

Master Guide

SAP® for Public Services Industries

SAP Business Suite Innovations 2013

Target Audience

- Consultants
- Administrators
- Others

Public
Document version 1.1 – 25/11/2014

THE BEST-RUN BUSINESSES RUN SAP

© Copyright 2011 SAP AG. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors.

Microsoft, Windows, Excel, Outlook, and PowerPoint are registered trademarks of Microsoft Corporation.

IBM, DB2, DB2 Universal Database, System i, System i5, System p, System p5, System x, System z, System z10, System z9, z10, z9, iSeries, pSeries, xSeries, zSeries, eServer, z/VM, z/OS, i5/OS, S/390, OS/390, OS/400, AS/400, S/390 Parallel Enterprise Server, PowerVM, Power Architecture, POWER6+, POWER6, POWER5+, POWER5, POWER, OpenPower, PowerPC, BatchPipes, BladeCenter, System Storage, GPFS, HACMP, RETAIN, DB2 Connect, RACF, Redbooks, OS/2, Parallel Sysplex, MVS/ESA, AIX, Intelligent Miner, WebSphere, Netfinity, Tivoli and Informix are trademarks or registered trademarks of IBM Corporation.

Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

Adobe, the Adobe logo, Acrobat, PostScript, and Reader are either trademarks or registered trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Oracle and Java are registered trademarks of Oracle.

UNIX, X/Open, OSF/1, and Motif are registered trademarks of the Open Group.

Citrix, ICA, Program Neighborhood, MetaFrame, WinFrame, VideoFrame, and MultiWin are trademarks or registered trademarks of Citrix Systems, Inc.

HTML, XML, XHTML and W3C are trademarks or registered trademarks of W3C®, World Wide Web Consortium, Massachusetts Institute of Technology.

SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP BusinessObjects Explorer, StreamWork, SAP HANA, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects Software Ltd. Business Objects is an SAP company.

Sybase and Adaptive Server, iAnywhere, Sybase 365, SQL Anywhere, and other Sybase products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Sybase, Inc. Sybase is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

Disclaimer

Some components of this product are based on Java™. Any code change in these components may cause unpredictable and severe malfunctions and is therefore expressively prohibited, as is any decompilation of these components.

Any Java™ Source Code delivered with this product is only to be used by SAP's Support Services and may not be modified or altered in any way.

Documentation in the SAP Service Marketplace
You can find this documentation at the following Internet address:

service.sap.com/instguides

Typographic Conventions

Type Style	Represents
Example Text	Words or characters that appear on the screen. These include field names, screen titles, pushbuttons as well as menu names, paths and options. Cross-references to other documentation
Example text	Emphasized words or phrases in body text, titles of graphics and tables
EXAMPLE TEXT	Names of elements in the system. These include report names, program names, transaction codes, table names, and individual key words of a programming language, when surrounded by body text, for example, SELECT and INCLUDE.
Example text	Screen output. This includes file and directory names and their paths, messages, names of variables and parameters, source code as well as names of installation, upgrade and database tools.
`Example text`	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
`<Example text>`	Variable user entry. Pointed brackets indicate that you replace these words and characters with appropriate entries.
`EXAMPLE TEXT`	Keys on the keyboard, for example, function keys (such as `F2`) or the ENTER key.

Icons

Icon	Meaning
	Caution
	Example
	Note
	Recommendation
	Syntax

Contents

Contents 4
SAP Master Guide for Public Services Industries 7
Getting Started 7
Related Information 7
Related Master Guides 8
SAP Solution Manager 8
Enhancement Packages 8
Enhancement Package Key Concept 8
Key Facts about Enhancement Packages 11
Enhancement Package Implementation 11
Service-Orientated Architecture (SOA) 14
Service Enablement 14
Installation of the Service-Oriented Architecture (SOA) 17
SAP for Defense & Security 20
Business Scenarios for Defense 20
Force Planning 20
Force Generation 20
Force Employment 20
Supporting the Force 20
Business Scenarios for Defense Logistics 21
Supply 21
Maintenance 21
Disposal 21
SAP for Defense MILSTRIP Purchase 22
Business Scenario for Foreign Military Sales (FMS) 22
SAP for Healthcare 23
Business Scenarios for Patient Management 23
Coding and Pricing Controlling 23
Invoicing and Payment Handling 25
Patient Administration and Services 26
Resource Planning and Scheduling 26
SAP for Higher Education & Research 27
Business Scenarios of Student Lifecycle Management 27
Recruitment and Admissions 28
Student Records Management 29
Academic Advising 30

Academic Structure and Class Scheduling 31
Student Services 32
Student Financials 33
Identity Management for Student Lifecycle Management 33
SAP for Public Sector 35
Business Scenario for Public Sector Accounting 36
Budget Execution 36
Business Scenarios for Social Services and Social Security 36
Social Case Management 37
Financial Management 38
Business Scenario for Grants Management 39
Grants Management for Grantor 39
Business Scenario for Government Programs 41
Constituent Services 41
Business Scenarios for Tax and Revenue Management 42
Taxpayer Identification and Returns Processing 43
Receivables and Payables Management 45
Collections Management 46
Case Management 47
Revenue Accounting 48
Financial Customer Care for Public Sector 49
Customs Management 50
Business Scenario for SAP NetWeaver Folders Management 50
Document Content Handling for Records and Cases in Windows Explorer 50
Business Scenario for SAP for Electronic Toll Collection 51
Management of Contracts in Call Center 51
Business Scenarios for Procurement for Public Sector 52
SAP for Public Security 53
Business Scenarios for Investigative Case Management 53
Identity Management and Resolution 53
Investigation Processing 53
Appendix 55
Tools and Resources for Planning Your System Landscape 55
Tools 55
SAP Solution Manager: Implementation Content 56

SAP Master Guide for Public Services Industries

This Solution Master Guide provides a central starting point for the technical implementation of business scenarios for the following industries:

- *SAP for Defense & Security*
- *SAP for Healthcare*
- *SAP for Higher Education & Research*
- *SAP for Public Sector*
- *SAP for Public Security*

This Master Guide is updated regularly. A list of changes is available in the later versions.

Getting Started

This Solution Master Guide provides information about the components and guides that are required during the implementation of the business scenarios.

It contains information about the scenario description for each scenario, the landscape and additional scenario deliverables such as the SAP Solution Manger content.

Related Information

The following table contains links to crucial information for implementing this solution.

List of Related Documentation

Content	Location
Information about technical and release planning issues for SAP components	**service.sap.com/pam**
Information about the latest version of installation and upgrade guides for SAP components	**service.sap.com/instguides**
Information about SAP Notes	**service.sap.com/notes**
Information about released platforms	**service.sap.com/platforms**
Information about sizing and calculation of hardware requirements (such as CPU, disk, and memory resource) with the Quick Sizer tool	**service.sap.com/sizing**
Information about network security – SAP Security Guide	**service.sap.com/securityguide**
Information about network integration	**service.sap.com/network**
Information about high availability	**service.sap.com/ha**

Content	Location
Information about creating error messages	**service.sap.com/message**
Performance Map	**service.sap.com/performancemap**
Documentation on SAP Help Portal	**help.sap.com/**

Related Master Guides

This Master Guide is based on Component Master Guides. The documents listed below contain detailed information about the relevant components:

List of Related Master Guides

Content	Location
SAP ERP	**service.sap.com/erp-inst** → *SAP ERP* → *SAP ERP 6.0*
SAP CRM	**service.sap.com/crm-inst** → *SAP CRM* → *SAP CRM 7.0*
SAP SRM	**service.sap.com/erp-inst** → *SAP SRM* → *SAP SRM 7.0*

SAP Solution Manager

SAP recommends using the SAP Solution Manager platform to efficiently support the implementation of your solution. Using SAP Solution Manager significantly accelerates the implementation process and helps you to achieve your business goals. At the same time, SAP can deliver support services based on the business scenarios designed and documented in SAP Solution Manager. Implementation content for your solution may further accelerate the implementation process. For information about availability of content specifically tailored to your solution, see SAP Service Marketplace under **service.sap.com/solutionmanager**.

Enhancement Packages

Enhancement Package Key Concept

We have adapted our major release strategy to better fit your adoption cycle. To ensure that you benefit from new developments and innovations while minimizing the impact on your core operational systems, SAP uses enhancement packages to speed up the delivery of new functions.

With SAP enhancement packages, you can install and activate new functions depending on your business needs without having to perform a system upgrade.

You can selectively implement the new functions and activate the software upon business demand. As a result, you can isolate the impact of software updates and make new functions available faster due to shortened test cycles.

Implementation

There are three different scenarios to implement an enhancement package:

- Installation of an enhancement package on an existing SAP system
- New installation of an SAP system including an enhancement package
- Upgrade of an SAP system including an enhancement package

The installation process of enhancement packages consists of two different steps:

- Technical installation of an enhancement package
- Activation of new functions using the switch framework technology

You have a choice on both levels – installation and activation. You do not need to install a full enhancement package. Instead, you can update the software components that are related to the functional enhancements you want to use.



Keep in mind that you cannot mix the installation of different enhancement package versions in your ABAP-based SAP system. You can have just one enhancement package version in the SAP system.

From a business point of view, functional enhancements are grouped into business functions (BFs). The technical installation of the business functions does not change the system behavior. The new functions are available in the system, but are not active. After the installation, no user interface or process change takes place. You must explicitly activate new functions so that they become visible in the system. As a result, changes are predictable and there are no side effects as only the activated areas change.

With the switch framework technology (transaction SFW5), it is possible to control the activation of new SAP objects in ABAP-based SAP systems. The activation process triggers a background job that automatically performs all changes in the SAP system.



You cannot reverse a business function once it is activated. Due to technical restrictions, only a limited number of business functions are reversible.

After you have activated a business function, you can see the changes and new developments in the SAP system, for example:

- Menu entries
- New screens
- New fields on the application user interfaces
- IMG activities required for the implementation
- New table entries in Customizing tables and system tables

You can create a transport request with the current settings of the switch framework. You can check functional changes and the impact of an activated business function in advance in the business function documentation.



