Configuring Workflow E-mail Notification

Purpose

The purpose of this page is to clarify the steps over the workflow e-mail notification configuration. Configure e-mail routing, reminders and escalation, notifications and schedule the job for notifications.

Overview

This document is divided in the following topics:

1. **Set up SAPConnect**: The first task is the transaction SCOT, a standard e-mail routing task. This is usually done by the BASIS team.
2. **Maintain Workflow for Reminders and Escalations**: these are usually configured after the initial proof-of-concept during the main implementation phase.
3. **Maintain Workflow Notifications**: this takes you to SE61.
4. **Schedule Job for Workflow E-mail Notification**: This will be configured according to the IMG documentation.

Notifications Overview

- Notifications are sent to the performer of a task when the task is created. They are used to notify the receiver about the new task in their work inbox.
- Reminders are e-mails sent to the performer of a task a short time before the end date or the due date of the task, in case the task is not completed.
- Escalations are notifications sent to the performer's supervisor or to another responsible person, in case the performer misses the task completion due date, as specified in their work inbox.

Set up SAPConnect:

This option directs you to SCOT transaction.

- **Set Up SAPconnect**
- **Maintain Workflow for Reminders and Escalations**
- **Maintain Workflow Notifications**
- **Schedule Job for Workflow E-mail Notification**

In this Customizing activity, you configure the communication interface SAPconnect, which allows you to send external e-mails from the SAP System.
Make the following settings:

1. Select INT -> SMTP
2. Double-click SMTP. The SAPconnect General node data screen appears.
3. Select the Node in Use checkbox.
4. In the Supported Address Types pane, select the Internet checkbox, and then choose Set. The SAPconnect Address type for node screen appears.
5. In the Address Area field, enter an asterisk (*), and then confirm all entries in the dialog boxes.
6. In the Jobs field, ensure that the send job is scheduled for address type INT. If not, then create such a job.
7. Select Settings -> Confirmation of Receipt. We recommended that you only send a receipt confirmation at the time of testing the e-mail message function. Subsequently, deactivate this option in the live system.

Maintain Workflow Reminders and Escalations

In this Customizing activity, you can set up reminders and escalations in Process Control. This is a valuable monitoring tool that stakeholders and workflow owners (recipients) can use to ensure that their control objects are processed appropriately. You can set up:

- Reminders for automated testing and monitoring, which includes semi-automated test and pending reviews of rules
- Escalations for dates that are past due; generally, you can set up escalation for control design, assessments of controls and processes, entity-level controls, manual testing, and such others

The recipients of the reminders and escalations can be process owners, subprocess owners, automated test reviewers, and internal auditors, along with specific activity owners such as self-assessment reviewers and entity-level control (ELC) reviewers. In addition to this, reminders and escalation can be sent to specific role owners and internal audit managers.

Requirements

You have necessary authorization for development and workflow maintenance of Process Control.
Activities

You can set up reminders and escalations as specified below:

1. On the Application Components tab page search for the application component, GRC-SPC. A list appears displaying the Process Controls folder and Multistep tasks subfolder.
2. On the Application Components tab page search for the application component, GRC-SPC. A list appears displaying the Process Controls folder and Multistep tasks subfolder.
3. Select a multistep task that you want to set up reminders and escalations. The right pane of the screen displays the task details.
4. Under the Task column, select a task folder, and then double-click the folder. The Workflow Builder screen appears in the change mode.
5. In the Navigation Area pane, select the step that requires reminders and escalations.
6. Note: Steps with the Arrow can be set up with reminders and escalation. The right pane is active and displays the Task ID and the associated step.
7. To set up a reminder, select the Requested End tab page, or to set up an escalation, select the Latest End tab page, as required.
8. You can set up the date and time using the following options:
   - Recommended Option: You can define the expression for a reference date within a workflow container. Several dates related to the planning activity are available to support this option. Select Expression from the Reference date/time dropdown menu to activate the Date and Time fields.
   - You can define a fixed amount of time after creation of the work item or the workflow.
9. Press the F4 key. The Expression for reference date dialog box appears.
10. Select a relevant date (highlighted in green), and then enter the number of days after this reference date you want the reminder or escalation to be sent.
11. Select Time field, and select Day(s) from the dropdown list.
12. Enter the number of days after the issue plan end date that the reminder is sent.
13. In the Action pane, select Recipient of message when requested end missed, and then choose either Expression or Rule.
14. For Expression: select the recipient from the workflow container. Subsequently, this becomes a case for the owner of the workflow.
15. For Rule:
   1. Select a rule. (for example, 75900004)
   2. Choose Binding (Does Not Exist) to display a workflow to rule table.
   3. You must carry over two objects from the workflow to the rule, and then assign the mapping for the two objects. The status of the binding displays Exist and the icon changes from white to green.
16. To make changes to the workflow, choose the first check.
17. Make your changes and then choose OK.
18. To activate the workflow, choose Activation.
19. Note: As needed, use development request to transport changes from the Development system to the QA system and subsequently to the Production system.

Maintain Workflow Notifications

In this Customizing activity, you can configure the extended notification of SAP business workflow for notifications, reminders, and escalations. You can activate the sending of all e-mail notifications, escalations, and reminders, including any combination of these. SAP also supports the configuration of notifications, escalations, and reminders for user-defined workflows.

Configure the extended notification as specified below:

Activate the BC Sets as follows:

1. Start the transaction SCPR20.
2. Enter GRFN-WORKFLOW-NOTIFICATION.
3. Choose the Activate pushbutton.
Checking whether BC set for notifications is active or not.

Go to SPRO -> Governance, Risk and Compliance -> General Settings -> Workflow -> Workflow e-mail notifications and click on “Existing BC Sets” in the top of the screen.

Maintain the subscriptions:

You must create one subscription for each subscenario, and define the required settings. The following steps illustrate a new task notification:

1. Start transaction SWNCONFIG.
2. Under the node Business Scenario, choose GRCNOTIFICATION.
3. Double-click Category; and then double-click Subscription Basic Data.
4. Choose the New Entries pushbutton, then enter values as specified below:
   - Subscription: Enter a name only using alphabets, for example, "GRCNOTIFYSUB."
   - Description: Enter a description.
   - Delivery Schedule: Enter the value PCDELIVER.
   - Delivery Type: Enter the value EMAIL_HTML.
   - Granularity: Select One Message Contains Multiple Notifications.
   - Recipient Address.: Enter the value * (asterisk).
   - Recipient Type: Select Receiver Determination Through.
   - Handler: Enter the value CL_SWN_SUBSCRIPTION.

1. Double-click Subscription Settings and choose the New Entries pushbutton; then enter parameter values as specified below:
1. Choose the node Business Scenario; then repeat Steps b to e to create the subscription and to define settings for reminder and escalation. The difference lies in the name and description. In addition to this, an escalation does not have the parameter SHOW_INBOX_AS.

2. To enter the portal address, choose General Settings, and then enter the portal address in the field INBOX_LINK_URL.

3. Choose the Save pushutton and exit.

**Schedule Job for Workflow E-mail Notification**

To schedule the program, proceed as follows:

1. Enter a Job Name and choose Start Condition.
2. Choose Date/Time and enter a start date; then select the Periodic Job indicator.
3. Select Period Values; then select a value and confirm all entries.
5. In the field User, enter WF-BATCH or the relevant service user for your workflow system.
6. Choose ABAP Program.
7. In the field Name, enter program SWN_SELSEN.
8. Enter the language in which the e-mail message must be sent.
9. Save your entries.

Check in SU01 if the user WF-BATCH (or the relevant service user) has an e-mail account configured: