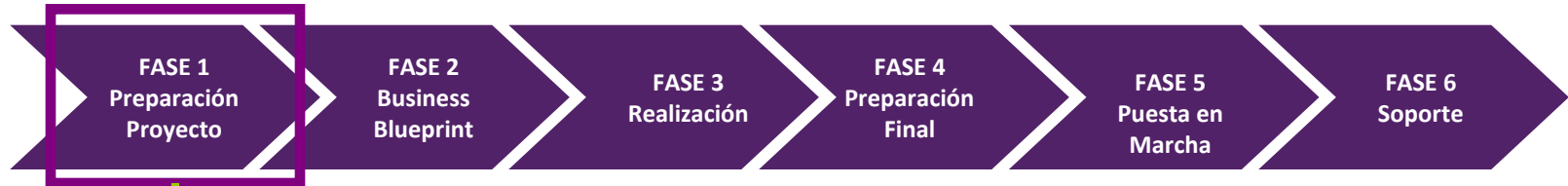


METODOLOGIA DE TRABAJO PARA PROYECTOS SAP



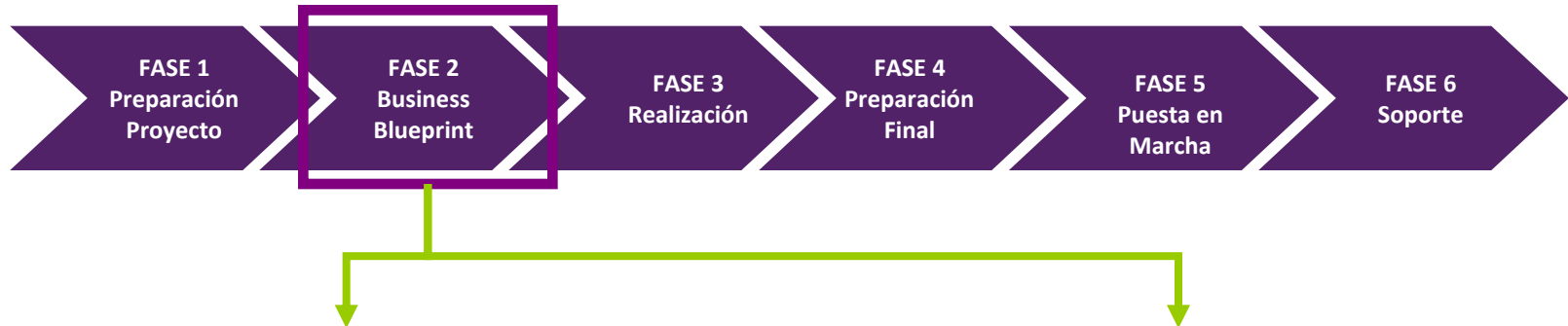
METODOLOGIA DE TRABAJO PARA PROYECTOS SAP



Carta de Navegación del Proyecto

- **Planificación General del Proyecto**
- **Definición de:**
 - Misión**
 - Metas y Objetivos**
 - Alcance,**
 - Estructura de Proyecto**
- **Definición de Procedimientos y Estándares**
- **Planificación y preparación de requerimientos técnicos Estructura Land Scape**
- **Capacitación Nivel 1**
- **Preparación del ambiente de trabajo**
- **Adecuación de Instalaciones de trabajo - Recursos**
- **Lanzamiento (kickoff)**

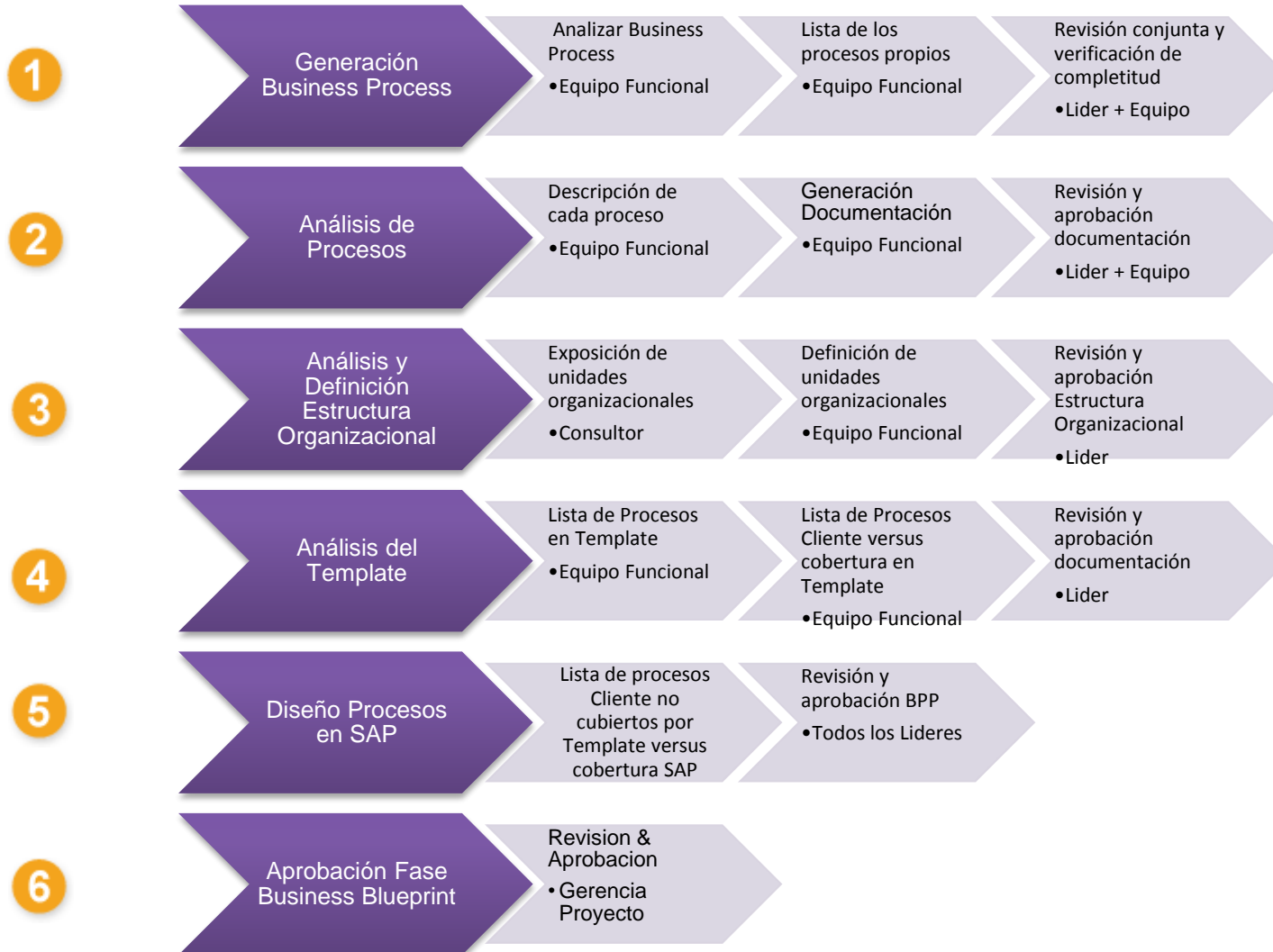
METODOLOGIA DE TRABAJO PARA PROYECTOS SAP



