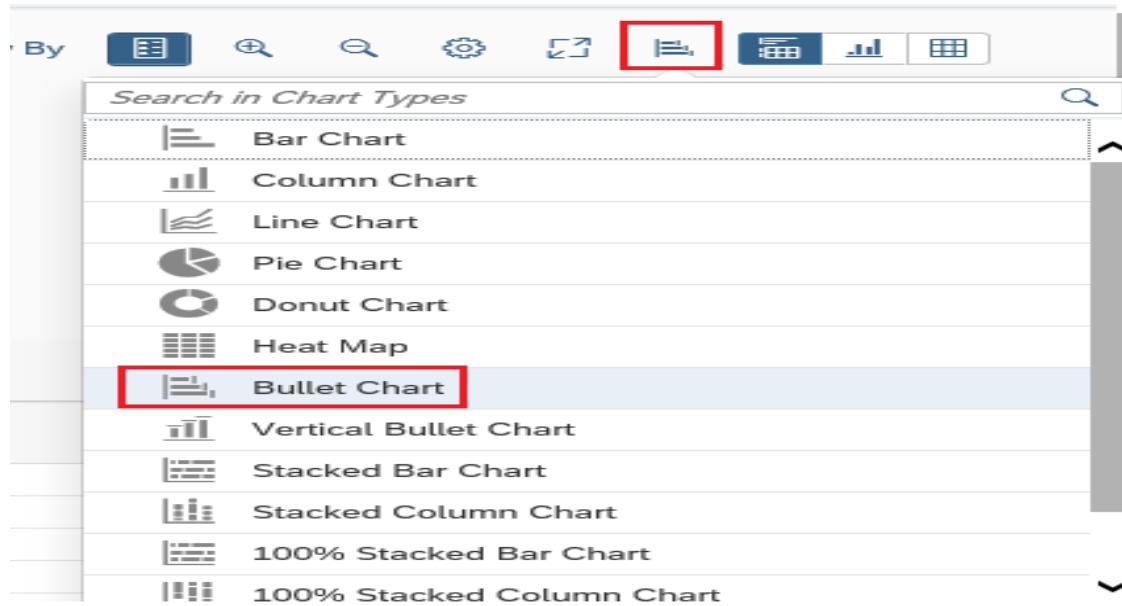


Chart Options

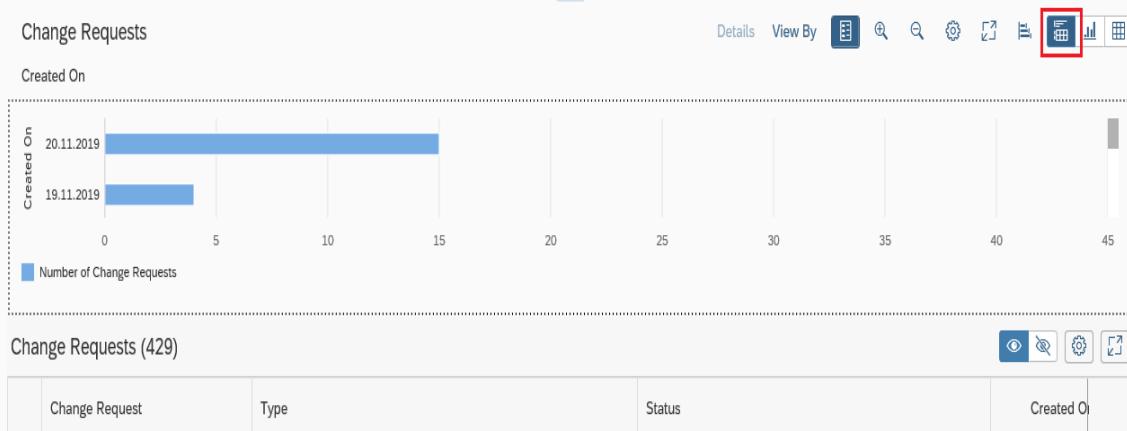
There are different options available for the Type of Chart to be displayed in the Chart View.



1. Select the "Bullet Chart" from the selection.



2. Based on the selection, Chart Type will be displayed.



Other Settings

Chart View

1. Select the Settings Button marked below to alter the Dimension and Measure.



View Settings

Chart	Sort	Filter
Bullet Chart	Search	Show Selected
<input type="checkbox"/> Select All (2/22)	Type	Role
<input checked="" type="checkbox"/> Created On	Dimension	Category
<input checked="" type="checkbox"/> Number of Change Requests	Measure	Axis 1
<input type="checkbox"/> Average Processing Days	Measure	Axis 1
<input type="checkbox"/> Change Request	Dimension	Category
<input type="checkbox"/> Changed By	Dimension	Category
<input type="checkbox"/> Changed On	Dimension	Category
<input type="checkbox"/> Created By	Dimension	Category
<input type="checkbox"/> Days Overdue	Measure	Axis 1
<input type="checkbox"/> Draft	Dimension	Category
<input type="checkbox"/> Due Date	Dimension	Category

OK Cancel Restore

Table View

1. Select the Settings Button marked below to alter the selection.

View Settings

Columns	Sort	Filter	Group
<input type="checkbox"/> Select All (8/24)	Search	Show Selected	
<input checked="" type="checkbox"/> Change Request			
<input checked="" type="checkbox"/> Type			
<input checked="" type="checkbox"/> Status			
<input checked="" type="checkbox"/> Created On			
<input checked="" type="checkbox"/> Created By			
<input checked="" type="checkbox"/> Draft			
<input checked="" type="checkbox"/> Due Date			
<input checked="" type="checkbox"/> Changed By			
<input type="checkbox"/> Average Processing Days			
<input type="checkbox"/> Changed On			
<input type="checkbox"/> Days Overdue			
<input type="checkbox"/> Description			

OK Cancel Restore

Change Process Analysis

Change Process Analysis gives us the information regarding the total number of change processes created for an object along with the number of change processes by different processes.

Note

Screen shots for different processes available in Change Process Analysis are given for Article. And the procedure is same for all other objects.

Use following steps to analyze Change Processes.

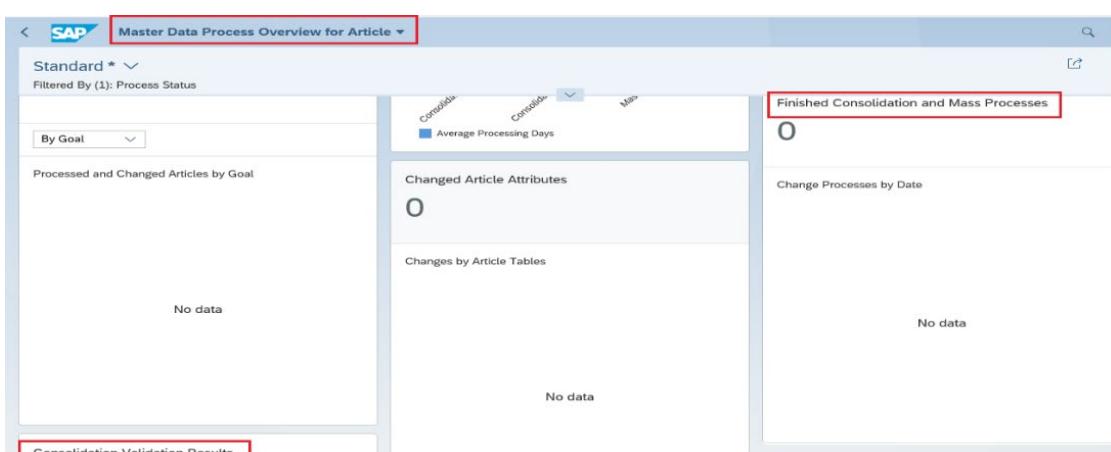
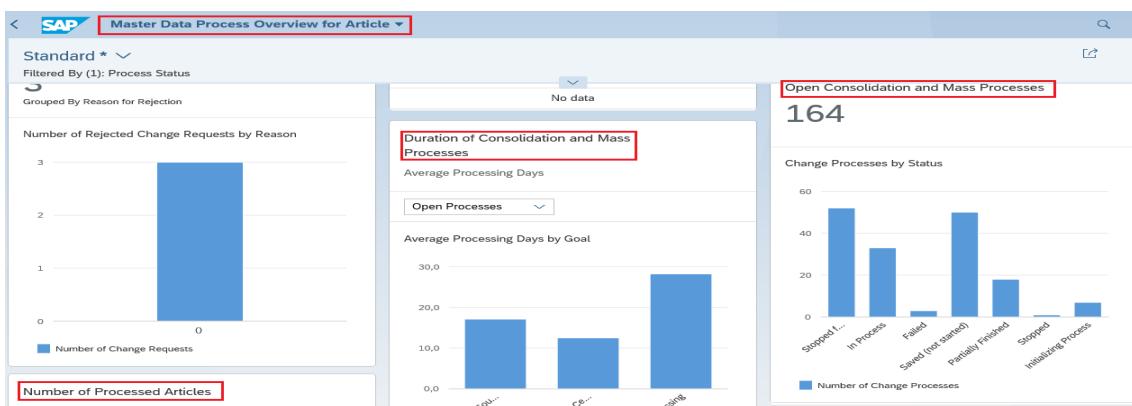
1. Run t-code /n/UI2/FLP.
2. Select the tab "Consolidation for Article Data".
3. Launch the FIORI Application "Master Data Process Overview".



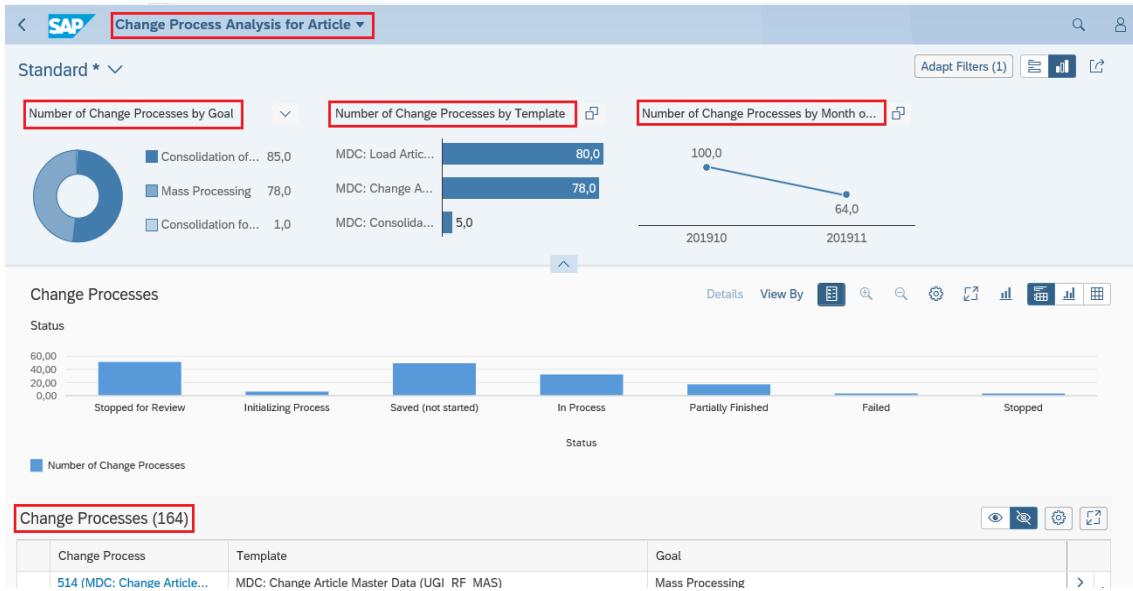
1. Master Data Process Overview for Article screen will be displayed as shown below. It has five cards for Change Process Analysis. If you click on the cards, it navigates to the Change Process

Analysis screen.

- a. Duration of consolidation and Mass Process.
- b. Open consolidation and Mass Process.
- c. Finished Consolidation and Mass Process.
- d. Number of Processed Articles.
- e. Consolidation Validation result.



2. Change Process Analysis for Duration of consolidation and Mass Process screen will be displayed as shown below. It has Header and Detail Views. Here we use only Duration of consolidation and mass Process, for remaining process is same for all.



Header View

In this section the following processes are explained.

In Header View, we can see the overview of change processes in three ways

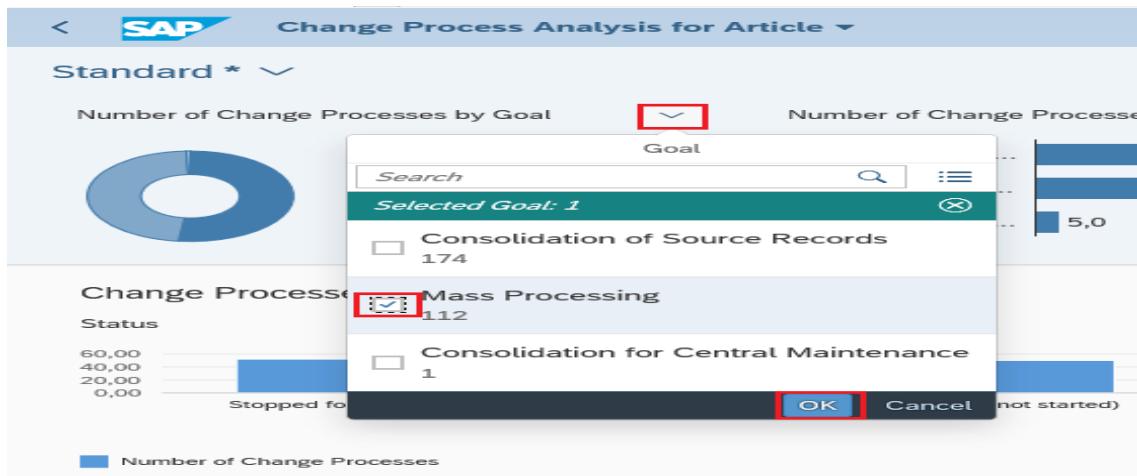
1. [Number of Change Request by Status](#)
2. [Number of Change Processes by Template](#)
3. [Number of Change Processes by Month of Creation](#)

Number of Change Processes by Goal

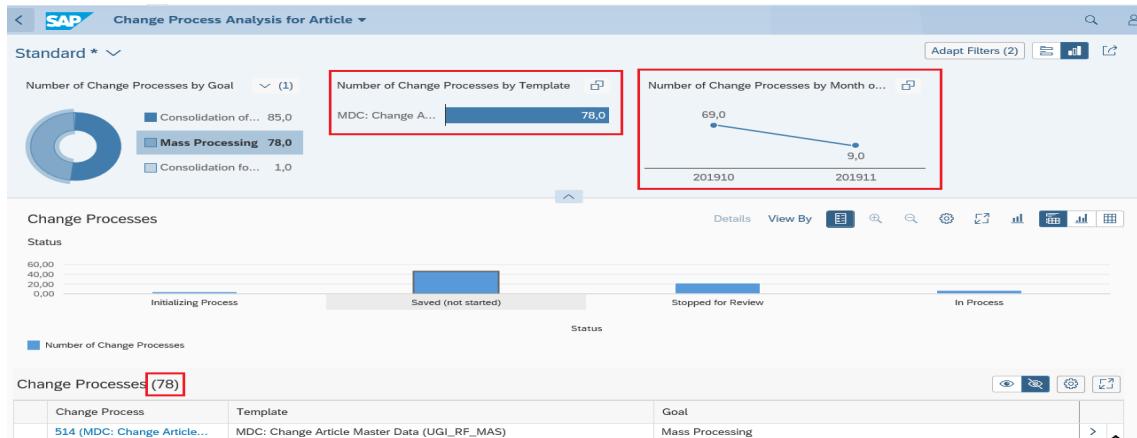
1. Click Number of Change Processes by Goal



2. Select any Goal using the dropdown to see the details of Change Processes with the selected goal.



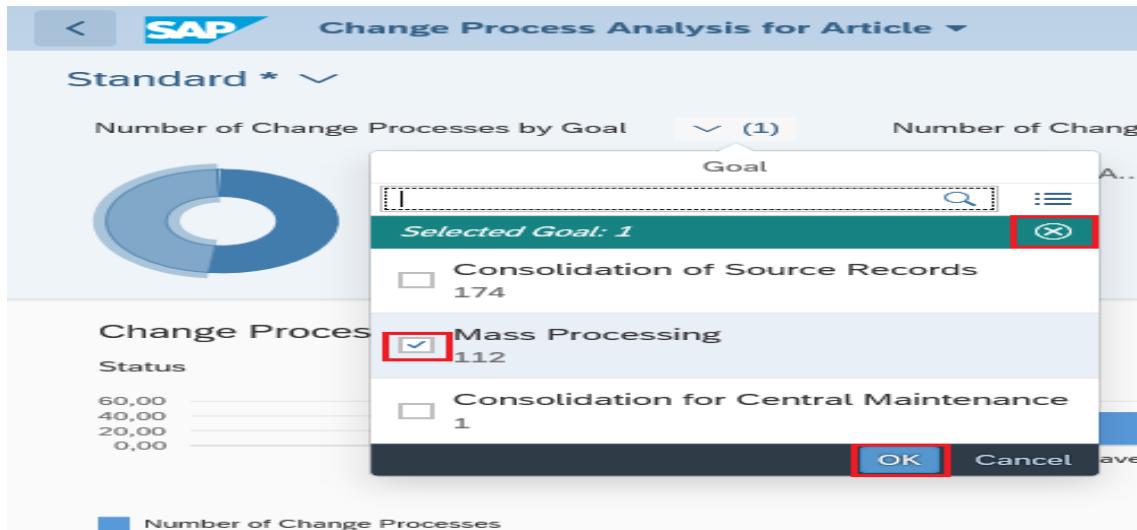
- Select the goal and click on "OK" to see the details. The result screen is as follows:



Here, we can see the Number of Change Processes by Template and the Number of Change Processes by Month of Creation for the selection.

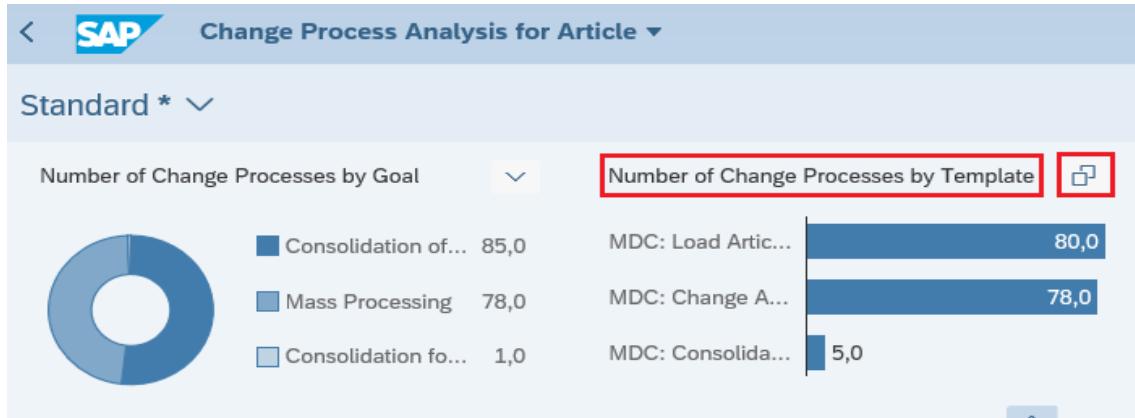
Similarly, Change Processes can be filtered by other goals.

To remove the selection, again click on dropdown and remove the selected goal either by clicking on the "Clear Selection" or by unselecting the check box.

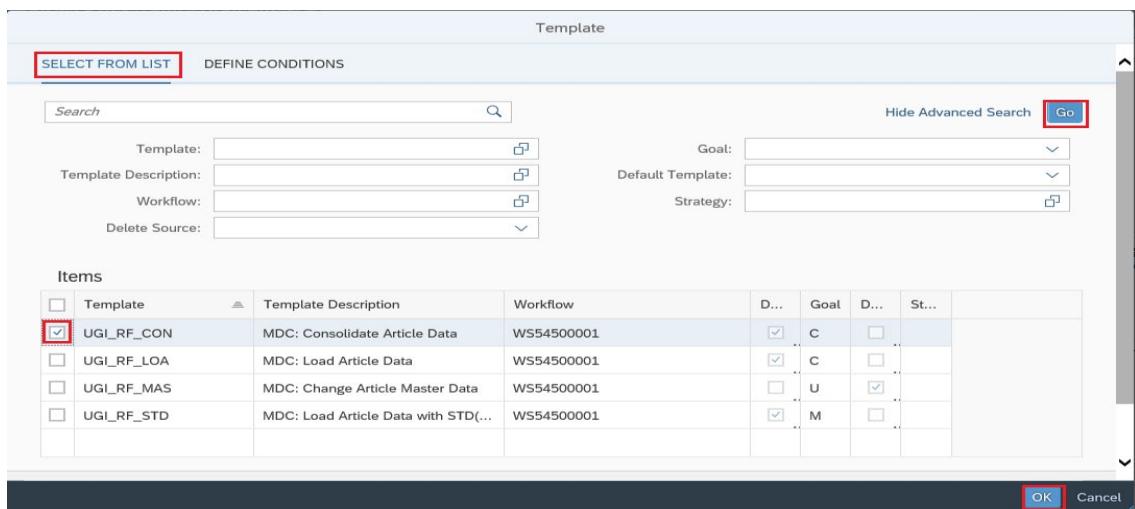


Number of Change Processes by Template

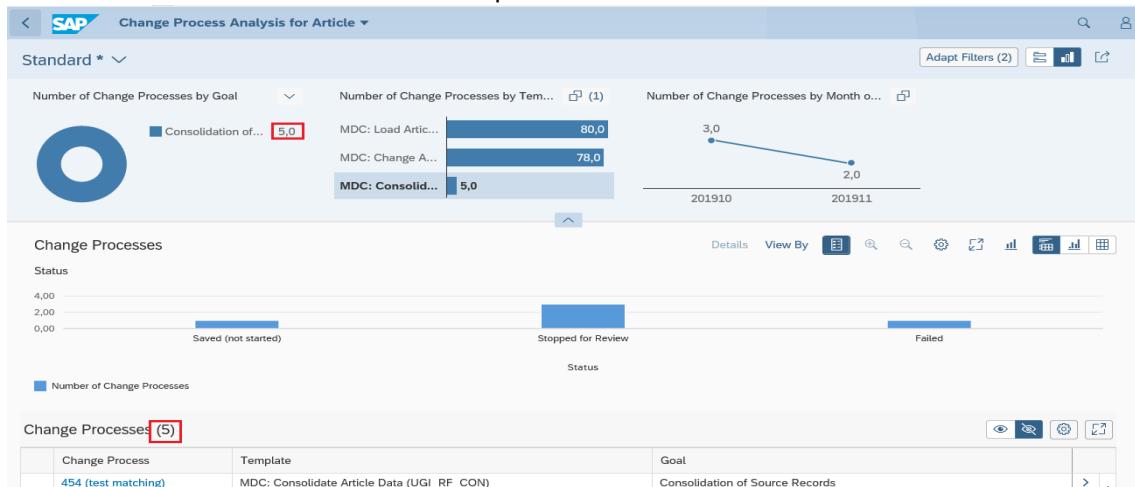
1. Click Number of Change Processes by Template
2. To filter the number of Change Processes by Template, Use the "Value Help for Template".



