

# ISIT332 Business Process Management

## Assignment Portfolio: SAP Portfolio

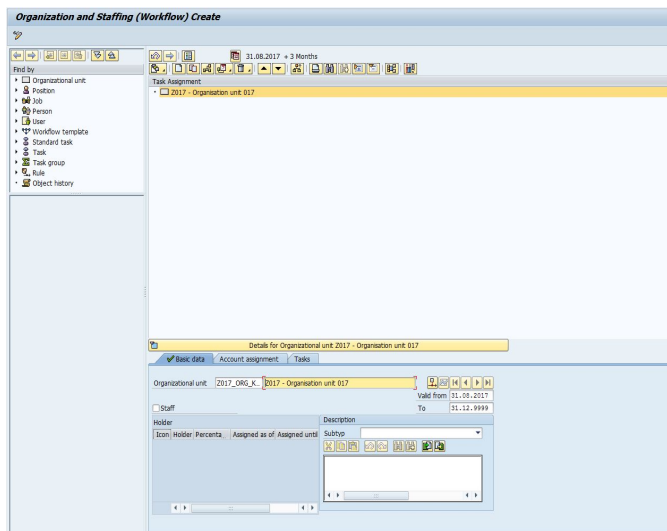
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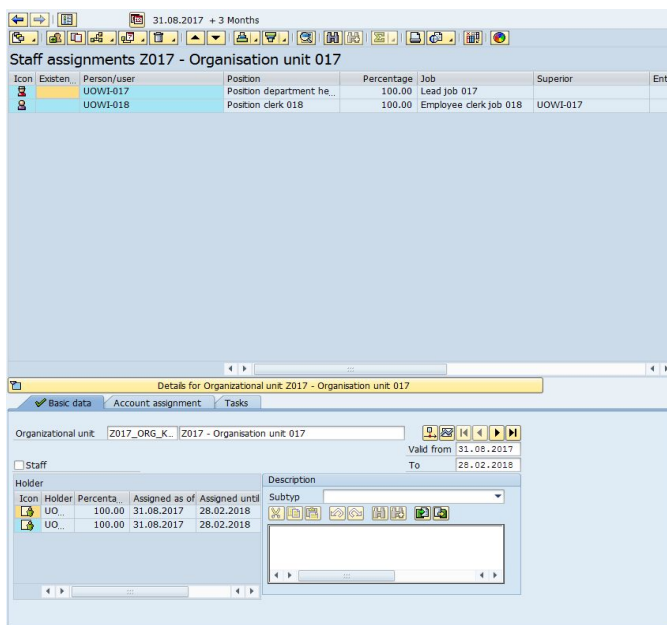
# Exercises

## Lab 1- Building a Workflow: SAP Developing the Organisational Structure



Screenshot 1- Organisation and Staffing (Workflow) Create

Here, begins the process of building a workflow. As business processes in SAP are based on a company's organisational structure, therefore this must be defined first.



Screenshot 2- Clerk Job

In defining the organisation, the people and roles are identified. For example, the clerk.

## Lab 2- Building a Workflow: Creating Single-Step Tasks

**Standard Task: Create**

Standard task: WT017CREAT...

Name: WT017create

Package: \_\_\_\_\_ Application Component: \_\_\_\_\_

Release status: Not defined

Work Item Text: \_\_\_\_\_

Object method:

- Object Category: BOR Object Type
- Object Type: FORMABSENC
- Method: **CREATE**
- ☐ Synchronous object method
- ☐ Object method with dialog

Execution:

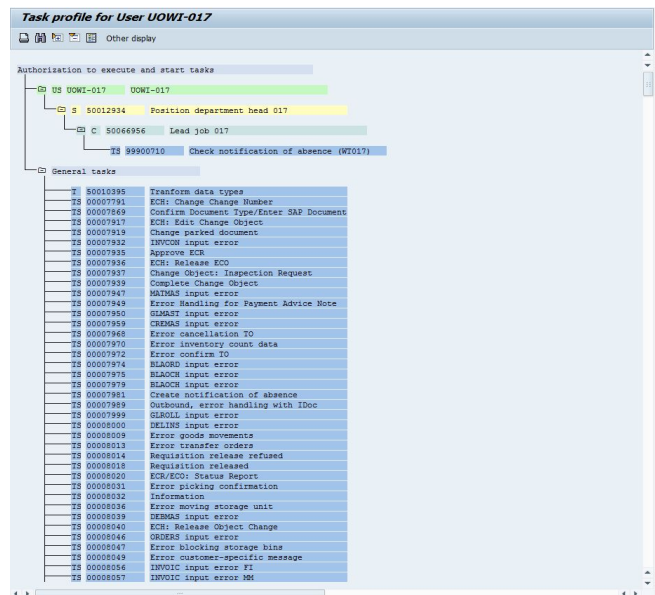
- ☐ Background processing
- ☐ Executable with SAPforms
- ☐ Confirm end of processing

### Screenshot 3- Standard task

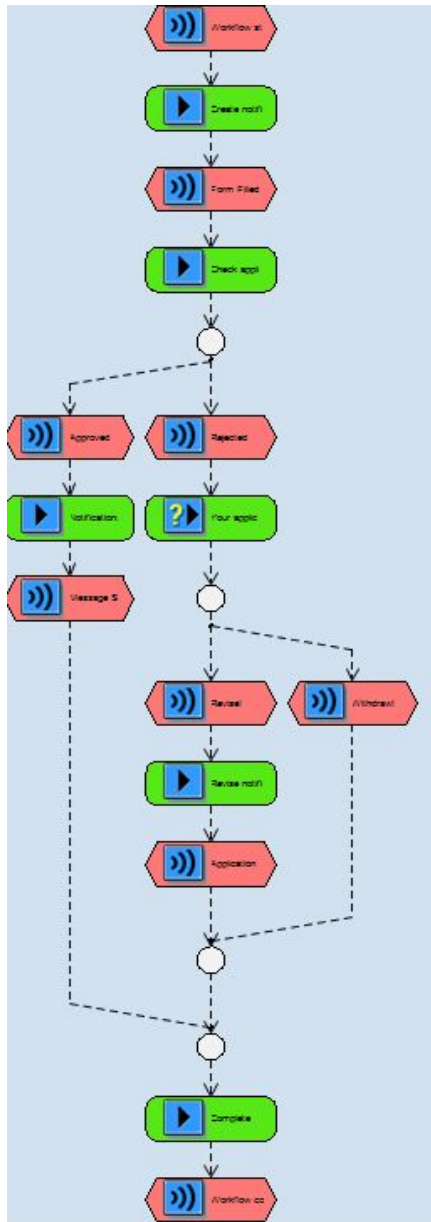
After the creation of the organisational plan, it allows you to create all the standard tasks or activities and assign the appropriate organisational agent to each task. These will later on be worked into the creation of the workflow definition.

### Screenshot 4- Task Profile

This task is the creation of single-step tasks that will be necessary for the notification of absence workflow.



## Lab 3 & 4- Building a Workflow: Creating Multi-Step Task (Workflow) and Finishing the Workflow (Loops)

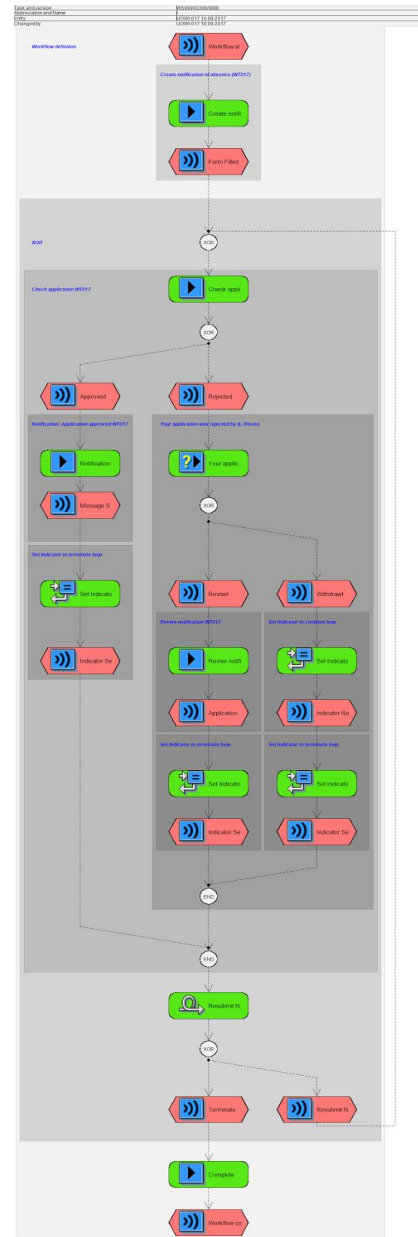


*Screenshot 5- Complete Workflow*

Here, the workflow (multi-step task) is created. This involves the integration of each standard task into the workflow task, as shown to the left.

*Screenshot 6- Looped Workflow*

After this, we then furthermore insert decisions and loops as shown to the right.



