



The 'SAP experience' at Universiteit Maastricht

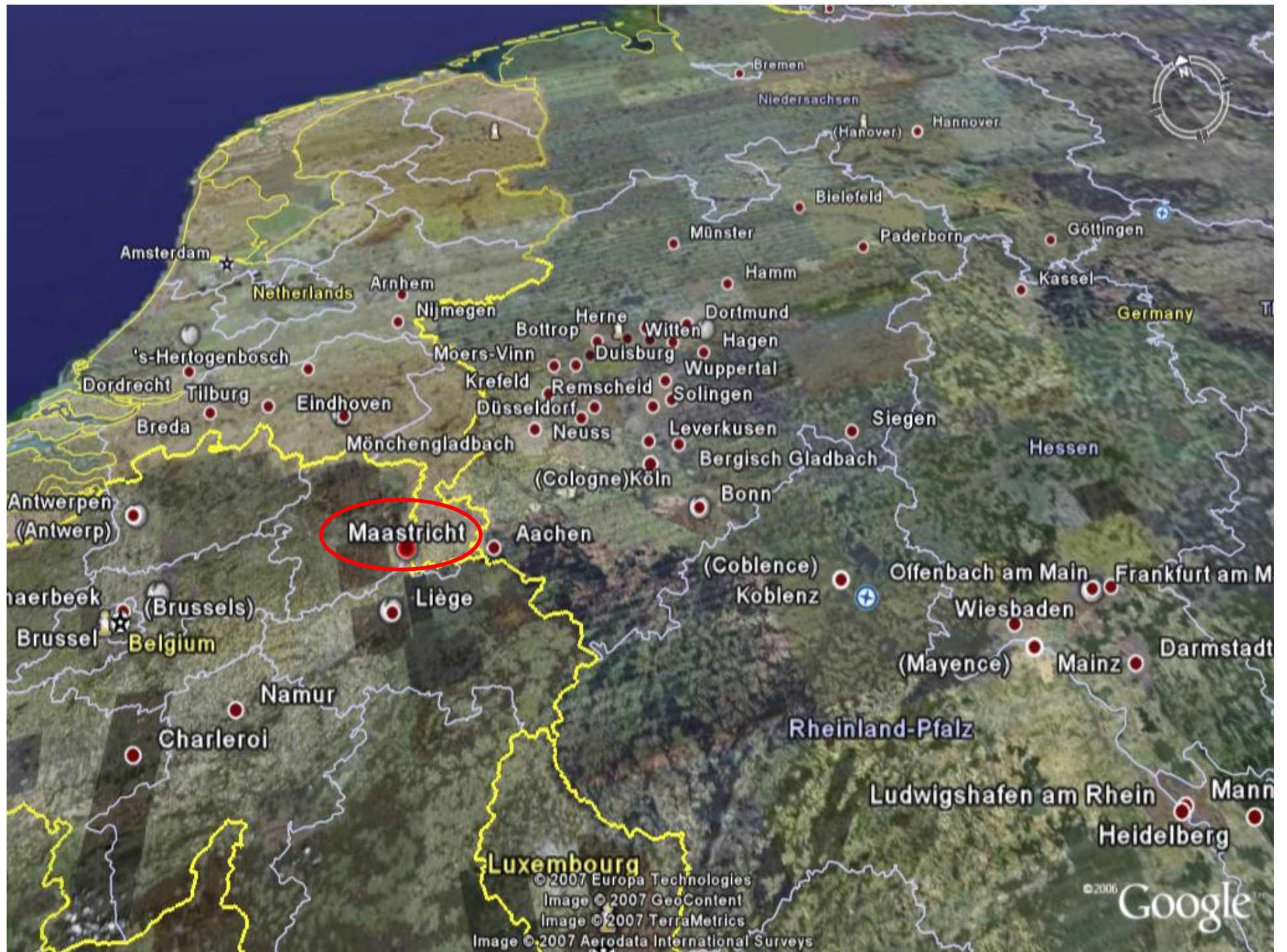
Henny Claessens

International HERUG conference

8 May 2007

Freie Universität Berlin







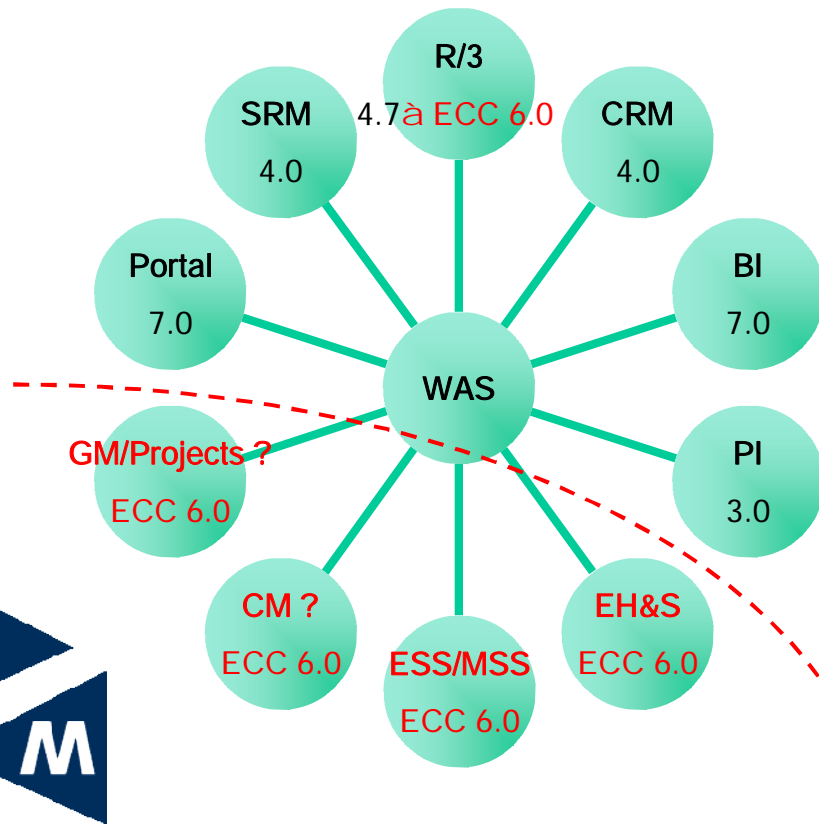
Agenda

1. Where we are standing
 - License wise versus implemented SAP components
2. IT architecture
 - Evolving role of SAP at Universiteit Maastricht – sets the scene in moving from ‘As is’ status towards ‘To be’ status
3. Recent achievements
 - Completed projects 2006-2007
4. Plans for the future
 - Projects in pipeline for 2007-....
5. Findings & lessons learned
 - Key points to discuss





Where we are standing



- 1997: R/3 HR
- 2001: R/3 FICO, MM, SD
- 2002: PCP (R/3 add on)
- 2004: SRM
- 2005: CRM
- 2005: NetWeaver (PI, BI, SNP, ...)
- 2005: ESS (not yet implemented)
- 2005: EH&S (not yet implemented)

- 2007: CM ?
- 200..: GM/Projects ?



