

SAP SUPPORT UPDATE

SAP 5-year Roadmap

Johns Hopkins has engaged a consulting firm with deep knowledge of how universities and health care systems have gained maximum benefits from their SAP implementations. This firm — CSC — also has expertise in SAP upgrades and they have begun work to determine how Johns Hopkins can best leverage the capabilities of the SAP system.

The initial idea behind the study was to determine if Johns Hopkins was ready to do a system upgrade — ranging from the technical perspective to the employee perspective. But the scope of the inquiry was widened to include not just whether we're ready for an upgrade, but how we're going to realize the full potential of the complex and powerful SAP system, now and over the next five years.

"This is all about getting value out of our investment," said Stephanie R. Reel, CIO for Johns Hopkins University and the Johns Hopkins Health System. "We're in year 5 of a ten year implementation cycle and this study can help us clarify and focus on what we need to do to fulfill the mission we began with, which is to increase service, productivity and compliance."

So far the system has provided gains in compliance but not achieved the needed gains in service and productivity, noted Reel. "But we must and we will," she said.

CSC consultants have begun by examining documentation and interviewing the SAP Support Team members and Shared Service Center directors. They will soon begin talking with business process owners and regular users of the system.

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R/3 Club — Users helping users

A user community known as the R/3 Club has begun conducting regular online meetings to share time-saving tips and tricks on using the SAP R/3 system better. The group has a web site and a discussion listserv.

If you're interested in finding out more, or in joining the R/3 Club, send an e-mail to:

r3club@jhu.edu

SUPPLY CHAIN: eMarketplace Redesign

Starting August 4, 2008, eMarketplace will get a new look. Below is a screenshot of what users will see in eMarketplace in August:

The screenshot shows the Johns Hopkins eMarketplace interface. The top navigation bar includes 'Home - Product Search' and a search field. Below the navigation bar, there are several sections: 'Organization Message', 'Review', 'My Resources', and 'Product Search'. The 'Product Search' section is highlighted, showing a 'Browse by' dropdown menu with 'Supplier' selected and circled in red. Below this, there are logos for 'Office/Computer' (Dell, Apple, Go Connection, Office DEPOT) and 'MRO/Facilities' (GRAINGER). A callout box points to the 'Supplier' option, explaining that clicking on it will bring up an alphabetical list of all Johns Hopkins suppliers.

Organization Message

Welcome to the Johns Hopkins eProcurement Site!

JHU: Looking for More Vendor Catalogs?
On your search page, click on Browse by Supplier. Then scroll through four pages of vendor catalogs.

NEW! The Fisher Scientific punchout is now customizable. You can create and save personal hotlists and templates that will be available to you, and only you, each time you punchout to Fisher.

For support questions please email help@jhmi.edu or help@jhu.edu

You can also call for support at:
East Baltimore - 410-995-HELP
Homewood - 410-516-HELP
Eastern - 443-997-HELP

Review

- History
- Draft Carts

My Resources

- Recent Enhancements
 - Product Timeline
 - SelectSite v8.1 Release Notes
 - SelectSite v8.1 Release Preview Notes
- email: help@jhu.edu
- phone:

Product Search

Categories

- All
- Office/Computer
- MRO/Facilities

Other Searches

Punchout

Office/Computer

- Dell
- Apple
- Go Connection
- Office DEPOT

MRO/Facilities

- GRAINGER

The "Browse by Supplier" option has been moved; clicking on the word "Supplier" will bring up an alphabetical list of all Johns Hopkins suppliers. University and Health System employees will see suppliers relevant to their organization.

NEW Business Warehouse (BW) REPORT for JHHS

A new Personal Time Off (PTO) report will allow JHHS affiliates to properly capture their leave balance liability from an accounting standpoint related to termination benefits. It will show the total leave balance hours and total dollar liability for terminal wage types.