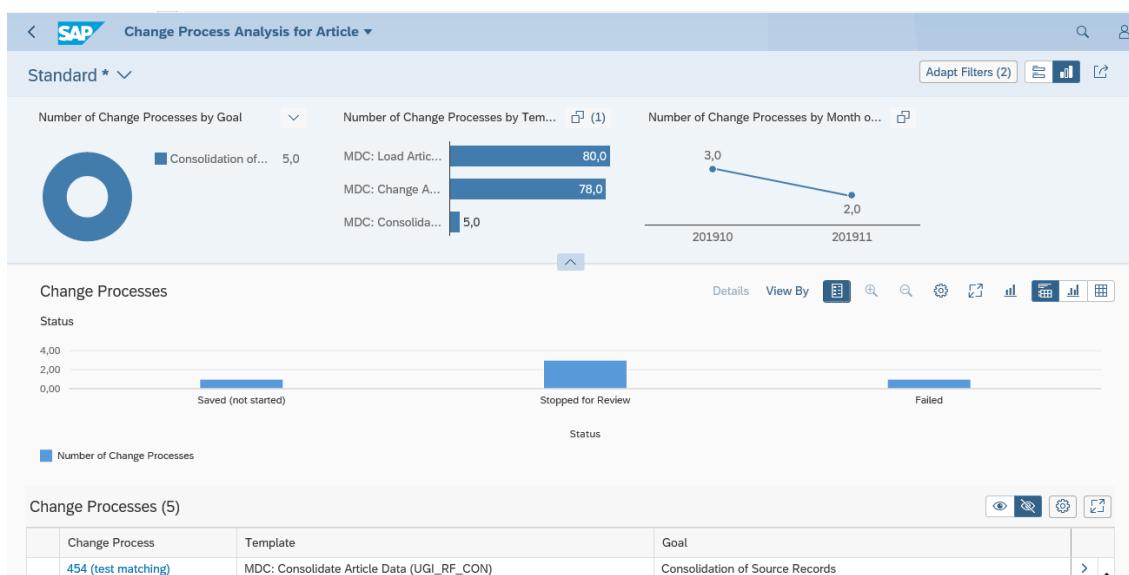
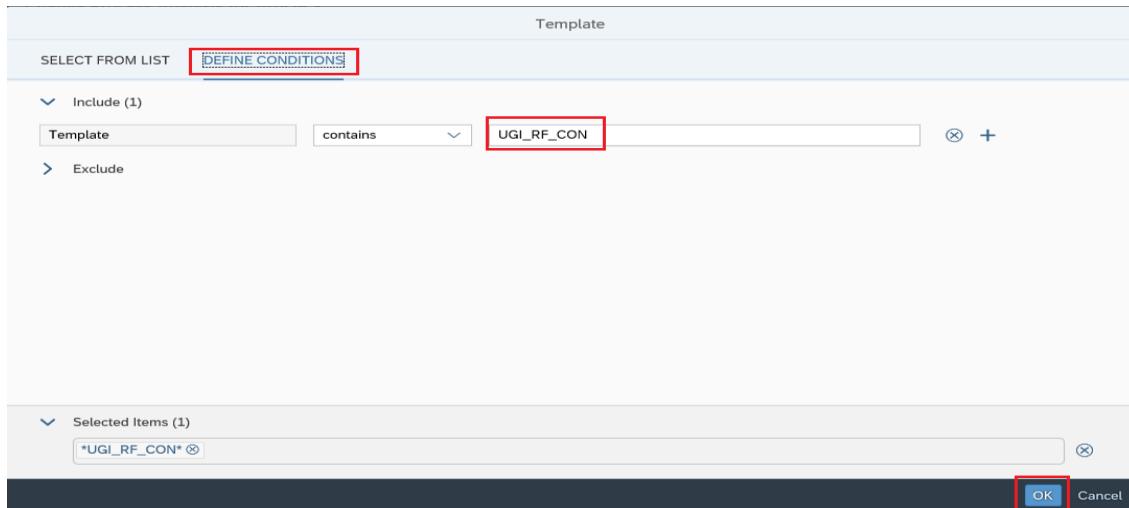
3. The Template can be chosen either by selecting it from the list or by using define conditions.



4. Once we select the Template and apply the filter, the resulting screen will show the Change Processes created with the selected Template.

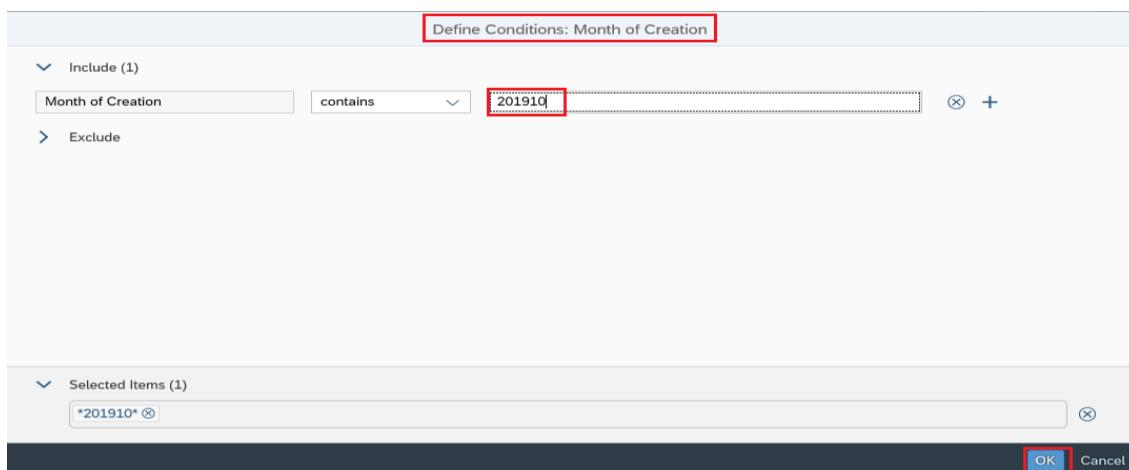


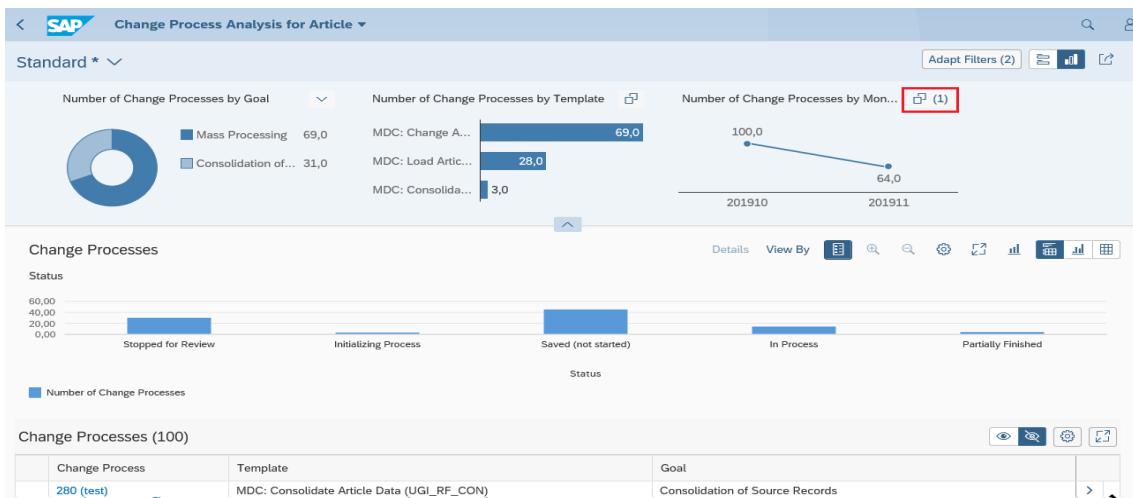
5. Similarly, the filtering can be done using "Define Conditions" as shown below.



Number of Change Processes by Month of Creation

1. Click Number of Change Processes by Month of Creation
2. The Change Processes can also be filtered by Month of Creation. Follow the same steps mentioned in the above point Filtering the Change processes by template.

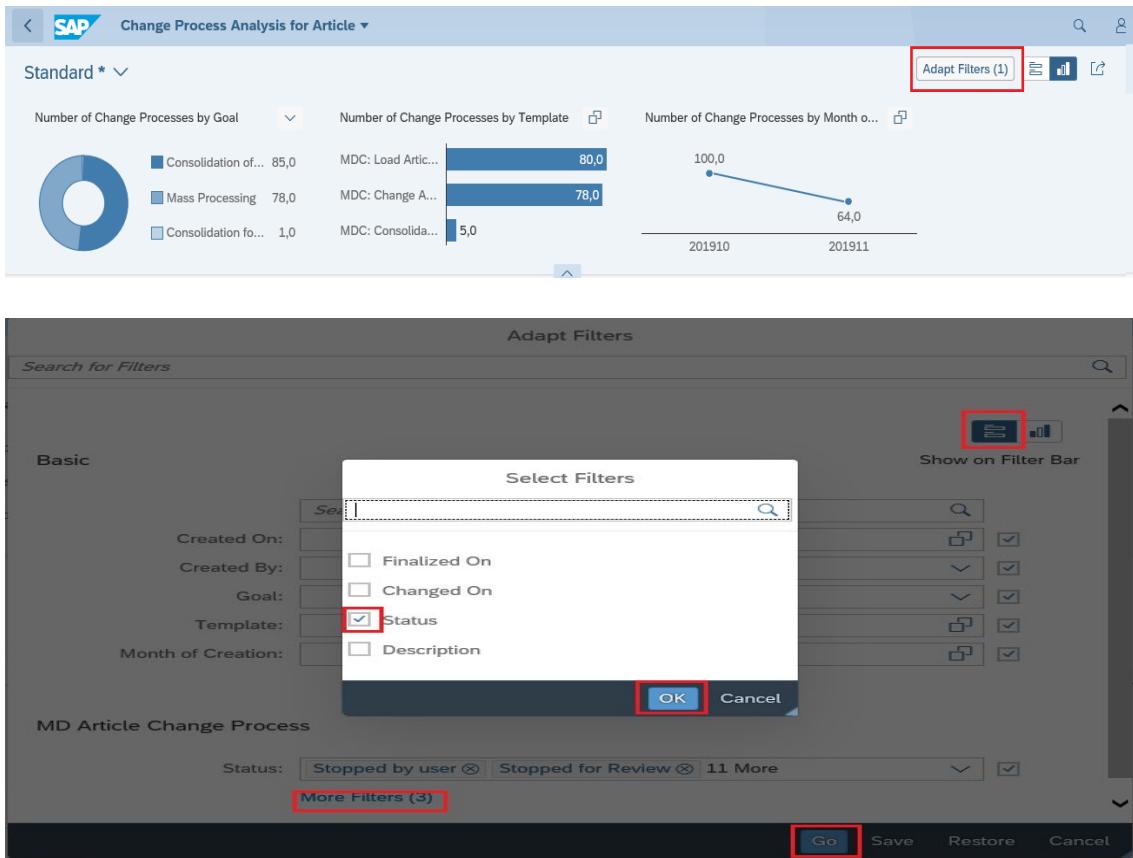




The Change Processes can be filtered by Month of Creation, by selecting the month & the filter can be removed by clearing the selection.

Different Filter Options

1. Use "Adapt Filters" option to choose more filters.



This screenshot shows the 'Adapt Filters' dialog box open over the main SAP interface. The dialog has a search bar at the top and a 'Select Filters' list below. In the list, the 'Status' checkbox is checked and highlighted with a red box. Other options like 'Finalized On', 'Changed On', and 'Description' are also listed. At the bottom of the dialog are 'OK' and 'Cancel' buttons, with 'OK' also highlighted with a red box. The background shows the main SAP interface with a chart of 'Number of Change Processes by Month' (100,0 in 201910, 64,0 in 201911) and a 'More Filters (3)' button with a red box around it. There are also 'Go', 'Save', and 'Restore' buttons at the bottom of the SAP interface.

2. Select any of the filter options from "More Filters". Here the filter option "Status" is shown. Select a value for the filter option and click on "Go".

Adapt Filters

Search for Filters

Basic

Show on Filter Bar

Search

Created On:

Created By:

Goal:

Template:

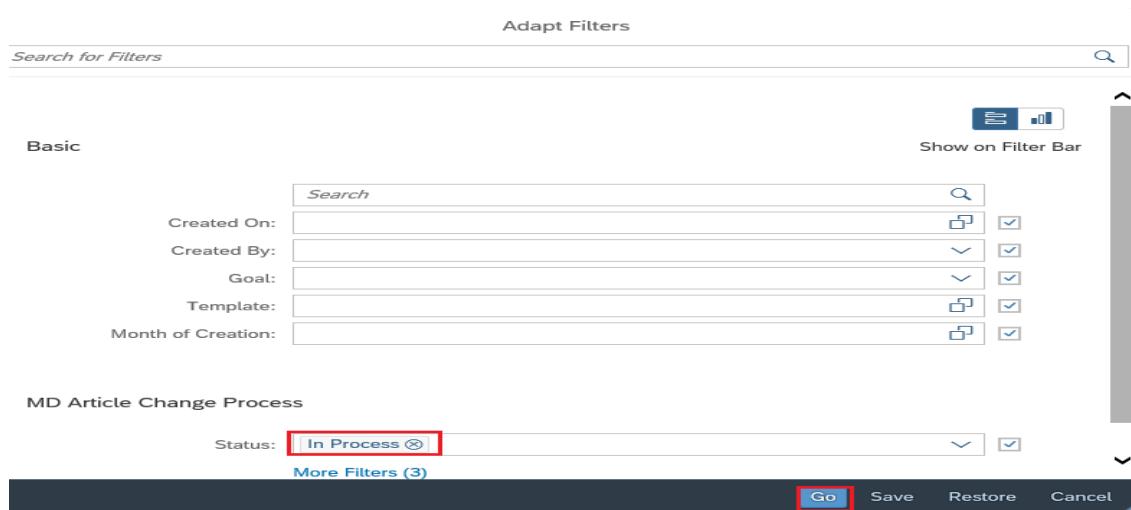
Month of Creation:

MD Article Change Process

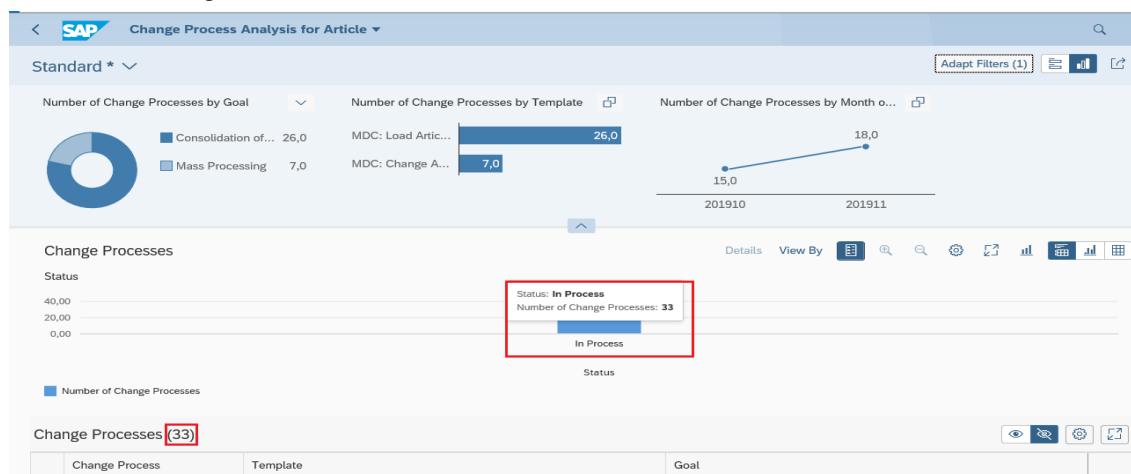
Status: In Process

More Filters (3)

Go Save Restore Cancel

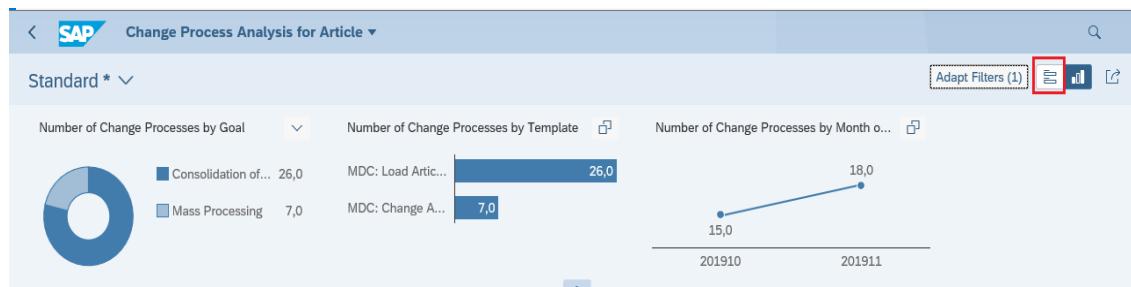


- Number of Change Processes which meet the filter condition will be shown.

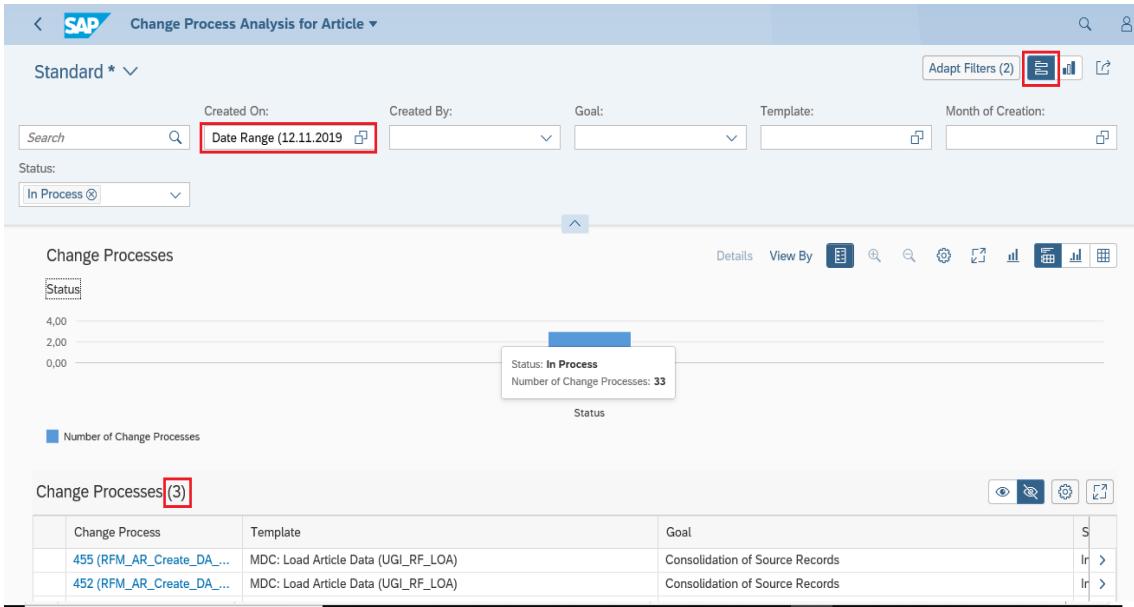


Compact Filter

- Use the compact filter option as marked below to see all filters selected on the header view.



- Select any of the filters to view the results.



The screenshot shows the SAP Change Process Analysis for Article interface in Standard view. At the top, there are search and filter fields for 'Created On' (with a red box around 'Date Range (12.11.2019)'), 'Created By', 'Goal', 'Template', and 'Month of Creation'. A button 'Adapt Filters (2)' is highlighted with a red box. Below the filters is a status dropdown set to 'In Process'. The main area displays a chart titled 'Change Processes' showing the number of processes over time, with a callout for 'Status: In Process Number of Change Processes: 33'. Below the chart is a table titled 'Change Processes (3)' listing three entries:

Change Process	Template	Goal
455 (RFM_AR_Create_DA_...)	MDC: Load Article Data (UGI_RF_LOA)	Consolidation of Source Records
452 (RFM_AR_Create_DA_...)	MDC: Load Article Data (UGI_RF_LOA)	Consolidation of Source Records

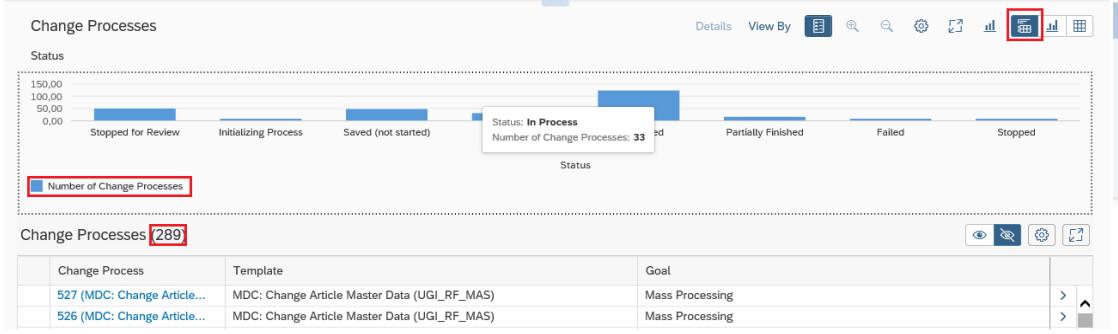
Detail View

In Detail view, there are different views available:

- [Chart and Table view](#)
- [Chart View](#)
- [Table View](#)

Chart and Table view

In Chart and Table View, we can view both Chart View and Table View, as shown below.



