

MKS INTEGRITY

for SAP Change Management

CHALLENGES

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Today, on average, 25 percent of the cost of implementation of an ERP systems is devoted to change management. In many companies the change and release process is still manage change, upgrades and system maintenance manually using spreadsheets.

Creating and migrating transports are routine activities as IT organizations enhance, and provide ongoing maintenance in support of mission critical SAP investments.

In today's regulatory climate, organizations must exercise caution and due diligence, implement effective and automated processes around key IT activities and have controls in place to ensure they are followed. However, most organizations today approach transports in a manual way, a method that carries its own inherent risks and shortcomings.

- Can you ensure the correct type of SAP transport is created in the correct client?
- Can you capture and record meta data on the tasks and objects upon release of the transport?
- Can you easily determine why a customization or modification exists, trace it back to the original business requirement, as well as who approved or requested the change?
- How do you ensure the contents of your release are accurate and meet business requirements?

THE SOLUTION

With MKS Integrity for SAP, CIO's now have a single solution for complete control and visibility into all of their organization's development projects. Whether the project is an in-house custom development initiative or SAP configuration or development changes, MKS Integrity provides process management for all projects. Comprehensive dashboards include reports, charts and graphs providing key metrics on all project's progress and costs. The real time dashboards allow drill down into live data for all activities..

MKS Integrity for SAP is integrated with the SAP Transport Management System (TMS), and provides a powerful

and flexible process and workflow management solution for controlling the creation and migration of transports across your SAP landscape. MKS integrates with the four SAP BAPI's on the TMS to:

- Ensure the correct type of SAP transport is created in the correct client
- Capture and record meta data on the Tasks and Objects upon release of the transport
- Provide a complete bill of materials against a software release

MKS Integrity provides a powerful and flexible process and workflow solution for controlling the creation and migration of transports across your SAP landscape.

- **CIOs** gain automated controls around all SAP changes, ensuring processes are followed and audit trails and reports are easily generated. Management dashboards provide real time metrics on project status and costs.

- **SAP DEVELOPER/CONFIGURATOR** can establish business rules through the MKS Integrity for SAP administration GUI to ensure transports can only be created in the correct instance and client.

- **QUALITY ASSURANCE MANAGERS** can rely on pre-established rules ensuring that transport failing QA can only be imported into production when a fix transport is ready. MKS Integrity reporting provides a clear inventory of transports and their status.

- **RELEASE MANAGERS** gain visibility by reporting on import history in the transport issue, providing a simple means to identify all changes to production during a specified time. Transports are sequenced through the order related to the release. The order is clearly visible and easy to edit, eliminating errors and costly rework.

- **BUSINESS USERS** can be assured SAP changes are made for the right business reason through a direct system-based link back to a help desk incident, or business requirement.

YTD Project Breakdown by Application

Active projects grouped by application and displaying cost and effort metrics.

Application	Number of Projects	Estimated Effort	Actual Effort	Avg. Effort Variance	Estimated Budget	Actual Budget	Avg. Budget Variance
Agent Commissions	3	1,650 hrs	40 hrs	536.7 hrs	\$260,000	\$139,935	\$40,022
Billing	4	875 hrs	21 hrs	213.5 hrs	\$184,000	\$183,885	\$29
Customer Care	3	1,100 hrs	16 hrs	361.3 hrs	\$265,000	\$151,560	\$37,813
Logistics	3	1,125 hrs	512 hrs	204.3 hrs	\$300,000	\$184,260	\$38,580
SAP	1	24,000 hrs	122 hrs	23,878 hrs	\$2,000,000	\$474,175	\$1,525,825
Total	14	28,750 hrs	711 hrs	25,193.8 hrs	\$3,009,000	\$1,133,815	\$1,642,269

YTD Project Breakdown By Category

All Projects grouped by category

Category	Count	Estimated Budget	Actual Budget	Avg. Budget Variance	Estimated Effort	Actual Effort	Avg. Effort Variance
Strategic	6	\$2,370,000	\$798,485	\$261,919	25,525 hrs	650 hrs	4,145.8 hrs
Tactical	3	\$260,000	\$127,315	\$44,228	1,250 hrs	0 hrs	416.7 hrs
Maintenance	4	\$279,000	\$164,045	\$28,739	1,275 hrs	61 hrs	303.5 hrs
Infrastructure	1	\$100,000	\$43,970	\$56,030	700 hrs	0 hrs	700 hrs
Total	14	\$3,009,000	\$1,133,815	\$390,916	28,750 hrs	711 hrs	5,566 hrs

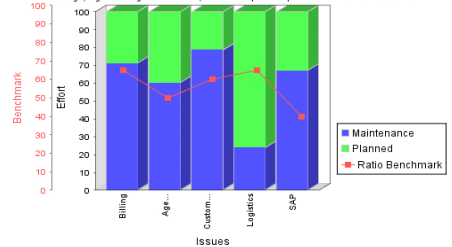
Active Transports By Business Unit

Breakdown of all SAP transports by lifecycle phase for each business unit.

