SAP Ariba /\\
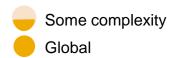
Feature at a Glance
Change Request to modify a live engagement request

Riddhi Kumar, SAP Ariba
Target GA: May, 2020

THE BEST RUN **SAP**

Feature at a Glance
Introducing: **Change Request to modify a live engagement request**

Customer challenge

After an engagement request is fully approved and a supplier is being engaged, many factors could result in the need to edit a live engagement. Previously, once an engagement request was fully approved, changes were not permitted.

Users need the ability to raise change requests in those situations against completed Engagement Requests.

Users also need the system to recognize the kind of change that is being requested (significant or insignificant) and be able to set up a review & approval flow for changes that require consent before being added to the system.

Solution area

SAP Ariba Supplier Risk

Meet that challenge with
SAP Ariba

This feature introduces the ability for authorized users to make changes to live engagement requests. A project owner or governance analyst can now modify an active engagement request. An engagement request for which final approval has already been completed is considered live. Changes to live engagement requests require a specific workflow because they are already being used to govern an actual engagement with a supplier.

Implementation information

This feature is ready for immediate use for all customers with the applicable solutions but requires **customer enablement** steps.

Experience key benefits

Users may now manage and track changes that occur during the lifecycle of an engagement risk project. An authorized user may now update an engagement request to address a change in the supplier relationship. For example: engage with the supplier for an additional service, a supplier is to provide a service in an additional geography, a department included has decided to work with a different supplier, or the supplier has been disqualified for a particular service.

Prerequisites and Restrictions

- Two new phases and a new team must be set up in the engagement request template
- Supplier may not be changed via change request

Feature at a Glance

Introducing: **Change Request to modify a live engagement request**

How to create a change request on a completed engagement

View activities | Action ⌄
- Create issue
- Change owner
- Manage project team
- Copy request
- Change request
- Manage change request owners
- Request archiving
- Cancel request
- Change residual risk

1 – click on Change request in the Action menu

Confirm Change Request ✕

Proceeding with this action will create a change request for this engagement request. Do you wish to continue?

- The change request may require additional tasks and approvals, depending on the proposed changes to the engagement request.
- Final approval of the change request will trigger creation of a new version of the live engagement request.

1983 Characters Remaining

I have my reasons

Optional: Select the user on behalf of whom this change request is being created

Name ▽	Email ▽	Username ▽	
Nitin Laud	nitin.laud@sap.com	testuser2	Select
Alison	alison.o-neil@sap.com	aoneil	Select
da110517bmanager	devnull@devmail.ariba.com	da110517bmanager	Select
Nitin Laud	nitin.laud@sap.com	testuser4	Select
ru110517bmanager	devnull@devmail.ariba.com	ru110517bmanager	Select

First ‹ › Last Viewing: 1/24

OK | Cancel

2 – add a reason for requesting change

3 – optionally, select an 'on-behalf-of' user

Revert change | Save | Next

1 **Business details**   2 Inher   4 Review request

Business Details (sha 12nov19 refresh_chrome1)

1   *Title
sha 12nov19 refresh_chrome1

2   Commodity
Search   Browse
+Add 🔍
Data base reporting software ✕

4 – modify the request business detail and inherent risk screening questions as needed using the wizard.

Feature at a Glance

Introducing: **Change Request to modify a live engagement request**

How to create a change request on a completed engagement

5 – review changes and submit request

6 – change request draft can be saved to be submitted later

7 – alternatively, revert change can be used to cancel out of the wizard. Progress will not be saved

Revert change | Back | Save | **Submit request**

| ① Business details | ② Inherent risk screening | ③ Select supplier | ④ Review request |

