**SOLUTION DESIGN DOCUMENT**

**Brazil Dashboard**

Version v.1.0

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Revision | Author | Description |
| 21-08-2024 | V.1.0 | Ravi Teja, Ragam | SDD |

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# Distribution

The information has restricted distribution and viewing within Chanel.

Document Version Control

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Document Sign-off Requirements (NA)

The following table contains the people required to sign-off and/or review this document and those that require the document for information only.

|  |  |  |
| --- | --- | --- |
| Name | Department | Responsibility |
| Lewis, Philip |  | Program Manager |
|  |  |  |
|  |  |  |

# Introduction

## Overview

## Business Requirement

## To improve the efficiency of monitoring and managing errors related to interfaces, batch jobs, and sales transactions within the BRAZIL AX server, a comprehensive dashboard has been developed. The objective of this dashboard is to provide a streamlined and user-friendly interface for displaying and analyzing error data.

## Process Description

As part of this initiative, we will develop a Power BI dashboard to enhance the monitoring and management of errors on the BRAZIL AX server. The dashboard will consolidate error data from interfaces, batch jobs, and retail/e-commerce sales transactions into a comprehensive and interactive view.

To populate the dashboard, error data will be extracted from the BRAZIL AX server using Data Gateway. Power BI will then process and visualize this data, providing users with clear insights into errors and warnings. This setup allows users to efficiently identify and address issues through an intuitive interface, significantly improving upon the previous manual log review process.

**Features of Dashboard**

## Error Data Visualization:

## The dashboard displays error data from the BR AX server, including details about interfaces, batch jobs, and retail/e-commerce sales transactions.

## Interactive Data Pages:

## Flows Page: Visualizes error blocking records by Flow ID and date with interactive charts and slicers.

## Retail Transactions Page: Shows retail transactions with none status and includes a pie chart for transaction distribution, with slicers for date and stored number.

## ECOMS Transactions Page: Presents failed e-commerce transactions with date-based filtering.

## ECOMS Combination Jobs Pages: Categorizes e-commerce combination jobs by time frames and shows jobs with error statuses based on date.

## Dynamic Filtering and Slicing:

## Users can filter data using slicers for date, Flow ID, and stored number to customize their view and focus on specific data sets.

## Real-Time Data Integration:

## Utilizes a data gateway to securely extract and update error data from the BR AX server in real-time.

## User-Friendly Interface:

## Provides an intuitive and interactive layout that simplifies navigation and enhances the user experience for efficient error management.

## Prerequisite

* Power BI development environment.
* Gateway is required.

### Current Behavior:

Currently, monitoring and identifying errors in interfaces and batch jobs on the BR AX server is performed manually. This process requires accessing and reviewing log files to detect any errors or warnings. Similarly, integration of retail and e-commerce sales transactions with the AX system is also managed manually by examining logs to confirm that transactions are processed correctly and without issues. This method is time-consuming and prone to human error, impacting overall efficiency.

### Proposed Solution:

## To automate and enhance the error monitoring process, the team proposes developing a Power BI dashboard. This dashboard will provide users with a comprehensive interface to view and analyze error data from the BR AX server. By consolidating error information into interactive and dynamic visualizations, users will be able to efficiently monitor and manage errors related to interfaces, batch jobs, and retail/e-commerce transactions. This solution will replace the manual log review process with a streamlined, automated approach, significantly improving accuracy and operational efficiency.

## Scope

**In Scope:**

* Region: South America
* Markets: Brazil
* Staff: IT Unit
* Data Files: NA

## Contacts

|  |  |  |
| --- | --- | --- |
| Key Contacts | Email ID | Role |
| Lewis, Philip | philip.lewis@capgemini.com | Phoenix SC Lead |
| Dilip Thankappan | dilip.thankappan@capgemini.com | Phoenix RPA SC Lead |
| Ravi Teja, Ragam | ragam.ravi-teja@capgemini.com | Phoenix Power Platform Developer |

# Quick Facts

## Idea Assessment

|  |  |
| --- | --- |
| Topic | Value |
| Business Unit  *(1. Fashion, 2. Fragrance and Beauty, 3. WFJ)* | 1,2,3 |
| Use Case  *(Automation, Mobile/tablet App, Web Portal, Workflow, Chatbot,* *IDP, ML/AI, Others)* | *Automation* |
| Impact on Business  *(Business Critical, Not Business Critical)* | Not Business Critical |
| Users  *(Individual or Small Team, Large Team or Service, Department or Region)* | Individual or Small Team |
| Power Platform Features  *(Power Automate, Power Apps, Power Virtual Agents, Power* *BI, Power Automate Desktop,* *AI Builder)* | Power BI |
| Power Platform Connectors  *(List of Power Platform Connectors)* | Data Gateway |
| System Interactions | SQL Server, BRAZIL AX |

## 

## Project

|  |  |
| --- | --- |
| Topic | Value |
| Project Type  *(GYRB)* | R |
| Environments  *(GYRB)* | R |
| Licensing | Microsoft 365 E5 |
| Track  *(Business Project, Citizen IT)* | Business Project |
| External Partner\* | NA |

*\* Business Projects only*

**Architecture**

## Overview

This architecture involves using a data gateway to connect Power BI with the BR AX server. The data gateway will securely extract error data related to interfaces, batch jobs, and retail/e-commerce transactions from the BR AX server. The extracted information is then processed and visualized in Power BI.

The Power BI dashboard will feature interactive pages displaying error data, including:

* **Flows Page:** Error blocking records by Flow ID and date.
* **Retail Transactions Page:** Transactions with none status and distribution by stored number.
* **ECOMS Transactions Page:** Failed e-commerce transactions by date.
* **ECOMS Combination Jobs Pages:** Jobs categorized by time frames and error statuses.

Users can interact with the dashboard through slicers and visualizations to filter and analyze the data. The solution replaces the manual log review process, offering a more efficient and automated method for error management.

## Flow Diagram

A diagram of a data processing process

Description automatically generated

**Diagram 1.0**: Flow Diagram for Brazil Interface Dashboard

**Solution Components**

The following steps will be performed in the process.

***Get the Brazil AX Data from SQL Server to the Power BI using On Premises Data Gateway***

***A diagram of a data gateway

Description automatically generated with medium confidence***

***Fig: Getting the Data from SQL Server to Power BI***

***Create the Dashboard with the data coming from SQL Server***

# Data:

NA

**Regulatory Requirements:**

# Security

## Risks and Mitigation

<Brief overview on how the different stakeholders interact with the solution, what are the risks associated and the mitigation actions for those risks>

**Solution Metrics**

## License Estimation:

## Triggers:

When a service request is created in ServiceNow.

## Business

<List all know business exceptions, per task, that are expected for the solution. Each exception should include details such as the task, exception description, affected applications and manual actions needed to solve issue either by Business or Support teams>

## Technical

<List all know system exceptions, per task, that are expected for the solution. Each exception should include details such as the task, exception description, affected applications and manual actions needed to solve issue or to alert the person/team that can solve the issue>