The screenshot shows the SAP Change Process Analysis for Article interface in Chart and Table view. The chart section is visible at the top, showing the status distribution of change processes. A callout for 'Status: In Process Number of Change Processes: 33' is present. Below the chart is a table titled 'Change Processes (289)' listing two entries:

Change Process	Template	Goal
527 (MDC: Change Article...)	MDC: Change Article Master Data (UGI_RF_MAS)	Mass Processing
526 (MDC: Change Article...)	MDC: Change Article Master Data (UGI_RF_MAS)	Mass Processing

Chart View

Only Chart View can be seen in the Detail View when the button as highlighted below is selected.

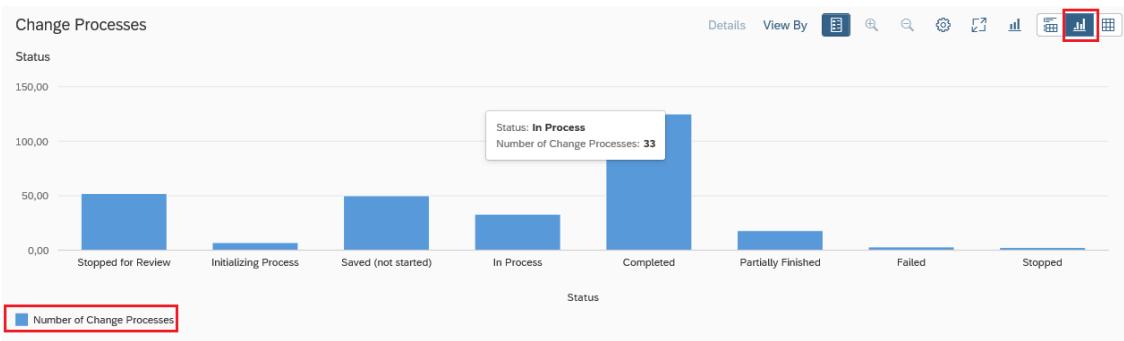
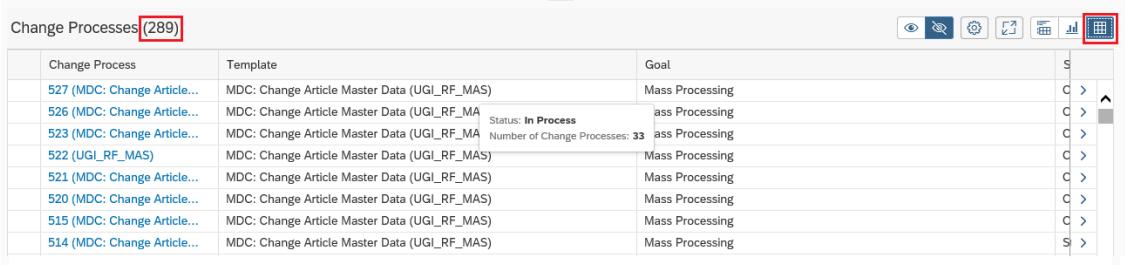


Table View

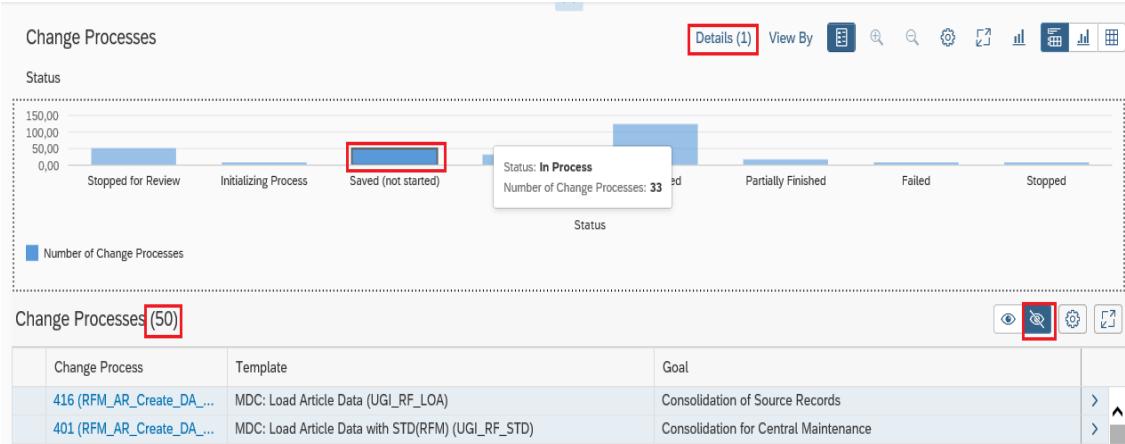
Only Table View can be seen in the Detail View when the button as highlighted below is selected.



The screenshot shows a table titled "Change Processes (289)" with columns: Change Process, Template, Goal, and several status indicators. A red box highlights the "Table" icon in the top right corner of the interface. The table lists various processes, such as "527 (MDC: Change Article...)" and "526 (MDC: Change Article...)", each with its corresponding template and goal.

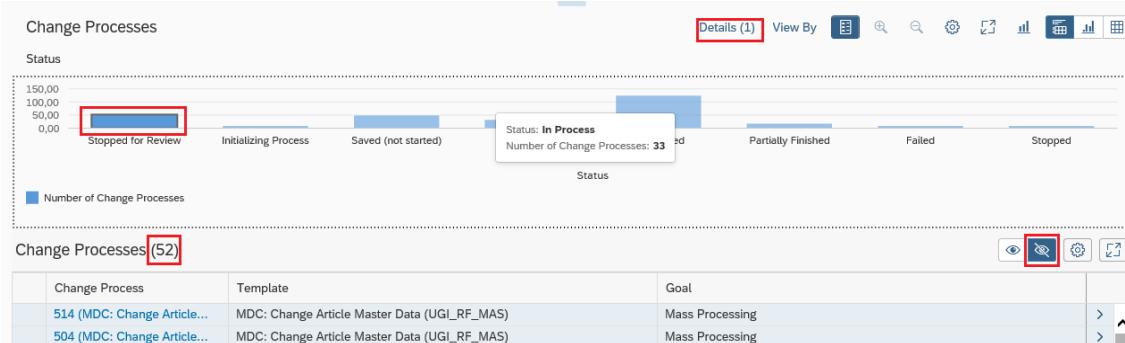
Other Options

When a column on the chart is selected, only those Change Processes can be seen in the Table View, when the selection is "Show Only Selected Items on the Chart", as marked below.



The screenshot shows the same chart as above, but with the "Saved (not started)" status selected, indicated by a red box around the bar. A tooltip for this bar shows "Status: In Process" and "Number of Change Processes: 33". Below the chart, a table titled "Change Processes (50)" shows only the processes related to the selected status, such as "416 (RFM_AR_Create_DA_...)" and "401 (RFM_AR_Create_DA_...)". A red box highlights the "Table" icon in the top right corner of the interface.

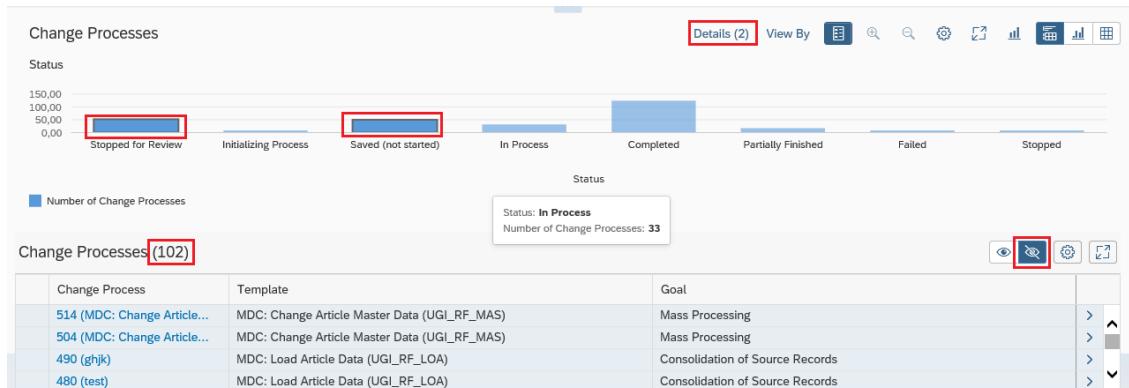
See the difference in the Number of Change Requests when the selection is changed.



The screenshot shows the chart with the "Stopped for Review" status selected, indicated by a red box around the bar. A tooltip for this bar shows "Status: In Process" and "Number of Change Processes: 33". Below the chart, a table titled "Change Processes (52)" shows only the processes related to the selected status, such as "514 (MDC: Change Article...)" and "504 (MDC: Change Article...)". A red box highlights the "Table" icon in the top right corner of the interface.

How-To Guide: Analytics

When the selection is multiple, all those objects will be seen in the Table View.



When "Show All Items" is selected at the Table View, all Change Requests will be seen in the Table View irrespective of the selection in the Chart View.

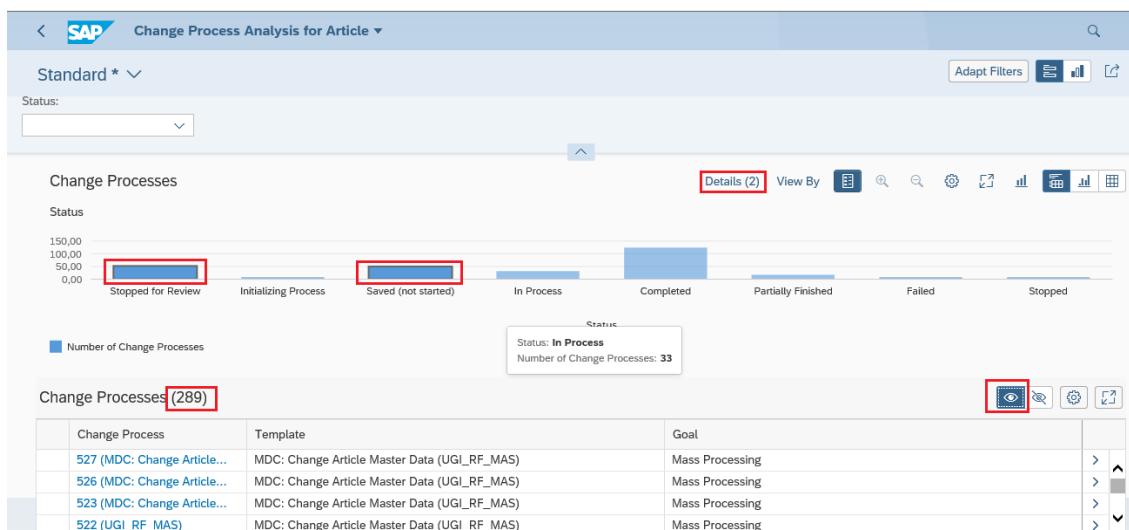
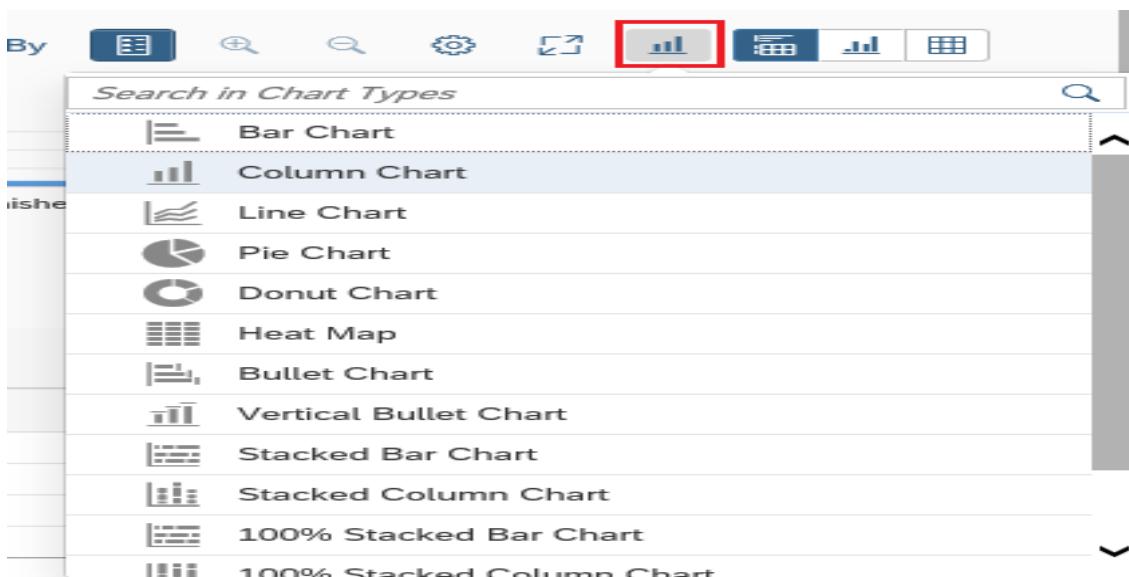
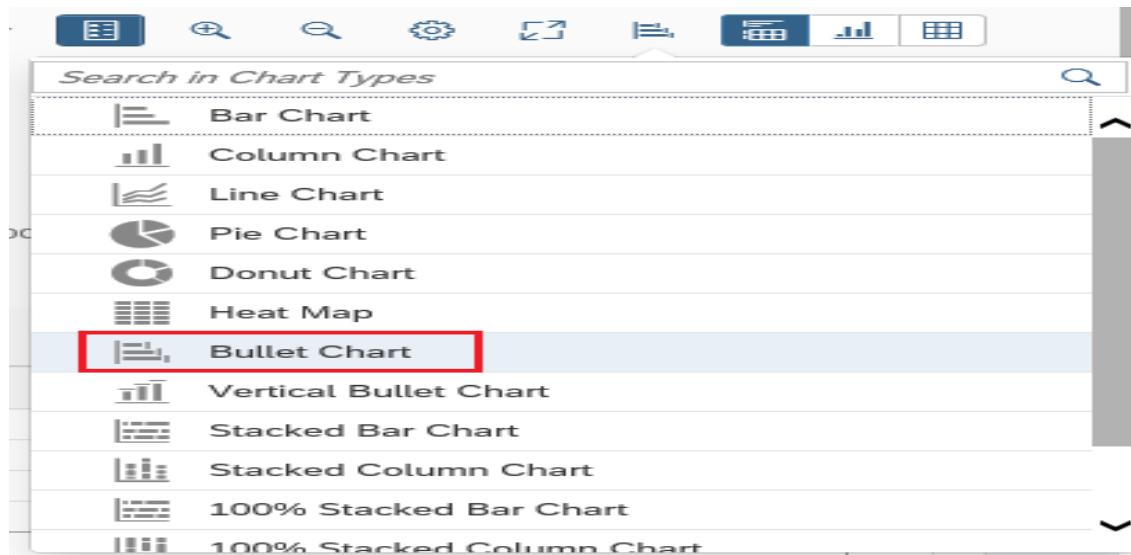


Chart Options

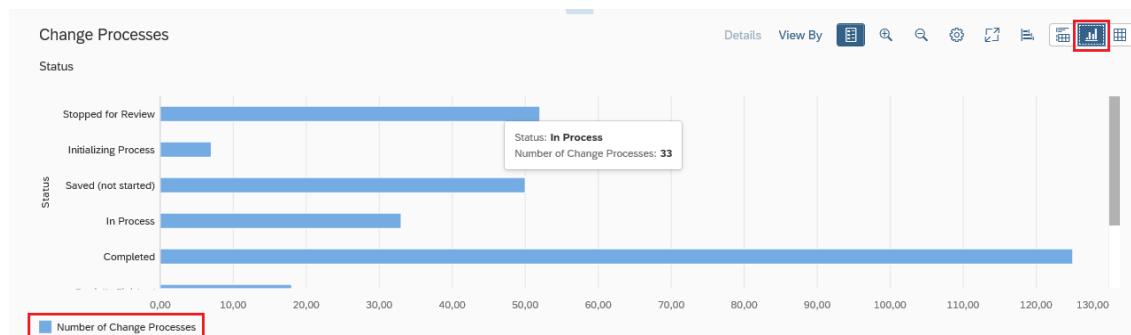
There are different options available for the Type of Chart to be displayed in the Chart View.



1. Select the "Bullet Chart" from the selection.



2. Based on the selection, Chart Type will be displayed.



Other Settings

Chart View

1. Select the Settings Button marked below to alter the Dimension and Measure.



View Settings

Chart	Sort	Filter
Bullet Chart	Search	Show Selected
<input type="checkbox"/> Select All (2/18)	Type	Role
<input checked="" type="checkbox"/> Status	Dimension	Category
<input checked="" type="checkbox"/> Number of Change Processes	Measure	Axis 1
<input type="checkbox"/> Average Processing Days	Measure	Axis 1
<input type="checkbox"/> Change Process	Dimension	Category
<input type="checkbox"/> Changed At	Dimension	Category
<input type="checkbox"/> Changed On	Dimension	Category
<input type="checkbox"/> Created At	Dimension	Category
<input type="checkbox"/> Created By	Dimension	Category
<input type="checkbox"/> Created On	Dimension	Category
<input type="checkbox"/> Finalized At	Dimension	Category

OK Cancel Restore

Table View

1. Select the Settings Button marked below to alter the selection.



View Settings

Columns	Sort	Group
<input type="checkbox"/> Select All (11/19)	Search	Show Selected
<input checked="" type="checkbox"/> Change Process		
<input checked="" type="checkbox"/> Template		
<input checked="" type="checkbox"/> Goal		
<input checked="" type="checkbox"/> Status		
<input checked="" type="checkbox"/> Created By		
<input checked="" type="checkbox"/> Created On		
<input checked="" type="checkbox"/> Created At		
<input checked="" type="checkbox"/> Average Processing Days		
<input checked="" type="checkbox"/> Number of Processed Equipments		
<input checked="" type="checkbox"/> Number of Changed Equipments		
<input checked="" type="checkbox"/> Number of Validation Errors		
<input type="checkbox"/> Changed At		
<input type="checkbox"/> Change Log		

OK Cancel Restore

Master Data Process Overview

Master Data Process Overview gives the overview of Change Requests & Change Processes (wherever applicable) by different options available. For the Objects where Change Process Analysis is applicable (See Objects in Scope section), cards related to different processes in Master Data Consolidation and Mass Processing also will be shown.

Master Data Process Overview without Change Process Analysis

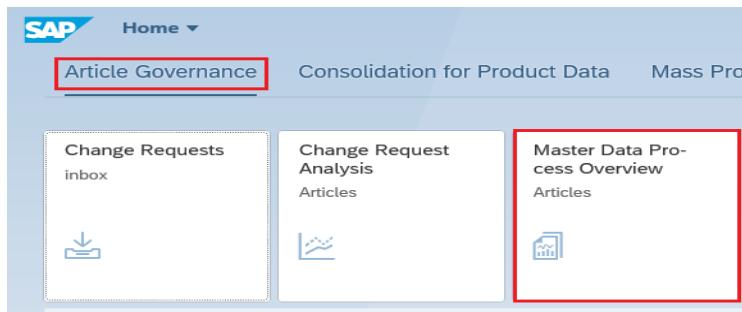
Here only the different cards that are available for Change Requests will be displayed.

 Note

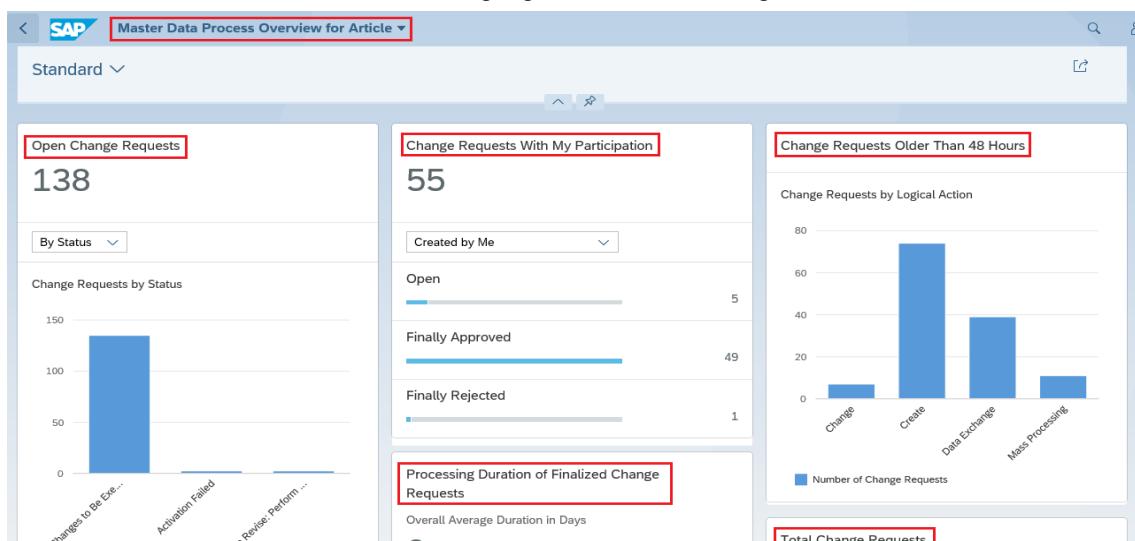
Screen shots are given for Article. And the procedure is same for all other objects.

Use following steps to check the overview of different processes.

