

I produce the Data management indicators

Domain: Finance Data & Reporting

Responsibility area: Monitor Data Management Service Level Agreement

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Scope



WW

ERP



PF1



WP1



PI1

Frequency



Month

References

Forms

Attachments

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1. Objective and Scope

1.1. Objective of this Operation

The purpose of this document is to describe the process to produce the quantitative KPI every month for data management process.

The produced KPI covers all requests submitted in the data management workflow being calculated two metrics:

- Days for the first answer
- Total processing time

The defined in the SLA is:

- First answer within two working days with either confirmation that action has been done, or challenge and request for further information, excluding implementation projects
- Full solution (action or **rejection** of request) within five working days, excluding implementation projects

1.2. Scope

This procedure covers the various data managed by data management team through data management workflow and the KPI for respect of SLA.

Data management team is responsible to produce the KPI every month after monthly closing.

2. Definitions

See [Finance Glossary](#)

3. Tasks description

3.1. I download the data from Data Management Workflow tool to excel

The first step is to extract data from data management workflow.

Login in PF1 client 050.

Go to SAP transaction ZZF_MDWF_REQUEST and follow one of the two options below:

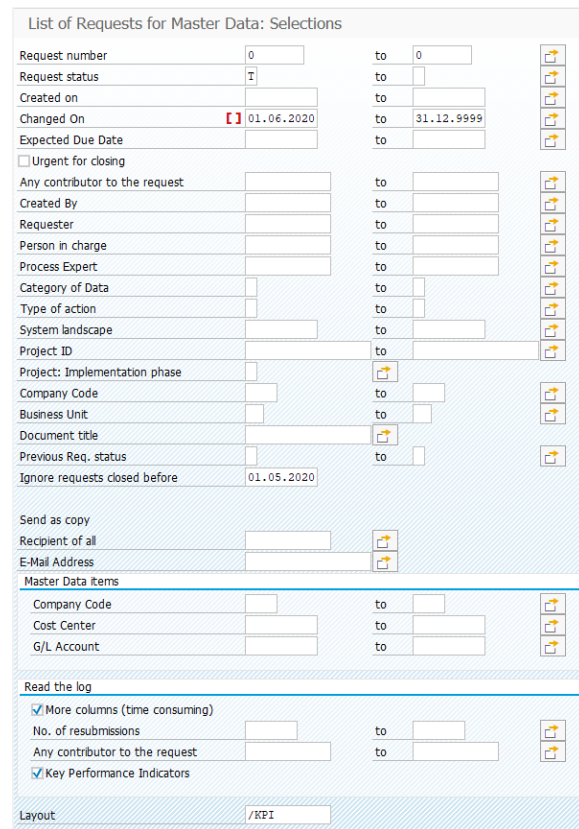
A) With variant:

- **Variant:** KPI DM
- **Changed on:** exclude range from the first day of the next month of the current reporting month to 31.12.9999 (see image below)

B) Without variant:

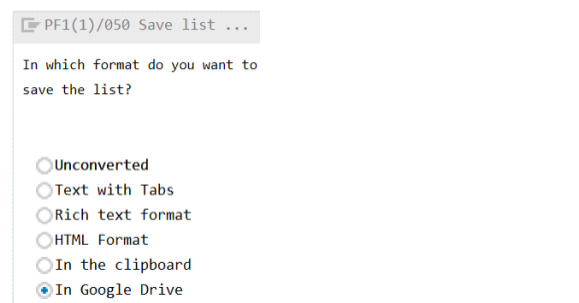
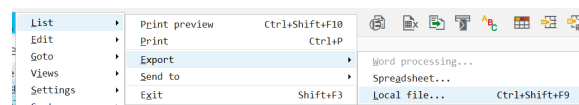
- **Request number:** leave it as 0 to 0
- **Request status:** T (which filter by requests completely processed)
- **Changed on:** click on  and exclude range from the first day of the next month of the current reporting month to 31.12.9999
- **Ignore requests closed before:** adjust to the first day of the current reporting month (the extraction will include this day)
- **More columns (time consuming):** flag it
 - and then flag the option **Key Performance Indicators** (as the image below)
- **Layout:** /KPI
- All the other fields must be blank

See the example below for May 2020 KPI:



You will obtain a list with all necessary information to produce the KPI.

