

# **Reference Data Management 2307**

for SAP Master Data Governance

## **Technical Documentation**

MDF Solution Manager Integration



Version: 30.07.2023

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## 1 Introduction: Master Data Framework

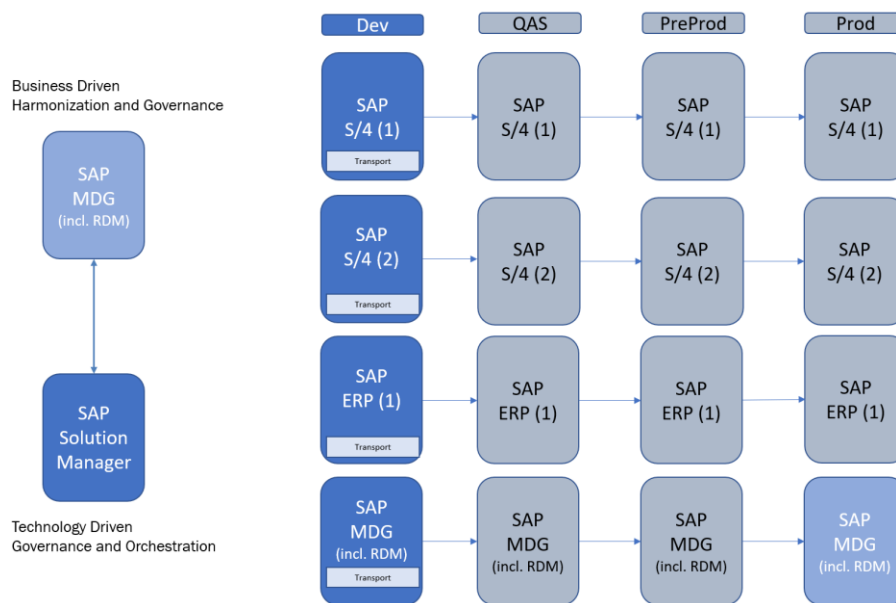
The Itego Master Data Framework (MDF) builds the foundation for Itego Reference Data Management (RDM) and covers the following components

- 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)

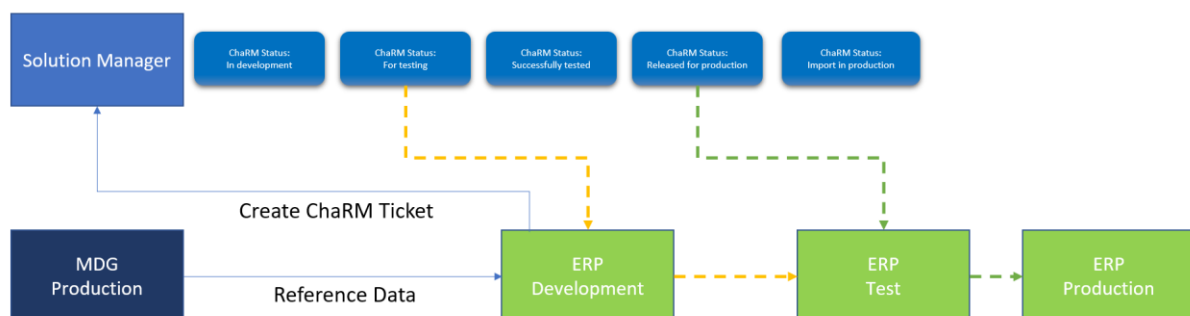
This document covers the "Solution Manager Integration".

## 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.

Display Service Definition ICT\_SERVICE\_DESK\_API

Service Definition: ICT\_SERVICE\_DESK\_API (Active)

Properties | External View | Internal View | Types | Objects | Configuration | WSDL | Classifications

**Identification**

Technical Name	ICT_SERVICE_DESK_API
Porttype Name	ICT_SERVICE_DESK_API
Short Description	Solution Manager Service Desk WS API
SOAP Namespace	urn:sap-com:document:sap:soap:functions:mc-style

**Endpoint**

Endpoint Type	Function Group
Referenced Object	AI_SOLAR_IF_SD_WS

**General Data**

Package	AI_SOLAR_INTERFACE_SD
Original Language	EN
Created by	SAP on 06.12.2005 09:05:22
Changed by	SAP on 06.10.2011 07:54:07