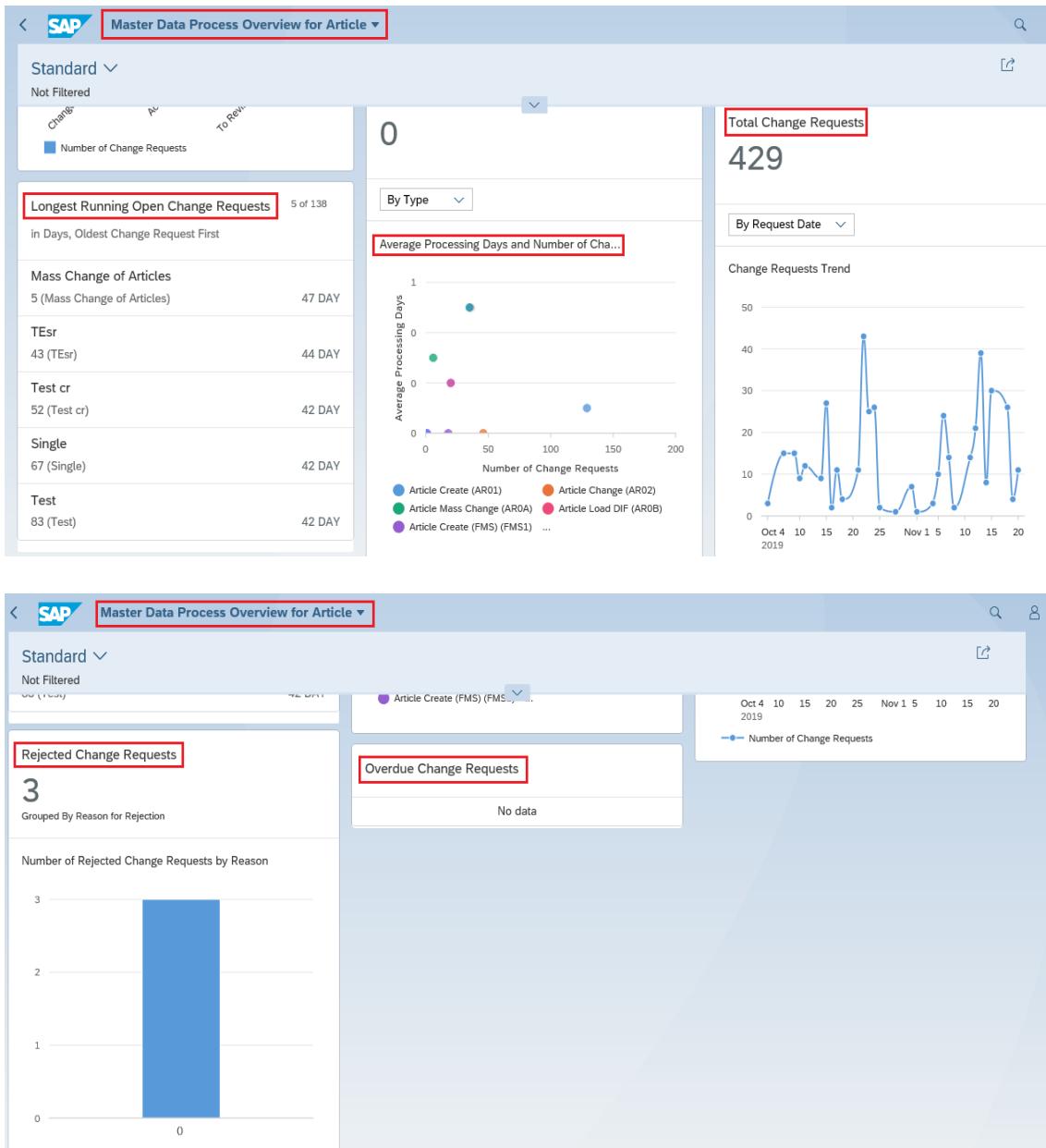
1. Run t-code /n/UI2/FLP.
2. Select the tab "Article Governance".
3. Launch the FIORI Application "Master Data Process Overview".



4. Master Data Process Overview screen will be displayed as shown in the following screen. Check the different cards available as highlighted in the following screens.



How-To Guide: Analytics

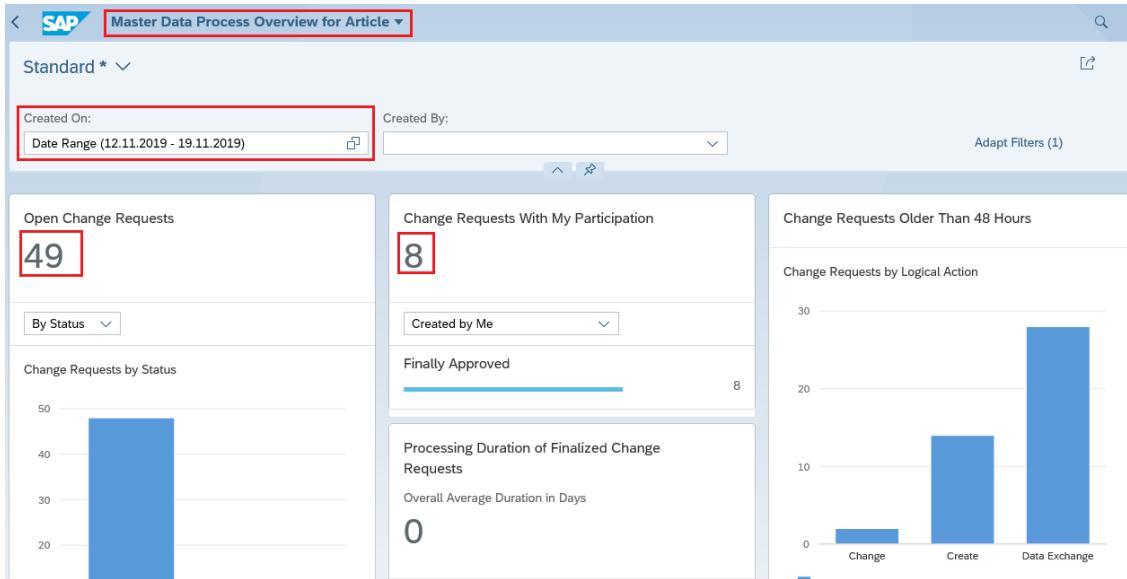


Header View

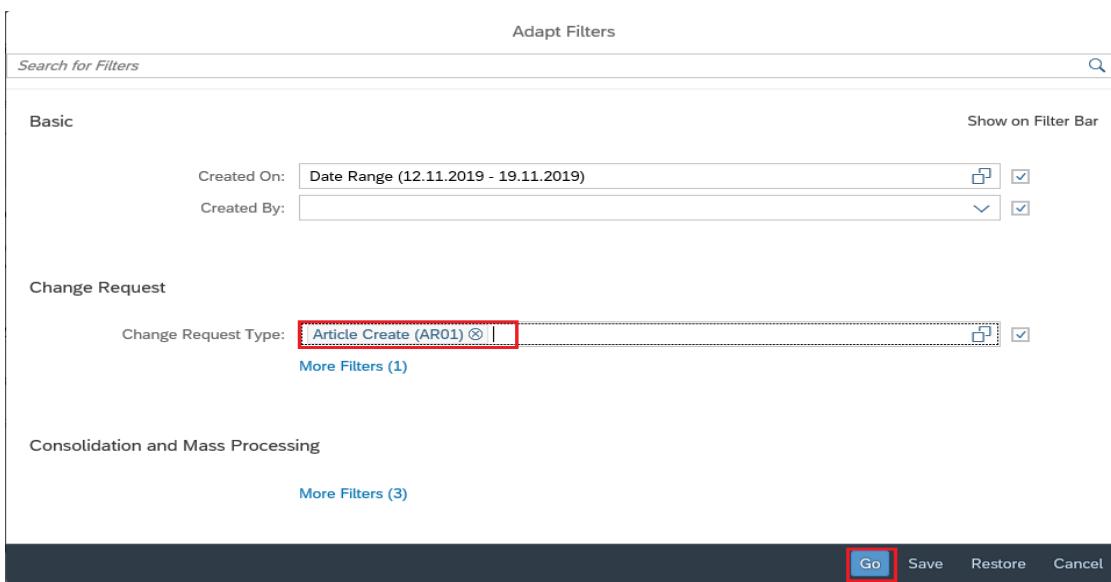
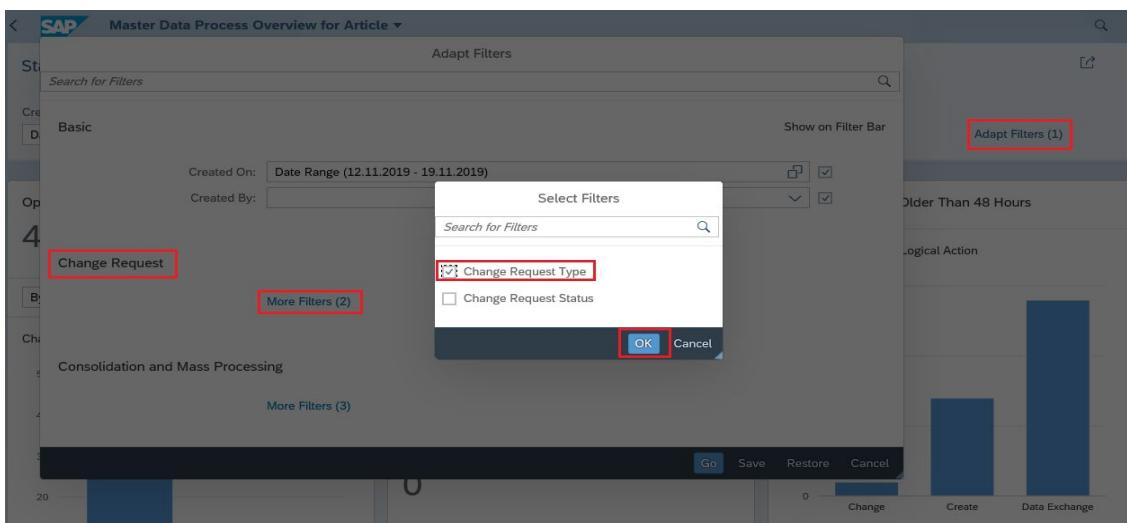
1. Expand the Header as marked below to see the Filter criteria.



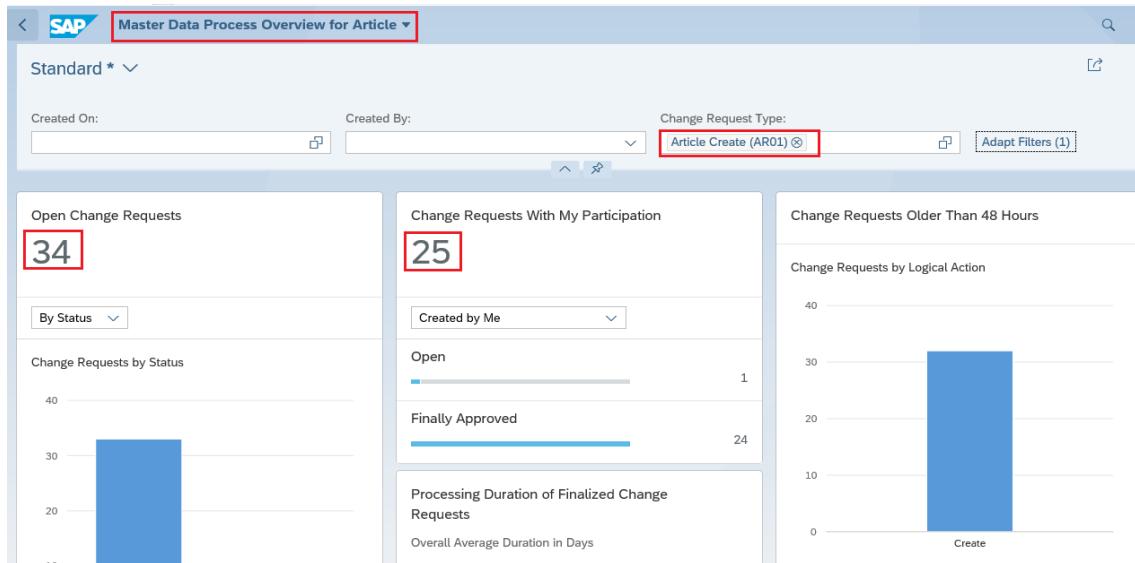
2. Use the Filter and see the results changing as per the chosen filter.



3. Click on "Adapt Filters" to see the more Filter Options.



4. Check the Result after applying the filter.



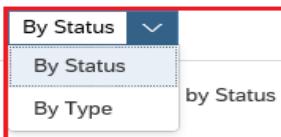
Detail View

Some of the cards in the detail view can be filtered by different process.

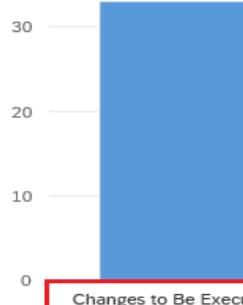
For e.g. Open Change Requests can be seen either "By Status" or "By Type".

Open Change Requests

34

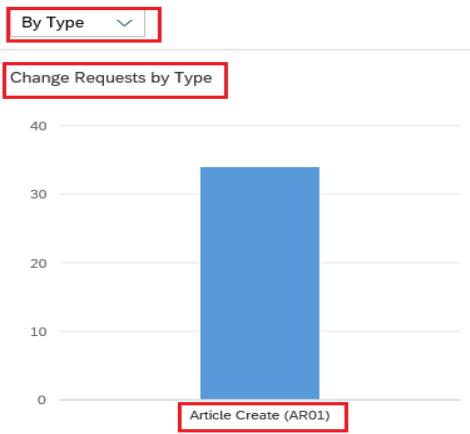


40



Open Change Requests by Status

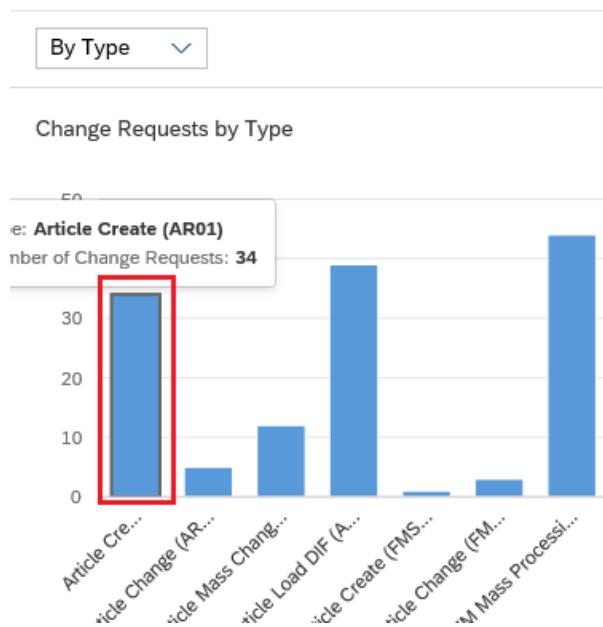
Open Change Requests

34

Open Change Request by Type

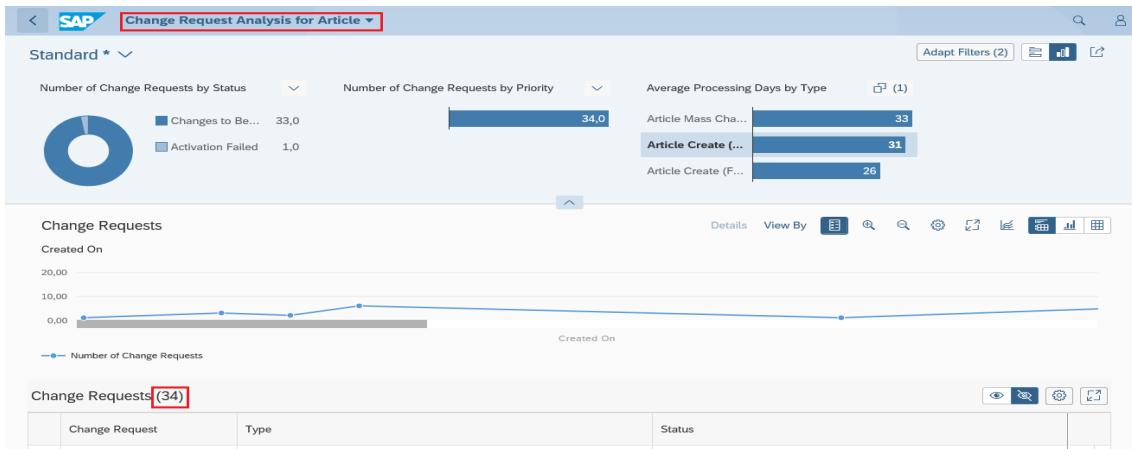
1. Click on any Rectangular Bar as marked in the following screen to display the Change Requests related to that Change Request Type.

Open Change Requests

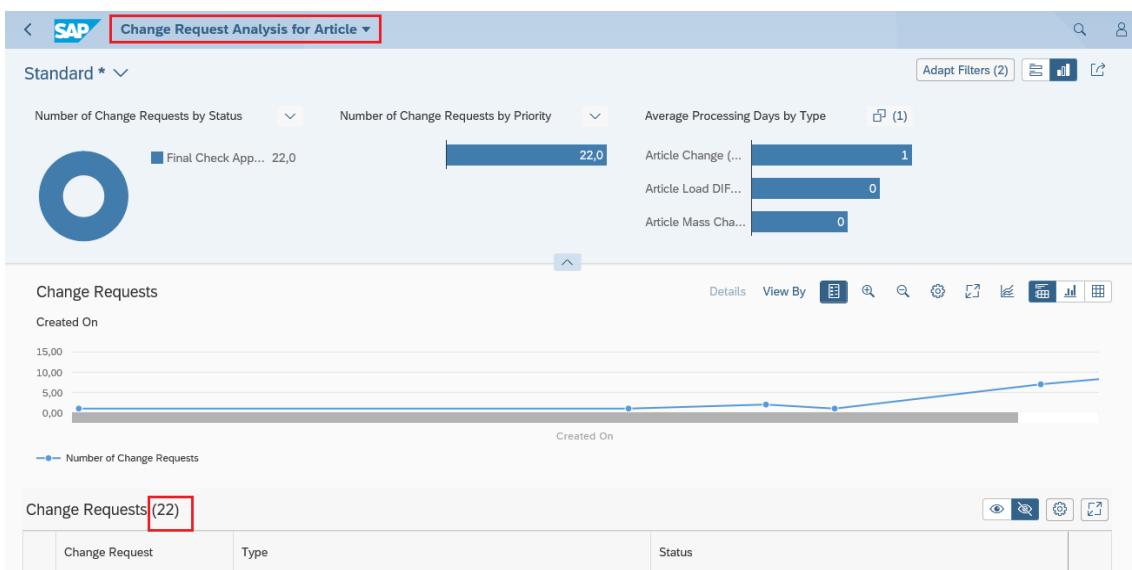
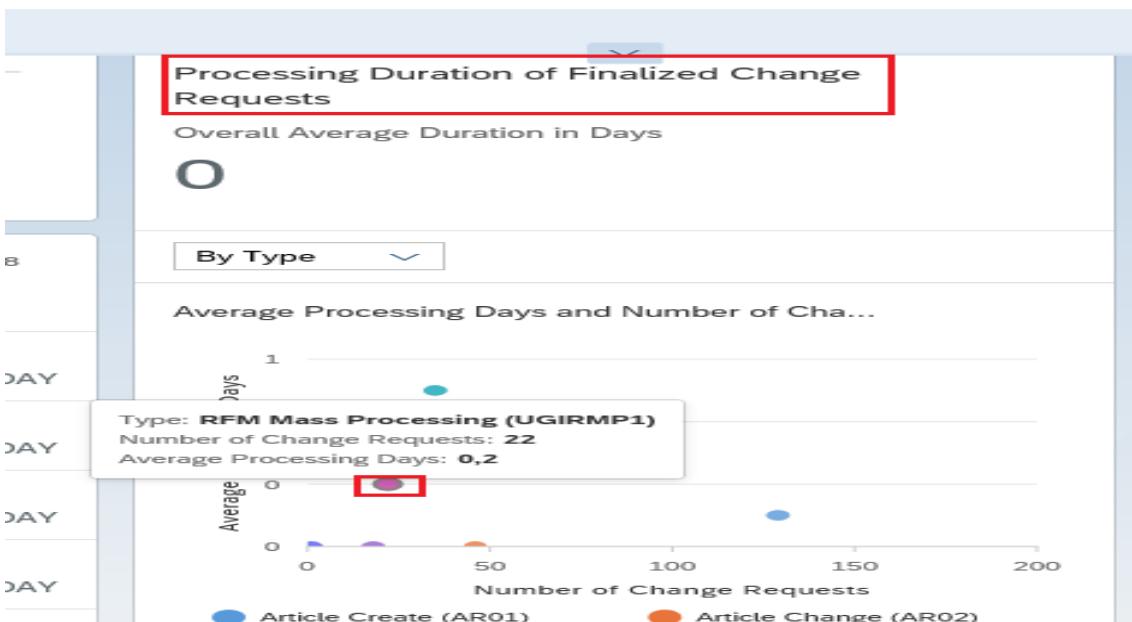
138

2. Check the Change Requests displayed.

How-To Guide: Analytics



- Similarly, when a point on "Processing Duration of Finalized Change Requests" is clicked, the Change Request List will be shown.



Monitor Open Work Items

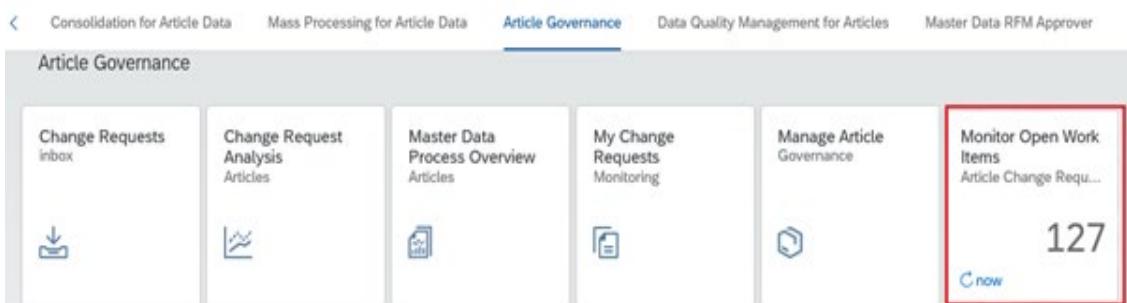
Monitor Open Work Items gives us the information regarding the total number change requests created for a specific object along with the number of change requests by different processes. Change Requests are defined by Step and Type.

