



New Models to Work with SAP

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SAP: Tina Bach – New Models of Customer Engagement

Customer: Tim Ferguson (NKU) – SAP Competency Center

Partner: Tom Saeys (2bInteractive) – All-In-One Solution for ROC's

New Models... why?

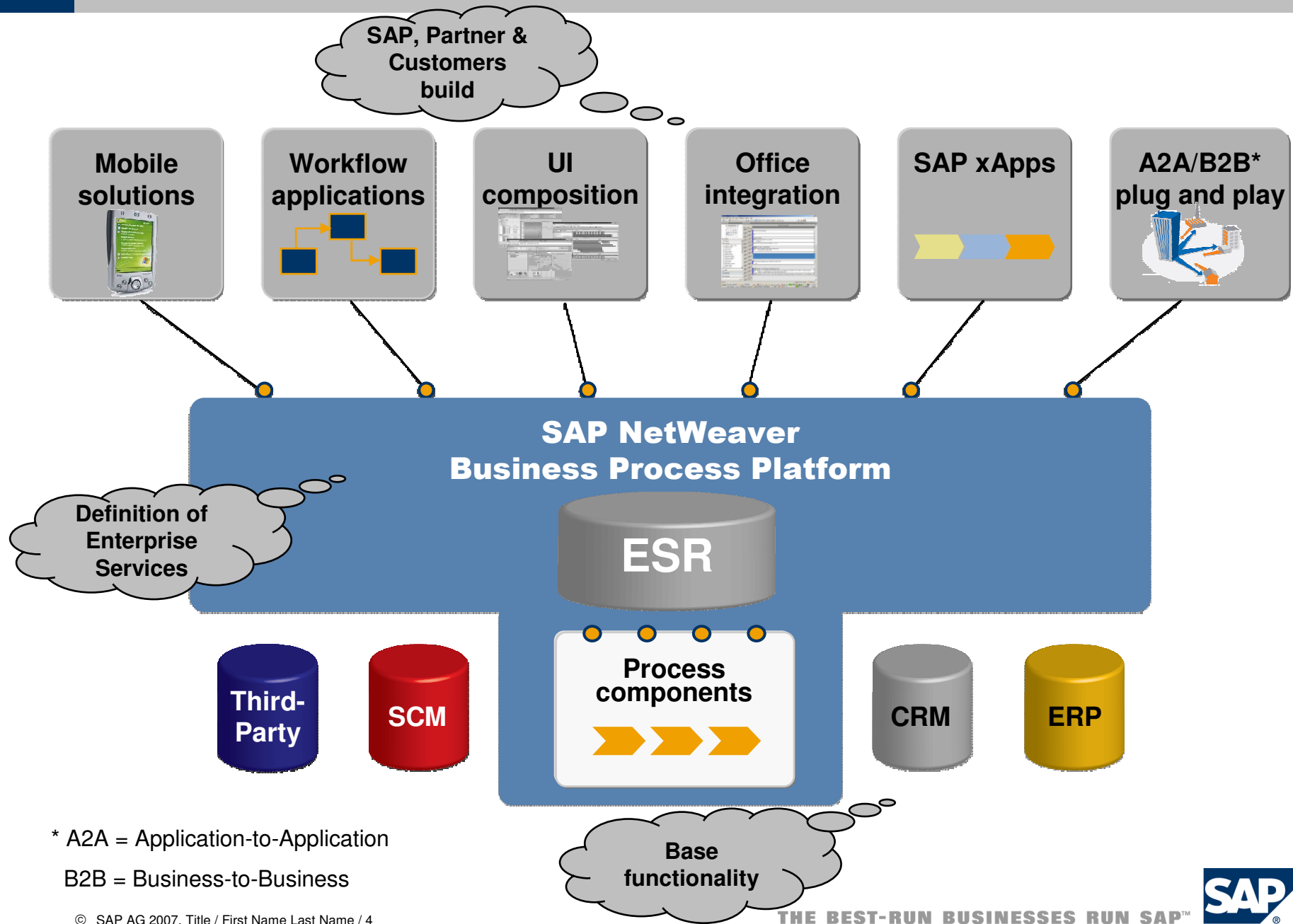
- **Customers requests for more collaboration with SAP, with SAP Partners and with other customers**
- **Web 2.0 – a new way of user interacting with „IT“ expands into business applications**
- **SAP provides a business process platform – Customer and Partner Co-Innovation becomes key**
- **New Models of interaction in the SAP Ecosystem are an essential building block in the success of the Enterprise Services Oriented Architecture**

... but not only new models to work with SAP, but also new models to work at SAP...