Training:**JHHS TRAINING SCHEDULE:**

Course Title	Location	Date(s) Offered
Advanced Online Payment Request	JHBMC, ACS 202	8/19
Advanced Travel Expense Reimbursement	JHBMC, ASC 202	8/26
BW Reporting	JHBMC, ASC 202	8/19
Viewing and Determining Workflow	JHBMC, ASC 202	8/26

JHU TRAINING SCHEDULE:

Course Title	Location	Date(s) Offered
Intro to BW Workshop	2024 Bldg 2-1007	8/27
Travel and Business Expense Reimbursement Request	Eastern B105	8/14
Department Billing Specialist	2024 Bldg 2-1007	8/26
Petty Cash Till	Eastern B105	8/18
Departmental Budget Creator—Sponsored	2024 Bldg 2-01007	8/21
Processing Online Payments	Eastern B105	8/14
Unit Cost Maintenance	2024 Bldg 2-1007	8/20

To sign up for **JHHS training** classes, please visit:

<https://portal.johnshopkins.edu/kmx>

For JHHS contact the Training Team at: saptraining@jhmi.edu or 410-735-7065 or

<http://www.hopkinsmedicine.org/SAP>

To sign up for **JHU training** classes, please visit: <http://learning.jhu.edu>

For **SAP e-courses**, go to:

<http://training.jhu.edu/html/Financial/fathomelinks/ecourseaccess.asp>

For JHU contact the Training Team at: learning@jhu.edu or 443-997-6453.

FastFacts Library

Learning how to use the SAP system better is a couple clicks away. There is a growing library of recorded content on the FastFacts web site. Browse the catalogue of SAP topics covered and click on the one you want to watch. It's easy. For more information, go to:

<http://hopkinsfastfacts.org/rSessions.html>

TIP: Some employees have found it useful to download and print the accompanying Power-Point presentation so you can follow along and make notes.

SHOPPING CART TIP: Setting up your eMarketplace Profile

In order to access your eMarketplace punchout catalog and have your orders properly reach the supplier, you must complete your eMarketplace profile. To set up a profile, complete the following steps after entering the Shopping Cart tab on your SAP GUI:

1

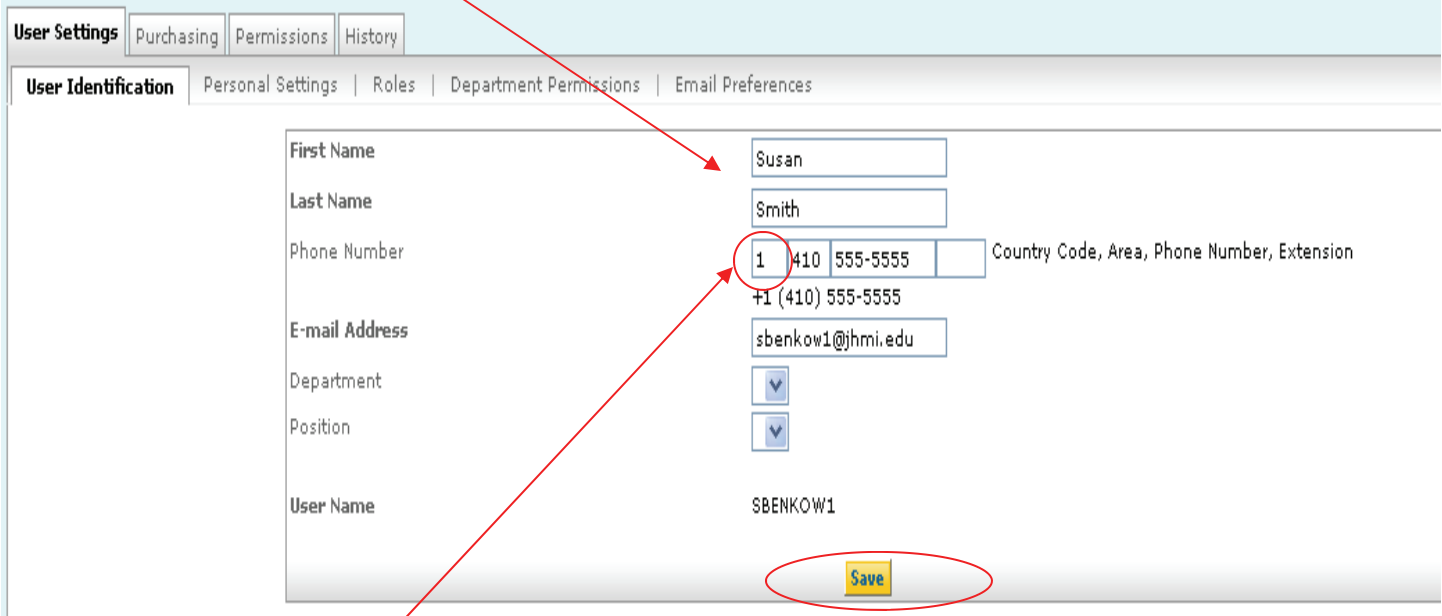
Click on "HopkinsSelect eMarketplace."