Modelo de Negocio

- Instalación del entorno tecnológico del proyecto
- Utilización de Base Line como acelerador de la configuración del proyecto
- Refinación del plan de proyecto con base en la información obtenida en el Modelo Conceptual
- Análisis de los procesos de la organización
- Mapeo de procesos de alto nivel
- Matriz de procesos
- Estructura organizacional
- Análisis de Requerimientos
- Análisis de la brecha (GAPs) de los procesos frente a la solución SAP.
- Identificación de requerimientos relacionados con nuevos desarrollos (interfaces, conversiones de datos, reportes específicos, etc.).
- Definición y Validación de Modelo Final de Negocio
- Realización del plan de comunicación, capacitación, tecnología y conversión de Datos
- Capacitación Nivel 2

FASE2 BUSINESS BLUEPRINT



SAP BUSINESS COMPOSER & SAP BUSINESS MAP

SAP Solution Composer

A PC-based tool for **creating & editing business maps.**



- ▲ Over 360 business maps delivered with the tool
- ▲ Support customer-specific solution planning and design
- ▲ Modify and create Solution Maps and Business Scenario Maps
- ▲ Assign business goals and objectives, products, key performance indicator (KPI) definitions, user-defined properties, and attached documents to Solution Maps
- ▲ Assign role information, business documents, and other attached documents to the Business Scenario Maps
- ▲ Link the elements of the Solution Maps and Business Scenario Maps to define your own in-house and inter-enterprise solution
- ▲ Export the Solution Maps and Business Scenario Maps into Word, HTML and PowerPoint slide format

SAP Solution Maps



SAP Solution Maps: A consistent multi-level blueprint showing the processes for a particular **industry or **cross-industry** solution.**



SAP Scenario-Oriented Industry Solution Maps: Oriented along a generic industry value chain, they document and illustrate the end-to-end business processes (business scenarios) of a typical enterprise in a certain industry/segment.

SAP Business Scenario Maps



A graphic representation of a key industry-specific or cross-industry **business scenario.**

- ▲ 300+ SAP Business Scenario Maps available
- ▲ Depicts key activities and business partners
- ▲ Quantifiable business benefits
- ▲ Link to implementation relevant content



SAP BUSINESS MAP : TEMPLATES

- ▼ SAP Business Maps
 - ▼ Industry-Specific Business Maps
 - ▶ Manufacturing Industries
 - ▶ Service Industries
 - ▶ Financial Services
 - ▶ Public Services
 - ▶ Trading Industries
 - ▼ Cross-Industry Business Maps
 - ▶ Customer Relationship Management
 - ▶ Supply Chain Management
 - ▶ Product Lifecycle Management
 - ▶ Supplier Relationship Management
 - ▶ xApps
 - ▶ Global Trade Services
 - ▶ Small and Midsize Businesses
 - ▶ Enterprise Resource Planning (ERP)
 - ▶ Service and Asset Management
 - ▶ Manufacturing
 - ▶ SAP solutions for RFID
 - ▶ SAP NetWeaver
 - ▶ Other Links

- ▼ SAP Business Maps
 - ▼ Industry-Specific Business Maps
 - ▶ Manufacturing Industries
 - ▶ Service Industries
 - ▶ Financial Services
 - ▼ Public Services
 - ▼ Public Sector
 - Public Sector
 - Public Security
 - Public Sector: "Call before you dig" (Collaborative)
 - Public Sector: House Construction (Collaborative)
 - Public Sector: Parking Sticker (Collaborative)
 - Public Sector: Budget Preparation
 - ▶ Defense & Security
 - ▶ Healthcare
 - ▶ Higher Education & Research
 - ▶ Trading Industries



SAP SOLUTION MAP

PUBLIC SECTOR - EDITION 2008
SAP SOLUTION MAP



- Partner Opportunities
- Partner Opportunities

Expand All

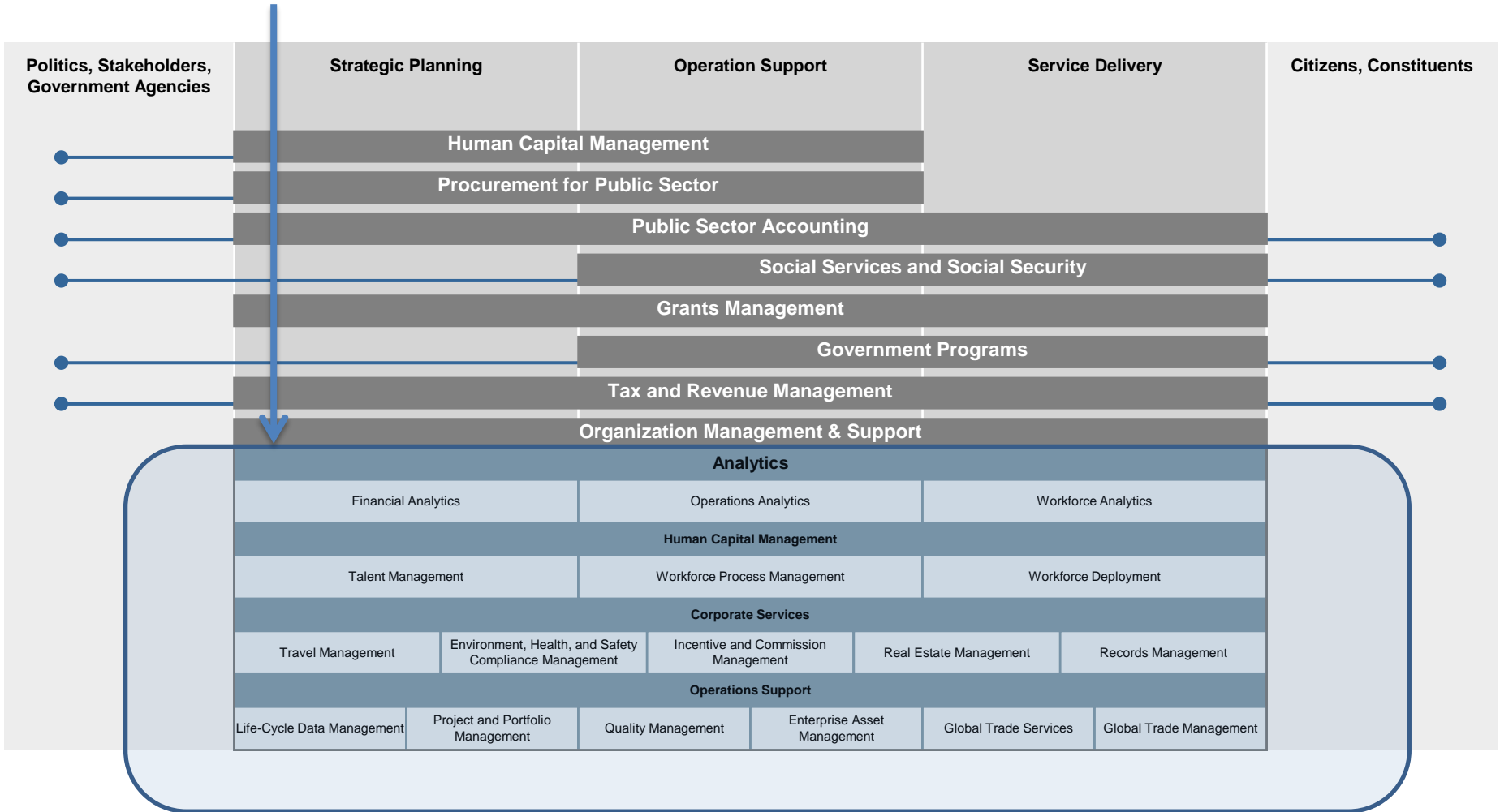
Industry Value Chain

Politics, Stakeholders,
Government Agencies

| Strategic Planning | Operation Support | Service Delivery | Citizens, Constituents |
|-----------------------------------|-------------------------------------|------------------|------------------------|
| Human Capital Management | | | |
| Procurement for Public Sector | | | |
| Public Sector Accounting | | | |
| | Social Services and Social Security | | |
| Grants Management | | | |
| | Government Programs | | |
| Tax and Revenue Management | | | |
| Organization Management & Support | | | |



