SAP Ariba

SAP Ariba Intelligent Configuration Manager (AR730e)

This course provides an overview of **Intelligent Configuration Manager**, including the capabilities, benefits and functionality of the tool.

1. Intelligent Configuration Manager Overview
2. Intelligent Configuration Manager Parameter Administration

SAP

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Unit 1: Intelligent Configuration Manager Overview

1. Introducing Intelligent Configuration Manager
2. Defining the business case for Intelligent Configuration Manager
3. Explaining the workflow for managing parameters in Intelligent Configuration Manager
4. Explaining parameter dependencies and access permission

Lesson Introduction

In this lesson, you will be introduced to Intelligent Configuration Manager.

Intelligent Configuration Manager

Intelligent Configuration Manager (ICM) is the end-user solution for partners and customers which allows them to manage configurations across various SAP Ariba services in one centralized location. This tool iteratively provides customer administrators with ownership of their environments and configurations combined with powerful tools and intelligence. There is increased flexibility in testing, approving, and deploying of configuration updates in a test site before they are rolled out to the production site. This provides more visibility into what was changed, when it was changed, and who changed it in the site. You can systematically package and transport changes across environments.

SAP Ariba Procurement solutions include hundreds of parameters that determine how procurement and invoicing processes work. With this release, members of the **Customer Administrator** group can control a subset of configuration parameters for their site without having to request assistance from SAP Ariba Customer Support.

The ICM user interface allows you to:

- View and modify site parameters of various SAP Ariba solutions
- Test configuration updates in the test site before deploying it in your production site
- Audit and approve the updates before deployment
- Create and manage deployments of all parameter updates in your site
- Package and transport all updates to the production site
- Audit logs of all activities for security and compliance management

For more information

- Before you begin, learn more about **ICM** workspace and related tasks using the training materials. The link is available on the upper right side on the ICM **Home** page.
- For information about all configurable parameters available in ICM, refer to the *ICM parameters reference*.

Lesson Introduction

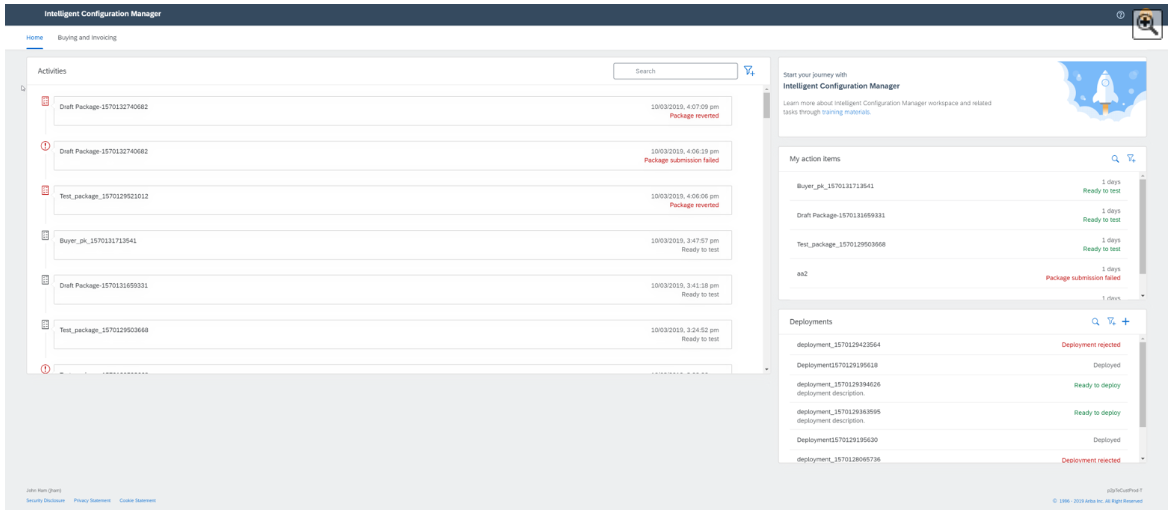
In this lesson, you will learn how to define the business case for Intelligent Configuration Manager.

Business Challenges

Our partners and customers need a way to easily manage, audit, and deploy their configurations across the entire SAP Ariba landscape but have limited capabilities due to:

- Configuration currently being managed through Service Requests (SRs) and providing no audit trail for what was previously created including the user and time stamp information.
- Missing a mechanism that packages and transport changes across environments.
- Access only being provided to the areas where the configurations are applied, which increases the cost in partner lead projects.

SAP Ariba Solution and Objectives



Solution

The SAP Ariba solution provides a persona-based common UI that uses an API first approach to allow for the following services:

- Configuration
- Audit Control
- Migration (from environment to environment)

Objectives

The objectives of the SAP Ariba solution include the reduction of SR volume and lower deployment costs and timelines. The objectives for SAP customers are to:

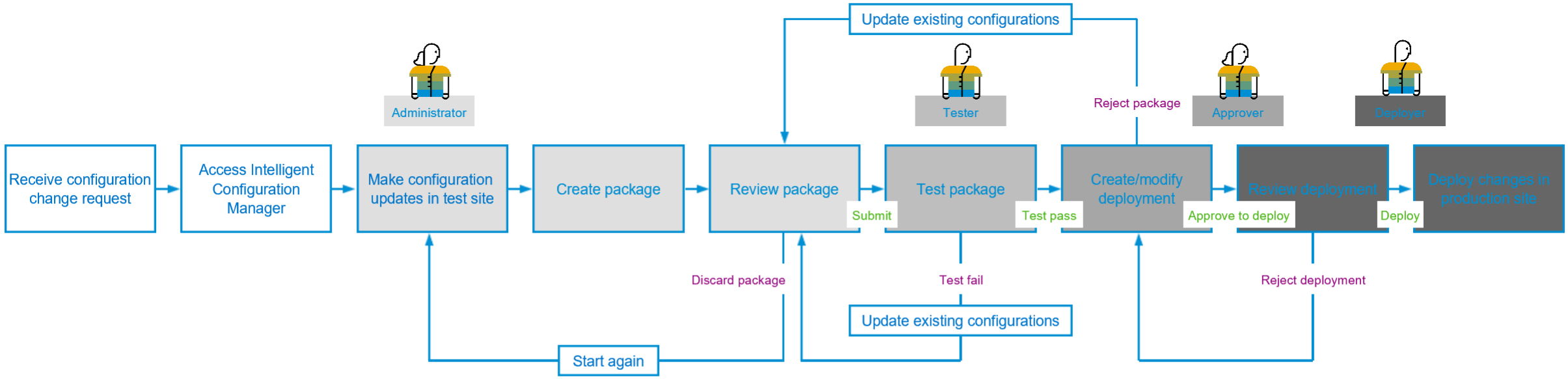
- Manage day-to-day operations without having to call support.
- Remove the requirement to coordinate changes with support.
- Analyze and audit changes made to your environment.
- Save significant time and costs.

Lesson Introduction

In this lesson, you will learn how to explain the workflow for managing parameters in Intelligent Configuration Manager.

Configuration update workflow

When you get an internal request to change your site's configurations, for example, change a parameter value, as a customer administrator, you can now access ICM to update your production site's configurations at any time. The following diagram illustrates the workflow for updating or managing parameter configurations.

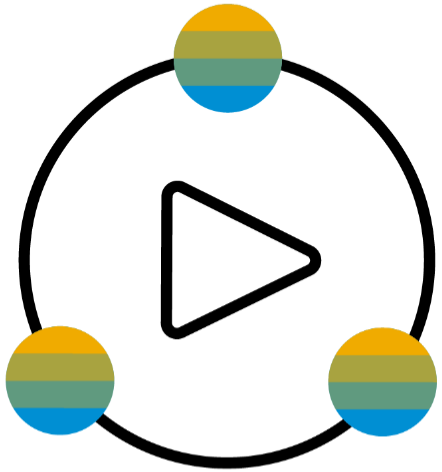


Simulation: Update Configuration Option for an Existing Solution

Start the simulation to practice this task.