Campus Management goes Bollywood:

http://www.youtube.com/watch?v=vvtL_bhCXi0

Enterprise Service-Oriented Architecture



* A2A = Application-to-Application

B2B = Business-to-Business

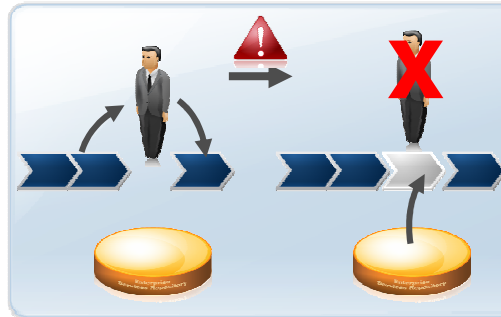
Benefits: Enterprise SOA

Reengineer and optimize



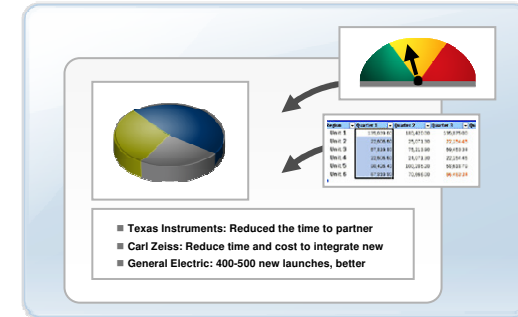
Adapt processes faster using the ESR with fast growing number of Enterprise Services

Replace manual steps



Replace manual process steps by leveraging Enterprise Services

Compose xApps



Compose business-driven xApps that use service interfaces to leverage given functionality and data

- Texas Instruments: Reduced the time to partner
- Carl Zeiss: Reduce time and cost to integrate new
- General Electric: 400-500 new launches, better



Enable Innovation and Accelerate Change

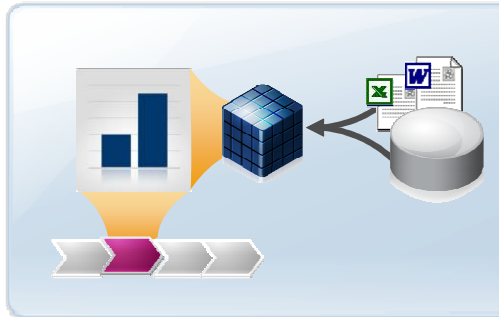
Benefits: Enterprise SOA (cont.)

Enable all users



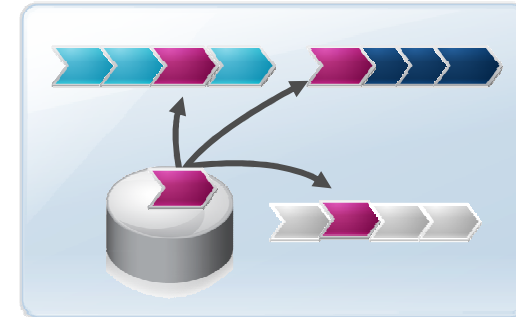
Users drive any process from their favorite UI: Portal, PDA, Adobe Forms, MS Outlook, or phone

Manage information



Simple access to unified information; company-wide aggregated information; distributed flexibly

Reuse processes



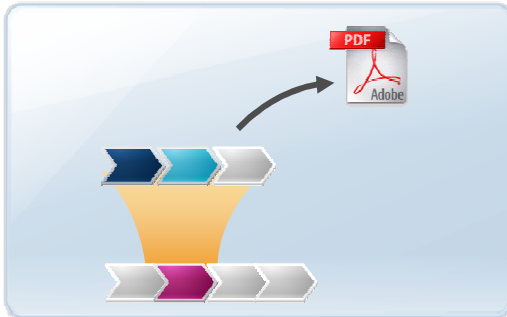
Reuse processes and process steps for your composites



Gain Productivity and Insight

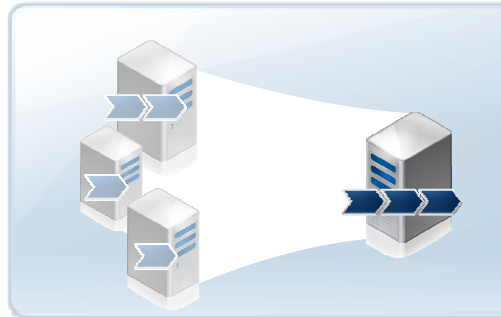
Benefits: Enterprise SOA (cont.)

