

Connecting with SAP UCC APJ

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SAP University Alliances Academic Conference
India 2010



Queensland University of Technology
Brisbane Australia



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Agenda for today

1. To Provide an overview of QUT and its role as the UCC for the APJ region.

2. To review the Mission and Vision for the UCC in APJ.

3. To introduce some of the educational datasets and explore the use of SAP products in teaching.

4. To introduce the packages and services available from the QUT UCC.

5. To explain the engagement process with the QUT UCC.



Topic 1

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QUT / SAP

University Competence
Center

APJ



University Profile

Queensland University of Technology (QUT) is the *fourth largest* university in Australia, with over 40,000 students. It is located in the capital of the state of Queensland.

It offers a wide range of degrees and supports eight faculties:

Built Environment and Engineering,
Business,
Creative Industries,
Education,
Health,
Information Technology,
Law, and
Science.

- QUT offers the full range of degree qualifications in these faculties, from bachelors, to masters, to PhD and professional doctorates.
- It has 12% international student enrolment, of which 34% are from South Asia.
- The majority of enrolled students are under-graduates, with approximately 20% being post-graduate students.
- There are over **1500 post-graduate research students**.



Teaching of Enterprise Systems

- Has been an element at QUT since 1997
- Is now currently taught in 3 faculties:
 - Business
 - Information Technology
 - Engineering
- Has graduate certificates in
 - ERP (Engineering)
 - Enterprise Systems (IT)
 - Engineering (with ERP as a stream)
- Faculty of Science & Technology Head of Information Systems Discipline
 - Professor Michael Rosemann



Topic 2

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APJ UCC Mission and Vision

Mission

To provide access to products from SAP & partner organisations for use within undergraduate and post-graduate curricula.

Vision

A community of academics providing industry relevant courses working collaboratively in R&D, consulting and curriculum development projects in Enterprise Systems.



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Topic 3

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Terminology

Functional

Develop skills in a particular business segment

- Accounting
- HR
- Logistics
- Operations Management ...

Business Process

- Models and use

Configuration

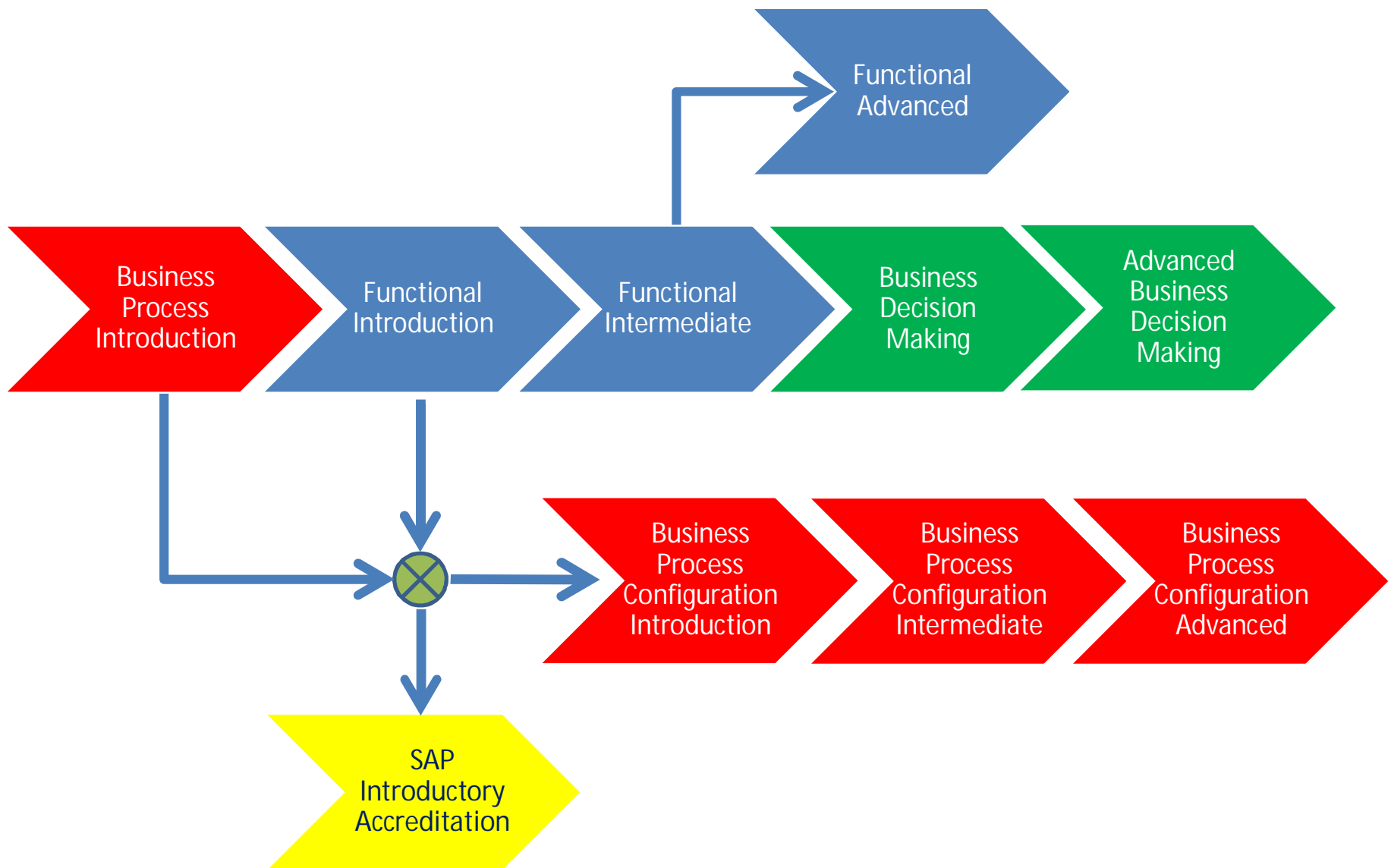
- Select system parameters and populate system tables in order to generate a system supporting a real or fictitious business

