

Riga SC Operating Procedure maintenance

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Objective and Scope

Objective of this Procedure

This document describes how to create and maintain Operating Procedure (OP) in Confluence, including approval process and best practices to be followed in order to ensure aligned maintenance approach between different domains and processes.

Scope

Data Operations Team based in Riga is responsible to create and maintain Operating Procedures (OP) for procedures in their scope, including customer, vendor and material data maintenance in Baan and SAP systems for GBU's within Riga Data Operation teams scope as well as Operating Procedures (OP) for any other additional activities.

Roles & responsibilities of each actor

The approval process below is in place to ensure a 6 eye check for OP according to audit standards.

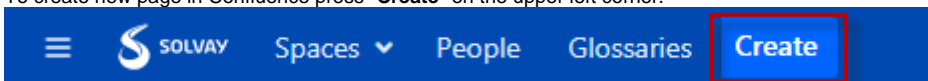
Editor (Data Operations Specialist L1/L2) - once a need for new OP or update of existing ones is identified Editor creates or updates the corresponding confluence page and submits it to Reviewer in a timely manner.

Reviewer (Data Operations Team Lead/Manager) - reviews the OP to ensure that nothing is missing and everything is updated correctly.

Approver (Data Operations Manager/Data Architect) - approves the changes. Process and any changes should be approved by them before they are added in the OP.

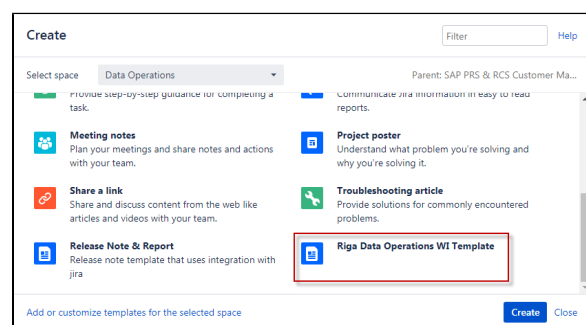
Creating a new page

To create new page in Confluence press "**Create**" on the upper left corner.





It's advised to use Riga Data Operations WI Template which provides general layout of the Operating Procedure which includes:

- Formatted Table of Contents
- Back to top button



Once Template is open :

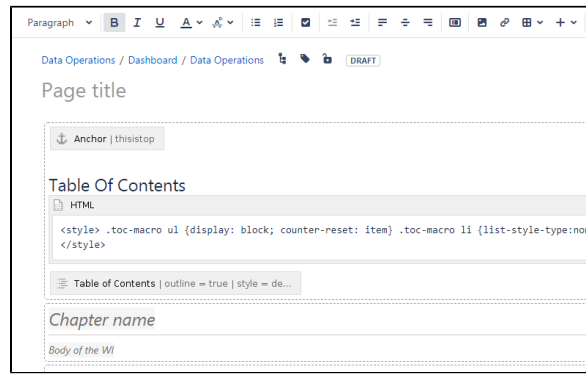
-  Change the parent page, if it's incorrect;
-  Add labels to ensure that your page will appear correctly in the Data Operations space. For more details see chapter [Labels](#).

- **Page title** - add name of the OP.
- **Chapter name** - add name of the chapters. Usually OP should start with "Objective and Scope". *Can be completed later.*
- **Body of the WI** - add text of the OP. Can be completed later.



To save your progress press

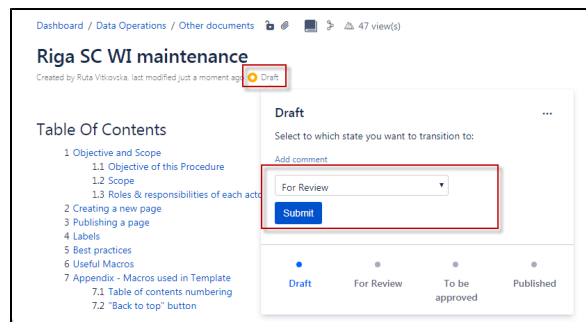
i Pressing Publish will only save your progress and will make your page visible to other Editors **only**.



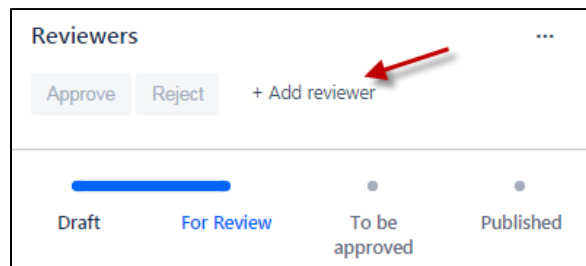
Publishing a page

To make added document as "published" for everyone you need to follow the steps below.

- Press on the status showing "draft" and press "submit" for review:



- Add the reviewer's email. For Riga Operations you can see in this [file](#) *This file is currently kept up-to date only for Riga SC.



- Once the reviewer will review the document he / she will do the same and add the approver. It should automatically send an email to the appropriate person. After the approver has approved it, the status of the document is changed "published". At this moment updated document is visible for **everyone**.