Note

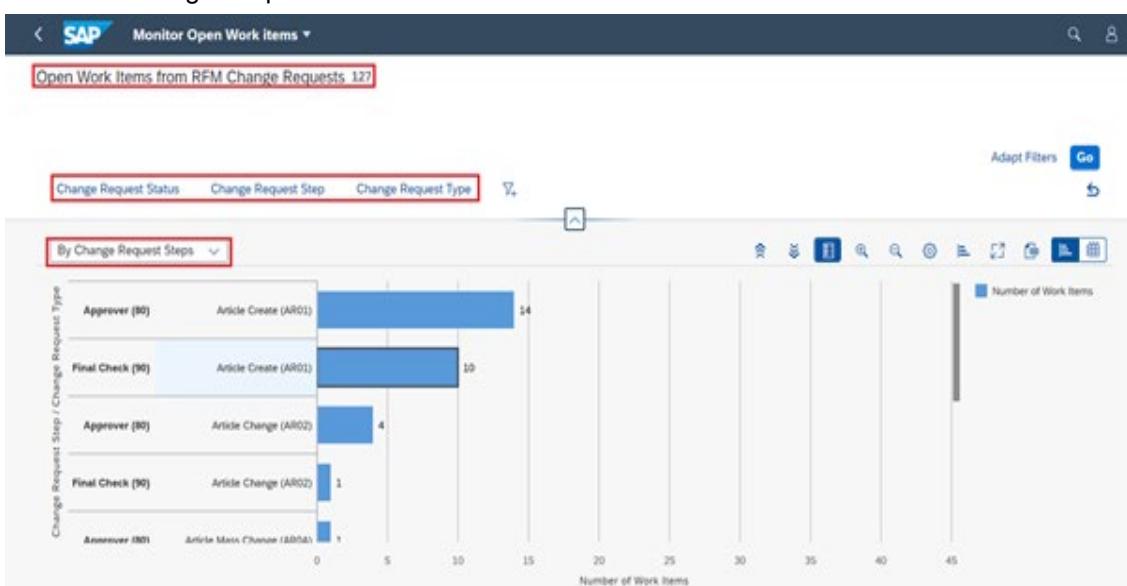
Screen shots for different processes available in Monitor Open Work Items are given for "Articles".

Use following steps to Monitor Open Work Items.

1. Run t-code /n/UI2/FLP.
2. Select the tab "Article Governance".
3. Launch the FIORI Application "Monitor Open Work Items".



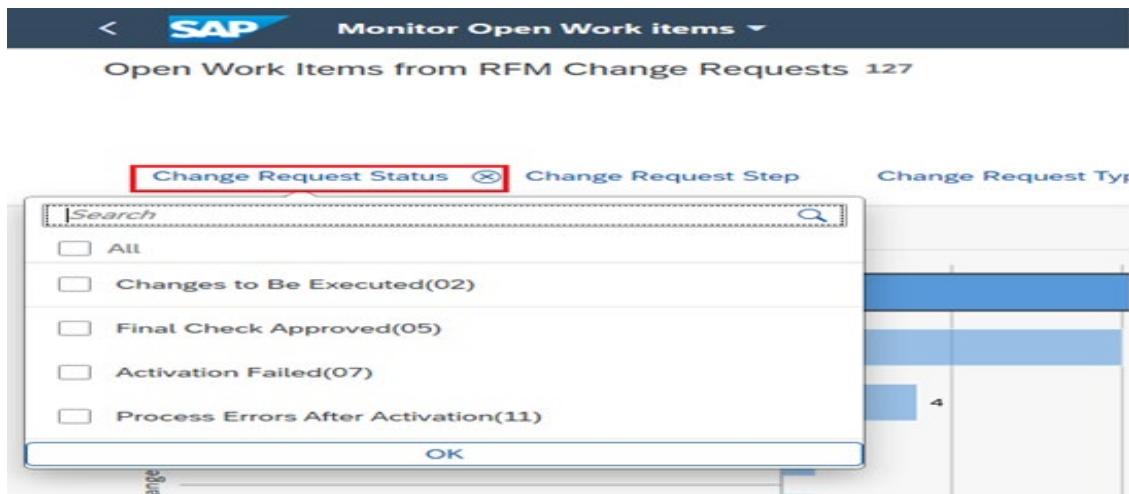
4. Monitor Open Work Items screen will be displayed as shown below. It has header and Detail Views for Change Requests.



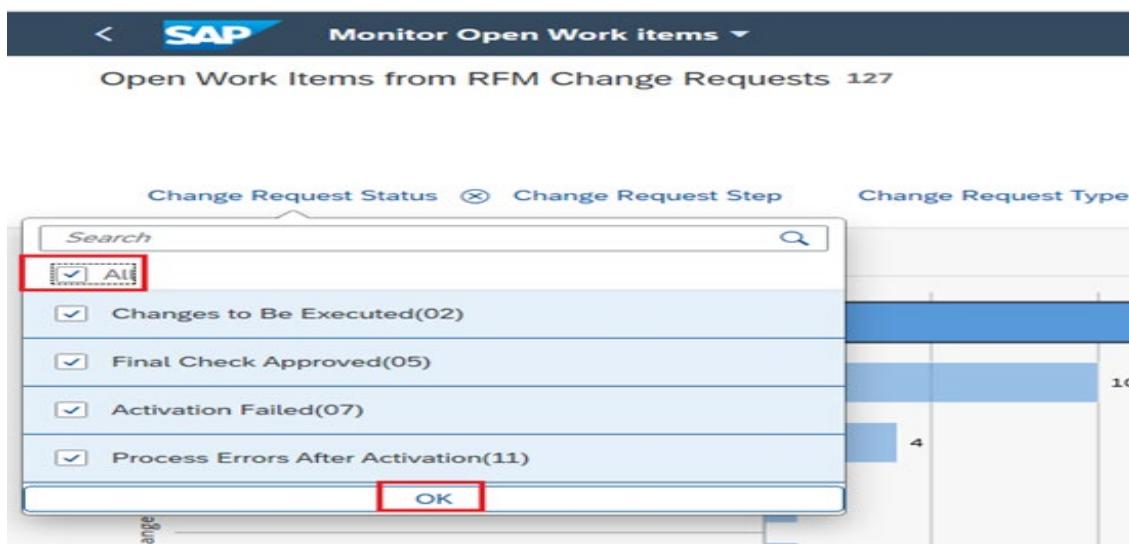
In Header View, we can see the overview of change requests by different processes as below, Change Request Status, Change Request Steps, Change Request Type.

Change Request Status

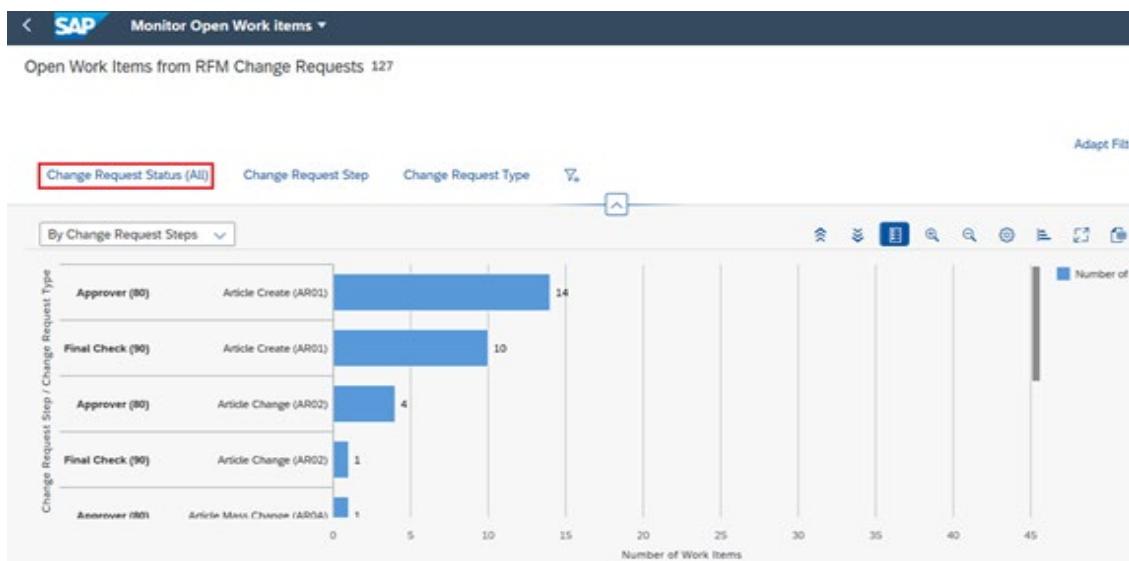
1. Click on Change Request Status.



- Select any status using dropdown to see the details of Change Request with the selected status.



- Select the status and click on "OK" to see details. The result screen is as follows:

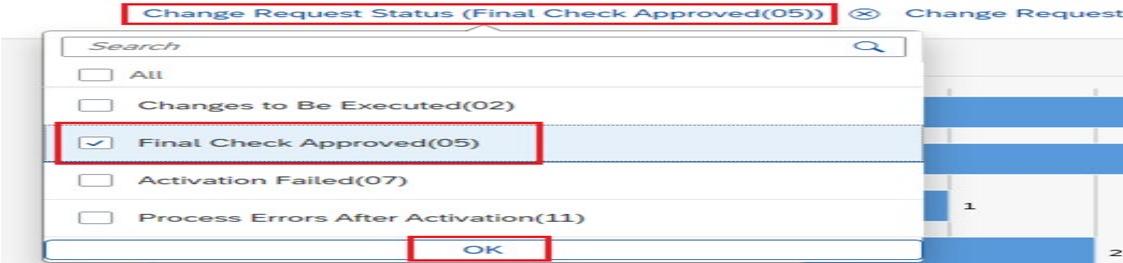


How-To Guide: Analytics

4. We can see the Change Request Status as above.

Similarly, CRs can be filtered by other statuses.

Open Work Items from RFM Change Requests 32



5. We can see Final Check Approved status details after selecting status and clicking on OK.

Open Work Items from RFM Change Requests 32

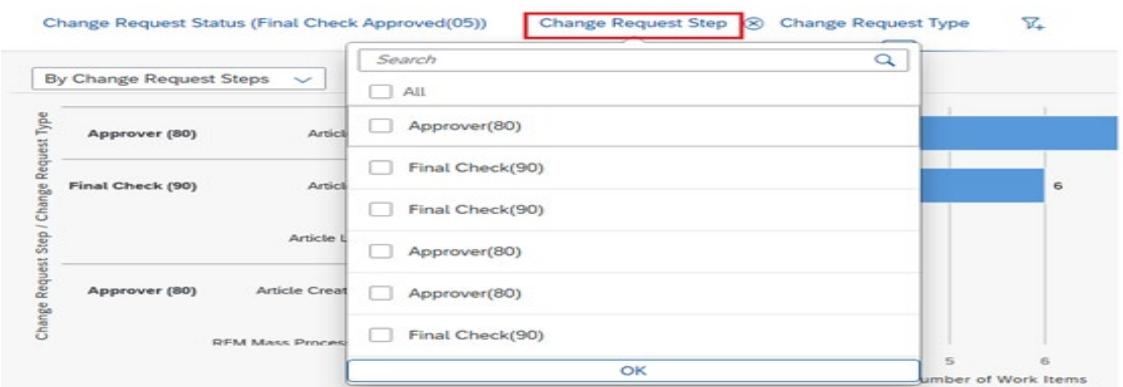


6. To remove the selection, click on dropdown and remove the selected status by unselecting the check box.

Change Request Step

1. Click on Change Request Step.

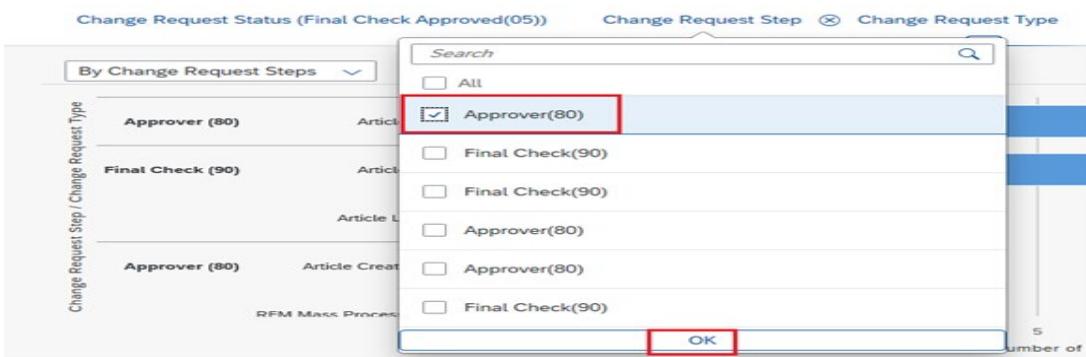
Open Work Items from RFM Change Requests 32



How-To Guide: Analytics

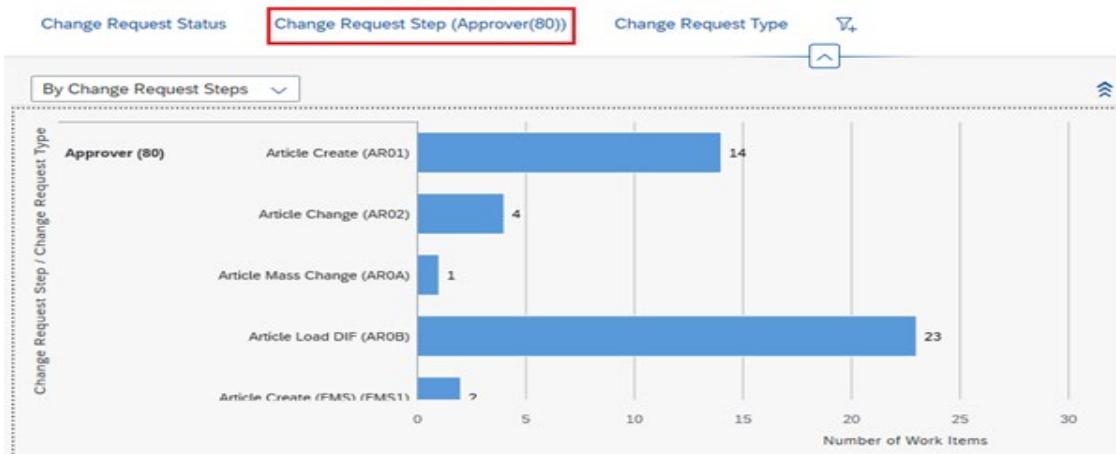
2. Select any Step using the dropdown to see the details of Change Requests with the selected step.

Open Work Items from RFM Change Requests 32



The screenshot shows a dropdown menu titled 'By Change Request Steps' with several options listed. The option 'Approver(80)' is checked, indicated by a red box around the checkbox. At the bottom right of the dropdown, there is an 'OK' button, also highlighted with a red box.

3. Select the step and click on "OK" to see the details. The result screen is as follows:

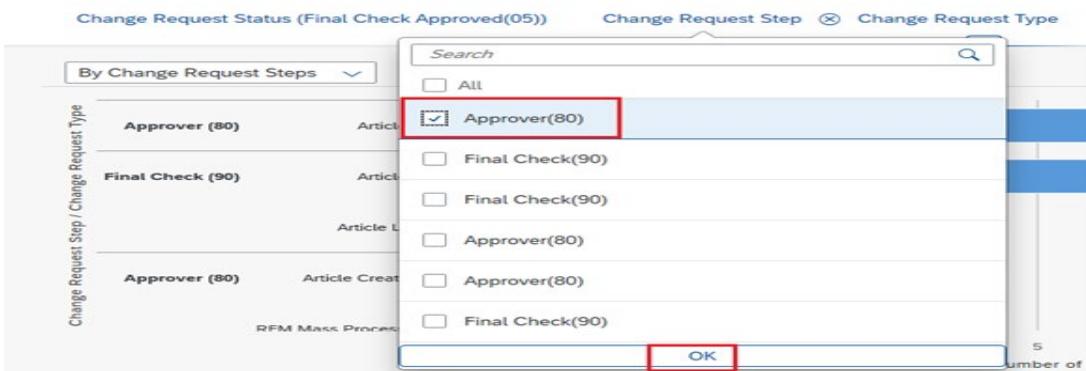


4. We can see Approver Change Request details as above.

Similarly, CRs can be filtered by other steps.

To remove the selection, click on dropdown and remove the selected steps by unselecting the check box.

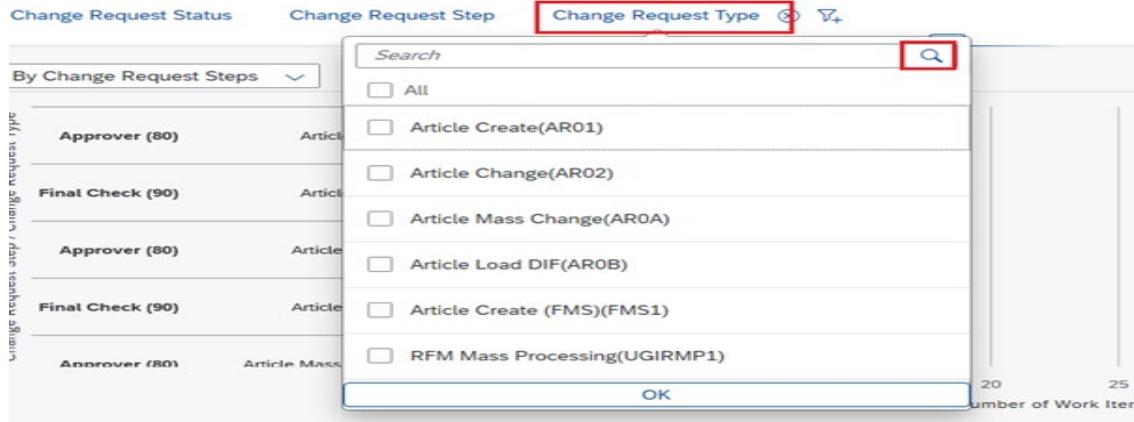
Open Work Items from RFM Change Requests 32



This screenshot is identical to the one above it, showing the 'Change Request Step' filter interface. The 'Approver(80)' option is still checked, and the 'OK' button at the bottom is no longer highlighted with a red box.

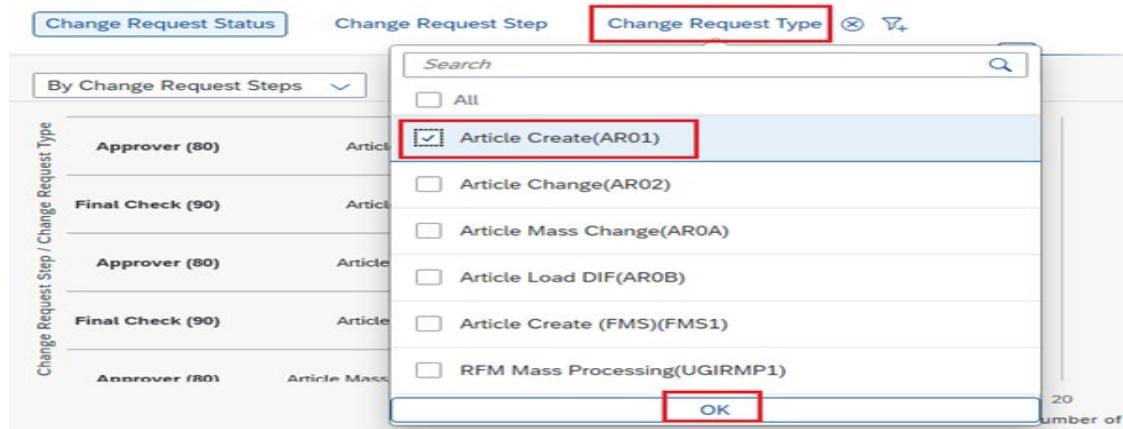
Change Request Type

- Click on Change Request Type and then click on search logo.



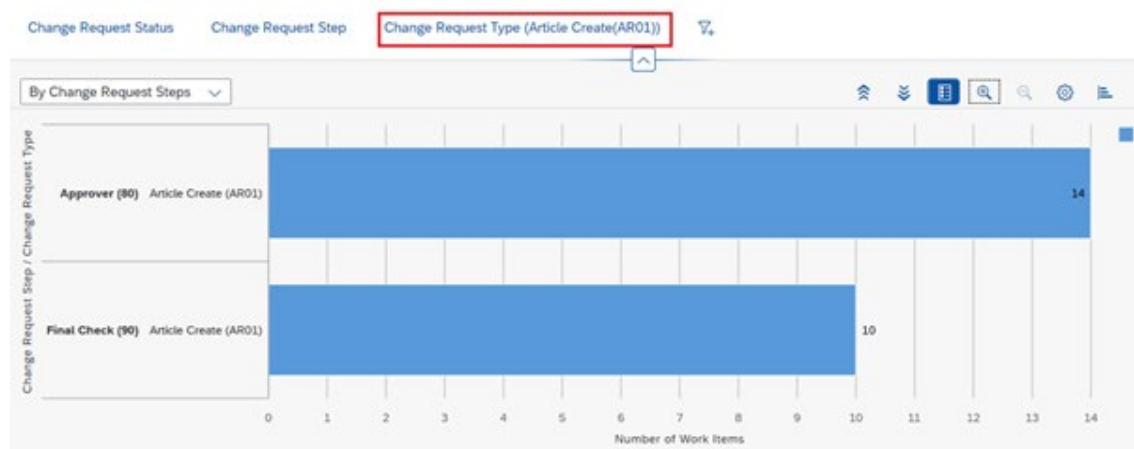
The screenshot shows the 'Change Request Status' interface. At the top, there are three tabs: 'Change Request Status', 'Change Request Step', and 'Change Request Type'. The 'Change Request Type' tab is selected and highlighted with a red box. Below it is a search bar with a magnifying glass icon, also highlighted with a red box. A dropdown menu lists several change request types, with 'Article Create(AR01)' being the first item and highlighted with a red box. Other items include Article Change(AR02), Article Mass Change(AR0A), Article Load DIF(AR0B), Article Create (FMS)(FMS1), and RFM Mass Processing(UGIRMP1). At the bottom right of the dropdown is an 'OK' button.

- Select any type using the dropdown to see the details of Change Requests with the selected type.



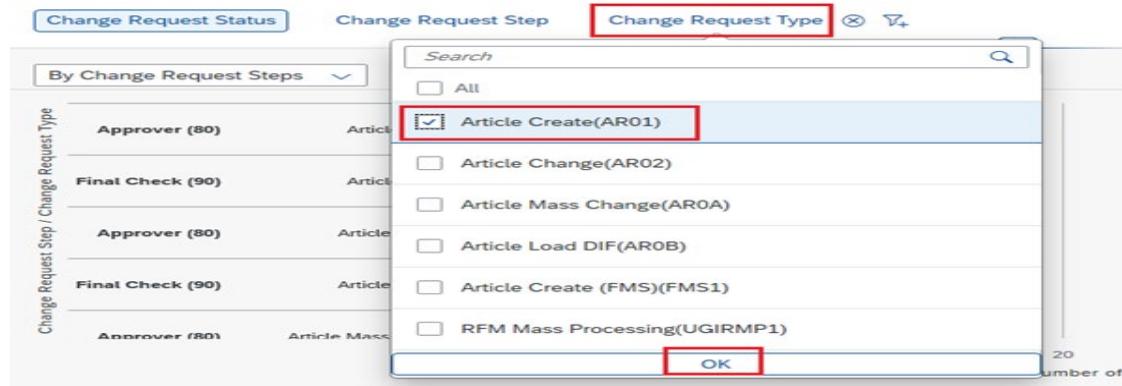
This screenshot is similar to the previous one, but the 'Article Create(AR01)' option in the dropdown menu is now checked, indicated by a blue checkmark. The 'OK' button at the bottom right is highlighted with a red box.

