

DEVELOPMENT CHALLENGE

IDOC ANALYSIS

INHALTSVERZEICHNIS

Story	1
Persona	2
User Experience Journey	3
Point of View	3
Mockup	4
Masterdetail Page – SAP system / Failed IDoc Overview.....	4
IDoc Detail – Idoc Analysis Detail	4
Web IDE Prototype- Video You tube	5

Peter Parker is one of two SAP-CC-Leaders. He receives a daily email with the current IDoc processing status in the SAP systems (which contains the number of failed IDocs). [What is an IDoc? SAP documentation](#)

This "IDoc analysis" is needed to estimate the system stability. For example, when FI IDocs have not been processed, the current accounting status is wrong.

Another reason is, to see how old the failed IDocs are (creation date of IDoc). Because if they are old, that means that they are not being processed regularly enough. If Peter is able, to get the analysis more than once a day, he can compare them and see the progress being made.

- The "IDoc analysis" email reaches Peter at different times, because it is created manually.

- Peter receives per day around 60-70 emails, so it is difficult to find the "IDoc analysis" email.

Creation of the "IDoc analysis":

An SAP CC employee creates the analysis every morning. He downloads the results from the SAP System (transaction SE16 -> Table EDIDC). Then he imports this data into an Access database and executes a report. The result is copied to an Excel file and formatted with a macro. The Excel file is then sent to Peter Parker by email.

This process takes between 30 and 45 minutes per system. So it is for Peter not possible to obtain the "IDoc analysis" several times a day, because it would require a fulltime employee to accomplish that. For Peter it is important to get the "IDoc analysis" several times a day, if too many incorrect IDocs exist and the correction must be quantitatively monitored

The manual creation involves the following problems:

- No fixed time for providing the "IDoc analysis"
- No "IDoc analysis" on weekends
- Error-prone because the "IDoc analysis" is generated manually

Example Excel sheet:

	A	B	C	D	E	F	G	H	I	J	K
	Direction	Message Type	Message Variant	Description	Responsible	10.03.2016	<1 D	1-5 D	6-10 D	11-30 D	>30 D
2	2	CREMAS		Vendor master data distribution	SAP CC / Mr. Miller	7	0	0	7	0	0
4	2	DESADV	AA9	Delivery: Shipping notification	Tech / Mr. Meier	20	1	10	4	5	0
5	2	DESADV	DD9	Delivery: Shipping notification	Tech / Mr. Meier	567	0	104	56	210	197
6	2	INVOIC		Invoice/Billing Document	SAP CC / Mrs. Wieland	578	578	0	0	0	0
7	2	MBGMCR	A85	Goods movements	SAP CC / Mr. Sommer	3	0	2	1	0	0
8	2	MBGMCR	DEP	Goods movements	SAP CC / Mr. Sommer	39	3	31	3	2	0
9	2	MBGMCR	B23	Goods movements	SAP CC / Mr. Sommer	1	0	0	0	1	0
10	2	MBGMCR	F54	Goods movements	SAP CC / Mr. Sommer	43	40	3	0	0	0
11	2	MBGMCR	F55	Goods movements	SAP CC / Mr. Sommer	2	0	2	0	0	0
12	2	MBGMCR	RET	Goods movements	SAP CC / Mr. Sommer	3	0	3	0	0	0
13	2	MBGMCR	COS	Goods movements	SAP CC / Mr. Sommer	80	1	7	23	17	32
14	2	PORDCH		Change purchase order	Dep / Mrs. Miller	2	0	1	1	0	0
15	2	PRICCATALOGUE	PRI	Store price catalog instance	Dep / Mrs. Miller	15.155	506	3.715	2.751	8.176	7
16	2	WPUUMS	APP	POS interface: Upload sales data (compressed)	SAP CC	3	0	3	0	0	0
17	2	WPUUMS	KKY	POS interface: Upload sales data (compressed)	SAP CC	3	0	3	0	0	0
18	2	WPUWBW	DEP	POS interface: Upload goods movements	SAP CC	57	0	43	14	0	0
19	2	WPUWBW		POS interface: Upload goods movements	SAP CC	98	0	98	0	0	0
20	2	WPUWBW	RET	POS interface: Upload goods movements	SAP CC	9	0	9	0	0	0

The new app can be used by all companies that use an SAP ERP system and work with IDocs.

The app is used by users that need to have an overview of the situation of failed IDoc-processing.