**2**

Click on the "Profile" tab.

**3**

Enter your "First Name," "Last Name," "Phone Number" and "E-mail Address" in the appropriate fields. When finished, click on the "Save" button.



User Settings | Purchasing | Permissions | History

User Identification | Personal Settings | Roles | Department Permissions | Email Preferences

First Name	Susan
Last Name	Smith
Phone Number	1 410 555-5555 Country Code, Area, Phone Number, Extension +1 (410) 555-5555
E-mail Address	sbenkow1@jhmi.edu
Department	▼
Position	▼
User Name	SBENKOW1

Save

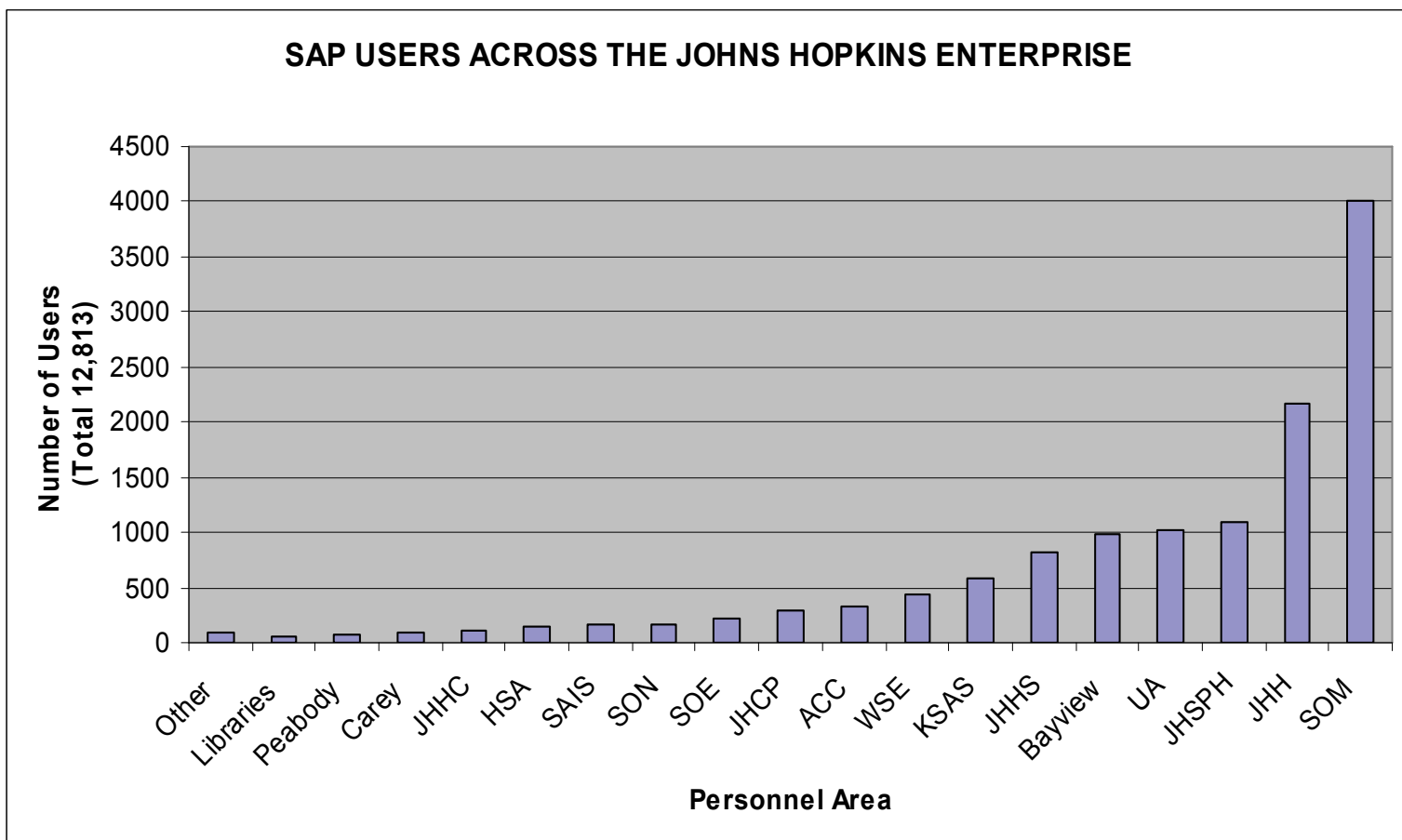
Please note that the first block of the "Phone Number" field is for the country code. It is not for the area code. In order to assure that the supplier has your correct phone number, enter a "1" in the first "Phone Number" field if you are based in the United States.

