



## **White paper on SAP Terms and Terminologies**



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## Security

Security consists of defining user roles and authorizations, configuring security to ensure the proper controls and audits are in place to provide the best possible protection of data. Proper implementation of authorizations is a critical ingredient for the maintenance of security in an R/3 system. Accordingly, it demands an appropriate formalized process. A preferred approach involves the following steps:

1. Defining organizational roles.
2. Identification of the R/3 functions (menu options) associated with each role.
3. Identification of the authorizations required for each function.
4. Designing authorizations and profiles.
5. Creating authorizations and profiles in the development system.
6. Testing authorizations and profiles in the quality assurance system.
7. Transporting authorizations and profiles to the production system.
8. Assigning profiles to user master records.

## Business Process Definition

Identifying and streamlining the business processes to make them efficient and to adhere to Industry best practices. The business model definition is a matter for the best people in the company. Those with the best knowledge of the company's history, its core processes, and how the business is positioning itself for the future should be selected. The best models are those developed by SAP Business Consultants with a long career in the industry, assisted by good employees. These consultants bring in not only the technical knowledge of SAP solutions, but also a good knowledge of business process and module/product integration. There are three main types of business processes:

1. Management processes, the processes that govern the operation of a system. Typical management processes include "Corporate Governance" and "Strategic Management".
2. Operational processes, processes that constitute the core business and create the primary value stream. Typical operational processes are Purchasing, Manufacturing, Marketing, and Sales.
3. Supporting processes, which support the core processes. Examples include Accounting, Recruitment and Technical support.

## Project Management

The primary challenge of SAP project management is to achieve all of the project goals and objectives while honoring the project constraints. Applying expertise of skills, tools, and best practices, ensuring successful management of scope, time, cost, quality, human resources, communications, and risk management. A traditional phased approach identifies a sequence of steps to be completed. In the traditional approach we can distinguish 5 components of a project (4 stages plus control) in the development of a project:

1. Project initiation stage
2. Project planning or design stage
3. Project execution or production stage
4. Project monitoring and controlling systems
5. Project completion stage

Typical development phases of a SAP project:

In every successful SAP project, there are one or more sponsors. The sponsors are selected by the people paying for SAP; they are the people making the decisions and those who expect the most from it. They are always named in the project team organization and their function is to make key decisions about resources and strategic issues for SAP solutions. The name of the sponsor(s) of the SAP project team is a message. Ideally, the sponsor should be the most influential person in the company (the owner, the general manager, the founder, the strongest member of the family or the board of directors) in order to give a clear message that SAP solutions are a central part of the future.

## Reporting

The most needed and justified developments are related to forms, interfaces, and reports. Reports that provide timely information to the user are essential to take important decisions. There are lots of tools and report generators that can help, not the least of which is the Business Warehouse/ Business Intelligence. BW/BI has become a very robust and customizable source of SAP reporting and it is tied into virtually all SAP and mySAP products.

SAP Netweaver Business Intelligence (SAP BI) is the name of the Business Intelligence, analytical, reporting and Data Warehousing (DW) solution which is one of the major enterprise software applications produced by SAP AG. It was originally named SAP BIW (Business Information Warehouse) or SAP BW, but is now known as "SAP NetWeaver BI". SAP BI consists among other things of components for data management (Data Warehousing Workbench), extensive data modeling capabilities, an embedded analytical engine, a suite of rich front-end analytical tools referred to as Business Explorer (BEx), and operational tools used for importing the most current transactional data into the system.

## Documentation

Documentation refers to any type of documentation that describes handling, functionality and architecture of SAP or a SAP feature under development. During implementation, a multitude of document types will play a significant role and various intermediate or intervening documents there of:

- system requirements
- system design
- system architecture

Documentation involves Interviewing subject matter experts (SMEs), documenting business processes and end-user procedures, and developing SAP transaction-to-job role mapping of SAP functionality to assist training efforts and retaining knowledge of your business systems.

The intended recipient for technical documentation is both the (proficient) end user as well as the administrator / service or maintenance technician. In contrast to a mere "cookbook" manual, technical documentation aims at providing enough information for a user to understand inner and outer dependencies of the product at hand. The technical writer's task is to translate the usually highly formalized technical documentation produced during the development phase into more readable prose.