SAP BUSINESS SCENARIOS GROUP

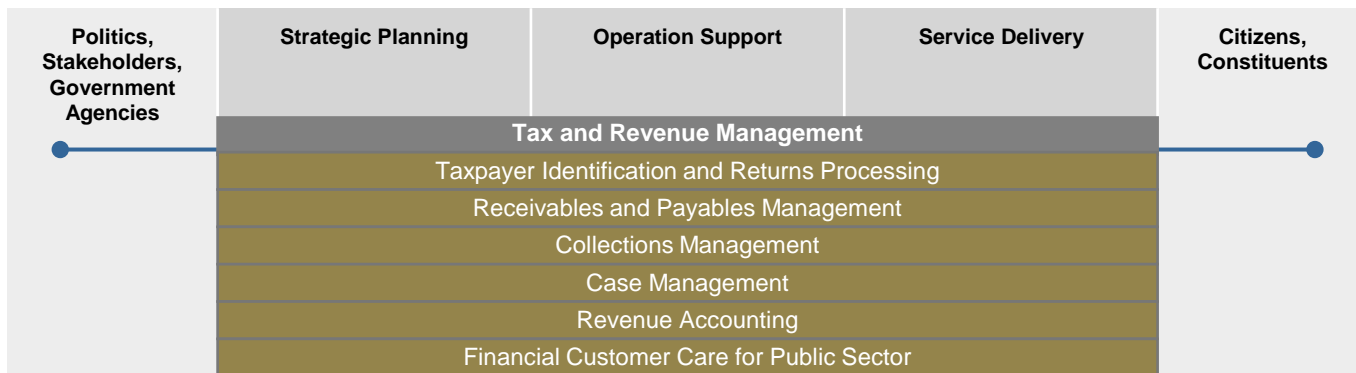


SAP BUSINESS DESCRIPTION

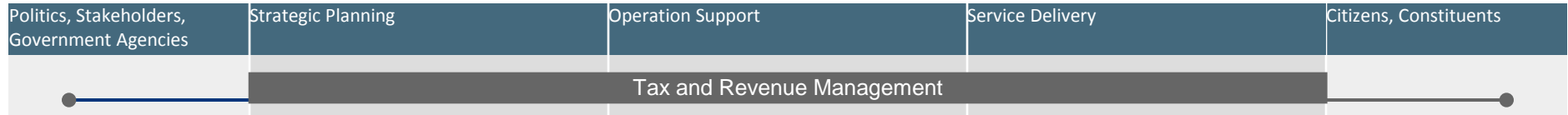
•Tax and Revenue Management

•Tax and Revenue Management is a scenario group for public tax and revenue agencies that serves your tax administration needs while addressing the customer service requirements of taxpayers. Tax and Revenue Management contains an integrated set of applications that brings you proven best practices. Key processes include registration and account maintenance, tax return filing and remittance processing, correspondence and contact management, billing, audit, and compliance.

Depending on customer requirements, the solution includes SAP Public Sector Collection and Disbursement, SAP Customer Relationship Management, SAP Biller Direct, SAP Business Information Warehouse, and SAP Funds Management.



SAP BUSINESS COMPONENTS FOR EACH SCENARIO



| Taxpayer Identification and Returns Processing | Receivables and Payables Management | Collections Management | Case Management | Revenue Accounting | Financial Customer Care for Public Sector |
|--|--|---|--|---|--|
| <ul style="list-style-type: none"> ● Registering Taxpayer (SAP S25) ▶ Handling Licenses ● Capturing Tax Return Data (SAP S25) ● Billing of Tax Returns (SAP P S25) ● Processing Tax Returns (SAP S25) ● Billing of Tax Objects (SAP P S25) ● Convergent Invoicing (SAP P S25) | <ul style="list-style-type: none"> ● Posting Documents (SAP S19,S25) ● Managing Security Deposits (SAP S19,S25) ● Processing Incoming and Outgoing Payments (SAP S19,S25) ● Creating Incoming and Outgoing Payments (SAP S19,S25) ● Postprocessing of Payments (SAP S19,S25) ● Clarifying Open Items (SAP S19,S25) ● Distributing Revenues (SAP S19,S25) ● Handling Doubtful and Bad Debts (SAP S19,S25) ● Electronic Bill Presentment and Payment (SAP S25) | <ul style="list-style-type: none"> ● Taxpayer Segmentation (SAP S25) ● Managing Collections (SAP S25) ● Handling Delinquent Filers (SAP S25) ● Managing Collection Worklists (SAP S25) ● Processing Collection Work Items (SAP S25) ● Managing Deferrals and Installment Plans in Interaction Center (SAP S25) ● Managing Promise to Pay in Interaction Center (SAP S25) ● Interacting with External Collection Agencies (SAP S25) ● Monitoring Promises to Pay (SAP S25) ● Monitoring Collection Success (SAP S25) | <ul style="list-style-type: none"> ● Case Management Analysis (SAP S16) ● Case Processing in CRM (SAP S25) | <ul style="list-style-type: none"> ● Processing Daily Reconciliation (SAP S25) ● Performing Closing Operations (SAP S25) ● Classic General Ledger (SAP S25) ● Integration with Funds Management (SAP S25) | <ul style="list-style-type: none"> ● Managing Financial Inquiries in Interaction Center for Public Sector (SAP S25) ● Displaying Invoices in Interaction Center (SAP S25) ● Capturing Payment Authorizations in Interaction Center (SAP S25) ● Managing Credits ● Managing Processing Locks in Interaction Center (SAP S25) ● Managing Inbound Correspondence (SAP S25) ● Managing Disputes (SAP S25) |

SAP BUSINESS TASKS FOR EACH SCENARIO

7 Tax and Revenue Management

7.1 Taxpayer Identification and Returns Processing

- [7.1.1 Registering Taxpayer](#)
- [7.1.2 Handling Licenses](#)
- [7.1.3 Capturing Tax Return Data](#)
- [7.1.4 Billing of Tax Returns](#)
- [7.1.5 Processing Tax Returns](#)
- [7.1.6 Billing of Tax Objects](#)
- [7.1.7 Convergent Invoicing](#)

7.2 Receivables and Payables Management

- [7.2.1 Posting Documents](#)
- [7.2.2 Managing Security Deposits](#)
- [7.2.3 Processing Incoming and Outgoing Payments](#)
- [7.2.4 Creating Incoming and Outgoing Payments](#)
- [7.2.5 Postprocessing of Payments](#)
- [7.2.6 Clarifying Open Items](#)
- [7.2.7 Distributing Revenues](#)
- [7.2.8 Handling Doubtful and Bad Debts](#)
- [7.2.9 Electronic Bill Presentment and Payment](#)

