



HERUG 2014, Montevideo

Tuesday, 28.04.2014

SAP Strategy for HER

SAP: Mark White, Silke Jakobi, Farah Gabriela Gonzales

- HER as part of public sector is one out of four strategic industries
- SAP is going for a cloud based HANA solution, public or private (ORACLE announces cloud based student system)
- HERAC corrected that perspective in favor of an extended footprint on premise
- Very important is the user experience, fill in the gaps
- US: Students do not use iPads or even iPhones a lot for mobile solutions, more lightweight notebooks
- SAP motto: We want to help the world run better -> and this can only be done by education
- Complexity of solutions built up over years hampers innovation -> simplification is needed
- The HER industry solution has three blocks:
 - Students, teaching and learning
 - Commercial and non-commercial research
 - Education funding and income
- Strong focus on German market currently because of growth there
- Extended course booking check has been delivered and now can be used for regulating admission to courses not just individually but out of programs
- Planned innovations will again be based on customer connection program (last round had 63 ideas, 16 of those qualified and 9 innovations in the end were implemented)
- Ranking list will be supported for admission (German requirement)
- Jam will be integrated in SLcM for social media interaction support for students and teachers
- Big topic: Fiori for better user interaction
- SLcM is available to run on HANA
- For research: HANA for genome analysis
- OMNI Channel Service Platform (one channel for multiple interaction) -> For instance for online admission
- HANA enterprise cloud for supporting research
- For overview of planned innovation see:
 - SAP value map
 - SAP solution explorer

Implementing SAP with organizational change in mind

Marcel Hoornweg, Erasmus University Rotterdam

- Challenge: Decrease of funding per student from 20 T€ to 13 T€ from 2000 to date
- Old fashioned administration had to be improved -> Quicksan results revealed lack of integration of HR and FI and there was no management information available
- 200 000 € is limit for projects without public tender in Holland
- Project involves 3000 SAP users
- 10 month project with 4100 days of university resources
- SAP WPB (workforce performance builder -> films for user support as course guide) easy to use tool
- All non SAP systems are integrated by an enterprise service bus
- Deloitte has a Prince 2 based methodology called enterprise value delivery (EVD) that reduces the organizational overhead that Prince comes with to applicability for a university project in 5 phases
- The organization of the project involved a "Sounding Board" for evaluation of changes and decisions
- Change management was an important and professionally supported part of the project and had to take into account the change history of the university, namely a not very successful SAP implementation few years back
- SAP enterprise portal in use for ESS (expense claims) which is a very complicated solution in the SAP standard -> another user interface will have to be implemented. Meanwhile a special service desk has been implemented

User experience and SAP Fiori

University of Liege, Anne Girin (CFO)

- 22 000 Students, 500 Mio Budget
- ERP introduced in 1996
- Relaunch in 2001
- BI Bex in use
- Full traceability by scanning of all business relevant correspondence
- REFX for energy control and cost distribution
- CATS in use for time sheets (very user unfriendly)
- Several approaches to better user interface with mobility on multiple device types in mind have been evaluated (NWBC, Personnas, Fiori)
- Fiori will be SAP standard for new application interfaces
- Available transactions will continuously be Fiori enabled
- Fiori is device-independent
- Fiori is delivered in Apps (200 available to date) Most apps are running only on HANA
- works with Netweaver Gateway Server (will be replaced by SMP SAP Mobile Plattform for offline access)
- Fiori requires specific additional licenses

SLcM Innovations to support teaching and learning

Kathy Gates, University of Mississippi

- 19 000 students
- SAP since 1999, SLcM since 2003
- Blackboard (under consideration to be switched)
- Extensive use of Netweaver Gateway to feed Mobile apps

Examples of current innovative solutions:

- **Automated attendance** tracking (based on SLcM attendance recording) realized with Motorola barcode scanners
- Alerts to councilor after three absences
- **IPAS** -> Integrated planning and advising system as latest EDUCAUSE issue
- There are 8 to 10 advisor types at Ole Miss, being supplied now with the same data about a student on one screen
- **Degree Audit** (launched in 2008) very complicated because of many different catalog rules
- Analytics to find students with insufficient degree progress (percent completion toward degree as service for students)
- **Online Grade Changes** -> Instructors can change grades online (replacement of paper cards for changes of grades)
- **Student Rating of Instruction** (before called teacher evaluation) is made available to big data analysis (1 Mio evaluations to date) accessed including sentiment evaluation HANA-based