Download the information as google sheet.



3.2. I compute Data Management indicators' data

Download the KPI file of previous month sent my email to have the most updated file.

	A	B	C	D	E	F	G	H	I	J	K	
1	First answer Data Management (n of treated workflows)						Processing time Data Management (n of treated workflows)					
2	0-2 days 3-5 days More than 5 days				Total		0-5 days 6-10 days More than 10 days				Total	
3	January						January					
4	February						February					
5	March						March					
6	April						April					
7	May						May					
8	June						June					
9	July						July					
10	August						August					
11	September						September					
12	October						October					
13	November						November					

If you are preparing the KPI for January, you have to create a new KPI file for the respective year and update the following:

- Name of the file to the current year
- In sheet "WF extraction_completed" delete all information from columns A to AM except the headers (**do not delete column AN** as it has a formula)
- In sheet *January*:
 1. Update cell B1 with the current year
 2. Refresh the pivot table, then confirm in sheet "KPI cal" if cells B3:E14 and H3:K14 are empty

3.2.1. I prepare "WF extraction_completed" sheet

Open the file with the extraction from transaction ZZF_MDWF_REQUEST (done in section 3.1) and select all the data and copy/paste as values in sheet "WF extraction_completed" after the row with values (**do not delete existing information** unless you are performing the KPI of January, see explanation in the beginning of section 3.2).

Then check if O ("Chngd on") have the correct data format, otherwise data will not be consider. The format should be DD/MM/YYYY or DD-MM-YYYY.

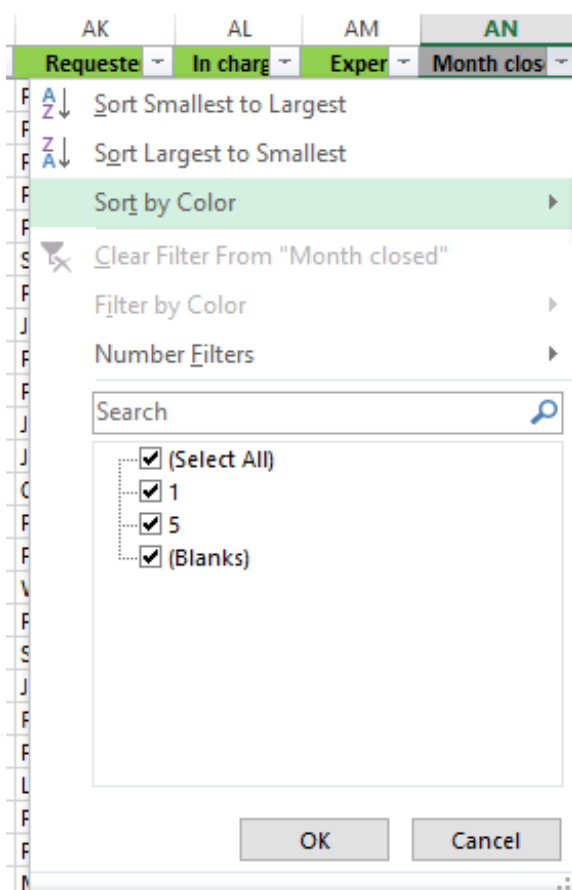
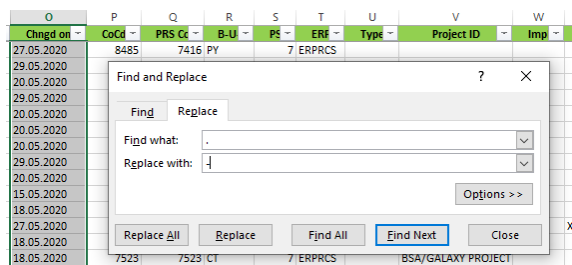
If it is not the case, in column O select all the lines of the current reporting month and click on CTRL+H (Find and Replace):