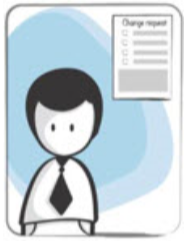
As a customer administrator, if you receive a change request to update a configuration option for an existing solution in your site, use the following steps.

In this release, a customer administrator who makes the configuration updates can also act as a tester, approver, or deployer to perform these tasks.

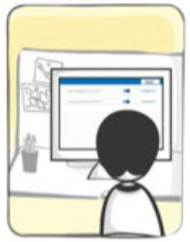


Business workflow scenario

This diagram provides a storyboard version of the workflow steps for updating configurations.



David is a Developer who is working for abc inc. company to configure their product. He receives a change request to enable supplier risk which has been approved by the company.

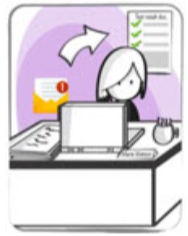


He logs into ICM portal and makes changes to address change request.

He creates a package and commits to his changes.

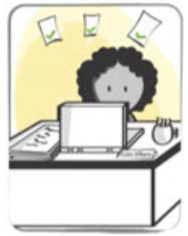
He goes ahead to submit these changes for approval.

This request is then passed on to Robin, who logs into portal and approves the changes to be tested.

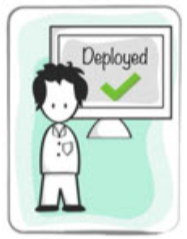


Marie is a tester for this request. She receives a notification about the approval by Robin.

She tests the changes, attaches the result doc and submits it for approval.



This request is then passed on to Robin, who logs into portal and approves the changes to be deployed for production.



John, who is the deployer, looks at the changes that are approved by Marie and schedules the package for deployment.

Lesson Introduction

In this lesson, you will learn how to explain parameter dependencies and access permission.

About Parameter Dependencies

Before changing any parameter values, it is important to read the description and understand the functionality of the parameter. In some cases, parameters are dependent on other parameters. You can find detailed descriptions, dependencies, and precautions in the parameter documentation in the help section of ICM. It is imperative that you test all changes made in your test environment prior to moving changes to production to avoid any incorrect results.

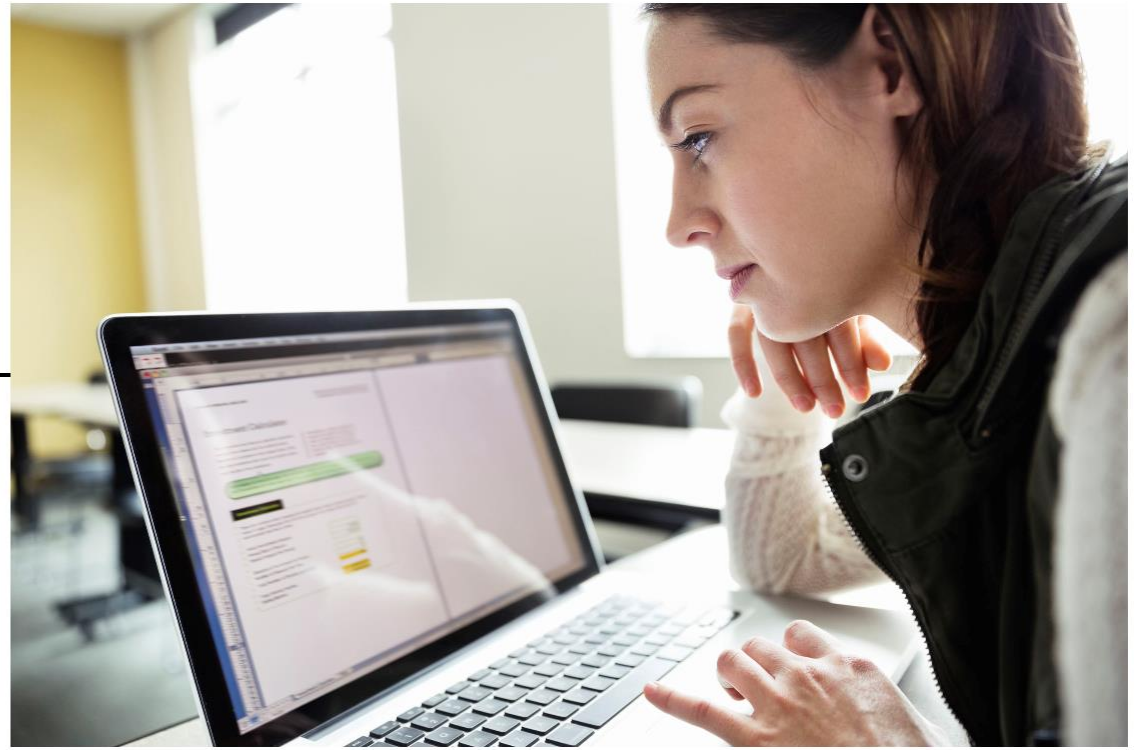
Access permission

To access ICM, the user must have Customer Administrator permission.

SAP Ariba

Unit 2: Intelligent Configuration Manager Parameter Administration

1. Navigating the Intelligent Configuration Manager dashboard
2. Reading the Intelligent Configuration Manager activity log
3. Editing a parameter
4. Creating and reviewing a package
5. Testing a parameter change
6. Approving a parameter change
7. Deploying a package to production



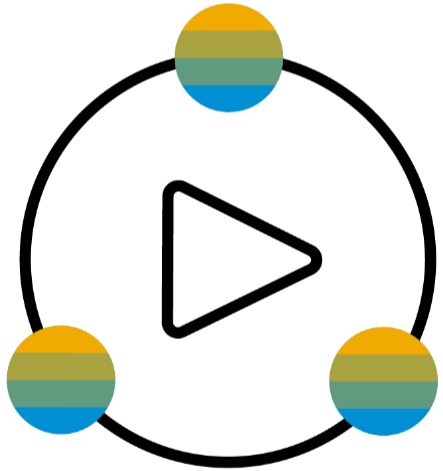
Lesson Introduction

In this lesson, you will learn how to navigate the Intelligent Configuration Manager dashboard.

Simulation: Log in to Intelligent Configuration Manager

Start the simulation to practice this task.

The Intelligent Configuration Manager (ICM) workspace in SAP Ariba Administrator provides access to tasks for managing configurations of various SAP Ariba solutions for your site. You can access ICM following the steps in the simulation.



