

Reference Data Management 2311

for SAP Master Data Governance

Technical Documentation

MDF Solution Manager Integration



Version: 19.02.2024

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1 Introduction: Master Data Framework

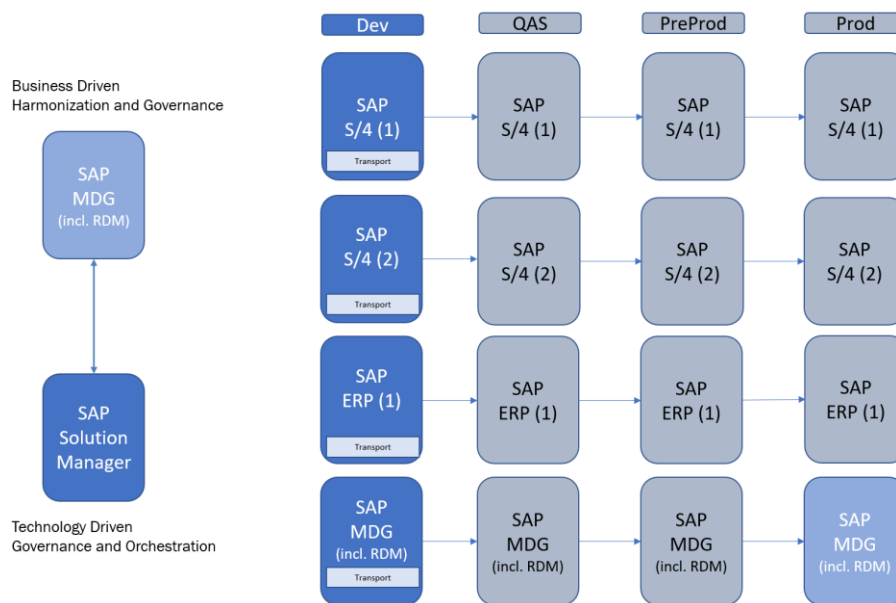
The Itego Master Data Framework (MDF) builds the foundation for Itego Reference Data Management (RDM) and covers the following components

- MDF for SAP MDG
 - Reference Data Processing
 - Standard Enhancements
 - Customer Specific Objects
 - Configuration Management
 - Generic Data Replication
 - Solution Manager Integration
- MDF for SAP ERP and S/4HANA
 - Local Staging Area
 - Generic Data Replication
- MDF for non-SAP
 - WebService Connect (planned / PoC version available)

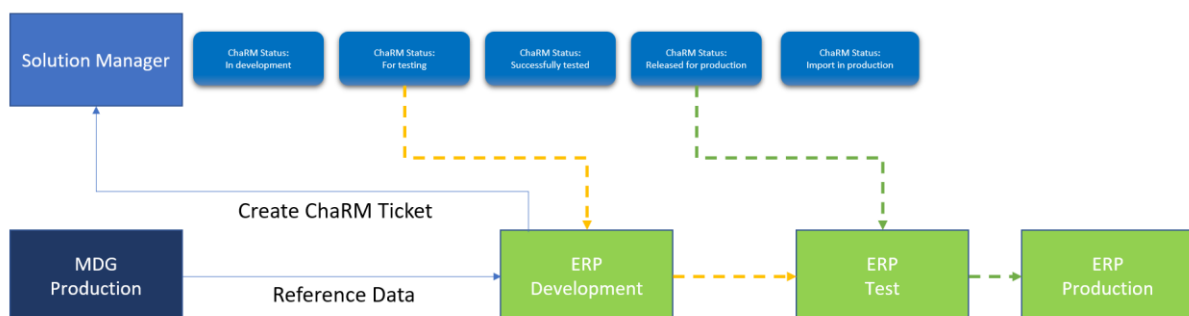
This document covers the "Solution Manager Integration".

2 Introduction: MDF Solution Manager Integration

Using the MDF Solution Manager Integration the business driven harmonization and governance of reference data will be enhanced by the technology driven governance and orchestration of SAP configuration data.



In order to achieve this RDM for SAP MDG sends reference data to the SAP based receivers. This reference data is stored (in the Full IT governance scenario) in "transports" (in the receiver) and a ChaRM-Ticket is created (in Solution Manager). From that point the orchestrated movement of this configuration from development to production systems is handled by the ChaRM ticket processing.