Decision Making

- Use analytic tools or simulations to assist in executive business decision making



Functional Curriculum Landscape: Business , Information Systems or Engineering



Terminology

Tier 1

Introductory

Tier 2

Intermediate with a concentration in a functional area

Tier 3

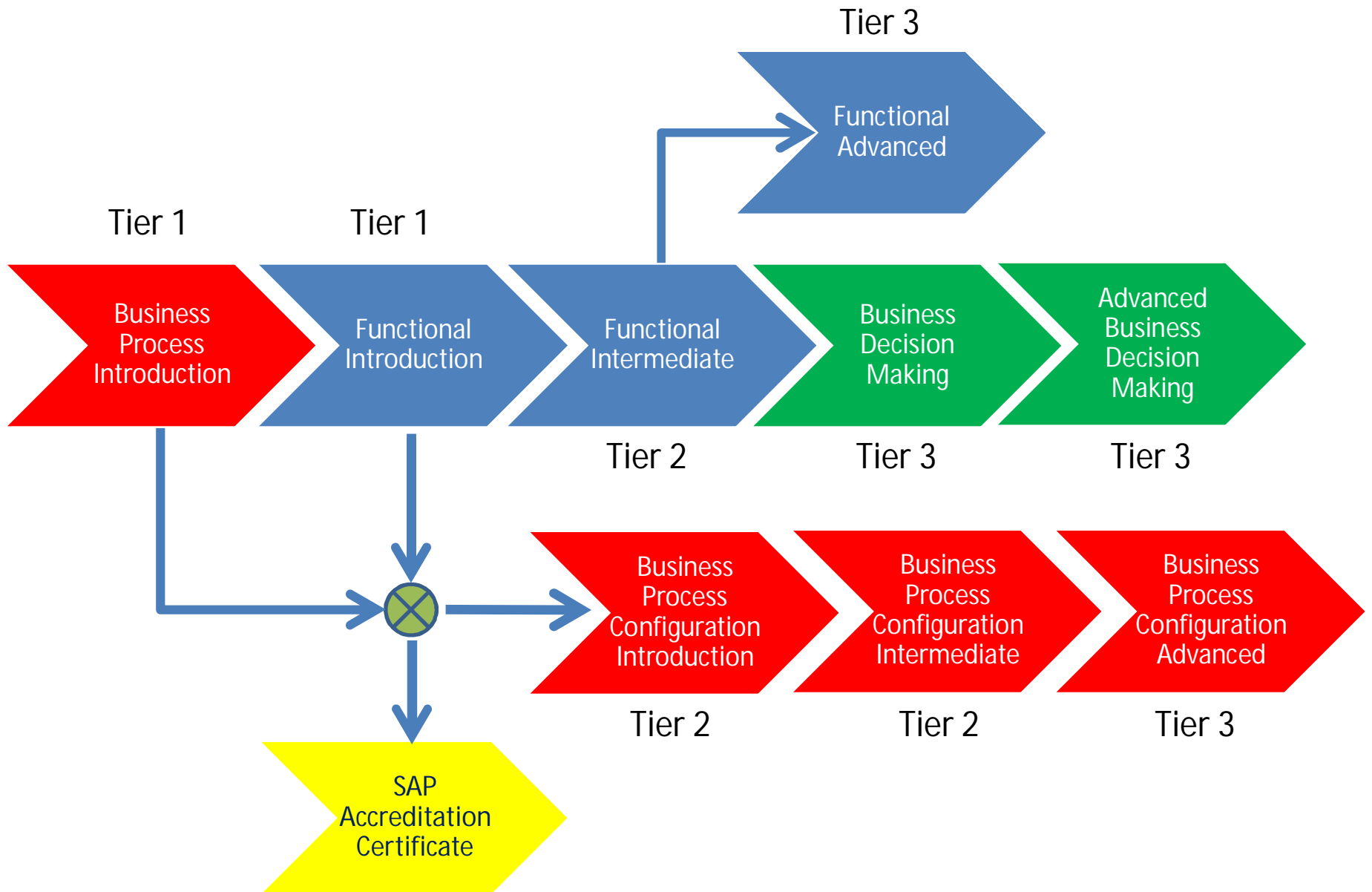
Advanced functional OR
Advanced business decision making

Example:

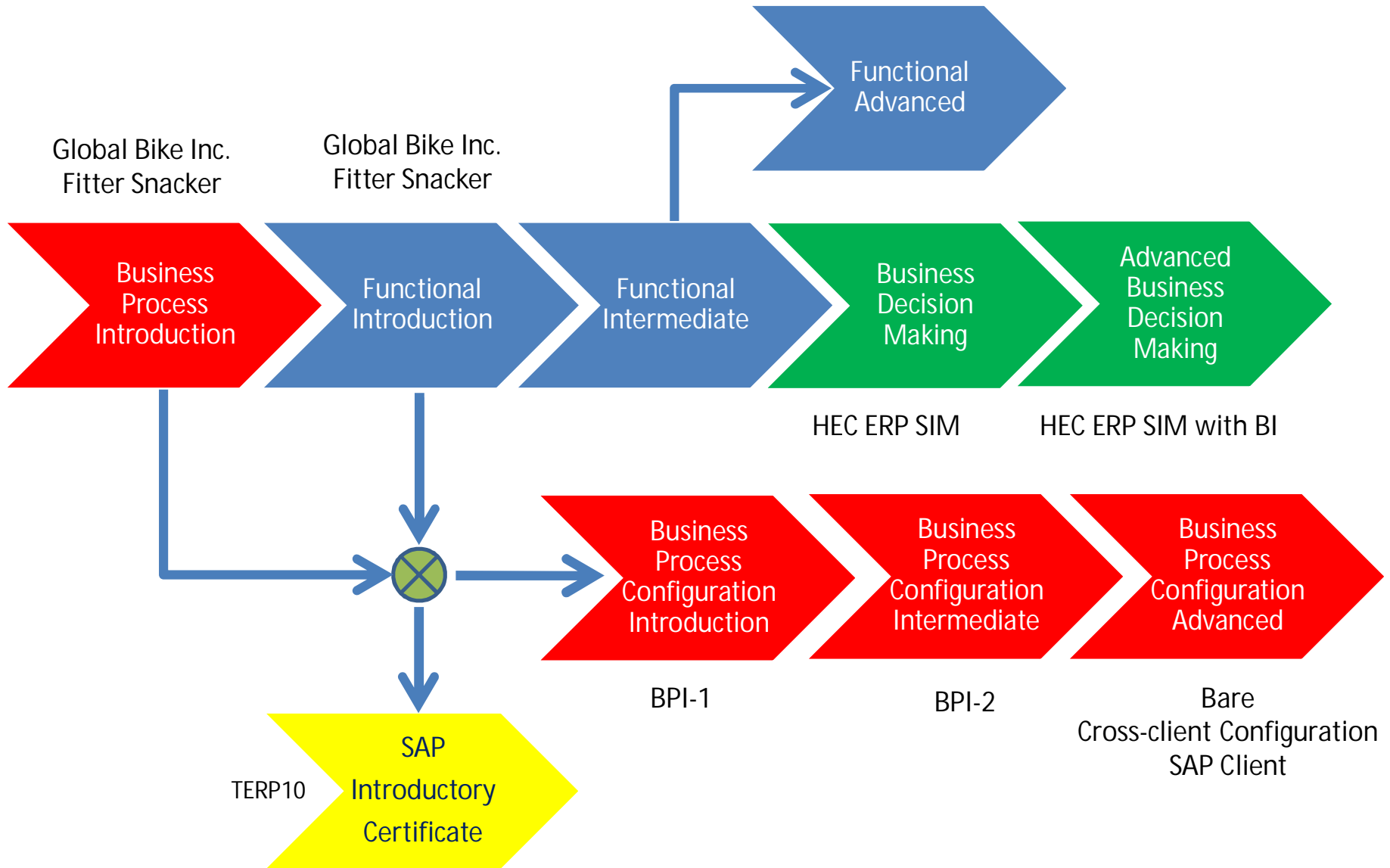
- Tier 1
 - 1st year Introduction to Accounting;
- Tier 2
 - 2nd year Management Accounting;
- Tier 3
 - 3rd year Forensic Accounting.



Functional Curriculum Landscape: Business , Information Systems or Engineering



Datasets supporting
Functional Curriculum Landscape:
Business , Information Systems or Engineering



Global Bike Inc. (GBI)

Properties

1. Designed to explain how the fundamental business processes interact with SAP ERP.
2. Aimed at functional users/end users.
3. Areas covered:
 - Sales and Distribution
 - Materials Management
 - Production Planning
 - Financial Accounting
 - Controlling
 - Human Capital Management.
4. Includes an introductory navigation exercise.
5. Comes with presentation materials and exercises / solutions.

Where used:

- As an introductory course fulfilling the tier 1 objective or tier 2 objectives.
- To preposition students for certification (TERP10)



Fitter Snacker

Properties

1. Describes basic business functional areas and explains how they are related.
1. Illustrates how unintegrated information systems fail to support business functions and business processes.
3. Demonstrates how integrated information systems can help a company prosper by improving business processes and by providing business managers with accurate, consistent, and current data.
3. Provides hands-on exposure to business transactions completed by employees in a fictitious company.
3. Demonstrates the partnership between business and IT by configuring a system to support given business decisions.

Where used:

- As an introductory course fulfilling the tier 1 objective or tier 2 objectives.
- To preposition students for certification (TERP10)



IDES

Properties:

1. A partially populated dataset developed and maintained by SAP for use in its training programs.
2. Needs curriculum material support.

Where used?

- In Tier 1 or Tier 2 courses.

What is required?

- A very good understanding of the
 - underlying structure of IDES,
 - its data (what is present and what is not present)
 - The use of IDES in your curriculum

BPI - 1

Properties

–Business Process Integration

Purpose:

To ensure that students

1. Understand business processes and their integrative nature
2. Understand SAP organizational structures
3. Can combine business processes and SAP organizational structure (i.e., configuration)
4. Can test the newly configured system
5. Can view system outputs - statistics, reports, and graphics

Where used

1. It is an intense semester-long course designed to teach students about business process integration and to configure a hypothetical company from the ground up using SAP ECC6.
2. The hypothetical company does not have a production facility. It buys completed products and sells them to its customers.
3. Students create the organizational structure, master data and business rules to support the core business buy, sell and track (accounting) processes of the company.
4. Testing is completed to insure that the processes function as anticipated.



BPI - 2

Properties

1. In this scenario, management has made the decision to expand its operations from BPI 1 to include a production facility.
2. Students complete the necessary configuration and testing to add production planning processes & functionality to ECC6 client from BPI 1.
3. Note that while this dataset builds on the scenario of BPI-1, it is a completely isolated dataset and does not require the completion of BPI-1.

Where used

- This is also a semester long course undertaken in a subsequent course to BPI 1, thus fulfilling the tier 3 objective.



Questions on Basic Educational Datasets



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TERP10

Properties

– Full range of functionality over 16 areas

- **Technical**
 - Netweaver
 - Basics ERP
- **Functional**
 - FI
 - CO
 - PP
 - SD
 - MM
 - AM
 - PS
 - HR
- **Extended**
 - CRM
 - SCM
 - Business Analytics

Where used?

- Entry level SAP accreditation.
- Targets large enterprises.
- Focuses on inter-organisational systems.



