

MASTERINGSAP

An SAPinsider Company

Mastering SAP Collaborate

22 - 23 May, 2023

Crown Promenade, Melbourne

Understand and manage technical change in your SAP S/4 HANA Core

Frank Forgione

Software Engineering Chapter Lead
Fonterra Co-Operative

#MasteringSAP #MasteringSAPCollaborate

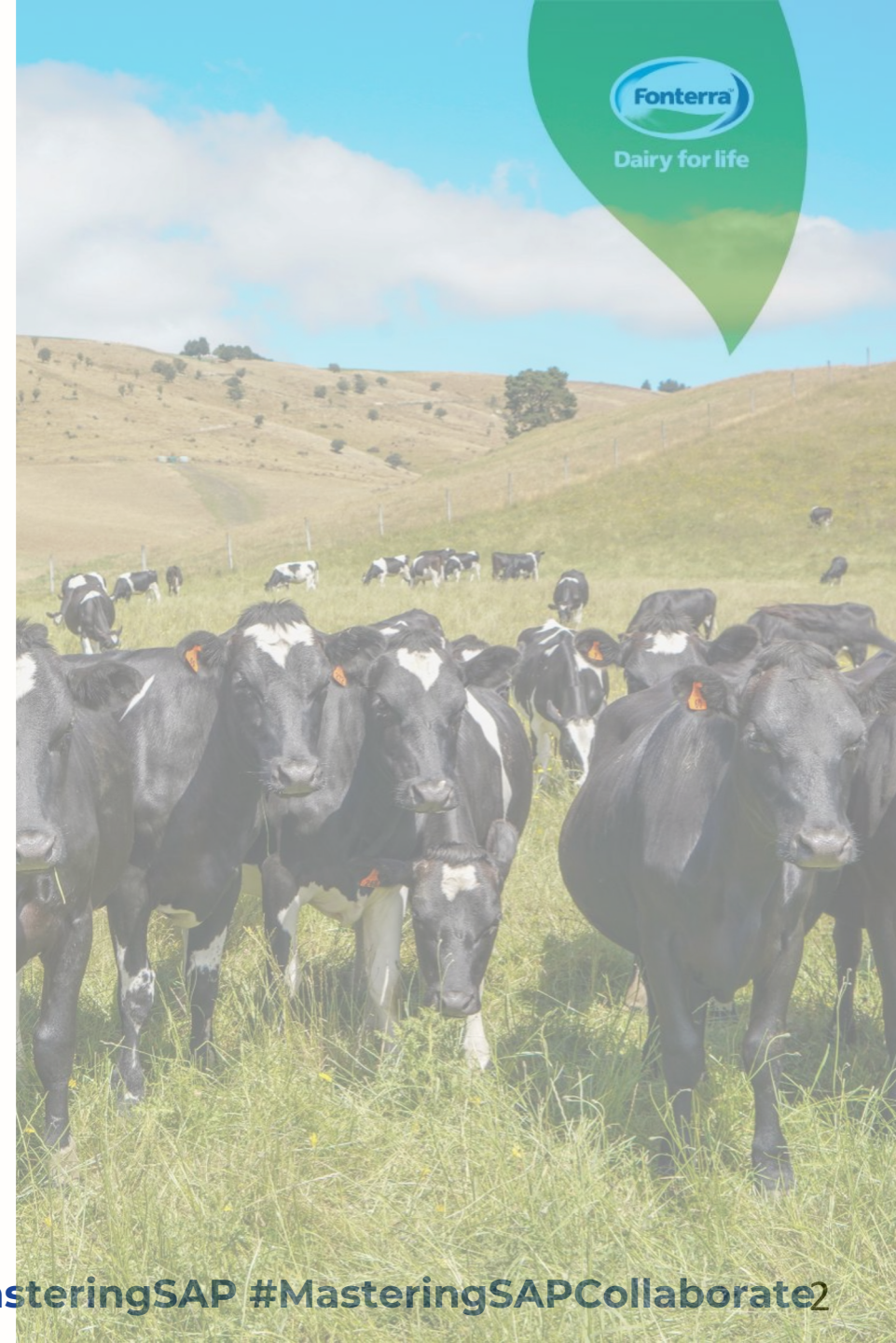
About Fonterra

A Global Giant

- Fonterra, a New Zealand-based dairy cooperative, leads globally with over 30% of dairy exports.
- Operating in over 100 countries, Fonterra offers a diverse product and service range.
- The cooperative consists of 10,000+ farmers and employs 22,000+ people worldwide.