Extend processes



Extend business process with customer and industry specifics by using service interfaces

Consolidate processes



Consolidate process steps and processes to streamline your business activities

Govern and secure



Ensure security with one platform: SAP NetWeaver



Enable Consolidation and Extensions

Let's go...

Build your composites ...



... based on your individual Web services

SDN/BPX Wiki

- explain Enterprise Services Packages
- details of the services offered
- engage the community of business process experts and developers inside SAP and those in the customer and partner organizations
- promote the sharing of information

What can you do:

- Learn about how to put the services in ES bundles to work building [composite applications](#)
- Share tips and tricks related to the use of the services.
- Share ideas for new composite applications that could be constructed using the services.

Example

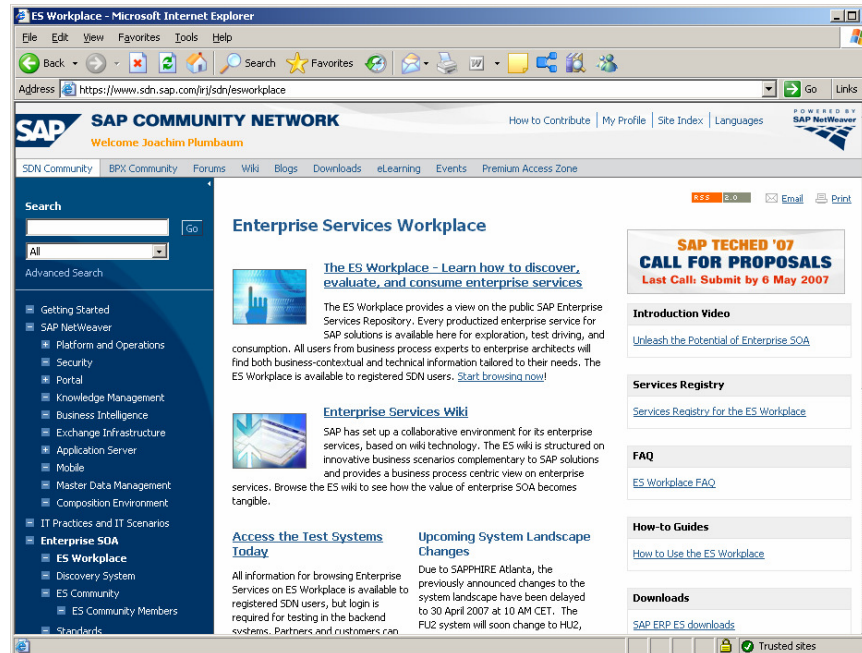
<https://wiki.sdn.sap.com/wiki/display/ESpackages/Course+Approval+Processes>

The screenshot shows a Microsoft Internet Explorer browser window displaying the SAP Network Wiki page for 'Course Approval Processes'. The browser's address bar shows the URL: <https://www.sdn.sap.com/irj/sdn/wiki?path=/display/ESpackages/Course+Approval+Processes&>. The page header includes the SAP logo, 'SAP COMMUNITY NETWORK', and a welcome message for Joachim Plumbaum. The main content area features a search bar, a breadcrumb trail (My Home > Enterprise Services WIKI > Home > Course Approval Processes), and a title 'Enterprise Services WIKI Course Approval Processes'. Below the title are navigation tabs: View, Edit, Comments, Attachments (2), Info, Notify Moderator, and Request Points. The page content includes a paragraph describing the 'Course Approval Processes' ES bundle, a bulleted list of features, and a diagram titled 'ES Bundle Course Approval Process (Higher Education)'. The diagram shows a flowchart with steps: 1. Requestor (Faculty/Department Administrator) designs a course, 2. Requestor submits a request, 3. Request is reviewed by the Department Administrator, 4. Request is reviewed by the Department Chair, 5. Request is reviewed by the Dean, 6. Request is reviewed by the Academic Council, 7. Request is reviewed by the Board of Regents, 8. Request is approved by the Board of Regents. The page footer shows the status 'Trusted sites'.