SUPPLY CHAIN: Vendor Self-Service Portal

A recurring theme with Johns Hopkins vendors is knowing what payments have been made to them. One possible solution being examined is a possible "vendor portal" that would allow vendors to see payments made to them, purchase order information and invoices.

This idea is currently being investigated by the SAP Support Team, Accounts Payable and Supply Chain Shared Services.

SAP DEMOGRAPHICS



SHOPPING CART PRINTOUT

The Supply Chain team is currently developing a Shopping Cart printout. Users should expect to be able to print out Shopping Cart orders by the end of the calendar year.



Business Warehouse (BW) TIP: SUBTOTALS

When you are in a Business Warehouse (BW) report, you might notice that not all columns have subtotals. In most BW reports, you should be able to add subtotals for each column. To add subtotals (i.e. results), do the following steps:

Non Payroll Cost Transfers

Toggle Nav Block Variable Screen Printing Bookmark No. of Rows No. of Columns Email New Window Exceptions/Conditions Cancel Query

Rows: Business area (Sender), Cost Center, G/L Account, Amount

Columns: Key Figures

Free Characteristics: APPROVAL_INDEX

1 Enter a BW report. Right click on the column that you want to add the subtotals to. Choose "Properties." For our example, we are adding the subtotal for "G/L Account."

Business area (Sender) 160 BLOOMBERG SCH OF PUBLIC HEALTH # Cost Center JHEN/Not assigned G/L Account 630031 CHEMICALS

2040019 CLF LERNER PROJ RSRC # JHEN/Not assigned

https://dv21xbw.erp.johnshopkins.edu - Characteristic Properties

Back
Back to Start
Export as ...
Properties
Key Figure Definition
Query Properties
Report Description
Show Repeated Texts
Suppress All Results

2 For our example, we chose to Suppress Results Rows "with only one value." This means any one line item, will not have a "results row." However, the subtotal for that line item will appear in the "Amount" column.

3 Click on "Transfer."

Display: Key and text Standard

Sort by: Key

Sort Direction: Ascending

Suppress Results Rows: **With Only One Value**

Show Following Attributes:

- Balance Sheet Acct: Key Standard 1
- Ind.: P&L Account: Key Standard 2
- Planning Item: Text Standard 3
- Source System: Text Standard 4
- Source system ID: Key Standard 5

Display Hierarchy:

- Active: (Flache Liste)
- Expansion Level: 1

Transfer Close

The other choices in the dropdown box are Suppress Result Rows "always" and Suppress Result Rows "never." **Suppress always** means that you will never see the results for every single line item. **Suppress never** means you will always see the results for every single line item.

Non Payroll Cost Transfers

Toggle Nav Block Variable Screen Printing Bookmark No. of Rows No. of Columns Email New Window Exceptions/Conditions Cancel Query

Row 1 / 31

Business area (Sender) PUBLIC HEALTH # Cost Center JHEN/Not assigned G/L Account 630031 CHEMICALS Amount 2.00

633001 NON-MED SUP & EQ -36.50

Result -34.50

1600000000 BSPH OPERATIONS 632001 OTHER INST SUP -100.00

632101 OTHER RESRCH SUP -150.00

Result -250.00

1600200015 BLINDNESS PREVENT # JHEN/Not assigned 100.00

1600202019 CREDIT CARD FEES 632101 OTHER RESRCH SUP 25.00

1600204001 OFFICE OF FAC MAN # JHEN/Not assigned 300.00

632001 OTHER INST SUP 150.00

633022 BABY PRODUCTS 99.00

Result 549.00

The subtotals are now shown.