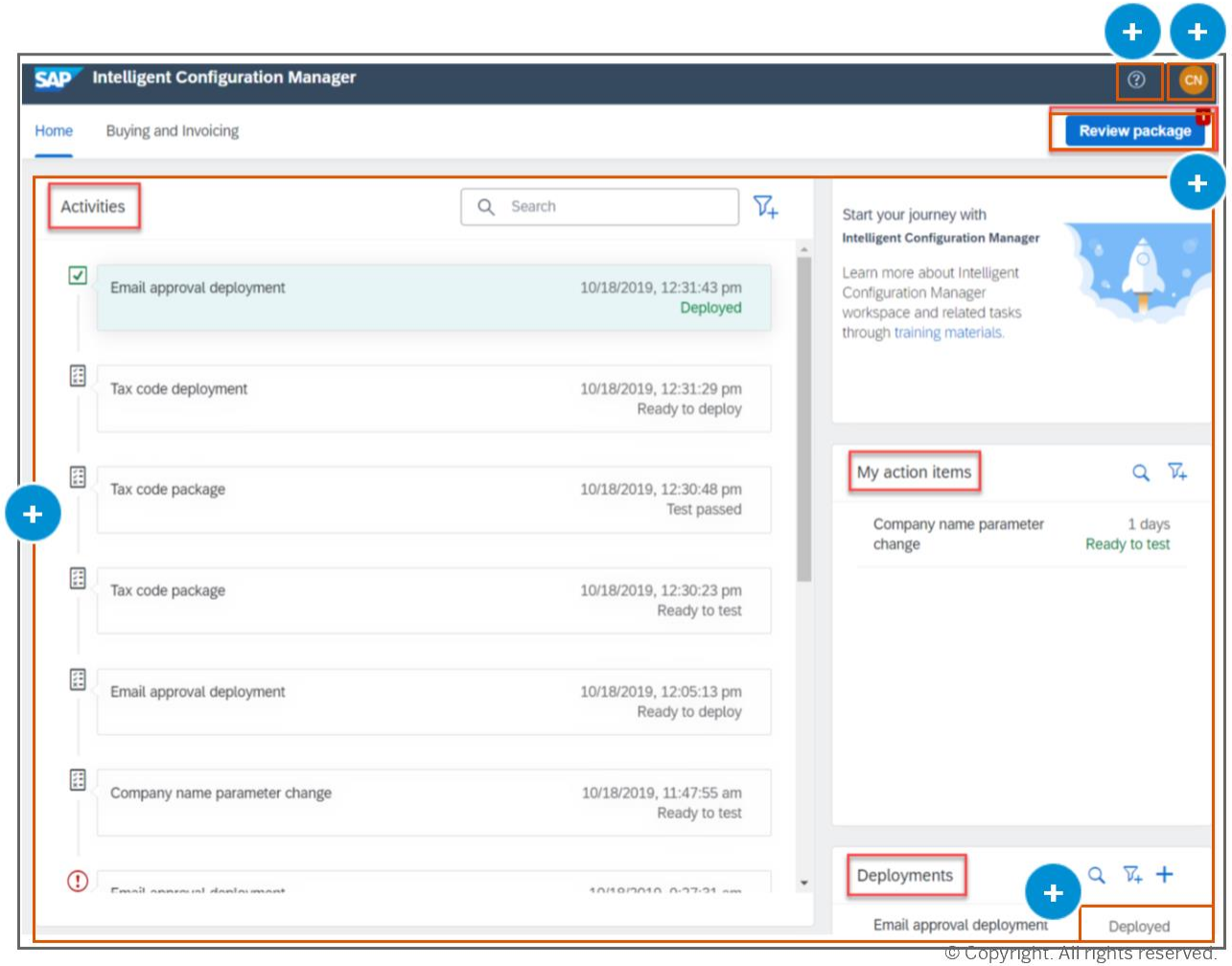
Dashboard navigation

Click each element on the screen for more information.

Navigate ICM using a dashboard that contains tabs with menus, action tiles, and content items. The home page dashboard provides navigation elements, common actions, and main controls for administration and configuration tasks. It also includes a set of action tiles you can use to highlight a comprehensive set of information about your day-to-day tasks.

The following elements are accessible in the dashboard:

- Dashboard tiles
- Help
- Preferences
- Review package
- Site



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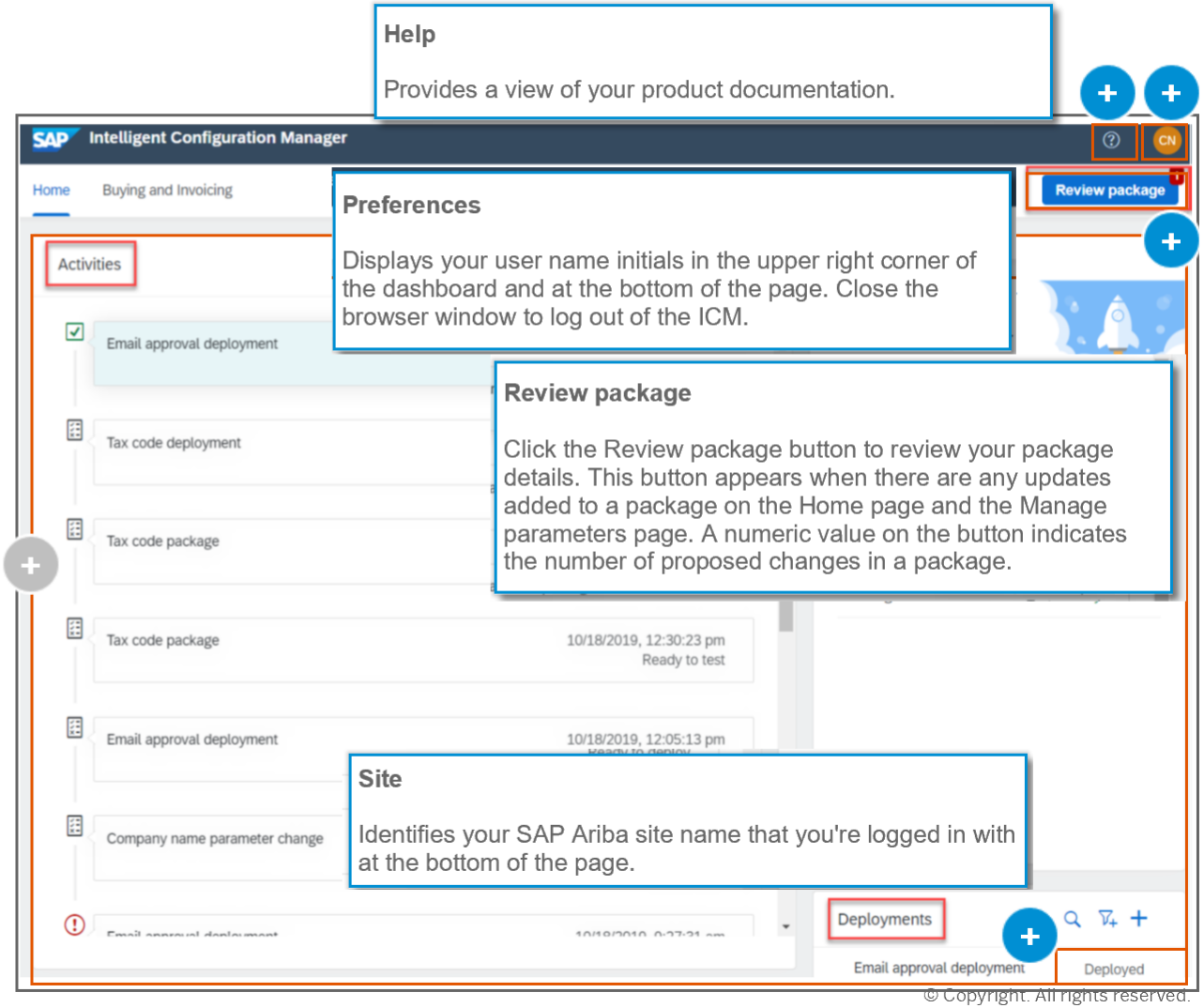
The following elements are accessible in the dashboard:

- Dashboard tiles
- Help
- Preferences
- Review package
- Site

Dashboard tiles

Displays important information about package and deployment activities, and your day-to-day action tasks. Dashboard tiles refresh automatically after every change.