HEC ERP Sim game

Properties

- Is a team exercise
- Is available:
 1. as a manufacturing game – Muesli
 2. as a distribution game – bottled water
- Uses ECC 6 and a simulator (web server) to provide a game environment for business decision making

Requirements

1. Web server for the simulation component
2. ECC 6 for the repository
3. Reporting for decision makers
4. Teachers must undertake a formal HEC ERP Sim game TTT course to obtain a licence key to log into the game.

Where used?

- **In advanced courses where the focus is on business decision making.**
- **Is a Tier 3 course that provides great interest and motivation for students because of its game structure.**
- **Testimonials on You Tube.**
- ***Game On!!***



FAQ on Datasets

- I want an introductory course focused on functions. What do I use?
 - GBI or Fitter Snacker.
- I want to focus on business processes. What do I use?
 - Fitter Snacker and focus on processes
 - BPI 1 and 2.
- I want to use IDES. Are there any textbooks?
 - NO, not in APJ.
- Can I use IDES with my own material?
 - Yes.
- I want to get students to configure a system. What do I do?
 - BPI.
- I want to use SAP in business decision making. What do I use?
 - HEC ERP SIM or
 - Business Intelligence.



Questions on Datasets



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Advanced Products

- Functional
 - CRM
 - SCM
 - BW
 - APO
- Business Decision Making
 - Business Objects
- Technical
 - BASIS
 - Netweaver
 - ABAP

Note that BASIS course material is available from QUT



Topic 4

1. To Provide an overview of QUT and its role as the UCC for the APJ region.

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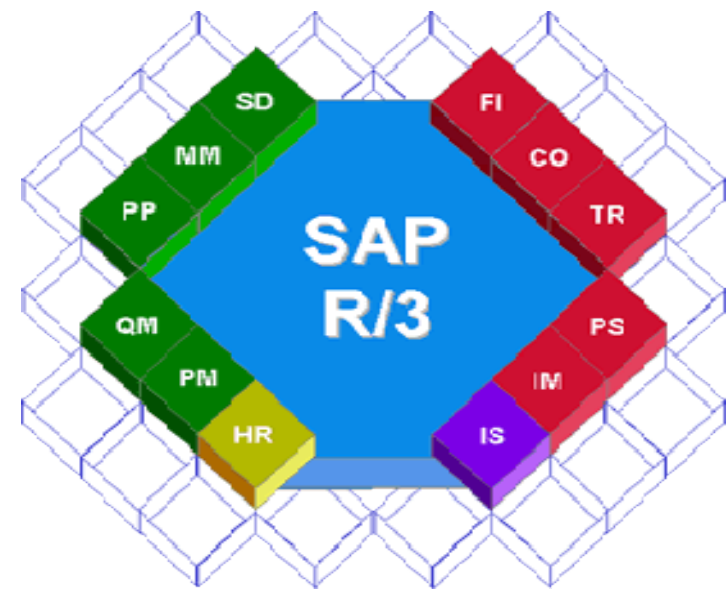
4. To introduce the packages and services available from the QUT UCC.

5. To explain the engagement process with the QUT UCC.



Terminology

- SAP Client
- SAP System
- SAP Educational Dataset



Meanings

- SAP System
 - A fully functional SAP system, with connection to a database management system
- SAP Client
 - A logical database with full SAP ECC functionality
- An SAP system can support multiple logical clients
- Shared SAP Client
 - A logical database with multi-school access
- Dedicated SAP Client
 - A logical database with single school access
- Shared SAP system
 - A virtual machine with multi-school access
- Dedicated SAP system
 - A virtual machine with full SAP system allocated to the school

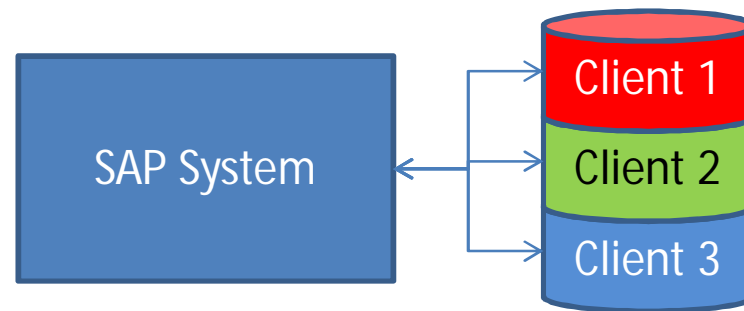


Analogy

- Imagine that you have 20 friends and you are travelling together. You need to hire transport. What are your options?
 - 1 car each?
 - 5 cars for 4 friends in each car?
 - One mini-bus for all 20?
 - What would you choose?
- If independence is required
 - One car each
 - **Costs most!**
 - If some shared trips are going to be undertaken, but in different directions
 - 5 cars for 4 each
 - If you are all going the same place and same time
 - Get the bus
 - **Costs least**



Representations



An SAP client is
a logical database
which can be loaded with
any approved education dataset or IDES