3 Technical Settings and Configuration

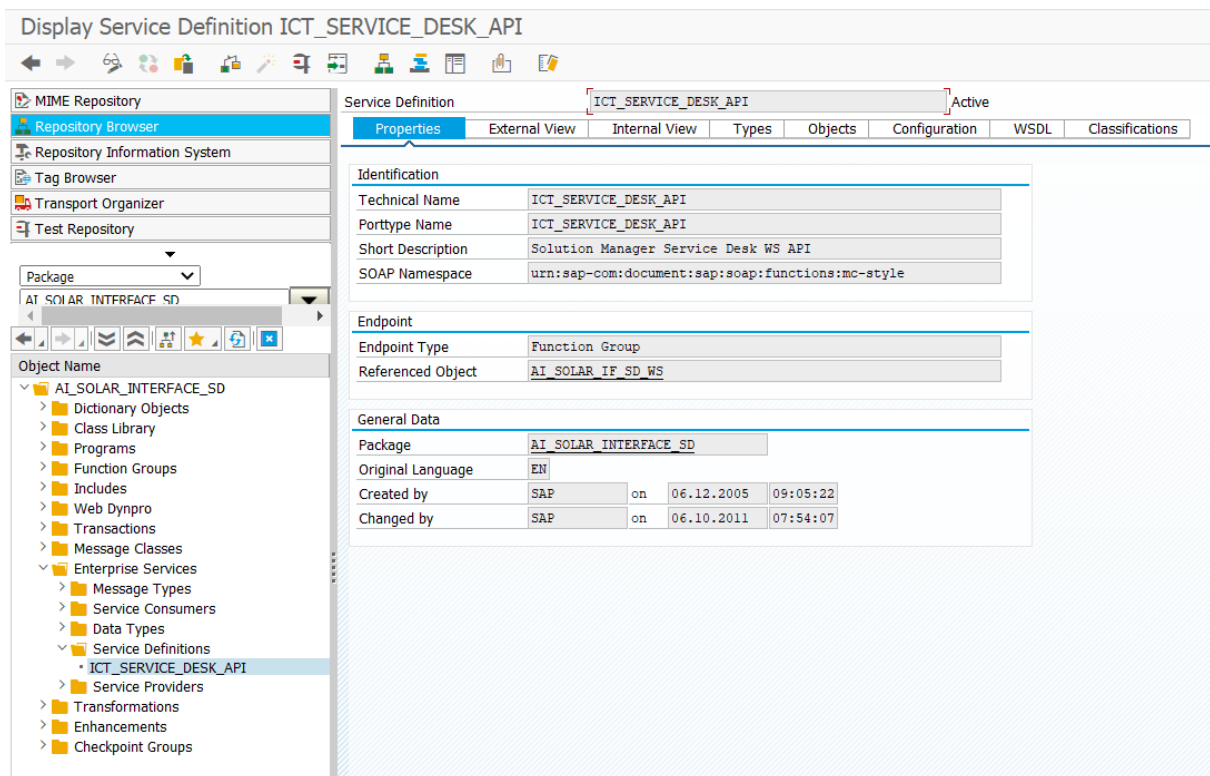
3.1 Technical Settings

3.1.1 Documentation

The MDF Solution Manager Integration is based on the “Service Desk Webservice API” provided by SAP. For more information and a configuration guide please check [SAP Note 2556872](#).

3.1.2 Configure Webservice on Solution Manager

Log In to the SAP Solution Manager, start transaction SE80 and check package AI_SOLAR_INTERFACE_SD.



This service needs to be configured via transaction SOAMANAGER.

Choose Webservice Configuration:

SAP SOA Management (ITA;001)

Service Administration Technical Administration Logs and Traces Management Connections Services Registry Monitoring Tools

[Identifiable Business Context](#)
 Define Identifiable Business Contexts (IBCs)

[Identifiable Business Context Reference](#)
 Define Identifiable Business Context references (IBC reference)

[Design Time Cache](#)
 Display central design time cache

[Web Service Configuration](#)
 Configure service definitions, consumer proxies and service groups

And search for ICT_SERVICE_DESK_API:

SAP Web Service Configuration (ITA;001) Help Back

Design Time Object Search Configuration Search

▼ Search Criteria

Object Type: [] is [] All []

Object Name: [] contains [] ICT_SERVICE_DESK...

