

Organizational Management: Maintenance via the Web

Session Code: [4019]

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Implementation of Org Maintenance

- Oak Ridge National Laboratory (ORNL) implemented SAP organizational management in October 1998
- Went live with org management to support workflow
- At that time ORNL had 7 directorates, over 30 divisions, and a population of approx. 9200 (employees & subcontractors)

Implementation of Org Management (cont)

- Early implementation strategy put org structure maintenance in the field to give organizations “ownership” of their data. Implemented at a time when ORNL was undergoing a “reengineering” program. Giving maintenance to the field was part of the reengineering strategy.

Implementation of Org Management (cont)

- Field contacts from each organization (approx. 80) were used to get the initial organizational structure built and populated.
 - Was done in a computer lab with assistance from HR SAP team
 - Additional training and scripts provided
- These same contacts continued to maintain our structure after “go live.”

Problems encountered with Field Maintenance in GUI after Go Live

- Many relationships were broken or missing.
- Active organizations and positions were separated from their parent objects.
- Active holders were removed from positions.

Problems encountered with Field Maintenance in GUI after Go Live (cont)

- Over 600 employees had job (compensation titles) relationships that had to be corrected when the rest of HR was implemented in October 1999. (This relationship was then removed from field maintenance and is currently maintained by central HR.)
- Maintaining data integrity became more of an issue as we drove more and more of our daily business processes from this structure.

Further Considerations

- Health of the system (HOTS) reports were developed in house to assist Central HR in the identification of problems. This helped in identification of problems but did nothing to reduce mistakes.
- Efforts to pull structure maintenance back to a central data entry group in 2000 were not popular with our users and were thus **not supported** by management.

Decision was made to move maintenance to the Web

- In April 2000, ORNL changed contractors and underwent a major reorganization.
- Due to the massive changes required to implement this reorganization in SAP, maintenance was temporarily removed from the field and restricted to the central SAP HR staff.
- During this three-month period, the HOTS reports became much cleaner – very little data cleanup involved.

Decision was made to move maintenance to Web (cont)

- The SAP HR Team began to consider ways to allow field contacts to maintain their organizations using our existing SAP web organization structure.
- This was not a new idea - we already had company finance officers maintaining their cost centers via our SAP web application and training events being booked via the web.

Creation of Organizational Maintenance Web tool: Phase I

- Done in two phases due to lack of staff resources and time limitations
- Phase I added the ability to create, change, move, and delimit org units and positions; create vacancies; create and delimit relationships; and create and delimit dual assignments.
- Because this phase did not offer full functionality, we did not at this stage remove the GUI maintenance access. Users were given the option to use the web. The majority of our users preferred this tool.

Creation of Organizational Maintenance Web tools: Phase II

- Offered users the ability to move holders (under certain conditions), change percentages on dual assignments, improve upon the creation of org units and positions, and provide additional search features.
- Phase II changes have evolved over the past year and as part of our roll out of 4.6c in May of 2002, we have been able to turn off field maintenance in SAP GUI.

Advantages to this approach

- Additional programming on the Web prevents users from making mistakes that could be made via the GUI
 - Prevents delimiting objects or relationships that leave positions/organizations without a parent
 - Doesn't allow delimiting of holder relationships (except secondary assignments)
 - Allows for additional security features restricting contacts to the organizations designated by PD profile

Advantages to this approach (cont)

- Easier to use – extra GUI steps eliminated
 - Creation of the “reports to” relationship has been incorporated into the creation of a position.
 - Vacancy and description created in one step

This solution has proven to be a Win-Win

- Maintenance of the organizational structure has successfully been rolled out to the field. This is something that few companies have been willing to attempt.
- Data and HOTS reports are much cleaner since the majority of field contacts are using the web for organizational maintenance.
- The majority of our users find this tool very user-friendly and significantly easier to use than SAP GUI!