7.3 Collections Management

- [7.3.1 Taxpayer Segmentation](#)
- [7.3.2 Managing Collections](#)
- [7.3.3 Handling Delinquent Filers](#)
- [7.3.4 Managing Collection Worklists](#)
- [7.3.5 Processing Collection Work Items](#)
- [7.3.6 Managing Deferrals and Installment Plans in Interaction Center](#)
- [7.3.7 Managing Promise to Pay in Interaction Center](#)
- [7.3.8 Interacting with External Collection Agencies](#)
- [7.3.9 Monitoring Promises to Pay](#)
- [7.3.10 Monitoring Collection Success](#)

7.4 Case Management

- [7.4.1 Case Management Analysis](#)
- [7.4.2 Case Processing in CRM](#)

7.5 Revenue Accounting

- [7.5.1 Processing Daily Reconciliation](#)
- [7.5.2 Performing Closing Operations](#)
- [7.5.3 Classic General Ledger](#)
- [7.5.4 Integration with Funds Management](#)

7.6 Financial Customer Care for Public Sector

- [7.6.1 Managing Financial Inquiries in Interaction Center for Public Sector](#)
- [7.6.2 Displaying Invoices in Interaction Center](#)
- [7.6.3 Capturing Payment Authorizations in Interaction Center](#)
- [7.6.4 Managing Credits](#)
- [7.6.5 Managing Processing Locks in Interaction Center](#)
- [7.6.6 Managing Inbound Correspondence](#)
- [7.6.7 Managing Disputes](#)

SAP BUSINESS DESCRIPTION FOR EACH SCENARIO GROUP

Public Sector > Tax and Revenue Management

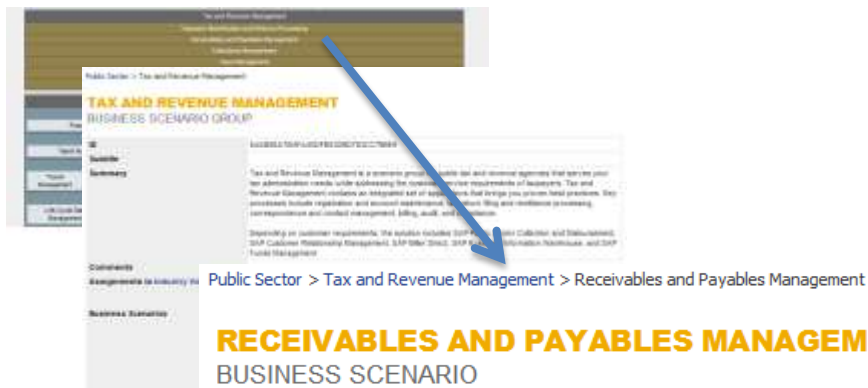
TAX AND REVENUE MANAGEMENT

BUSINESS SCENARIO GROUP

| | |
|--|--|
| ID | 54AB06A7B4FA45DFB03D6D783CC79BE9 |
| Subtitle | |
| Summary | <p>Tax and Revenue Management is a scenario group for public tax and revenue agencies that serves your tax administration needs while addressing the customer service requirements of taxpayers. Tax and Revenue Management contains an integrated set of applications that brings you proven best practices. Key processes include registration and account maintenance, tax return filing and remittance processing, correspondence and contact management, billing, audit, and compliance.</p> <p>Depending on customer requirements, the solution includes SAP Public Sector Collection and Disbursement, SAP Customer Relationship Management, SAP Biller Direct, SAP Business Information Warehouse, and SAP Funds Management.</p> |
| Comments | |
| Assignments to Industry Value Chain | <ul style="list-style-type: none">● Politics, Stakeholders, Government Agencies● Citizens, Constituents |
| Business Scenarios | <ul style="list-style-type: none">● Taxpayer Identification and Returns Processing● Receivables and Payables Management● Collections Management● Case Management● Revenue Accounting● Financial Customer Care for Public Sector |



SAP BUSINESS DESCRIPTION FOR EACH BUSINESS SCENARIO



Public Sector > Tax and Revenue Management > Receivables and Payables Management

RECEIVABLES AND PAYABLES MANAGEMENT BUSINESS SCENARIO

The Receivables and Payables scenario in Tax and Revenue Management supports back-office taxpayer accounting processes. Payments triggered by a government agency can be processed automatically using the payment program (for example EFT, debit memos, checks, etc). Incoming payments, such as bank transfers and checks from citizens, are interpreted by the system using unique criteria and clear the tax liability using a highly flexible and customizable clearing control. Payment receipts that cannot be assigned are forwarded to manual post-processing in the clarification worklist, a generic tool especially designed for supporting the special needs of mass data handling. The cash journal has functions that enable you to manually settle payment transactions. With its unique master data structure SAP supports an holistic, single view of the taxpayer. This data can be also accessed through the Web using SAP Biller Direct for online bill presentment and payment.

Business Goals & Objectives

Improving Customer Service

- 24x7 customer self-service
- Better service levels
- Provide a single face to the customer
- Improve process efficiency

Improving Service Delivery

- Reduce administration, improve business processes

Increasing Transparency & Accountability

- Better management and control of public funds

Reducing Operating Costs & Increasing Efficiency

- Reduce administration, improve business processes
- Reduce transaction costs
- Improve accounting processes
- Reduce cost of services
- Reduce error rate by use of automated processes
- Standardize processes for consistency, efficiency

Business Scenario Maps

- Electronic Bill Presentment and Payment for Private Customers

Key Performance Indicators

- Customer Satisfaction Index
- Cash Flow per FTE
- Revenue

See also

- Scenario and Process Component List

SAP BUSINESS OBJECTIVES FOR EACH BUSINESS SCENARIO

TAX AND REVENUE MANAGEMENT

BUSINESS SCENARIO GROUP

RECEIVABLES AND PAYABLES MANAGEMENT

BUSINESS SCENARIO

- 24x7 customer self-service
- Add 24x7 customer service
- Better service levels
- Collaborate with business partners
- Complaint management and tracking
- Enable customers to communicate using preferred channel
- Ensure customers are treated in accordance with pre-defined business rules
- Ensure effective customer service through qualified agents
- Improve customer retention and loyalty
- Improve customer satisfaction and loyalty through quick, accurate responses to inquiries
- Improve customer satisfaction through faster credits from approved warranty claims
- Improve forecast accuracy
- Improve process efficiency
- Improve product quality
- Improve product/service quality
- Improve service quality
- Improve service speed
- Improved quality and accuracy
- Increase multi-channel delivery of services
- Offer multiple points of access.
- Optimize channel mix
- Personalized customer interaction
- Provide a single face to the customer
- Raise competitive barriers to entry
- Reduce declaration lead-time
- Reduce error rate
- Reduce late orders
- Reduce order lead-time
- Reduce out-of-stock situation
- Reduce service calls
- Shorten proposal/quotation cycle
- Streamline service operations
- Strengthen partnerships and account management
- Support multi-channel interaction

SAP BUSINESS KPI FOR EACH BUSINESS SCENARIO

TAX AND REVENUE MANAGEMENT

BUSINESS SCENARIO GROUP

RECEIVABLES AND PAYABLES MANAGEMENT

BUSINESS SCENARIO

Key Performance Indicators

- Customer Satisfaction Index
- Cash Flow per FTE
- Revenue



SAP KPI Definitions - Customer > Customer Satisfaction Index

CUSTOMER SATISFACTION INDEX

KPI

Definition

Customer Satisfaction Index is an abstract measure how well the company serves the customers. It can't be predefined, because the company has to find out, what the customers want and then look how well they fulfill the needs of the customers. Usually it is an index.

