End User and Setup Guide – Guided Self Service for Data Consistency Management
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INTRODUCTION TO GUIDED SELF SERVICE FOR DATA CONSISTENCY MANAGEMENT

The Guided Self Service for Data Consistency Management (GSS DCM) is the replacement for the Data Consistency Toolbox. Hence the DC Toolbox is still available via the workcenter "Business Process Operations". The GSS DCM should be the central starting point of all investigations related to Data Consistency. It provides guidance how to ensure data consistency in certain scenarios like e.g. “check consistency in CRM” or “check consistency” after a corruption in the database table or business object. This will be achieved by giving guiding what has to be done, in which order and additionally how it has to be done. Therefore there is the possibility to jump directly into transactions or programs in the managed systems.

Besides the guidance how and what transactions have to be performed the GSS DCM offers the possibility to document the progress/results of analysis/correction. The user has the option to enter his findings and provide ratings according to them.

Use-case for Guided Self Service for Data Consistency Management

Example use-case:
• Customer has an integrated scenario with ERP and CRM
• There is a mass update of material masters in ERP
• Question: Were all material updates replicated correctly from ERP to CRM?
• Answer: Toolbox provides a task list what to be check and direct navigation into the corresponding transactions, check programs or best practice documents e.g.: Check outbound queues in ERP, Check inbound queues in CRM, check for BDoc messages in error state, run CRM DIMa (Data Integrity Manager) for materials.

Goals of Guided Self Service for Data Consistency Management

The main goal of the Guided Self Service for Data Consistency Management (GSS DCM) is to provide a structured and context-specific guidance for customers for all activities related to Data Consistency. Depending on certain events that may impact the data consistency, tailored to the specific SAP product and business object, the user will receive a list of proposed tasks (according to the filter criteria entered) to check and improve data consistency. In other words, the GSS DCM should provide a structured procedure for customers, which activities and tools can be used.

Prerequisites

Software requirements
- ST 710 SP05
- ST-SER 2010_1 SP13

RFC connections:
- TRUSTED RFC to managed system

Authorizations
- SAP_SMWORK_BPM (in order to use work center: Business Process Operations)
- SAP_SMWORK_BASIC (basic role in order to use work centers)
- SAP_SMWORK_SETUP (in order to use work center: SAP Solution Manager Administration for creating new Solutions)

Business Process Monitoring Infrastructure
- existing Solution, in which at least one logical component exists
ACCESSING GSS DCM

From workcenter "Business Process Operations"

Call transaction SOLMAN_WORKCENTER -> Business Process Operations (BPO) Work Center -> choose Data Consistency Management

In the "Mini workcenter" for Data Consistency Management choose the link for GSS Data Consistency Management from area Consistency Checks or Analysis Tools.

A Web UI window will open and an overview for all created sessions will be displayed. The view contains some technical details related to the sessions and in the lower part the possibility to receive content information on what has been done in the session.
From workcenter "SAP Engagement and Service Delivery"

Alternative access via work center "SAP Engagement and Service Delivery" -> choose Services -> Create -> follow the steps on the pop-up.
Choose Data Consistency Management - Session (GSS_DCT) and follow the steps of the pop up.

![Create Self-Service](image1.png)

After all required input for the Pop-Up has been provided the session will be opened in a new window.

**From Favorites in SAP Easy Access**
Create a favorite's entry by Menu->Favorites->Add other objects.
On the popup choose Web Dynpro Application (on the bottom of the list) and enter for the application name WDA_DSWP_DCM_TOOLBOX and a description.

![Favorites](image2.png)
GUIDED SELF SERVICE FOR DATA CONSISTENCY MANAGEMENT

The general layout of the Session is divided in three areas: Navigation in the upper part for the move between the different chapters like "Prepare, Analyze, Report and Follow up" as well as the individual checks especially in the prepare chapter. The navigation can be done by selecting the appropriate check or with the Previous and Next button. Below the Navigation Area is the Information Area. Here the information about the usage of the currently is displayed. On the bottom of the screen the Working Area can be found. In this area checks need to be marked for selection or findings can be documented. Besides that the rating can be maintained according to the information provided by the Information Area.

Questionnaire part of the Guided Self Service for Data Consistency Management

As the session appears the entry check “1 Prepare” gives the overview of the how to work with it. To proceed choose “Next”.