This solution has proven to be a Win-Win

- New and occasional users come up to speed quickly.
- Training for our 4.6c upgrade has been minimal since we can make changes relatively transparent via the Web
 - Web functionality has not changed with 4.6c upgrade

Overview of Web Maintenance

- Organizations
- Positions
- Relationships
- Persons
- Secondary Assignments
- Staffing Percentages

Organizational Structure on the Web

Organizational unit 50133428 
Office of the Laboratory Director
As of 04/15/2002 



Drill down
structure

Parent Hierarchy

○ 50000099	UT-Battelle, LLC
○ 50000101	UT-Battelle (ORNL)

Consists Of

		Begin	End
○ 50000000	Energy & Engineering Sciences Dir	04/01/2000	12/31/9999
○ 50000004	Communications & Community Outreach Dir	04/01/2000	12/31/9999
○ 50000005	Business & Information Services Dir	04/01/2000	12/31/9999
○ 50000008	Legal Directorate	04/01/2000	12/31/9999
○ 50000010	Spallation Neutron Source Project	03/01/2001	12/31/9999
○ 50000103	ESH&Q Directorate	04/01/2000	12/31/9999
○ 50000106	Human Res. & Diversity Prgms Directorate	04/01/2000	12/31/9999

Create Organization

Organizational unit 50162857 

test 4 org unit

As of 04/17/2002 



Parent Hierarchy

<input type="radio"/> 50000099	UT-Battelle, LLC
<input type="radio"/> 50000101	UT-Battelle (ORNL)
<input type="radio"/> 50133428	Office of the Laboratory Director
<input type="radio"/> 50000106	Human Res. & Diversity Prgms Directorate

Consists Of

		Begin	End
<input type="radio"/> 50163128	<input type="text" value="Update"/> Web Maintenance	03/01/2002	12/31/9999
<input type="radio"/> 50163129	GUI Maintenance	03/01/2002	12/31/9999

Create Organization Screen

Create Child Organizational Units for **O 50162857**
test 4 org unit

Abbreviation	Name
<input type="text" value="Web Maint"/>	<input type="text" value="Web Maintenance"/>
<input type="text" value="GUI Maint"/>	<input type="text" value="GUI Maintenance"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Effective Date:

Create Org Unit

Both abbreviation &
name must be
completed

Create Organization Successful

Status of adding organizational units to **O 50162857**

Org Unit ID	Abbreviation	Name	Status
O 50163128	Web Maint	Web Maintenance	Successful
O 50163129	GUI Maint	GUI Maintenance	Successful

Effective Date: 03/01/2002

Rename Organization

Organizational unit 50152585  
test 2 org  
As of 04/15/2002 

Parent Hierarchy

<input type="radio"/> 50000099	UT-Battelle, LLC
<input type="radio"/> 50000101	UT-Battelle
<input type="radio"/> 50133428	Office of the Laboratory Director

Consists Of

	Begin	End
None at present		

Staff

	Begin	End
None at present		

Rename Organization Screen

Rename **O 50152585** test 2 org

Current Abbreviation: test 2

Current Name: test 2 org

New Abbreviation:

New Name:

Effective Date:



Rename Successful

Organizational unit 50162858 has been renamed successfully:

New Abbreviation: Sap Test

New Name: SAP Test Organization

Effective Date: 01/01/2002

Move Organization – Parent Hierarchy

Organizational unit 50162855  
SAP Team
As of 04/01/2002 



Parent Hierarchy

○ 50000099	UT-Battelle, LLC
○ 50000101	UT-Battelle (ORNL)
○ 50133428	Office of the Laboratory Director
○ 50000106	Human Res. & Diversity Prgms Directorate

Consists Of

None at present

Begin

End

Staff

None at present

Begin

End

Move Organization Screen

Move Organizational Unit **O 50162858** SAP Test Organization

New Parent Org Unit ID: 

Effective Date:

Move Org Unit

Error Message

No begin date was specified.

[Return to previous page.](#)

Move Successful

○ 50162855 was moved successfully:

New Parent: ○ 50133435 Staffing Mgmt & Diversity Programs Div

Effective Date: 04/14/2002

Delimit Organization

Organizational unit 50162929  
Party group 2
As of 04/15/2002   

Parent Hierarchy

50000099	UT-Battelle, LLC
50000101	UT-Battelle (ORNL)
50133428	Office of the Laboratory Director
50000106	Human Res. & Diversity Prgms Directorate
50162854	test1

Consists Of

None at present

Begin

End

Staff

None at present

Begin

End

Delimit Organization (cont)

Change End Date for **O 50162929** Party group 2

Current End Date: 12/31/9999

New End Date:

Note: All of organizational unit 50162929's relationships will be delimited as well.

