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
 - o Standard Enhancements
 - Customer Specific Objects
 - o 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 <u>SAP Note</u> <u>2556872</u>.

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_S	ERVICE_DESK_A	PI						
🔶 🔶 😫 📫 👍 🖉 🖣 🗄] 🚣 💻 🖻	J [/						
1 MIME Repository	Service Definition		ICT_SERVI	CE_DESK_API		Active		
📇 Repository Browser	Properties Ex	ternal View	Internal	View Type	es Objects	Configuration	WSDL	Classifications
Te Repository Information System								
📴 Tag Browser	Identification							
Transport Organizer	Technical Name	ICT_SER	VICE_DESK_	API				
Test Repository	Porttype Name	ICT_SER	VICE_DESK_	API				
<u>↓</u>	Short Description	Solutio	n Manager	Service Desk	WS API			
Package 🗸	SOAP Namespace	urn:sap	-com:docum	ent:sap:soap	functions:mc-s	tyle	1	
AT SOLAR INTERFACE SD								
	Endpoint							
	Endpoint Type	Functio	n Group					
Object Name	Referenced Object	AI_SOLA	R_IF_SD_WS					
V AI_SOLAR_INTERFACE_SD								
Dictionary Objects	General Data							
	Package	AI_SOLA	R_INTERFAC	E_SD				
> Function Groups	Original Language	EN						
> 📙 Includes	Created by	SAP	on	06.12.2005	09:05:22			
> Web Dynpro	Changed by	SAP	on	06.10.2011	07:54:07			
Transactions								
Finterprise Services								
> Message Types								
> Service Consumers								
> 📩 Data Types								
V 🧧 Service Definitions								
ICT_SERVICE_DESK_API								
Service Providers								
> Enhancements								
> Checkpoint Groups								

This service needs to be configured via transaction SOAMANAGER.

Choose WebService Configuration:



SAP			SOA Manag	ement (ITA;001)					
Service Administration	Technical Administration	Logs and Traces	Management Connections	Services Registry	Monitoring	Tools			
Identifiable Business Contr Define Identifiable Busines Identifiable Business Contr Define Identifiable Busines	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 Web Service Configuration Configure service definition	Define Identifiable Business Context references (IBC reference) Design Time Cache Display central design time cache Web Service Configuration								

And search for ICT_SERVICE_DESK_API:

540°	Web Se	Web Service Configuration (ITA;001)			
Design Time Object Search Configu	uration Search				
✓ Search Criteria					
Object Type	√ is ∨	All	•••		
Object Name	\checkmark contains \checkmark	ICT_SERVICE_DESK	••		
Maximum Number of Results: 100				Saved Search:	
Search Clear Values Reset Search	Criteria				
Search Clear Values Reset Search	Criteria				
Search Clear Values Reset Search Search Result	Criteria				$\overline{\nabla}$
Search Clear Values Reset Search Search Result Internal Name	Criteria	Name		Namespace	Description
Search Clear Values Reset Search Search Result Internal Name CO_ICT_SERVICE_DESK_API	Criteria Type Consumer Proxy	Name ICT_SI	ERVICE_DESK_API	Namespace um:sap-com:document:sap:soap:function	Description
Search Clear Values Reset Search Search Result Internal Name CO_ICT_SERVICE_DESK_API CO_PCICT_SERVICE_DESK_API	Criteria Type Consumer Proxy Consumer Proxy	Name ICT_SI ICT_SI	ERVICE_DESK_API ERVICE_DESK_API	Namespace um:sap-com:document:sap:soap:function um:sap-com:document:sap:soap.function	Description

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

SAP	Web Service Configuration (ITA;001)	⑦ Help 《 Back
Configuration of New Binding for Service Definition 'ICT_SER	RVICE_DESK_API'	
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		



