

Reference Data Management

for SAP Master Data Governance

Technical Documentation

MDF Solution Manager Integration



Version: 15.05.2026 RDM 2507

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1 Introduction: Master Data Framework

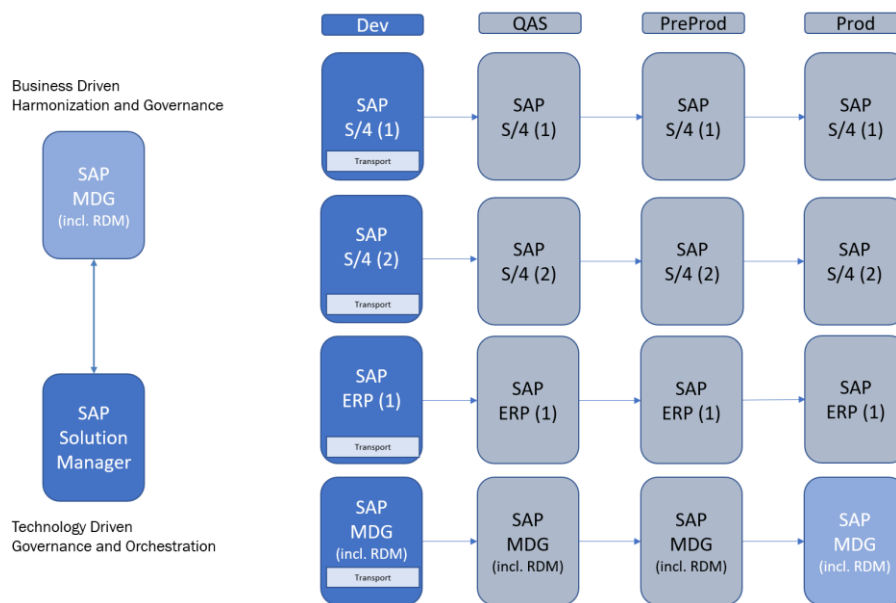
The Itego Master Data Framework (MDF) builds the foundation for Itego Reference Data Management (RDM) and covers the following components

- 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)

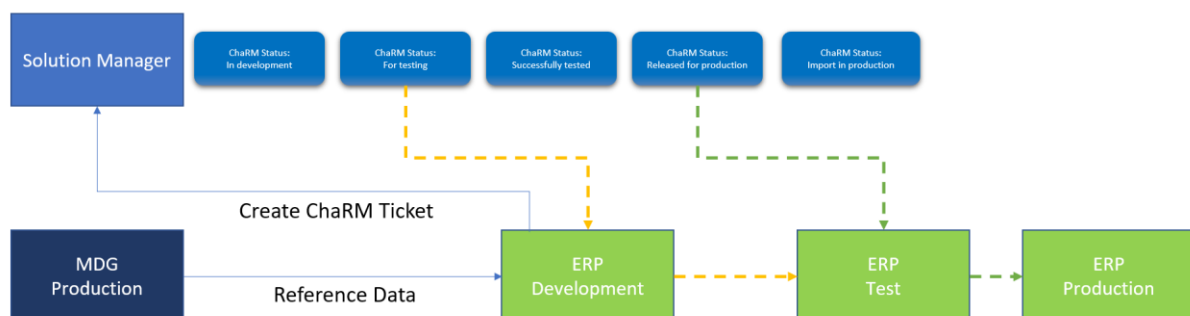
This document covers the "Solution Manager Integration".

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.

The screenshot displays the SAP Solution Manager interface for the Service Definition of ICT_SERVICE_DESK_API. The left sidebar shows the Object Browser with the package AI_SOLAR_INTERFACE_SD expanded, highlighting the Service Definition ICT_SERVICE_DESK_API. The main area shows the Properties tab of the Service Definition.

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

Web Service Configuration (ITA;001)
Help < Back

Configuration of New Binding for Service Definition 'ICT_SERVICE_DESK_API'

1 Service and Binding Name
2
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

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
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:

Identifiable Business Context

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

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

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:

SAP Web Service Configuration (ITA;001)

Details of Service Definition: ICT_SERVICE_DESK_API

Overview Configurations Classifications Details

Define Services and Bindings

Create Service Activate Deactivate Delete Republish Display as List

Service/Binding	Actions
☒ ICT_SERVICE_DESK_API	
☐ ICT_SERVICE_DESK_API	

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

Security Assertions: ABAP 702/730/740 and higher WSP Style: single-Binding

WSDL Section: AllInOne SOAP Version: SOAP 1.1 and SOAP 1.2

WSDL Version: 1.1 SOAP Style: Document

Options for WSDL Access and URLs

☒ Standard

☐ Alternative URL

Alternate Host: Alt. Port (http):

Meta Data Protocol: Alt. Port (https):

Apply URL options

WSDL Generation

WSDL URL for Service: `http://penguin01.fritz.box:53230/sap/bc/srt/wsdllflv_10002A111AD1/srvr_url/sap/bc/srt/rfc/sap/ict_service_desk_api/001/ict_service_desk_api/ict_service_desk_api?sap-client=001`

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:

SAP Configure SAP Solution Manager Service Desk Interface

✓ [] Cancel

[+][p][i][t][r][e]

External Service Desk	Logical Port	RFC Destination	Active/Inactive	External Service Desk Type	Get Reporter
☐ RDM	RDM		Active	Service Provider Customer	New BP if none with
☐ RDM-IH1400	RDM-IH1400		Active	Service Provider Customer	Do Not Enter a BP i
☐ RDM-IR1200	RDM-IR1200		Active	Service Provider Customer	Do Not Enter a BP i
☐ SOAPUI	SOAPUI		Active	Service Provider Customer	New BP if none with

(this is an example screen)

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

SAP Display IMG

✓ [] Existing BC Sets [i] Release Notes Change Log More ▾

Structure

☐	Capabilities (Optional)
☐	Implementation/Upgrade
☐	Test Suite
☐	SAP Engagement and Service Delivery
☐	IT Service Management
☐	Guided Procedure
☐	Specify Destination in Managed Systems
☐	Transactions
☐	Information about SAP Standard Transaction Types
☐	Define Transaction Types
☐	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 ✕

Activities [⚙️]

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

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

Service Desk Customizing [gear icon]

	Name	Field Name	Se...	Field val.
☐		PROCESS_TYPE_ADD 1		SMFG
☐		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':

[hamburger icon] Choose Activity [close icon]

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
☐ 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").