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

Search  Clear Values  Reset Search Criteria

Saved Search:

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_PCICT_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 2 3 3

**Service and Binding Name**   Provider Security   SOAP Protocol   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](#)

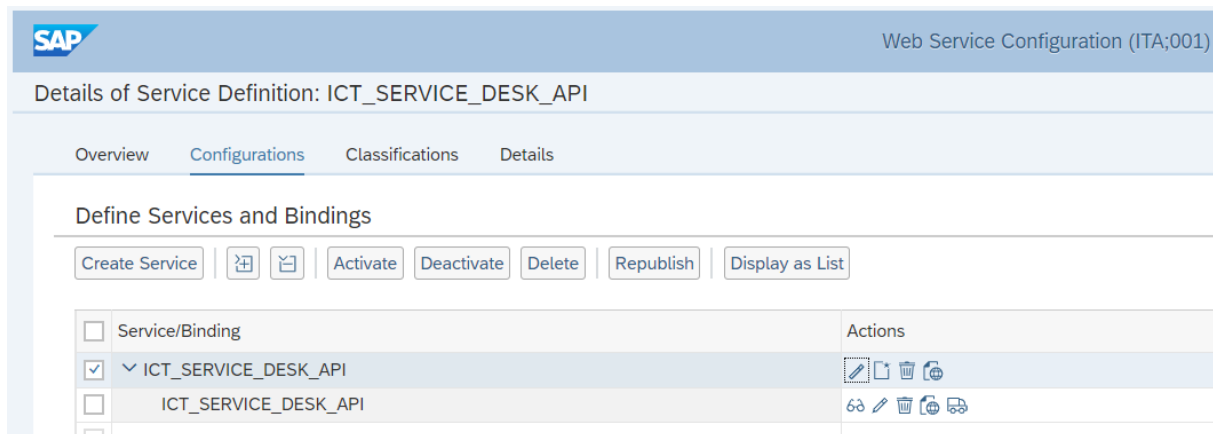
**Operation**

☒ ReadCompleteIncident  
☐ RequestSystemGuid  
☐ GetPossibleValues  
☐ ReplicateIncident  
☐ ProcessIncident