- Select the type and click on "OK" to see the details. The result screen is as follows:



- We can see Change Request Type for selected type Article Create as above.
Similarly, CRs can be filtered by other type.

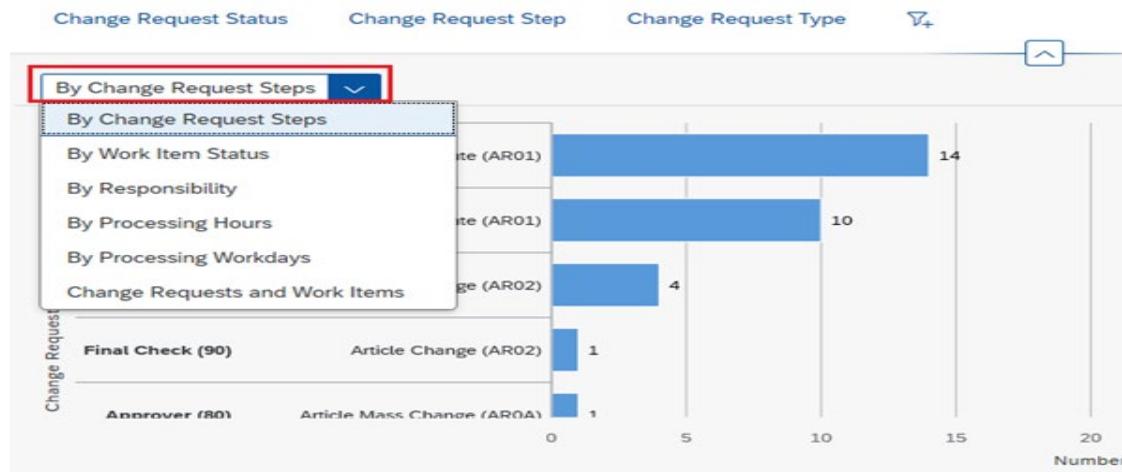
To remove the selection, click on dropdown and remove the selected type by unselecting the check box.



Change Request Step	Type	Count
Approver (80)	Article Create (AR01)	14
Final Check (90)	Article Create (AR01)	10
Approver (80)	Article Change (AR02)	4
Final Check (90)	Article Change (AR02)	1
Approver (80)	Article Mass Change (AR0A)	1

By Change Request Step

1. Next go to another filter option as shown in below figure. Click on dropdown button, we will get options.



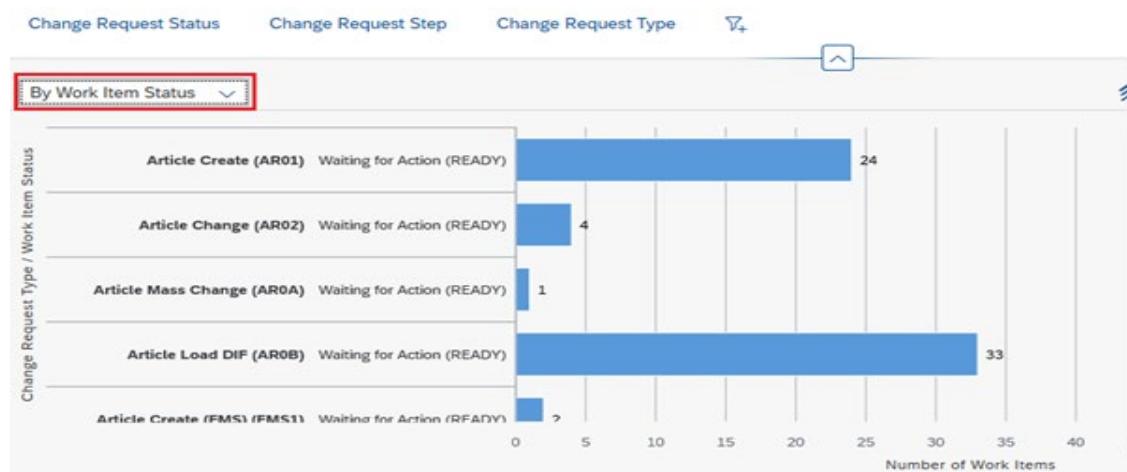
2. Select any option using the dropdown to see the details of Change Requests with the selected option. For Ex. By Change Request Steps



By Work Item status



Select Work Item Status and we can see details for Work Item Status.



Change Request and Work Items

Select Change Request and Work Items form dropdown and we can see details for Change.

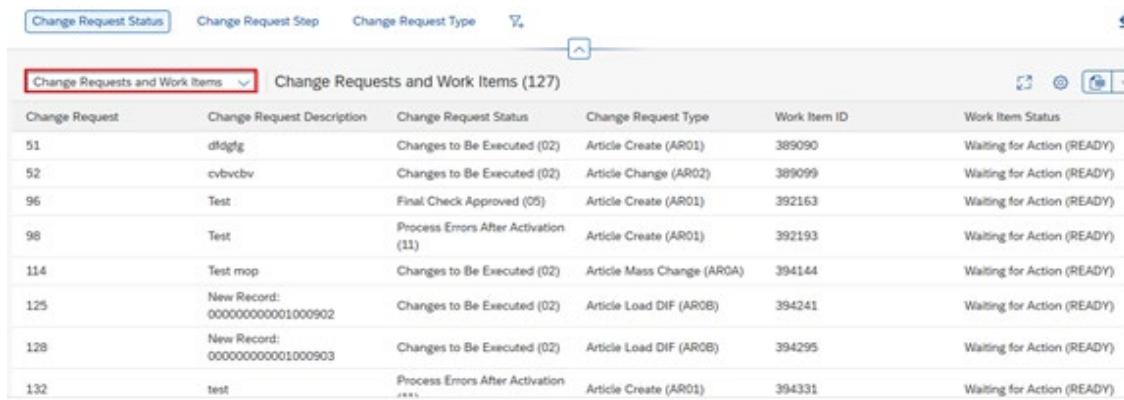
Request and Work Items.

Change Request Status Change Request Step Change Request Type ▼+

Change Requests and Work Items

Change Requests and Work Items	
By Change Request Steps	Request Description
By Work Item Status	Change Request Status
By Responsibility	Changes to Be Executed
By Processing Hours	Changes to Be Executed
By Processing Workdays	Final Check Approved
Change Requests and Work Items	Process Errors After Action (11)
114	Changes to Be Executed
Test mop	Changes to Be Executed
125	New Record: 00000000001000902
	Changes to Be Executed

We can see Change Requests and Work Items details as shown below.

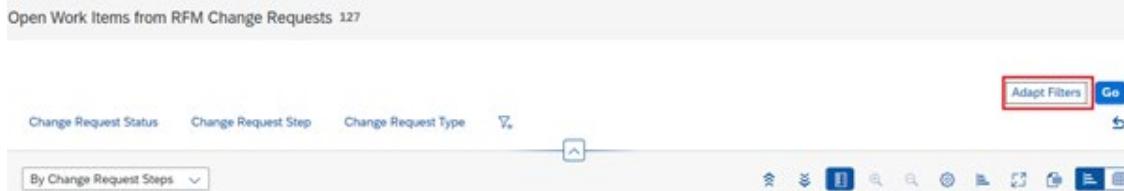


Change Requests and Work Items (127)					
Change Request	Change Request Description	Change Request Status	Change Request Type	Work Item ID	Work Item Status
51	dddfg	Changes to Be Executed (02)	Article Create (AR01)	389090	Waiting for Action (READY)
52	cvbcbv	Changes to Be Executed (02)	Article Change (AR02)	389099	Waiting for Action (READY)
96	Test	Final Check Approved (05)	Article Create (AR01)	392163	Waiting for Action (READY)
98	Test	Process Errors After Activation (11)	Article Create (AR01)	392193	Waiting for Action (READY)
114	Test mop	Changes to Be Executed (02)	Article Mass Change (AR0A)	394144	Waiting for Action (READY)
125	New Record: 000000000001000902	Changes to Be Executed (02)	Article Load DIF (AR0B)	394241	Waiting for Action (READY)
128	New Record: 000000000001000903	Changes to Be Executed (02)	Article Load DIF (AR0B)	394295	Waiting for Action (READY)
132	test	Process Errors After Activation	Article Create (AR01)	394331	Waiting for Action (READY)

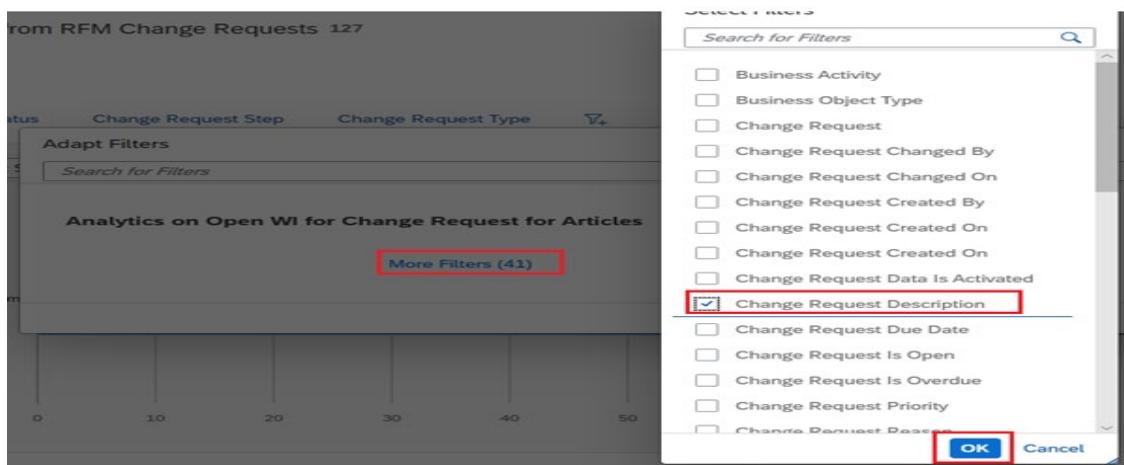
Similarly, CRs can be filtered by other options.

Different Filter Options

1. Use "Adapt Filters" option to choose more filters. Click on Adapt Filter button.



2. Then click on More Filters button as shown below, and then select any option and click on OK.



3. Write Change Request Description which we want to search, or we can use F4 help. And then click on Go.



4. Then we can see result as below.

Open Work Items from RFM Change Requests 16



Similarly, we can search Change Request by using Adapt Filters option.

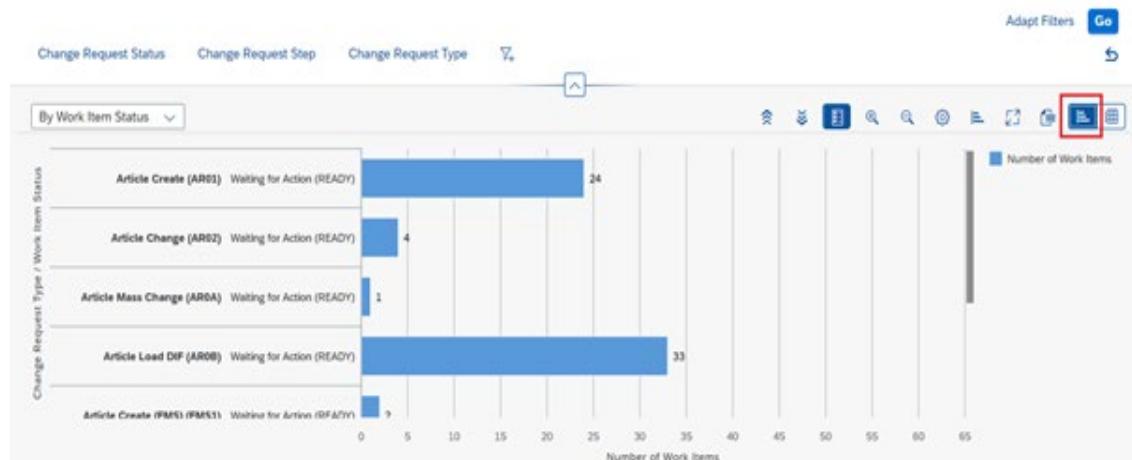
Detail View

In Detail view, there are different views available:

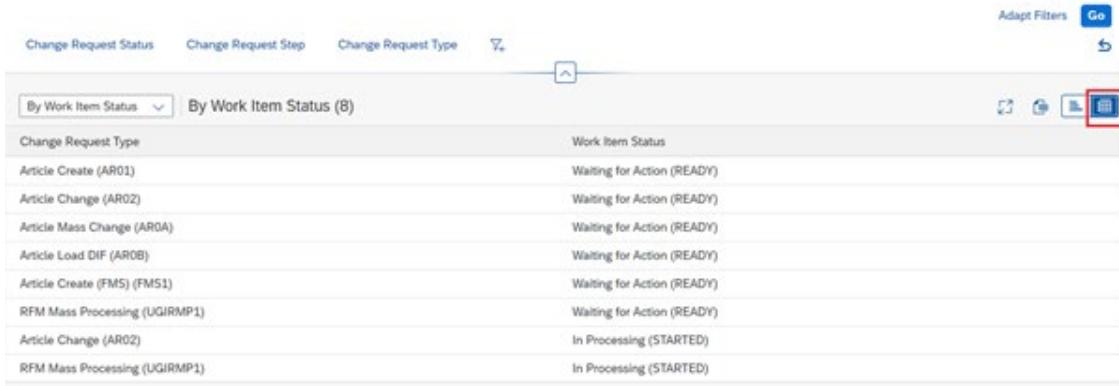
- Chart View
- Tabular View

Chart View

In Chart View, we can view Chart View as shown below.



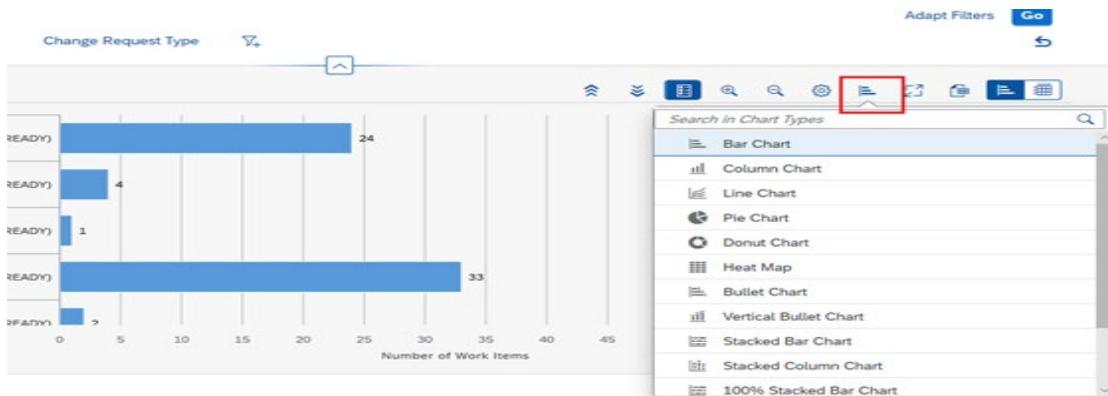
In Tabular View, we can see Tabular View as shown below.



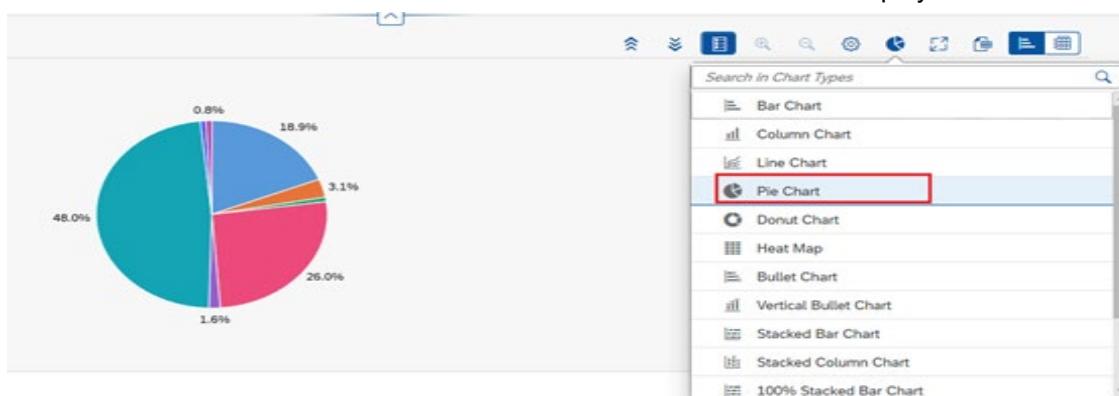
Change Request Type	Work Item Status
Article Create (AR01)	Waiting for Action (READY)
Article Change (AR02)	Waiting for Action (READY)
Article Mass Change (AR0A)	Waiting for Action (READY)
Article Load DIF (AR0B)	Waiting for Action (READY)
Article Create (FMS) (FMS1)	Waiting for Action (READY)
RFM Mass Processing (UGIRMP1)	Waiting for Action (READY)
Article Change (AR02)	In Processing (STARTED)
RFM Mass Processing (UGIRMP1)	In Processing (STARTED)

Chart Options

1. There are different options available for the Type of Chart to be displayed in the Chart View.



2. Select Pie Chart from the selection. Base on the selection Chart will be displayed.



Other Settings

1. Select Setting button marked below to alter the Dimension and Measure.



2. Select Checkbox and click on Ok.

View Settings

Chart

	Type	Role
<input type="checkbox"/> Select All (3/42)	Dimension	Category
<input checked="" type="checkbox"/> Change Request Type	Dimension	Category
<input checked="" type="checkbox"/> Work Item Status	Dimension	Category
<input checked="" type="checkbox"/> Number of Work Items	Measure	Axis 2
<input type="checkbox"/> Business Activity	Dimension	Category
<input type="checkbox"/> Business Object Type	Dimension	Category
<input type="checkbox"/> Change Request	Dimension	Category
<input type="checkbox"/> Change Request Changed By	Dimension	Category
<input type="checkbox"/> Change Request Changed On	Dimension	Category
<input type="checkbox"/> Change Request Created By	Dimension	Category
<input type="checkbox"/> Change Request Created On	Dimension	Category
<input type="checkbox"/> Change Request Created On	Dimension	Category

Sort: Show Selected, Up, Down

OK Cancel Restore

Export to Spreadsheet

- Click on Export to Spreadsheet button as shown below.

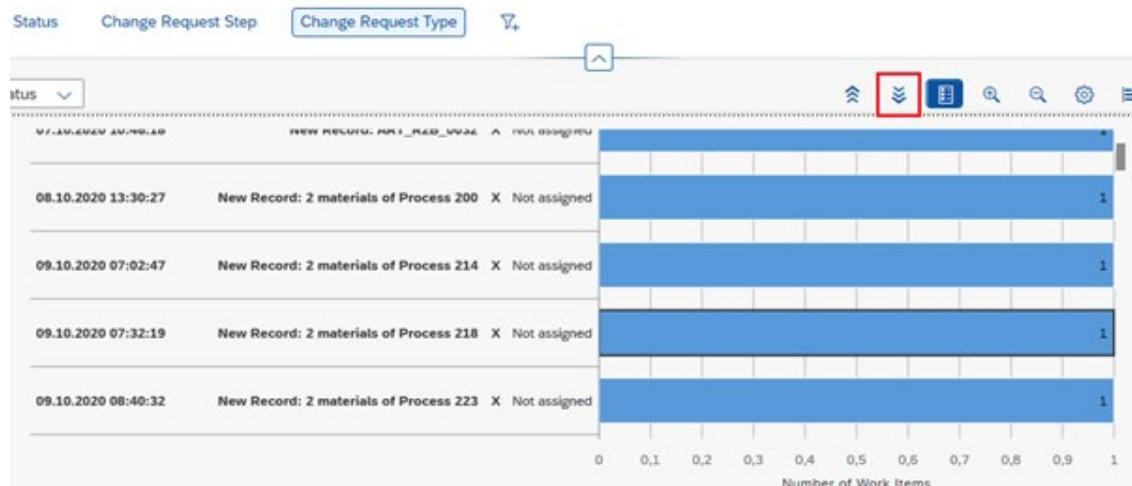


- With this option we can export data to excel as shown below.

A	B	C	D
Change Request Type	Work Item Status	Number of Work Items	
Article Create (AR01)	Waiting for Action (READY)	24	
Article Change (AR02)	Waiting for Action (READY)	4	
Article Mass Change (AR0A)	Waiting for Action (READY)	1	
Article Load DIF (AR0B)	Waiting for Action (READY)	33	
Article Create (FMS) (FMS1)	Waiting for Action (READY)	2	
RFM Mass Processing (UGIRMP1)	Waiting for Action (READY)	61	
Article Change (AR02)	In Processing (STARTED)	1	
RFM Mass Processing (UGIRMP1)	In Processing (STARTED)	1	

View By

- Select View by option as shown below. By using View by option, we can see selected view details.



Analyze Completed Work Items

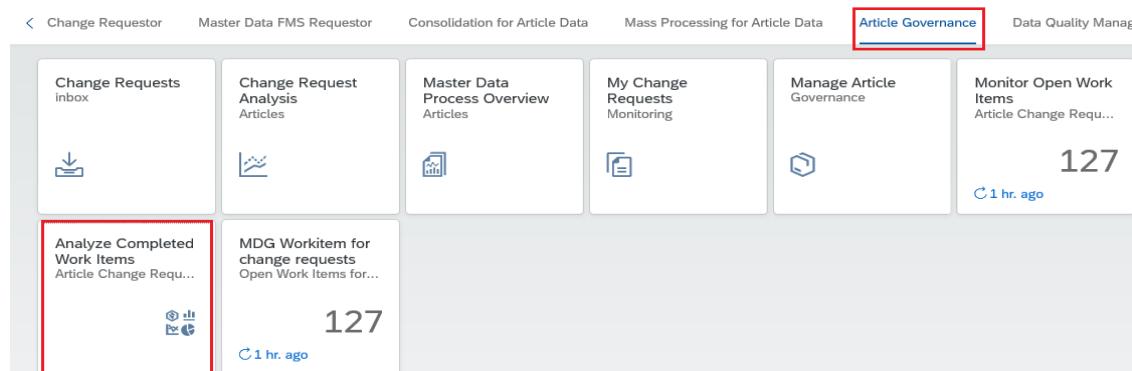
Analyze Completed Work Items gives us the information regarding the total number change requests created for a specific object along with the number of change requests by different processes. Change Requests are defined by Step and Type.