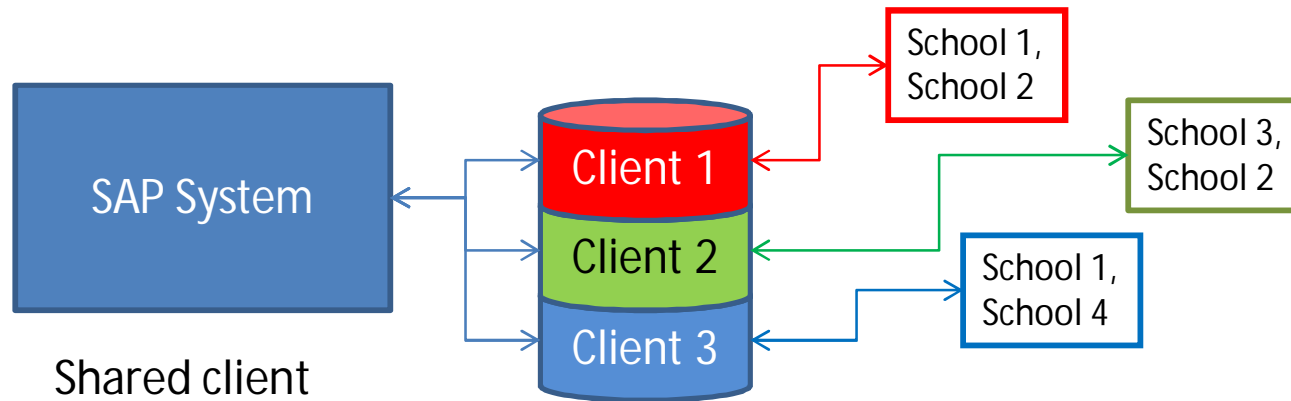
2 Packages

- Economy
 - \$AUD3,400 per annum
 - Shared client (other universities are using as well)
 - GBI2.0 not available in this package
 - Cannot be extended with other SAP products
- Economy plus
 - \$AUD5,000 per annum
 - Dedicated SAP client (you are the only university using it)
 - Is the building block for access to advanced products





Shared Client



Shared client

Example educational datasets

- Client 1: GBI 1.0
- Client 2: IDES
- Client 3: Fitter Snacker

This is called the
Economy Package

Cost: \$AUD3,400 per annum

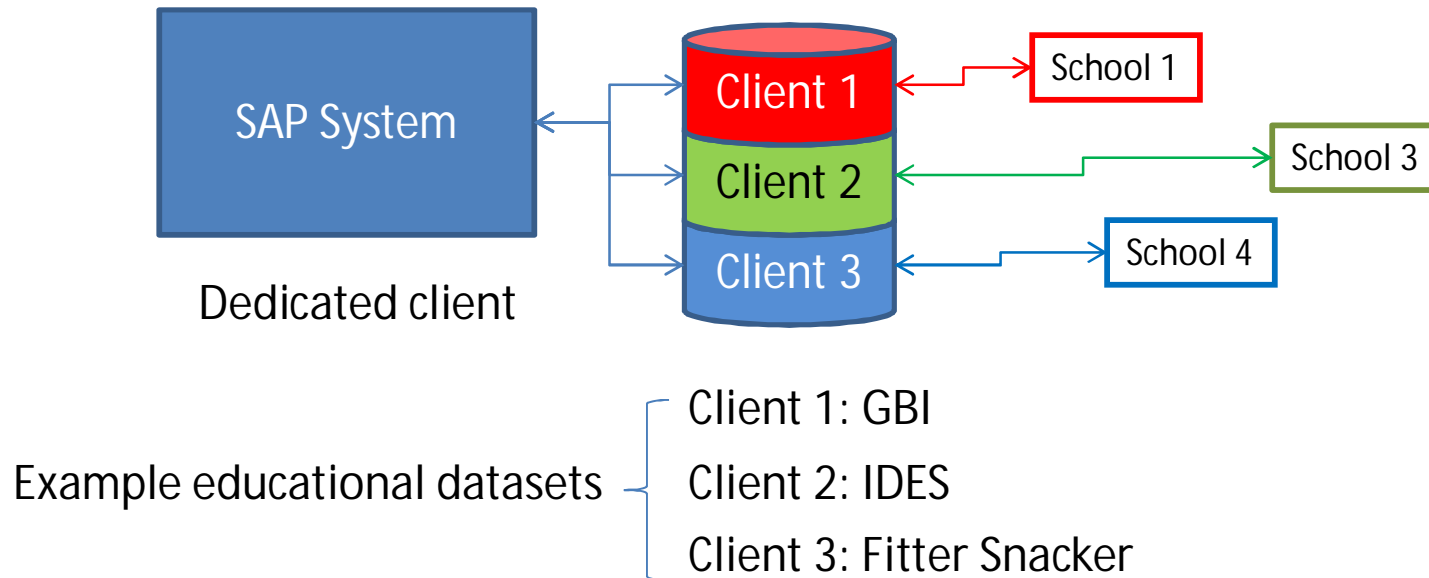


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Dedicated Client



This is called the
Economy Plus Package

Cost: \$AUD5,000 per annum

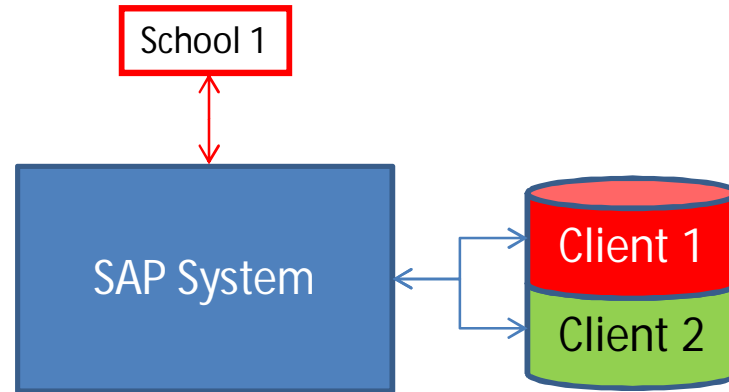


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Dedicated System



Example educational datasets { Client 1: GBI
Client 2: BW

Available as an Advanced Product
An addition to the Economy Package

Cost: Product specific - dependent on resources used.



