EMEA - White Board Task / VWF Daily Monitoring

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Scope

EMEA

ERP

PF1 WP1

References

Attachments

Objective and Scope

Explain how to retrieve the necessary information to fill the white board.

The data filling is performed every day before 10 a.m. and by a different Data Controller every week.

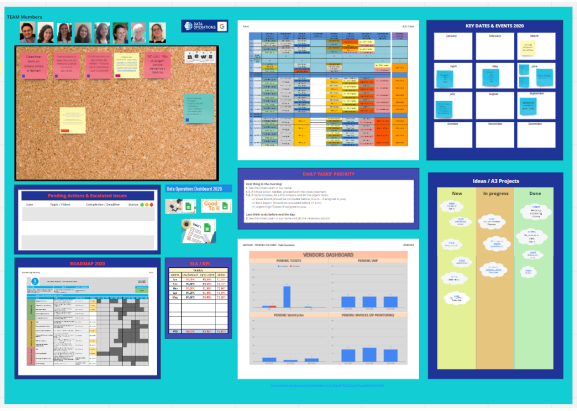
The Board

The White Board contains:

- the Freshdesk tickets volume;
- the tickets ageing;
- the volumes of the tasks (per day)
  - Vendor Workflow Request,
  - Webcycles
  - AP Monitoring / Pre-Monitoring
- The SLA and Quality indicators;
- Watch point;
- Improvement ideas and the list of Incidences;
- the distribution of the Data Controllers by tasks.

Physical Board

Virtual Board



ata extraction

1. Visual Management

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The information is inserted in a Google sheet with the current date (Automation). This file is created and left empty by the last person responsible by this task (from the last week) with the name "yearmonthday - PENDING VOLUMES - Data Operations". The data in the name is from the first day of the week.

Every day it is added a new information.

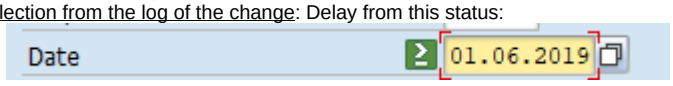
1st step: enter the sheet and go to the tab Freshdesk:

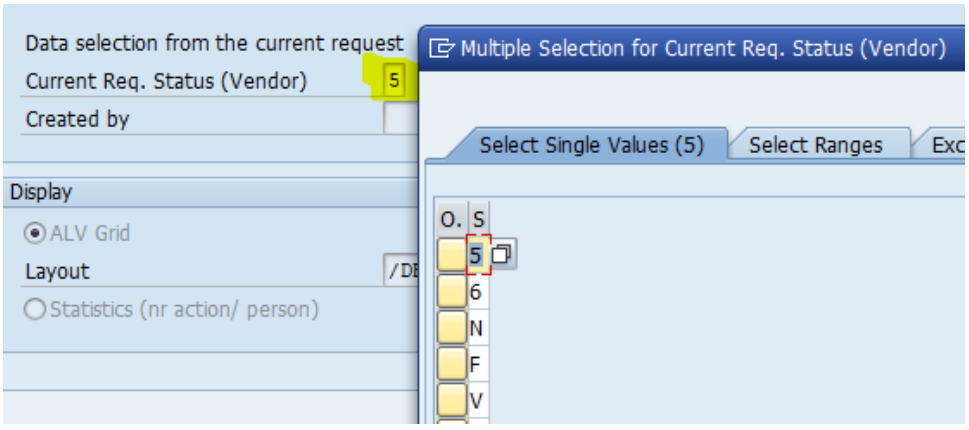
- The data is extracted from the Freshdesk and the filters are:
  - Groups: PtP D&A EMEA, PtP D&A SRM, D&A Web Contribution
  - Created: Any time;
  - Status: All unresolved.
- Using the filter you will extract the information clicking in Export:
  - Export as: CSV;
  - Filter tickets by: Pick time range - 01.01.2014 until 01.01.2022;
  - Tickets fields: Ticket ID, Status, Agent, Created Time , Resolved Time, Last update time, Priority, Type, Group, Initial response time, PtP-Process, PtP- Subprocess, PtP-Category;
  - Export.
- The operator will received an email with the file:
  - Select the column A and pass the Text to Columns (Delimiters - Comma);
  - Select the columns G to J and format to Short Date;
  - Copy from the column A to the M;
  - Paste special values.
- Copy the formulas (from the N2 to V2) to all the lines.
- In the column W it will be the current day.