Dashboard tiles

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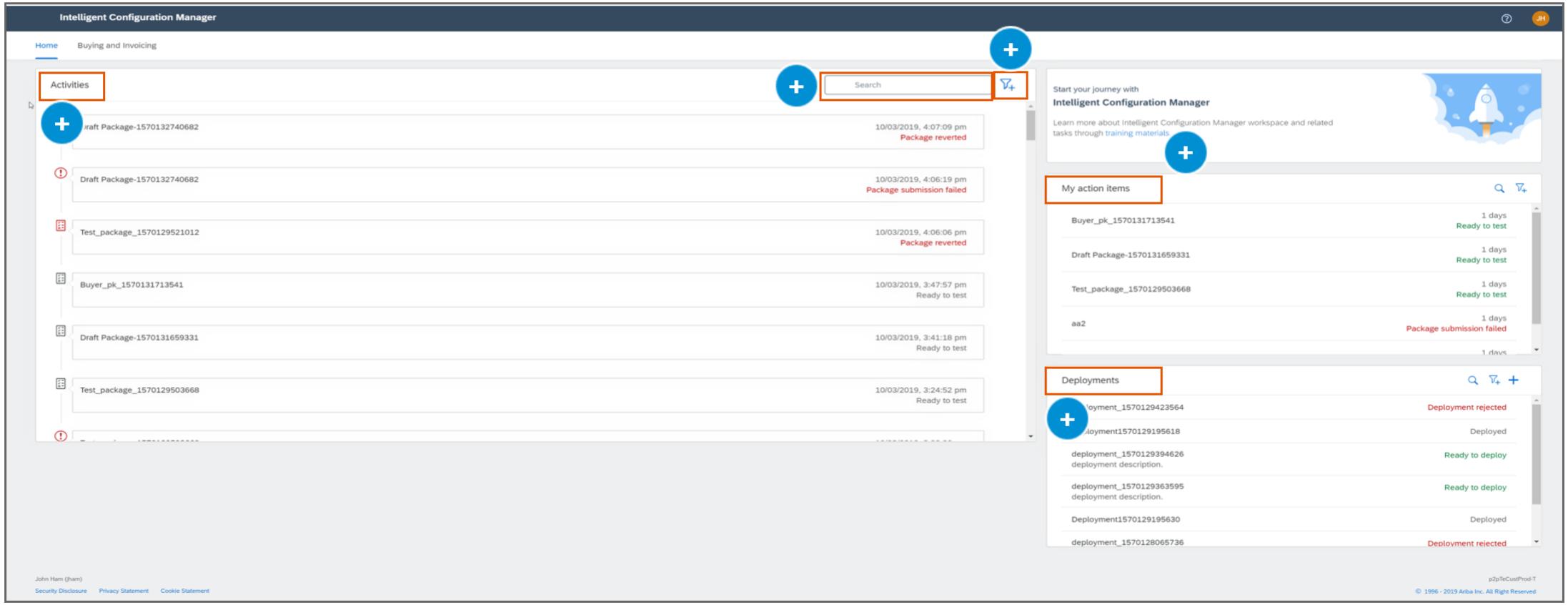
You can use content tiles to quickly view and access your daily tasks, package activities, and deployments. You can search and narrow your search results using the filter options in each tile.



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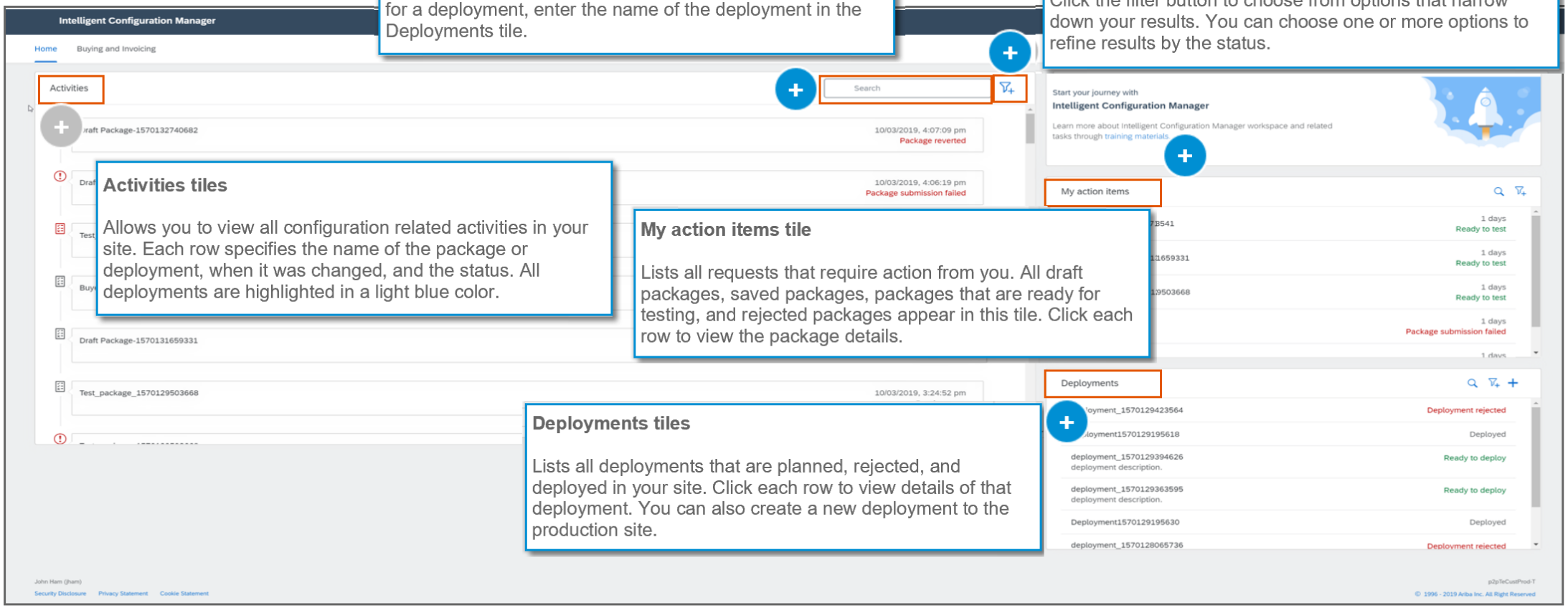


Lesson Introduction

In this lesson, you will learn how to read the Intelligent Configuration Manager activity log.

Configuration change status

The home page displays different statuses for each configuration change.

- The Activities tile shows all statuses related to all activities.
- The My action items tile shows different statuses related to packages.
- The Deployments tile shows all statuses related to deployments.

The following table explains the different statuses that appear on the dashboard.

Status	Description
Draft	The package is in a draft state.
Package reverted	The package is deleted from the system but the configuration values are reverted before the package deletion.
Test passed	The package is tested and passed in testing.
Test failed	The package is tested and failed in testing.
Approval rejected	The package is rejected by the approver.
Ready to deploy	The deployment is created and approved by the approver.
Deployed	The deployment is deployed in your production site successfully.
Deployment rejected	The deployment is rejected by the deployer.
Deployment deleted	The deployment is deleted from the system.

Lesson Introduction

In this lesson, you will learn how to edit a paramter.

About parameters

SAP Ariba solutions use parameters to control many aspects of site configuration. Parameters allow you to specify the basic settings for a customer site. They control whether entire capabilities are enabled, for example, receiving, and whether certain user actions are available to the user, for example, the ability to dispute an invoice exception. Parameters also set certain default values such as escalation periods. Many site-wide settings like company holidays or email notification configuration settings are also controlled by parameters.

Caution

Before you make any changes to your site's configuration, make sure the users and functional owners are aware of any possible impact.

Understanding parameters

Parameter IDs appear in dot notation as follows:
parameter_type.section.[subsection.]name

Where:

- parameter_type indicates the type of parameter. Application parameters operate on customer site data. You can only edit Application parameters.
- section indicates the product or module that the parameter affects. For example, parameters in the Expense section affect Ariba Travel and Expense and parameters in the Invoicing section affect the invoicing module.
  Parameters in the Base section typically affect the entire customer site.
- subsection further defines the product or module affected by the parameter.
- internalname is the name of the parameter.

For detailed information about all available parameters, see Intelligent Configuration Manager parameters reference.

Simulation: Modify Parameter Value

Start the simulation to practice this task.