	Web Service Configuration (ITA;001)	(?) Help Kack
Configuration of New Binding for Service Definiti	on 'ICT_SERVICE_DESK_API'	
Service and Binding Name Provider Security SO	AP Protocol Operation Settings	
Service and Simaing Marine Crowner Scearry Co		
Back Next Finish Cancel		
Transport Guarantee		
Transport Level: None		
Transport Level Security		
None (http)		
SSL (https)		
Magazza Laval Casurity		
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)	⑦ Help 《 Back
Configuration of New Binding for Service Definition	on 'ICT_SERVICE_DESK_API'	
(1) (2)	3 3	
Service and Binding Name Provider Security SOA	P Protocol Operation Settings	
Back Next Finish Cancel		
Transport Binding		
Transport Binding Alternative Access URL:		
Transport Binding Alternative Access URL: Calculated Access URL:		
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol:	нтр	
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call:	HTTP No Call in Local System	
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call: State Management Timeout:	HTTP No Call in Local System 0	
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call: State Management Timeout: Identifiable Business Context	HTTP No Call in Local System	
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call: State Management Timeout: Identifiable Business Context Type of IBC Identification on receiving side: No IBC-based id	HTTP No Call in Local System	
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call: State Management Timeout: Identifiable Business Context Type of IBC Identification on receiving side: No IBC-based in	HTTP No Call in Local System v 0	
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Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call: State Management Timeout: Identifiable Business Context Type of IBC Identification on receiving side: No IBC-based in Configuration of New Binding for Service Definition	HTTP No Call in Local System	⑦ Help ≪ Back
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call: State Management Timeout: Identifiable Business Context Type of IBC Identification on receiving side: No IBC-based is Configuration of New Binding for Service Definition	HTTP No Call in Local System v 0 dentification v Web Service Configuration (ITA;001) bn 'ICT_SERVICE_DESK_API'	⑦ Help ≪ Back
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call: State Management Timeout: Identifiable Business Context Type of IBC Identification on receiving side: No IBC-based id Configuration of New Binding for Service Definition I	HTTP No Call in Local System 0 dentification Veb Service Configuration (ITA;001) Web Service Configuration (ITA;001) a) P Protocol Operation Settings	⑦ Help
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call: State Management Timeout: Identifiable Business Context Type of IBC Identification on receiving side: No IBC-based in Configuration of New Binding for Service Definition	HTTP No Call in Local System 0 dentification Web Service Configuration (ITA;001) bn 'ICT_SERVICE_DESK_API' 3 AP Protocol Operation Settings	⑦ Help 《 Back
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call: State Management Timeout: Identifiable Business Context Type of IBC Identification on receiving side: No IBC-based in Service and Binding Name Provider Security SO/ Back Finish	HTTP No Call in Local System 0 dentification Web Service Configuration (ITA;001) on 'ICT_SERVICE_DESK_API' 3 AP Protocol Operation Settings	⑦ Help ≪ Back
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call: State Management Timeout: Identifiable Business Context Type of IBC Identification on receiving side: No IBC-based is Configuration of New Binding for Service Definition Service and Binding Name Provider Security SO/ Back Finish Operation	HTTP No Call in Local System 0 dentification Web Service Configuration (ITA;001) bn 'ICT_SERVICE_DESK_API' 3 AP Protocol Operation Settings Transport Binding	⑦ Help ≪ Back
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call: State Management Timeout: Identifiable Business Context Type of IBC Identification on receiving side: No IBC-based id Configuration of New Binding for Service Definition Configuration of New Binding for Service Definition Back Next Finish Cancel Operation ReadCompleteIncident DenuertEvetemCuid	HTTP No Call in Local System 0	⑦ Help ≪ Back
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call: State Management Timeout: Identifiable Business Context Type of IBC Identification on receiving side: No IBC-based id Configuration of New Binding for Service Definition Service and Binding Name Provider Security SO/ Back Next Operation © ReadCompleteIncident © RequestSystemGuid © GetPossibleValues	HTTP No Call in Local System 0 dentification Web Service Configuration (ITA;001) on 'ICT_SERVICE_DESK_API' 3 AP Protocol Operation Settings Transport Binding Use non-default value for SOAP Action SOAP Action	⑦ Help
Transport Binding Alternative Access URL: Calculated Access URL: Calculated Protocol: Make Local Call: State Management Timeout: Identifiable Business Context Type of IBC Identification on receiving side: No IBC-based in Service and Binding Name Provider Security SO/ Back Finish Cancel Operation RequestSystemGuid GetPossibleValues ReplicateIncident	HTTP No Call in Local System 0 dentification Web Service Configuration (ITA;001) bm 'ICT_SERVICE_DESK_API' 3 3 AP Protocol Operation Settings Transport Binding Use non-default value for SOAP Action SOAP Action:	⑦ Help ≪ Back



Open the created or existing services definition:

SAP	Web Service Configuration (ITA;001)
Details of Service Definition: ICT_SERVICE_DESK_API	
Overview Configurations Classifications Details	
Define Services and Bindings	
Create Service	:
Service/Binding	Actions
✓ ICT_SERVICE_DESK_API	
ICT_SERVICE_DESK_API	68 // 🔟 🐻 🖶

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

WSDL Generation for service: ICT_SERVICE_DESK_API					
WSDL Flavours					
Flavour: All possible combinations are	allowed 🗸 🗑 🗑				
SAP Assertions: All	✓ WSP Version:	1.2 ~	SOAP Action: With \sim		
Security Assertions: ABAP 702/730	/740 and higher \lor WSP Style:	single-Binding \checkmark			
WSDL Section: AllInOne	✓ SOAP Version	: SOAP 1.1 and SOAP 1.2 $$ $$ $$ $$ $$			
WSDL Version: 1.1	SOAP Style:	Document ~			
 Standard Alternative URL Alternate Host: Meta Data Protocol: Apply URL options WSDL Generation WSDL URL for Service: http://pinguintorvice_desk_apping	Alt. Port (http): Alt. Port (https): 1.fritz.box:53230/sap/bc/srt/wsdl/flv_1 i?sap-client=001	.0002A111AD1/srvc_url/sap/bc/srt/rfc/s	sap/ict_service_desk_api/001/ict_service_desk_api/ic	.t_se	