- Perform the selections and click on

Replace All

Go to the last column AN and copy the formula until the last row with values. Then check if all lines with values have the month assigned:

- Do the filter by the blanks and check if any line with value has no formula
- Check if there is any unusual value in this column



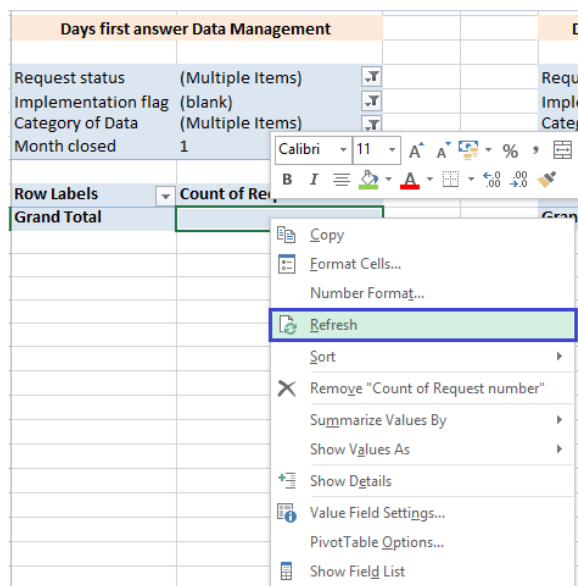
3.2.2. I prepare the current reporting month sheet

3.2.2.1. I prepare the pivot tables

Go to the current reporting month sheet, e.g. in January open sheet "January".

In this sheet, cell A1 has the current reporting month (abbreviated name with 3 letters) and cell B2 has the current reporting year.

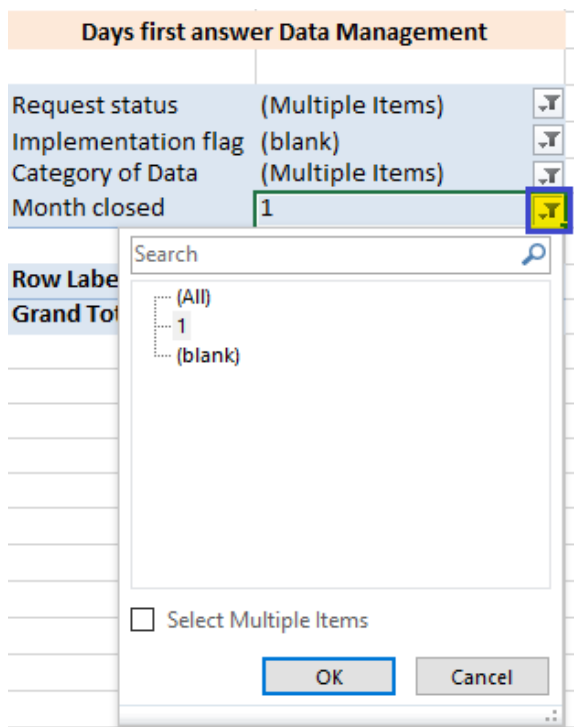
Then right click on the pivot table regarding the "Days first answer Data Management" and refresh.



Then click on , select the current reporting month and press OK.

Do the same for the pivot table regarding "Days processing time Data Management":

- Refresh and select the current reporting month



3.2.2.2. I analyse the pivot tables

In each pivot, you have to check if there are unusual number of days and analyse the reason for that. See some examples:

1) Number of days equal to "99.999" (as below) - it means that the request was done by the requester.

In this case go to sheet "WF extraction_completed", filter column J ("First answer (days)") by "99.999" and check if column Y ("Person in charge") is empty for all values:

- If yes, change column J ("First answer (days)") by replacing 99.999 with 0
- If no, analyse further

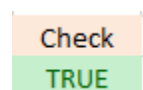
2) Days first answer Data Management > 2 - it means that the SLA was not met. We have to check if this value is "real" as sometimes we do not communicate through the workflow but by email.

