**Business Analysis**

**Centre of Excellence**

**Requirements Document**

**Gateway Automated User Provisioning for Multiple Plants**



**INTERNAL ONLY – DO NOT DISTRIBUTE EXTERNALLY**

**Version 2.5**

**02 Feb 2019**

**Document Control**

**Document Owner**

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**Document Distribution**

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**Version Control**

| Version | Author | Inputs | Date | Description |
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| 1.0 | Ganesh Kommana | Marius,  Wender | 21 Sep 2018 | Initial Document Created |
| 2.0 | Ganesh Kommana | Marius, Wender | 05 Oct 2018 | Changes made in SNOW Screen- User Type and Capturing the Environment |
| 2.1 | Ganesh Kommana | Wender | 16 Oct 2018 | Numbering the flow chart and Process flow |
| 2.2 | Wender Prado | Wender | 19 Oct 2018 | Changes in Flow Diagram and Process flow |
| 2.3 | Ganesh Kommana | Wender | 30 Oct 2018 | Changes Made in Option to Select Multiple Plants, Business Rules  And Document format |
| 2.4 | Ganesh Kommana | Kerry | 13 Nov 2018 | Flow Chart SAP Swim lane added and Changed Existing SAP Swim lane to Gateway |
| 2.5 | Marius van Staden | Marius,Wender, Ganesh | 20 Jan 2019 | Termination included in scope  Plant selection limited  Existing plant and role information to be shown |
| 2.6 | Ganesh Kommana | Marius, Wender | 01 Feb 2019 | User Type included, Business rules for Termination and Non Plant user added |

**Document Approval**

| Author | Date | Approval |
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# Introduction

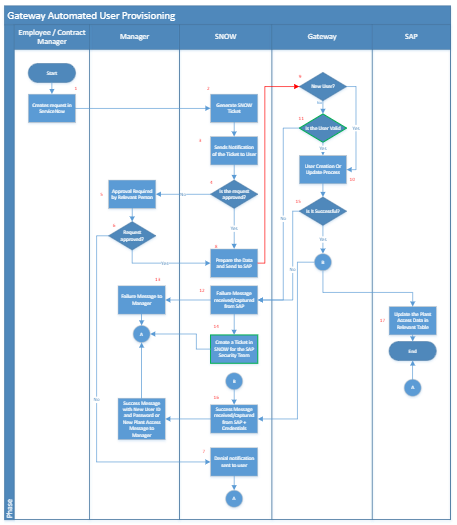
New user creation for all SAP FIORI applications is handled through SNOW and Curion at present.

Current process does not allow for the following:

* A new user to request access for multiple plants at the same time
* An existing user to request access for an additional plant(s)
* An existing user to request access for an additional role(s)
* A non-plant user to request access to non-plant roles

Curion is causing several production issues and it is also cumbersome to support. The purpose of this request is to enhancement the existing process flow to include the above-mentioned functionalities and eliminate Curion from the process.

# User creation / modification



**Process Flow:**

1. Employee or a contract Manager creates the request for:

* New plant user access (plant field mandatory and only display plant roles on SNOW form)
* New non-plant user access (plant field optional and only display non-plant roles on SNOW form)
* Additional role to existing user
  + SAP Gateway must provide via API the roles associated with existing user, allowing him to select the one he currently does not have.
* Additional plant to existing user
  + SAP Gateway must provide via API the plants associated with existing user, allowing him to select the one he currently does not have (maximum 10 plants per request).
  + SAP Gateway will provide a way to feed the plant’s list on SNOW. It can be daily updates.

1. SNOW will generate a ServiceNow Ticket for the request
2. SNOW Sends notification of the request to user
3. Check if request is approved.

* If the request was made by the employee’s manager, the system will auto-approve the request

1. If the request was made by someone other than the user’s manager, the system will send the approval request to the user’s manager
2. Manager will decide whether to approve request or not
3. Denial notification sent to user
4. SNOW prepares the data and send to Gateway
5. Gateway checks whether the request is created for new user or Existing user
6. If the request is for New user, then Process the Data\*

\*SAP Gateway will need to check if this user already exists in the user masterdata. If yes, SAP Gateway will generate an error and stop the processing of the user creation. A notification will be sent back to the user’s manager instructing him to create a new request to update the existing user and a Failure status sent back to SNOW. If no, SAP gateway will proceed with the creation of the user.

1. Check if the exiting user is valid in SAP. If the User Valid Then User create or Update Process (10)
2. If the user is not valid send Failure status to SNOW\*

\*SAP Gateway will need to check if this user already exists in the user masterdata.

1. SNOW will trigger the failure message to User’s manager
2. SNOW will create an incident reporting the failure to the appropriate team (SAP Security) and reference the original request
3. Check if the request was successfully processed.
4. If the request is successfully processed, then a success status will be passed to SNOW with credentials.
5. Update Plant/User relationship in SAP Plant Access Table
6. Success message will be sent to user’s manager with credentials.