Test the installation and activation on a sandbox system.

Maintenance

SAP enhancement packages have Support Packages of their own that are equivalent to the Support Package versions of the underlying SAP system. You must install the enhancement package in combination with the latest available Support Package stack. This approach reduces installation, modification adjustment, and testing effort. Using this strategy, you can install SAP enhancement packages as a normal maintenance activity together with Support Package stacks.

An enhancement package requires a specific Support Package stack level in the source release SAP system.



If the SAP system is on a lower Support Package stack level, all relevant Support Package stacks are **automatically included** into the download queue, as well as the latest available Support Packages for the enhancement package.

Tools

The enhancement package installation requires the following tools:

- SAP Solution Manager Maintenance Optimizer



Use of SAP Solution Manager is **mandatory**.

You require at least one of the following versions of SAP Solution Manager:

- SAP Solution Manager 7.0 EHP1, SPS23 or higher
- SAP Solution Manager 7.1, SPS01 or higher

SAP Solution Manager 7.0 EHP1, SPS23 supports all update and maintenance processes (for example, transaction SMSY or Maintenance Optimizer) There is no need to upgrade to SAP Solution Manager 7.1.

For more information, see SAP Service Marketplace at http://service.sap.com/solutionmanager.

Make sure that you have correctly defined and maintained your system landscape in SAP Solution Manager (transaction SMSY). To verify and correct your system landscape SAP highly recommends that you use Landscape Verification 1.0 for SAP Solution Manager 7.0, which is an add-on to your SAP Solution Manager 7.0 system. This add-on allows you to identify and correct issues in your SAP Solution Manager landscape (transaction SMSY) before they cause problems, for example during a system update. Examples for errors are a missing connection to the System Landscape Directory or the wrong assignment of products to technical systems. For each type of error, a generic description for the solution is provided.

For more information about the landscape verification add-on, see SCN at *http://www.scn.sap.com/welcome → Solutions → IT Management → Application Lifecycle Management → Content → Filter by tag* [='verification'] -> *Landscape Verification.*

Recommendation

Before installing the enhancement package, we recommend that you install the landsape verification add-on to check your landscape setup and your data (transaction SMSY) and to correct data should it be necessary.

- Installation or upgrade tools (depending on your scenario)

The SAP Solution Manager Maintenance Optimizer (accessible from the *Change Management* work center) supports the download of a consistent queue that includes all necessary Support Packages and enhancement packages. In addition, SAP Solution Manager calculates a valid import queue for the selected SAP system and generates the enhancement package stack configuration file that you require for the installation.

For the new installation of an SAP system including enhancement package as well as for the upgrade of an SAP system to a higher release including an enhancement package, you use the standard installation and upgrade tools (`SAPinst`, `SAPup` and `SAPJup`). To install an enhancement package on an existing SAP system, you use the SAP Enhancement Package Installer (`SAPehpi`). It allows enhancement packages to be installed with reduced downtime. `SAPehpi` uses the shadow system installation strategy, a well-known feature in the upgrade technology.

Key Facts about Enhancement Packages

The following list summarizes important facts about the enhancement package concept and recommended approaches:

- Install only selected parts of the enhancement package. The selection is driven by the functional need from a business point of view.
- You cannot mix the installation of different enhancement package versions in your ABAP-based SAP system. You can have just one enhancement package version in the SAP system.
- SAP enhancement packages are cumulative, meaning that each new enhancement package includes new innovations of its own as well as all innovations delivered with prior packages.
- We recommend installing the latest available enhancement package version.
- Install enhancement packages and Support Packages in one single step (this includes the preconditioned Support Packages).
- SAP enhancement packages have Support Packages of their own that are equivalent to the Support Package versions of the underlying SAP system.
- SAP enhancement packages have the same maintenance period as the underlying core application.
- The installation of an enhancement package is irreversible.
- As long as you do not activate a business function, the installation of an enhancement package has no impact on existing business processes or user interfaces.

  You can only activate business functions in ABAP-based systems, not in Java-based SAP systems.
- The activation of most business functions and extension sets is irreversible. Only a small number of business functions are reversible.

  Test the installation process and activation of new functions in advance on a sandbox system. Ensure that you evaluate the runtime and the SAP system behavior, its dependencies and impacts. Make sure that your SAP system is free of errors before going live.

Enhancement Package Implementation

In the following, you will find an overview of the steps involved in the three different enhancement package implementation scenarios.

Process

Enhancement Package Installation in an Existing SAP System

Process

1. You find out, which of the new functions are interesting for your business.
2. You analyze the landscape dependencies.
3. You identify the relevant installable parts of the enhancement package.
4. You make sure that you have set up your SAP Solution Manager system for the download of packages, and that you have configured the Maintenance Optimizer.
5. You download the installation queue.
6. You perform the installation.
7. You analyze the impact of the business function activation with the dependency analyzer and the impact analyzer (transaction SWF5).
8. You activate the business functions.
9. You perform additional Customizing, if necessary.
10. You test the new functions.

Tools

- SAP Solution Manager Maintenance Optimizer (mandatory)
- SAP Enhancement Package Installer (`SAPehpi`)
- Switch framework with Dependency Analyzer and Impact Analyzer in SAP Solution Manager (transaction SWF5)

New Installation of an SAP System with Enhancement Packages

Process

1. You install the SAP system.

   The installation of SAP ERP 6.0 including enhancement package 5 comprises the technical usage Central Applications. The installation of the technical usage Central Applications implies that the system is ready for use without installing any further technical usages. Of course, you can optionally install additional technical usages.

2. If you want to install further technical usages:
   1. You identify the relevant installable parts of the enhancement package.
   2. You make sure that you have set up your SAP Solution Manager system for the download of packages, and that you have configured the Maintenance Optimizer.
   3. You download the installation queue.
   4. You perform the installation.
   5. You activate the business functions using the switch framework (transaction SWF5).
3. You perform the Customizing for the SAP system.
4. You test the SAP system.

Tools

- Standard Installation tool `SAPinst`
- `SAPehpi` or SAINT to install additional technical usages

  In this scenario, you can use transaction SAINT for installing additional technical usages, because software component SAP_APPL 6.05 is already present in your system (part of technical usage Central Applications). This is a prerequisite for using SAINT.

- Switch framework with Dependency Analyzer and Impact Analyzer in SAP Solution Manager (transaction SWF5)

Upgrade to an SAP System Including an Enhancement Package Installation

Customers who are upgrading from a lower release to an SAP system for which enhancement packages are available can include parts of enhancement packages into the upgrade process.



The use of SAP Solution Manager Maintenance Optimizer is mandatory if you want to include enhancement packages in your release upgrade.

Process

1. You plan the upgrade to the new release. Decide which parts of the enhancement package you want to include into the upgrade procedure before you start with the upgrade.
2. You identify the relevant installable parts of the enhancement package.

3. You make sure that you have set up your SAP Solution Manager system for the download of packages, and that you have configured the Maintenance Optimizer.
4. You download the required parts of enhancement packages and Support Packages as well as the enhancement package stack configuration file.
5. You perform the upgrade including parts of the enhancement package.
   The upgrade program asks if you want to include parts of an enhancement package into the upgrade process.
6. You activate the business functions using the switch framework (transaction SWF5).
7. You perform the delta Customizing for the SAP system.
8. You test the SAP system.

Tools

- Standard upgrade tools (`SAPup` and `SAPJup`)
- SAP Solution Manager Maintenance Optimizer

Service-Orientated Architecture (SOA)

SAP´s delivery on SOA (service-oriented architecture) differs from the pure architectural concept of SOA in the delivery of ready-to use enterprise services. Enterprise services are SAP-defined Web services which provide end-to-end business processes or individual business process steps that can be used to compose business scenarios while ensuring business integrity and ease of reuse. SAP designs and implements enterprise service interfaces to ensure semantic harmonization and business relevance. This section deals with the service-enablement of SAP Business Suite 7.

Service Enablement

The service enablement of SAP Business Suite consists of one or more of the following SAP components:

- **SAP Business Suite 7**

  Enterprise services are an integral part of the software components of the SAP Business Suite applications. Enterprise services are the technical interfaces to the functionality available in the business application.

- **SAP NetWeaver PI 7.0 or higher**

  SAP NetWeaver Process Integration (SAP NetWeaver PI) is an open integration and application platform that provides tools enabling you to set up a service-oriented architecture for business applications. You can use the platform for providing, discovering, and consuming services, integrating applications using the integration server, and managing business processes. Process integration is required in a runtime environment to consume enterprise services in a mediated scenario.

  We recommend that you use the highest version of SAP NetWeaver Process Integration (PI), currently this is *SAP NetWeaver PI 7.3*. For more information, see SAP Note 1515223 and SAP Note 1388258.



Starting with SAP NetWeaver Process Integration (PI) 7.3, SAP provides a new installation option Advanced Adapter Engine Extended (AEX). Since AEX is based on AS Java alone, it is easier to install and maintain as well as it needs less memory and data storage. Therefore, AEX is a cost-saving option compared to a full installation of SAP NetWeaver PI. For more information about the AEX, see the SAP Library at: http://help.sap.com/nw73 ->*SAP NetWeaver 7.3 Library English -> SAP NetWeaver Process Integration -> Concepts Installation and Connectivity Options -> Advanced Adapter Engine Extended* and SAP Note1573180.



Asynchronous services that are enabled for Asynchronous services that are enabled for Web Services Reliable Messaging (WS-RM) can be called in a point-to-point communication scenario. Otherwise asynchronous services can only be consumed in a mediated scenario.

- **Enterprise Services Repository**

  The Enterprise Services Repository (ES Repository) is the central repository that contains the definition of all enterprise services and models. ES Repository is shipped with SAP NetWeaver PI 7.1 and with SAP NetWeaver CE 7.1. The Enterprise Services Repository is a design time environment that enables you to create and enhance enterprise service definitions and to view enterprise service models.

  In a SAP NetWeaver 7.0 landscape you will require the Integration Repository to create and enhance enterprise service definitions in a design time environment.