There are lots of tools and methodologies for documenting SAP during a project. There are also lots of different documents that can be generated: BBP (Business Blue Print - "As Is" and "To Be"),

Configuration guide, End User Manual, Project Plan, Solutions Map, etc. One thing is certain: the more documentation you generate, the more people you need to maintain it in order to avoid letting the documents become dated and useless. Both extremes are very dangerous: having no documentation makes you really dependent on consultants. We should concentrate on maintaining the “big picture” documentation of the model and updating the relevant changes to the end-user manuals.

## **Training/Knowledge Transfer**

The best people to train the final users are those who are going to maintain the system and operate the internal help desk. This would help the end-user acceptance. The process of Knowledge Transfer:

1. Identifying the business process knowledge holders within the organization
2. Motivating them to share
3. Designing a sharing mechanism to facilitate the transfer
4. Executing the transfer plan
5. Measuring to ensure the transfer
6. Applying the knowledge transferred

## **SAP IT Infrastructure**

### ***ABAP/4 Development***

ABAP (Advanced Business Application Programming) is a high level programming language created by SAP. It is currently positioned, alongside the more recently introduced Java, as the language for programming SAP's Web Application Server, part of its NetWeaver platform for building business applications. Its syntax is somewhat similar to COBOL.

ABAP is intended to be used by SAP customers to enhance SAP applications - customers can develop custom reports and interfaces with ABAP programming.

### ***Technical Infrastructure/BASIS Administration***

The ABAP language environment, including the syntax checking, code generation and runtime system, is part of the SAP Basis component. SAP Basis is the technological platform that supports the entire range of SAP applications, now typically implemented in the framework of the SAP Web Application Server. In that sense SAP Basis can be seen as the "operating system" on which SAP applications run. Like any operating system, SAP Basis contains both low-level services (for example memory management, database communication or servicing Web requests) and high-level tools for end users and administrators. These tools can be executables ("SAP kernel") running directly on the underlying operating system, transactions developed in ABAP, or Web-based interfaces.

SAP Basis also provides a layer of abstraction between the business applications and the operating system and database. This ensures that applications do not depend directly upon a specific server or database platform and can easily be ported from one platform to another.

SAP Basis currently runs on UNIX (AIX, HP-UX, Solaris, Linux), Microsoft Windows, i5/OS on IBM System i (formerly iSeries, AS/400) and z/OS on IBM System z (formerly zSeries, S/390). Supported databases are DB2, Informix, MaxDB, Oracle and Microsoft SQL Server (support for Informix was discontinued in SAP Basis release 7.00).

## ***Integration***

Integration in a SAP system includes technical infrastructure, application software, operational and business support systems, supply chains, and networks. A SAP system can integrate with one or more of the following:

- ERP Systems
- Legacy Systems
- EDI
- API
- NetWeaver
- SAP Web AS - J2EE Engine
- Enterprise Portal
- SAP JAVA Connector
- SAP .NET
- SAP SOAP Processor
- SAP Business Connector
- Flat Files

## **SAP “New Dimension”**

We provide effective data management strategies for integrating SAP's data warehousing modules into your business, providing a comprehensive view of data, both SAP and non-SAP, across your organization.

### ***Business Intelligence (BI)***

SAP BI is now part of a suite of SAP applications called SAP NetWeaver. Other components of SAP NetWeaver include SAP Enterprise Portal (EP, called SAP NetWeaver Portal as of Release 7.0), Web Application Server (WAS), SAP Process Integration (PI, or previously XI, i.e. eXchange Infrastructure) and Master Data Management (MDM). It also includes end-user reporting tools such as Report Designer, BEx Query Designer, and BEx Analyzer.

SAP's BI application is a very pervasively employed data warehouse / analytical enterprise software solution, often utilized heavily by companies that essentially run their business on SAP operational systems such as SAP Enterprise Resource Planning (SAP ERP, traditionally known as SAP R/3). SAP's BI solution contains a large number of predefined "extractors", a very significant amount of pre-defined business content in the form of InfoCubes, master data (i.e. objects representing the entity for "Customer", or "Material"), authorization roles, query views and reports all delivered in the software by SAP. Some of the significant benefits of this approach include the ability to leverage SAP's substantial business knowledge from many years of developing extremely sophisticated software systems for the world's largest companies, typically shortening project development cycles in the process. The pre-defined business content can be modified to meet you organization's specific requirements, while at the same time taking advantage of general aspects of these delivered data models and reports that are somewhat foundational and have broad application in business, government, and education. SAP business content is usually used as a foundation upon which to build reports etc. and usually needs to be modified to meet the particular business requirements.