**High Level SNOW Form Changes:**

1. **New Fields:**

* *Request Type*: Add, Modify, Termination
* *Environment*: TST, PRD
* *User Type*: Plant, Others
* *UserID*: Only display field if “Request Type” Modify/Termination is selected. Populate user name from database SNOW.

1. **Option to select multiple plants**

* User should be able to see the plants to which access has already been granted
* User should be able to select one or more plants - Limited to 10 plants per request
* When user access the “Plant Code” selection in SNOW, user should be able to see all the plants with a scroll facility enabling them to view all the plants in the list.
* User can search the plant list by:
  + Plant ID

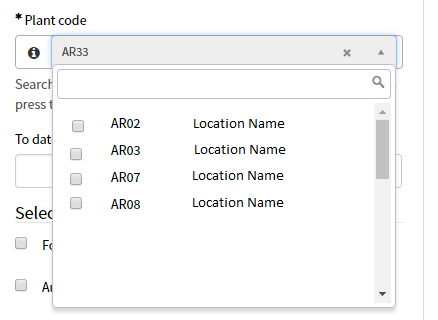
Partial search functionality must be enabled, for example, enter a “a” – list all the plant id’s starting with a “a”.

* + Location

Partial search functionality must be enabled, for example, enter a “a” – list all the locations starting with a “a”.

* User will select plant / multiple plant and confirm (max of 10 plants)
* All selected plants should be visible to the user
* User must have the ability to remove selected plant(s)

Example Mock-up:



1. **Option to select multiple roles**

* User will view existing roles assigned to the user
* New roles can be selected, or deselected
* Once processed, notification will be sent to the user

1. **New Roles**

List of New Roles to be added

**Business Rules:**

|  |  |
| --- | --- |
| **Scenarios** | **Expected Result** |
| New user, one plant | SAP Gateway should process request as expected |
| New user, multiple plants | SAP should process request as expected  How can we handle multiple plant codes in the SAP Gateway User masterdata Profile?  If the user Plant access maintained in a separate table, then no changes required just append the plants to the table otherwise maintain the plant codes by a comma separator and increase the field length to max |
| New user, no plant | If the “Request Type” is New and “User Type” Plant, at least one plant code must be selected. Screen validation and a popup to inform the user that a minimum of 1 plant should be selected. SNOW request will not be generated without at least one plant code.  If the “Request Type” is New and “User Type” Other, selection of plant should be optional. |
| Existing User, additional plant | If the “Request Type” is Modify, at least one plant code and /or at least one role is should be selected. SAP should process the request as expected  SAP will add the plant information in the user’s profile while maintaining existing information  How can we handle multiple plant codes in the SAP User Profile?  If the user Plant access maintained in a separate table, then no changes required just append the plants to the table otherwise maintain the plant codes by a comma separator and increase the field length to max |
| New User, New Role | User will be required to select at least 1 role in order to submit the request |
| Existing User, Additional Roles | Existing roles to be displayed to the user. User can select additional roles for processing |
| Termination | If the “Request Type” is Termination , disable the plant code & role selection. |
| Non Plant User | If the “User Type” is Others , Plant selection is optional and filter the roles which are relevant to Non Plant users |

# Roles

|  |  |  |
| --- | --- | --- |
| **Role Type** | **Role Name** | **Description** |
| Plant | ESP\_CHECKIN  ESP\_FKT\_CHEP\_REP\_AUS  ESP\_FORKLIFT  ESP\_FORKLIFT\_AUS  ESP\_REPORTS  ESP\_SHIFT\_SUPERVISOR  ESP\_STOCK\_SUPERVISOR  ESP\_UNKNOWN  ESP\_YARD\_MONITOR  ESP\_YARD\_SETTINGS  ESP\_YARD\_SUPERVISOR | Check In  AU FDE CHEP Representative  FDE Forklift Driver  AU FDE Forklift Driver  ESP Reports  ESP Shift Supervisor  ESP Stock Supervisor  FDE Unknown  YMS Yard Monitor  YMS Yard Settings  YMS Yard Supervisor |
| Other | TBD |  |

# User termination

Existing termination process will remain AS-IS, but Curion will need to be removed from the process

# In-Scope

* New User Creation
  1. Single Plant, Single Role
  2. Multiple Plant, Single Role
  3. Single plant, multiple role
  4. Multiple plant, multiple roles
* Existing User Update
  1. Add plants
  2. Add roles
* Multiple Plant Selection & Multiple roles selection
* Eliminate Curion