- **Services Registry**

  The Services Registry is shipped with SAP NetWeaver PI and SAP NetWeaver CE starting with SAP NetWeaver PI 7.1 and SAP NetWeaver CE 7.1. The Service Registry is required for the publication of enterprise service end-points (Web services) that have been configured and activated in the SAP Business Suite.

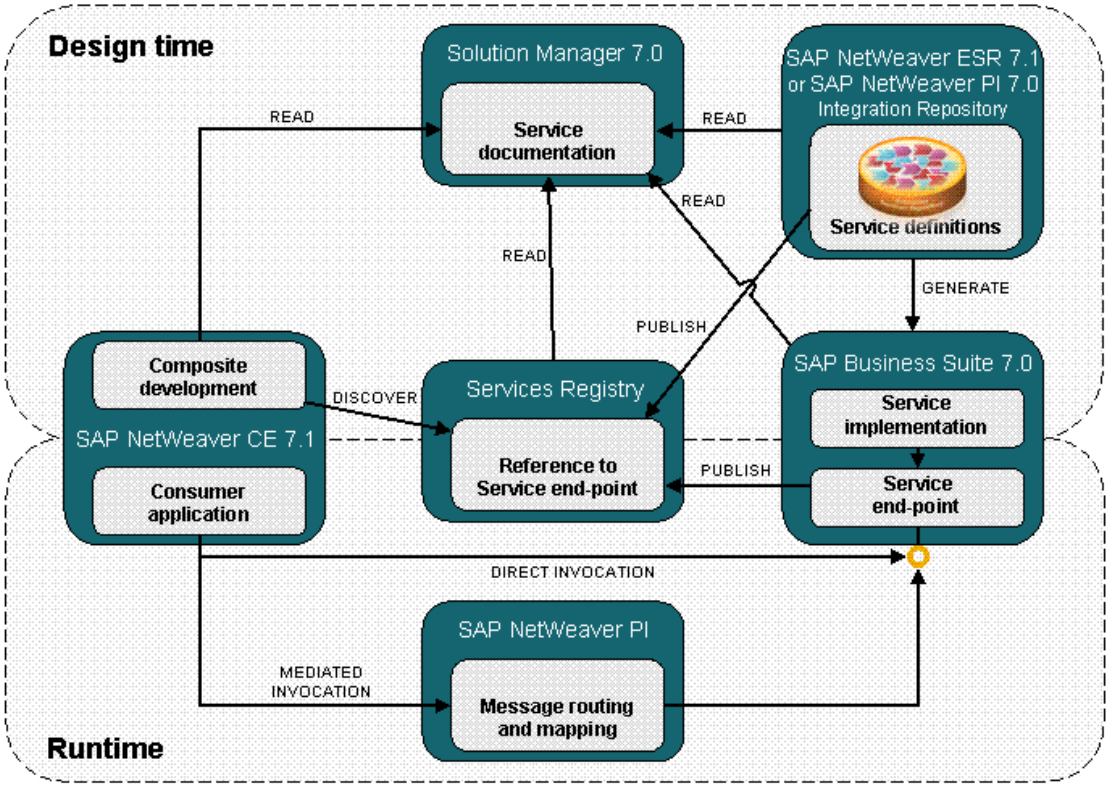
- **SAP NetWeaver CE 7.1 or higher**

  The SAP NetWeaver Composition Environment (SAP NetWeaver CE) provides a robust environment for the design and implementation of composite applications.

  The design time environment of SAP NetWeaver CE can be used for the model-driven design and development of composite applications based on enterprise services. SAP NetWeaver CE offers the tools and the environment necessary for running composite applications fast and efficiently in a runtime environment.

- **SAP Solution Manager 7.0 EHP 1**

  The Solution Composer, shipped with SAP Solution Manager 7.0 EHP1 SP23, is required to host the enterprise service online documentation.



Overview: SAP's Applications for SOA Enablement

The following table describes the SAP applications required or recommended for different runtime and design time use cases:

	SAP Applications					
	SAP Business Suite	SAP NetWeaver PI 7.0 (Integration Repository)	SAP NetWeaver PI 7.1 (ES Repository)	SAP NetWeaver CE 7.1 (ES Repository)	SAP Solution Manager 7.0 (Solution Composer)	SAP NetWeaver 7.1 Services Registry
Runtime Usage:						
Enterprise Service Provisioning	Required					Optional
Process integration and mediated communication		One option required				
Design Time Usage:						

Create and enhance enterprise service definitions	Required	One option required			Recommended	
View enterprise service models			One Option Required		Recommended	
Design and develop composite applications				Required	Recommended	Recommended
Enterprise service online documentation					Required	
Publications of enterprise service end-points					Optional	Required

Installation of the Service-Oriented Architecture (SOA)

The installation of service interfaces, and therefore the service enablement of SAP Business Suite, consists of one or more of the following phases:

- **Identification of software components and required business functions**

  You use the technical data section of the enterprise service documentation to identify the following data for each enterprise service:

  - The software component version with which the service was shipped
  - The business function(s) required to be activated

- **Identification of technical usages** (relevant for SAP ERP only)

  SAP Note 1324838 provides a mapping of business functions and software component versions to technical usages. You use this documentation to identify the required technical usages for your list of software component versions and business functions.

- **Installation of the software component ECC-SE** (relevant for SAP ERP only)

  The software component ECC-SE contains service implementations for ECC (the ERP Central Component). This component must be explicitly installed if you intend to use enterprise services for ECC functionality. In this case you must also select the technical usage “ESA ECC-SE” during the enhancement package installation.

- **Selection and installation together with the other parts of the enhancement package**

  In the enhancement package installation process you must select all the technical usages you have identified for service enablement together with the technical usages you identified for enhanced features in SAP Business Suite. The selected technical usages will install the corresponding software components that contain the enterprise services interfaces and implementations.

- **Enterprise service definitions for SAP NetWeaver PI 7.0x or ES Repository (SAP NetWeaver 7.1 or higher)** (optional)

  To install the content required for the enterprise service definitions you must select the technical usage “XI Content” in the enhancement package installation process. This downloads the content files for both SAP NetWeaver 7.0 and 7.1 versions. Unpack the ZIP file and copy the tpz files corresponding to your SAP NetWeaver version into the import directory of your Integration Repository (for SAP NetWeaver PI 7.0x) or Enterprise Services Repository (for SAP NetWeaver ES Repository 7.1 or higher). Use the import function to import the content files into the corresponding repository (Integration Repository or Enterprise Services Repository). (Choose *Tools → Import Design Objects*)

- **Enterprise service models for ES Repository (SAP NetWeaver 7.1 or higher)** (optional)

  To install the content required for the enterprise service models you must select the technical usage “ESR Content” in the enhancement package installation process. This downloads the content files for SAP NetWeaver ES Repository 7.1 or higher. Unpack the ZIP file and copy the tpz files into the import directory of your Enterprise Services Repository. Use the import function to import the content files into the Enterprise Services Repository. (Choose *Tools → Import design objects*)

  The enterprise service models are not available for the Integration Repository (SAP NetWeaver PI 7.0x)

- **Enterprise service online documentation for Solution Composer** (optional)

  To install the content required for the enterprise service online documentation you must download the content file for the corresponding Business Suite application product version from the Service Marketplace. Then you must import the content file into your Solution Composer. Refer to SAP Note 1224284 for further information.

- **Services Registry** (optional)

  The services registry is shipped with SAP NetWeaver PI 7.1 and CE 7.1. You must install the services registry and then publish the enterprise services from the Business Suite application to the registry using the transaction SOAMANAGER in the backend.

  For further information regarding the installation of SAP NetWeaver PI, CE and ES Repository, refer to the corresponding SAP NetWeaver Installation and Master Guides.

Related Documentation

For more information about the service-oriented architecture (SOA), see the following information sources:

- SCN Community in the SAP Network at **http://scn.sap.com/community/soa**
- The SAP Enterprise Service Workplace at **http://ESWorkplace.sap.com**
- The Enterprise Services Wiki in the SAP Network at **https://wiki.sdn.sap.com/wiki/x/LQ0** (registration required)
- SAP Note 1224284: Enterprise Services, Installing and Accessing the SOA Documentation
- SAP Note 1359215: Technical prerequisites for using enterprise services
- SAP note 838402: Problems with non-Unicode system landscapes

SAP for Defense & Security

SAP for Defense & Security is an industry-specific portfolio that combines solutions from the SAP Business Suite with tailored functionality to meet the unique demands of military, security and non government organizations who face an increasing and asymmetric threat, tighter cost controls and the demand for operations that are deployed with increased intensity. With installations worldwide supporting military forces and security agencies, the SAP for Defense & Security portfolio provides foxhole-to-factory solutions for all service support processes that enhance transformation and strategic decision making and improve the total resource visibility and profitability. Based on the open architecture of the SAP NetWeaver integration and application platform, the SAP for Defense & Security portfolio helps organizations to effectively save money, time and lives.

For more information about SAP for Defense & Security, see **`http://www.sap.com/solutions/industry/defense-security`**.

Business Scenarios for Defense

Force Planning

- Scenario *Development of Force Plan*

Force Generation

- Scenario *Master Data Creation*
- Scenario *Basic Organization*
- Scenario *Personnel Management*
- Scenario *Equipment Management*
- Scenario *Organizational Development*

Force Employment

- Scenario *Deployment*
- Scenario *Management of System Landscape*
- Scenario *Organizational Flexibility*
- Scenario *Mobile Personnel and Organizational Management*

Supporting the Force

- Scenario *Controlling and Analysis*
- Scenario *Vehicle Fleet Management*

Business Scenarios for Defense Logistics

Supply

- Scenario *Replenishment*
- Scenario *IUID-enabled Inbound/Outbound Processing*
- Scenario *Procurement*
- Scenario *Mobile Materials Management*

Maintenance

- Scenario *Unit Maintenance*
- Scenario *Mobile Maintenance*

Disposal

- Scenario *Long Term Storage*

Overview

For more information about the detailed description of each scenario, see the current solution maps on SAP Service Marketplace at **`service.sap.com/businessmaps`** → *Industry-Specific Maps* → *Defense & Security*.