Change End Date

Delimit Organization Successful

Organizational unit 50162929  

Party group 2

Inactive (Object not active on evaluation date) 

As of 04/11/2002 

Consists Of 

Begin

End

None at present

Staff 

Begin

End

None at present

Other Topics

[Pending Access Requests](#)

[Create Relationship](#)

[Qualification Deficits](#)

[Current/Not Current/Historical Completion in a Qualification \(Does not consider whether the person has the requirement on his/her position.\)](#)

Create Position

Organizational unit 50162855  

SAP Team

As of 04/14/2002 



Parent Hierarchy

○ 50000099	UT-Battelle, LLC
○ 50000101	UT-Battelle (ORNL)
○ 50133428	Office of the Laboratory Director
○ 50000106	Human Res. & Diversity Prgms Directorate
○ 50133435	Staffing Mgmt & Diversity Programs Div

Consists Of

None at present

Begin

End

Staff

None at present

Begin

End

Create Position Screen

Create Position in **O 50162855** SAP Team

Abbreviation:

Name:

Number of Requested Positions:

Mgr Pos/Person/User ID:



Effective Date:

Creating vacancy is optional

Fill in the following fields if you wish to create a vacancy. NOT needed for nonemployees.

Personnel Officer:

Reason:

Create Position Cont.

Fill in the following fields if you wish to create a vacancy. NOT needed for nonemployees.

Personnel Officer:

Reason:

Status:

Duration (if temporary):

Clearance:

Charge Number:

WAO Code:

Underutilization:

EEO Code:

Create Position

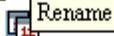
Create Position Successful

Three positions were added to [O 50162855](#) successfully:

Latest ID: [S 50163180](#)
Abbreviation: BasisMem
Name: Basis Member
Manager Position ID: [S 50061392](#)
Effective Date: 04/10/2002

Click organization
to view new positions

Rename Position

Position 50163180  
Basis Member 
As of 04/10/2002  

Organizational Assignment

50000099	UT-Battelle, LLC
50000101	UT-Battelle (ORNL)
50133428	Office of the Laboratory Director
50000106	Human Res. & Diversity Prgms Directorate
50162855	SAP Team

Supervisor

			Begin	End	
S 50061392	P 00018937	John M Wheeler	04/10/2002	12/31/9999	

Role Assignments

		Begin	End	
T 00000002	PS:View All Project Systems Report Tree	12/04/2001	12/31/9999	
T 00000035	CO:Public View	12/04/2001	12/31/9999	

Create Relationships

Position 50163130  
Test Positions
As of 03/01/2002 



Organizational Assignment

<input type="radio"/> 50000099	UT-Battelle, LLC
<input type="radio"/> 50000101	UT-Battelle (ORNL)
<input type="radio"/> 50133428	Office of the Laboratory Director
<input type="radio"/> 50000106	HR & Diversity Programs Directorate
<input type="radio"/> 50162857	test 4 org unit
<input type="radio"/> 50163128	Web Maintenance

Supervisor

			Begin	End
S 50007598	P 00014362	Renee M Tucker	03/01/2002	12/31/9999

Other Topics

[Request Access Updates](#)

[View Pending Access Requests](#)

[Create Vacancy](#)

[Create Relationship](#)



Create Relationships

PALS Representative for

		Begin	End	
○ 50000004 	Communications & Community Outreach Dir	04/01/2000	12/31/9999	

Leave of Absence Contact for

		Begin	End	
○ 50000004 	Communications & Community Outreach Dir	07/18/2000	12/31/9999	

Travel System Assistant for

		Begin	End	
○ 50000004	Communications & Community Outreach Dir	01/22/2002	12/31/9999	

Other Topics

[Request Access Updates](#)

[View Pending Access Requests](#)

[Create Vacancy](#)

[Create Relationship](#)

Create Relationship Screen

Create Relationship for **S 50103389** SAP SUPPORT, HRIS & Emp. Rec.

Role:

Organization 

Begin Date:

Create Relationship

Create Relationship List

Create Relationship for **S 50008739** Administrative Secretary

Role:

Organization

Begin Date:

- Manager
- Secretary
- Computer Security Officer
- Computer Security Officer Alternate
- Safety Officer
- Leave of Absence Contact
- Space Coordinator
- Space Coordinator Alternate
- PALS Representative
- PALS Rep Alternate
- Reports to

Y-12 SAP | ORNL Internal

Only relationships for which user has maintenance access will appear.