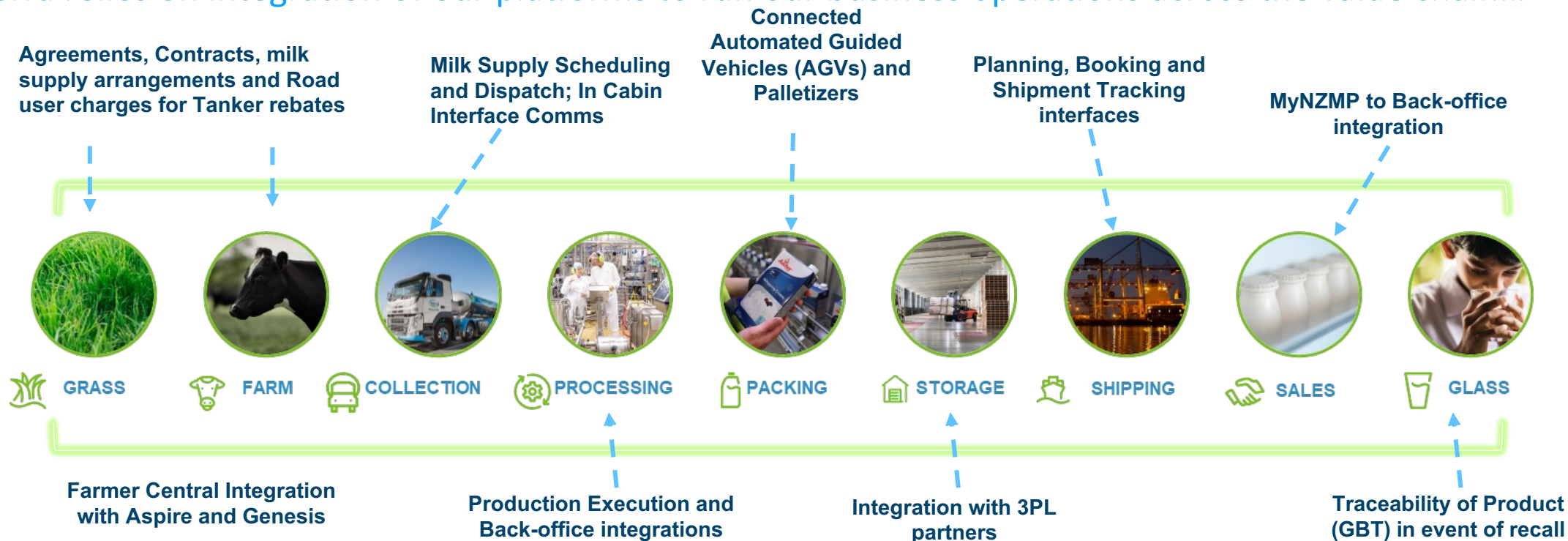
Key Challenges

- Fonterra navigates challenges in a dynamic global market, including:
 - Shifting consumer preferences
 - Volatile commodity prices
 - Complex supply chains
 - Regulatory pressures



Grass to glass value chain

Fonterra relies on integration of our platforms to run our business operations across the value chain...