2nd step: go to the tab VWF:

- Go to the Google Drive to the last VWF monitoring sheet:
  - Copy the file to the Drive H (for windows 10 users the file needs to be copied to the personal documents);
  - Open a SAP window in the system PF1_050;
  - Click in the file "MasterFile-VwF_Daily_Monitoring_CAT";
  - Correct the data to the last current day;
  - RUN the file;
  - Click in the file "RawData";
  - Copy from the column B6 to AH6;
  - Paste special values.
- Copy the formulas (from the AH2 to AJ2) to all the lines.
- In the column AK it will be the current day.

NOTE: To retrieve the VWF list manually you need to go to the transaction **Z1S_CODIF** (PF1_050). The options are:

- List Selection: Vendor requests and Delay of Request processing
- Data Selection from the log of the change: Delay from this status:
  - 

  - 

3rd step: go to the tab Workcycles:

- Go to the transaction /COCKPIT/1 to see the webcycles from PF1_020 and WP1_400 (processor SBS.DA-VEN);
- Insert the values in the file in the cell D2 amend the information to the current day.

4th step: go to the tab AP Monitoring:

- Go to the transaction Z3F_FA_OI_MONITOR to see the lines from PF1_020 and WP1_400 (agents and vendors);
- Insert the values in the file in the cell D2 amend the information to the current day.

In the tab VENDORS you are now able to retrieved the values to fill the White Board.

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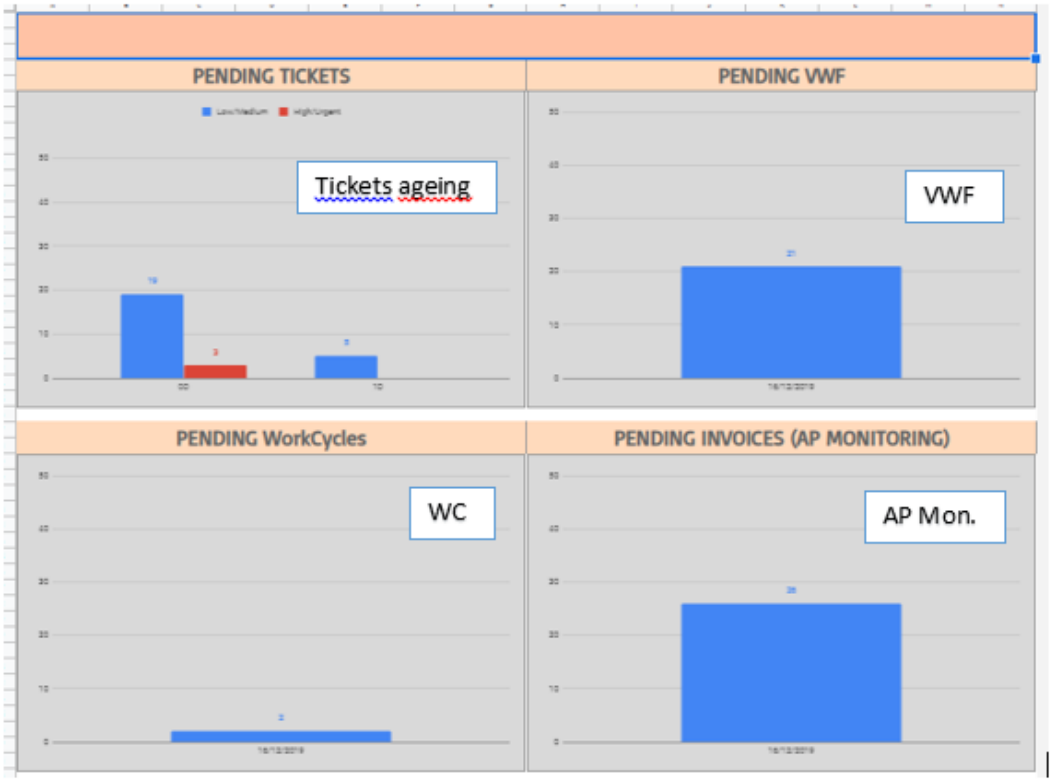

5th step: fill the physical board:

- The tickets volumes is retrieved from the tab Freshdesk with the filters:
  - Group: PtP D&A EMEA;
  - PtP: Process Data & Analysis;
  - PTP-Subprocess: Vendor Master Data, Support and User Support;
  - Column W: current date.
- The name of the Data Controllers is retrieved from the task file.