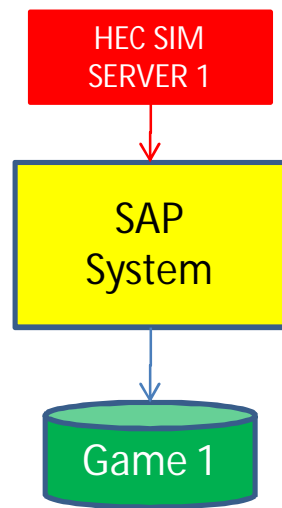
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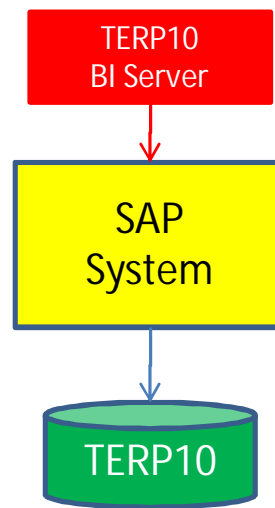
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Emerging SAP Educational Products

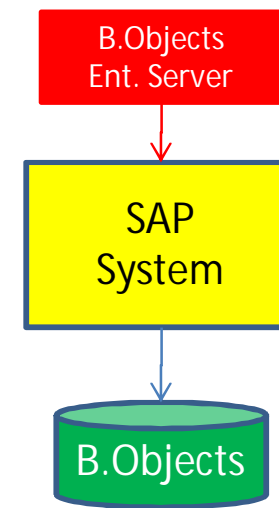
Available in the Advanced Product Package



HEC ERP Sim



TERP10



B.Objects

BI Server = BW + SEM



What do you choose?

It depends on your needs and criteria:

Lowest cost?

Go on the public transport - *Economy Plus package*

The cheapest means for some independence?

Get your own compact car - *Economy package*

Get the cheapest way to travel to **separate** destinations?

Get your own small fleet of compact cars - *Economy Plus with additional clients*

Get more horsepower to travel to different places fast?

Get your own sports car - *One System*

Get your own stable of sports cars - *One system with additional clients*

Get a really powerful truck *Advanced Products*



Economy



Compact



Intermediate



Full Size



Premium



Luxury



Minivan



Convertible



Premium SUV



Caveats

- SAP Basic clients are limited to
 - 400 named users (currently GBI is limited to 100 named users)
 - 100 concurrent users
- SAP Advanced clients
 - 200 named users
 - 50 concurrent users
 - One client per instance (except in the cross client configuration instance which has 2 SAP clients)
- HEC ERP SIM max per game currently 234 students (26 x teams of 9) plus 2 academic users.
- TERP10 25 named users/25 concurrent users



When to use the Economy Package

- I only want to **demonstrate transactions** in class.
- I only want the students to **try some transactions** and **not modify master or configuration data**.
- I have **small classes** and want **a low cost** means of providing access.
- I can **control the data input to avoid clashes** with others.
- I only have a **small set of transactions** that complement my course.



When to use the Economy Plus Package

- I want to **save my weekly class activities**.
- I am **modifying master data**.
- I am **modifying single client configuration data**.
- I am **building a dataset** for future use.
- I **need to be assured** that others cannot change my data set.
- I will have **no more than 400 named users** and no more than **100 concurrent users**.
- I will require **access to Advanced Products**.



Conclusion

Economy package:

\$AUD 3,400 per annum for 1 shared client

Is best when

There is only a small class which is seeking to run a small set of transactions.

Economy Plus package:

\$AUD 5,000 per annum for 1 dedicated client

Is best when

There is only one class and they are doing the same set of exercises on the core modules of SAP

I need to make sure that my data is not changed by others.

Is the basic building block for further product access.



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Questions on packages



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Topic 5

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About the UCC

- There are 5 University Competence Centers globally
 1. UCC Magdeburg - covering Germany only
 2. UCC TUM in Munich – covering Europe, the Middle East and Africa (EMEA)
 3. UCC Milwaukee Wisconsin - covering the Americas
 4. UCC Chico – covering the Americas
 5. UCC APJ – covering the Asia, Pacific, Japan region
- UCC APJ supports over 140 universities
- Active in Thailand, Singapore, Philippines, Pakistan, New Zealand, Malaysia, Macau, Korea, Indonesia, India, Hong Kong, China, Australia and still growing.
- 2nd largest UCC behind UCC Magdeburg.



SAP

SAP provides UCC staff access to technical training, technical support and encourages inter-UCC interaction

Functional Training & Support to UAP

SAP informs academics on industry use of products and facilitates knowledge transfer through workshops, access to training, and encouraging industry and university interaction

UCC facilitates curriculum use of SAP Products through effective systems management and access to educational datasets.

ASP Technical Spt

UAP members require effective architecture, systems management and access to educational datasets to support curriculum activities