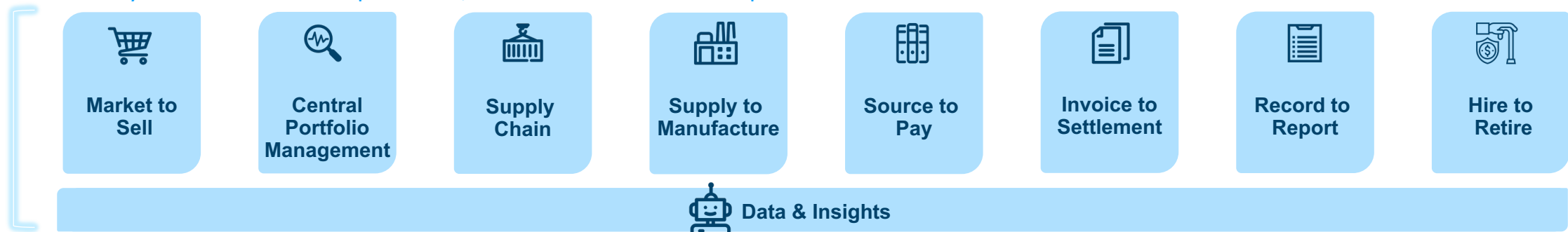


Fonterra's SAP Landscape

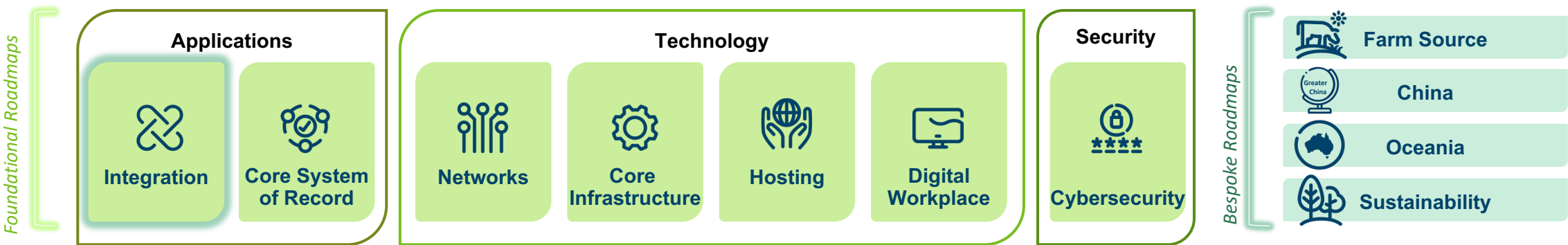


.....and if it's not complex enough

It is enabled by our 9 core business processes, each with its own roadmap



These are in turn supported by our 7 Foundational Roadmaps. All roadmaps are comprised of initiatives and complement one another. In addition, we have 4 Bespoke Roadmaps with specialty value chains, these are a form of Business Roadmap



Technology drives Outcomes



Fonterra is committed to leveraging technology for operational excellence and strategic growth

We have made significant strides in building and maintaining our SAP environment.

For example:

Enhanced global connectivity, automation and efficiency of **our procurement processes**, through SAP Ariba

Global Batch Trace system, Fonterra is the first dairy company to be able to electronically trace its products globally within minutes, improving food safety and quality.

We measure and **monitor temperature** of our product in real time to ensure compliance

SAP is an enabler for the future



More than 2100 integration scenarios and with the added complexity of establishing our new Core System of Record

Managing Change becomes more important than ever.

Our Vision for the future will solve for the challenges of today



- Our vision is to introduce automation (where feasible) across all stages of the SAP Application Lifecycle including:
 - Build
 - **Test**
 - Deployment
 - Release and
 - Monitoring
- All manual test cases cannot be automated due to interface dependencies, manual intervention, environment limitation, tool set and framework limitations, etc.
- Test Automation alone is not enough and can become inefficient
 - We need to make sure that we test only what needs to be tested
 - Intelligent Change Test Automation

Change Impact Analysis



Our Problem Statements

- **Developers and Functionals** working on changes are required to perform targeted and regression **impact assessments** for changes. **Enhancements** are often assessed in isolation, risking lack of **cross-functional input**. **Project impact assessments** are thorough but **time-consuming**, resource-intensive and **capacity constrained**.
- **We need to protect against Knowledge loss** - post-project affects continuity; manual assessments rely on **individual expertise**.
- **Test Analysts** review completed assessments, mapping **testing to requirements**.
- **Need Greater efficiency** and **smarter working**; tool-based collective analysis sought