Change reason:
I have my reasons

On behalf of:
riddhi_GA

Business details and inherent risk screening

∨ Business details

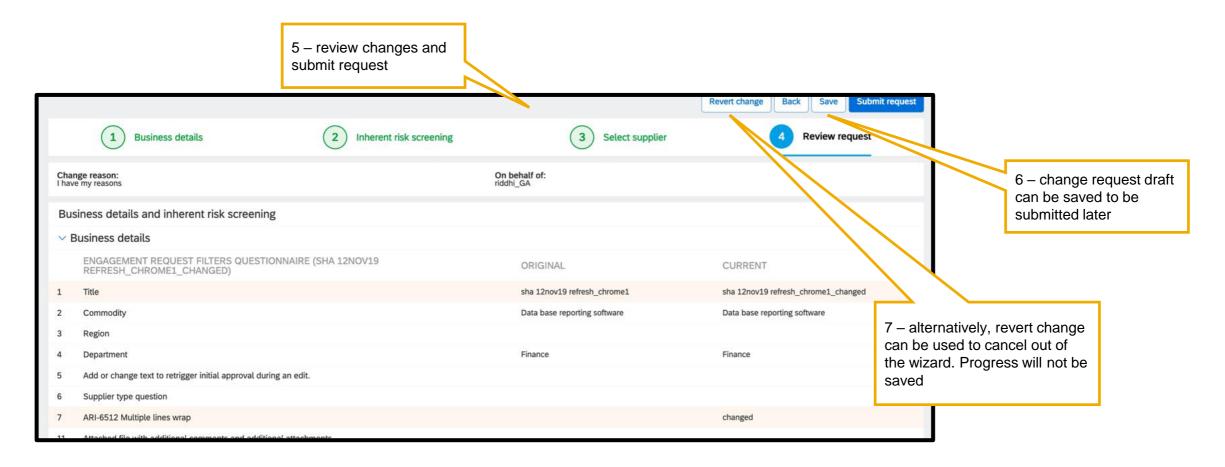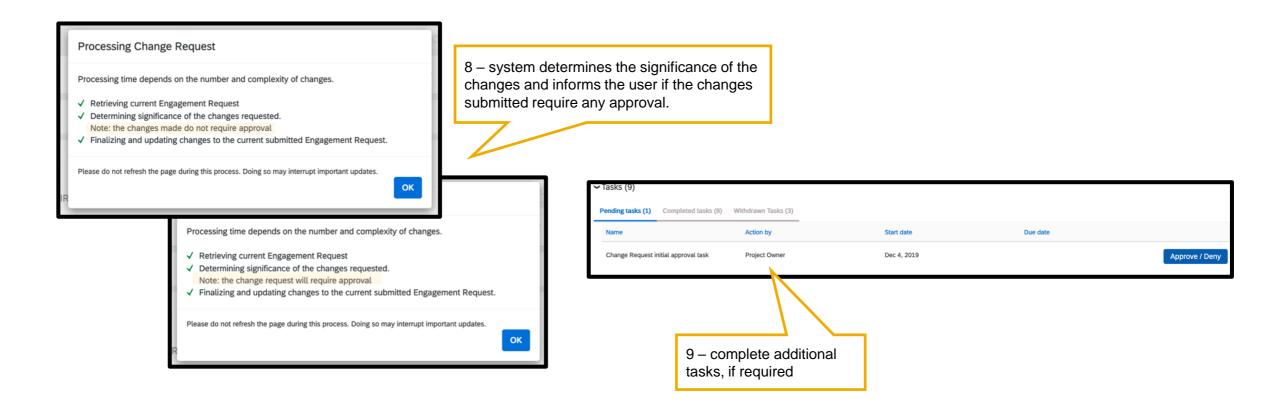|	ENGAGEMENT REQUEST FILTERS QUESTIONNAIRE (SHA 12NOV19 REFRESH_CHROME1_CHANGED)	ORIGINAL	CURRENT
1	Title	sha 12nov19 refresh_chrome1	sha 12nov19 refresh_chrome1_changed
2	Commodity	Data base reporting software	Data base reporting software
3	Region		
4	Department	Finance	Finance
5	Add or change text to retrigger initial approval during an edit.		
6	Supplier type question		
7	ARI-6512 Multiple lines wrap		changed
11	Attached file with additional comments and additional attachments.		

Feature at a Glance

Introducing: **Change Request to modify a live engagement request**

How to create a change request on a completed engagement

Processing Change Request

Processing time depends on the number and complexity of changes.

✓ Retrieving current Engagement Request
✓ Determining significance of the changes requested.
   Note: the changes made do not require approval
✓ Finalizing and updating changes to the current submitted Engagement Request.

Please do not refresh the page during this process. Doing so may interrupt important updates.

OK

8 – system determines the significance of the changes and informs the user if the changes submitted require any approval.