ES Workplace

The Enterprise Services Workplace (ES Workplace) is a testing ground for SAP's [Enterprise SOA](#). You can test enterprise services, review business objects, view WSDL, examine service interfaces, and explore [Models](#) that explain how [business objects](#), [enterprise services](#), and service interfaces relate to each other.

The ES Workplace is a great place to start experimenting with enterprise services. Demo data is available so that you can consume the services.



First Enterprise Service Bundles for HE&R

Course Approval Process – Available

Grants Master Data – Available

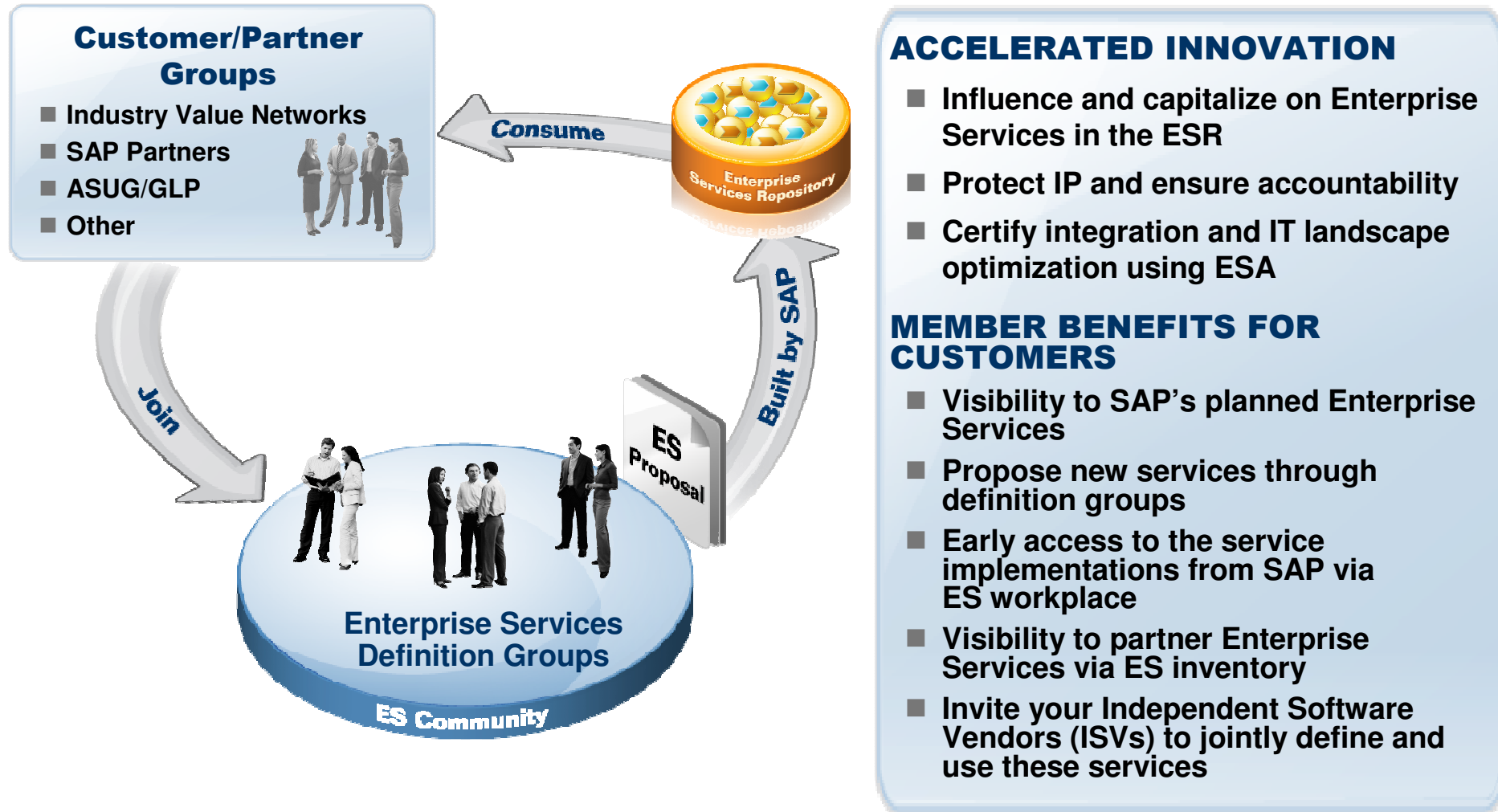
Learning Management System Integration – Planned for Q4/2007