Case for this Change -

The journey to find the right solution



WE HAVE

sizeable workforce is involved in delivering SAP changes

Lengthy and Manual Impact Assessments (days/weeks)

Dependency on experienced workforce

>50 separate environments subject to change

> 104 people estimated to be involved in Change impact assessments with up to 20% time allocation

WE GET

Reduction in cost arising from manual impact assessment

Faster test case identification

Reduces dependency on IP (Intellectual Property) held by workforce

Lower number of defects reaching production systems

Optimise test execution through targeted test coverage

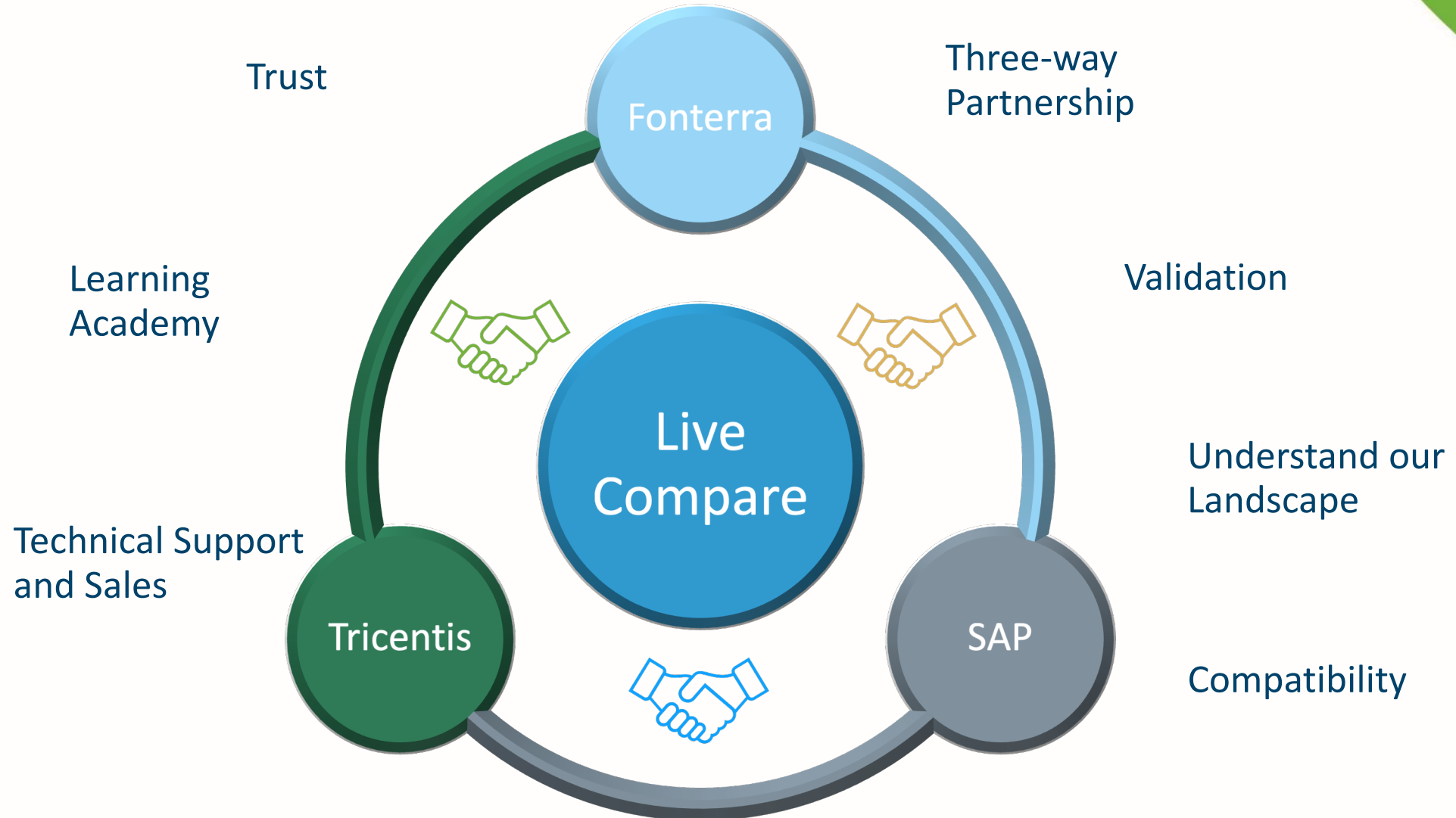
Achieve impact assessment at scale

Automated impact assessment

Impact assessment carried out based on actual changes cross referenced with the modules actually in use in the live system

Change Impact Analysis

The journey to find the right solution



Things to consider



- Implementing any tool at scale requires setting up a project to manage the change and deliverables
 - Firewalls
 - Number of servers
 - Server specifications
 - Number of environments
 - Remote function calls
 - Etc.
- Be sure your team understands your environment and the change process to get things set up.
- Don't assume that everyone will be on board from day one. Have a clear stakeholder and people plan
- The maturity of your existing test practices. The more mature you are the smoother the journey

What have we achieved so far



- Set up Single sign on with birth right access for >1200 users
- Remote Function Calls (RFCs) across 12 landscapes with 4 environments per landscape
- Security roles for every RFC
- RFCs for our test repositories
- Firewall rules for each environment many with multiple IP addresses
- Fine tuned our cloud based virtual servers to optimize the performance of live compare
- Support partnership and agreement signed
- Set up Access to the Tricentis Learning academy
- Ran a pilot with key users to optimize reports
- Embedded the test impact processes into both project change process with view to extend to Enterprise
- Email distribution lists have been set up to receive daily reports with information to kick off Smart CIA
- Socialized the CIA capability for awareness and targeted people for training via the Academy

