

# SAP BW Change Request Management



## Applies to:

SAP BW 3.5 and SAP BI NW 7.0. For more information, visit the [EDW homepage](#).

## Summary

This article details the SAP BW change management process to ensure all changes are assessed, approved, implemented and reviewed in a standardized and controlled manner.

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## Author Bio



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## Change Governance Core Principles

An effective change management is the key for companies to stay ahead of competition.

Change Management includes all types of application changes like Business process changes, Implementation and Upgrade projects, Periodic maintenance and Emergency corrections.

Effective Change Governance ensures Reliability, reduces Total Cost of Ownership and increases Total Solution Value and bridges the gap between business requirements and IT administration.

The Key Core Principles of the Change Governance Model are as follows:

### Complete and Accurate Documentation

- Identify the information relevant to a specific change that needs to be collected throughout the change management process.
- Ensure documentation of all proposed changes prior to deployment in the production environment.

### Thorough Evaluation and Review

- Ensure verification of Technical Completeness of every change
  - Accuracy of technical impact and risk analysis.
  - Plans for final test, install, back-out and recovery.
  - Identification and review of all technical dependencies including effect on concurrent changes.

### Minimal Business Disruption

- Ensure that the timing of change executions does not conflict with the business cycles or priorities.
- Clearly define and communicate a regular maintenance window when the change can be implemented, as it provides a time when users should expect service disruptions.

### Continuous Oversight

- Business IT (Client) is tasked with balancing the need for change with the need to minimize risks.

### Formal, Defined Approval Process

- All changes should follow the established multiple level approval process with required sign-offs to ensure that
  - Normal changes are completed with minimum restrictions.
  - Complex, high impact changes receive the oversight necessary to guarantee success. However, the oversight should in no way impact the smooth progression and execution of the change.
  - Critical business requests should be expedited accordingly, while still maintaining the rigour of the review process.

## Change Request Management

Any change to BW System can be defined as

- Changes to the data model configuration in the development system that are transported via standard SAP transport system (CTS) to productive systems.
- Changes to queries that are created and maintained in the development system and that are transported via standard SAP transport system (CTS) to productive systems.

Also, changes can be initiated from several sources:

- A project might require a change.
- The BW team might spontaneously notice an improvement or correction to be made to existing developments.
- SAP may provide new developments to be implemented, either through an upgrade or through the SAP Service Marketplace which should be implemented by the BW team.
- A live site may request a change through second or first level support.
- A change may occur to a global or local business process or report that requires an update to the BW System.

Due to complexity of all the objects, it is important that strong change governance exists to ensure that proliferation of objects do not occur and the integrity of the system is maintained and operable.

One can use change management tools like SAP Solution Manager, HP Quality Center etc..

The usage and functionality of the change request system can facilitate this providing the following process is followed.

The following are the general steps to be adhered to in change request management:

### Step 1: Change Request Creation

Create Change Request in the change management tool used in the company.

The change request should clearly define:

- Description of the desired Change,
- Identification of all affected objects,
- Business Benefit of the change that is being implemented.
- Dependencies, Impact and Restrictions,

Assign the approvers and coordinators responsible for the CR.

Attach any document that can provide additional information about the CR, if needed.

### Step 2: Evaluation

The impact, risk, necessity and benefits of the Change requested are assessed in this step. The functional areas which will be affected by the Change are also noted.

All documents that will be updated as part of this change request should be added to the request at this time.

A thorough business analysis & risk assessment should be performed to determine likelihood of success, significance to business, resources required, and business justification.

During this time, it is possible that the CR Owner may begin the realization of the CR if they are confident that it will be approved. This is useful as it better allows team members to provide a complete evaluation of the change as sometimes problems, the impacts needed for evaluation can only be determined if realization has started (e.g. turning on the alpha routine can have no impact or a large impact, and this can only be seen when you attempt it). However, if the realization were to eventually be rejected, any changes would be backed out of the system and discarded.

### Step 3: Approval for Realization

Change Request with completed evaluation, is assessed on impact, risks, necessity, and benefits of the requested BW Change as it relates to the local site or project.

Approval/Rejection is done by the Technical Approver and Business Owner.

The Technical Approver approves/Rejects changes based on evaluation provided by Change Request owner and according to overall adherence to the BW Strategic direction.

If the details of the change are not adequately documented, or it is determined that the change is not appropriate, change can be rejected for realization, at which point the CR is sent back to the evaluation phase for more evaluation. The CR can be sent for approval at a later date if desired.