Calculation

Example for a procedure to calculate the customer satisfaction index:

Within a customer survey customer can assess his general satisfaction to a scale between 1 (totally unsatisfied) until 10 (totally satisfied)

Calculation as follows:

Sum of all rating values / number of participants of survey, then mapping this average value to scale (the higher the value, the better the satisfaction)

This procedure can be executed also for other aspects then "general satisfaction" to develop a deeper insight in the customer satisfaction.

SAP BUSINESS DETAIL FOR EACH BUSINESS SCENARIO

- Public Sector
 - Industry Value Chain
 - Human Capital Management
 - Procurement for Public Sector
 - Public Sector Accounting
 - Social Services and Social Security
 - Grants Management
 - Government Programs
 - Tax and Revenue Management
 - Taxpayer Identification and Returns Processing
 - Receivables and Payables Management
 - Posting Documents
 - Managing Security Deposits
 - Processing Incoming and Outgoing Payments
 - Creating Incoming and Outgoing Payments
 - Postprocessing of Payments
 - Clarifying Open Items
 - Distributing Revenues
 - Handling Doubtful and Bad Debts
 - Electronic Bill Presentation and Payment
 - Scenario and Process Component List
 - Collections Management
 - Case Management
 - Revenue Accounting
 - Financial Customer Care for Public Sector
- Defense
- Public Security
- Higher Education
- Healthcare - Healthcare Provider
- Organization Management & Support
- Powered by SAP NetWeaver

Public Sector > Tax and Revenue Management > Receivables and Payables Management > Electronic Bill Presentation and Payment

ELECTRONIC BILL PRESENTMENT AND PAYMENT PROCESS

SAP's FSCM Biller Direct provides tax agencies with the functionality to provide a taxpayer portal. Customer service, bill presentation and payment or contact handling are provided through the internet.

Configuration Variants

- FI-CA: Electronic Bill Presentation And Payment

Availability

- SAP Component or Feature Available

SAP for Public Sector & Public Security

- SAP Tax and Revenue Management for Public Sector

Configuration Variants

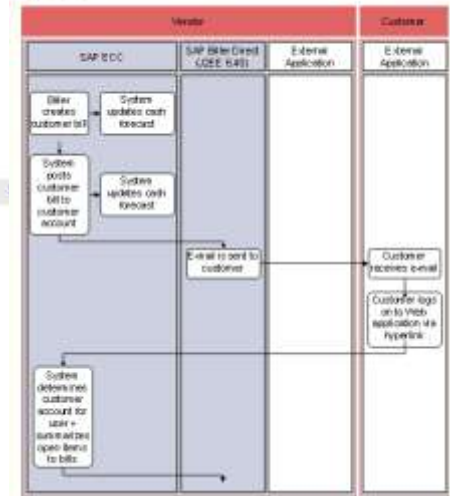
FI-CA: Electronic Bill Presentation and Payment

A biller can use Electronic Bill Presentation and Payment to offer bill recipients the option of paying their bills in the internet.

- FI-CA: Electronic Bill Presentation and Payment
- Scenario and Process Component List
- Biller creates customer bill
- System posts customer bill to contract account
- System updates cash forecast
- E-mail is sent to customer
- System determines contract account & summarizes open items for bill
- System displays open bills
- System changes bill status
- System writes payment method in open items in contract account
- Payment run (payments and postings to clearing account)
- System updates cash forecast
- System changes bill status

SAP Product Available Partner Product Available SAP Product Available with Future Releases

Process



SAP Products Requirement

| Key | Description |
|-----|---|
| S1 | DUET |
| S2 | SAP Business Planning and Consolidation |
| S3 | SAP Environmental Compliance |
| S4 | SAP ERP |
| S5 | SAP ERP: Environment, Health and Safety |
| S6 | SAP ERP: Financial Supply Chain Management - Biller Direct, Dispute, Credit and Collections Mgmt. |
| S7 | SAP ERP: Sales/Service Order Processing |
| S8 | SAP ERP: SAP Real Estate Management |
| S9 | SAP ERP: SAP Recycling Administration |
| S10 | SAP ERP: Treasury - SAP Treasury and Risk Management |
| S11 | SAP Global Trade Services - Export |
| S12 | SAP Global Trade Services - Import |
| S13 | SAP Global Trade Services - Trade Preference |
| S14 | SAP GRC Risk Management |
| S15 | SAP Interactive Forms by Adobe |
| S16 | SAP NetWeaver |
| S17 | SAP NetWeaver Exchange Infrastructure (SAP XI) |
| S18 | SAP NetWeaver Records Management |
| S19 | SAP Payment Processing for Public Sector |
| S20 | SAP Procurement for Public Sector |
| S21 | SAP Program Management for Public Sector |
| S22 | SAP Resource and Portfolio Management (SAP RPM) |

SAP Partner Products Powered by SAP NetWeaver

| Key | Description |
|-----|-----------------------|
| P1 | Archiving |
| P2 | Computer Aided Design |
| P3 | Digital Signatures |
| P4 | Document Conversion |
| P5 | HTTP Content Server |
| P6 | Process Control |

SAP Endorsed Business Solutions Requirement

| Key | Description |
|-----|---|
| P1 | Health Benefits Management for ERP v.2.0 by VitalSpring |
| P2 | Livelink ECM - Records Management for SAP Solutions 9.6 by OpenText |
| P3 | RCMO - Reliability Centered Maintenance and Optimization for SAP Service and Asset Management by Meridium |
| P4 | RuleBurst 8.5.2 by RuleBurst |
| P5 | zetControl Corporate Investment Management (CIM) 1.5. by zetVisions |

METODOLOGIA DE TRABAJO PARA PROYECTOS SAP



Configuración y Pruebas del Sistema

➤ Configuración Base :

- Procesos cotidianos estándar en SAP (con o sin Base Line)
- Pruebas Unitarias e Integrales

➤ Configuración Intermedia

- Procesos particulares del Negocio
- Pruebas Unitarias e Integrales

➤ Configuración Final

- Procesos esporádicos (Ej)
 - Cierre mensual anual
 - Emisión de Libros Legales
 - Centralización de Remuneraciones
 - Formularios y Reportes
- Pruebas Unitarias e Integrales

➤ Diseño y desarrollo de los programas de conversión

➤ Realización de Manuales de Usuario

➤ Creación de los ambientes de entrenamiento y pruebas

➤ Diseño y desarrollo de los programas de interfaces, reportes y programas Z y realizar pruebas