2. VWF Daily Monitoring

During the extraction of the data to the main file it is extracted a specific file of the Vendor Workflow Requests. This file must be saved in the drive H (for windows 10 users the file needs to be copied to the personal documents).

This file shows the workflow pending for more than 3 days. The Data Controller must send reminders for those who have a pending action (doing a prior analyse to the request in order to detect inconsistencies):

Status	Request Status Description	Request	Req. Type	Created by	Requester Name	Approver 1	Approver 2	Vendor/Cus	Vendor/Customer Name	V/CCountry	Creation	User	End Date	Days in Statu	Region	D&A Action	Case Number	D&A Initial Action Date
5	Returned	436076	C	LDESMARE	Laurence DESMARESCAUX				AD SEARCH	FR	10.12.2019	PTPOPCL	11.12.2019	4	EMEA			16.12.2019
V	Waiting for Vendor to fill ir	436125	C	JFLARGUI	Jean-Francois LARGUIER				LILLE DIGITAL SOLUTIONS	FR	10.12.2019	CGERBAU	11.12.2019	4	EMEA			16.12.2019
F	Waiting for Purchasing to a	436299	B	SMEHTA	Samir MEHTA	Manish AGARWAL		702721892	MEXICO NATIE NV	BE	11.12.2019	SMEHTA	11.12.2019	4	EMEA			16.12.2019
5	Returned	436382	B	NKOENIG	Nicolas KOENIG			102119576	CABINET MERLIN	FR	11.12.2019	NKOENIG	11.12.2019	4	EMEA			16.12.2019
5	Returned	434516	C	FR24189	Dominique BOVE				DDT DU JURA - SACAU - AC	FR	26.11.2019	6,3E+07	10.12.2019	5	EMEA	0		16.12.2019
5	Returned	435966	C	PT63001736	Vera JACOB				GIIT	PT	09.12.2019	IT992784	10.12.2019	5	EMEA	0		16.12.2019
F	Waiting for Purchasing to a	436143	M	PT300212	Angela OLIVEIRA	Damien BENATTAR		1003059351	DEUTSCHE INDUSTRIE INF	DE	10.12.2019	PT300212	10.12.2019	5	EMEA	0		16.12.2019
5	Returned	436144	C	PTPONS	Neuza SILVA				TRADTEC SL	ES	10.12.2019	PTPONS	10.12.2019	5	EMEA	0		16.12.2019
5	Returned	436151	C	FR24189	Dominique BOVE				GRAND DOLE RUGBY	FR	10.12.2019	6,3E+07	10.12.2019	5	EMEA	0		16.12.2019
F	Waiting for Purchasing to a	436227	C	KAMSSA	Alise KAMSS	Philippe VANASCH			LAMPL SIA	LV	10.12.2019	KAMSSA	10.12.2019	5	EMEA	0		16.12.2019
F	Waiting for Purchasing to a	436231	B	BRBC3832	BRUNO CALVO TOR	Lawrence KELLEY		1003045693	SKZ TESTING GMBH	DE	10.12.2019	BRBC383	10.12.2019	5	EMEA	0		16.12.2019
V	Waiting for Vendor to fill ir	435758	C	LDESMARE	Laurence DESMARESCAUX				FOURCAST	FR	06.12.2019	S8053209	09.12.2019	6	EMEA	0		16.12.2019
F	Waiting for Purchasing to a	435945	C	PTPOPSM	Paulo Manuel SOL	Philippe VANASCH			CLAUDIA CAFFERATA	IT	09.12.2019	PTPOPSM	09.12.2019	6	EMEA	0		16.12.2019
F	Waiting for Purchasing to a	435947	C	PTPOPSM	Paulo Manuel SOL	Philippe VANASCH			FRANCESCA CINI	IT	09.12.2019	PTPOPSM	09.12.2019	6	EMEA	0		16.12.2019
F	Waiting for Purchasing to a	435972	C	DE16230	Anne Christine HA	Philippe VANASCH			BAU-AKADEMIE NORD	DE	09.12.2019	DE16230	09.12.2019	6	EMEA	0		16.12.2019
5	Returned	435782	M	LCUOQ	Laurent CUOQ			406192955	DOW ITALIA DIVISIONE CC	IT	06.12.2019	LCUOQ	06.12.2019	7	EMEA	0		16.12.2019
5	Returned	435519	C	LDESMARE	Laurence DESMARESCAUX				LA COMPAGNIE FORMATIO	FR	04.12.2019	IT992784	05.12.2019	8	EMEA	0		16.12.2019
5	Returned	435424	M	IT93622	Marianna Veronica	GARGANO		406197737	AZIENDAGRICOLA MERONI	IT	04.12.2019	IT93622	04.12.2019	9	EMEA	0		16.12.2019