Technical System Landscape

For more information about the technical system landscape of each scenario, see SAP Service Marketplace at **`service.sap.com/scl`** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Defense & Security.*

Further Information

For more information, see the following documents in SAP Service Marketplace at **`service.sap.com`**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.

Further Scenario Documentation	
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7*

SAP for Defense MILSTRIP Purchase

SAP for Defense MILSTRIP Purchase allows countries outside the United States to purchase material and services from the U.S. government using Foreign Military Sales (FMS) processes. MILSTRIP stands for Military Standard Requisitioning & Issue Procedures. The FMS process uses MILSTRIP-coded messages to pass requirements to the United States and to update purchasing and financial data in response to status messages received from the United States.

Business Scenario for Foreign Military Sales (FMS)

Overview

The business scenario *Foreign Military Sales (FMS)* is a scenario variant of the business scenario *Procurement*. FMS uses standard objects and new programs that create MILSTRIP outbound messages to the United States and receive and process inbound MILSTRIP messages from the United States. The customer can configure their own business rules for the FMS handling. The product uses an enhanced SAP contract and an enhanced SAP Purchase Order, to meet the unique requirements that support the FMS process.

The release of SAP for *Defense MILSTRIP Purchase* version 1.0 takes place in a modification free Add-on based on SAP ECC 6.0, delivered on 12th June 2008.

Technical System Landscape

The following software components are either mandatory or optional, as indicated below, for the technical implementation of FMS.

The following table shows the components that are needed for the scenario.

Component	Mandatory	Optional
SAP ECC 6.0	X	
SAP DMP 1.0	X	
NWBC 7.10	X	

Prerequisite is an SAP ECC 6.0 system with a Support package of SP12 or higher. For SAP_ABA and SAP_BASIS the NW SP14 or higher is required.

Further Information

For more information about the installation of *SAP for Defense MILSTRIP Purchase*, see SAP Note 1139796.

SAP for Healthcare

SAP for Healthcare is an industry solution that combines SAP Business Suite applications with tailored functionality to meet the unique demands of organizations who deliver and manage healthcare services, whilst facing increasing competition, government regulations, cost controls and demands for higher-quality patient care. Serving more than 1000 hospitals in over 40 countries worldwide, SAP for Healthcare provides end-to-end solutions for all administrative and clinical processes to enhance patient services, improve strategic decision-making, improve profitability and increase collaboration with other organizations. Based on the open architecture of the SAP NetWeaver platform, SAP for Healthcare helps organizations effectively manage people, information and equipment.

For more information about SAP for Healthcare, see **`http://www.sap.com/healthcare`**.

Business Scenarios for Patient Management

- Scenario *Coding and Pricing Controlling*
- Scenario *Invoicing and Payment Handling*
- Scenario *Patient Administration and Services*
- Scenario *Resource Planning and Scheduling*

Coding and Pricing Controlling

Overview

In addition to accurately recording all activities and services rendered to patients, the coding of basic medical data is also used as the basis for costing concepts and accurate invoicing. Various invoicing and pricing concepts in healthcare (such as DRGs - Diagnosis Related Groups) rely on patient-related basic medical data. This medical data typically needs to be coded (for example, using ICD catalogs - International Classification of Diagnoses) and requires the medical data to be coded correctly, since this is used to create accurate invoices.

Many healthcare systems demand support for different billing methods and concepts, contract schemes, and flexible pricing that can for example be based on a framework of insurance plans and contracts. This type of information needs to be taken into account to create invoices in-line with payers' terms and conditions for reimbursement.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **`service.sap.com/scl`** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for SAP for Healthcare*.

Further Information

For more information about *Coding and Pricing Controlling*, see the following documents in SAP Service Marketplace at **service.sap.com**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7*

Invoicing and Payment Handling

Overview

Claims or invoices are often issued to both patients and other payers, such as the patient's healthcare insurance companies. The claims require tracking to their completion, in other words to receipt of payments. Monitoring of expected payments from patients or insurance companies also ensures that any dunning activities required are initiated and the dunning process is monitored.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **service.sap.com/scl** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for SAP for Healthcare*.

Further Information

For more information about *Invoicing and Payment Handling*, see the following documents in SAP Service Marketplace at **service.sap.com**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see

Further Scenario Documentation	
	service.sap.com/solutionmanager.
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7*

Patient Administration and Services

Overview

Patient administration processes mainly deal with the registration and maintenance of patient demographic and visit information. This information is required so that patients can be identified uniquely and for coordination issues within the care process. Coordination refers to both processes within the healthcare provider organization and processes and communication with other healthcare providers (collaborative concepts) or with the patients themselves (patient information concepts).

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **service.sap.com/scl** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for SAP for Healthcare*.

Further Information

For more information about *Patient Administration and Services*, see the following documents in the SAP Service Marketplace at **service.sap.com**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7*

Resource Planning and Scheduling

Overview

The optimized utilization of the outpatient clinic and inpatient areas can be attained by coordinating patient appointments, handling waiting lists and allocating beds.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **service.sap.com/scl** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Healthcare*.

Further Information

For more information about *Resource Planning and Scheduling*, see the following documents in the SAP Service Marketplace at **service.sap.com**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7*

SAP for Higher Education & Research

SAP for Higher Education & Research (SAP for HE&R) is an industry-specific portfolio that combines solutions from SAP Business Suite, SAP for Public Sector and tailored functionality to meet the unique demands of universities and research institutions. This includes SAP Student Lifecycle Management, which manages the student lifecycle and student services, and integrates SAP support for administrative operations with support for education. With over 650 customers worldwide, the SAP for HE&R portfolio provides an integrated solution that is designed to facilitate research, teaching and study and to manage the core processes of campus administration, including grants management, student information management, funds management, personnel management and financial and managerial accounting.

Based on the open architecture of the SAP NetWeaver integration and application platform, SAP for HE&R integrates progressive business management procedures, including activity-based costing and project monitoring, that complement the conventional functions used to manage university and education-related budgets.

For more information about SAP for Higher Education & Research, see **http://www.sap.com/solutions/industry/highered.**

Business Scenarios of Student Lifecycle Management

- Scenario *Recruitment and Admissions*
- Scenario *Student Records Management*

- Scenario *Academic Advising*
- Scenario *Academic Structure and Class Scheduling*
- Scenario *Student Services*
- Scenario *Student Financials*

Recruitment and Admissions

Overview

You can use this business scenario to manage the overall process of recruiting and admitting new students to your institution. The data of prospective students is managed in SAP Customer Relationship Management (SAP CRM), where recruitment campaigns can also be designed and executed.

As students submit their applications and enter the process to be admitted to an academic program, their information is automatically transferred to SAP Student Lifecycle Management, where the admissions process is managed.

Admissions processes can be managed through a combination of automated decision processing and manual overrides. Also integrated into the admissions process, is the concept of ‘admissions audits’, which automatically check for both completeness of admissions application materials and academic requirements for student admissibility.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **`service.sap.com/scl`** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Higher Education & Research.*

Further Information

For more information about *Recruitment and Admissions*, see the following documents in the SAP Service Marketplace at **`service.sap.com`**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.

Note

For more information, see SAP Library at **`help.sap.com`** → *SAP Business Suite* → *SAP Enterprise Resource Planning* → SAP Enhancement Package 7 for SAP ERP 6.0 → Application Help → Business Functions (SAP Enhancement Package 7 for SAP ERP 6.0) → *Business Function in SAP ERP* → *Industry Business Function Sets* → *SAP for Higher Education & Research: Student Lifecycle Management.*

Student Records Management

Overview

You can use this business scenario to manage the overall academic lifecycle of a student; from the admissions process through to graduation. Key elements of the student lifecycle include:

- Management of student bio-demographic data
- Admissions
- Transfer credit articulation from external institutions
- External Internship Management
- Enrollment (to academic programs) and Registration (to classes)
- Examinations, Grading, and Attendance Tracking
- Progress evaluation
- Degree and Stage Auditing
- Graduation and Conferment of Degrees/Qualifications
- Transcripts and Correspondence

All major elements of a student's academic career can be accessed and managed from a central *Student File* in SAP Student Lifecycle Management. In addition, the *Academic Post-Processing Framework* can enable the results of an academic process to automatically trigger follow-up activities in the system, such as send a user notification.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **`service.sap.com/scl`** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Higher Education & Research*

Further Information

For more information about *Student Records Management*, see the following documents in SAP Service Marketplace at **`service.sap.com`**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.
Scenario Security Guide	**`service.sap.com/securityguide`** → *SAP ERP Security Guide, EHP7*

Academic Advising

Overview

You can use this scenario to deploy the elements needed to provide academic advising services to students. Academic advising involves the following key elements:

- Assignment of students to advisors (multiple advisor assignment is possible)
- Providing a role in the Enterprise Portal, which allows an advisor to easily view the academic information about their students (from the *Student Info Center*)
- Allowing advisors to easily manage academic holds
- Simulating transfer articulation and degree audits for students
- Assembling plans for students to take certain coursework to fulfill degree objectives (with automatic visibility within a student's *Course Registration* self-service application)

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **`service.sap.com/scl`** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Higher Education & Research.*

Further Information

For more information about *Academic Advising*, see the following documents in the SAP Service Marketplace at **`service.sap.com`**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.

Note

For more information, see SAP Library at **`help.sap.com`** → *SAP ERP Central Component* → *Business Function Sets and Business Functions* → *Industry Business Function Sets* → *SAP for Higher Education & Research: Student Lifecycle Management.*

Academic Structure and Class Scheduling

Overview

The academic structure comprises the student's academic programs, specializations (for example, majors, minors and concentrations), degree requirements, courses, and other academic work. It also defines the academic calendars and builds the class schedule for each term. Class scheduling allows the user to search for appropriate rooms and incorporates validation or reporting of the teaching workload.

Academic rules can be assigned to various parts of the academic structure. For example, a course may have specific prerequisite rules.