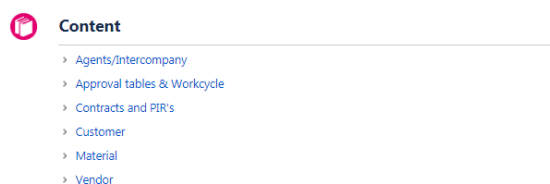


Labels

Labels (tags) drive the organization of the files under service center sections of the Data Operation space. For Operating Procedure to appear under [Riga SC](#) page, use "riga_sc" label. Use appropriate labels from the table below to store them under correct domain.

Labels that are currently used by Data Operations in Riga:

Tag	Section
riga_sc	Riga SC page
data_operations	
customer	Customer
material	Material
vendor	Vendor
contracts	Contracts and PIR's
pir	Contracts and PIR's
intercompany	Agents/Intercompany




agents

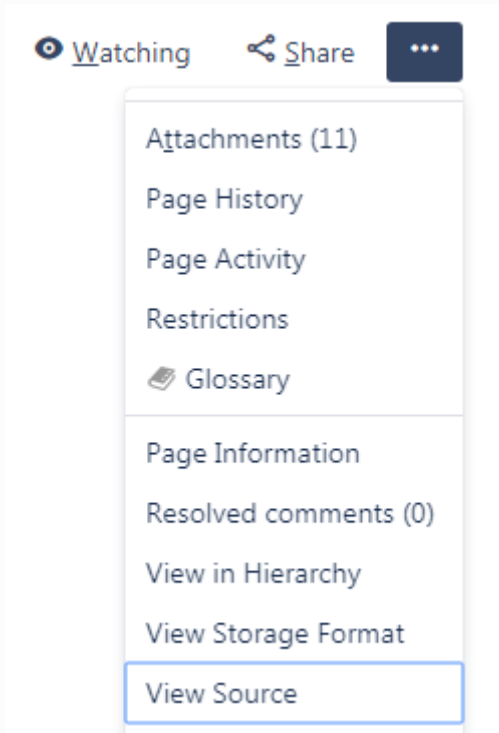
Agents/Intercompany

Best practices

Find below some best practices for maintaining the document.

 Feel free to switch this document to "Edit" mode to see how these tools are used in practice.

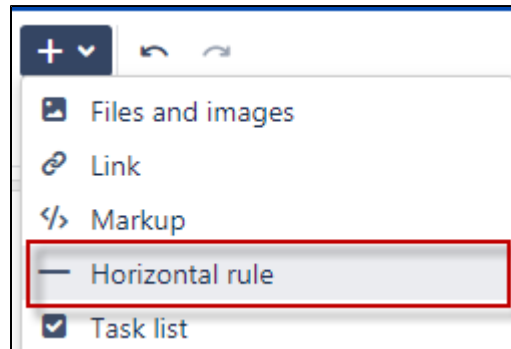
You can also use "View Source" to see detailed view of the document.



Headers

In order for Table Of Contents to work correctly please use **Header 1**, **Header 2** etc. for chapter headers.


After Header 1 use horizontal rule.

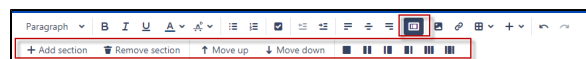


Page Layout


Structure your page using Page Layout.



- Use  do divide text into columns. For example, to one column for text, other for pictures.
- Add empty sections to create space between parts of the page.



Images

 Never copy images directly from Google Drive documents!

When inserting an image from a link or Google document make sure the image is uploaded into Confluence and does not retain the link to the source; otherwise you risk of losing an image when it is deleted from the source.


For Google documents it is also true if the access to the document, where the image comes from, is restricted.


Appendixes

Please follow the guidelines below when adding or referring to an Appendix:

- Do not number the Appendixes.
- Always refer to the Appendix with it's full name, e.g. "[Appendix - Macros used in Template](#)", to ensure, that text is readable even if the link is broken.
- Please use [Anchor](#) to link to the appendix. This will ensure, that link remains intact even if the name of the appendix is changed.

Useful Macros

Below you will find examples of some useful Macros available in confluence. You can find all macros by pressing  and choosing "Other macros" at the bottom of the list. Please note that the list is not comprehensive.

 Feel free to switch this document to "Edit" mode to see the how these tools are used in practice.

Anchor

Use anchor to refer to a place in your page, e.g. a title. Please find details on how to create and link to Anchors [here](#).





Anchor

Creates an anchor inside the page, which can be hyperlinked.

Boxes

Use Info, Note, Warning or Panel to highlight information.

 Info Box

 Note Box

 Warning Box

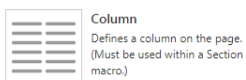
Panel Box

Columns

Divide text into two or more columns in another object, e.g. in a warning tab. You will need to use two macros:

- Section macros - Creates an object (box) in which Columns are stored
- Column macros - Creates column in Section macros. You can add multiple columns and indicate their with, for example, in %.

More details can be found [here](#).



Column
Defines a column on the page.
(Must be used within a Section macro.)



Section
Defines a section on a page, which can contain one or more Column macros.