For single line items, the subtotal is shown as well.

What Happened in SRM?

Shortly after arriving to work on the morning of July 1, 2008, Trisch Sadowski, a senior business analyst on the SAP Support Team, began receiving calls that buyers and end users were not able to access Shopping Carts in the Supplier Relationship Management (SRM) module.

Rather than an isolated case of a user here or there, the problem was widespread; in fact, the entire SRM system was down. As Sadowski delved into the issue, she discovered that SRM users mysteriously had no positions in the SRM system. She herself got locked out and couldn't get back in.

As long as the SRM system was down, users would not be able to order supplies.

As quickly as the magnitude of the issue was known, the SAP Support Team began working in earnest to find the problem and fix it. They tried several fixes, but none worked. Calls flooded into the Help Desk. Communications were posted and sent out to the user community alerting people to the problem and outlining emergency purchasing procedures.

But the problem persisted.

The Support Team figured out what was wrong, but it took some time to get to the root cause of why it happened. What was wrong: A synchronization program that runs daily and matches up user data between the R/3 system and SRM had failed, rendering SRM unavailable to end users. The challenge was how to restore the user information, and also find out why it happened, so it wouldn't happen again.

When serious technical issues with SAP arise, the Hopkins SAP team logs an Online Support Services ticket, or OSS message. This kicks into gear a 24-hour SAP help effort that moves around the world with the clock. As the day and night wore on, Hopkins SRM team members were supported by SAP experts in the U.S., Europe and Asia.

A number of SAP Support team members worked around the clock into July 2 as a series of conference calls were held and SAP experts, along with other consultants, tried to come up with a strategy to restore shopping functionality.

By the afternoon on July 2, the SAP Support Team had a plan, but it would involve some risk. On the advice of SAP support and several consultants, the team decided they would attempt to restore user data in SRM using a backup copy of the system taken on June 27. If it worked, it would mean a shorter downtime. If it didn't work, the team would have to shut down the entire SAP system for 10 hours or more.

To pull off restoring SRM with the backup data would mean using an SAP program that no one had ever used before. "We were the first," said Sadowski.

That night, they went into action. They used the SAP program to extract the copy and by 12:30 a.m. on July 3, they were re-importing user data back into the SRM system, work that didn't finish until about 4:30 a.m. SAP Support Team member Patrick Lynch stayed with it through the night. Team members who had left at midnight now began testing the fix from home at 4:30 a.m. They found it to be working, so they turned it over to Supply Chain Shared Services that morning to test.

That also went well, so by 10:30 a.m., the system was turned back over to end users and once again, users could order supplies using SRM.

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But that wasn't the end. The SAP Support Team still didn't know why the break happened in the first place, and while they investigated, Sadowski had to manually update user data on a daily basis in SRM.

Eventually SAP experts determined the root cause: Support packs installed in March had a code defect in the synchronization between R/3 and SRM — when a large number of organizational structure changes were processed at the same time, as happened on July 1, the program “lost track” of the position-to-role connections.

That code has been fixed and installed on the Hopkins SAP system. “It's really been a team effort. Everybody has been doing their part to help,” said Sadowski.

To guard against this in future, the SAP Support Team has made two backup copies of the SRM system.

SUPPLY CHAIN: Additional Vendors

Recently more vendors were been added to SciQuest and GHX. Below is a list of some of the additional vendors.

JHU eMarketplace:

AJ Stationers
Barnes & Noble
Bio-Rad Laboratories
VWR International
Invitrogen
Grainger

GHX:

Comed Corp.
Comed Electroscope
Steris Corp.
Darrel Industries
Tri-Anim Health Services
Johnson & Johnson
VWR

TRAVEL NEWS: Mileage Rate Change

On July 1, 2008, the Per Diem mileage rate changed from 50.5 cents to 58.5 cents per mile.

UPDATE: Help Desk

On August 15, 2008, the SAP Support Help Desk is uploading the Self-Help database, which allows users to search for common problems that users call the help desk for and their solutions—to the support website as well as an updated Day One Survival Guide.

SAP SUPPORT TEAM UPDATE is published monthly. If you have a question or story idea, please send an e-mail message to: sapnews@jhu.edu