IT architecture - 'As is' status

Universiteit Maastricht IT architectuur Concernsystemen Jan 2007

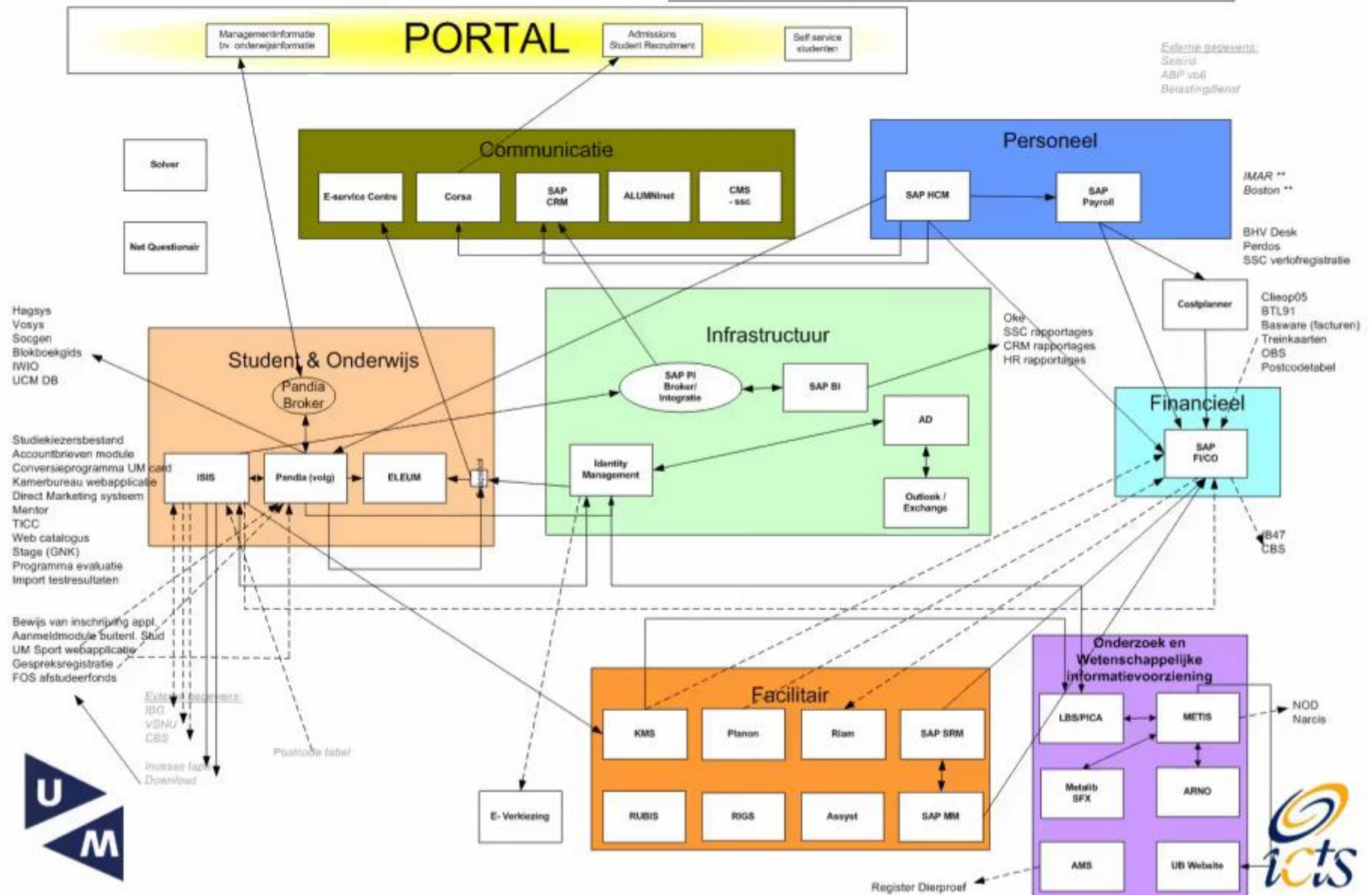
Versie: 26-apr-07 (Concept)

Auteurs: Hay Peters, Yvonne Stassen (ICTS / CISA)

Legenda:

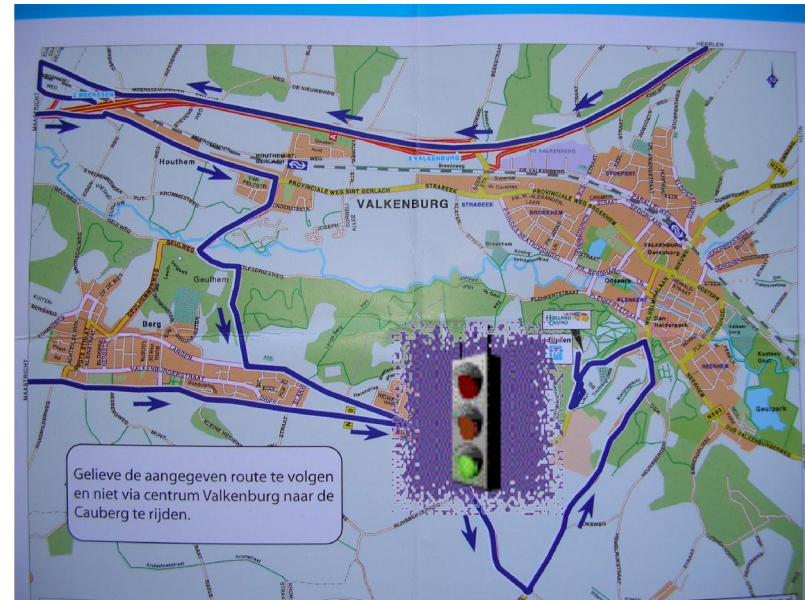
= Account info

= Andere info





Traveled on a compass so far - not really by roadmap...