Reject changes that are not properly evaluated.

The Business Owner reviews and approves changes to BW that correspond with the user requirements of the change requestor. She/he should check for Functionality of application scope and stability of the application.

If CR is approved by technical approvers and the Business Owner, then the change can be implemented in the BI development system. If it is rejected due to some reasons, it will be logged for further processing.

#### **Step 4: Realization**

Realize CR according to the specification in the Change Request.

Update/create documentation according to the company standards.

Develop/update the necessary test specifications if required.

Prevent the unwanted execution/access of/to the object by assigning the appropriate authorization object.

Request that transports are moved to the quality system for testing.

Perform testing and document results – test results and screen shots should be documented in the realization attachments of the CR.

It is possible that the realization of the CR might require changes to the SAP ECC system for BW. If this is the case, then the appropriate process for SAP ECC changes should be followed.

Attach documents stating/describing the realization, if needed.

If testing has been performed or approved with deviations or has not been performed or approved, a comment is mandatory.

#### **Step 5: Approval for implementation to Production**

Once the CR is fully realized and controlled, the Technical Approver and Change Coordinator can evaluate for moving to production.

The Technical Approver approves/rejects changes based on development done and the test results.

Reject changes that do not meet the requirement fully.

The Change Coordinator reviews and approves changes based on the documentation provided and test results attached. Checks if the change adheres to the defined change process (e.g. acceptance criteria's for a status change are fulfilled) and assure efficient handling of the change. Checks the overall quality of the change before it moves for production. Checks if the CTS's content is in line with CR description.

Rejection of incomplete or wrongly documented change requests. Rejection of status changes if the criteria are not fulfilled.

If CR is approved by Technical Approvers and the Change Coordinator, then the CR is approved for implementation. If the change includes transportable objects then it should now be moved to the production system.

## Step 6: Closure

Once the CR is implemented, it should be marked as closed and any interested parties informed of the change.

Change Coordinator should mark the CR as closed.

Following a successful change implementation, a change review will be conducted to determine if the change resulted in the desired outcome. Any deviation which occurred during the process of the CR will be tracked. The people who need to be informed about the completion of the change will receive information (via email) that the requested change has been completed.

After confirmation that the change request implementation has met the desired objectives, the status of the Change Request is set to "Closed".

## Emergency Change Management

In the case of an emergency change, where a problem has been detected and it needs to be resolved as soon as possible in order to avoid customer impact, it is possible for a CTS to be moved to production prior to the full approval of the CR.

Situations where this might occur would be when the change coordinator and/or business owner are unavailable in the very short term required for the transport to be moved – for example when a problem is detected during afterhours dataload monitoring.

The trigger of an emergency process will be the report of a bug or an adaptation required emergently on productive system which:

- have a direct influence on the business activities and whose unavailability would cause significant harm to the interests of the Company (e.g. by financial loss, embarrassment or loss of reputation) **and**,
- has to be solved within the next 24 hours **and**,
- cannot be implemented according to the normal change management procedure in place in the dedicated time frame.

In these situations, create the CR as normal, but the business priority should be selected as emergency. Move the CR as far down the process as possible. Then proceed with the technical change in the system. The CR process can be followed up and completed as soon as is practical.

In general following rules will have to be applied:

- Change request will have to be created (number reservation) prior to start the emergency process
- For proper communication, title of the change request will have to start with "Emergency - ...."
- Business QA has to be informed that an emergency CR has been opened (preferably before realization). Afterwards it will be the duty of the Business QA to provide his verbal agreement, the following principles apply :
  - No reply will be considered as an agreement.
  - In case of out of office, related QM will be allowed to decide for the Business QA.
- Change Request Owner of the emergency change will have the duty to ensure that QM gets the agreement by the business owners of all concerned sites prior to implementation.
- An appropriate impact analysis will have to be conducted in case of a regional Emergency CR.
- Retrospective CR will have to explain step by step which measurement has been taken to solve the emergency bug fix in productive system.

## Abbreviations

Abbreviation	Description
BEx	Business Explorer
BW	SAP Business Information Warehouse
CR	Change Request
CTS	Change and Transport System
ERP	Enterprise Resource Program
ECC	ERP Central Component
NA	Not Applicable
QA	Quality Assurance
QM	Quality Manager

## Related Content

[Impact of change during the life-cycle of a SAP Implementation](#)

[hosteddocs](#)

[Change Management](#)

[SAP Solution Manager](#)

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