Maximum Number of Results: 100 Saved Search: []

Search Clear Values Reset Search Criteria

Search Result

Internal Name	Type	Name	Namespace	Description
CO_ICT_SERVICE_DESK_API	Consumer Proxy	ICT_SERVICE_DESK_API	urn:sap-com:document:sap:soap:function...	
CO_PCICCT_SERVICE_DESK_API	Consumer Proxy	ICT_SERVICE_DESK_API	urn:sap-com:document:sap:soap:function...	
ICT_SERVICE_DESK_API	Service Definition	ICT_SERVICE_DESK_API	urn:sap-com:document:sap:soap:function...	Solution Manager Service Desk WS API

Define services and bindings for object ICT_SERVICE_DESK_API if they don't exist yet:

SAP Web Service Configuration (ITA;001) Help Back

Configuration of New Binding for Service Definition 'ICT_SERVICE_DESK_API'

1 Service and Binding Name 2 Provider Security 3 SOAP Protocol 3 Operation Settings

Back Next Finish Cancel

Service Information

* Service Name: ICT_SERVICE_DESK_API_EXAMPLE

Service Description Text: []

Binding Information

* New Binding Name: ICT_SERVICE_DESK_API_EXAMPLE

SAP Web Service Configuration (ITA;001) Help << Back

Configuration of New Binding for Service Definition 'ICT_SERVICE_DESK_API'

1 Service and Binding Name 2 **Provider Security** 3 SOAP Protocol 3 Operation Settings

Back Next Finish Cancel

Transport Guarantee

Transport Level: None

Transport Level Security

None (http)
 SSL (https)

Message Level Security

None
 Symmetric Message Signature and Encryption
 Asymmetric Message Signature
 Asymmetric Message Signature and Encryption
 Secure Conversation
 Extended Signature and Header Protection

SAP Web Service Configuration (ITA;001) Help << Back

Configuration of New Binding for Service Definition 'ICT_SERVICE_DESK_API'

1 Service and Binding Name 2 Provider Security 3 **SOAP Protocol** 3 Operation Settings

Back Next Finish Cancel

Transport Binding

Alternative Access URL:
 Calculated Access URL:
 Calculated Protocol: HTTP
 Make Local Call: No Call in Local System
 State Management Timeout: 0

Identifiable Business Context

Type of IBC Identification on receiving side: No IBC-based identification

SAP Web Service Configuration (ITA;001) Help << Back

Configuration of New Binding for Service Definition 'ICT_SERVICE_DESK_API'

1 Service and Binding Name 2 Provider Security 3 SOAP Protocol 3 **Operation Settings**

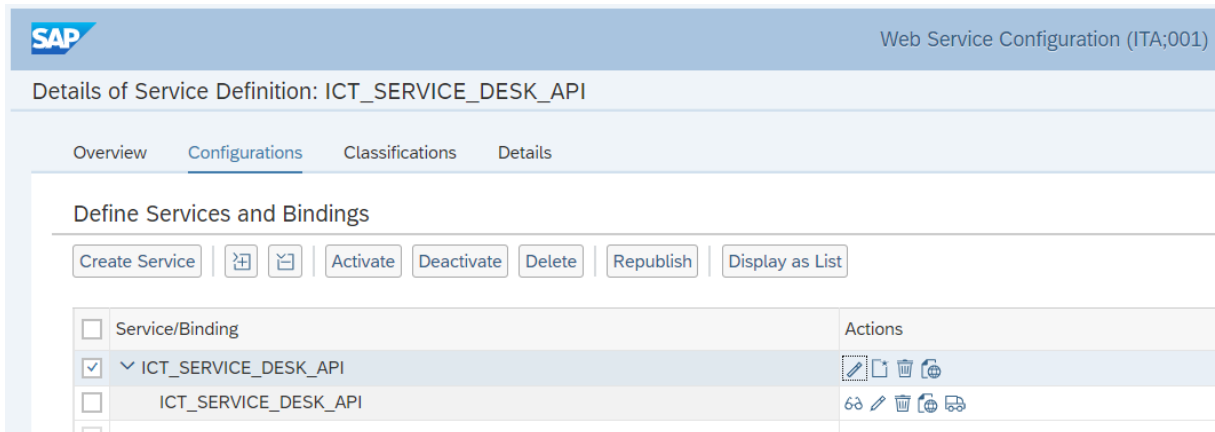
Back Next Finish Cancel

Operation
<input checked="" type="radio"/> ReadCompleteIncident
<input type="radio"/> RequestSystemGuid
<input type="radio"/> GetPossibleValues
<input type="radio"/> ReplicateIncident
<input type="radio"/> ProcessIncident