Note

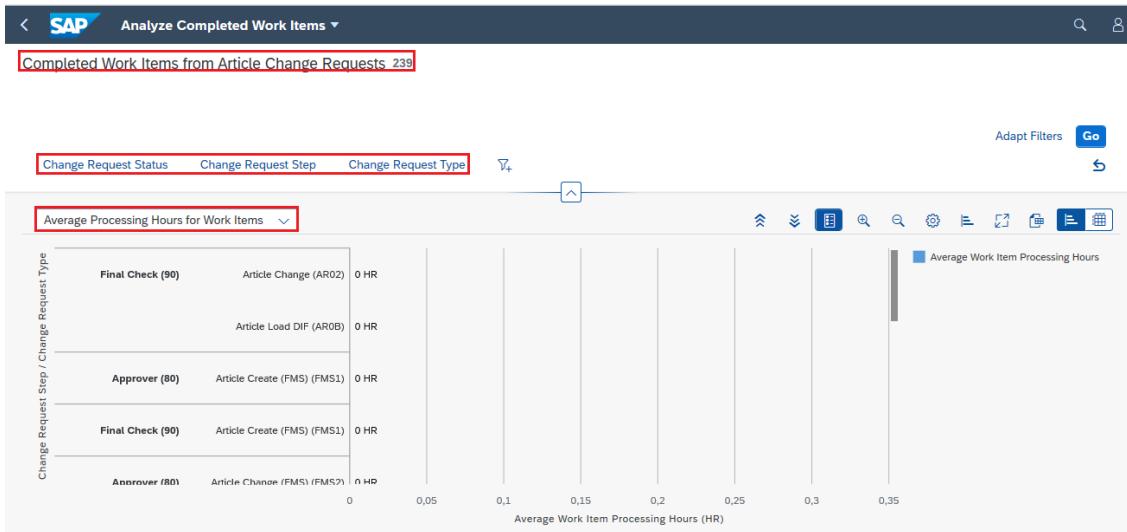
Screen shots for different processes available in Analyze Completed Work Items are given for "Articles".

Use following steps to Analyze Completed Work Items.

1. Run t-code /n/UI2/FLP.
2. Select the tab "Article Governance".
3. Launch the FIORI Application "Analyze Completed Work Items".



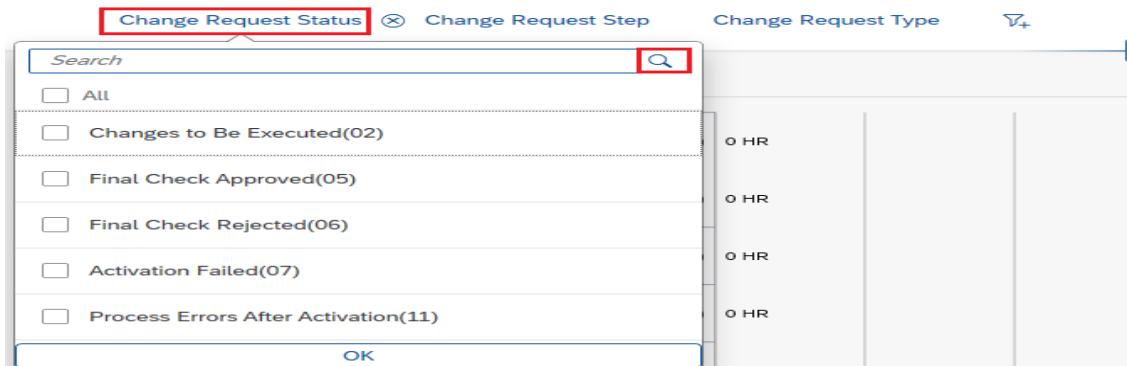
4. Analyze Completed Work Items screen will be displayed as shown below. It has header and Detail Views for Change Requests.



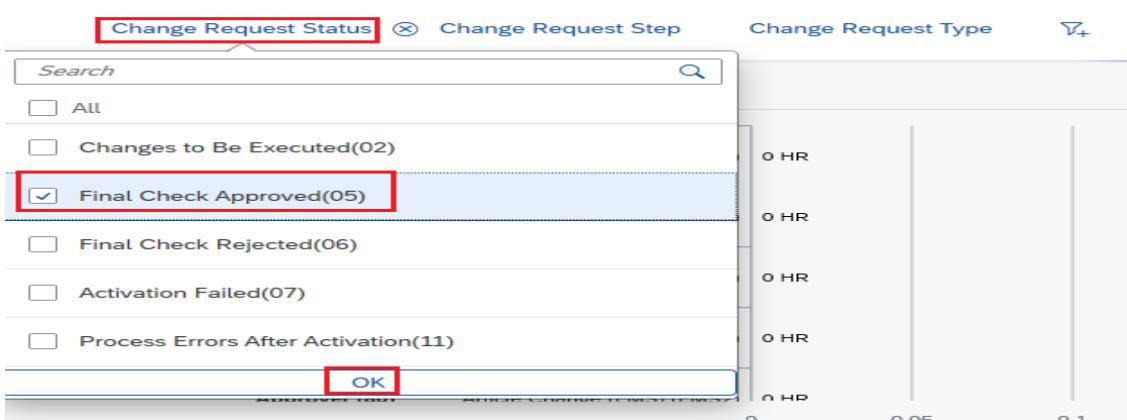
In Header View, we can see the overview of change requests by different processes as below, Change Request Status, Change Request Steps, Change Request Type.

Change Request Status

1. Click on Change Request Status, and then click on search option  . After search we can get Change Request Status Options.

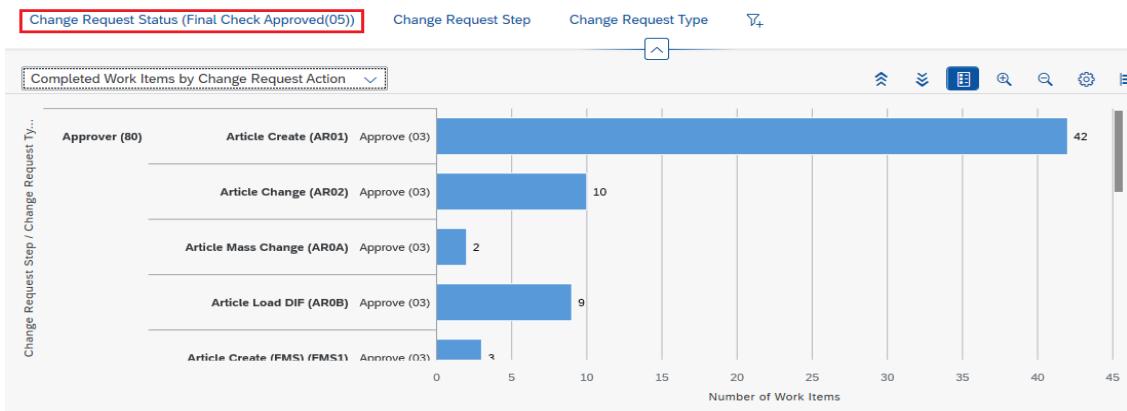


2. Select any status using dropdown to see the details of Change Request with the selected status.



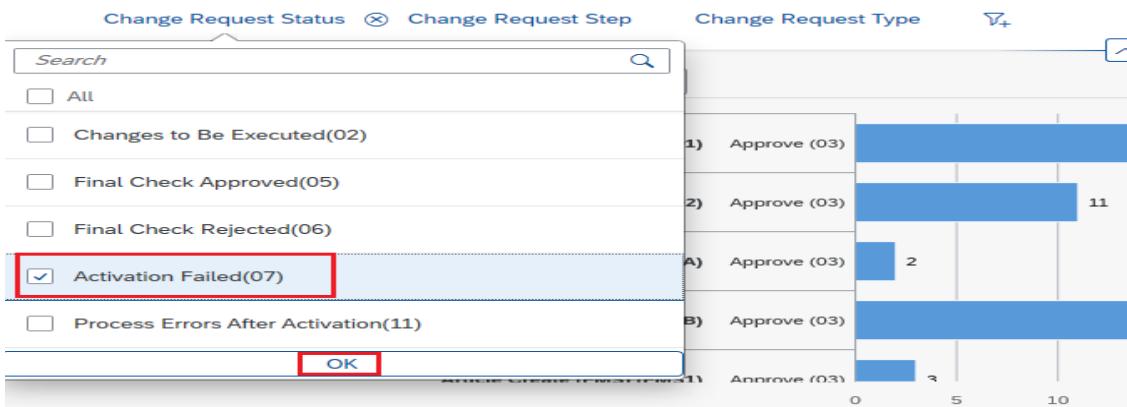
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3. Select the status and click on "OK" to see details. The result screen is as follows:



4. We can see the Change Request Status as above.

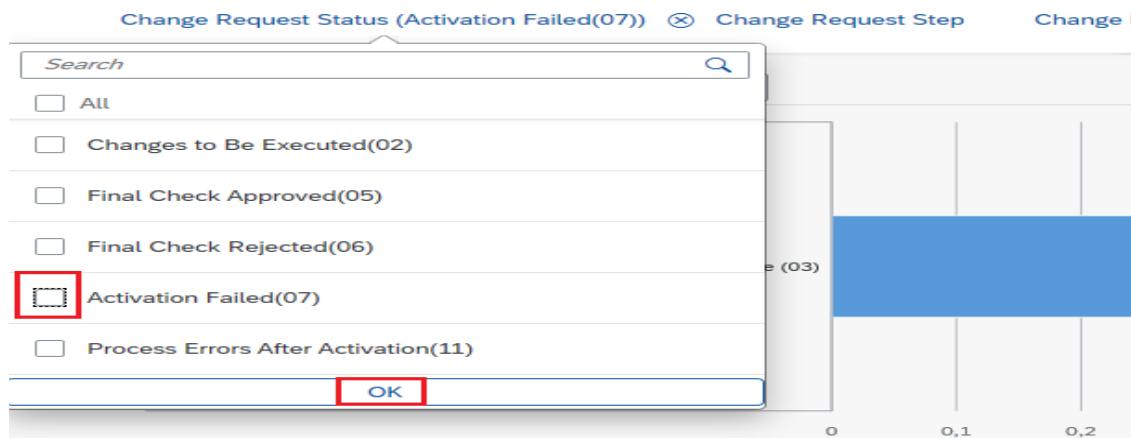
Similarly, CRs can be filtered by other statuses. Next for ex. we selected Activation failed status.



5. We can see Activation Failed status details after selecting status and clicking on OK.

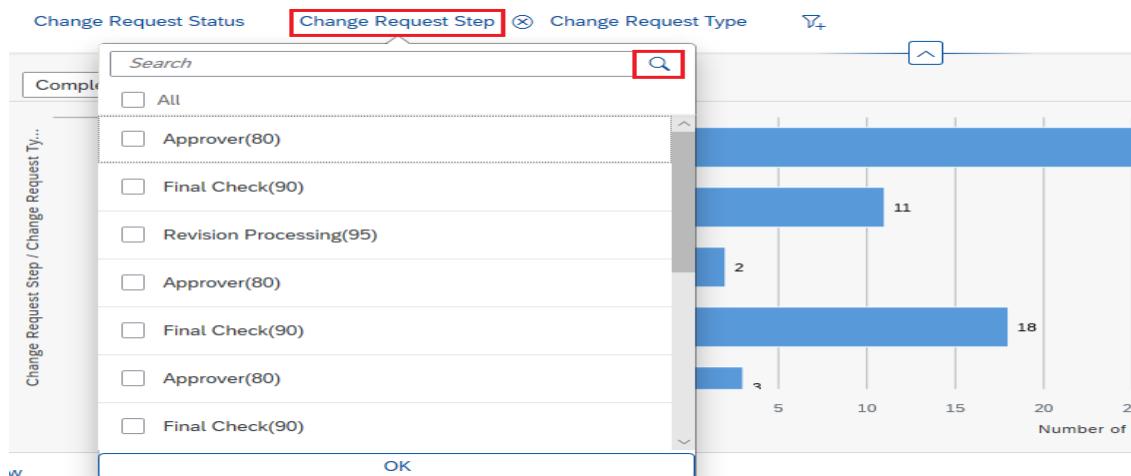


6. To remove the selection, click on dropdown and remove the selected status by unselecting the check box.

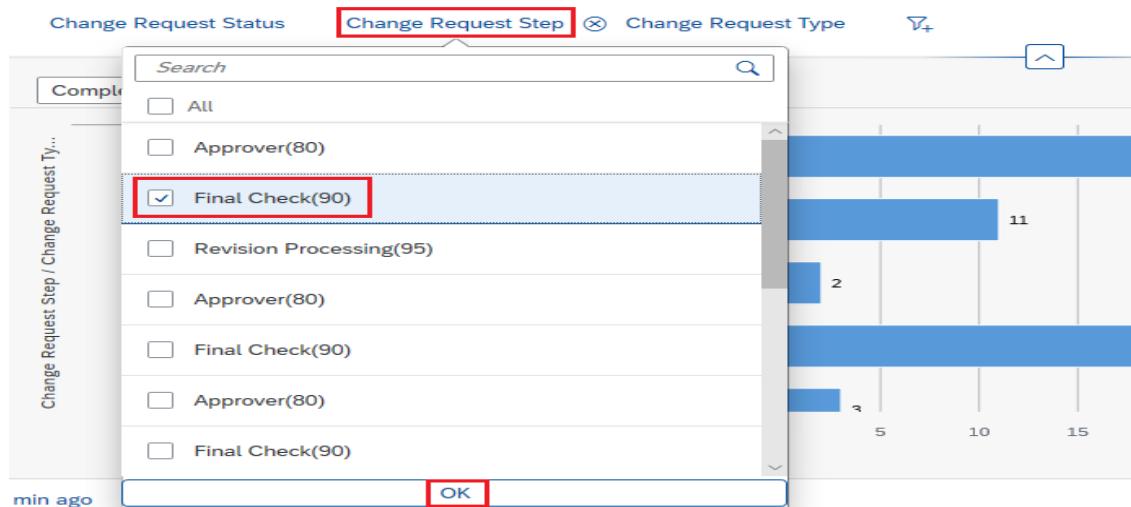


Change Request Step

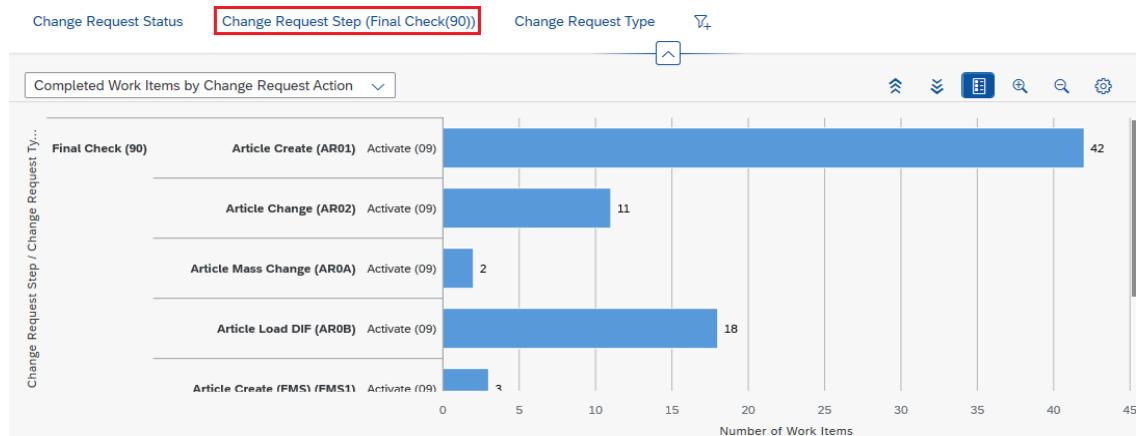
1. Click on Change Request Step, and then click on search option 🔍. After search we can get Change Request Step Options.



2. Select any Step using the dropdown to see the details of Change Requests with the selected step.



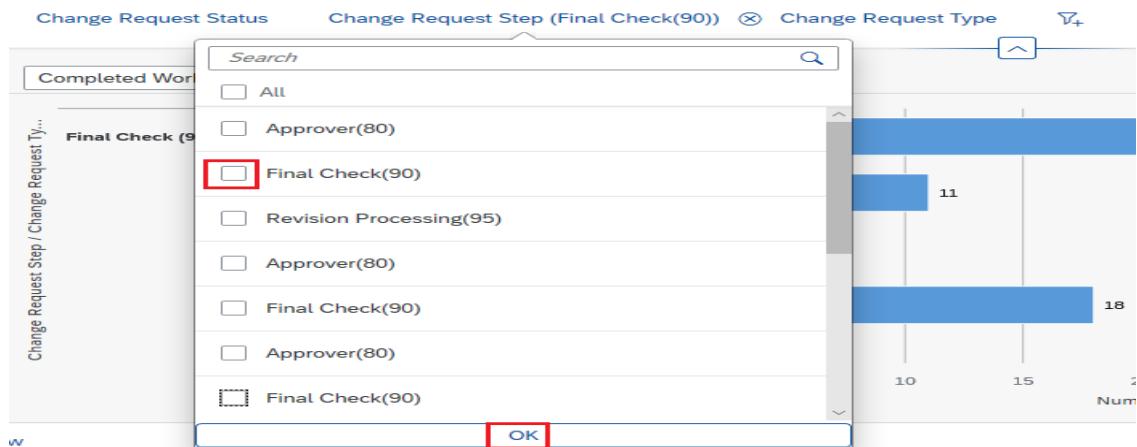
3. Select the step and click on "OK" to see the details. The result screen is as follows:



4. We can see Final Check Change Request details as above.

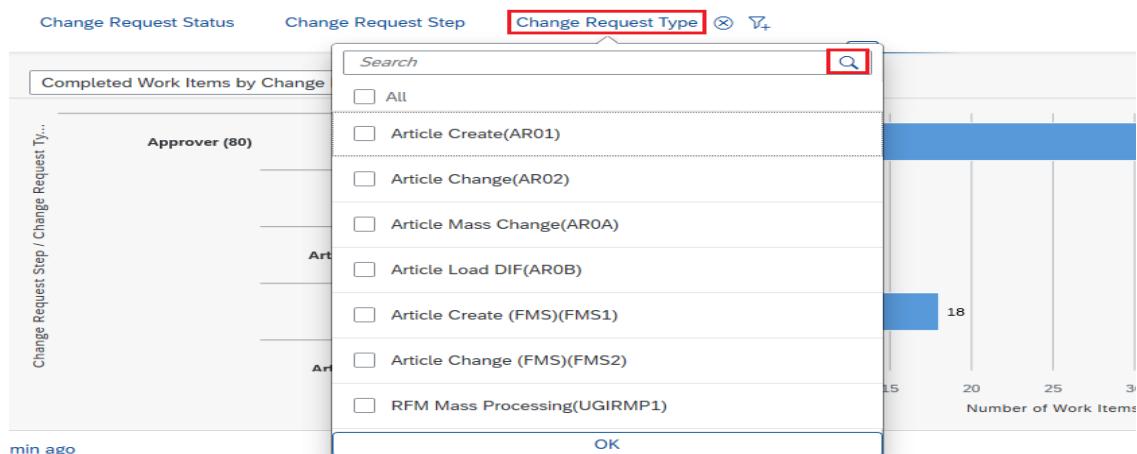
Similarly, CRs can be filtered by other steps.

To remove the selection, click on dropdown and remove the selected steps by unselecting the check box.



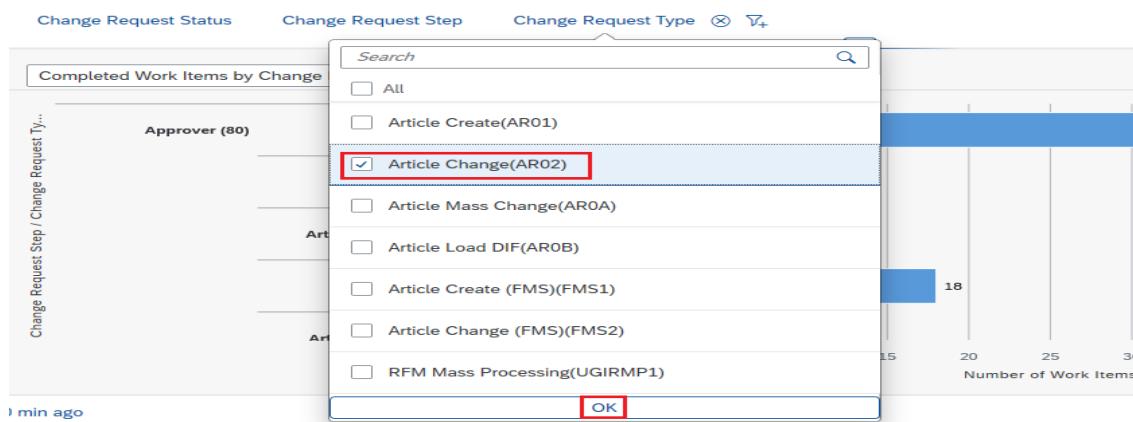
Change Request Type

1. Click on Change Request Type and then click on search option.

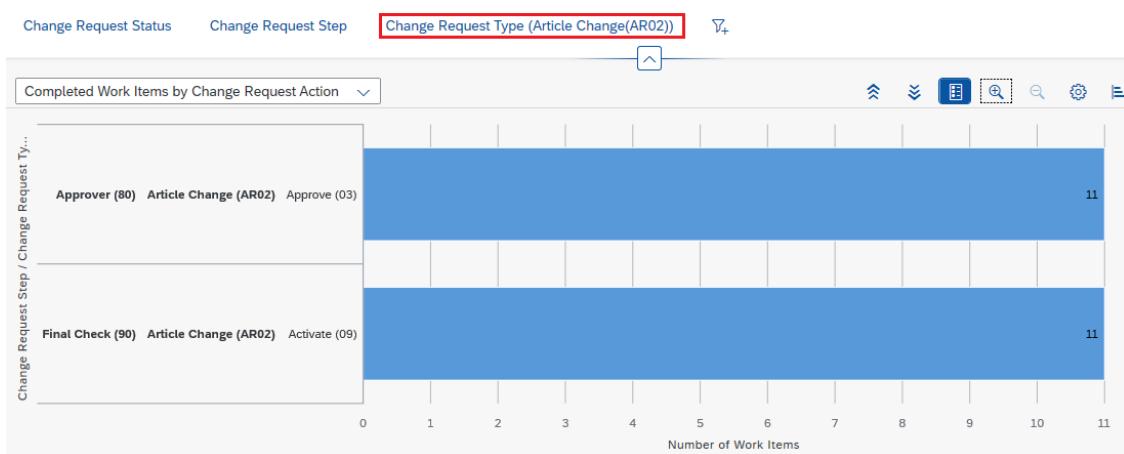


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2. Select any type using the dropdown to see the details of Change Requests with the selected type.