Curriculum Development & Teaching

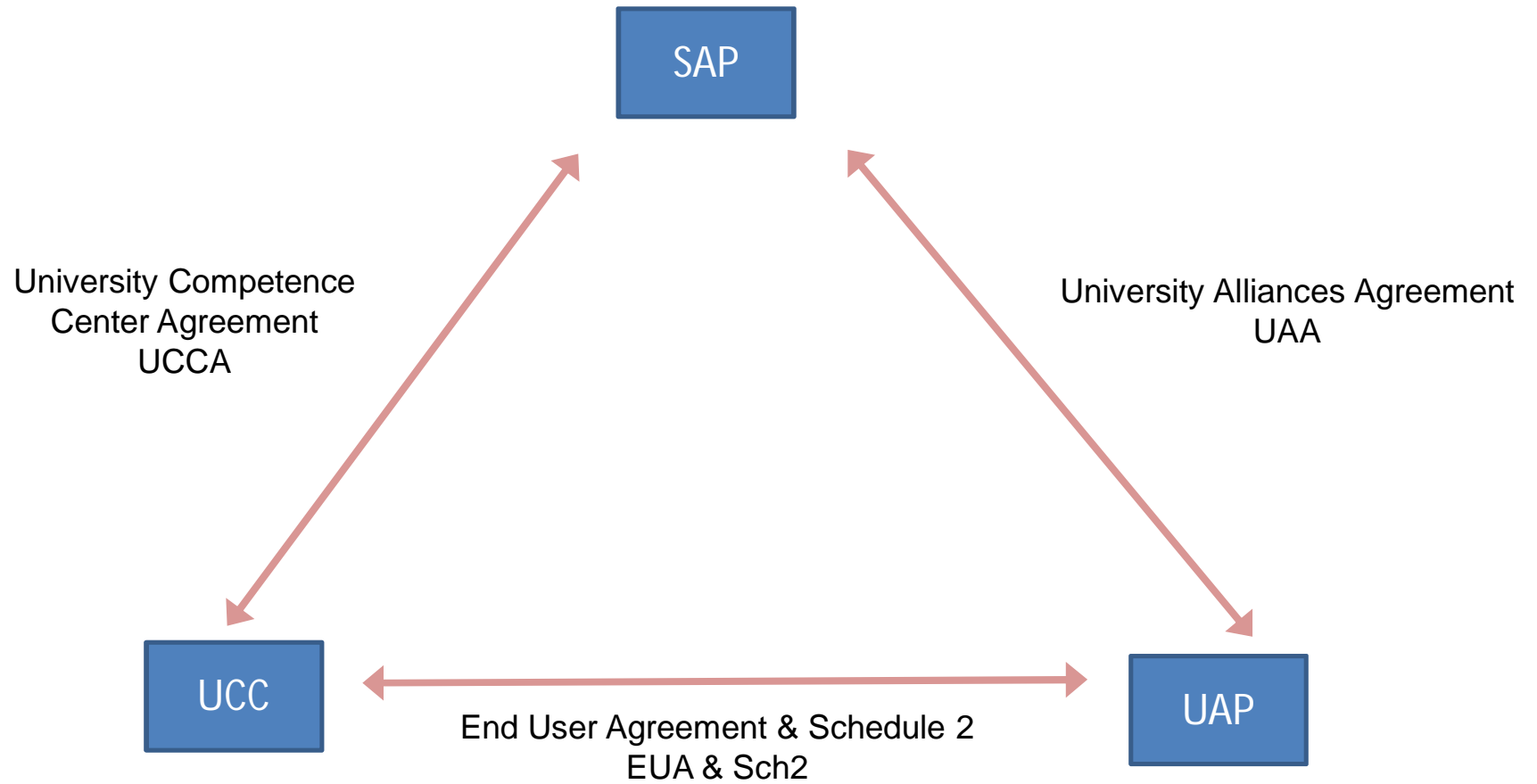
R&D

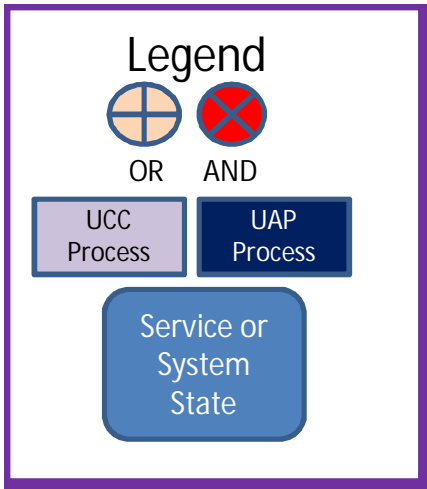
Consulting

UCC:
Providing access to SAP Products for curriculum use

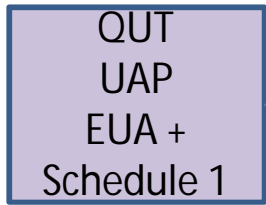
UAP members:
three activities

Contracts

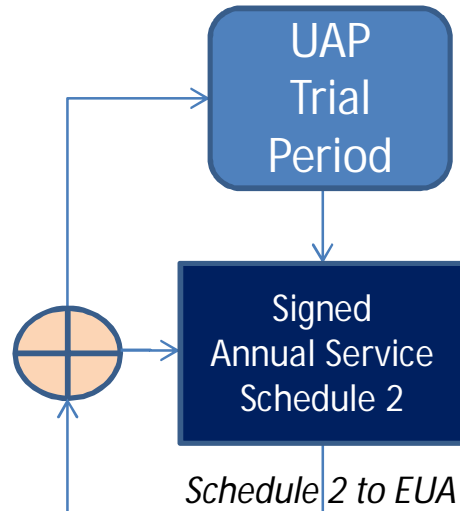




Same Start Date:



5 year life for EUA And Schedule 1

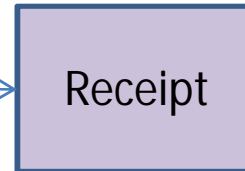
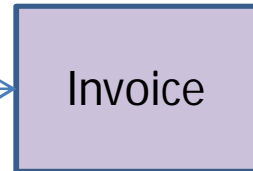


Max 1 Month

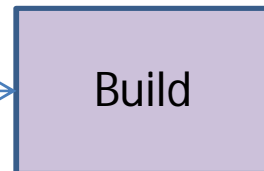
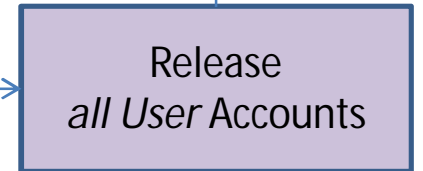
Provides shared access to educational datasets only and NOT to be used for teaching

Date of Commencement is the responsibility of the UAP member

Required for dedicated access to educational datasets.