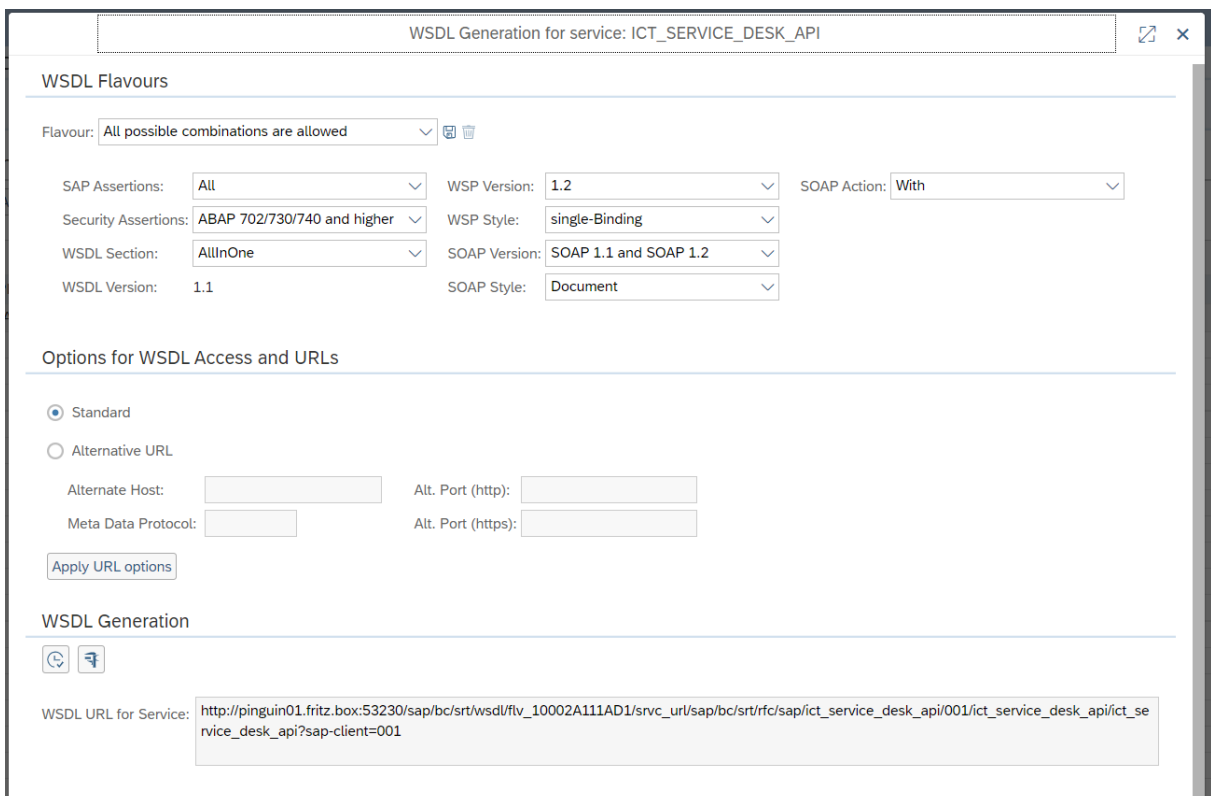
Transport Binding

Use non-default value for SOAP Action
 SOAP Action:

Open the created or existing services definition:

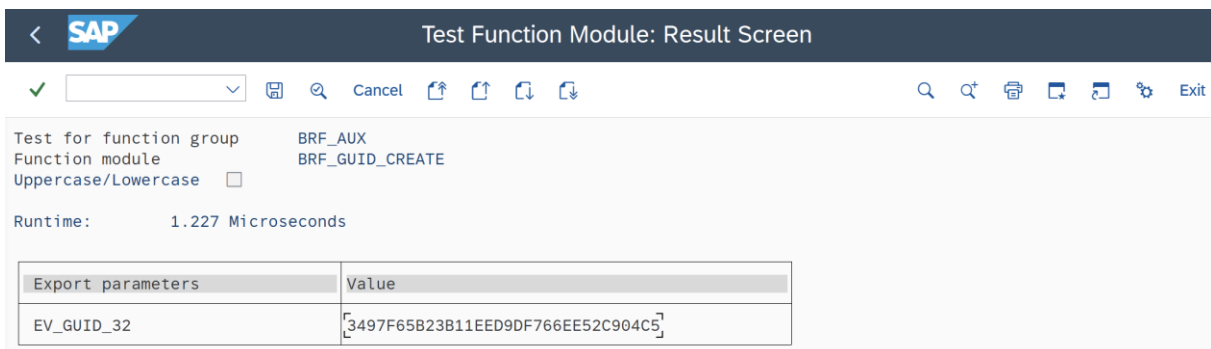
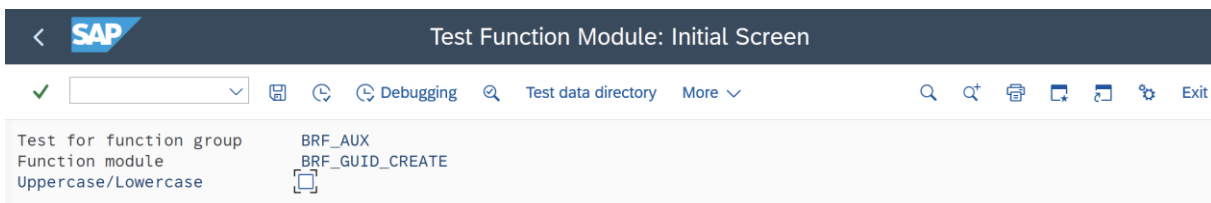
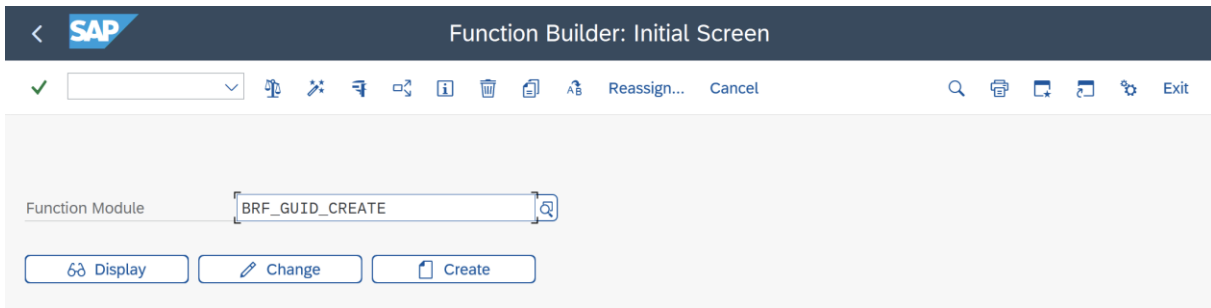


Download the WSDL using the button 'Open Service WSDL Generation' in Actions column:



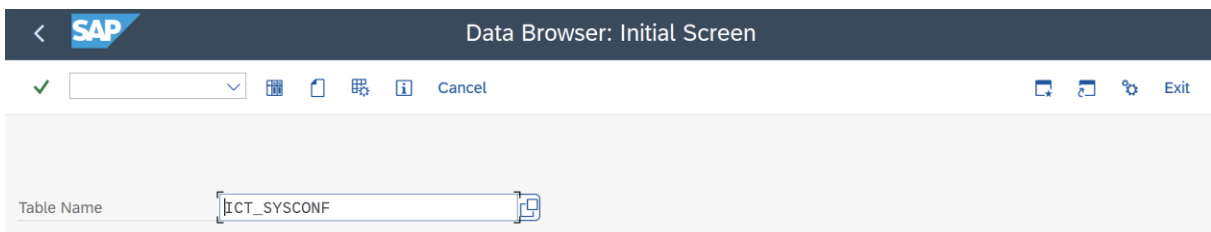
Keep this WSDL download aside for use in configuration of Receiver system(s).

Create a GUID to be used by Solution Manager requesters by executing function module BRF_GUID_CREATE via transaction SE37:



Keep this GUID value aside for configuration of one specific Receiver system.
 For every Receiver system to be connected to Solution Manager, a GUID needs to be created.