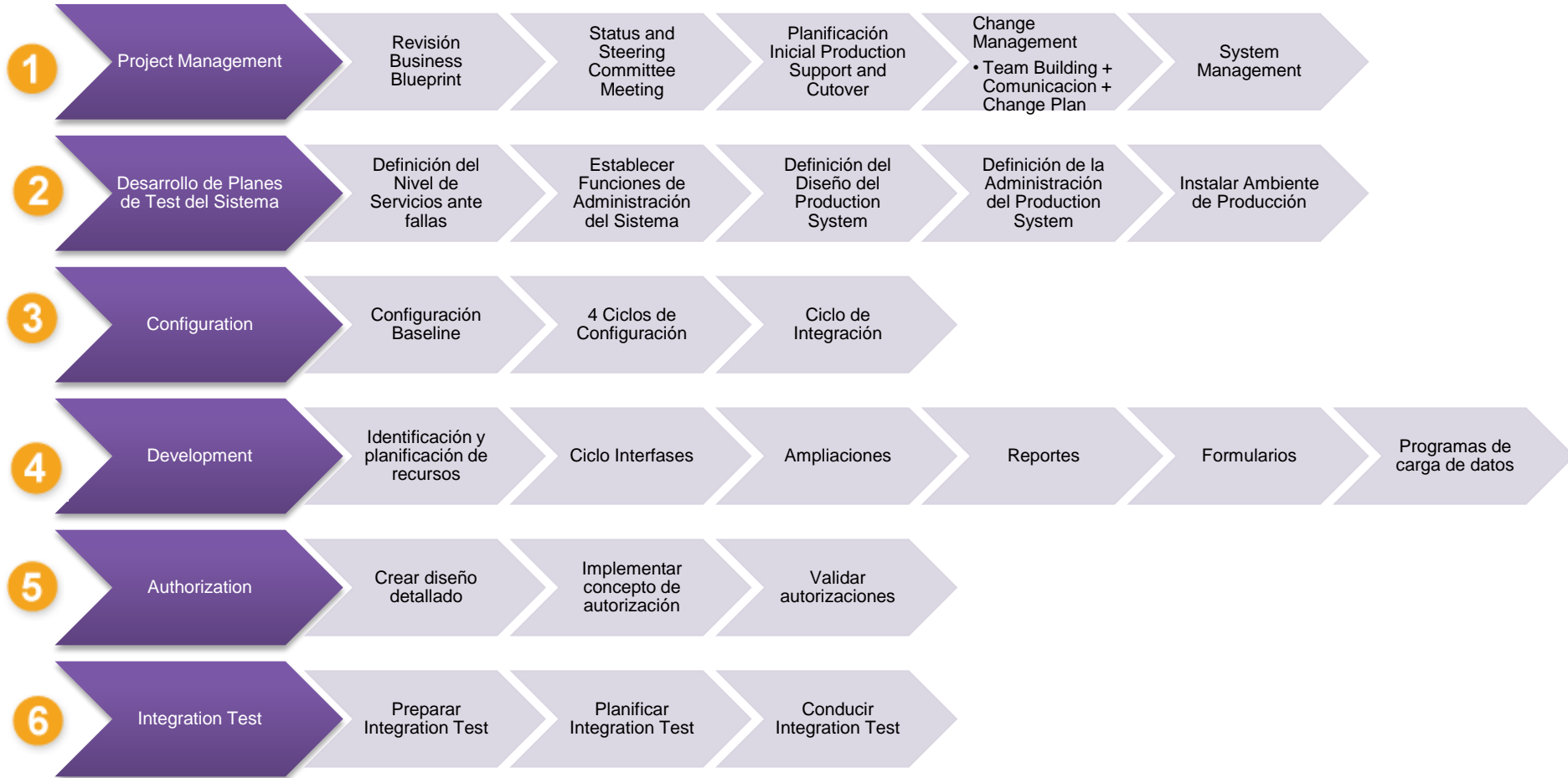
➤ Cargas Iniciales

➤ Capacitación Nivel 3

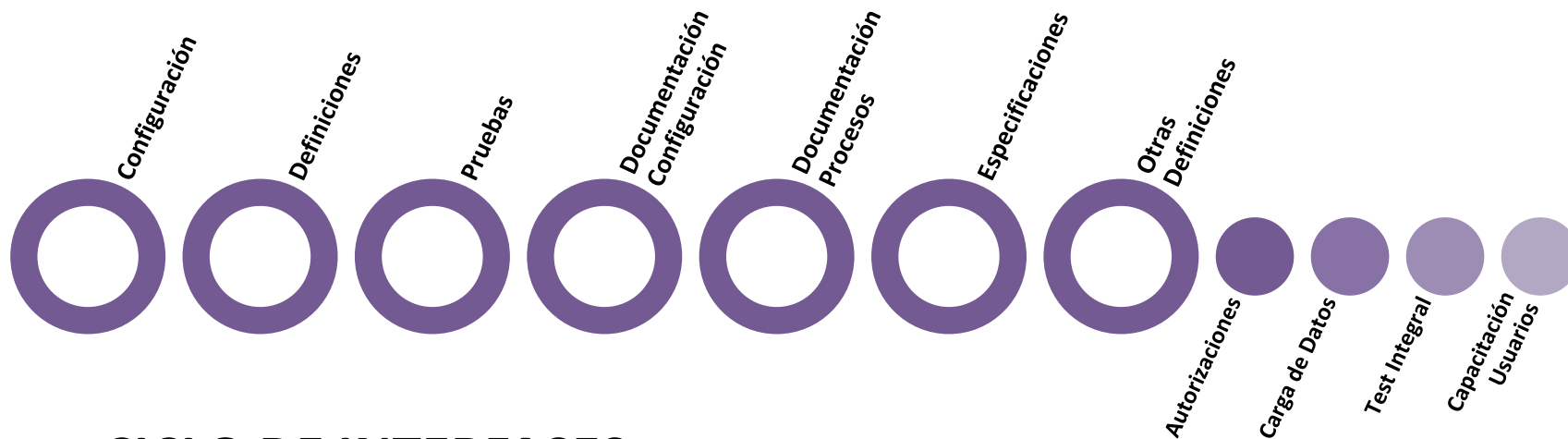
➤ Definición de roles y perfiles de seguridad