The lines with 0 in the column **Q** do not need to be analysed when indicated a ticket number in the column **R**.

1st step: Group the names to send only one email/note per person.

- If it is with the Requester or the Panel Manager email must be sent using the Freshdesk (confirm if the workflow status is still the same):
  - The template is - "VWF Monitoring PtP DA EMEA Outbound email";
  - To - requester or the Panel Manager email;
  - Subject - change the date and the name;
  - Description - change the name

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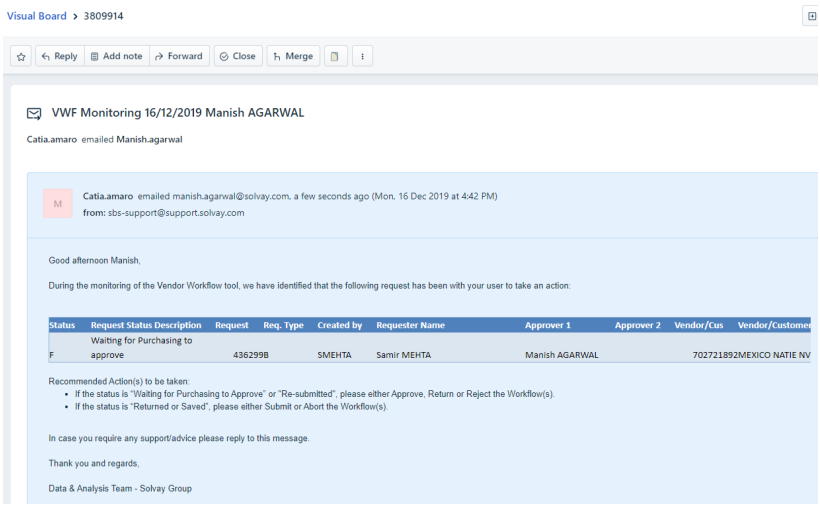

2nd step: Insert 1 in the column Q and the ticket number in the column R.

- Leave the ticket in the Data queue with the status Need of More Information

When the request is with the supplier instead an email it is created a Freshdesk ticket. The template is in this case "VWF Monitoring PtP DA EMEA ticket HD" and the ticket is passed to the Provisioning team.

They will contact the supplier to provide support.

In the end of the file SAVE it and add a copy to the Google Drive.

NOTE 1: All the information in the tab Communication Area of the Workflow must be checked. If the return of the workflow is definitive (case of obsolete vendor) the request can be aborted. No ticket need to be created.

NOTE 2: In the end of the week an analysis must be performed to all the file tickets.

NOTE 3: The follow up of the tickets by Data Operations (emails sent to Requesters or Panel Managers) is performed every 3 days. After if no success the request is transferred to Data and a third follow up is performed sending an email with N+1 in copy explaining the seriousness of the situation. Regarding the workflows pending with the supplier, the Provisioning team will perform the outbound (with 1 a day range).

3. SLA

Since July 2019, all of the data is being retrieved and calculated from Qlikview - Data Operations Dashboard | 2020

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