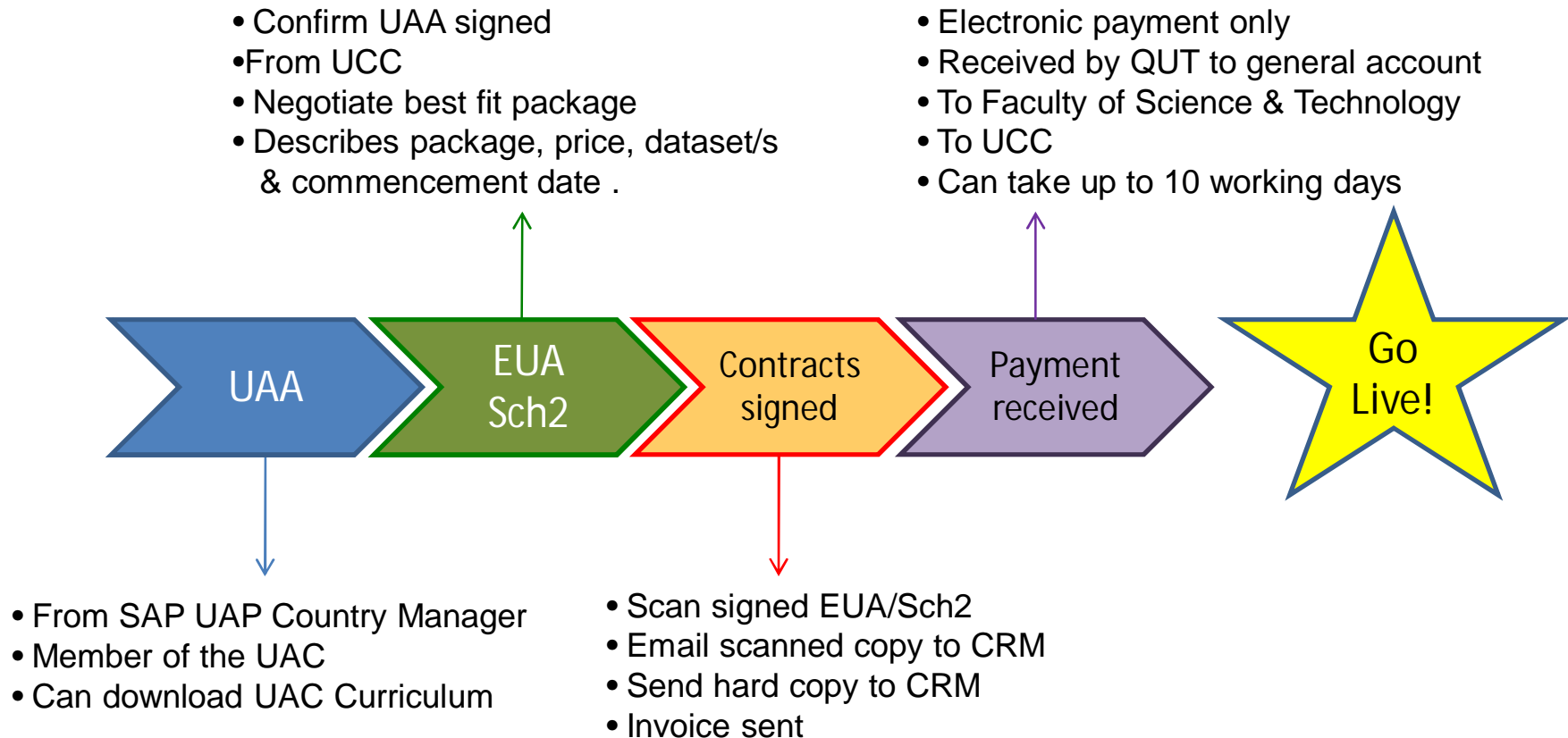


28..60 days depending on national processes



SAP UAP UCC Process Chart

Business flow



Commencement Date

- The service commences from the designated commencement date on Schedule 2
 - Not the date payment is made
 - Not the date user accounts are released
- The customer is in control of this date not the UCC.
- Issues you must consider
 - Time required to obtain legal opinion and sign off
 - Time required for your Finance department to pay
 - Time for UCC to receive payment at QUT end
- Usually from the first of the month
- User accounts are not released until payment is received at our end



Services



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Services

Core Services:

1. Connection to a QUT server configuration 24 hours/7 days a week, subject to scheduled downtime and remedial or routine maintenance;
2. First Level Support
 - according to SAP UCC standards
 - available during normal UCC working hours (Mon - Fri, 8:00 AM to 6:00 PM Brisbane time);
3. Passing and following up problems to SAP OSS;
4. Backup and Recovery Service; and
5. Systems Software Administration



Key Caveat

- Systems Administration
 - does *not* include functional support or configuration.
 - does *not* include UAP systems administration support for activities by staff and students of the Institution.
- Configuration of your own dataset is your responsibility.
- Testing and approving the client installations is your responsibility.
- Support in your own dataset is your responsibility.



Basic Service

The Basic Access Rights are intended solely to support the functional exercises in SAP Business Suite on the assigned educational dataset.

- Access to SAP ECC shall be provided via a shared or dedicated client in SAP Business Suite (currently ECC6) which will be configured in one of the following ways:
 - only to support the agreed exercises supported by IDES.
 - only able to support the Fitter Snacker Dataset developed by Brett Wagner.
 - Only able to support GBI.
 - able to support SAP authorised educational datasets; or
 - a bare client for sole use by the customer university.
 - will **not** support configuration activities which are not in the agreed and provided educational dataset;



Back up and Recovery

- The systems backup for Basic Access Rights provided for this shared service shall be conducted **weekly** by QUT.
- **Recovery for a client** is to the last full weekly backup and forward to the last online system backup of the redo log files.
- **Recovery for a system** is to the last full weekly backup, and forward to the point of system failure.
- *More frequent backing up can be arranged at an incremental cost.*



Key Personnel

- Executive Director and Academic Leader
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Final Words

“Our final words of wisdom are that integrating SAP into your curriculum is a major undertaking. The amount of energy and money involved is far from trivial. However, the rewards to all involved are substantial. Those rewards only come from substantial effort.”

[G. Corbitt, 1999]

This is still true today!



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Questions and Answers

Q&A



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