Column 1
Column 2

Tabs

Create interactive tabs. You will need to use two macros:

Tab 1

Text in tab 1

- SP Tabs group macros - Creates an object (box) in which tabs are stored
- SP Tab pane macros - Creates tab in the Tabs group. You can add multiple tabs.



SP Tab pane



SP Tabs group

When printing:

- Tabs will print sequentially
- Tab names do not print. Best practice is to repeat tab name in the section.





Search (CTRL+F) works only in the open tab. If needed you can add keywords box at the bottom of the Tabs Group, to indicate what keywords can be found in each tab.


GDrive documents


To avoid duplicating information in multiple places you can insert different GDrive documents directly in Confluence page.


 Google Document

 Google Drawing

 Google Spreadsheet

 Google Presentation

 Google Form

 Google PDF



Make sure that the sharing settings of the GDrive document has view access enabled.

Appendix - Macros used in Template

Table of contents numbering

To achieve the table of contents numbering you will need:

- HTML macro with code
- Table of contents macro

Steps to follow:

1. Insert HTML macro and add the following code into it:

```
<style>
.toc-macro ul {display: block; counter-reset: item}
.toc-macro li {list-style-type: none}
.toc-macro li:before { content: counters(item, ".") ". " ; counter-increment: item}
</style>
```

2. Insert Table of contents macro with following adjustments:

- Output Type: list
- List style: none
- Exclude Headings: (Table of contents).* - will exclude headings listed.

Resulting TOC will look like this:

Table Of Contents

- 1 Objective and Scope
 - 1.1 Objective of this Procedure
 - 1.2 Scope
 - 1.3 Roles & responsibilities of each actor
- 2 Creating a new page
- 3 Best practices
- 4 Useful Macros


"Back to top" button

To create a button that brings you to the top of the wiki page you will need following:

- HTML macro with code
- HTML wrap macro with an assigned ID
- An image for the button
- An anchor that leads to the top of the page

Steps to follow:

1. Create an anchor at the top of the page and give it a name. In this example the name is "thisitop"

 Anchor | thisitop

2. Insert an HTML Wrap macro and assign a CSS ID to it (ID = backToTopButton). Leave the rest unchanged

HTML Element

div

Defines the type of HTML element to act as the wrapper.

CSS ID

backToTopButton

Facilitates styling the HTML element using a CSS ID attribute.

3. Place an image for the button inside the HTML Wrap.

 HTML Wrap | id = backToTopButton | class = noprint



Standard image can be found in Data Operations space, by using insert image  .

Insert files and images

[Help](#)

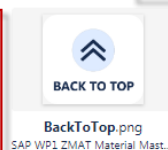
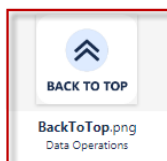
Attached to this page


Images from the web

BackToTop

Data Operations

Search



4. Create an advanced link  for the image to the anchor you made earlier.

Edit link

Search

Recently viewed

Files

Web link

Advanced

Google Drive

Here you can insert a link into the page using wiki markup.

Link

To insert a link to a new page, type in the desired page title.
To insert an anchor link, type #anchormame.

5. Insert an HTML macro and add the following code in it:

```

<style>
#backToTopButton {
  position: fixed;
  right: 20px;
  bottom: 20px;
  Z-index: 1;
}

```

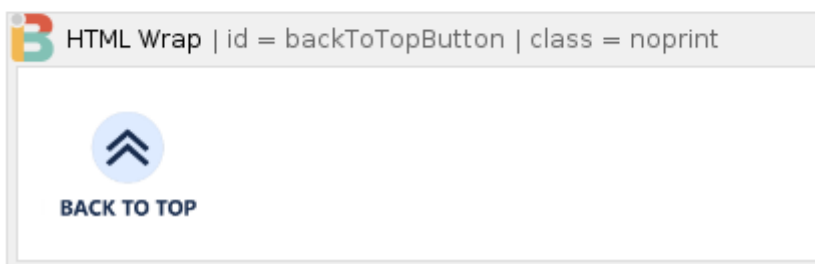
The final composition looks as follows:


HTML

```

<style>
#backToTopButton {
  position: fixed;
  right: 20px;
  bottom: 20px;
  Z-index: 1;
}
</style>



```



It is best if you place the setup in a separate block at the bottom of the document. It will look better on the PDF output.

Workflow history

This view shows the 5 most recent entries. The complete workflow log is available from the 'Document Activity' menu item.

From May 28, 2021 to Jun 25, 2022	Actor	Type	Activity	Version
Published	Camila Guimaraes and Evelina Kalvane	Edit	multiple updates from  Camila Guimaraes and  Evelina Kalvane	

	 Evelina Kalvane	State	changed state to Published at 12:26 pm	v34
To be approved	 Evelina Kalvane	State	gave <i>Approvers</i> approval at 12:26 pm	
		State	changed state to To be approved at 12:26 pm	v34
For Review	 Evelina Kalvane	State	gave <i>Reviewers</i> approval at 12:26 pm	
		 Camila Guimaraes	State	assigned approval <i>Reviewers</i> to  Camila Guimaraes at 12:26 pm
		State	changed state to For Review at 12:26 pm	v34