Research Proposal Management

Keith Harmon, SAP about National Cancer Research of Columbia (INC), Bogota

- PPM (projects proposal management by SAP as basis)
 - Projects and ideas
 - Budget and resources
 - Review an approval
 - Documentation of projects summary of project products
- There is a partner solution for medical quality documentation
- Standard integration to PS and C-Folders and HR and FI
- No standard integration to PSM / Grants Management -> built as project solution for INC
- Live since 2009
- Proposal Management has since been updated with workflow support for proposal approval
- Solution is published by Portal including a project description questionnaire
- Grants Management then is used to record the master data on what the sponsor requires for budget reporting on the project
- Cost calculation can be adapted to different methods, eg inflation rates, expected increase of personnel costs. Automated calculation of overhead costs can be included.
- Proposal summary in Adobe forms

Admission Process at UNIMET

Ana Silva, Universidad Metropolitana de Venezuela in Caracas

- 4350 graduate students
- Broad SAP footprint incl SLcM, BI and Knowledge Management
- Courses are held for the students so they can decide what to study
- Evaluation of prerequisites is then conducted
- In the end there is a test and the student then decides depending on positive results on his enrollment

Medical Information Gateway on HANA

Charité Berlin, Michael Mallach, Adam Low

- 1,3 Mrd € turnover p.a.
- 740 000 cases, 3200 beds
- 7300 students
- 15 000 employees
- 120 IT employees
- 12 000 SAP accounts
- Berlin Institute of Health (BIH) is federally funded combination of Charité and MDC for joint translational research space for Systems Medicine
- Problem: There is still a timeline of 15 years between basic research to patient application
- Charité works on development cooperation with Hasso Plattner Institute on many aspects of medical research support

Wednesday, 30.04.2014

Adaptation of SAP Strategy to Higher Education and Research

SAP: Keith Harmon, Glooobal: Stefan Schafer

- Development of CPU clock speed has leveled out so that increase of computing speed has shifted to multiple core processing
- Most time in computing is spent waiting for data from memory -> solution is in memory computing
- Databases storing data in rows have difficulties in cross record screening of large amounts of data
- HANA switches traditional row based data storage to column based storage which in addition is more apt for breaking down operation into different smaller tasks operated on by distributed CPU kernels
- Currently HANA still writes back information to disk and still uses application servers that just delegate operations to HANA -> native HANA will reduce this into a one step application
- HANA makes sense for applications relying heavily on search or predictive algorithms
- HANA is not just about being faster in what you are doing but about a creative process of coming up with new perspectives in computing -> looking at HANA just with speed in mind is a missed opportunity
- SAP will maintain support for traditional databases but will leverage future developments to HANA. So finally a non HANA customer will not participate in SAP innovation anymore
- HANA use cases:

- HANA accelerators
- SAP BW on HANA to simplify data modeling (no aggregates anymore)
- Business suite on HANA (preparing for upcoming applications and innovations)
- Custom applications on HANA
- Every SAP customer should have a HANA roadmap, not for a switch to HANA tomorrow but for a conscious and informed decision on how to go about moving to HANA eventually
- SLcM has been released on HANA and is being tested in KU Leuven
- Energy and environmental intelligence app is available on HANA to optimize energy consumption and reduce costs
- There is a cloud based genomic analysis application hosted by SAP that researchers can use for free but have to give feedback on within 90 days
- New visualization tool: Lumira