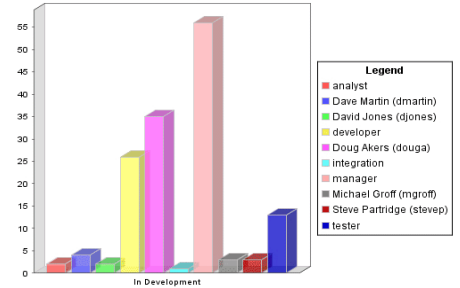
Project	Ready For Production	In Dev	In QA	Approved	In Production Failed	Awaiting Approval	Total
Unspecified	1	27	7	0	0	0	35
/SAPR3	0	1	0	0	0	0	1
/SAPR3/Enterprise Structure	0	0	0	0	0	0	0
/SAPR3/Finance (FI)	0	0	0	0	0	0	0
/SAPR3/Human Resources (HR)	0	0	0	0	0	0	0
/SAPR3/Logistics Execution (LE)	0	0	0	0	0	0	0
/SAPR3/Materials Management (MM)	0	0	0	0	0	0	0
/SAPR3/Production Planning (PP)	0	0	0	0	0	0	0
/SAPR3/Quality Management (QM)	0	0	0	0	0	0	0
/SAPR3/Sales and Distribution (SD)	0	0	0	0	0	0	0
Total	1	28	7	0	0	0	36

Effort Breakdown by Application

Percentage, against target benchmark, for hours spent on planned versus maintenance.



Task Assignment Breakdown



Management dashboards provide real-time metrics, and trends on project status and costs

MKS Integrity for SAP,
 married with MKS's ITIL
 capabilities, provides
 complete traceability from
 the initial change request
 through to the import of
 the SAP Transport into
 production

FEATURES AND BENEFITS

MKS Integrity for SAP is integrated with the SAP TMS and provides a powerful and flexible process and workflow management solution for controlling the creation and migration of transports across your SAP landscape.

and the transport's import history within the MKS Transport.

- Ensure the correct type of SAP transport is created in the correct client.
- Capture and record meta data on the Tasks and Objects upon release of the transport.
- Take control of the transport once released.
- Trigger the import of transports into subsequent clients and capture import history.
- Capture metadata on the tasks, objects

- Drag items of work between releases to satisfy corporate priorities and objectives.

- Maintain a complete release strategy within MKS Integrity's calendar view.

SAP changes are done for a reason. MKS Integrity for SAP, implemented with the MKS Solution for ITIL provides complete traceability from the initial end user request through an incident to the import of the SAP Transport into production. Every change to your SAP landscape will be carefully, thoroughly

The screenshot displays three overlapping windows from the MKS Integrity for SAP application:

- Relationships - Incident Ticket: 961**: Shows a tree view of issue relationships. Under '961 Incident Ticket', there is a '962 Request For Change' (Tax tables are not correct) which is linked to a '964 Change Order' (Change the Tax tables in SAP). This change order is linked to an 'SAP Transport' (1021), which is further linked to '723 SAP User', '725 SAP Source Instance', and '729 SAP Transport Proposal'.
- Issue Detail [SAP Transport: 1021]**: Shows details for the SAP Transport. It was created on 6-Jun-2007 2:04:32 PM and modified on 6-Jun-2007 2:27:39 PM. A table below shows the transport's history:

ID	Type	Status/State	Summary	Created By	Created Date	Entry Count	SAPOClient	SAPOOwner
1021:1	SAP Task					6	100	SPARTRIDGE
1021:2	SAP Transport History					2		
- Generic Change Package View - 1021:2**: Shows the import history for the transport.

SAPIDDate	SAPIDInstance	SAPIDClient	SAPIDAuthor	SAPIDStatus	SAPIDStatusDesc
6-Jun-2007 10:07:57 AM	N5P	200	SPARTRIDGE	000	Request NSPK900354 imported into system N5P client 200
6-Jun-2007 10:27:37 AM	N5P	300	SPARTRIDGE	000	Import Successful
- Generic Change Package View - 1021:1**: Shows the objects included in the transport.

SAPODType	SAPODName	SAPODTableName	SAPODViewName	SAPODTableKey	SAPOKey
VDAT	V_CMG	TCMG	V_CMG	100Z004	0
VDAT	V_CMG	TCMG	V_CMG	100Z006	1
VDAT	V_CMG	TCMG	V_CMG	100Z0102	2
VDAT	V_CMG	TCMGT	V_CMG	100E2004	3
VDAT	V_CMG	TCMGT	V_CMG	100E2006	4
VDAT	V_CMG	TCMGT	V_CMG	100E20102	5

MKS Integrity for SAP provides direct traceability from change request to SAP transport and a full migration history

MKS Integrity also offers:

MKS Integrity for Portfolio Management

MKS Integrity for Requirements Management

MKS Integrity for Process and Workflow Management

MKS Integrity for Software Configuration Management

MKS Integrity for Test Management

MKS Integrity for Release Management

MKS Integrity for Oracle/ Peoplesoft

Implementer for System i

and securely managed using MKS. Workflows can be easily configured and customized, the result is a process that is securely governed by MKS Integrity's role based permissions capability and approval cycles, which controls the assignment of work, status of work, and promotion through the entire lifecycle.

Version & Platform Support

MKS Integrity for SAP is available for the following SAP versions:

- SAP R/3 Release 4.6c or higher

MKS Integrity for SAP is supported on MKS Integrity 2006 on the following server platforms*:

- Windows
- AIX
- HP/UX
- Solaris
- RedHat
- SuSE

* For details on specific versions of each OS supported, please visit:

http://www.mks.com/support/index.jsp?page_id=1242#is

MKS

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