Create Relationship - Search

Create Relationship for S 50 Test Positions

Role:

Organization 

Begin Date:

Org Unit 50163128 (QAS 010) - Netscape

Select O 50163128 Web Maintenance

Parent Hierarchy

- Select [O 50000099](#) UT-Battelle, LLC
- Select [O 50000101](#) UT-Battelle (ORNL)
- Select [O 50133428](#) Office of the Laboratory Director
- Select [O 50000106](#) HR & Diversity Programs Directora
- Select [O 50162857](#) test 4 org unit

Create Relationship Screen (cont)

Create Relationship for **S 50163130** Test Positions

Role:



Move Person

Employee 00088880

Winnie B Pooh

As of 04/10/2002 



Whos Data

(Click pencil icon to update or click eyeglass icon to view picture option, preferred name, work location, and home address)

<i>Preferred Name</i>		<i>UID</i>	<i>Email</i>	
<i>Bldg</i>	<i>Room</i>	<i>MS</i>	<i>Cert MS</i>	
<i>Phone</i>	<i>Fax</i>	<i>Pager</i>	<i>Pager Ext</i>	<i>Cell</i>

Position

		Begin	End	Percent
S 50162907 	HR Staff Test Positions	04/01/2002	12/31/9999	100.00

Organizational Assignment

<input type="radio"/> 50000099	UT-Battelle, LLC
<input type="radio"/> 50000101	UT-Battelle (ORNL)
<input type="radio"/> 50133428	Office of the Laboratory Director

Move Person Job Change

Move Person **P00088880** Winnie B Pooh
from Position 50162907 / HR Staff Test Positions

Will this move require a change to the comp job title?

Is this move the result of a Job Bid?

New Position ID:

Effective Date:

Move Person

Job Change Error

This move must be done by HR.

[Return to the previous page.](#)

Move Person Screen

Org Unit 50162855 (QAS 010) - Netscape

○ 50162855 SAP Team

Staff

[Select](#) S 50163178 Basis Member
[Select](#) S 50163179 Basis Member
[Select](#) S 50163180 Basis Member

Parent Hierarchy

- [○ 50000099](#) UT-Battelle, LLC
- [○ 50000101](#) UT-Battelle (ORNL)
- [○ 50133428](#) Office of the Laboratory Director
- [○ 50000106](#) Human Res. & Diversity Prgms Dire
- [○ 50133435](#) Staffing Mgmt & Diversity Programs

Innie B Pooh
Staff Test Positions

?

Create Secondary Assignment

Employee 00666455

Any Tester

As of 03/12/2002



Whos Data

(Click pencil icon to update or click eyeglass icon to view picture option, preferred name, work location, and home address)

<i>Preferred Name</i>		<i>UID</i>	<i>Email</i>	
<i>Bldg</i>	<i>Room</i>	<i>MS</i>	<i>Cert MS</i>	
<i>Phone</i>	<i>Fax</i>	<i>Pager</i>	<i>Pager Ext</i>	<i>Cell</i>

Position

		Begin	End	Percent
S 5016290	HR Staff Test Positions	03/01/2002	12/31/9999	100.00

Organizational Assignment

<input type="radio"/> 50000099	UT-Battelle, LLC
<input type="radio"/> 50000101	UT-Battelle (ORNL)
<input type="radio"/> 50133428	Office of the Laboratory Director
<input type="radio"/> 50000106	HR & Diversity Programs Directorate

Create Secondary Assignment (cont)

Create Secondary Assignment for P 00666455 Any Tester

Position ID: 

Effective Date:

Create Secondary Assignment



Create Secondary Assignment Successful

The following secondary assignment was created successfully:

Person: [P 00666455](#) Any Tester

Position: [S 50162907](#) HR Staff Test Positions

Effective Date: 04/05/2002

Secondary Assignment and Percentages

Employee 00666455
Any Tester
As of 04/01/2002 



Whos Data   (Click pencil icon to update or click eyeglass icon to view picture option, preferred name, work location, and home address)

<i>Preferred Name</i>		<i>UID</i>	<i>Email</i>	
<i>Bldg</i>	<i>Room</i>	<i>MS</i>	<i>Cert MS</i>	
<i>Phone</i>	<i>Fax</i>	<i>Pager</i>	<i>Pager Ext</i>	<i>Cell</i>

Position  		Begin	End	Percent 
S 50162909	HR Staff Test Positions	03/01/2002	12/31/9999	100.00
S 50162908 	HR Staff Test Positions	03/15/2002	12/31/9999	

Changing Percentages (cont)

Change Percent of Assignments for person 00666455 Any Tester

Position	Begin	End	Current Percent	New Percent
S 50162909 HR Staff Test Positions	03/01/2002	12/31/9999	100	<input type="text" value="51"/>
S 50162908 HR Staff Test Positions	03/15/2002	12/31/9999		<input type="text" value="52"/>
			Total:	<input type="text" value="103"/>

New Begin Date:

Changing Percentages (error)

The total percent of 103 is not equal to 100.