Days first answer Data Management		
Request status	Request completely processed	
Implementation flag	(blank)	
Category of Data	(All)	
Month closed	5	
Row Labels	Count of Request number	
0		135
1		11
2		1
99.999		10
Grand Total		157

3) First answer Data Management (n° of treated workflows) > 5 - it means that the SLA was not met. The same issue and analysis than the previous point 2.

3.2.2.3. I perform the last consistency checks

Check that cells N5 and U5 have the value TRUE.



If not, the total number of requests in the corresponding pivot table is not equal to:

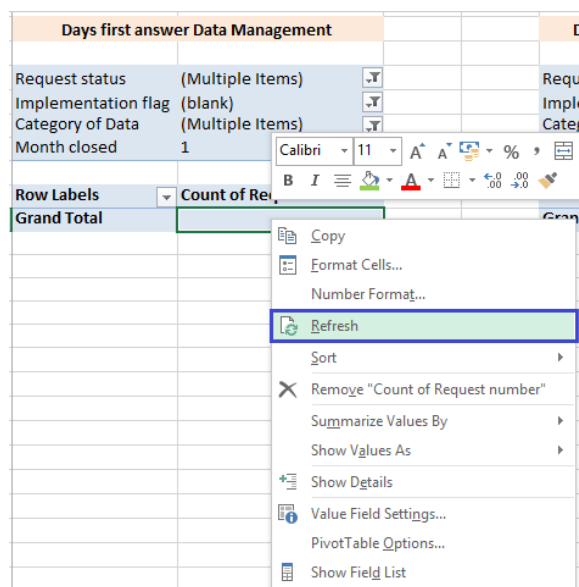
- Sum of J5:L5 in the case of cell N5
- Sum of Q5:S5 in the case of cell U5

Finally, check that each pie chart is updated according to the data of the current reporting month.

3.2.3. I prepare "CO data" sheet

In sheet "**CO data**" update cell A1 to current reporting month (abbreviated name with 3 letters) and cell B2 to current reporting year.

Then right click on the pivot table regarding the "Days first answer Data Management" and refresh.

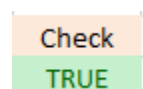


Then click on , select the current reporting month and press OK.

Do the same for the pivot table regarding "Days processing time Data Management":

- Refresh and select the current reporting month

Then check that cells N5 and U5 have the value TRUE, as below.



If not, the total number of requests in the corresponding pivot table is not equal to:

- Sum of J5:L5 in the case of cell N5
- Sum of Q5:S5 in the case of cell U5

Check that each pie chart is updated according to the data of the current reporting month.

Days first answer Data Management

Request status	(Multiple Items)	
Implementation flag	(blank)	
Category of Data	(Multiple Items)	
Month closed	1	

Row Label

Grand Tot

Search

(All)

1

(blank)

☐ Select Multiple Items

OK Cancel

3.2.4. I prepare "FI data" sheet

According to section 3.2.2. perform the same updates in sheet "FI data".

3.2.5. I perform the last consistency checks

In the current reporting month sheet prepared in section 3.2.2., check that cells AD5 and AD9 have the value TRUE.

If not, you have to analyse further:

- In the case of cell AD5:
 - The total number of requests in sheet "WF extraction_completed" (excluding the ones with implementation flag) are not equal to the total number of requests in the pivot table
- In the case of cell AD9:
 - Check any problem in the pivot tables of sheet "CO data" and "FI data"
 - Check any problem in sheet "WF extraction_completed"

	AB	AC	AD	AE	AF
1					
2	Jun				
3	Total Request	0			
4	Implementation Flag	0			
5	KPI Request	0	TRUE		
6					
7	Total CO+FI	0			
8	Miscellaneous request	0 (without implementation flag)			
9	Check CO+FI	0	TRUE		

3.2.6. I check "KPI calc" sheet

Go to sheet "KPI calc" and check if the current reporting month have the correct values according to the current reporting month sheet prepared in section 3.2.2.