## Lab 5- Building a Workflow: Testing the Workflow

**Workflow Log (View With Technical Details)**

Agent Object Graphic Optimize width Choose Save

Workflow: Notification of absence - 017  
Workflow instance: Notification of absence - 017  
Instance number: 000001184649  
Start date: 21.09.2017 Started by: UOWI-018  
Start time: 10:55:41 Current status: In Process  
View: Workflow chronicle

Error	Agent	St	II	Step Task	Result	Date	Time	Processing time	Object	Object Name	Object 2	Object name 2	User Context
				1 Workflow: Notification of absence - 017	Workflow started	21.09.2017	10:55:41	4m 40s					
				4 Create notification of absence 017	Form Filled Out	21.09.2017	10:55:41	4m 40s				1184649	
				8 Check notification of absence from UOWI-018	Rejected	21.09.2017	11:00:21	1m 01s				1184649	
				50 Multiple Branch (CASE)	R	21.09.2017	11:18:58						
				15 Your application was rejected by . Revise?	Revise!	21.09.2017	11:18:58	35s				1184649	
				21 Revise Notification of Absence	Application Revised	21.09.2017	11:31:10	23s				1184649	
				43 Set Indicator to terminate loop	Indicator Set	21.09.2017	11:36:44						
				31 Resubmit Notification of Absence	Resubmit Notification of Absence	21.09.2017	11:36:44						
				8 Check notification of absence from UOWI-018	Approved	21.09.2017	11:36:45	13s				1184649	
				50 Multiple Branch (CASE)	A	21.09.2017	11:38:11						
				26 Notification about application		21.09.2017	11:38:11	14m 46s				1184649	

Screenshot 7- Workflow Log

Once the workflow is complete, we then begin to test it as shown above.

## Reflection

### Exercise Discussion

This exercise which consisted of the process of building a workflow, gave me a better understanding of the steps involved and the extensiveness of such, as well as the usefulness an information system (IS) poses on businesses. Through completing this exercise, I learnt the amount of detail and specifications that are required in even simple workflow processes. Due to this reflection, an information system (IS) such as SAP ERP, poses as very valuable for businesses, as it would allow for all or most complex processes to be centralised, creating more efficient and effective productivity.

Through this process, I have discovered and learnt various new terms and concepts. For example, single-step and multi-step workflows. Also before this exercise, I was not aware workflows had to be built like this within businesses, rather that they are just simply completed. This system allows for a slightly higher level of productivity, if used properly and effectively.

Through completing this, I have gained the new skill of being able to successfully build a workflow using a complex IS such as SAP ERP.

## Value of SAP to BPM

Although the usefulness of a centralised system such as SAP for all business process, the complexity and extensiveness of the system creates numerous challenges. If a simple step or task is entered incorrectly, the rest of the processes would result in an unsuccessful workflow. This could be a timely fix, as the user would have to go through again from the start to find the issue/mistake.

However, if implemented correctly into businesses with trained employees with an expertise in such, a complex IS including SAP could prove to be an effective system in supporting and streamlining processes. Overall, an information system (SAP) would be a more cost effective solution in the long run to business processes, if the aforementioned is done correctly. As it provides a layer of automation with some business processes, it therefore saves money being more productive, and possibly reducing the amount of staff required in completing jobs.

The SAP IS allows for information to be more accessible and for a reduction of interfaces amongst disparate applications. It can allow for expandability of businesses, as well as provide a form of integrated Business Intelligence (BI).

## Limitations and Challenges

Some challenges I faced was re-completing previous steps from memory due to the processes being so detailed, specific and extensive. Due to this, it may prove to be difficult to those who have no experience with the IS, or aren't given an induction/manual to assist them along the way.

Another challenge I faced when completing the exercise of building a workflow, was finding the correct buttons and fields to either enter data or click. Due to the information system's extensiveness, there are a lot of options and fields, making it seem slightly complicated and challenging. Also, facing new theoretical business process management concepts and terms when using SAP was a little difficult, requiring a little research to gain a better understanding in what is being done and written.

A challenge businesses would face, would be initial implementation costs and maintenance (e.g. future updates and upkeep of the system) when introducing an IS such as SAP ERP.

A limitation a business may face, would be the lack of ability to customise the SAP ERP software to their business specifically to meet their requirements and needs. Although its extensiveness, it does not provide a whole lot of options.

# Conclusion

Through completing this exercise of building a workflow, as presented within the screenshots provided, I discovered and learnt various terms and concepts. Although a few challenges, this process gave me a better understanding of a what is conducted by businesses and their extensiveness, as well as how an information system could pose as a useful method in supporting, extending, and streamlining numerous business processes, even creating a form of integration between most or all.