...or at least a very winding roadmap because of frequently switching priorities ...however - with the help of SAP - we recently have made a start creating an eSOA roadmap

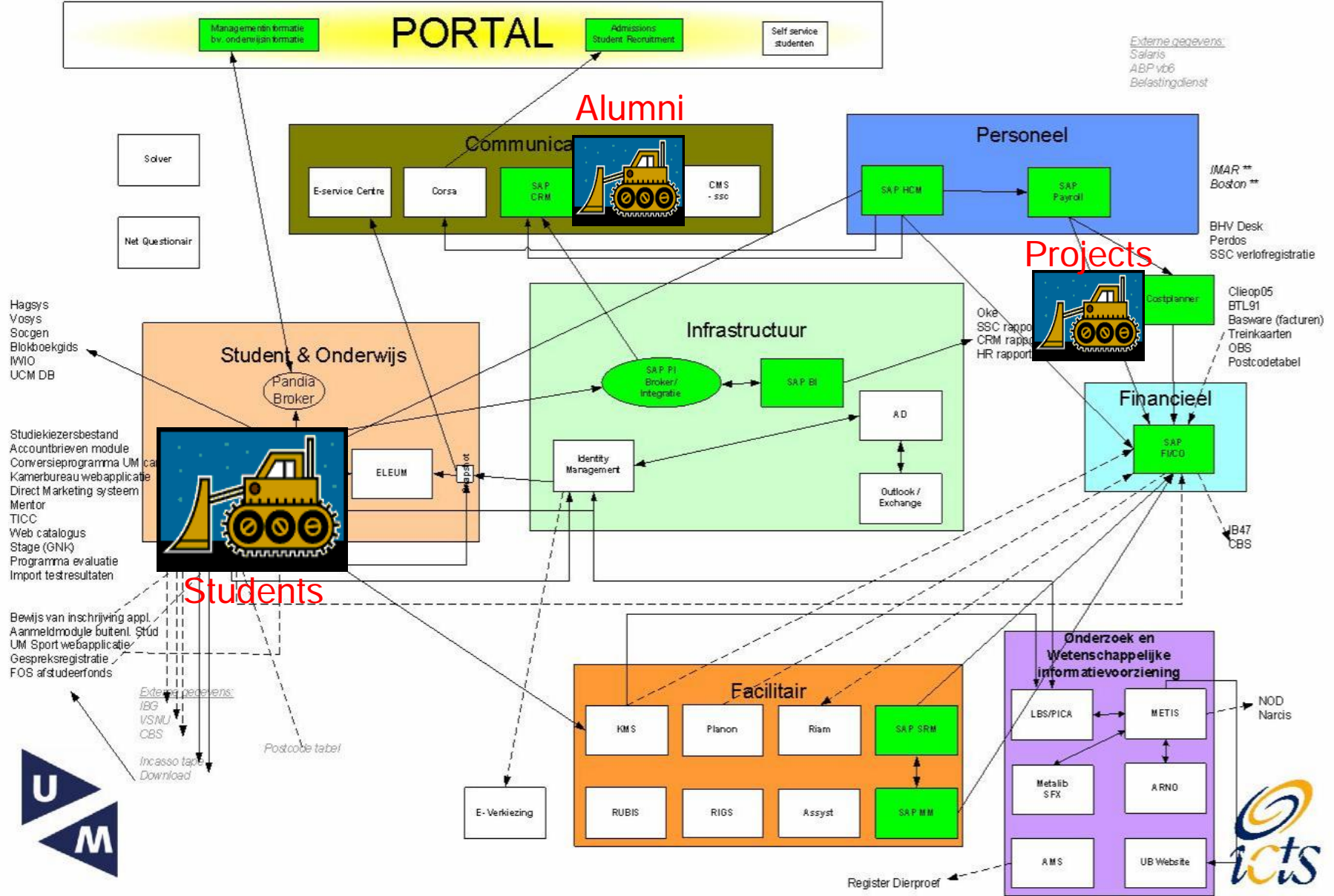


IT architecture - 'on the move'

Universiteit Maastricht IT architectuur Concernsystemen Jan 2007

Versie: 1-Maj-07

Auteurs: Hay Peters, Yvonne Stassen (ICTS / CISA)





Recent achievements

Completed SAP projects 2006-2007

1. Payroll

- Migration to integrated payroll system of our own instead of central governmental payroll

2. CRM

- Student Recruitment process
- Student Admissions process

3. NetWeaver

- SNP
- PI
- BI

} only CRM related NetWeaver usage at the moment





Payroll

- Project started June 2006 –finished January 2007
 - Copied (and further enhanced) the Payroll customization of the Free University of Amsterdam and Leiden University
 - Project enjoyed a lot of upper management attention because of managements' damaged image risk perception: 'self sold' project
- Multiple assignments challenge solved
 - Central Person was no option
 - Because of huge localization effort for Dutch Payroll... SAP says
 - Chosen for unconventional solution (as far as known)
 - Multiple subtypes in infotype 008 to be rolled up at the time of Payroll processing
 - Payroll amount is computed from the underlying subtypes into infotype 008, so only ONE amount per employee enters Payroll processing
 - Payroll Accounting and Cost Accounting are based on subtypes (P) in Personnel Administration linked to Positions (S) in Organizational Management