Courses, sections, and course registrations that are managed in Student Lifecycle Management can also be integrated with third-party Learning Management Systems using delivered Enterprise Services.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **`service.sap.com/scl`** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Higher Education & Research.*

Further Information

For more information about *Academic Structure and Class Scheduling*, see the following documents in the SAP Service Marketplace at **`service.sap.com`**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.
Scenario Security Guide	**`service.sap.com/securityguide`** → *SAP ERP Security Guide, EHP7*

Student Services

Overview

Students can obtain information about their studies, their academic standing, grades, and other academic progress. They can also initiate academic processes through delivered web-based self-service applications that are included in Student Lifecycle Management. These self-service applications are available as part of an Enterprise Portal role, but can also be presented through other portals. The self-service applications are available throughout the student lifecycle. They include the following:

- Master Data Management (Change of Address)
- Recruitment (Transfer Equivalency Simulation)
- Admissions (Application Missing Materials)
- Registration (Course Registration and Special Booking Permission Request)
- Enrollment (Change of Program or Specialization)
- Degree Audit (Audit Simulation)
- Grading (Grade Appeal)
- Graduation (Graduation Application)
- Transcripts (Transcript Request)

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **`service.sap.com/scl`** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Higher Education & Research.*

Further Information

For more information about *Student Services*, see the following documents in the SAP Service Marketplace at **`service.sap.com`**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.

Student Financials

Overview

With SAP Higher Education and Research solutions, you can manage student financials. The tuition calculation rules are flexible; this allows you to combine all the attributes of the students, their academic programs and courses, to determine the correct fees payable by a student. Tuition fees, along with other fees (for example, admissions fees, parking charges, security deposits) are posted to each student's account using the SAP Financial Accounting - Contract Accounting component. This includes a 'cash desk' feature (for managing payments made at cashier's offices) and an online bill payment application, which students can use to pay their bills using a credit card or bank transfer.

Interfaces to third-party Financial Aid systems are also provided, including the ability to update those systems whenever an academic process might affect a student's aid eligibility.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **`service.sap.com/scl`** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Higher Education & Research.*

Further Information

For more information about *Student Accounting*, see the following documents in the SAP Service Marketplace at **`service.sap.com`**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.

Identity Management for Student Lifecycle Management

Users fulfill a range of needs across a number of systems:

- Students require a user to view personal and academic data and also to access various self services provided by the academic institution.
- Administrators need to be able to create student users, and assign various roles to them according to their needs and status in the institution. There can also be situations where the users need to locked or unlocked.

The integration of student user management with SAP Netweaver Identity Management helps to manage all these tasks in a central identity management system.

Integration

The following processes will use Identity Management if the integration to identity management is activated:

- Creating a student user from student file
- Deleting or locking a student user through report RHIQ_STUDENT_DELETE or via transaction PIQSTUDEL
- Changing student attributes through processes such as admission or registration

Prerequisites

- SAP Netweaver Identity Management is installed.
- Integration of Identity Management is activated.
- The SLcM system is connected with the Identity Management system by running an initial load report from Identity center.

Features

The following features are available to manage student users:

- Creation of student identities in Identity center. When a student user is requested from SLcM, an identity will be created in the identity management system with the following attributes:
  - Student First Name
  - Student Last Name
  - Student Object ID
  - Student Business Partner GUID
  - Student Group
  - Student Campus
  - Student Organizational Unit
  - Student Privacy Level
  - Student Statuses
  - Student Holds
  - Student Graduation Status
  - Program Types

  The identities are created with a unique ID which is set in the SLcM system. Refer to the customizing setting for creating the student user IDs. You can set a default password for new identities in Identity Management.

- Manage Student Identities in Identity management system

  It is also possible, though not recommended, to change student identity data manually in the identity center

- Automatic update of identity attributes in identity management systems from SLcM system.

For example, when an admission is done, student status changes. This system updates the identity management system.

- Provisioning of student users in SLcM system or any portal system connected to Identity management system.

  Provisioning is triggered from Identity Management system for an identity when a suitable role is assigned for that identity. The role assignment can be automatically done using the student identity attributes mentioned above.

- Locking and deletion of student users using report RHIQ_STUDENT_DELETE or via transaction PIQSTUDEL

  The report enable to lock or delete a student identities in identity management. When the student identities are locked, corresponding student users are also locked in SLcM. When the identities are deleted, the corresponding student users are also deleted in SLcM.

Example

You can change the master data details for a student through the master data maintenance screen.

1. View student master data using transaction PIQSTM
2. Choose the Personal Data tab. Change the first name and last name of the student
3. Choose the Individual Study Data tab. Change the entries for student group and campus.

The system updates the student identity in IDM to reflect the changed data.

When a student applies for admission for a program of study, student statuses are changed:

- If an admission application is created, student status is ‘applicant’
- If an admission application is approved, student status changes to ‘admitted applicant’.
- If a registration is done, the student status changes to ‘student’
- If a student has not paid fees, it is possible to put holds to the students.

All of the above changes to the student identity are reflected in IDM.

SAP for Public Sector

The solutions within SAP for Public Sector help governments to maximize their public value. Running on SAP’s business process platform, these solutions optimize public administration processes and improve service responsiveness to help governments achieve shared outcomes across various lines of business. With SAP’s experience and market leadership in public sector shared services deployments, coupled with the public ROI assessment methodology from SAP, governments can achieve and measure the financial, social and political dimensions of their public value. SAP is the leading provider of enterprise business solutions to the public sector, with over 1500 customers in 70 countries.

For more information about SAP for Public Sector, see **http://www.sap.com/industries/publicsector**.

Business Scenario for Public Sector Accounting

Budget Execution

Overview

Once an organization has an approved budget, they can execute their operations but they must take account of the rules for managing their funds. Business processes flow from commitment stages reflected by funds reservations, funds precommitments, commitments and fund blockings to invoice processing and payment. Individual organizational requirements determine the steps to be implemented and recorded. The legal rules you are subject to determine whether accrual-based, cash-based or modified accrual-based accounting methods or a mix of these methods are available here.

For more information about this scenario, see the current solution maps on SAP Service Marketplace at **service.sap.com/businessmaps** → *Industry-Specific Maps* → *Public Sector*.

Technical System Landscape

For more information about the technical system landscape, see SAP Service Marketplace at **service.sap.com/scl** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Sector.*

Further Information

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7*

Business Scenarios for Social Services and Social Security

Social Services are prevention, intervention and treatment services provided to individuals and families who need assistance in maintaining or achieving their full potential for self-sufficiency and healthy independent living. These services promote and protect the physical, mental, spiritual, social and economic well-being of individuals and families.
Social Security is a system that acts as a safety net for all citizens in a country. It is a program that uses public funds to provide a degree of economic security for the public. It is

paid by every employee and therefore supports everyone who meets certain entitlement criteria.

The following business scenarios are provided for Social Services and Social Security:

- Scenario *Social Case Management*
- Scenario *Financial Management*

Social Case Management

Overview

You can use the business scenario *Social Case Management* to execute the government agency processes used to apply for and approve social benefits for constituents. The aim of this scenario is to enable caseworkers to effectively process cases using standardized and, if necessary, automated work processes.

Social Case Management can be used for all of the benefits that you, as a benefits provider or payer, wish to accommodate. Social Case Management involves the structured execution of a sequence of processes and functions during case processing through to the case conclusion. You can flexibly adapt various processes and functions to suit the benefit for which you are applying. There is a corresponding degree of flexibility in the design tools.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **`service.sap.com/scl`** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Sector*.

Further Information

For more information about *Social Case Management* see*:*

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.
Scenario Security Guide	**`service.sap.com/securityguide`** → *SAP Customer Relationship Management* (*CRM) Security Guides*
Sizing Guideline	**`service.sap.com/sizing`** → *Hardware Sizing* → *Sizing Guidelines* → *Solutions & Platforms* → *Sizing SAP Social Services for Public Sector*
SAP Note 1074976	Configure Case Management UI Dependent on Category
SAP Note 1552061	Extension for Social Service Plans / Deduction Plans

Financial Management

Overview

You can use the business scenario *Financial Management* (also called *Social Financial Management*) to plan and execute financial transactions between the social service agency and external parties like constituents, social service providers and other government and non government agencies. The main focus of the scenario involves the enabling of accurate billing of due social benefit payments to eligible constituents, the balancing of structured client accounts and the legal compliant update to general cost accounting.

Special financial management challenges in the Social Services area include the mass processing of small payment amounts, legally binding deduction rules, retrospective overpayment management, budget controlling aspects and the handling of debts and contributions. With the Financial Management scenario, you can implement standardized processes to properly address those key areas.

The Financial Management scenario is positioned as an automated back-office solution to execute financial decisions provided by the social decision-making processes. The solution uses key functions of the Public Sector Collection and Disbursement (PSCD) component in SAP ERP.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **`service.sap.com/scl`** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Sector*.

