Disclosure Management

Workflow in Disclosure Management
## TABLE OF CONTENT

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Setup of Workflow</td>
<td>4</td>
</tr>
<tr>
<td>Creating a workflow</td>
<td>4</td>
</tr>
<tr>
<td>Steps</td>
<td>5</td>
</tr>
<tr>
<td>Step conditions</td>
<td>6</td>
</tr>
<tr>
<td>Activities</td>
<td>8</td>
</tr>
<tr>
<td>Activity conditions</td>
<td>10</td>
</tr>
<tr>
<td>Edit a workflow</td>
<td>14</td>
</tr>
<tr>
<td>Deleting a step</td>
<td>21</td>
</tr>
<tr>
<td>Deleting the workflow</td>
<td>23</td>
</tr>
<tr>
<td>Copy a workflow</td>
<td>24</td>
</tr>
<tr>
<td>Configuring the workflow</td>
<td>26</td>
</tr>
<tr>
<td>Linking to reports / chapters</td>
<td>26</td>
</tr>
<tr>
<td>Email</td>
<td>32</td>
</tr>
<tr>
<td>Operations in a workflow</td>
<td>35</td>
</tr>
<tr>
<td>Workflow Audit</td>
<td>44</td>
</tr>
<tr>
<td>Useful Resources and KBAs</td>
<td>46</td>
</tr>
</tbody>
</table>
Introduction

A workflow in SAP Disclosure Management describes the standard lifecycle of a report, which means the phases the report runs through, from the creation of the report structure to the editing of chapters and terminating with the finalization of the consolidated report content.

This document will outline the setup, configuration and operational impact of the workflow.
Setup of Workflow

In this section, we will describe how to setup a workflow from scratch. Note that the system always comes with a pre-delivered workflow called ‘four-eye principle’ which can be used without any additional setup.

Workflow is setup in >Administration >> Workflow

Creating a workflow

In order to create a workflow, click ‘New workflow’

Specify a name and description (optional) and click OK
You can now define the individual steps of the workflow.

Steps
You can now define the individual steps of the workflow.

Note: steps are individually created as required for each workflow. The number of steps is not limited. Steps must be assigned to one of the five pre-defined workflow-step statuses (open, in progress, rejected, finished and approved)

To create a step, click new step

Now define the name and select the status
Note: the option “Allow submission” is only used for the German E-Billanz scenario and has not further meaning in any other scenario

You can now define a step conditions, although these are optional. A step condition defines whether a user can edit the content of the document, when it is in this workflow step. At least one of the step's conditions must be true to edit a document (i.e. the conditions are checked with an OR operator)

You create the condition by selecting ‘new condition’

**Step conditions**

You can define the condition based on role, or permission

For example, the user needs to have the ‘Standard-Editor’ role

Note: these roles can be defined in the Security part of Disclosure Management
Or, you define it on Permission (defined in the Global permission, in “Security section”)

By creating multiple conditions, you can end up with a list like this
You can now define activities, which is the transition between two steps. A step can have one or more subsequent steps and therefore multiple transitions. A step transition can proceed forward or backwards in the report life cycle. A step transition can, but does not necessarily, lead to a status change.

The activity is defined by a name, description and (optional) what the next step will be and if a comment is required when executing this activity.
Activites describe the next steps that are available at a certain step within the workflow. An activity can have conditions. You can go to a next step when the conditions for the transition are true.

| Name*: | Start work |
| Description: | Start working the report |

Next step*: Being worked
Comment required: Yes

Note: on the initial setup, you may not be able to select a ‘next step’ (as none are defined yet) This leads to this error. Therefore, we recommend you first define the steps, and then create the activities for each step afterwards.
**Activity conditions**

Activity conditions control whether the user can perform an action. Again, multiple conditions can be defined. You create a condition by clicking ‘new condition’

Similar to the step condition, the activity condition can be defined on either role or permission

Repeating these instructions, you can define a number of steps, creating something like this
Once completed, you can now set the start and end step of the workflow (these are mandatory, you cannot activate the workflow without this)

To visualize the workflow, you can add a picture
Note: this is an optional feature; a workflow can exist without this.
Once complete, you can “Test” the workflow. This will simulate the steps and show the activities for each step (and any conditions related to these). If the workflow is used in reports, it will also show which reports/chapters are using it.
Once the workflow is complete, you can “activate” the workflow. This is a mandatory step and the system will verify all steps and settings and report any errors. You cannot use a workflow in a report if it is not active.