SAP Patching Strategy at University of Newcastle

Alan Cecchini, Newcastle University

- 22 000 students
- 405 Mio £
- SAP since 1999 with ERP
- 2005 CRM, Portal, BW, PI
- 45 SAP FTE
- 2012 introduction of patching strategy after being purely reactive up to then
- Growing complexity of systems meant patching systems individually becomes impossible because of the effort of testing every time all integrated components. So patching more than one component at a time meant more efficiency of testing.
- Strategy highlights: Patch all SAP systems annually at the same time, decouple HR CLCs (LCPs)
- Patching begins in October, go live would be in January
- Important to note interdependencies specially with Netweaver, which currently is taken up to 7.4 at NU
- There are 3 project managers involved: Basis, Development, Applications
- On top of this: 6 team leads, 40 SAP specialists, 80 business users
- There is a sandbox system called "Impact Analysis" to determine the scope of the patching within ca 6 weeks
- The actual patching begins 1. Dec with DEV system and ends with go live in PROD early Feb (9 weeks transport freeze)
- Testing and Issues Management is done on aggregated Spreadsheets
- There is an "Business Function Prediction" as an online service by SAP that NU deploys to see what functionality of relevance to them is available in the new release
- NU provides a browser support matrix for the patching level achieved to make obvious which browser works with which of the components deployed
- T-Bone as a system to enhance system copying is being reviewed (see Intelligence about this less cost intensive alternative to SAPs TDS?)

Improving information search and retrieval for students

Henny Cleassens, University of Maastricht

- The UM website is cumbersome and students go to google to find stuff there
- Electronic learning environment in UM is Blackboard based
- Publication has been "hammered" together over the years with no common design elements, fragmented information and multiple logins
- There will be a relaunch of a student portal that gives students access to all of their personal information environment (integrating SAP and non-SAP information) 24/7 from any device
 - Web Mail
 - Find staff and Students
 - Courses
 - Grades
 - Course Material
 - Library System
- Step-up Authentication shall be implemented with Netweaver for passing up to different security layers inside the portal with use of onetime password
- SAP Mobile as Plattform it's heavily under discussion -> expensive! maybe not really necessary
- SAP Fiori does not come for free, there is a User Group discussion on changing this
- UM considered using Fiori to build the new student info-site

Segregation of duties with SAP GRC

Bart Dahlstrom, MIT

- 11 000 students
- 11 000 staff
- 3 Mrd USD budget, 1.6 out of research
- 80 Nobel laureates
- SAP since 1996
- SuccessFactors for cloud based HR
- Broad footprint of different systems in use make segregation of duties a difficult task not addressed for a long time at MIT
- Segregation had to be tackled for about 250 in the high risk finance jobs
- All roles were redesigned to support segregation.
- Only in a few cases were eg departments were too small a non-segregation would be tolerated with an additional activity control set in place (mitigation)
- Responsibilities:
 - Role owner
 - Risk owner
- GRC installation is offered as a fix price 6 - 8 weeks installation service
- GRC can simulate for role implementation or changes a test wether that activity would produce a segregation of duties issue
- There is good GRC reporting out of the box on a roles basis (are there roles that have conflicts) and on a user basis (users with documented mitigation are not shown)
- GRC permits documented "firefighter" access to production system and gives notice to risk owner to review and approve what the firefighter did
- Firefighter ID is given after well documented needs analysis and then can be used without further prior admission but with post firefighting documentation and control

Overview SAP Financials

Leiden University, Dennis van den Oort, Rob van der Wijngaard

- Oldest University of Netherlands, since 1575
- 20 000 students
- 4000 staff
- New General Ledger
 - Support of multiple accounting standards
 - Needs migration from classical ledger
- Leiden actually implemented the new ledger on a new client
- Reporting of new ledger is insufficient eg for profit center reporting
- 57 companies in old ledger have been reduced to 1 in new ledger
- The Financial Shared Service Center made financial close of year process on paper and changed this by implementing Runbook (non SAP but fully embedded)
- Leiden implemented NWBC for accounts receivable -> all relevant information on one screen with side panels for additional information

SAP HANA Cloud Portal Overview and Scenarios

Guy Roth, SAP Labs Israel

- World class security standards
- Connection to cloud by HANA cloud connector as secure tunnel
- Authentication with SAML2
- Examples:
 - City of Boston Department of Neighborhood Development
 - University of the Future as proof of concept for a university website
- Automatic scaling to device (like iPhone or iPad)
- Fast and easy to deploy -> see: get free trial up and running in 5 minutes
- Integration of / based on OpenSocial