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:



< SAP Function Builder: Initial Screen						
V 🖞 🎢 🗣 🖏 🖬 🗐 🖧 Reassign Cancel	Q	ē	L	5	ó	Exit
Function Module BRF_GUID_CREATE]Q 6∂ Display						
< SAP Test Function Module: Initial Screen						
✓ 🔄 😌 C Debugging Q Test data directory More ∨ Q	. Q*	ē	G,	2	°	Exit
Test for function group BRF_AUX Function module BRF_GUID_CREATE Uppercase/Lowercase						
< SAP Test Function Module: Result Screen						
✓ 💭 🖓 Q Cancel 🛱 🖞 🕻 🕻	Q+	ē	L.	5	°	Exit
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:

< SAP	Data Browser: Initial Screen				
✓	✓ 1 冊 ① 円 Cancel	□.	5	°	Exit
Table Name					

As an example entry:



< SAP	Table ICT_SYSCONF	Display					
✓	∨ Cancel			□ .	5	°	Exit
MANDT THIRD PARTY GUID	[001] 6045BD8B74AC1EDD92E1264943E4C817						
LOGICAL PORT	RDM-IH1400						
NAME	RDM-IH1400						
ACTIVE	X						
RFC DESTINATION							
TYPE	00001						
IS HPQC	-						
REPORTER POLICY	Ν						
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 I Release Notes Change Log More ∨ Q Q ⁺ I = 7 % E	xit
	Structure		
	>	Settings for Processing Log	0
	>	Worklist	
	>	Inbox	
	\sim	External Integration	
	>	SAP Enterprise Portal	
	\sim	 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	14
		🙆 😌 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	0

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



<	Configure SAP Solution Manager Service Desk Interface								
~		🖫 Cancel				L.	2	°	Exit
	⊕∕₿∰€∡⊝								
	External Service Desk	Logical Port	RFC Destination	Active/Inactive	External Service Desk Type		Get R	eporte	er
	RDM	RDM		Active	Service Provider Customer	New BP if none with		one with	
	RDM-IH1400	RDM-IH1400		Active	Service Provider Customer	Do Not Enter a BP a		er a BP a	
	RDM-IR1200	RDM-IR1200		Active	Service Provider Customer	Do Not Enter a BP a			
	SOAPUI	SOAPUI		Active	Service Provider Customer	New BP if none with			

(this is an <u>example</u> screen)

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

<	SAP	Display IMG					
~		\checkmark \Rightarrow ≡ Existing BC Sets i Release Notes Change Log More \checkmark Q	Q+	L.	2	°	Exit
	Structure						
	\sim	Capabilities (Optional)					0
	>	Implementation/Upgrade					
	>	Test Suite					
	>	SAP Engagement and Service Delivery					- 11
	\sim	IT Service Management					
		🙆 🕒 Guided Procedure					- 81
		🙆 Specify Destination in Managed Systems					- 81
	×	 Transactions 					- 81
		Information about SAP Standard Transaction Types					- 81
		🙆 🕒 Define Transaction Types					- 51
		🗟 🕒 Specify Several Transaction Types					
		🙆 🔆 Specify Target Transaction Type					
		🙆 🕒 Define Number Ranges for Incidents					
		🗟 🕒 Define Number Ranges for Problems					
	>	> Checklists					

Choose activity 'Specify Transaction Type':

≡		Choose Activity	×
Act	vities		(¢)
Per	Name of Activity		
	Specify Transaction Type		^
	Classify 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								
✓	~ 🗑 6% (New Entries 🗐 🕞 ち 👯 👯 More 🗸 🖶 🛱 Exit						
Service Desk Customizing								
Name	Field Name Se	Field val.						
	PROCESS_TYPE_ADD 1	SMFG Û						
	PROCESS_TYPE_ADD 2	SMDT						
	PROCESS_TYPE_ADD 4	SMOR						
	PROCESS_TYPE_ADD 5	SMCR						
	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':

E Choose /	Activity	×
Activities Per Name of Activity Specify Transaction Type Classify Transaction Type		
< SOME Change View "Service Desk: Classific	cation of Transaction Types": Overv	
✓ 🖓 New Entries 🕮 ⊙ 5 👪	Bb Bb Cancel More ∨ 😨 🗔 🔁 E	Exit
Service Desk: Classification of Transaction Types Trans.Type Scenario 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 <u>support@itego.de</u> (Subject: "Technical Documentation – MDF Solution Manager Integration - Receiver").