Processing time depends on the number and complexity of changes.

✓ Retrieving current Engagement Request
✓ Determining significance of the changes requested.
   Note: the change request will require approval
✓ Finalizing and updating changes to the current submitted Engagement Request.

Please do not refresh the page during this process. Doing so may interrupt important updates.

OK

⌄ Tasks (9)

Pending tasks (1)   Completed tasks (8)   Withdrawn Tasks (3)

Name	Action by	Start date	Due date	
Change Request initial approval task	Project Owner	Dec 4, 2019		Approve / Deny

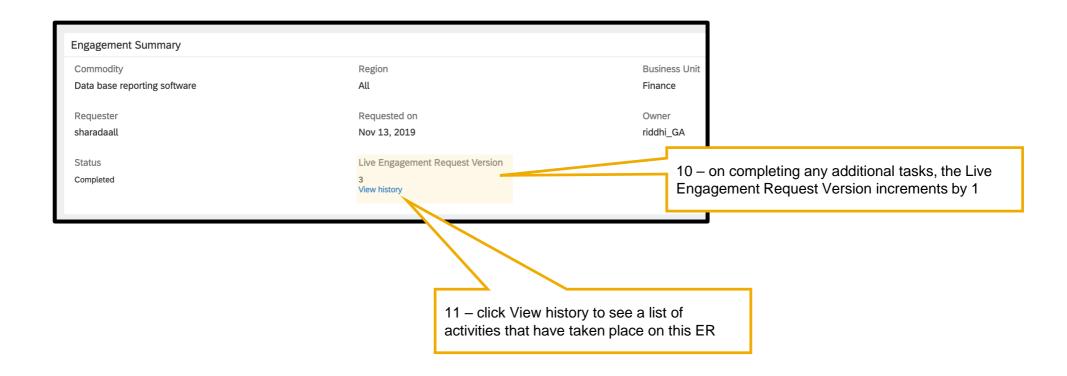9 – complete additional tasks, if required

Feature at a Glance

Introducing: **Change Request to modify a live engagement request**

How to create a change request on a completed engagement

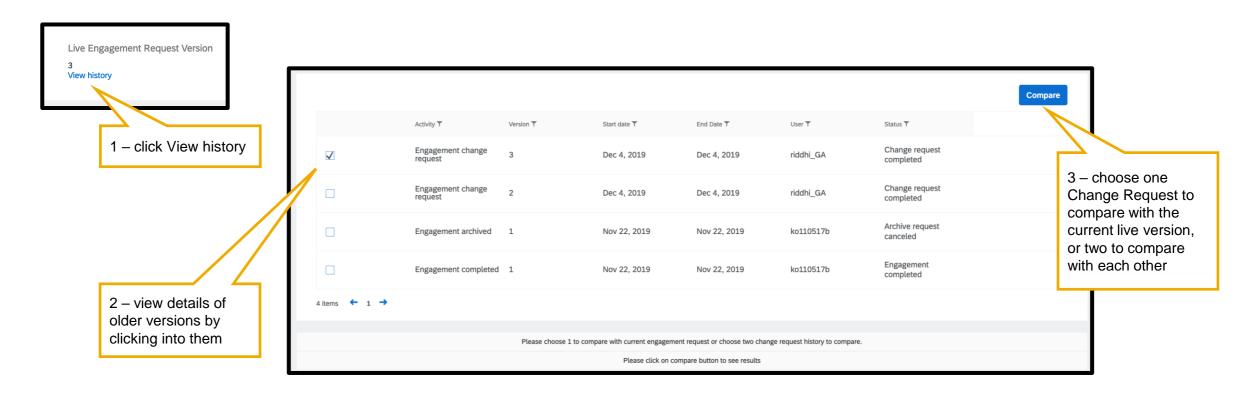## Engagement Summary

Commodity	Region	Business Unit
Data base reporting software	All	Finance

Requester	Requested on	Owner
sharadaall	Nov 13, 2019	riddhi_GA

Status	Live Engagement Request Version	
Completed	3	
	View history	

10 – on completing any additional tasks, the Live Engagement Request Version increments by 1

11 – click View history to see a list of activities that have taken place on this ER

