Business Process Completeness Check
Agenda

Introduction
- Motivation
- Concept

Business Example
Introduction
Main Motivation: Interfaces violating LUW-principles

Pain points
- No visibility
- High number of inconsistencies
- Support invents the wheel over and over again

→ Create a simple to use instrumentation platform and evaluation framework

How to control this?

*Error Detection*
*Restartability features*
From customer projects, the requirement was derived to **monitor execution of critical parts** in a **business process**. Main focus of the monitoring should be on the **successful execution** of the process in the **correct sequence** and **business objects changed** during the process. Therefore **Business Process Completeness Check** was introduced as part of Exception Management.

The critical sub processes can have synchronous steps which span across several systems. As an example, the step „Submit Payment Data“ in the example below is triggered in the Banking Frontend. Afterwards, the processing runs across multiple systems. BPCC can be used to monitor all steps and ensure the completeness of the sub process.
The documented business process is the complete E2E-business process often as seen by the end user / business user.

The process seen in BPCC contains details about instrumented critical areas.
Business Example
John is a business manager who wants to know if the Order To Cash process is running through without errors. He is in particular interested in the Order Creation and Replication to ECC process because this part is the pain point of the current process.

Jane from the IT department wants to setup Business Process Completeness Check (BPCC) in Solution Manager 7.2 to meet John’s requirement.
Business Example

Business Process

CRM

Create Sales Order

ERP

Replicate Sales Order

Create Delivery

Pick Delivery

Post Goods Issue

Create Invoice

Post Invoice To FI

Process Pain Point
Business Example
Sub Process „Create Order – Replicate Order“ (Process Paint Point)
Business Example
Step-by-Step

In the following slides, the process of implementing John’s requirement is described. Furthermore the result is explained and first approaches for analysis are provided. For detailed information regarding source code instrumentation and system configuration, refer to the **BPCC Setup Guide**.

- Instrumentation
  - Prerequisite: Business Process description of Order to Cash process
  - Jane will use explicit and implicit enhancements options in order to instrument the source code modules of the Create Order sub process
Business Example
Step-by-Step

• Configuration
  1) Jane has to configure the managed systems used in the Create Order process for BPCC
  2) Furthermore Category, Subcategory and Process Type have to be configured
     – Afterwards the instrumented source code will store BPCC-relevant data on Solution Manager

<table>
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*Product System* | *Exception Mode* | *Journal Mode* | *Trace Mode* | *Callstack* | *Payload* | *Application Log* | *Test Mode* |
---|---|---|---|---|---|---|---|
F07(200)-ABAP | ✔ | ✔ | | ✔ | ✔ | | |
FA7(200)-ABAP | ✔ | ✔ | | | | | |
S07(200)-ABAP | ✔ | ✔ | | | | | |
FBT(200)-ABAP | ✔ | ✔ | | | | | |
Business Example
Step-by-Step

• Execution
  – The Create Order process has to be executed automatically / manually

• Open BPCC process flow for the instance
  – John can open the BPCC instance details and process flow using the Exception Management Cockpit (EMC)
  – In the Detail screen, John can see that the instance is in error state
  – In order to get a graphical overview where the process ran into problems, he opens the Process Flow
Business Example
Step-by-Step

• Analysis
  – In the Process Flow Overview, John recognizes that the steps “Order Processing” and “Display of Acknowledgement” on CRM are causing problems
Business Example
Step-by-Step

– He changes the status filter to “Completeness” as John would like to check the completeness of the business process
– Step “Display of Acknowledgement” is in error state for Completeness
– John selects “Step Details” from the context menu and selects the step “Display of Acknowledgement”
– He recognizes that there is no end date available for the step which indicates that the end of the step instrumentation was not reached during execution
– An exception might be the cause
He changes the status filter to “Exception Management” in order to check available error messages.
Step “Order Processing” is in error state for Exception Management.
John displays the Message context information for step “Order Processing”.
Due to the problem in step “Display of Acknowledgement”, the parent step “Order Processing” ran into an error.
Resource Material

You can further resources here:

- Data Consistency Management Wiki
- Setup Guide – Business Process Completeness Check
- SAP Help – Business Process Completeness Check