➤ Activación del plan de conversión de datos, depuración

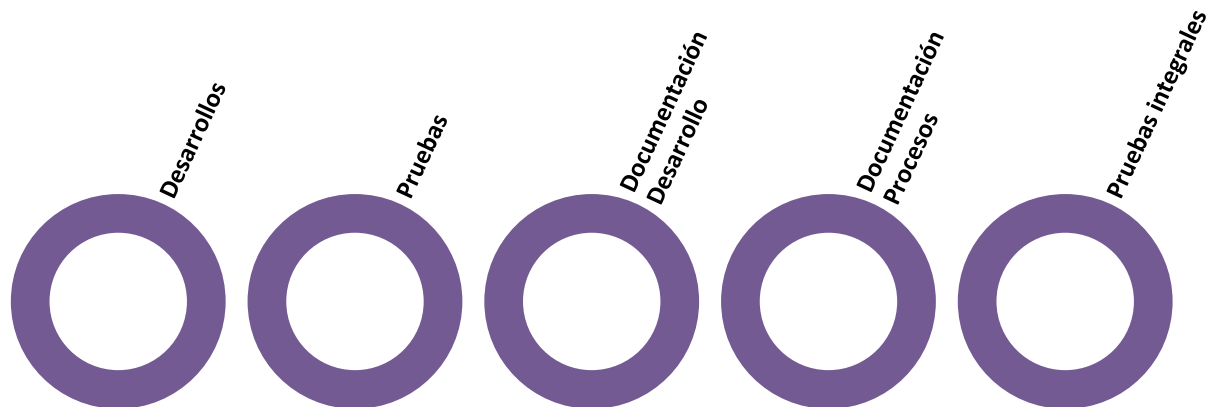
FASE3 REALIZACION



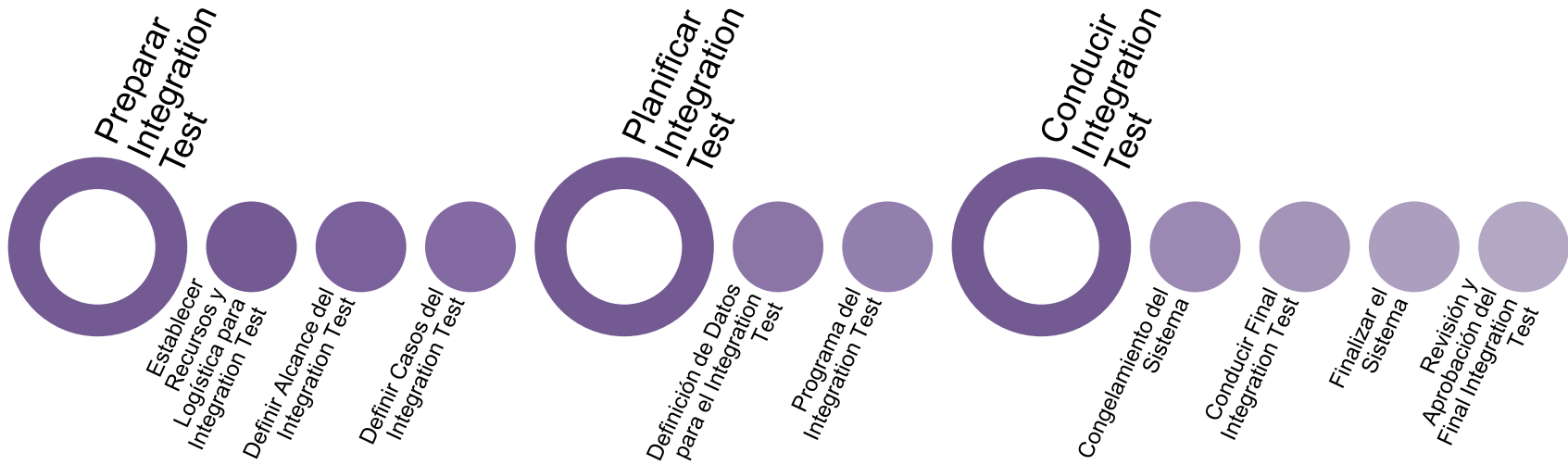
CICLO DE CONFIGURACION



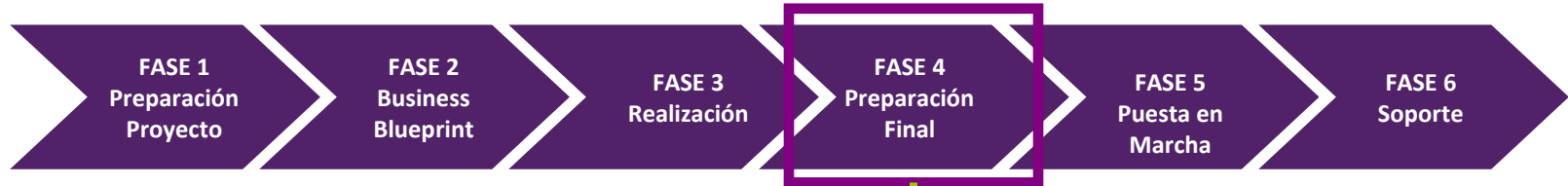
CICLO DE INTERFASES



CICLO INTEGRATION TEST



METODOLOGIA DE TRABAJO PARA PROYECTOS SAP

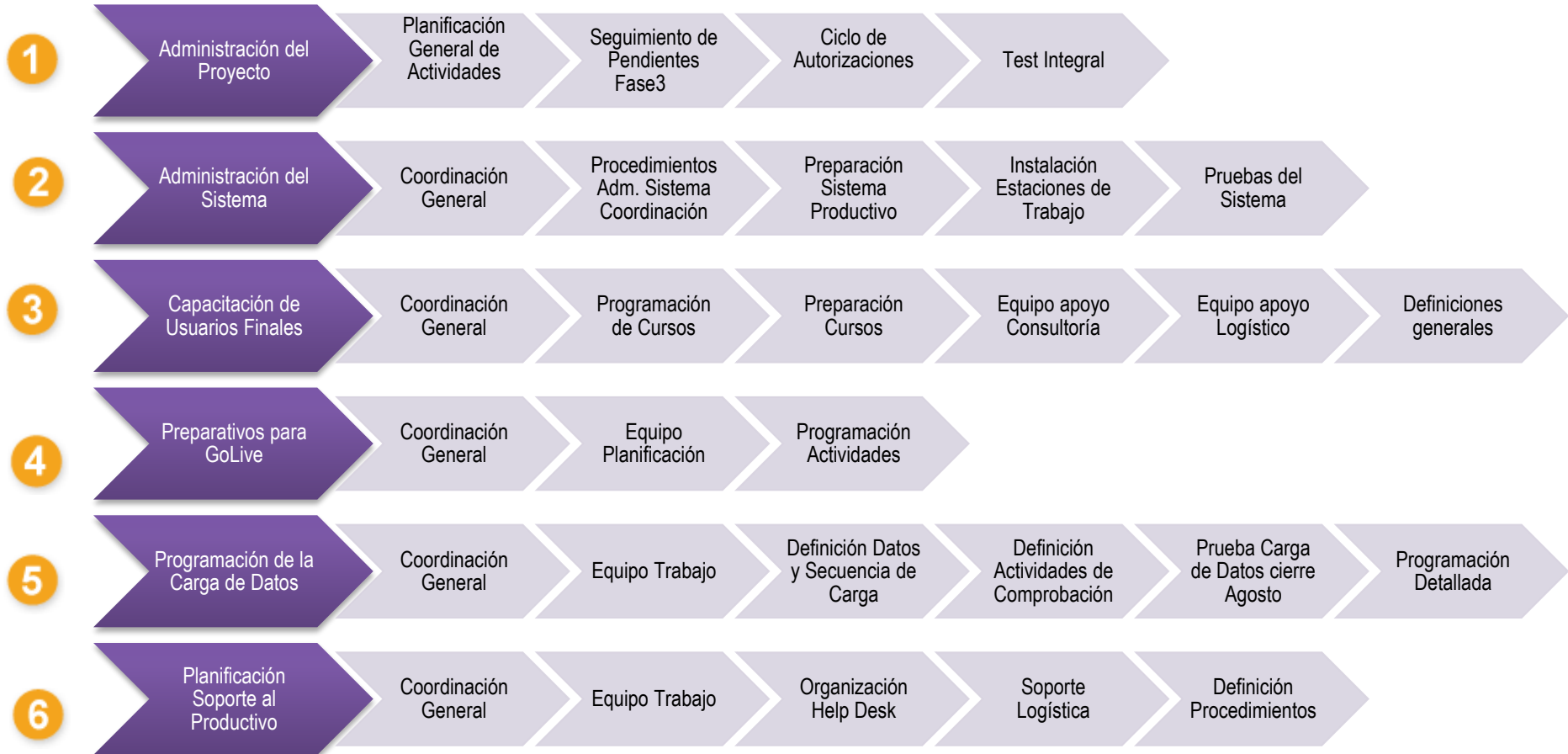


Capacitación a Usuario Final y Plan de GO LIVE

- Creación y prueba del ambiente de producción
- Capacitación Nivel 4
- Entrenamiento a usuario final 1
- Definición de procesos de transición
- Preparación para la migración de sistemas
- Carga Final de Datos
- Plan de “Cut-over” (corte)
- Definición de mesa de ayuda
- Realización de prueba técnicas y de conectividad finales
- Migración al sistema de producción



