


Raising Tasks for Technology Team

Technology team will be using Jira project to manage and track the following tasks.

- Basis tasks (e.g., creating RFC, performing basis configurations, changing system parameters).
- Implementing SAP Notes.
- Updating security roles and authorization.
- Getting access to systems managed by SyWay.
- Creating system IDs.
- Fiori Issues in ERD/ERS.

 [SyWay Technology Team Jira Project](#)

 Tasks should not be raised for activities that has an established process. For example:

- [Custom development process](#)
- [Fiori app deployment](#)
- [Non-Functional requirements](#)

Process

1. Create a Jira work item (or card) with the required details.
2. Respective technology PIC will review and update the assignee.
3. Tech team assignee will work with the requester to complete the task.
4. If require, Tech team will create sub-tasks if multiple steps or parties are involved.

SAP Note Implementation

For SAP note implementation, the requester will need to provide a SAP TR number in the description for the Basis team to use. It is the requester's responsibility to manage this TR and ensure it is transported to the subsequent systems.

Fiori App Issues in ERD/ERS

In ERS, all Fiori apps have been activated and in ERD, Fiori apps are activated according to the [Fiori tracker](#).

- For issues in ERD, please check that the "Deployed in ERD" status in the tracker.
- If you are not able to view the Fiori tile, it is most likely related to security roles. Please create a tasks and set technology tasks to "SAP Security Roles & Authorization".
- If you are able to view the Fiori tile but are unable to launch it, it is most likely related to the app deployment. Please create a tasks and set technology tasks to "Basis Tasks".
- For all other issues, please create a tasks and set technology tasks to "Fiori & UI Tasks".

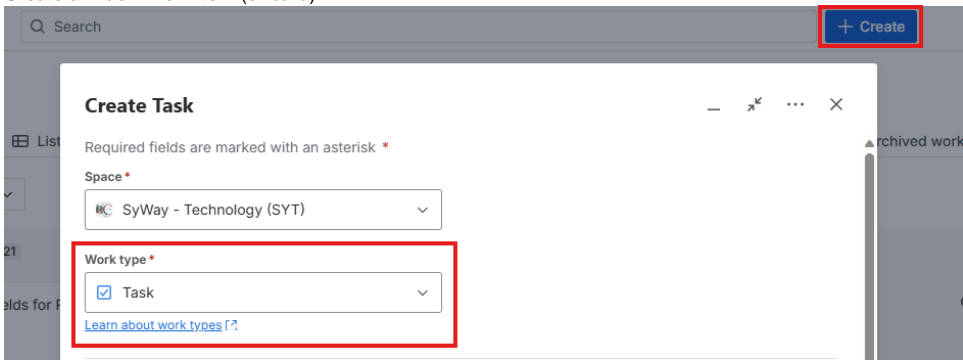
Technology Team Reps.

Please contact the following reps for queries.

Domain	Rep.
Basis/Infra	MUTHUSAMY-ext, Kunalan
Development/Integration	JOUHAUD-ext, Yoann
Fiori/UI	MAKKAY-ext, Kas
Security	MADASU-ext, Satya
Reporting/Analytics	SHEPHERD-ext, Robert

How to Raise Tasks

1. Create a "Task" work item (or card).



2. Please ensure the required fields are updated.

Field	Updated by	Details
Summary	Requester	Brief description of the Tasks
Description	Requester	Provide details on the requirements (more details will speed up the completion time)
SyWay Release	Requester	Which release this is applicable for (R1, R2, etc.)
Workstream	Requester	Which workstream this is task for
Reporter	Auto	Tasks requester and tester (if required)
Technology Tasks	Requester	Please only choose Basis Tasks, SAP Note Implementation or SAP Security Roles & Authorization. Other tasks are meant for tech team's internal use.
Assignee	Auto	Auto assigned to based on the tasks selected.
Date Raised	Auto	Auto filled
Due Date	Requester	Target date task to be completed.
Start date	Tech Team	Tasks start date
Date Resolved	Tech Team	Task completion date

3. Click create.