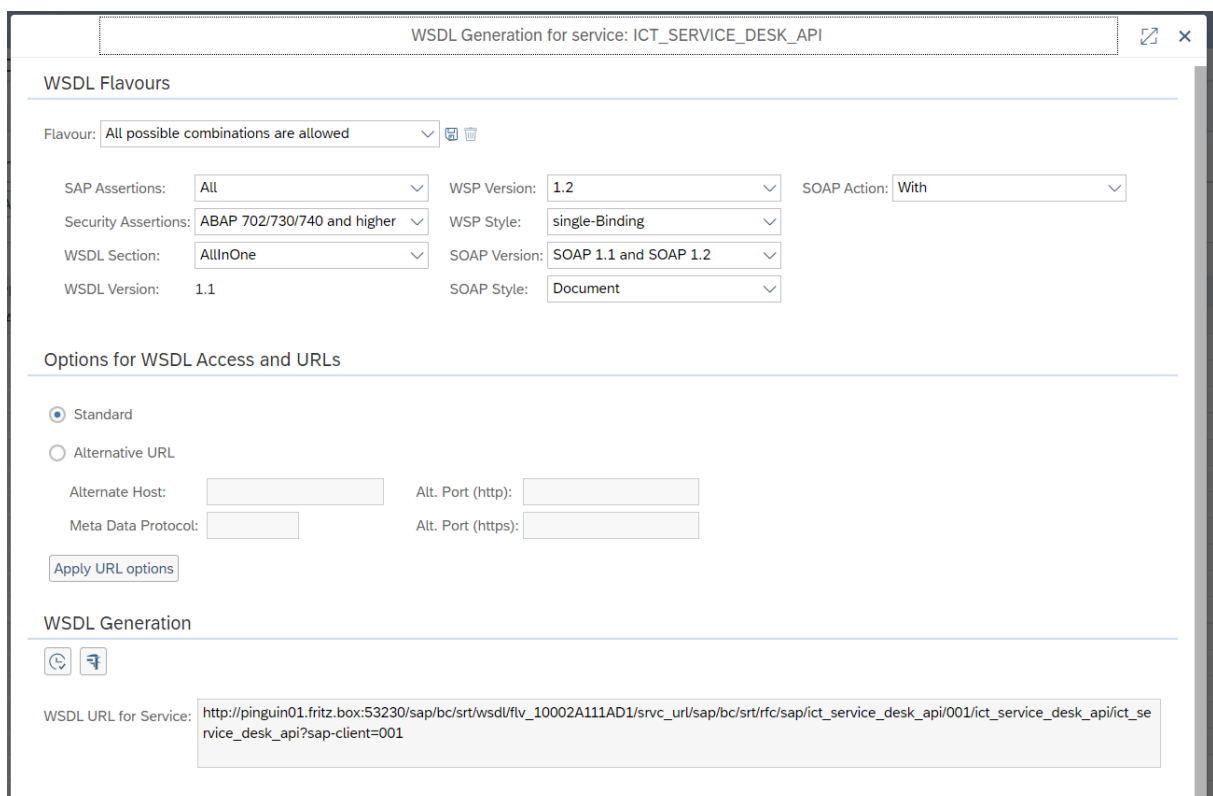
**Transport Binding**

☐ 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:



**Function Builder: Initial Screen**

Function Module:

**Test Function Module: Initial Screen**

Test for function group: BRF\_AUX  
 Function module: BRF\_GUID\_CREATE  
 Uppercase/Lowercase: ☐

**Test Function Module: Result Screen**

Test for function group: BRF\_AUX  
 Function module: BRF\_GUID\_CREATE  
 Uppercase/Lowercase: ☐

Runtime: 1.227 Microseconds

Export parameters	Value
EV_GUID_32	3497F65B23B11EED9DF766EE52C904C5

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:

**Data Browser: Initial Screen**

Table Name:

As an example entry:

**SAP** Table ICT\_SYSCONF Display

✓  Cancel

MANDT

THIRD PARTY GUID

LOGICAL PORT

NAME

ACTIVE

RFC DESTINATION

TYPE

IS HPQC

REPORTER POLICY

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':