These GUID(s) need to be inserted in table ICT_SYSCONF via transaction SE16:



As an example entry:

The screenshot shows the SAP 'Table ICT_SYSCONF Display' interface. The header includes a back arrow, the SAP logo, and the title 'Table ICT_SYSCONF Display'. Below the header is a navigation bar with a checkmark, a dropdown menu, and the text 'Cancel'. On the right side of the navigation bar are icons for a window, a refresh, a settings gear, and the text 'Exit'. The main content area displays the following fields:

MANDT	001
THIRD PARTY GUID	6045BD8B74AC1EDD92E1264943E4C817
LOGICAL PORT	RDM-IH1400
NAME	RDM-IH1400
ACTIVE	X
RFC DESTINATION	
TYPE	00001
IS HPQC	-
REPORTER POLICY	N
THIRD PARTY TYPE	
KEEP IN SYNC	

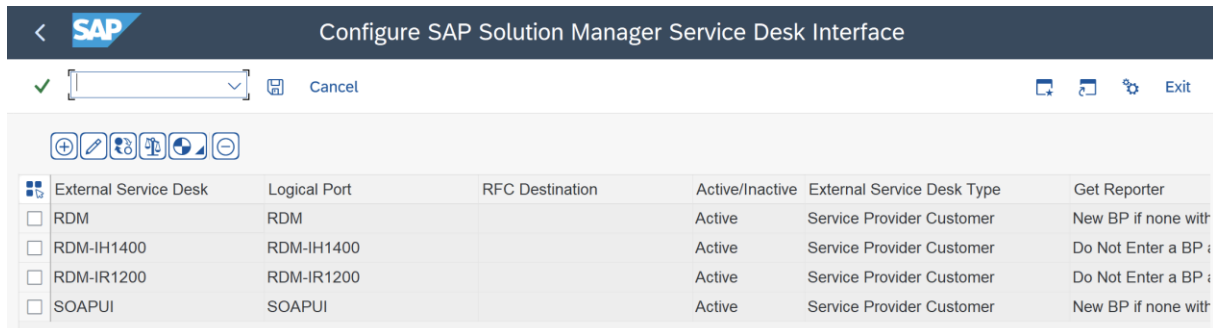
Make sure that Active is set to 'X', and Reporter policy is set to 'N'.

Go to IMG via transaction SPRO and select activity 'Configure Interface to SAP Solution Manager Service Desk':

The screenshot shows the SAP 'Display IMG' interface. The header includes a back arrow, the SAP logo, and the title 'Display IMG'. Below the header is a navigation bar with a checkmark, a dropdown menu, and several menu items: 'Existing BC Sets', 'Release Notes', 'Change Log', and 'More'. On the right side of the navigation bar are icons for a search, a refresh, a window, a settings gear, and the text 'Exit'. The main content area displays a tree structure under the heading 'Structure':

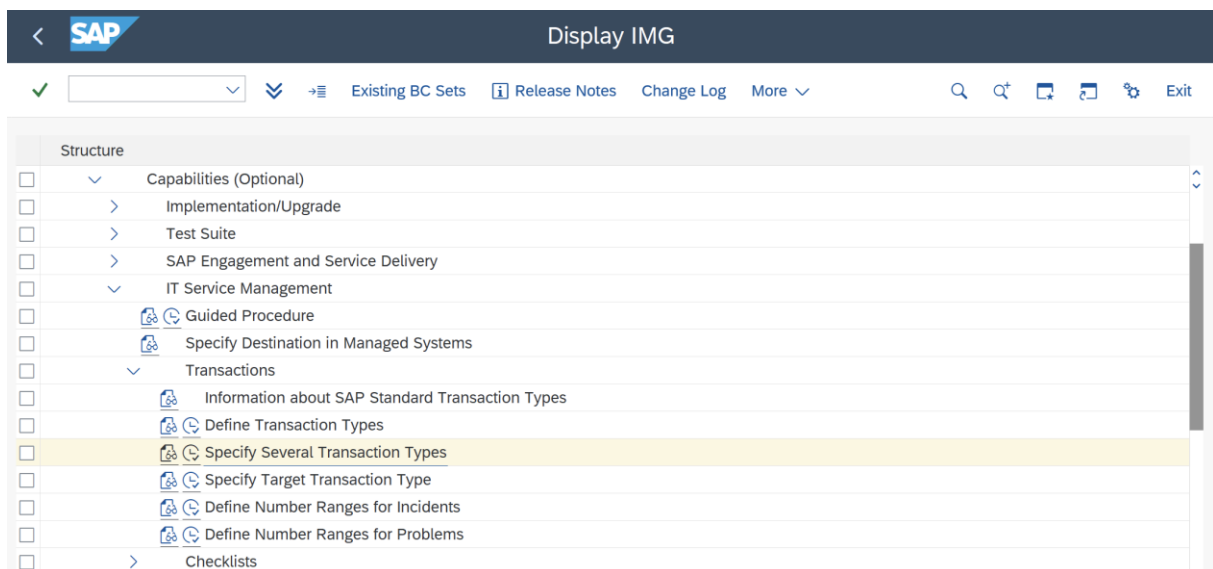
- Settings for Processing Log
- Worklist
- Inbox
- External Integration
 - SAP Enterprise Portal
 - External Service Desk
 - RFC - based Configuration
 - Web Service - based Configuration
 - Configure Interface to SAP Solution Manager Service Desk**
 - Define Value Mapping for Service Desk Interface
 - Define Extended Interface Mapping for Service Desk Customizing
 - Set Text Filter
 - Specify Target Transaction Type from External Service Desk
- Requirements Management
- Change Control Management
- Technical Administration
- System & Application Monitoring
- System Monitoring
- Business Process Operations
- Maintenance Management

