CAF Guided Procedures
Learning Objectives

- Why has SAP focused on Guided Procedures?
- What is Guided Procedures and how should I use it?
- What is the future scope of Guided Procedures?
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What the Companies Are Saying...

„Process is back in the board room…

… and Process Management is now a major driver for significant new investment in information technology."

[s.a. BPMI.org members meeting #10 - June 2003]

Return on process investment (TCO):

- What if this process could be deployed under that time frame
  → Process design to production time
- What if this process could be deployed under that budget?
  → Process design to production cost
- What if this process could be fully automated?
  → Process design automation coverage
- What if this process could be tailored to each customer’s needs?
  → Process customization level
- What if this process could be completed in 1 day instead of 3?
  → Process completion time
- What if this process could be updated on a daily basis?
  → Process life-cycle continuity
- What if this process could be executed with 10 times fewer errors?
  → Process transactionality level
- What if this process could involve these partners?
  → Process value-chain coverage

[s.a. Business Process Management: The Third Wave / Howard Schmith and Peter Fingar – August 2002]
PAIN POINT
Process Design & Modeling

- Business owner and IT expert do not speak the same language, or share the same concepts of processes or use the same tools
- Plethora of tools without linkage of views & objects
- Project time lost due to internal alignment needs – projects running out of budget
What Is the Companies Process Reality...

**PAIN POINT**

**Process Configuration**

- Disruption between business logic and technical implementation – missing methodology
- No navigation from model to process configuration
- Lack of transparency & documentation
- No re-use of process knowledge
- Lack of flexibility and adaptability for non-technical users
What Is the Company’s Process Reality...

PAIN POINT
Interactive Processes

- Missing state of the art user interaction for casual users and business experts
- Missing process management and control across applications and enterprise boundaries
- Missing consistent and holistic view on composite processes
Customer Pain Points

What Is Guided Procedures?

How to Model a Process
Guided Procedures – Key Features

Guided Procedures...

- offers a flexible process environment
- enables user to easily set up and execute collaborative business processes
- works on top of companies' core functions
- provides reusable templates
- assists users with data proposal
- enables offline process execution via Interactive Forms, e-mail, spreadsheets
- provides a holistic process overview
- provides a easy and intuitive navigation and UI
Manage & Execute Business Events & Tasks

**BUSINESS TASK MANAGEMENT**

Human Process Interaction
Ad Hoc Processes
Guided Procedures

**Provides business and technical users with event-driven workitems, alerts, business context and guided procedures to effectively react to and control process exceptions and tasks.**

**Process Design**

**Process Configuration**

**Process Execution**

**Process Monitoring**

**Supports different users and roles concerned with process modeling of process architecture, configuration and execution models.**

**Supports model-driven configuration for all process types. Additionally supported by SAP Reference content.**

**Supports model-driven process automation for both system-to-system as well as system-to-human interaction.**

**Supports technical & business level monitoring.**
"We need to create flexible, robust and highly scalable standardized processes."

Central IT

"We need to supplement the company's core processes with our own departmental procedures."

Business Department

"I want to delegate some of my tasks to colleagues, and track their progress."

Individual

Centralized vs. Decentralized Process Control
Guided Procedures - Main Goals

Netweaver Integration
- Guided Procedures can run on BPM Runtime
- SAP NetWeaver Development Infrastructure (NWDI) Connectivity

Guided Procedures Framework
- All-in-one Design Time approach
- UI Run Time Redesign
- Activity gallery services
- Enhanced offline process execution
Guided Procedures Composite Workflows

Unified UI / Consistent framework

Example

Communication steps

Guided Procedures Activity Gallery

Business Objects and Services

Legacy  FI  CRM  Office  Email  HR

Re-usable templates

Guided Procedures
- enter additional data
- send notification
- order equipment
- assign workplace

Existing systems

Re-usable templates
Roadmap for GP in SAP NetWeaver

CAF-GP 1.0 in NW04

CAF-GP used in SAP xApps, partner composites, and pilot custom composites

Prototyping & Piloting (first xApps based on CAF)

2004

CAF-GP 7.0 in 2005

CAF-GP integral part of CAF and SAP NetWeaver. Building composite processes in the Business Suites (ERP)

integral part of NetWeaver

2005

CAF-GP X in 2006

SAP, partner, and customer have developed many composite applications using CAF-GP

Innovative New Growth platform (for SAP, Partners, Customers)

2006

2007

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Customer Pain Points

What Is Guided Procedures?

How to Model a Process
Guided Procedures Lifecycle

Guided Procedures Designtime
- Create Process Template
- GP Activity Gallery
- Create Callable Object and Action
- Create Action and bind to Form

Interactive Form

Guided Procedures Runtime
- Start Process
- Run + Track Process Instance
Integration of Interactive Forms

- Electronic representations of paper forms
- Form fields are linked with respective database fields
- Used in a process step within Guided Procedures
- Can be used online or offline
- Can be pre-filled with context data, e.g. name and cost center
GP Designtime consists of

- **an Action Designtime**
  - that allows to define what application/service should be called and what input and output parameters are needed

- **a Process Template Designtime**
  - that allows to create, copy, edit process templates.
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- The Process Runtime consists of
  - *an Instantiation Page*
    - that allows to instantiate an exiting process template and that can be started parameterized.
  - *a Dashboard*
    - that shows all running processes a user has either started or is responsible for.
  - *a Process Runtime*
    - allowing different views on the process (Process View, Deliverable View, Contributor View).
  - *an Inbox*
    - where all the work items a user has to fullfill are shown (in the portal the UWL is used).
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