Impact Analysis & Test Coverage Summary

Impact Analysis

Analysis Date

2024-04-19

Analysis System

E45_300

Performance History

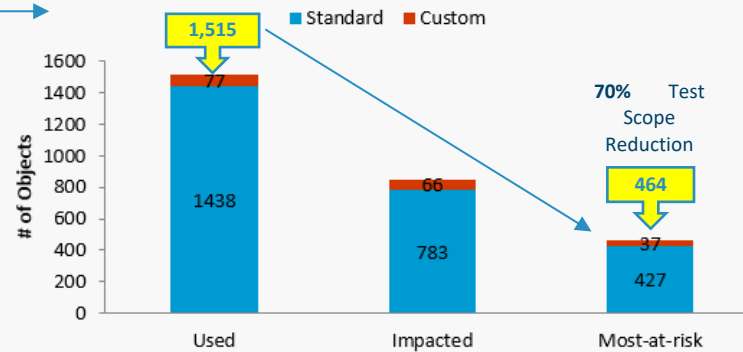
E46_100

Jan 2022 - Feb 2023

Release Stream

E45 N+1 Support Pack Upgrade

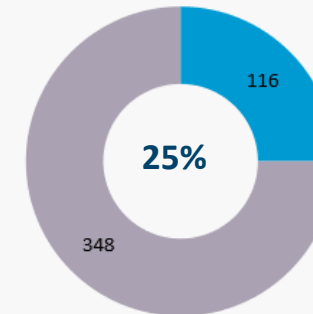
Used, Impacted & Most-at-risk