## ***Strategic Enterprises Management (SEM)***

SAP Strategic Enterprise Management is part of the MySAP package. It is also called MySAP Financials SEM. It delivers end-to-end capabilities to support financial consolidation, strategy management and performance management life cycle, including:

- Consolidated financial reporting -- With SAP SEM BCS (Business Consolidation), you can generate consolidated financial and managerial reports for a globally distributed business or entity. The application can aggregate financial data from SAP and non-SAP systems into a single analytical reporting environment, enabling you to monitor the financial performance of individual subunits.
- Planning, budgeting, and forecasting -- SAP SEM BPS (Business Planning and Simulation) helps enables you to model various planning options and use preconfigured planning software to get a quick start on operational planning tasks such as cost center planning and sales planning. The application supports traditional budgeting and rolling forecasts as well as collaborative planning. As of 2005 SAP will offer another planning and forecasting that will largely replace SEM BPS in the planning area - mySAP BI Integrated Planning.
- Corporate performance management and scorecards -- With SAP SEM CPM (Corporate Performance Management), you can develop KPIs that support a number of popular scorecard methodologies, including balanced scorecard, economic value-added, and activity-based costing methods. You can link operational and strategic plans and develop scorecards and performance measures based on financial and non-financial data.
- Risk management -- SAP SEM RM helps you identify, quantify, and analyze business risks within individual business units and manage risk-reducing activity

## ***Customer Relations Management (CRM)***

The SAP Customer Relationship Management (SAP CRM) application, part of the SAP Business Suite, not only helps you address your short-term imperatives - to reduce cost and increase your decision-making ability - but can also help your company achieve differentiated capabilities in order to compete effectively over the long term.

### **CRM On-Demand Solution**

SAP has expanded our industry-leading SAP CRM application to include on-demand options: easy-to-use, quick-to-deploy, Web-based solutions - available on a subscription basis. SAP provides low-cost, low-risk tools for quickly improving sales, service, and marketing effectiveness, while still providing the flexibility for a smooth migration from on-demand to on-premise SAP CRM. You can make the move to on-premise if and when you are ready, with minimal disruption to user adoption, system performance, or continuous operations.

Get started quickly with easy-to-use, intuitive Web features.

- Act immediately, while laying the foundation for a long-term CRM strategy.
- Migrate smoothly to on-premise SAP CRM, if and when you are ready
- Integrate to your existing back-office applications

- Close more deals with tools that improve sales efficiency and effectiveness.
- Improve marketing ROI by turning insight into action.
- Retain customers and increase loyalty with superior service.

### ***Supplier Relationship Management (SRM)***

The Supplier Relationship Management (SRM) application automates, simplifies, and accelerates procure-to-pay processes for goods and services. With SRM, you can reduce procurement costs, build collaborative supplier relationships, better manage supply bases, and improve your bottom line with innovative offerings and a faster time to market.

- Procure to pay - Execute the operational activities of procurement, including self-service, plan-driven, and services procurement. With SAP SRM, you can integrate catalog-based requisitioning with your traditional procure-to-pay process and gain the benefits of e-procurement without losing your back-end enterprise resource planning processes.
- Catalog management - Manage catalog data as master data in a repository that is deeply integrated with the core application processes.
- Centralized sourcing - Gain visibility into the demand for goods and services from multiple back-end systems, aggregate spend and streamline bidding processes, and collaborate with suppliers for faster and more efficient savings capture. SAP SRM can help you tap into new value through better business planning, improved supplier qualification, and more efficient supplier negotiation.
- Centralized contract management - Consolidate contract information across multiple systems and regions, distribute contract usage, ensure optimal contract selection and pricing, and track compliance and savings realization.
- Supplier collaboration - Link suppliers to your purchasing processes through the supplier portal. With SAP SRM, you can choose the optimal interaction channel for numerous business processes and documents and collaborate more effectively with suppliers in supplier-facing processes.
- Supplier evaluation - Manage your suppliers and reduce risk through supplier scorecarding.

