Facilitating successful SAP implementation projects with Signavio for SAP Solution Manager

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1. Introduction

Many SAP implementation projects are plagued by the same problem: business domain experts are unable to express requirements in a clear, unambiguous manner. This makes it difficult for implementation experts to then interpret the requirements and configure corresponding SAP systems. Imprecise and incorrect requirements can lead to exploding implementation costs and inefficient business processes.

In this whitepaper, we describe how the Signavio Process Editor enables you to better involve business users when configuring SAP systems with SAP Solution Manager 7.1. Specifically, we focus on a scenario that employs Rapid Deployment Solutions (RDS).

With a business-centric perspective on employing Signavio for SAP Solution Manager, we will:

› explain why Signavio for SAP Solution Manager bridges the communication gap between business domain experts and IT specialists
› provide an overview of how SAP-specific information is represented in a BPMN context
› give step-by-step instructions for business user involvement.

2. Why Signavio for SAP Solution Manager facilitates successful SAP implementation projects with Rapid Deployment Solutions

SAP Rapid Deployment Solutions (RDS) are pre-configured SAP applications you can purchase as fixed price packages.

When deploying an RDS, you have a best-practice configuration already available. Instead of starting from scratch, you merely need to adapt the parts of the configuration you want to tailor to your individual requirements.

The use of Rapid Deployment Solutions helps you more accurately predict the effort required to deploy ERP system modules, while also minimizing the risk of rising costs. Therefore, SAP Solution Manager serves as the central tool for configuring, deploying and monitoring the RDS.

When adjusting the configuration, however, one challenge remains. The business domain experts who need to define the configuration requirements typically can't express these requirements in 'SAP speak'.

Signavio for SAP Solution Manager solves this problem by establishing a link between BPMN- and SAP-specific terms. The Signavio SAP Solution Manager Connector can transfer Solution Manager’s Business Blueprint Projects as BPMN process hierarchies to Signavio (and vice versa).
This allows you to seize the collaborative power of Signavio and get domain experts, business analysts and SAP IT specialists to design business processes together. Business user involvement is crucial in avoiding SAP business processes that don’t represent reality or facilitate user acceptance.

The following Signavio Process Editor features are the keys to successful business user involvement:

- The Signavio modeling tool is intuitively usable for non-technical persons without in-depth BPMN knowledge.
- Modeling conventions, the revision comparison tool and approval workflows ensure modeling quality and allow business analysts in charge of the project to keep track.
- People who don’t have any experience with BPMN can use the spreadsheet-like interface of Signavio QuickModel. Moreover, QuickModel’s spreadsheet view eases the maintenance of documents attached to process activities and attributes that contain SAP specifics like transaction codes.
- Diagrams can be published to a large number of readers in the Signavio Collaboration Portal to increase process awareness and encourage further employee contributions.
- Signavio’s reporting functions facilitate the management of progressing projects.

These collaborative features allow you to apply well-established BPM methods when managing the requirements and configuration properties of SAP systems. They also seamlessly transfer the results into SAP’s domain.
3. Mapping Business Blueprint Projects to a BPMN-centered process landscape

The data structures of SAP Solution Manager’s Business Blueprint Projects are mapped to a BPMN-based process landscape in Signavio.

- In Signavio, SAP Scenarios are implicitly represented by the folder structure of the imported SAP Blueprint Project. Optionally, you may want to create a Scenario overview using a Value Chain diagram.
- End-to-End Processes are displayed as basic BPMN diagrams that contain a sequence of Sub Processes. The corresponding diagrams are created from scratch in Signavio and enable a high-level, business user-centered perspective on the process architecture.

Process Steps are represented as tasks in detailed BPMN diagrams.

In SAP, capabilities summarize SAP transactions and contain, most importantly, transaction names and codes, as well as references to the corresponding SAP module and documentation. Capabilities of the Application Landscape are mapped to entries of the Signavio Dictionary.
A capability in the Signavio Collaboration Portal

The capabilities’ relations to your IT system landscape can be expressed in ArchiMate®, an open standard notation specifically designed to model enterprise architectures.

4. Business user involvement: step by step

To kick off your Solution Manager configuration efforts with Signavio, you can follow a set of simple steps:

1. **Import into the Signavio Signavio Process Editor**
   
   Start by importing the Blueprint Project(s) from SAP Solution Manager into the Signavio Process Editor. You end up with a directory tree that represents the corresponding structure in SAP Solution Manager.

2. **Process and enterprise architecture documentation**
   
   Model your End-to-End Processes. To involve users who are not familiar with graphical modeling tools, you can employ the spreadsheet-based QuickModel app. You should connect each task in an end-to-end process to one of the imported processes.

   - Adjust the Process Steps to the requirements of your business users. A business analyst should help ensure modelers stick to the required overall structure (as well as to modeling conventions) and add further SAP-specific details like transaction codes (Capabilities).
Specify ‘Capabilities’ for an activity of a ‘Process Step’:

- To provide an overview of your SAP modules in Signavio, you can create enterprise architecture diagrams using the ArchiMate® notation. Thereby, you can re-use the imported Capabilities.

### SAP module overview

If you started documenting processes before the integration with Solution Manager was established, you can now integrate them into the Business Blueprint’s process hierarchy. Alternatively or additionally, you can document target processes (or use processes of a best practice framework) representing ideal workflows, then use them as the basis for further process improvements.

3. **Export to SAP Solution Manager**
   The Signavio diagrams are exported back to SAP Solution Manager where they serve as the basis for configuring the application.

4. **Adjusting configuration details in SAP Solution Manager (optional)**
   Changes made by IT specialists in SAP Solution Manager can easily be transferred back into Signavio to be further refined by the business users.

5. **Monitoring and analysis**
   In SAP Solution Manager, you can continuously monitor and analyze the processes. When there’s need for another optimization round, it’s time to repeat the aforementioned steps.
5. Redocumentation

Of course, it is also possible to start documenting and improving your SAP processes with Signavio if you already have an SAP ERP infrastructure configured and running. In this case, you can create new Business Blueprint Projects in SAP Solution Manager and subsequently follow the steps as described above. This helps you further optimize your processes, as it engages business process participants who were traditionally too detached from enterprise systems operations to provide feedback.

6. Conclusion

Signavio for SAP Solution Manager brings stakeholder involvement during SAP implementation and reconfiguration projects to the next level, combining Signavio’s unique capabilities for collaborative process design with the power of SAP’s enterprise applications.

Using Signavio is particularly helpful in facilitating communication between business process participants and SAP configuration specialists during a project’s design and requirements specification phase.

Closing the communication gap between IT experts, business analysts and business users greatly improves both the quality of your business processes and end user acceptance.

If you are interested in using Signavio to involve business users in process design for SAP Solution Manager, sign up for an extended trial.

For further information, please contact our team at sales@signavio.com.

7. Trademark statement

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8. Contact