Further Information

For more information about *Financial Management* see*:*

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.
Scenario Security Guide	**`service.sap.com/securityguide`** → *SAP Customer Relationship Management* (*CRM) Security Guides*
Sizing Guideline	**`service.sap.com/sizing`** → *Hardware Sizing* → *Sizing Guidelines* → *Solutions & Platforms* → *Sizing SAP Social Services for Public Sector*

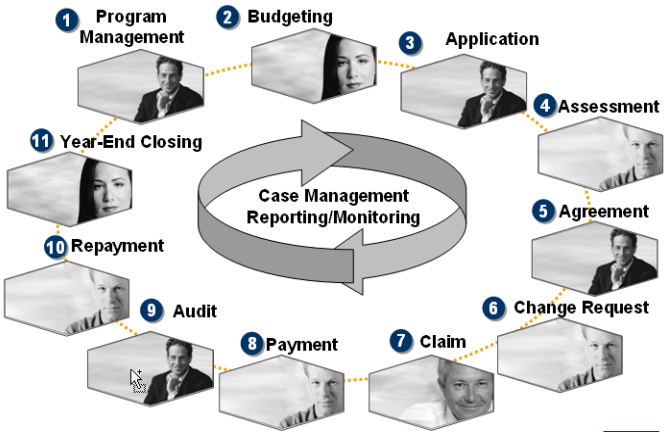
Business Scenario for Grants Management

Grants Management for Grantor

Overview

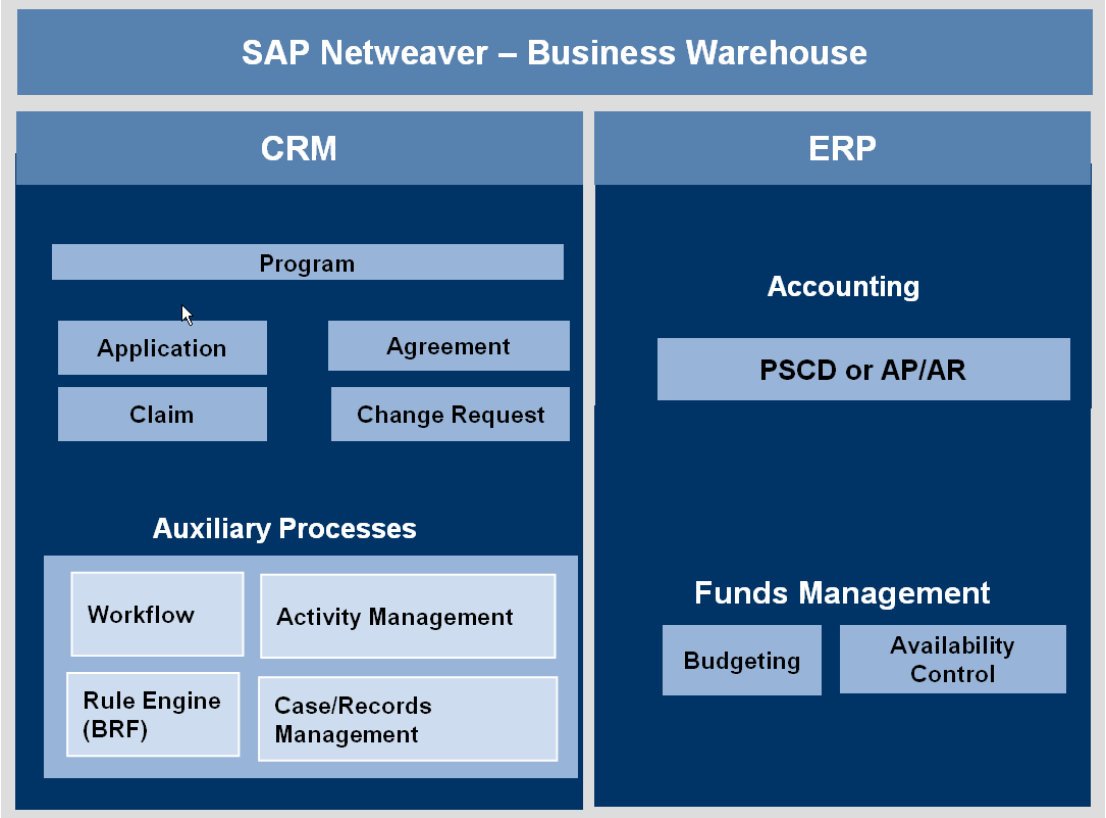
The SAP Grants Management for Grantor solution (SAP Grantor solution) is intended to meet the requirements of all levels of public sector organizations that fund grant programs. Developed within an SAP NetWeaver framework, business processes include program definition, application, assessment, agreement, claims, grant payment and monitoring and analysis.

The SAP Grantor solution includes web-enabled grant application, claim and change request processing, workflow in addition to case management, and citizen correspondence functionality. It also delivers robust reporting capability and content through the SAP Business Intelligence solution.



Technical System Landscape

The following figure provides an overview of a possible system landscape for *Grants Management for Grantor.*



For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **service.sap.com/scl** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Sector*.

Further Information

For more information about *Grants Management for Grantor*, see the following documents in SAP Service Marketplace at **service.sap.com**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7* and *SAP Customer Relationship Management (CRM) Security Guides*

Business Scenario for Government Programs

Constituent Services

Overview

The functions in this business scenario facilitate the transparent and effective data exchange between constituents and government agencies involved in request processing, based on a variety of communication channels such as the Internet, e-mail, telephone, and so on.

The main building blocks are:

- Government Citizen Interaction Center:
  - Easy to operate and administer.
  - Provides powerful administration tools for managing your interaction center.
- Online Services
  - Easy to use secure point of access for citizens.
  - Integrate web-based information and transactions with interaction center.
- Requests and Applications
  - Streamline application processing activities.
  - Rule-based decision process.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **`service.sap.com/scl`** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Sector.*

Further Information

For more information about *Constituent Services*, see the following documents in SAP Service Marketplace at **`service.sap.com`**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **`service.sap.com/solutionmanager`**.
Scenario Security Guide	**`service.sap.com/securityguide`** → *SAP Customer Relationship Management* (*CRM) Security Guides*
SAP Note 663615	Using Web request for CRM service transactions

Business Scenarios for Tax and Revenue Management

Tax and Revenue Management is a scenario group for public tax and revenue agencies that serves your tax administration needs, whilst addressing the customer service requirements of taxpayers. Tax and Revenue Management contains an integrated set of applications that brings you proven best practices. Key processes include registration and account maintenance, return filing and remittance processing, correspondence and contact management, invoicing, audit, and compliance.

Depending on customer requirements, the solution includes SAP Public Sector Collection and Disbursement, SAP Customer Relationship Management, Taxpayer Online Services from SAP, SAP NetWeaver Business Intelligence, and SAP Funds Management.

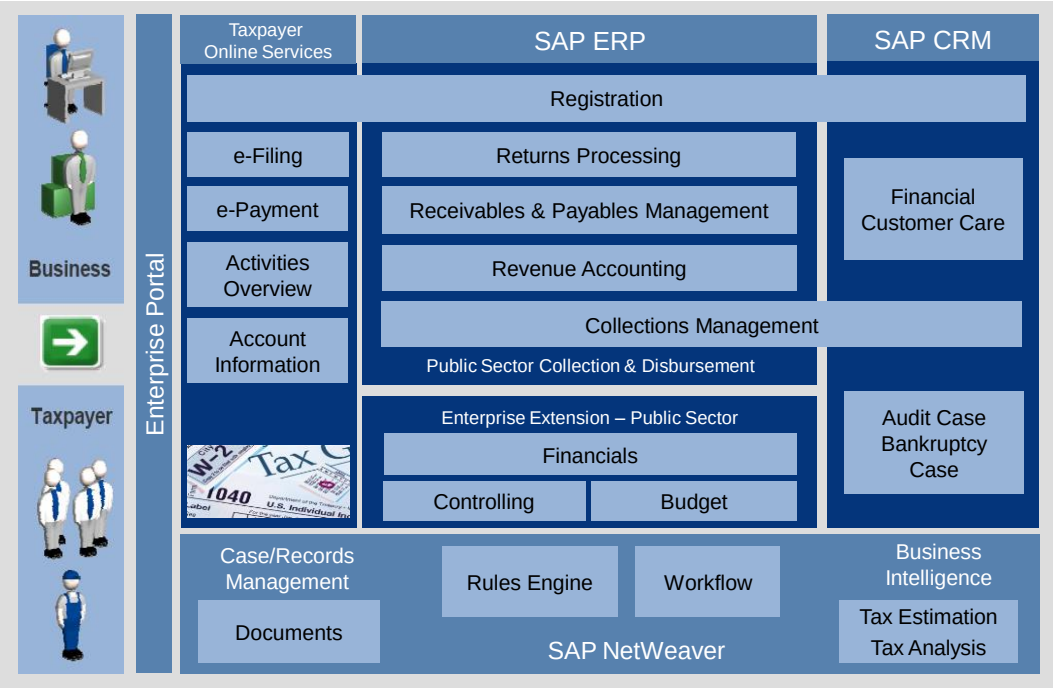
For more information about this scenario group, see SAP ERP Business Map on SAP Service Marketplace at **`service.sap.com/businessmaps`** → *Industry-Specific Maps* → *Public Sector*.

The following business scenarios are available for Tax and Revenue Management:

- Scenario *Taxpayer Identification and Returns Processing*
- Scenario *Receivables and Payables Management*
- Scenario *Collections Management*
- Scenario *Case Management*
- Scenario *Revenue Accounting*
- Scenario *Financial Customer Care for Public Sector*
- Scenario *Customs Management*

Technical System Landscape

The following figure provides an overview of a possible system landscape for *Tax and Revenue Management:*



Taxpayer Identification and Returns Processing

To use the business scenario Taxpayer Identification and Returns Processing under SAP ERP EHP7, you must use the following business function set in SAP ERP: PUBLIC_SERVICES (Industry Extension Public Sector). You must also activate the following business functions: PSCD, Collections Management, and Credit Clearing (PSCD_COLLECTIONS_MANAGEMENT_2) and Tax and Revenue Management including Withholding Taxes (PSCD_TRM_AND_WITHHOLDING).

The business scenario *Taxpayer Identification and Returns Processing* supports the registration of taxpayers and the filing of tax returns. New taxpayers or taxpayer accounts are registered. The filing frequency for tax returns can be set up as inbound correspondence requests.

SAP supports multiple channels for tax filing, which can include paper-based forms. Tax return data is automatically validated, further actions can be triggered and the tax liability is calculated using the Business Rules Framework.

The optional business process Providing Taxpayer Online Services of scenario Taxpayer Identification and Returns Processing provides taxpayer-centric e-services usually provided to the tax community over the web. While the interactive end user experience is designed for simplicity and transparency, the underlying enterprise services provide a sophisticated component based integration with the exact same functionality engineered into the ERP

based SAP Tax and Revenue Management (TRM) solution. Taxpayer Online Services from SAP offer the possibility to validate tax return data immediately, simulate the tax assessment notice, and pay online as part of filing the tax return. Immediate error feedback simplifies the communication process between the taxpayer and the tax authority by eliminating filing errors before the return is filed, thereby reducing the need for secondary correspondence and call center support.

The optional business process Processing of Property Taxes of scenario Taxpayer Identification and Returns Processing allows you to manage property taxes by using the Real Estate – Flexible Management (RE-FX) and Public Sector Collection and Disbursements (PSCD) components.