Eliminate the need of Interface with Curion

* Termination Request
* User Validation

If Request created for Existing User –SAP should validate the User

* Communication Flow
  + SNOW to Gateway
  + Gateway to SNOW
  + Gateway to SAP
  + SNOW to Manager

# out of Scope

* Plant and Roles validations

No Validation will be conducted between Plants and Roles

# General Points

* Elimination of Curion for User creation
* SNOW,Gateway & SAP to handle the process of New User Creation and Existing User Update and User Termination
* Support Multiple Plants Access

# Questions & Concerns

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Question | By | Solution |
| 18 Oct 2018 | How can we handle multiple plant codes in the SAP User Profile? | Wender |  |
| 30 Oct 2018 | Is it possible to show existing plant Access list in SNOW ,while creating request for Existing user . | Marius |  |
| 13 Nov 2018 | How the current Curion Validation Process is | Kerry |  |
|  | Failure ticket Created with which team | Kerry |  |
|  | SAP No of User licenses may be road block | Kerry |  |
|  | How and where to handle new Approval process | Kerry | Approval Process can be handled at SNOW |
|  | If Curion is not part of Creation, can it handle the Termination process (Is the New data is available to Curion) |  | User Termination is part of the new process |
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**Version 2.6**

**April 12 2019**

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| --- | --- | --- | --- | --- |
| **DOCUMENT OWNER** | **INPUTS BY** | **TITLE** | **DATE** | **REQUIREMENT** |
| Asha Latha  Madamala | Wender Prado | Program Manager – IS | April-08-2019 | 1) Bulk order access request    2) email FIELDS AUTOMATION    3) Roles and Descriptions |

**BULK ORDER ACCESS REQUEST**

**When we are introducing FDE/ESP to a new plant, business will need to create access requests to several users with matching or different roles.**

**Can we find a way where we can allow the user to enter a bulk order to create access requests? We can have an excel template that when uploaded to Service Now will create the individual requests and trigger the approval process.**

* At present SNOW permits single user request for multiple roles.
* Now SNOW should permit multiple users request for multiple roles.
* The roles can be matched with an other user or can be different.
* We can have an excel sheet with fields: User id, Plant id, Role name and Request type.
* The user can raise a request to SNOW that he need access to a particular plant for particular roles. The same request can be raised by an other user for the same plant and same roles.
* SNOW have to create individual request for the user and trigger the approval process.
* Restrict the upload functionality for single plant and new user.

**AUTOMATION OF FIELDS IN AN email**

**When sending an email to an automated email address we want to create an incident and we want to predetermine the fields in yellow and populate the fields in green with the content of the email. We also need to find a way to determine that this incident was generated from our Kiosk Vendor (may be key work from email).**

**ROLES AND DESCRIPTIONS**

Displaying all the Roles with checkbox (For selection) and MOUSE HOVERING on the Role will display the relevant description. This will provide enough space to accommodate the growing list of Roles. This will also provide enough space on the Screen.

|  |  |
| --- | --- |
| **Role** | **Description** |
| Forklift Driver | **Forklift Driver (ESP\_FORKLIFT)** The forklift driver role will allow the user to process Issues and Returns |
| Australia Forklift | **Australia Forklift (ESP\_FKT\_CHEP\_REP\_AUS)**This roles is specifically for the Australian team. As with the regular forklift role, the users will be able to process Issues and Returns |
| Australia Truck Driver FDE | **Australia Truck Driver FDE (ESP\_FORKLIST\_AUS)**This role is specifically for the Australian team. This role will give limited functionality to truck driver, allowing the user to capture the transactions details, without having the ability to fully process the transaction |
| Yard Supervisor | **Yard Supervisor (ESP\_YARD\_SUPERVISOR)** This role will allow the user to capture inventory, for both Raw Material and Hire Stock |
| Shift Supervisor | **Shift Supervisor (ESP\_SHIFT\_SUPERVISOR)** This role will allow the user to capture specific plant activities, including Inspection, Repair, Reclaim and Others |
| Stock Supervisor | **Stock Supervisor (ESP\_STOCK\_SUPERVISOR)**This role will allow the user to perform a reconciliation on captured Hire Material stock |
| ESP Reports | **FDE Reports (ESP\_REPORTS)**  Users will have the ability to run the respective reports |
| FDE Unknown | **FDE Unknown (FDE\_UNKNOWN)**  Role provides the user access to the Unauthorized application, allowing for the processing of UA transactions |
| YMS Yard Monitor | **Yard Monitor (ESP\_YARD\_MONITOR)**  Role allows the user to view and interact with the Yard Monitor application |
| YMS Yard Settings | **Yard Settings (ZESP\_YARD\_SETTINGS)**  Role provides the ability to make changes to the Yard Setting configuration |
| CheckIn | **CheckIn (ESP\_CHECKIN)**  User can perform the Check In functionality with this role |