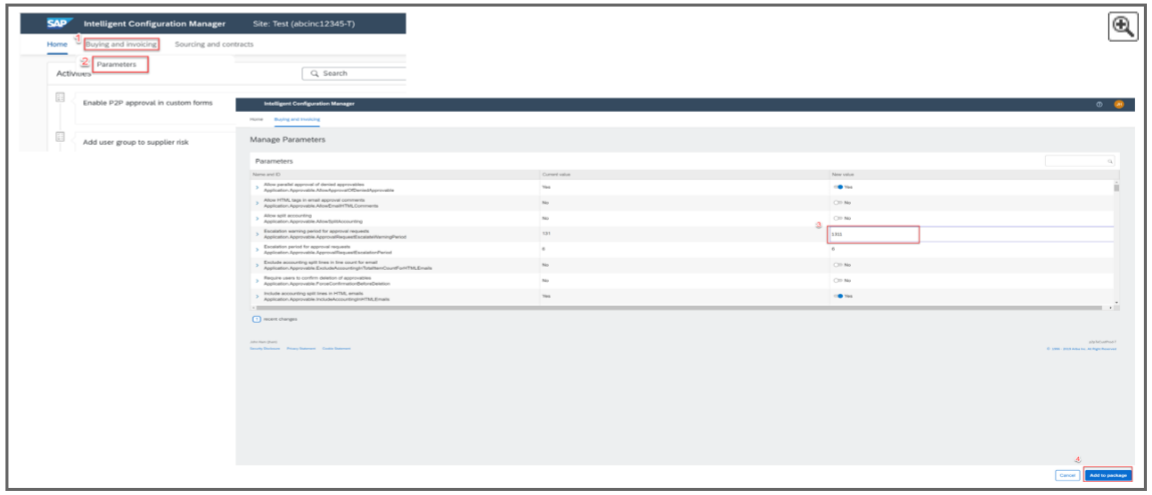
SAP Ariba solutions use parameters to control many aspects of site configuration. You can change parameter values for the site.

Prerequisites

- Members of the Customer Administrator group can perform this task.
- Review the configuration change request for your site.

Note

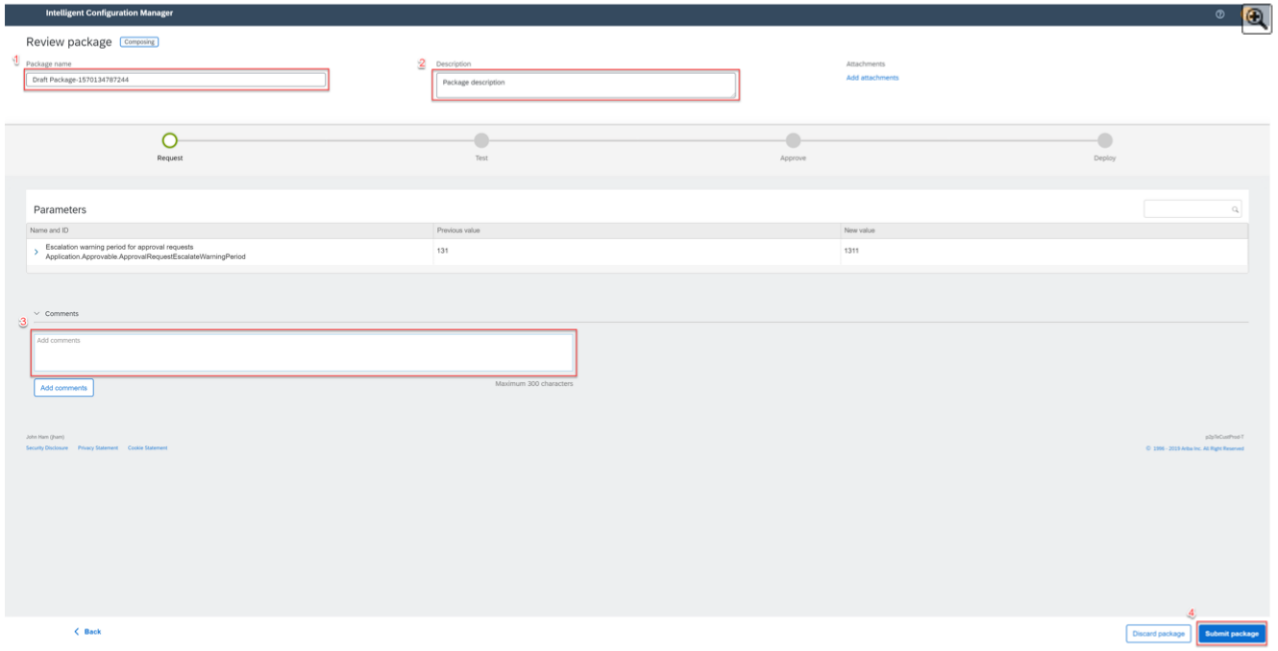
- In ICM, all configuration changes are grouped into a package so it's easy to transport to the production site. For details, see Manage configuration packages.
- Parameter changes typically take effect immediately. Parameter changes affect all users. Therefore, plan any changes in configuration settings carefully for your production site.
- For the parent-child sites, the child sites inherit configuration changes made in the parent site. However, the configuration changes made directly in a child site are not replicated to the parent site or to any other child sites.



Lesson Introduction

In this lesson, you will learn how to create and review a package.

Manage a package



You can gather all your configuration changes for the site in one package so it's easy to transport to the production site. You can view, add, modify, discard, and reject packages. You can create multiple packages, however, for each administrator only one package can be in the composing state at a time in the system. Each package must be tested in your test site to analyze the impact. All tested packages can be deployed in your production site after approval.

Caution

When you make any changes to your site's configuration, all changes are saved in the test site.

Resolving conflicting values in different packages

When there are different values found in your packages for the same configuration, a warning window opens. Here are some scenarios that might result in conflicting configuration values:

- You're submitting a package and someone else already updated the same configuration value in your test site, an error window opens showing the value is being updated in another package. You can discard your package and create a new package without the conflicting configuration. Alternatively, request that the administrator (of the other package) either deploy or reject the conflicting package.
- You're submitting a package and if any configuration value in your package has been already updated, a warning window opens showing different values found for the same configuration. You can either submit the new values; or discard the package if you don't want to apply the changes, and create a new package without that configuration.
- You’re discarding a package, for example, a failed package in testing that includes a configuration value that has changed in the test site. A warning window opens showing different values found for the same configuration. Choose a value you want to keep in the test site and click Revert. The discarded package is deleted from the system and the value is reverted. The Activities tile shows the Package reverted status.

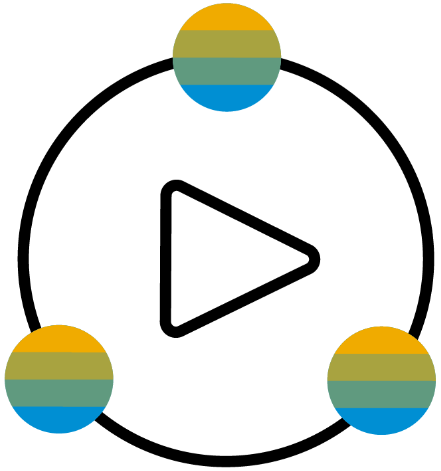
Simulation: Create a package

Start the simulation to practice this task.

You can gather all your configuration changes for your site in one package so it's easy to transport.

Prerequisites

Members of the Customer Administrator group can perform this task.