Most-at-risk & Test Coverage



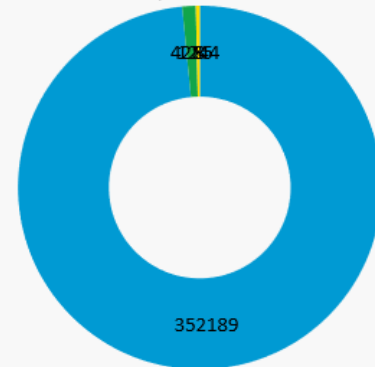
Hits Gaps



Test Coverage

Changing Object Summary

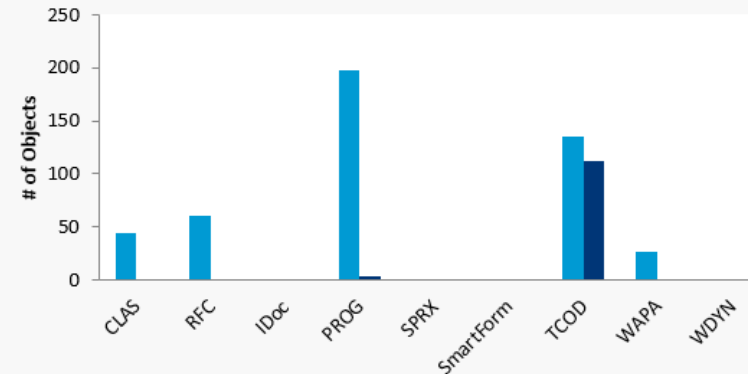
ABAP Config Data Security



Change Scope

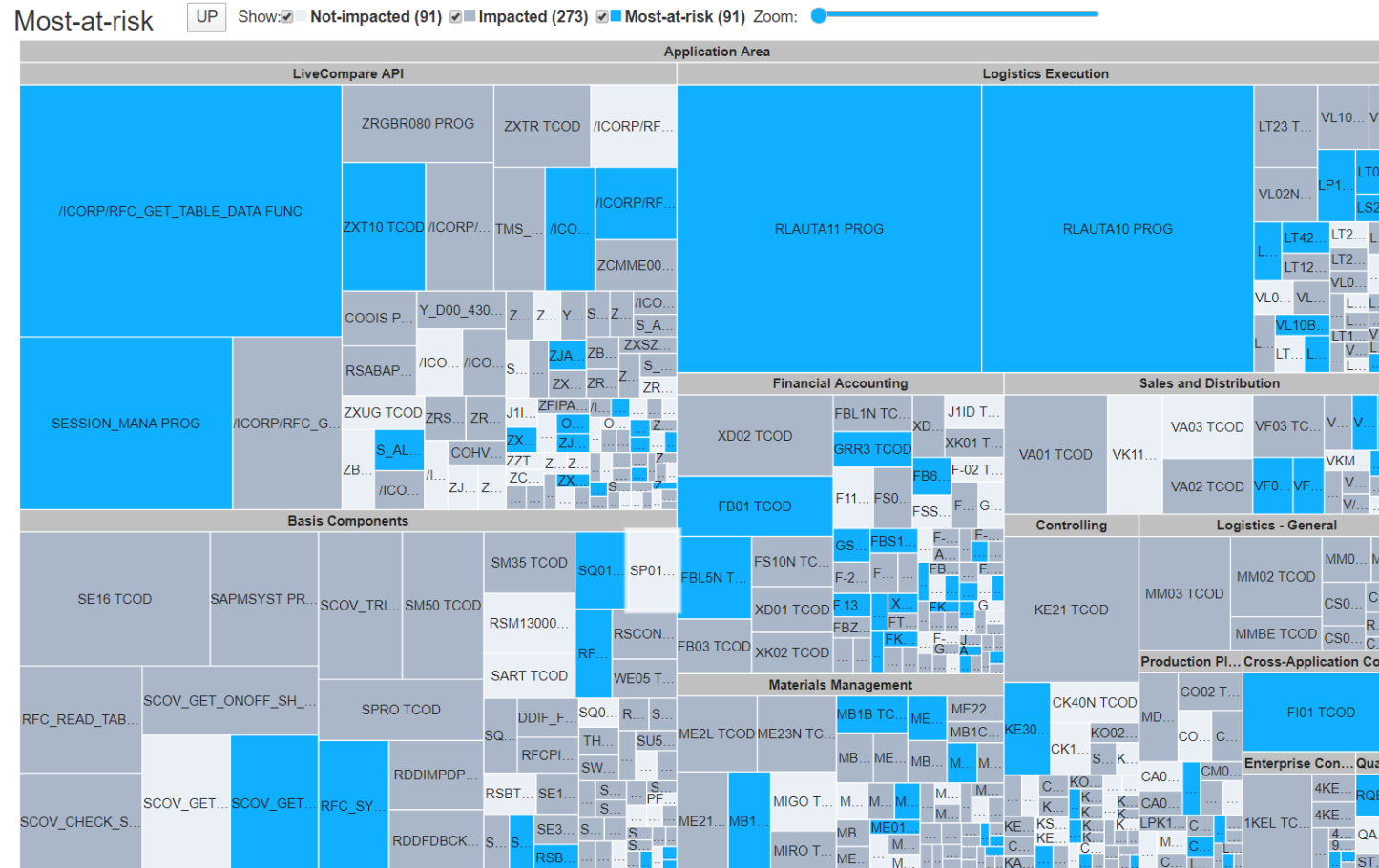
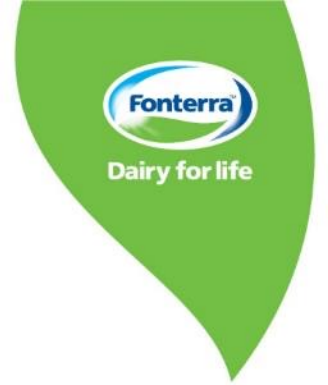
Most-at-risk & Test Coverage by Type