Feature at a Glance
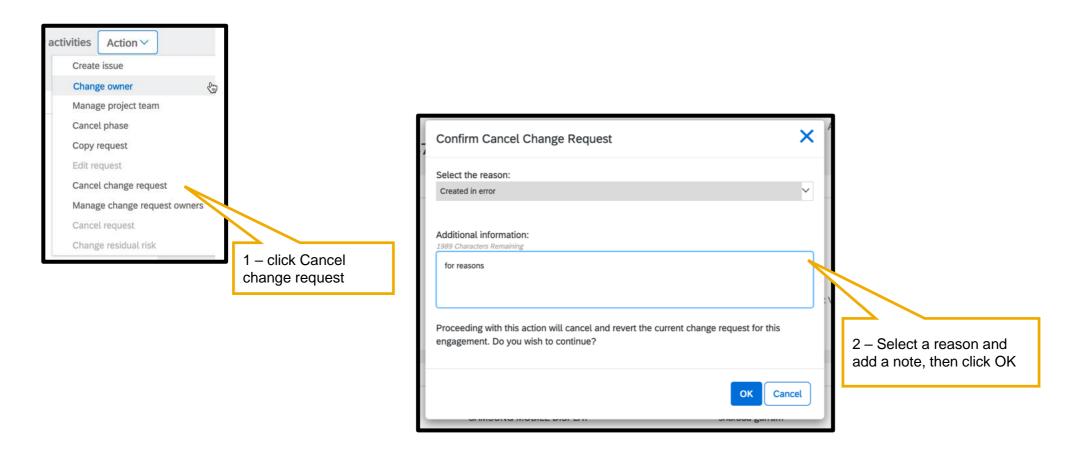
Introducing: **Change Request to modify a live engagement request**

How to view historic actions on an engagement

Live Engagement Request Version

3
View history

1 – click View history

2 – view details of older versions by clicking into them

	Activity ▼	Version ▼	Start date ▼	End Date ▼	User ▼	Status ▼
☑	Engagement change request	3	Dec 4, 2019	Dec 4, 2019	riddhi_GA	Change request completed
☐	Engagement change request	2	Dec 4, 2019	Dec 4, 2019	riddhi_GA	Change request completed
☐	Engagement archived	1	Nov 22, 2019	Nov 22, 2019	ko110517b	Archive request canceled
☐	Engagement completed	1	Nov 22, 2019	Nov 22, 2019	ko110517b	Engagement completed

4 items ← 1 →

Compare

Please choose 1 to compare with current engagement request or choose two change request history to compare.

Please click on compare button to see results

3 – choose one Change Request to compare with the current live version, or two to compare with each other

Feature at a Glance
Introducing: **Change Request to modify a live engagement request**
How to cancel an active change request

1 – click Cancel change request

2 – Select a reason and add a note, then click OK

Feature at a Glance

Introducing: **Change Request to modify a live engagement request**

How to enable the ability to create change requests

Feature toggle: ARI-6530

Parameter: Application.SR.Engagement.AllowChangeRequest

1 – enable feature toggle and parameter

▼ ⇨ **Change Request Initial Approval Phase** ∨		Project Owner	(none)
🕒 Approval for Inherent Risk Screening Questions * ∨	Inherent Risk Screening Questions ∨	Project Owner	(none)
▼ ⇨ **Change Request Final Approval Phase** ∨		Project Owner	(none)
🕒 Approval for Supplier Risk Engagement Project Template * ∨	Supplier Risk Engagement Project Template ∨	Project Owner	(none)

2 – Under the Tasks tab, create two new phases in the template. The approval tasks in these phases should emulate Phases 1 and 5 respectively

Team Members

Group ↑	Members	Conditions
Change Request Owners	Joan Smith, sharada, Peter01, yhart	(none)
DecisionMaker	sharada, Peter01, yhart, yhartA	(none)

3 – Under the Team tab, create a new team named exactly "Change Request Owners". It can be initialized with some users, or be left blank

To be eligible for change requests, this engagement risk assessment project must be based on a template version that defines a change request initial approval task.

To be eligible for change requests, this engagement risk assessment project must be based on a template version that defines a change request final approval task.

To be eligible for change requests, this engagement risk assessment project must be based on a template version that defines a change request owners project group.

OK

If either of steps 2 or 3 are skipped, users see a notification like this when they try to create a change request in an ER