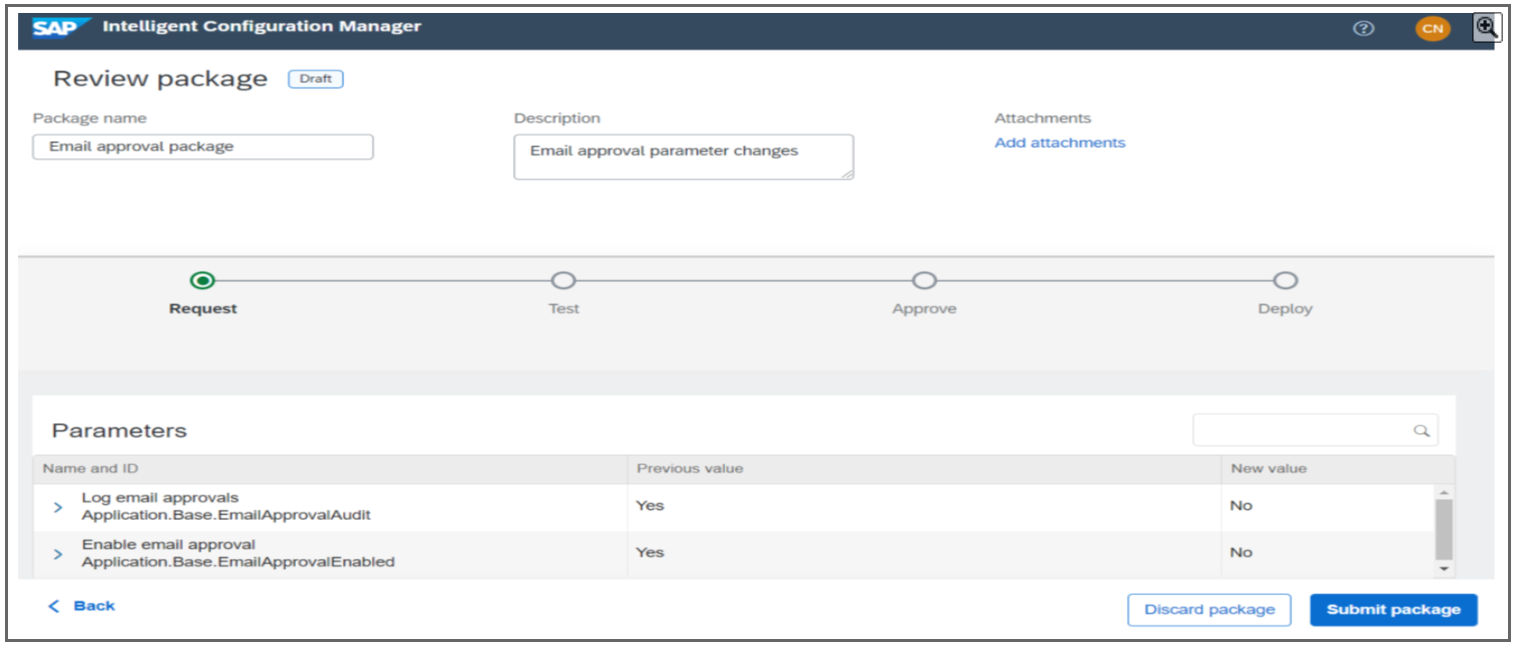
Simulation: Review and Submit a Package

Start the simulation to practice this task.

Before submitting a package, review the package information, related change requests, and the actual changes. You can add one or more documents for testers and deployers to view and download before they approve or deploy a package. For example, you can attach files such as initial change request form, impact analysis, or instructions for testers or deployers.

Prerequisites

- Members of the Customer Administrator group can perform this task.
- The created package.

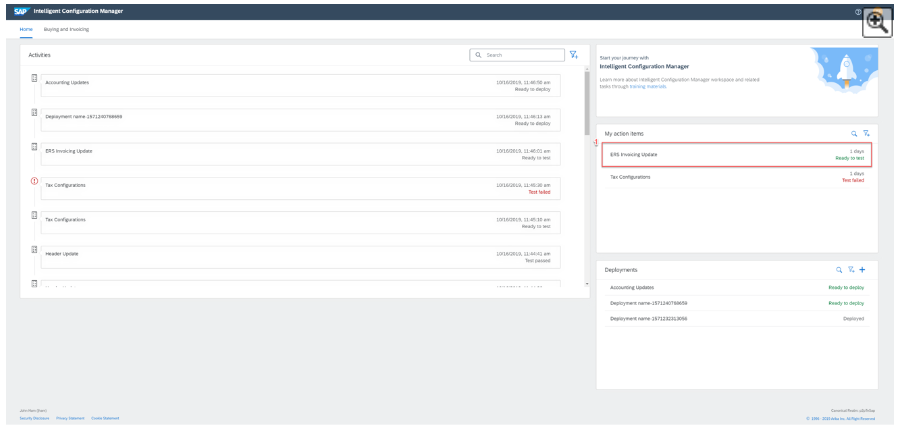


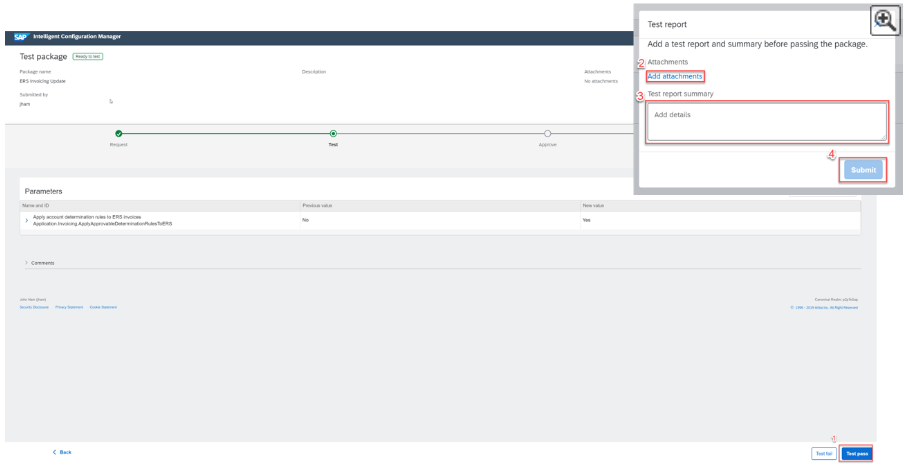
Lesson Introduction

In this lesson, you will learn how to navigate the Intelligent Configuration Manager dashboard.

Parameter change test

Make sure that all configuration changes work correctly in your test site before deploying it in the production site. The following figures show the process in the system.





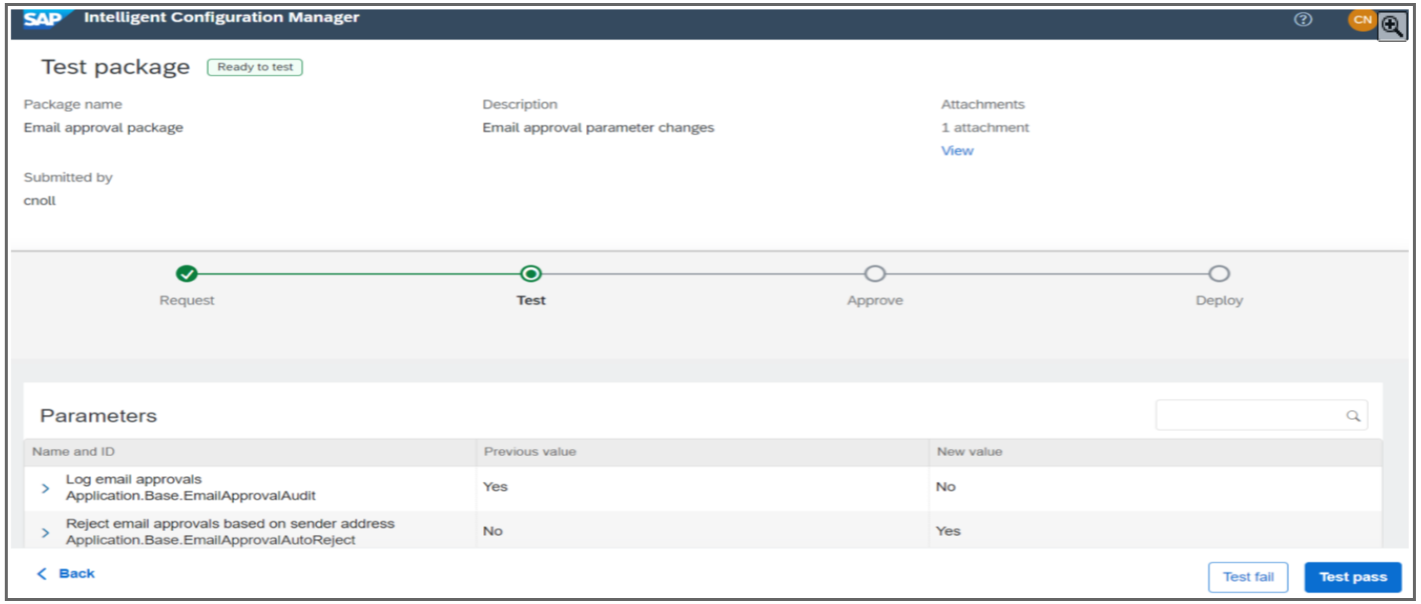
Simulation: Test a parameter change

Start the simulation to practice this task.