+ a series of services in the generic business suite

+ a series of services for public services accounting

+ ...

Co-Innovation with Partners and Customers



ES Community allows the ecosystem to influence and define Enterprise Services critical to success

HER BPX Community Platform

Purpose:

- Create an online discussion forum for HER customers and partners
- Increase collaboration and networking among projects and within the Higher Ed community
- Share information on best practices and trends within the educational sector
- Offer an additional and interactive means of communication besides the HERUG mailing list.

Next steps

- Distribute the info about this platform among customers and partners
- Establish the forum as central public access point to get updated information on current Higher Ed topics
- Gain customers and partners as bloggers
- Upload relevant documents into the forum's library.

Suggestions are welcome to Tina Bach (tina.bach@sap.com) and Michael Fan (michael.fan@sap.com)

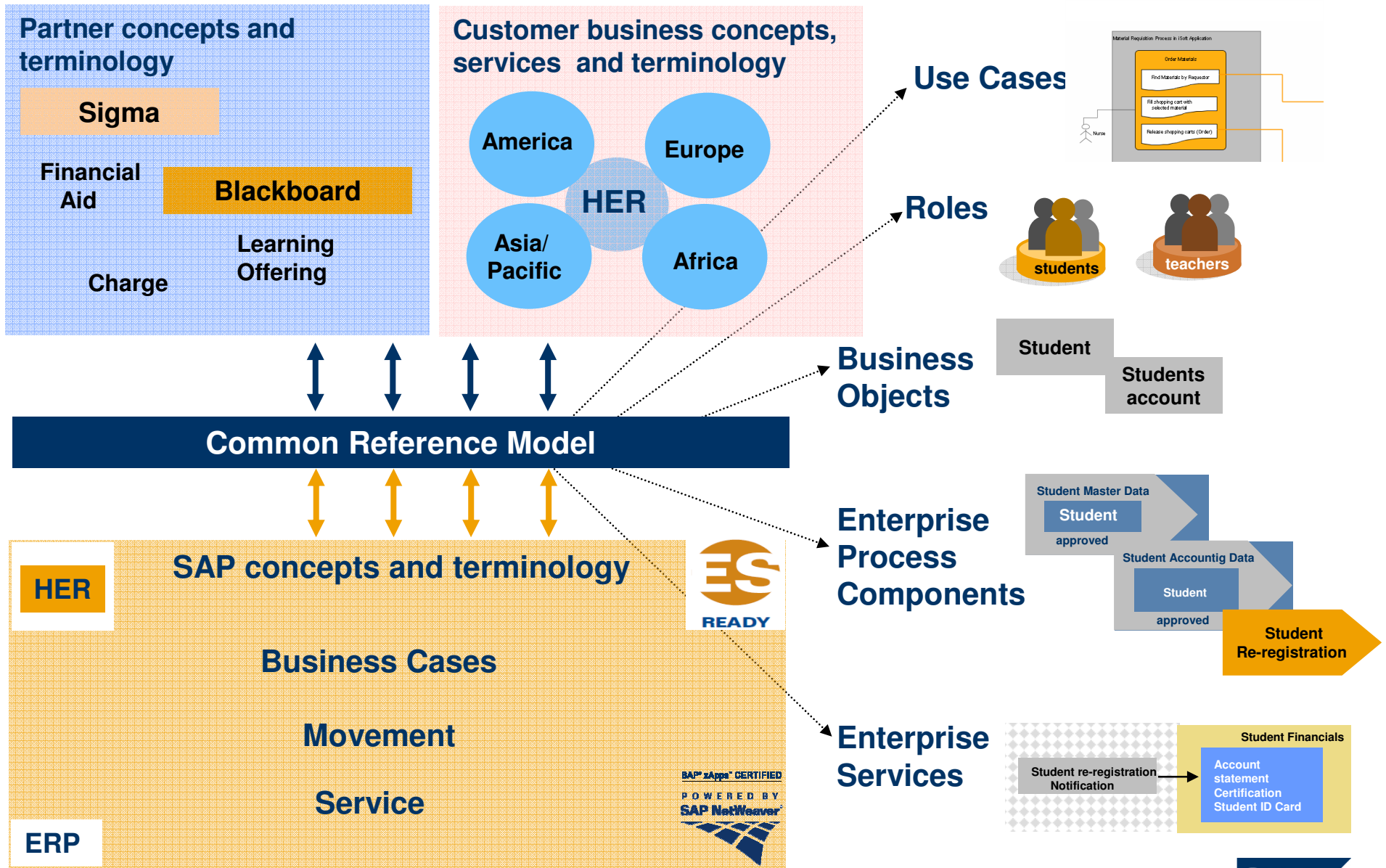
Example

<https://www.sdn.sap.com/irj/sdn/bpx-highered>

The screenshot shows a Microsoft Internet Explorer browser window displaying the SAP Community Network website. The address bar shows the URL <https://www.sdn.sap.com/irj/sdn/bpx-highered>. The page header includes the SAP logo, "SAP COMMUNITY NETWORK", and navigation links like "How to Contribute", "My Profile", "Site Index", and "Languages". A welcome message for "Joachim Plumbaum" is visible. The main content area is titled "Higher Education & Research" and includes a welcome message, a "Discussion Forum Open for Business" announcement, and a "Featured Blog" by Eddy De Clercq. A sidebar on the left contains a search box and a navigation menu with categories like "Getting Started", "Business Process Cycle", "Industries", and "Higher Education & Research". A right sidebar features a "SAP TECHED '07 CALL FOR PROPOSALS" banner, a "Register Now. It's Free!" section, and lists of "Forums" and "Blogs".



Need of a Common Reference Model



Let's face the reality...



Innovation does not mean to re-invent everything...

Outside-In approach – leverage existing engagements and business trends to become the forum of Enterprise Service Definitions:

- **Campus Management Focus Group becomes „Solution Advisory Group for Education“**