[Return to the previous page.](#)

Changing Percentages (cont)

Change Percent of Assignments for person 00666455 Any Tester

Position	Begin	End	Current Percent	New Percent
S 50162909 HR Staff Test Positions	03/01/2002	12/31/9999	100	<input type="text" value="51"/>
S 50162908 HR Staff Test Positions	03/15/2002	12/31/9999		<input type="text" value="49"/>
			Total:	<input type="text" value="100"/>

New Begin Date:

Change Percent

Changing Percentages Successful

Employee 00666455

Any Tester

As of 04/01/2002 



Whos Data   (Click pencil icon to update or click eyeglass icon to view picture option, preferred name, work location, and home address)

<i>Preferred Name</i>		<i>UID</i>	<i>Email</i>	
<i>Bldg</i>	<i>Room</i>	<i>MS</i>	<i>Cert MS</i>	
<i>Phone</i>	<i>Fax</i>	<i>Pager</i>	<i>Pager Ext</i>	<i>Cell</i>

Position  		Begin	End	Percent 
S 50162909	HR Staff Test Positions	04/01/2002	12/31/9999	51.00
S 50162908 	HR Staff Test Positions	04/01/2002	12/31/9999	49.00

Conclusion of Web Maintenance Overview

Technical Overview

- ORNL's SAP web development environment exists in parallel with our SAP landscape
- Web programs go through the standard DEV/QA/PRD testing cycle
- Hardware/Software environment consists of two large SUN servers running Apache web server software

Technical Overview (cont.)

- Web apps are replacing or supplementing custom ABAP programs as well as some SAP standard functionality where appropriate
- Majority of our web apps are CGI programs developed using C, HTML, and JavaScript with remote function calls to SAP
- We have web apps for most of our SAP modules accessible from our SAP home page

Technical Overview (cont.)



Employee Self-Service (ESS)

My Access Requests, My Inbox, My Info, Personal Mileage Reimbursement, Request Roles

Accounting

ACECard, Display Invoice, Adjust & Transfer, Open Cost Center, Update Cost Center, Close Cost Object...

Human Resources

People - My Info, Update My Work Info, Update My Home Info, Search
Organization Mgmt - Search, Structure, Roles
Training- Training Catalog, Qual Catalog, Classes
Managing Requirements - Assign, Delimit
Nonemployee Processing - NEP, Access Req

Materials Management

Acquisition Center, AVID Plus, Smart Services, Managed Hardware Program, VASS, Display Purchase Reqs, Purchase Orders, Vendors

Reports

WebReports, Batch Reports, Productive Hours FTE Reports, Space Charge Report...



Announcements

- **January 25, 2002** - New Employee Self-Service (ESS) web now available. Click here for details.
- **January 8, 2002** - New SAP Wage Pool Effort Division Summary Report is now available. Click here for details.
- **January 8, 2002** - Results from the FY 2001 ORNL SAP Customer Satisfaction Survey are available. Follow this link.
- **January 2, 2002** - Enhancements have been made to the SAP Productive Hours FTE Reports. Click here for details.

[Previously Released Announcements](#)

Technical Overview (cont.)

- Key component of our environment is a library of utilities that group similar functions together
- Each these functions has specific RFC's to retrieve data from SAP
- These utilities can be included in a CGI program and all contained functions and RFC's are available to the program

Technical Overview (cont.)

- All SAP updates are done using standard SAP functions to ensure data integrity
- Before allowing Web users to modify data, profiles are checked to verify that the user has the authority

Development example using existing utilities and functions

- Request was made to add web capability for moving person to position
- Existing functions were in place to create relationships and make RFC calls

Development example (cont)

- Functions were modified to create relationships to accomplish person to position moves.
- The resulting web app:
 - prompted user for person/position info
 - performed authorization check
 - delimited existing relationships
 - created person to position and position to job relationships

Technical Overview (cont.)

- The creation of the person to position and position to job relationships are separate steps if going through the GUI
- This approach consolidates the steps and saves time and effort
- Due to the existing function libraries, this task was completed in less than a day

**This concludes our
presentation.
Questions?**

Session Code: 4019

Thank you for attending!

Please remember to complete and return your evaluation form following this session.

Session Code: 4019