Choose the Event. There are two available:
- “Technical analysis after DB crash”
- "Application analysis for logical components".
The focus of the event “Technical analysis after DB crash” is on technical level and should be performed when e.g. the need arise to find out which database tables have been corrupted due to a problem with the database. Currently there is no content for this event.
The event "Application analysis of logical component" focuses on the analysis on application level like e.g. I know I have a problem in table BUT000 which transactions/reports and procedures are available to fix the inconsistencies related to it.
The selection of an event is mandatory. If none is selected, the process cannot be continued.
After the event was selected to be investigated, choose “Next”. The rating will be set automatically.
The second step that needs to be performed in the questionnaire part of the GSS DCM is the selection of the systems that should be investigated. At least one system has to be selected. There is also the possibility to select more than one system the investigation on multiple systems should be done or the consistency between systems checked.

After the systems needed were selected, choose “Next”. The rating will be set automatically.

The next check is an optional one. Here the possibility to mark the business process steps that should be investigated is given. The steps that are assigned to the systems that were selected are marked automatically. Additional steps can be selected. Currently there is no further functionality behind this check. After selection of the business process steps proceed by choosing “Next”. The rating will be set automatically.
Check number 1.4 contains the selection of the business objects. All business objects that fit to the selected systems will be displayed. Please select the ones that should be analyzed. This check is an optional one, if no business objects are selected a yellow rating will be set. (If no business object and no table are selected all possible results for the system will be displayed.)

After selecting the business objects proceed by choosing “Next”. The rating will be set automatically.

Select Tables - check 1.5 is the next one to maintain. Like for the business objects a list of tables will be provided, corresponding to the selected systems. Please mark the tables that should be analyzed. This check is an optional one; if no table is selected a yellow rating will be set. (If no business object and no table are selected all possible results for the system will be displayed.)

After selection of tables proceed by choosing “Next”. The rating will be set automatically.
In the tab "Manuel Table Entries" the possibility to enter tables directly is given.
The last check of the questionnaire part is the disclaimer. It should be read and marked as agreed. If the flag “I do not agree” or both were chosen, the further work with the tool is not possible. Information will be displayed stating that the disclaimer is not set properly. After selecting the flag “I do agree” choose “Next”. The rating will be set automatically.
Session part of the Guided Self Service for Data Consistency Management

To enter the session part choose "Perform Analysis" in check 2 "Analyze" or check 2.2 "Perform Analysis"

In the session please expand the navigation tree on the left hand side to that level where the analysis should be started. The analysis can be performed on System-, Business Object- or Table-Level

On System-Level there will be a list of available tasks that fit for the selection parameter (e.g. C70 comprises all tasks of Business Object BUPA and Table BUT021). On Business Object- or Table-Level the tasks that fit for that specific search criteria will be displayed.
Now the selection of the task(s) that should be performed can be done, proceed with "Save". All task checks will now be generated. By deselecting and saving (a) task(s) not fitting or relevant can be also deleted. There is no difference on which level the task is created.
The task will be generated under the corresponding system check and all Business Object/Table checks in that system where the selected task shows up in the result list. Task(s) can be generated anytime a result list is displayed. The generated task will always be the same and have the same content. The task has only to be performed once. The check will synchronize automatically every time a change was saved (change of rating and change of user comment) in the task.

The task itself consists of a header check which summarizes all child checks. In the header check there is no further functionality. In the child check(s) there is the possibility to jump to a transaction/program in the managed system (Trusted Connection needs to be available and working) by using the button "Transaction Name: XY" or "Program Name: XY". The buttons are visible depending on the customizing of the check. If maintained in the customizing a SAP Note can be displayed using button "Note number: XY". Beside the mentioned above the possibility to document the findings is given. This can be done by adding/changing a user comment and providing a rating. After the changes have been performed proceed with "Save" to persist the input.
Besides the synchronization of the tasks, the information provided by the users will be pushed to the summary check. In the summary, an overview of all tasks that have been rated in the session is displayed. The rating of the summary check itself depends on the rating of the highest rated task header check (green --> yellow --> red). The information in the summary will also be presented in the word report that can be generated for this session.
CREATION OF A WORD REPORT FOR GUIDED SELF SERVICE FOR DATA CONSISTENCY MANAGEMENT

In part 3 Report there is the possibility to create a report out of the session. For generation choose Create Report- Button.

A link will be created and if the link was chosen the report will open. After that the possibility to open the report in HTML or send it via e-mail is given.

The report will contain some general information about the GSS DCM as well as all provided input parameters from the questionnaire part of the session. Besides the information from the questionnaire part all information from the summary check will be visible in the report, to see what has been done in the session part of the Guided Self Service. The example report can be checked to get a feeling how the report should look like and what data should be included in it.
FOLLOW UP

At this step the follow up actions can be maintained based on the results of the analysis. It’s done by creating issues pointing to specific tasks and resolving them by priority and time.