CRM

- Project started January 2006 – finished April 2007
 - Primary goal: Web based Student Recruitment and Student Admissions processes
 - Therefore SAPGUI was not an option, usage of a web based GUI (SNP) was a prerequisite (right now this is a debated conclusion)
 - Prospective Students from anywhere in the world should be able to order information packages of programs of study via the web
- Challenges to be addressed
 - Unconventional usage of CRM
 - Project team from the university had no SAP experience
 - Project completion was postponed twice
 - Compatibility issue between SAP and Microsoft with regard to release and upgrade policy CRM 4.0 / Internet Explorer 7





NetWeaver SNP

- Project started June 2006 – finished April 2007
 - Primary goal: enable web based CRM usage for prospective students from all around the world
 - Secondary goal: create a solid foundation for the corporate usage of SNP to be used by the employee community (the student community is currently using the Blackboard Portal)
- Challenges to be addressed
 - Intense time pressure because of inherent coupling of SNP project and CRM project
 - SNP was from a functional viewpoint a prerequisite for CRM but in reality was implemented ‘in one go’ together with CRM
 - Keeping corporate focus in mind while implementing CRM
 - Heavy effort in designing solid role concept for SNP from scratch; still looking for the ‘best fitting’ layered approach (navigation-authentication-authorization)





NetWeaver PI

- Project started June 2006 –finished April 2007
 - Primary goal: bring the integration broker alive and put it to work for CRM
 - Connecting the existing (legacy type) student information system
 - Connecting the existing Document Management System
- Challenges to be addressed
 - We traveled a rough road with inexperienced PI consultants building the PI connector for the existing student information system
 - Finding good PI consultants is key; however good PI consultants are as rare as trees on the moon
 - Finally the third try is technically working; but the connection still malfunctions from time to time due to bad data quality of the source system
 - The supplier of the Document Management System failed to deliver on time; in the meantime the supplier has chosen to use web services in SNP instead





NetWeaver BI

- Project started December 2006 –planned to be finished June 2007
 - Started with creating document ‘BI guidelines at UM’
 - Aim: determine standards to be followed by the different BI implementation partners that are expected to work for UM over time
 - Follow incremental approach
 - One piece at a time approach; from now on BI will be concluding every new project in order to fulfill reporting requirements
 - Chosen for concept of creating double Datastore Object in BI
 1. Data sources: SAP (R/3, SRM, CRM) and non SAP
 2. Business Intelligence
 - 1st DSO (1 to 1 source data copy; to also enable operational reporting)
 - 2nd DSO (Business Logic added)
 - Info Cubes
 3. Reporting (BEx or Web based/Portal)





Plans for the future

- SAP projects in pipeline for 2007-....
 - Precondition
 - R/3 Platform migration: hardware/OS/DB
 - R/3 Functional upgrade 4.7 à ECC 6.0
 - Compliance related
 - EH&S
 - GM/cProjects/PS (KP7: European directive)
 - Efficiency related
 - ESS/MSS
 - Solution Manager
 - Restructuring/enhancement efforts SAP R/3 (HR, FICO, etc)
 - Enhancement efforts NetWeaver (next BI increments, etc)
 - Enhancement efforts CRM (Alumni, etc)
 - CM (final decision pending: outcome of business case)





Findings & lessons learned

1. Payroll

- Jumpstart made by adopting customization template of other universities
- Multiple assignments challenge solved by making use of subtypes in infotype 008 where the differentiation for Accounting purposes is made

2. CRM

- Unprecedented outcome of hardware sizing (> 4000 SAPS) caused shift of corporate platform policy from Unix to Linux
- Challenged implementation project with mutually accelerating causes:
 - Employees with little/no SAP experience
 - Consultants too easily drifting away towards non standard solutions
- Compatibility issue between SAP and Microsoft with regard to release and upgrade policies CRM 4.0 / Internet Explorer 7





Findings & lessons learned (cont'd)

3. NetWeaver SNP

- Heavy effort designing solid SNP role concept
- Still looking for the 'best fitting' layered approach (navigation-authentication-authorization)

4. NetWeaver PI

- Having good (experienced) PI consultants is key; but good PI consultants are as rare as trees on the moon

5. NetWeaver BI

- Document 'BI Guidelines' manages cooperation with multiple BI implementation partners
- Incremental approach does work very well; 'one piece at a time' approach
- Option for operational BI reporting (besides managerial reporting) kept open by design choice of 2-step ODS





Questions & Discussion