Do not tamper any cell within the yellow area marked in the image below, as this field has formulas (cells B3:E14 and H3:K14).

First answer Data Management (pt of treated workflows)					Processing time Data Management (pt of treated workflows)				
	0-2 days	3-5 days	More than 5 days	Total		0-5 days	6-10 days	More than 10 days	Total
January	325	0	0	325	January	325	0	0	325
February	344	3	0	347	February	344	3	0	347
March	406	1	0	407	March	407	0	0	407
April	201	1	0	202	April	202	0	0	202
May	157	0	0	157	May	157	0	0	157
June					June				
July					July				
August					August				
September					September				
October					October				
November					November				
December					December				

3.3. I share Data Management indicators with the related stakeholders

Send an e-mail following the structure of the previous one.



Do not forget to **adapt the text** and **attach the excel file**.

As example:

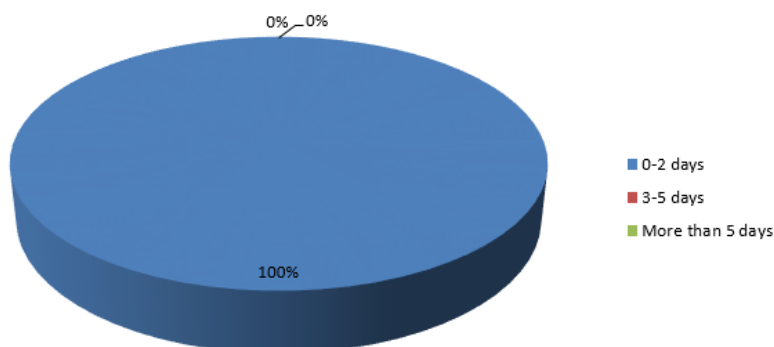
Dear all,

Please consider the Finance data KPI, according to the defined SLA (attached the file with the details):

1) First answer to requests with either confirmation that action has been done, or challenge and request for further information, excluding implementation projects - 2 working days:

First answer Data Management (nº of treated workflows)				
	0-2 days	3-5 days	More than 5 days	Total
January	325	0	0	325
February	344	3	0	347
March	406	1	0	407
April	201	1	0	202
May	157	0	0	157

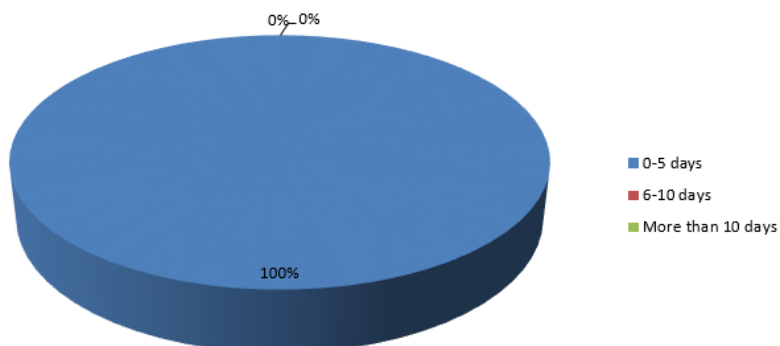
First answer Data Management (May 2020)
TOTAL



2) Full solution (action or rejection of request) within working days, excluding implementation projects:

Processing time Data Management (nº of treated workflows)				
	0-5 days	6-10 days	More than 10 days	Total
January	325	0	0	325
February	344	3	0	347
March	407	0	0	407
April	202	0	0	202
May	157	0	0	157

Processing time Data Management (May 2020)
TOTAL



Comments:

- All closed workflows in May of 2020.
- TOTAL contains all the Finance data categories (cost centers, profit centers, miscellaneous, G/L accounts created at chart of account & company code level);
- CO data contains only cost centers and profit centers categories;
- FI data contains only G/L accounts created at chart of account & company code level categories.

Please let us know if you need any additional clarification.