In this process, parcels created in the Real Estate – Flexible Management (RE-FX) component represent properties that are billed and invoiced on a periodic basis. The parcel stores the time-dependent values of the property, such as the assessment value, jurisdiction code, or parking stalls. You can define the property-related attributes based on a parcel function, which classifies the property (for example, rural property versus commercial property). In addition, you can store a freely-definable parcel key on the parcel that is used as a unique identifier for the property. You assign parcels to RE-FX contracts that are related to a taxpayer and taxpayer account. Based on the attributes stored on the parcel, the system calculates the applicable property tax. You use the billing functionality of the Real Estate – Flexible Management (RE-FX) component to create billing documents to use to invoice the taxpayer using the invoicing functionality of the Contract Accounts Receivable and Payable (FI-CA) component.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **`service.sap.com/scl`** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Sector*.

The following software components are either mandatory or optional, as indicated below, for the technical implementation of *Taxpayer Identification and Returns Processing*. Note that there is a realization variant of *Taxpayer Identification and Returns Processing* with and without *Taxpayer Online Services from SAP*.

Component	Mandatory	Optional
SAP ERP	X	
Taxpayer Online Services from SAP		X

Further Information

For more information about *Taxpayer Identification and Returns Processing*, see the following documents in SAP Service Marketplace at **`service.sap.com`**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation. For more information, see **`service.sap.com/solutionmanager`**.

Further Scenario Documentation	
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation. For more information, see **service.sap.com/solutionmanager**.
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7* and *SAP Customer Relationship Management (CRM) Security Guides*

Receivables and Payables Management



To use the scenario Receivables and Payables Management under SAP ERP EHP7 you must use the following business function set in SAP ERP: PUBLIC_SERVICES (Industry Extension Public Sector). You must also activate the following business functions: PSCD, Collections Management and Credit Clearing (PSCD_COLLECTIONS_MANAGEMENT_2).

The business scenario *Receivables and Payables Management* in Tax and Revenue Management supports back-office taxpayer accounting processes.

Payments triggered by a government agency can be processed automatically using the payment program (for example, Electronic Funds Transfer (EFT), debit memos, checks, and so on).

Incoming payments, such as bank transfers and checks from citizens, are interpreted by the system using unique criteria and clear the tax liability using a highly flexible and customizable clearing control. Payment receipts that cannot be assigned are forwarded to manual post-processing in the clarification worklist, a generic tool especially designed to support the special needs of mass data handling. The cash journal has functions that enable you to manually settle payment transactions. With its unique master data structure, SAP supports a holistic, single view of the taxpayer. This data can be also accessed from the Internet using SAP Biller Direct for online bill presentment and payment.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **service.sap.com/scl** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Sector*.

The following software components are either mandatory or optional, as indicated below, for the technical implementation of *Receivables and Payables Management*.

Component	Mandatory	Optional
SAP ERP	X	

Further Information

For more information about *Receivables and Payables Management*, see the following documents in SAP Service Marketplace at **service.sap.com**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7* and *SAP Customer Relationship Management (CRM) Security Guides*

Collections Management

To use the scenario Collections Management under SAP ERP EHP7 and SAP CRM EHP3, you must use the following business function set in SAP ERP: PUBLIC_SERVICES (Industry Extension Public Sector). You must also activate the following business functions: PSCD, Collections Management and Credit Clearing (PSCD_COLLECTIONS_MANAGEMENT_2); Financial Customer Care for Public Sector Organizations (CRM_PSCD_1) in CRM.

The business scenario *Collections Management* provides you with extensive accounts receivable and collection-handling functions, to suit the special requirements of tax agencies. You can handle high volumes of data in environments where manual processing is not feasible and automation is essential. Moreover, the application's scalability and excellent performance ensure that day-to-day operations run smoothly.

It handles multiple revenue types and collection activities. Thus, the scenario allows business functions to be tailored precisely to your organization's needs. The business scenario enables tax agencies to process outstanding tax liabilities, and non-filers. The system uses the single view of the taxpayer to identify all delinquencies (debts and tax filing obligations) across multiple tax types at the same time.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **service.sap.com/scl** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Sector*.

The following software components are either mandatory or optional, as indicated below, for the technical implementation of *Collections Management*.

Component	**Mandatory**	**Optional**

SAP ERP	X	
SAP CRM	X	

Further Information

For more information about *Collections Management*, see the following documents in SAP Service Marketplace at **service.sap.com**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7* and *SAP Customer Relationship Management (CRM) Security Guides*

Case Management

The business scenario *Case Management* in Tax and Revenue Management provides a central repository for managing information triggered by various events in the system that originate from multiple sources and channels. Case Management can be used for various case types, such as bankruptcy cases, audit cases, and so on. The scenario supports the linking of objects from both SAP CRM and SAP Public Sector Collection & Disbursement with objects from external applications. It increases the visibility of case information, which results in improved processing efficiency.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **service.sap.com/scl** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Sector*.

Further Information

For more information about *Case Management*, see the following documents in SAP Service Marketplace at **service.sap.com**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see

	service.sap.com/solutionmanager.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7* and *SAP Customer Relationship Management (CRM) Security Guides*

The following software components are either mandatory or optional, as indicated below, for the technical implementation of *Case Management*.

Component	Mandatory	Optional
SAP CRM	X	

Revenue Accounting



To use the scenario Revenue Accounting under SAP ERP EHP7 you need to use the following business function set in SAP ERP: Business Function Set PUBLIC_SERVICES (Industry Extension Public Sector). You must also activate the following business functions: PSCD, Collections Management and Credit Clearing (PSCD_COLLECTIONS_MANAGEMENT_2).

As a fully integrated solution, in the business scenario *Revenue Accounting*, SAP Tax and Revenue Management represents the link between the feeder system and the supporting applications. Analyses and reports are created in SAP ERP, such as SAP BW, SAP FI, SAP CO, SAP Funds Management, Fund Accounting, and Cash Management is supplied with data from SAP Public Sector Collection & Disbursement through a central interface, reflecting the necessary level of aggregation. This ensures reconciliation between accounting documents from SAP PSCD and G/L accounting documents in finances.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **service.sap.com/scl** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Sector*.

The following software components are either mandatory or optional, as indicated below, for the technical implementation of *Revenue Accounting*.

Component	Mandatory	Optional
SAP ERP	X	

Further Information

For more information about *Revenue Accounting*, see the following documents in SAP Service Marketplace at **service.sap.com**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content ST-ICO 150. For more information, see **service.sap.com/solutionmanager**.
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7*

Financial Customer Care for Public Sector

To use the scenario Financial Customer Care for Public Sector under SAP ERP EHP7 and SAP CRM EHP3 you must use the following business function set in SAP ERP: PUBLIC_SERVICES (Industry Extension Public Sector). You must also activate the following business functions: PSCD, Collections Management and Credit Clearing (PSCD_COLLECTIONS_MANAGEMENT_2); Financial Customer Care for Public Sector Organizations (CRM_PSCD_1) in CRM.

The business scenario *Financial Customer Care for Public Sector* supports all finance-related communications with customers based on the latest interaction centre technology. It enables organizations to manage contacts using any communication channel and integrates seamlessly with the receivables and collections management capabilities of SAP. It arms the service agents with the facts and figures they need to provide immediate, accurate answers, and the functions they require to take immediate action.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **service.sap.com/scl** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Sector*.

The following software components are either mandatory or optional, as indicated below, for the technical implementation of *Financial Customer Care for Public Sector*.

Component	**Mandatory**	**Optional**
SAP ERP	X	
SAP CRM	X	

Further Information

For more information about *Financial Customer Care for Public Sector*, see the following documents in SAP Service Marketplace at **service.sap.com**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7* and *SAP Customer Relationship Management (CRM) Security Guides*

Customs Management

The business scenario *Customs Management* is identical with the business scenario *Customs and Border Management* of Public Security. For more information about this scenario, see Public Security.

Business Scenario for SAP NetWeaver Folders Management



The component previously known as SAP Records Management is now known as SAP NetWeaver Folders Management.

Document Content Handling for Records and Cases in Windows Explorer

Overview

You can use the business scenario *Document Content Handling for Records and Cases in Windows Explorer* when a casual user needs to access documents in SAP NetWeaver Folders Management. This scenario allows you to give casual user access do documents in SAP NetWeaver Folders Management without knowledge of the rich (SAP GUI) front end of SAP NetWeaver Folders Management.

This business scenario can be used to extent Scenarios using SAP NetWeaver Folders Management like employee file management, when there is a need to give access to documents in cases and records to casual users like the lawyers of the organization to check contracts legally.

Using the business scenario documents and the changes are always done in a secure and access controlled environment, casual users can access documents in their usual work environment in the Windows explorer

Technical System Landscape

For more information about the technical system landscape, see SAP Service Marketplace at `service.sap.com/scl` → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Sector.*

Further Information

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content. Solution Manager content is planned for the next release.
SAP Note 1514382	Document Content Handling in Window Explorer under Windows 7 (64Bit Mode)
SAP Note 1491382	*SAP Records Management* has been renamed to *SAP Netweaver Folders Management*.

Business Scenario for SAP for Electronic Toll Collection



SAP CRM 7.0 now also supports enhancement packages and with Enhancement Package 1, SAP CRM supports Business Functions and related switches that are comparable to the Business Functions and Switches in SAP ERP. For Electronic Toll Collection, and respectively the ETC Scenario, you need to use Business Function CRM_FICAX_1. The specific switch for Electronic Toll Collection (CRM_ETC_EHP1) is part of BF CRM_FICAX_1. Note that this only makes sense, when the respective BF FICAX on ERP is active as well.

Management of Contracts in Call Center

Overview

You can use the business scenario *Management of Contracts in Call Center* to create, change and search for ETC contracts, search for individual service records, so called EDRs (**e**vent **d**etail **r**ecords) and view invoices. The scenario supports pre-paid as well as post-paid contracts.

Out of the same call center application, an agent is also able to handle all financial inquiries using the scenario *Financial Customer Care (FCC).* Both scenarios together allow the call center agent to have a 360-degree view of the customer and all related transactions.