A possible error that may occur during activation, is a missed start or end step.
If there are no issues, the workflow will become active

Note: you cannot edit an active workflow.

Edit a workflow

In order to edit the workflow, it first needs to be de-activated

1. De-activate the workflow
   → not allowed as it is still being used
2. Go to the mentioned report
In this example period=2019.Q2 and report=10K

Reset the workflow

Change the workflow of the report
E.g. to the standard “Four-eye principle”
Make sure to click “Ok” to save
3. Go back to workflow and de-activate

Now, the workflow can be deactivated

After this, you can edit the steps

Once the workflow has been corrected, activate it and re-assign to the report

Reset workflow – chapter level

1. You get this message
   This means the workflow is used at chapter level
Note: at report level you can have a different workflow

2. Go to the report
Click on ‘navigate to workflow’
3. Reset all chapters

Workflow describes the lifecycle of this report and all of its chapters. A report must have a workflow assigned.

This section shows all chapters that have their own workflow. You are able to start, stop and reset a chapter workflow.

Stopping a reports workflow will stop all chapter workflows.

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Workflow</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 1</td>
<td>SAP-TEST</td>
<td>Initializing</td>
</tr>
<tr>
<td>Chapter 2</td>
<td>SAP-TEST</td>
<td>Initializing</td>
</tr>
</tbody>
</table>
4. For all chapters
Change the workflow
5. Now, you can deactivate the workflow (and edit)

**Deleting a step**

1. Each workflow has a “start step” and “end step”
2. You cannot delete a step that is a ‘start’ or ‘end’

3. Solution
Change the ‘start step’ to something else
4. Now you can delete the step

Deleting the workflow
You can delete the workflow, by highlighting it and clicking “Delete workflow”

The system will prompt for confirmation (note: you cannot undo the delete)

If all is correct, the workflow is deleted
Note: if the workflow is still active, you cannot delete it

You will first need to de-activate the workflow

⚠️ Cannot delete workflow. Workflow is active.

This page provides a creation of new workflow. This is a description of a chapter's or report's lifecycle. The

Copy a workflow

You can copy the workflow, by highlighting it and clicking “Copy workflow”

You need to specify the name of the new workflow (this cannot be an existing name, i.e. you cannot use copy to overwrite a workflow)
If there are no issues, the workflow is copied

Note: the new workflow is not active after the copy. You need to activate it, in order to be used.
Configuring the workflow

Once you have defined workflows (or simply use the pre-delivered one), you can now configure the workflow, effectively linking the workflow to the reports.

**Linking to reports / chapters**

When you create a new report, you can set the workflow

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Workflow</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No chapter workflow available</td>
<td></td>
</tr>
</tbody>
</table>

Workflows at chapter level normally operate on the principle of inheritance. This means that if you create a chapter, it will (by default) have the same workflow as the report

You can break this inheritance and once you do, you can select a different workflow than the report.
Note: you can only break the inheritance, before starting the workflow at report level

Once the inheritance is broken, you need to start the workflow at report and chapter level

So, you can for example start the workflow on chapter 1, but not (yet) on chapter 2

With the broken inheritance, you can now also add workflow conditions at chapter level.

This will allow for any workflow step for a specific chapter to be executed by more than one user before the workflow transitions to the next step. This feature is often used for the Approve activity, for chapters that require approval by more than one user.
In the chapter, go to the Workflow condition tab, highlight the step and click on ‘Add’

This custom condition (as it is also known as) can be defined on either the user name or a role

For example, by specific user
Or by a role

You can see the defined conditions for each step
Also, when the (chapter) workflow has reached the step, you can see what users are required to perform the step.

You can delete the workflow condition(s)

If you need to ‘delete’ the chapter specific workflow, you simply need to undo the ‘break inheritance’
Note: this cannot be done if the workflow is already running

You would need to stop the (chapter) workflow first (this can be done in the report settings)
Email

The workflow has the option to send email (as seen in the setup of the workflow)

In the report settings, you can further define the details of who receives the email (and therefore defining a more granular level)

The workflow distinguishes contributors and persons responsible (for the workflow)
The actual content of the email that is sent, is controlled by templates (specified in the email section of the System configuration).