- **New Grantee Solution Influence Council**
- **New Bologna Workgroup**

+

To be discussed: HE&R Enterprise Service Oriented Architecture Council

Purpose:

- Exchange ideas on (global) Sponsor requirements and customer solutions for pre-award scenarios.
- Determine how SAP technology can support research portfolio process including pre-award processes and contribute to an overall Research solution.
- If it turns out to be appropriate to develop this upon Enterprise Services, serve as ES Definition Group

Next steps:

- Nomination of core participants
- Conduct customer meetings and formulate development plan
- Launch SAP Business Process Expert (BPX) community to document and share scenarios and requirements gathered
- Interested in customer pre-award and research solutions as well as customers planning these types of projects.

Contacts: Ulrike Kleifeld (ulrike.kleifeld@sap.com) and Keith Harmon (james.harmon@sap.com)

Solution Advisory Group for Education

Purpose:

- Replace existing Forum Group with an appropriate platform that accounts for the maturity of Campus Management projects.
- Developers will discuss development concepts with customers. In addition, customers and partner shall introduce innovative solutions they have developed in customer projects and share their best practices knowledge they have gained in that area.
- Form a subgroup of interested people for the ES definitions

Next steps:

- Engage with Focus Group participants and rollout information about the new model and identify possible contributions for the first meeting
- Utilize BPX for preparation and start first work-streams
- First Solution Advisory Group meeting in November 2007
- Customers are invited to present and discuss their approaches to certain business challenges.

Contacts: Tina Bach (tina.bach@sap.com)

Purpose:

- A rather small group of people with oversight on business and technology
- Discuss general requirements, trends and priorities for Enterprise-SOA in HE&R and SAPs solution
- Oversight of all ES activities to develop a BPP4HER – generic, public services administration, research, education, institutional development

Next steps:

- Validate value of the group at HERUG
- Nominate candidates
- Build working model

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