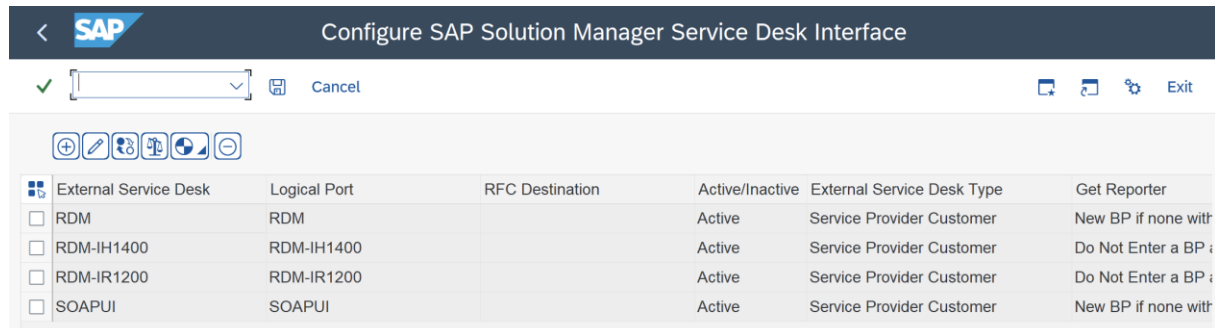
**SAP** Display IMG

✓  Existing BC Sets Release Notes Change Log More

Structure

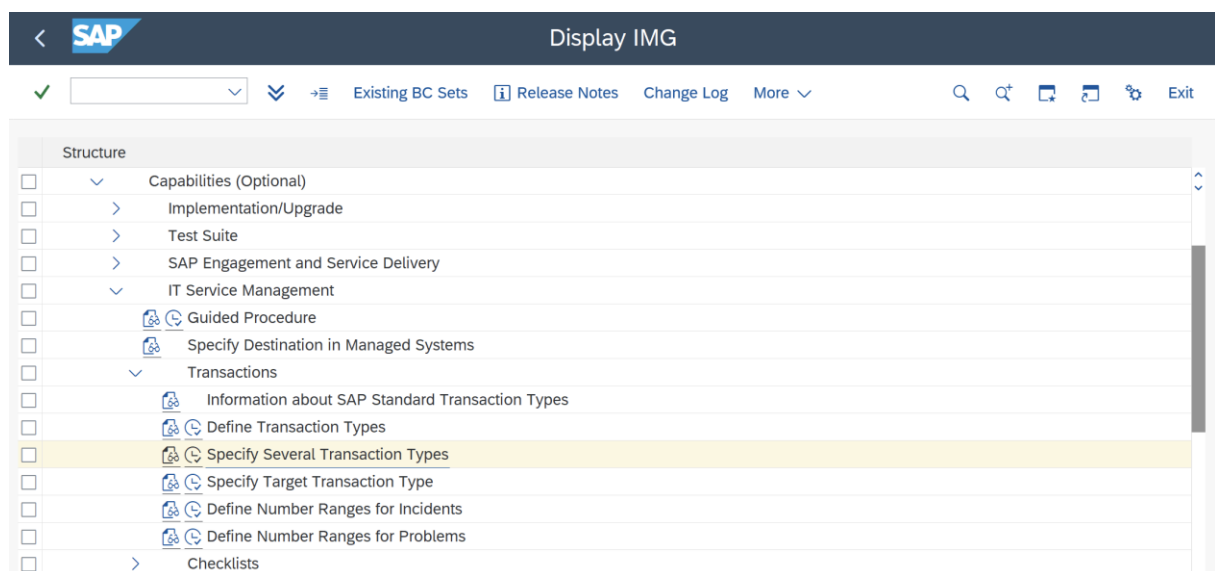
- ☐ > Settings for Processing Log
- ☐ > Worklist
- ☐ > Inbox
- ☐ > External Integration
  - ☐ > SAP Enterprise Portal
  - ☐ > External Service Desk
    - ☐ > RFC - based Configuration
    - ☐ > Web Service - based Configuration
    - ☒ Configure Interface to SAP Solution Manager Service Desk
    - ☐ 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:

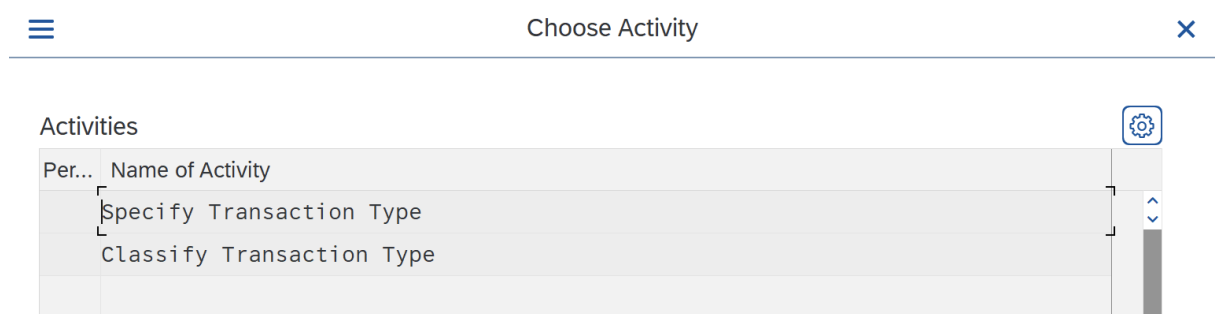


(this is an example screen)

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:

**SAP** Change View "Service Desk Customizing": Overview

✓ [dropdown] [icons] New Entries [icons] More ▾ [icons] Exit

Service Desk Customizing [gear icon]

	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 [gear icon]

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

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

✓ [dropdown] [icons] New Entries [icons] Cancel More ▾ [icons] Exit

Service Desk: Classification of Transaction Types [gear icon]

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

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

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### 3.1.3 Configure Webservice on Receiver

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