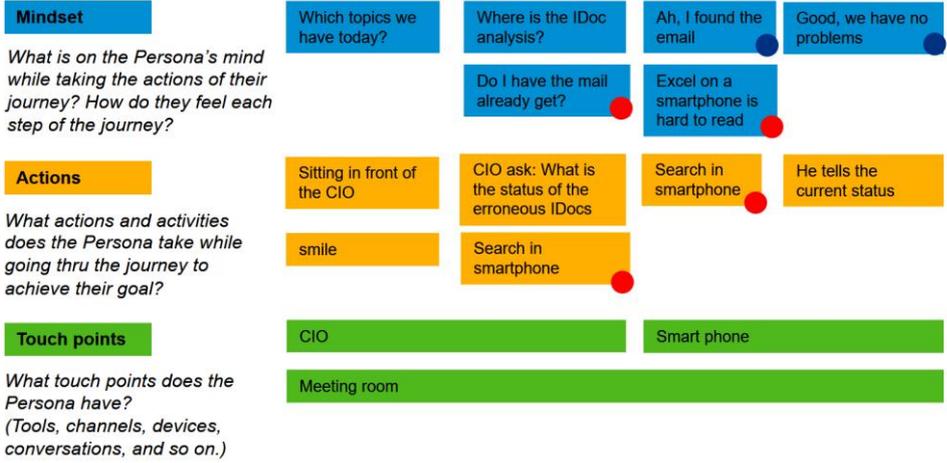
The app displays the current "IDoc analysis" (failed IDocs) for different SAP systems.

To improve the overview, thresholds will be defined for the IDocs (The maximum number of failed IDocs at the level: System, Client, Message Type, Message Variant and Direction).

Introduction to Design Thinking

User Experience Journey 3

Current User Experience Journey Duration of the Journey: 10 min



POINT OF VIEW

NAME
Peter
 The Manager

NEEDS A WAY TO
Fill with something from your persona

to get the IDoc analysis quick and on smartphone

SURPRISINGLY / BECAUSE / BUT **SO THAT**
Fill with insights based on what you learnt about the human side of this persona

he can get an current overview in meetings, or observe the processing of correction.

The App displays the current "IDoc analysis" (failed IDocs) for different SAP systems. To improve the overview, thresholds will be defined for the IDocs (The maximum number of failed IDocs at the level: System, Client, Message Type, Message Variant and Direction).

MASTERDETAIL PAGE – SAP SYSTEM / FAILED IDOC OVERVIEW

Here it is possible, to select an SAP system, for which the current IDoc analysis is to be display. In the detail page you find the overview of failed IDocs to an SAP system. Failed IDocs which exceeded the threshold value are marked with a red note (with the number of IDocs that have exceeded the threshold).

SAP Systems		IDoc Analysis Overview			
Search		Retailing central administration			
		Message Type (Variant)	Message Description	Total IDocs	Message
Retailing central administration	P01	CREMAS	Vendor master data distribution	7	! Threshold exceeded by IDocs:1
Retailing regions	P02	DESADV AA9	Delivery: Shipping notification	91	! Threshold exceeded by IDocs:76
Immo Holding	P71	DESADV DD9	Delivery: Shipping notification	567	
		INVOIC	Invoice/Billing Document	578	
		MBGMCR A85	Goods movements	3	
		MBGMCR 055	Goods movements	36	

IDOC DETAIL – IDOC ANALYSIS DETAIL

In the IDocs detail view we see:

- All relevant information about the IDoc (message type ...).
- The number of incorrect IDocs based on the creation date (how long the IDoc already exists).
- The threshold value of the incorrect IDocs. The number of IDocs that have exceeded the threshold.
- The responsible employee along with their contact information

SAP Systems		IDoc Analysis Detail	
Search		Retailing central administration	
Retailing central administration	P01	IDoc Detail	
Retailing regions	P02	Message Type:	DESADV
Immo Holding	P71	Message Description:	Delivery: Shipping notification
		Message Variant:	AA9
		Client:	110
		Direction:	Input
		Message Status:	51
		IDoc Quantity Overview (Creation date of IDoc)	
		Total:	91
		Today:	72
		1-5 Days:	10
		6-10 Days:	4
		11-30 Days:	5
		Greater 30 Days:	0
		Threshold value:	15
		! Threshold exceeded by IDocs:76	
		Responsible	
		Dep./Name:	Tech / Mr. Meier
		Phone:	02361-883-456
		Email:	michael.meier@xy_firma.de

[Link to prototype](#)

[Link to study](#)

WEB IDE PROTOTYPE- VIDEO YOU TUBE

In the video you'll see:

- a second Peter with similar problems in the analysis of failed IDocs
- the concept of the backend integration
- the fiori app

<https://www.youtube.com/watch?v=ufQsc74r8oI>