You need to test all configuration updates offline within your solution. Test each configuration change separately and all changes together to make sure that any change doesn't affect the other associated changes in the package. After testing, include a test report to understand the impact for the approver group.

Prerequisites

- Members of the Customer Administrator group can perform this task.
- A created package.



Lesson Introduction

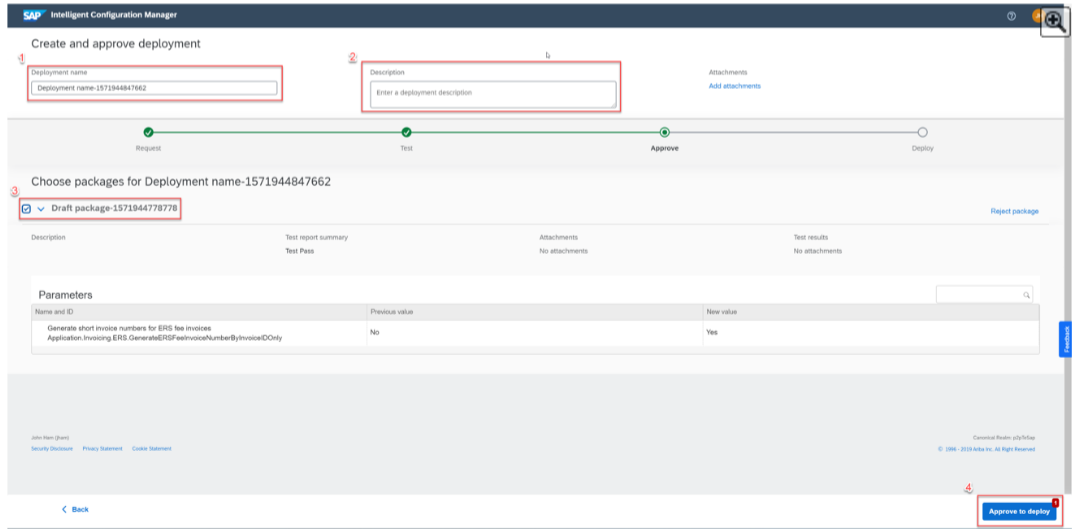
In this lesson, you will learn how to approve a parameter change.

Parameter change approval

Customer Administrators can view, create, and modify deployments for their test site as illustrated in the figures. All approved deployments can be easily transported to their production site.

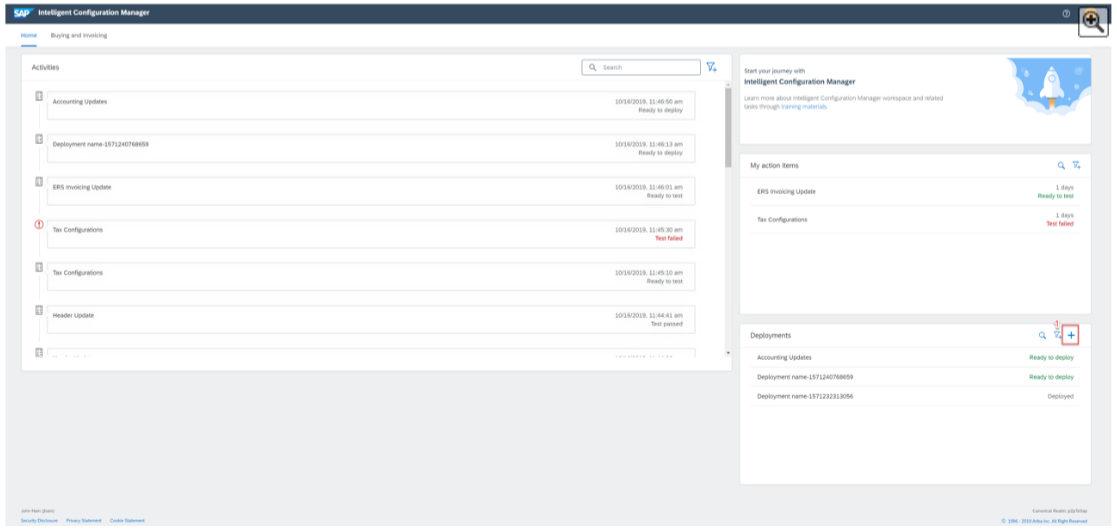
You can create and approve a deployment of all tested packages. You can add multiple packages in one deployment. You make all your updates in the test site and then deploy them in the production site.

Caution
When you deploy your site's configuration changes, all changes are saved in the production site.



You can't make or revert any configuration updates in the production site directly using the ICM. All configurations in the production site are read-only. To revert the updates, you can set previous values in the test site, create a new package, and after testing deploy it in the production site.

In the Deployments tile on the Home page, click the row to view details of each planned deployment in the test site. Make sure all deployments are approved before deploying them to your production site.



Resolving conflicting values in the deployment

When you’re deploying configuration updates to the production site and if the same configurations have been already updated in the production site, a warning window opens showing different values found. You can either apply the new values or go back and reject the deployment if you don't want to apply the new values.

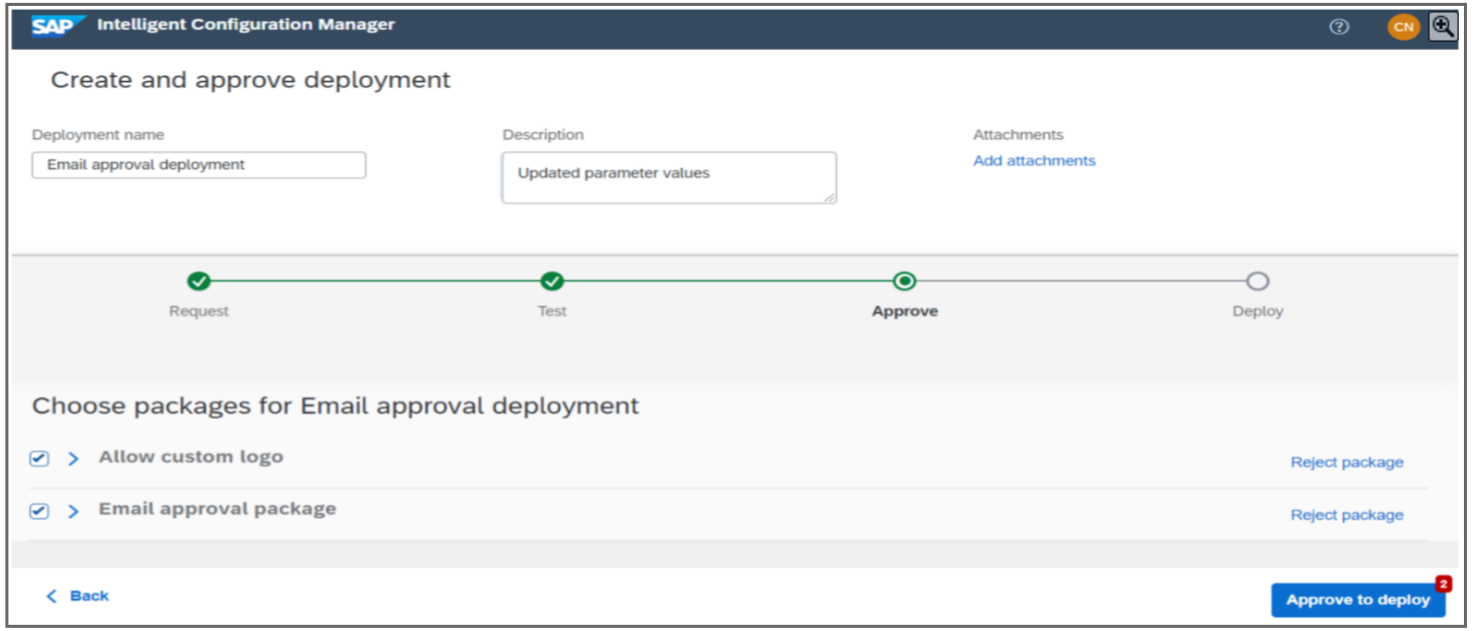
Simulation: Approve a parameter change

Start the simulation to practice this task.