### ***Advanced Planner and Optimizer (APO)***

Provides the complete toolset needed to plan and optimize supply chain processes at the strategic, tactical and operational planning levels. Characteristics for forecasting are:

- Demand Planning (DP)
- Characteristics-Dependent Planning (CDP)
- Integrated Product and Process Engineering (iPPE)

### ***SAP Web Services***

Bridge the E-Commerce gap with SAP Web Services by:

- MySAP Business Suite
- Integrating people, information, and processes with SAP's open business applications:
- mySAP Business Intelligence
- mySAP Customer Relationship Management
- mySAP Enterprise Portal
- mySAP ERP
- mySAP Financials
- mySAP Human Resources
- mySAP Marketplace
- mySAP Mobile Business
- mySAP Product Lifecycle Management
- mySAP Supplier Relationship Management
- mySAP Supply Chain Management

### ***SAP NetWeaver***

Merging information and processes seamlessly across platforms and organizations with SAP's integration and applications platform including:

- Enterprise Services Architecture (ESA)
- Composite Application Framework
- Master Data Management (MDM)

### ***SAP Enterprise Portal***

SAP NetWeaver Portal (formerly known as SAP Enterprise Portal, EP) offers a single point of access to information, enterprise applications, and services both in and outside your organization. It provides you the tools to manage this knowledge, to analyze and interrelate it, and to share and collaborate on the basis of it. With its coherent interface, role-based content, and personalization features, the portal enables you to focus exclusively on data relevant to your daily decision-making processes. SAP Enterprise Portal is one of the building blocks in the SAP NetWeaver™ architecture. Users only need a desktop and a Web Browser, and can begin work once they have been authenticated in the portal.

Tightly integrated into SAP Enterprise Portal are the knowledge management and collaboration capabilities of SAP NetWeaver, which allow users to share information and to work together using that information.

- Knowledge Management offers capabilities that everyone can use to distribute and access unstructured information within an organization through a heterogeneous repository landscape.
- Collaboration brings users, information, and applications together to ensure successful cooperation. All collaboration tools and channels are easily accessible directly from the portal. These tools include collaboration rooms, instant messaging, chat, e-mail, and calendar integration.
- SAP Unification Server enables an enterprise to integrate the resources of its information systems and provide unified access to its structured data. It is the engine driving the unification of databases, legacy systems and enterprise applications in SAP Enterprise Portal.

The Portal is used for different purposes.

- Internationalization
- Personalization
- Integration
- Authorization

SAP NetWeaver Portal is the platform for running Web Dynpro applications or Dyn Page applications created by SAP or custom designed for connecting to some ERP functionality.

### ***SAP Web Application Server (Web AS)***

The architecture of SAP Web Application Server can be separated into five areas:

- Presentation layer - In the presentation layer, the user interface can be developed with Java Server Pages (JSP), Business Server Pages (BSP), or with Web Dynpro technology. The underlying business layer provides the business content in Java or ABAP.
- Business layer - The business layer consists of a J2EE certified run-time environment that processes the requests passed from the ICM and dynamically generates the responses. The business logic can be written either in ABAP or in Java based on the J2EE standard. Developers can implement business logic and persistence with Enterprise JavaBeans (EJB) using the J2EE environment. Developers can also access the business objects of applications running in the ABAP environment to benefit from their business logic and persistence.
- Integration layer - The local integration engine is an integral part of SAP Web AS and allows instant connection to SAP XI. The local integration engine provides messaging services that exchange messages between the components that are connected in SAP XI.
- Connectivity layer - The Internet Communication Manager (ICM) dispatches user interface requests to the presentation layer and provides a single framework for connectivity using various communication protocols. Currently, modules are available for Hypertext Transfer Protocol (HTTP), HTTPS (extension of HTTP running under the Secure Socket Layer (SSL)), Simple Mail Transfer Protocol (SMTP), Simple Object Access Protocol (SOAP), and Fast Common Gateway Interface (FastCGI).
- Persistence layer - The persistence layer supports database independence and scalable transaction handling. Business logic can be developed completely independent of the underlying database and operating system. Database independence is also made possible by support for open standards. The database interface ensures optimized data access from within the ABAP environment through Open SQL. SAP propagates the outstanding capabilities of Open SQL for ABAP to Open SQL for Java and offers a variety of standard Application Programming Interfaces (APIs) to application programmers, such as SQLJ. Other technologies, such as Java Data Objects (JDO) and container managed persistence (CMP) for EJB, or the direct use of the Java Database Connectivity (JDBC) API, are also supported.