These templates can be found on the DM application server and are simply text files that can be edited for example.
The template can use a number of variables, such as

(UserName)

(Period)

(Report)

(Chapter)

(OldStatus)

(NewStatus)

(Comment)

(ActionUser)

At execution time, these will then be substituted with the appropriate values (e.g. name of report, user name, period etc.)
Operations in a workflow

In this example, we use the (standard delivered) workflow called “Four eye principle”

A workflow is linked to a report (and the chapters). Once a report has been created, you can start the workflow. This can be done in the report setup or in the report itself.

At setup (in Settings)

In the report
Note that whilst the workflow has not been started, it will have the status “Initializing”.

This means, that users cannot start working on their chapters – this therefore controls the start of work on the report.
Once started, the workflow moves to the first step (in this case “Open”) and the user can perform the defined activities (e.g. start work and finish).

Obviously, the activities that can be performed are controlled by the permissions defined.

For example, in the step “Finished”, there are two activities (approve / reject) but only users with the correct permission (in this case, user needs to have role “Standard-Manager”) can perform this activity.

I.e. user ‘Administrator’ can approve and reject
However, user “User 1” can perform no activities in this step

This then, clearly, controls that the user who created the chapter cannot approve his/her own work and another user always needs to verify (hence the name ‘four-eyes’)
Depending on the setup of the activity, the user may be prompted for a comment

E.g. when re-opening an approved chapter, the system will prompt for a reason

The comments can be reviewed in the history

Secondly, it is possible the system will ask if an email needs to be sent

Note: as seen in the ‘setup’, it is also possible to always send this email, without a user’s explicit confirmation

If an email is sent, the appropriate users will get a notification e-mail.
The ‘end’ step of a workflow controls the report level creation.

So, in the ‘four-eye principle’ this means that all chapters need to be ‘approved’

If they are not, you cannot create the report

If all chapters are approved, the report can be generated
At that point, the workflow at report level can be used.

Starting the workflow at report level, effectively locks the individual chapters
The report then follows the same steps as the chapters. For example, the report can be approved (by the appropriate user).

At this point, the report itself cannot be re-created again.

Note: this is not the same as “locking” the report. In this case, the report has simply reached the end-step of the workflow (but could be re-opened)
Admin Administrator (admin) Units
New messages An error has occurred while checking of new messages

<table>
<thead>
<tr>
<th>Period: 2019.01</th>
<th>Report: SAP Testing</th>
</tr>
</thead>
</table>

⚠️ Report cannot be generated. It has already been approved

![SAP Testing](image)

**SAP Testing**

Microsoft Word
9.9 KByte
Revision 3

- [Create](#)
- [Edit](#)
- [View](#)
- [Write Back](#)
- [Lock](#)
- [Unlock](#)
- [Reset templates](#)

**Workflow**

- Current step: **Approved**
- Possible Activities: [Reopen](#)

**Details**

- Report type: [Word](#)
- Entity: [Group](#)
- ID: [461](#)
- Last modified: 05/10/2019 22:16:55

**Comment**: [admin Administrator](#)

**Available preview types**

- [Word](#)
- [PDF](#)
- [WordHTML](#)
- [Word 97-2003](#)
Workflow Audit

Within the report and chapter, the ‘history’ will show all the workflow actions that have been performed (when and by who)

You can also use the Fiori app, called Workflow Audit

The Workflow Audit app allows users, with the relevant permission, to see a history of all workflow activities for a report and its chapters. After you choose a report, the history is displayed. For each recorded action, the history shows the affected report or chapter, the date and time of the workflow activity, the user who initiated the activity, and their comment(s).

To start this, login to Fiori site and select “Workflow Audit”

Select a period and report and the audit will show all actions related to workflow (both at report and chapter level)
You can also export this to .CSV for further analysis.
Useful Resources and KBAs

SAP Disclosure Management User Guide

2513716 - Turn off email notifications
2773607 - "An Error Occurred" is generated when a Workflow is edited in Disclosure Management 10.1
2573195 - Missing workflow image after upgrade
2615783 - Name in approvers list (workflow) is incorrect
2540792 - Chapter Workflow Stop and Reset does not work
2471868 - Workflow defined at the Report level is not inherited at the chapter level
2487313 - User has no permissions for this chapter at the current workflow step when trying to Edit or view a document
2426046 - This action is not allowed. Workflow is not started yet error when trying to edit BIP_WordTableDef file
1964718 - An error is occurred. View log for detail information - Error starting Workflow
2464660 - Add Web-link of chapter to workflow email