Thursday, 01.05.2014

Integration

Maastricht University, Henny Claessens

- 90% of IT effort of UM goes to support
- The current revolution in SAP technology is the introduction of HANA and Fiori
- 70% of current database space is used for indexes not needed with HANA anymore
- SAP Netweaver gateway crucial point of decoupling database and application logic from UI
- 250 000 screens available for SAP GUI -> gargantuan effort of transformation necessary
- Screen Personas reduces screens to essential user friendliness
- [HTTPS://open.sap.com](https://open.sap.com) MOOCS on HANA and other new SAP technology

SAP HANA: Quick wind with RDS Finance

Roel Arits, KU Leuven

- A new way of programming makes maximum use of HANA: Push Code-to-Database, which means move calculation into database and only transfer results to application
- Archiving might not be necessary any more (from archiving to aging)
- KU Leuven chose to implement HANA as a "sidecar" scenario with data replication by SLT (SAP Landscape Transformation) replication server
- RDS Finance comes with preconfigured reports adapted to HANA incl the tables needed for replication
- Example from BCS (Budget Control System) -> List of budget left in funds for change of year
- By just redirecting the selects to HANA speed up can be gained, by push to database the factor can run up to more than factor of 300 times faster
- It needs SQL skills to rewrite reports for push to db even though most of the code is generated automatically

SAP User Experience Strategy

Alan Cecchini, Newcastle University

- sapuxstrategy-custview-452368.herokuapp.com
- Student users are giving a browser agnostic UI on a .net platform
- NU will swap SAP GUI to NWBC
- SAP UX Strategy has been published Apr 2013 (9 page document) -> check SAP UX explorer (see link in presentation)
- There is a site with Fiori mock up apps to see how and what Fiori does (see link in presentation)
- Fiori Apps are Web Apps as opposed to native for every device like Apple Apps
- UI5 Apps are very much simpler than BSP
- Demo Apps available for eg purchase order and approval
- HANA is not near term for UN so many Apps for HANA are of no use
- NetWeaver Gateway (integral part of 7.4) valueable to unlock and push out data from back office system thus opening great potential -> trial available at amazon web services but it comes for free with user license and setup is easy
- There is a certain redundancy to what PI does and those two are not integrated
- Floor plan manager as harmonizing technology into one look and feel in webdynpro good, only problematic in environments with multiple SAP technologies
- SAP Screen Personas: All well but detrimental impact in performance but expensive and not really a thorough modernization
- NWBC targeted at expert user to combine GUI and webdynpro. SAP pushes it as successor to the GUI free of charge. Easy to set up. Easy to use. Has intelligent search like Google. Much more mature client than GUI. Side panel use is enabled, 1250 transactions for side panel are delivered. Has no single sign on out of the box even though transactions out of different systems can be made available in NWBC
- Gold Reflection / Corbu for harmonization of branding makes appearance of SAP UI look much more modern. BEx does not support those themes though.
- UI theme designer offered in portal to enhance SAP themes with in house fonts and colors.
- UN has stopped producing new webdynpro some time ago
- For expense claims there will be something upcoming in Fiori wave 4
- There is a (2012) Best Built Application Guide (BBA) unfortunately not up to date but interesting

Mobile Course Timetable on UI5

Jan Scheerlinck, KU Leuven

- Requirements: Real time, Outlook sync, alerts, mobile
- Available for students and teachers
- A non outlook version is upcoming
- User screens on SAP mobile Portal
- Outlook sync via WebServices with SOA Manager on R3 side
- Publication to WEb Application Server via Rest Service through Netweaver Gateway Hub as open data
- User is identified through OAUTH token (login once and then be identified by token)
- SAP NW 7.40 required for integrated gateway
- Recurring appointments out of SLcM made problems in Outlook when changes in the series occurred

Upcoming HERUG:

2015

voted 1st: Cambridge, England
voted 2nd: Duke, Durham North Carolina

Backlog: La Trobe (Melbourne) -> in maybe 2016
Universities of Netherlands (Amsterdam)