Most-at-risk Test Coverage



Most-at-Risk Capabilities

Visualize your focus for testing!

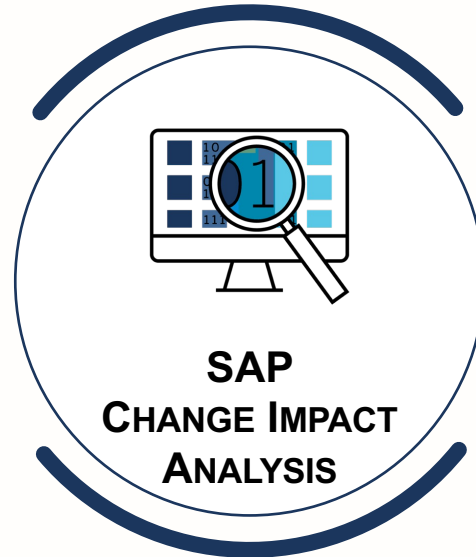


Change Impact Analysis is the **bird's eye view** identifying application areas that are **most-at-risk** from an update

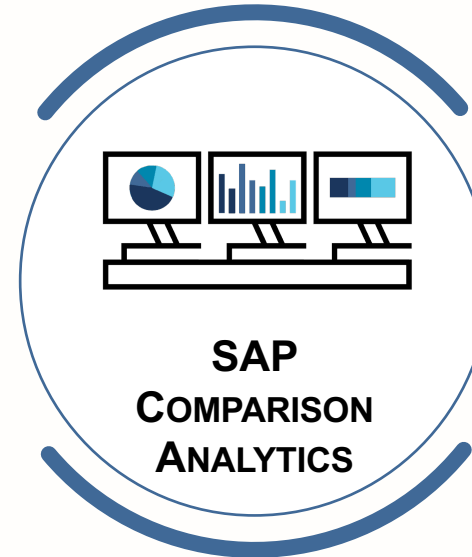
What is next

We are still learning

- Trigger testing through automated pipelines
- Use the smart impact report to identify tests to be triggered automatically
- Developers creating transport requests
- Massage our libraries
- Tagging test Cases



- Upgrades, Support Packs & EHP's
- S/4 Version Upgrades
- Major-Minor Change Upgrades
- Daily & Weekly Transports
- Legal & Regulatory Changes
- Automated test scheduling



- System Synchronization
- N+1 Landscape Management
- Troubleshooting & Debugging
- Data Quality & Governance
- Data Migration Validation
- SAP Consolidations & Mergers



- Custom Code Management
- Code Quality
- Test Coverage
- Transaction Utilization
- SAP Licensing
- SOX & SOD Audits

 Implemented  Planned

Thank you



QUESTIONS