Technical System Landscape

For more information about the technical system landscape of this scenario, see SAP Service Marketplace at **service.sap.com/scl**→ *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Sector*.

The following software components are either mandatory or optional, as indicated below, for the technical implementation of *Management of Contracts in Call Center*.

Component	Mandatory	Optional
SAP CRM	X	
SAP ERP		X

Further Information

For more information about *Management of Contracts in Call Center*, see the following documents in SAP Service Marketplace at **service.sap.com**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content: *SAP for Public Sector*→ *Scenarios* → *Electronic Toll Collection* → *Management of Contracts in Call Center*. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Configuration Documentation	The configuration description is part of SAP Solution Manager. See above.
Scenario Security Guide	**service.sap.com/securityguide** → *Industry Scenarios Security Guides*

Business Scenarios for Procurement for Public Sector

- Scenario *Contract Management and Administration*
- Scenario *Public Tendering*
- Scenario *Operational Procurement*
- Scenario *Procurement Services*

The business scenarios for Procurement for Public Sector are based on SAP Supplier Relationship Management (SRM) and SAP ERP. The SAP Document Builder is part of the system landscape.

To use Procurement for Public Sector, the following conditions apply:

- SRM is deployed as an extended classic scenario. Other deployment scenarios are not supported for Procurement for Public Sector.
- Only one SAP ERP back-end system is connected to the SRM system. Multi back-end deployment is not supported for SAP Procurement for Public Sector.

Further Information

The business scenario information of Procurement for Public Sector is part of the SAP SRM Master Guide. For more information, see **`service.sap.com/instguides`** → *SAP SRM*.

SAP for Public Security

Business Scenarios for Investigative Case Management

Identity Management and Resolution

Overview

You can use this business scenario to identify, register, authenticate and validate individuals. This provides you with a major capability in the fight against crime and in upholding public security and safety. The scenario also makes a significant contribution towards modernizing government administrations, and the services (processing of requests) it delivers to citizens.

Identity management and resolution improves the way in which authorities perform operational processing of individuals by using the following techniques:

- Integrated cross-authority citizen registration
- End-to-end process-based identity entry and identification of persons using a band width of administrative data
- Support for and integration of additional applications, such as biometric methods and electronic card processing

Investigation Processing

Overview

This business scenario supports intelligence and law enforcement authorities during their security-related investigative activities.

Police presence and police checks constitute a complex multi-faceted service, in which conflicts often arise. The policing role involves specialist tasks, such as upholding public safety, preventing, investigating and resolving criminal acts or involvement in critical situations. The implementation of these specialist tasks demands an efficient system-based set of operation and information functions.

The processes incorporated in this business scenario enable you to implement all of the complex requirements associated with investigation activities in the system. The following processes and functions are available to you:

- Processing of incidents into leads and coordination of police activities
- Initialization, prioritization and categorization of cases on the basis of incoming calls or leads that are entered in the system
- Management of electronic records and files
- Complete evaluation and transparency of data entered in the system

Technical System Landscape

For more information about the technical system landscape of these business scenarios, see SAP Service Marketplace at **service.sap.com/scl** → *Start Application* → *SAP Scenarios and Realization Alternatives* → *SAP for Public Security*.

Further Information

For more information, see the following documents in SAP Service Marketplace at **service.sap.com**:

Further Scenario Documentation	
Scenario Description	The scenario description is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Configuration Documentation	The configuration documentation is part of SAP Solution Manager implementation content ST-ICO 150. For more information about SAP Solution Manager, see **service.sap.com/solutionmanager**.
Scenario Security Guide	**service.sap.com/securityguide** → *SAP ERP Security Guide, EHP7* and *SAP Customer Relationship Management (CRM) Security Guides*

Appendix

Tools and Resources for Planning Your System Landscape

To plan your system landscape, you can use a few tools and resources that are available to you as SAP customer.

Tools

On SAP Service Marketplace, we provide some tools that allow you to look up more detailed information about business scenarios, business processes, and implementable steps. These tools include the following:

Tools for Looking Up Information about Business Processes, Scenarios, and Implementable Steps

Tool	Purpose
Business process repository (BPR) viewer	To look up descriptions of business scenarios, business processes, and implementable steps
Scenario and process component list	To look up the required components and releases for a business scenario, business process, or implementable step

In addition, there are tools in SAP Solution Manager that support you before, during, or after the installation of your SAP product or SAP enhancement package. These tools include:

Tools for Supporting Installations and Upgrades

Tool	Purpose
Solution Manager System Landscape	To model and set up your system landscape
SAP Solution Manager Maintenance Optimizer	To install support packages and SAP enhancement packages
Business process repository	To access configuration documentation, links to Customizing activities and master data transactions, specifically tailored for individual business processes, business scenarios, or implementable steps
Business process change analyzer (available with SAP enhancement package 1 for SAP Solution Manager 7.0)	To analyze the effects of transports and support packages as well as activation logs for business functions



You require at least one of the following versions of SAP Solution Manager.

- SAP Solution Manager 7.0 EHP1, SPS23 or higher
- SAP Solution Manager 7.1, SPS01 or higher

SAP Solution Manager 7.0 EHP1, SPS23 supports all update and maintenance processes (for example, transaction SMSY or Maintenance Optimizer) There is no need to upgrade to SAP Solution Manager 7.1.

For more information, see SAP Service Marketplace at http://service.sap.com/solutionmanager.

SAP Solution Manager: Implementation Content

To get implementation content that supports you during the configuration of your business processes, business scenarios, and implementable steps, you need the SAP Solution Manager add-on *Implementation Content* ST-ICO 155 L022 (SP25).

Landscape Verification for SAP Solution Manager

To verify and correct your system landscape SAP highly recommends that you use Landscape Verification 1.0 for SAP Solution Manager 7.0, which is an add-on to your SAP Solution Manager 7.0 system. This add-on allows you to identify and correct issues in your SAP Solution Manager landscape (transaction SMSY) before they cause problems, for example during a system update. Examples for errors are a missing connection to the System Landscape Directory or the wrong assignment of products to technical systems. For each type of error, a generic description for the solution is provided.

For more information about the landscape verification add-on, see SDN at *http://www.sdn.sap.com/irj/sdn -> Application Lifecycle Management -> Technical Enablement -> Update and Upgrade -> Related Areas on Upgrade and Update Management -> Landscape Verification* (http://www.sdn.sap.com/irj/sdn/alm?rid=/webcontent/uuid/70fc3790-7ec9-2d10-57ad-95b2d0d1185d).

SAP Business Suite: Landscape Implementation – Technical Planning Guide

To get an overview of the necessary steps for planning a system landscape, use the System Landscape Guide on SAP Service Marketplace at **`http://service.sap.com/instguides`** under *SAP Business Suite Applications*. The guide also provides you with more information about the following:

- Examples of reference system landscapes
- Planning tools such as the business process repository
- Deployment options
- Typical implementation process

Business Process Repository (BPR) Viewer

The business process repository viewer (BPR viewer) is a tool on SAP Service Marketplace that allows you to preview the existing business scenarios, business processes, and implementable steps that are shipped as part of SAP Solution Manager content. You can make use of the information in SAP Solution Manager during your implementation project by taking the pre-delivered implementation content as the starting point for your project scope. The implementation content is delivered with the following assigned information:

- Description of the business scenario, process, or implementable step
- Configuration content (Customizing activities or configuration documentation)

Using the BPR Viewer

Procedure

Calling Up the BPR Viewer

You can call up the BPR viewer directly using the Internet address **`https://implementationcontent.sap.com/bpr`**. Alternatively, you can also call up the Internet address **`http://service.sap.com/bpr`** first, to see more background information about the BPR viewer and additional material on SAP Service Marketplace.

Working with the BPR Viewer

To call up information about business scenarios, business processes, or implementable steps, navigate the following paths in the BPR viewer:

BPR Object	Location
Business scenario	Under *Solutions/Applications*
Business process	Under *Organizational Areas*
Implementable step	Under *Solutions/Applications*

For each business scenario, business process, or implementable step, you can select between different versions that depend on varying components and releases. To display the descriptions of a business scenario, business process, or implementable step, choose the *Documentation* tab page. To display configuration documentation, choose the *Configuration* tab page.



The BPR Viewer displays all descriptions, but only a selection of the configuration documentation. To view all configuration documentation, install and use SAP Solution Manager at your customer site.

Scenario and Process Component List

The scenario and process component list (SCL/PCL) is a tool on the SAP Service Marketplace that allows you to find realization alternatives for SAP solutions, business scenarios, and processes for your SAP enhancement package installation. You find the tool at **`http://service.sap.com/scl`**.

The SCL/PCL helps you to bridge the gap between the business view and the technical view in SAP's products. It shows you which application components are needed to realize a business scenario or a process and which business scenarios are possible with a given set of application components.

Using the SCL/PCL

Procedure

1. Go to SAP Service Marketplace at **`http://service.sap.com/scl`**.
2. To start the SCL/PCL, choose *Start Application*.

   The following selection options are provided:

   - SAP Scenarios and Realization Alternatives

     With this option you can browse SAP's solutions, business scenarios, and processes. You can find out which components are needed and the available alternatives.

   - SAP Components and Possible Scenarios

     This option allows you to browse SAP's products and components and to find out, which business scenarios and processes you can realize using the components.

   For more information on how to use the tool, refer to the *Help* section.

3. Select *SAP Scenarios and Realization Alternatives*.

   Select one or several scenarios, processes, and variants you want to realize. You can make your selection by using an alphabetical index or a full-text search. It is also possible to see all scenarios for a certain solution. You will then get a list of the alternative ways to realize these scenarios. You can also search for the identified business functions of a SAP enhancement package.

   In the following steps we chose the scenario *Billing Analysis in ERP* as an example.

4. Add the scenario *Billing Analysis in ERP* to the *Selected Scenarios/Processes/Variants* list and choose *Show Realization Alternatives*. The SCL/PCL then lists the different possibilities. With options like *Validity* you can switch between possible and impossible realization alternatives. The *Optional Comp.* dropdown list helps you to find the minimum required SAP product versions.