You can create and approve a deployment of all tested packages. You can add multiple packages in one deployment.

Prerequisites

- Members of the Customer Administrator group can perform this task.
- All packages must be tested.



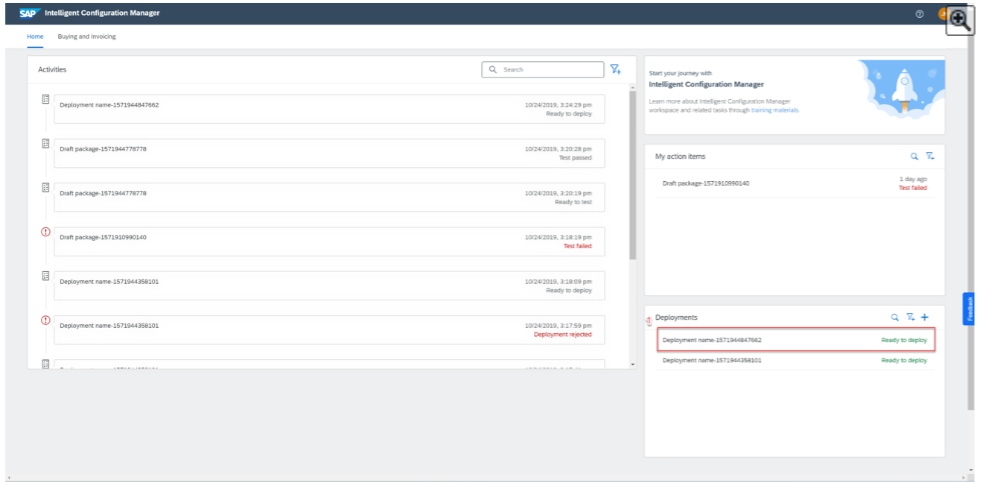
Lesson Introduction

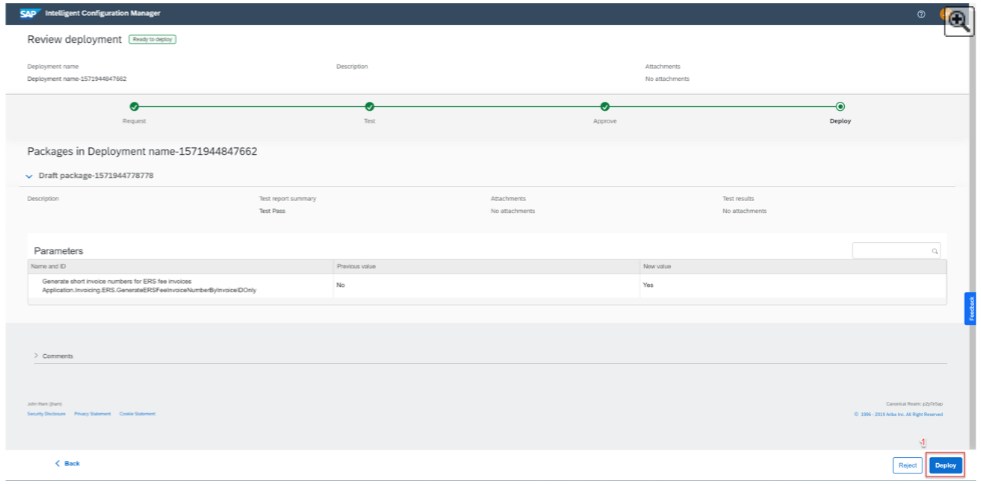
In this lesson, you will learn how to deploy a package to production.

Package deployment

Customer administrators (who acts as deployers) can review and then deploy the packages in their production site. This process is illustrated in the figures below..

When a planned deployment is rejected, for example, due to some updates having been already deployed in some other deployment or due to the customer administrator wanting to deploy the packages with some other deployment, the updates are made before deploying to the production site. It is possible to reject or remove multiple packages from the deployment. All rejected packages remain in the system.



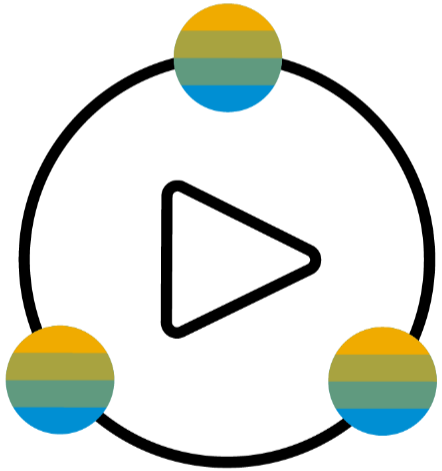


Simulation: Deploy a package to production

Start the simulation to practice this task.

Prerequisites

- Members of the Customer Administrator group can perform this task.
- An approved deployment.



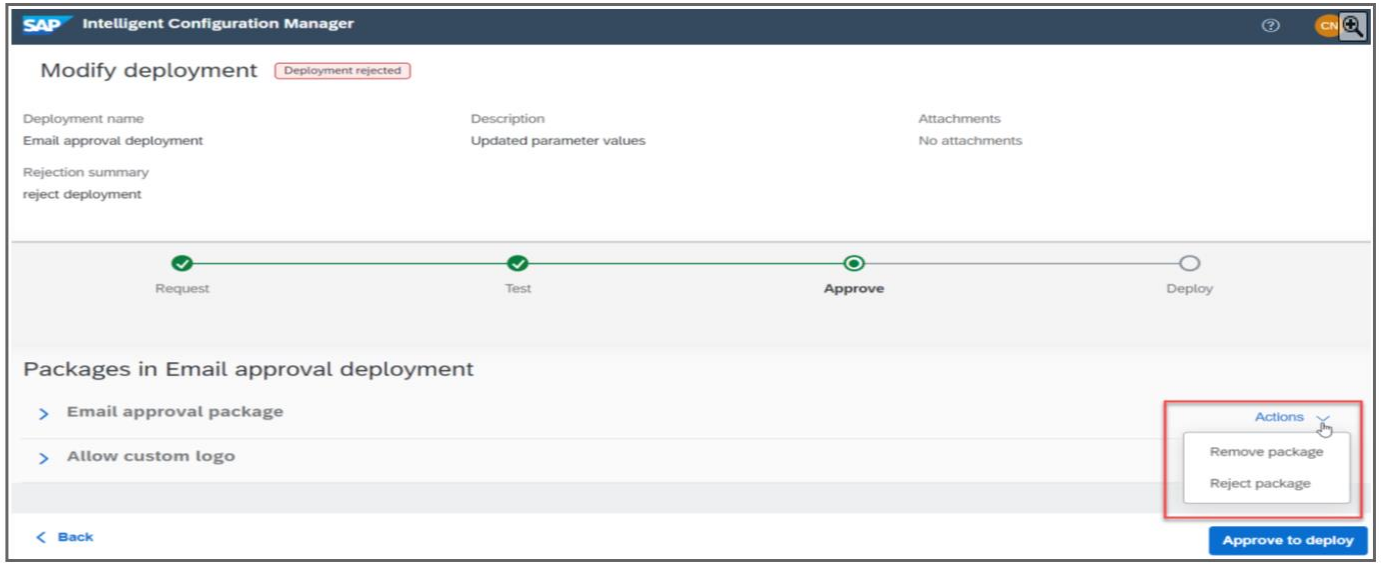
Simulation: Modify and resubmit a rejected deployment

Start the simulation to practice this task.

Customer administrators can make the required updates and resubmit a rejected package for testing again.

Prerequisites

- Members of the Customer Administrator group can perform this task.
- A rejected deployment.



SAP Ariba Intelligent Configuration Manager (AR730e)

Congratulations! You have now completed this course.