Select the entries from the previous step, and press the 'Generate Default Mapping' button:

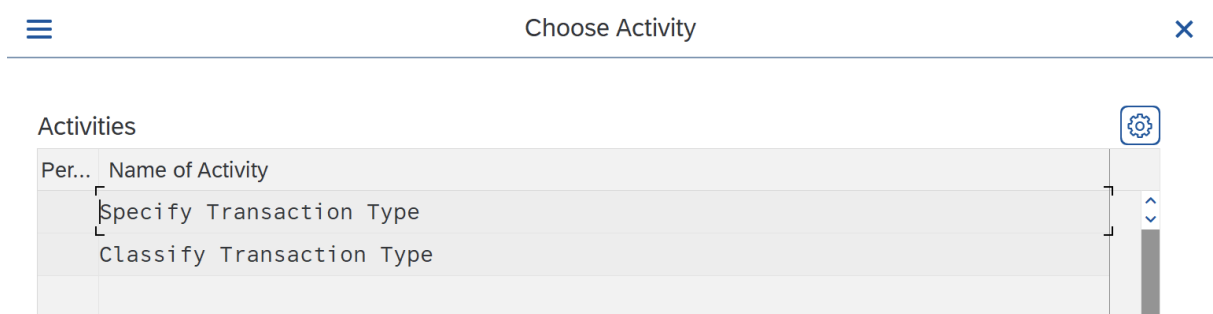


(this is an example screen)

Go to IMG via transaction SPRO and select activity 'Specify Several Transaction Types':



Choose activity 'Specify Transaction Type':



Search on fieldname 'PROCESS_TYPE_ADD' and check if the process what needs to be triggered by RDM is available:

Change View "Service Desk Customizing": Overview

Service Desk Customizing

Name	Field Name	Se...	Field val.
<input type="checkbox"/>	PROCESS_TYPE_ADD 1		SMFG
<input type="checkbox"/>	PROCESS_TYPE_ADD 2		SMDT
<input type="checkbox"/>	PROCESS_TYPE_ADD 4		SMOR
<input type="checkbox"/>	PROCESS_TYPE_ADD 5		SMCR
<input type="checkbox"/>	PROCESS_TYPE_ADD 8		SMSG

Keep this process type aside for configuration of the Receiving system(s) that needs to use this value.

Then choose activity 'Classify Transaction Type':

Choose Activity

Activities

Per...	Name of Activity
	Specify Transaction Type
	Classify Transaction Type

Change View "Service Desk: Classification of Transaction Types": Overview

Service Desk: Classification of Transaction Types

Trans.Type	Scenario
<input type="checkbox"/> SMSG	Service Provider

The transaction types available in this classification will be accessed by Receiving systems.

3.1.3 Configure Webservice on Receiver

Please contact support@itego.de (Subject: "Technical Documentation – MDF Solution Manager Integration - Receiver").