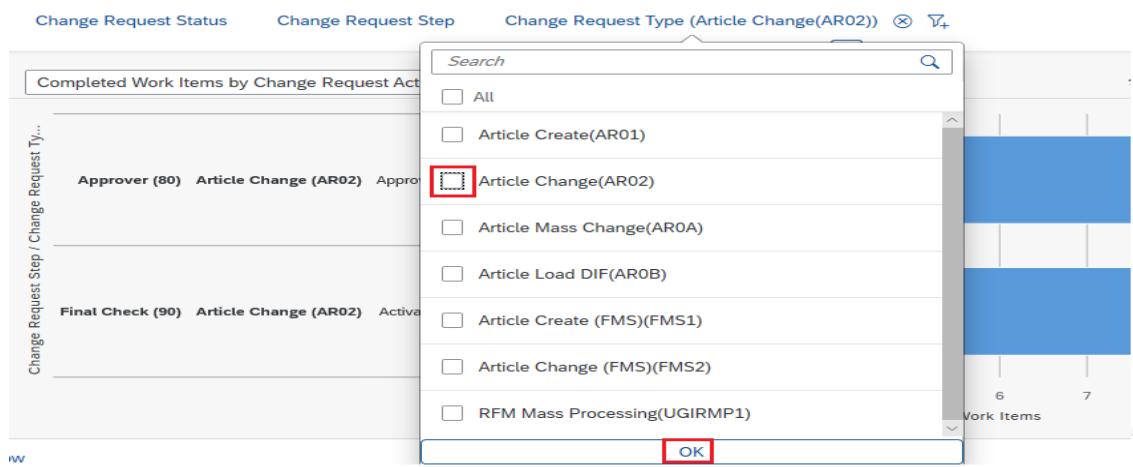
3. Select the type and click on "OK" to see the details. The result screen is as follows:



4. We can see Change Request Type for selected type Article Create as above.

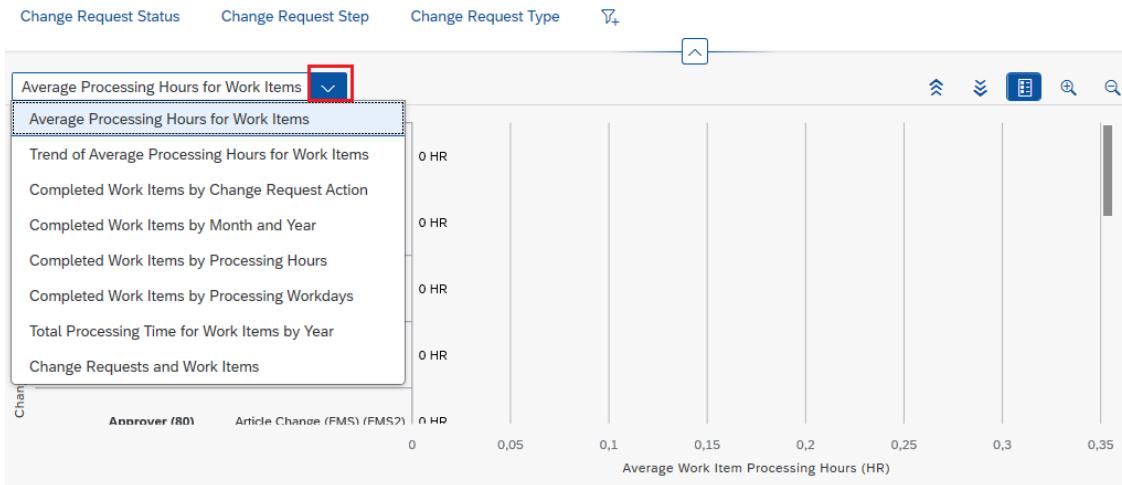
Similarly, CRs can be filtered by other type.

To remove the selection, click on dropdown and remove the selected type by unselecting the check box.



Average Processing Hours for Work Items

1. Next go to another filter option as shown in below figure. Click on dropdown button, we will get options.



2. Select Average Processing Hours for Work Items and we can get details as shown below.



3. Select any option using the dropdown to see the details of Change Requests with the selected option.

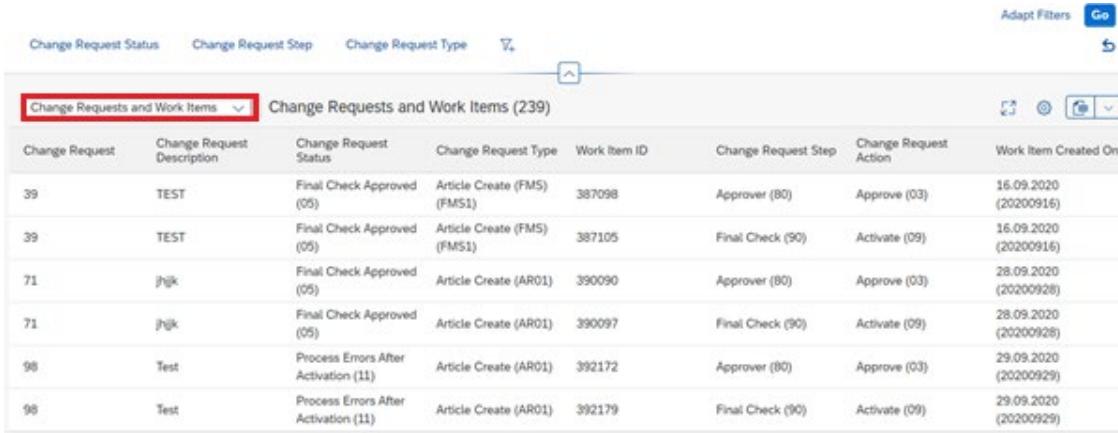
Trend of Average Processing Hours for Work Items

1. We can select next option for ex. Trend of Average Processing Hours for Work Items.



Change Requests and Work Items

1. Next Option we can see details for Change Requests and Work Items.



The table displays a list of 239 entries, each representing a combination of a change request and a work item. The columns include:

Change Request	Change Request Description	Change Request Status	Change Request Type	Work Item ID	Change Request Step	Change Request Action	Work Item Created On
39	TEST	Final Check Approved (05)	Article Create (FMS) (FMS1)	387098	Approver (B0)	Approve (03)	16.09.2020 (20200916)
39	TEST	Final Check Approved (05)	Article Create (FMS) (FMS1)	387105	Final Check (B0)	Activate (09)	16.09.2020 (20200916)
71	jhk	Final Check Approved (05)	Article Create (AR01)	390090	Approver (B0)	Approve (03)	28.09.2020 (20200928)
71	jhk	Final Check Approved (05)	Article Create (AR01)	390097	Final Check (B0)	Activate (09)	28.09.2020 (20200928)
98	Test	Process Errors After Activation (11)	Article Create (AR01)	392172	Approver (B0)	Approve (03)	29.09.2020 (20200929)
98	Test	Process Errors After Activation (11)	Article Create (AR01)	392179	Final Check (B0)	Activate (09)	29.09.2020 (20200929)

Similarly, we can select any option from dropdown and we can see details for selected option.

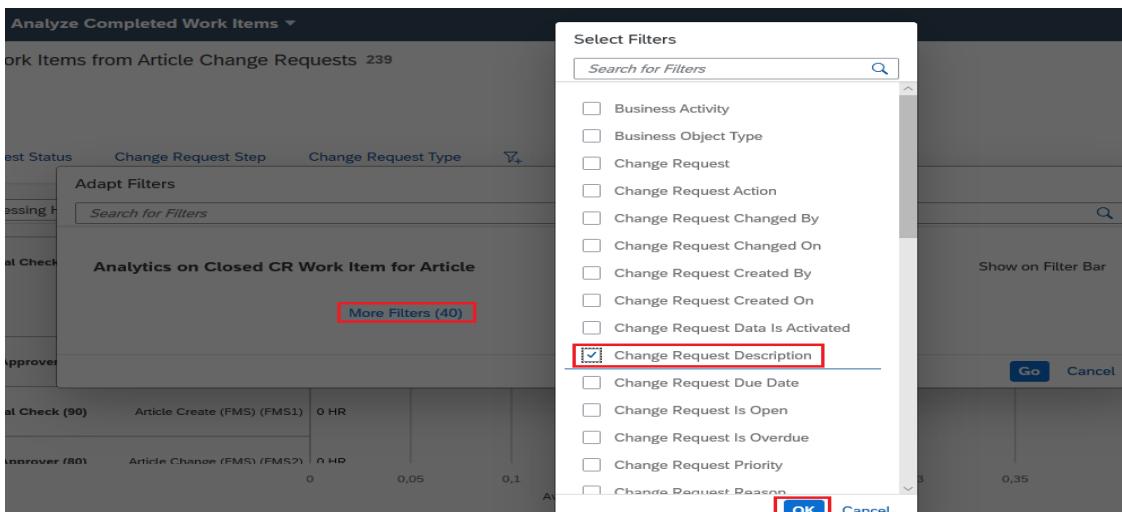
Different Filter Options

1. Use "Adapt Filters" option to choose more filters. Click on Adapt Filter button.



The screenshot shows a search interface for completed work items from article change requests. The search term is "Completed Work Items from Article Change Requests 239". At the top right, there is a "Adapt Filters" button, which is highlighted with a red box. Below it is a "Go" button.

2. Then click on More Filters button as shown below, and then select any option and click on OK. For Ex. Select Change Request Description and click on OK.



The screenshot shows the 'Analyze Completed Work Items' interface. On the left, there's a list of work items with columns for 'Test Status', 'Change Request Step', and 'Change Request Type'. A button 'More Filters (40)' is visible. On the right, a modal window titled 'Select Filters' lists various filter options like 'Business Activity', 'Business Object Type', etc. The 'Change Request Description' checkbox is checked and highlighted with a red box. At the bottom of the modal are 'Go' and 'Cancel' buttons.

3. Write Change Request Description which we want to search or we can use F4 help. And then click on Go.



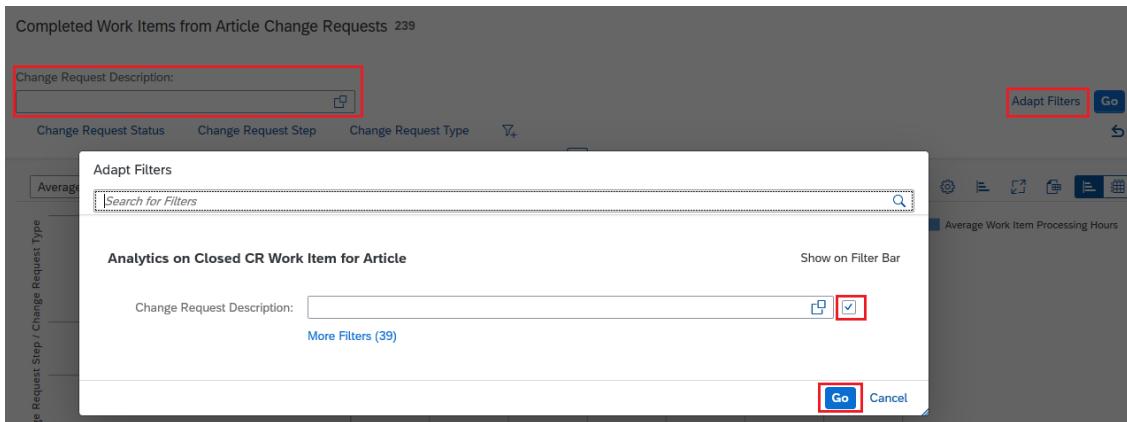
The screenshot shows the 'Analytics on Closed CR Work Item for Article' screen. A search bar at the top contains the text '=Test'. Below it is a 'More Filters (39)' button. At the bottom right are 'Go' and 'Cancel' buttons, with the 'Go' button highlighted with a red box.

4. Then we can see result as below.



Similarly, we can search Change Request by using Adapt Filters option.

If we want to remove filter from main screen, then we can select Adapt Filters option and then from next screen Uncheck checkbox as shown below.



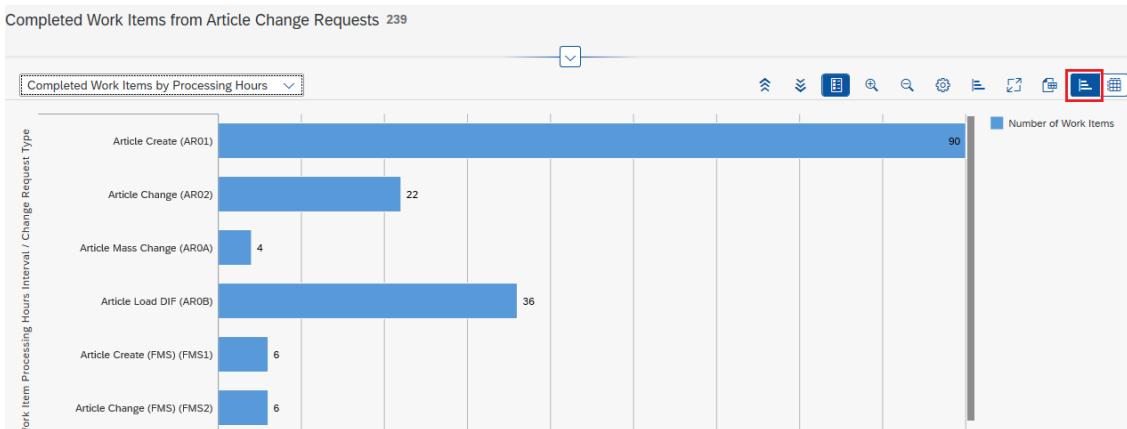
Detail View

In Detail view, there are different views available:

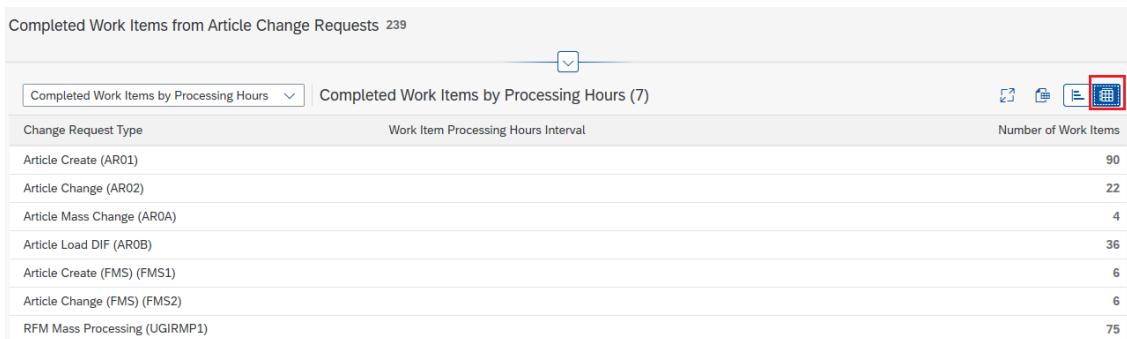
- Chart View
- Tabular View

Chart View

In Chart View, we can view Chart View as shown below.



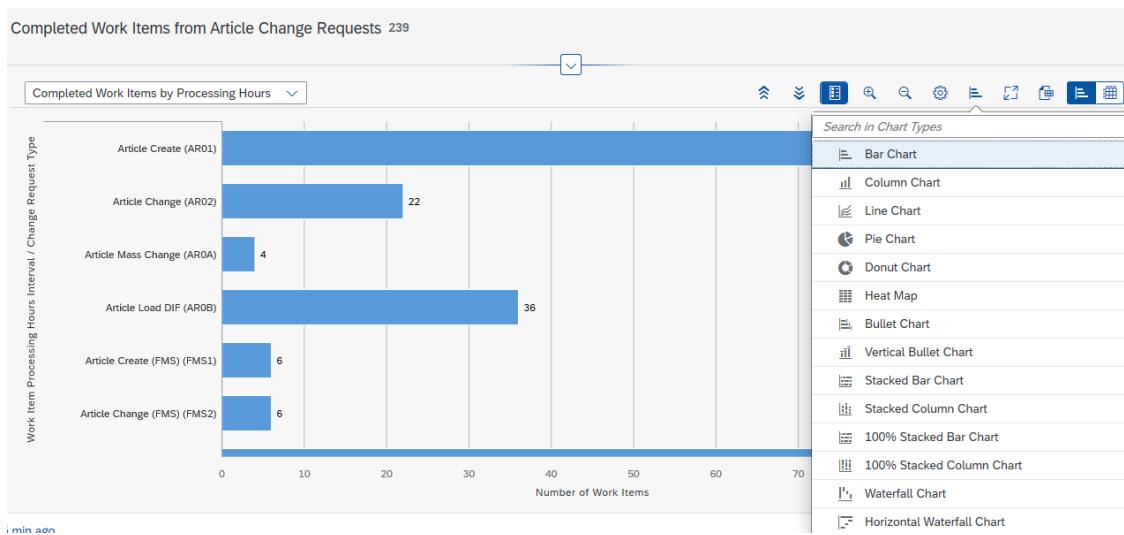
In Tabular View, we can see Tabular View as shown below.



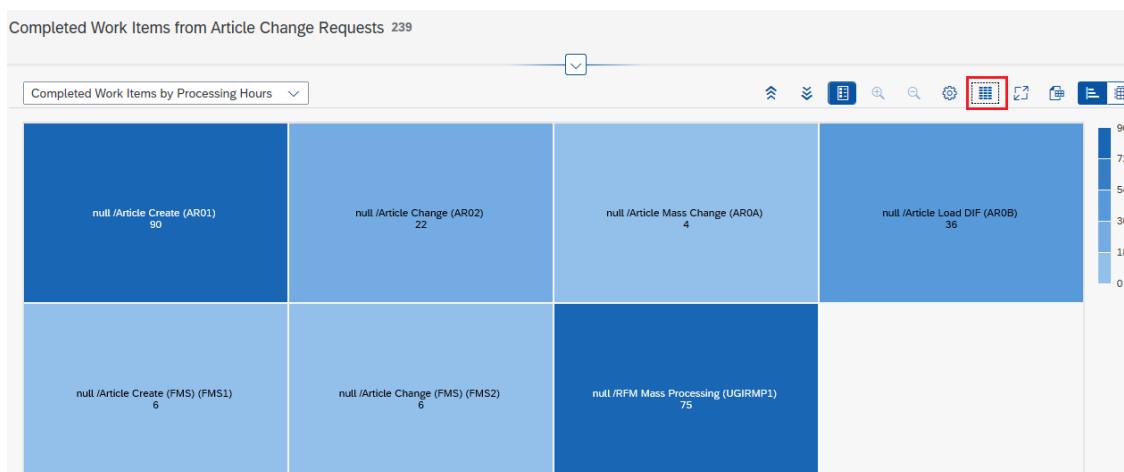
Change Request Type	Work Item Processing Hours Interval	Number of Work Items
Article Create (AR01)		90
Article Change (AR02)		22
Article Mass Change (AR0A)		4
Article Load DIF (AR0B)		36
Article Create (FMS) (FMS1)		6
Article Change (FMS) (FMS2)		6
RFM Mass Processing (UGIRMP1)		75

Chart Options

- There are different options available for the Type of Chart to be displayed in the Chart View.



- Select any option of Chart from the selection. Base on the selection Chart will be displayed. For Ex. Heat Map. Select Heat Map and we can see Heat Map result as shown below.



Other Settings

- Select Setting button marked below to alter the Dimension and Measure.



- Select Checkbox and click on Ok.

Chart

Search

Sort

	Type	Role
<input checked="" type="checkbox"/> Select All (3/46)		
<input checked="" type="checkbox"/> Work Item Processing Hours Interval	Dimension	Category
<input checked="" type="checkbox"/> Change Request Type	Dimension	Category
<input checked="" type="checkbox"/> Number of Work Items	Measure	Axis 2
<input type="checkbox"/> Average Work Item Processing Days	Measure	Axis 1
<input type="checkbox"/> Average Work Item Processing Hours	Measure	Axis 1
<input type="checkbox"/> Average Work Item Processing Workdays	Measure	Axis 1
<input type="checkbox"/> Business Activity	Dimension	Category
<input type="checkbox"/> Business Object Type	Dimension	Category
<input type="checkbox"/> Change Request	Dimension	Category
<input type="checkbox"/> Change Request Action	Dimension	Category
<input type="checkbox"/> Change Request Changed By	Dimension	Category

Export to Spreadsheet

- Click on Export to Spreadsheet button as shown below.



- With this option we can export data to excel as shown below.

Work Item Processing Hours Interval	Change Request Type	Number of Work Items
	Article Create (AR01)	90
	Article Change (AR02)	22
	Article Mass Change (AR0A)	4
	Article Load DIF (AR0B)	36
	Article Create (FMS) (FMS1)	6
	Article Change (FMS) (FMS2)	6
	RFM Mass Processing (UGIRMP1)	75

View By

- Select View by option as shown below. By using View by option, we can see selected view details.

Completed Work Items by Processing Hours

Search in Dimensions

View By

Completed Work Items by Processing Hours	Approve ... X	Article Master Create (AR01)	71	Not assign...
Article Create (AR01)	Approve ... X	Article Master Create (AR01)	71	Not assign...
Activate ... X	Approve ... X	Article Master Create (AR01)	71	Not assign...
Approve ... X	Activate ... X	Article Master Create (AR01)	134	Not assign...
Approve ... X	Activate ... X	Article Master Create (AR01)	134	Not assign...
Approve ... X	Activate ... X	Article Master Create (AR01)	151	Not assign...
Approve ... X	Activate ... X	Article Master Create (AR01)	151	Not assign...

rk Item Processing Hours Interval / Change Request Type / ...

Change Request Changed On

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2. We can see details for Change Request Changed On which is selected.