FASE4 PREPARACION FINAL



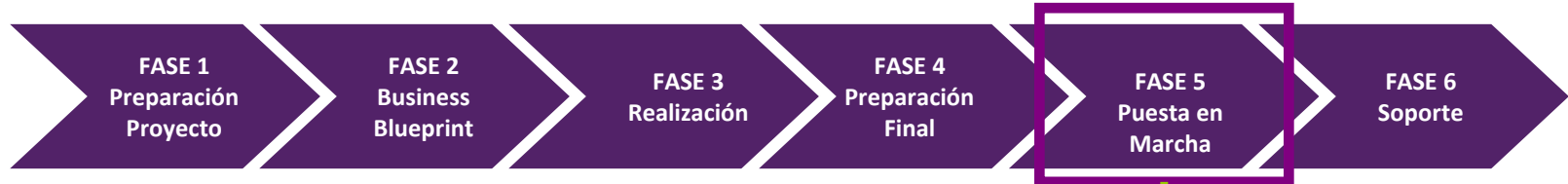
SEGUIMIENTO DE PENDIENTES FASE 3



CICLO DE AUTORIZACIONES



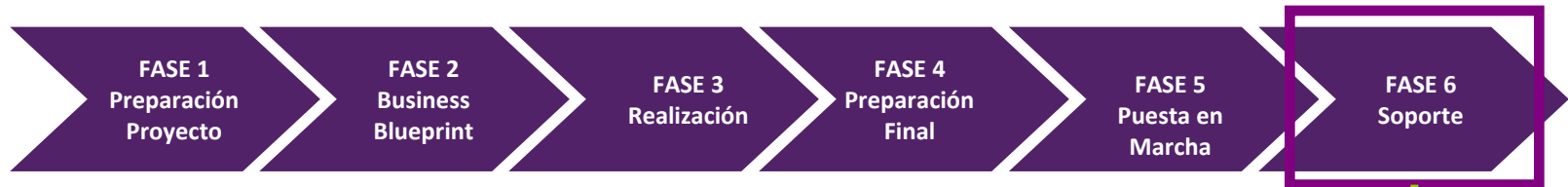
METODOLOGIA DE TRABAJO PARA PROYECTOS SAP



- Creación y prueba del ambiente de producción.
- Conducción de la carga final de datos
- Conducción de plan de “cut-over”
- Puesta en marcha de la mesa de ayuda
- Entrenamiento a usuario final 2
- Procesamiento con el nuevo sistema
- Desactivación de sistemas “Legacy”
- Cierre formal de proceso de implantación



METODOLOGIA DE TRABAJO PARA PROYECTOS SAP



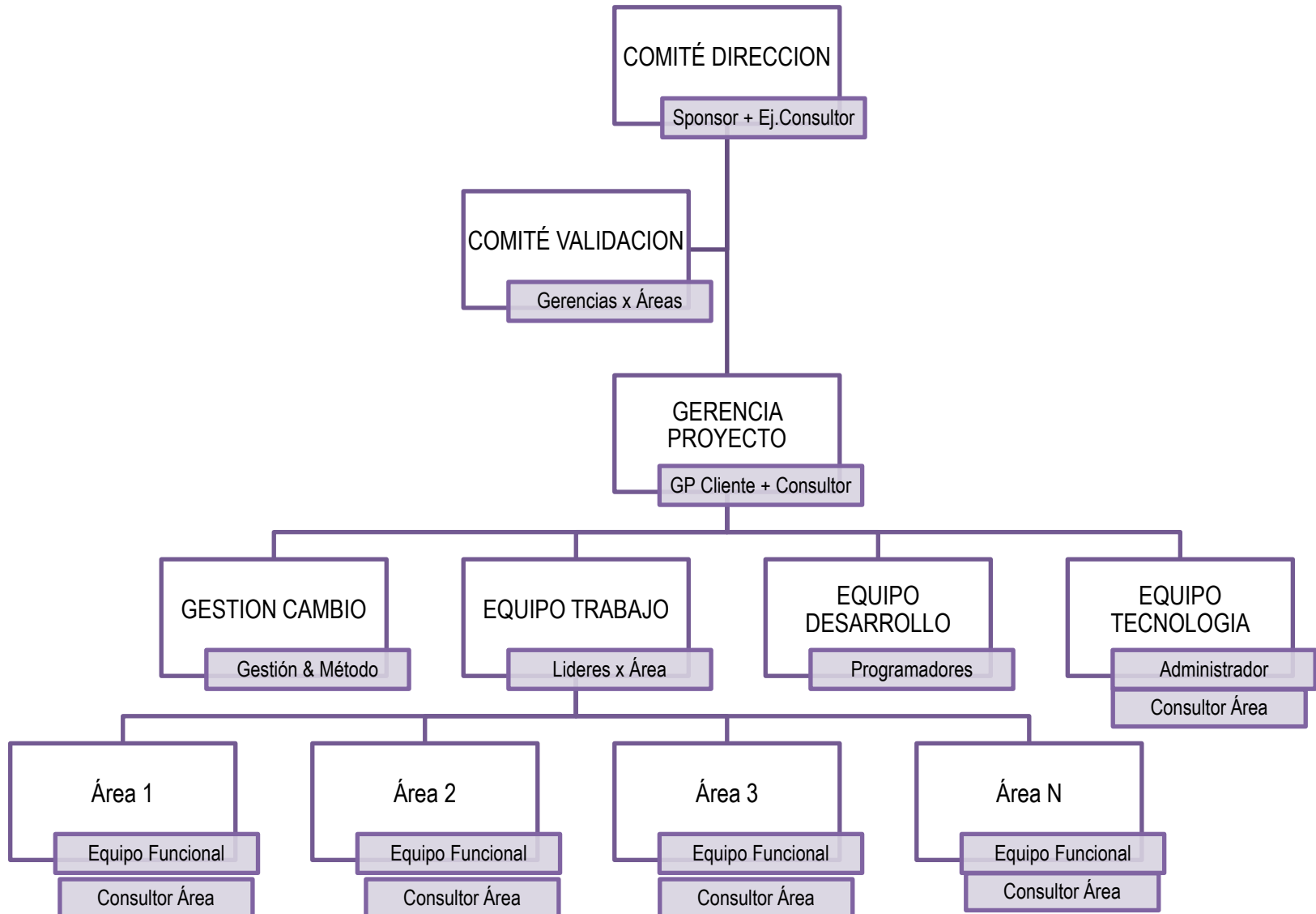
- Mejoras “Post implementación”
- Estabilización de la mesa de ayuda
- Mantenimiento de objetos de desarrollo
- Sintonización del desempeño del sistema
- Evaluación “Realización de beneficios”



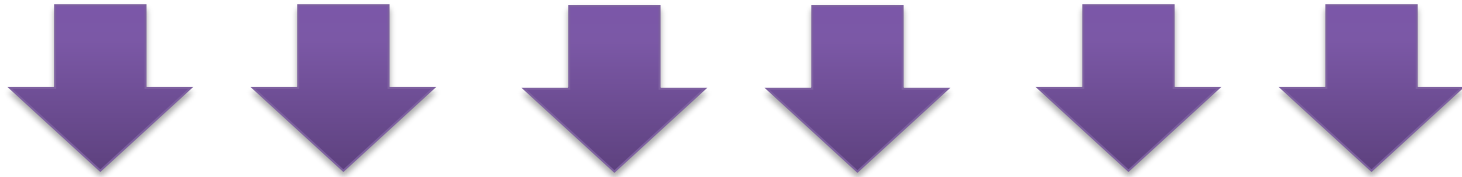
HITOS ESTANDAR DE TRABAJO PARA PROYECTOS SAP



ORGANIZACION DE TRABAJO PARA PROYECTOS SAP



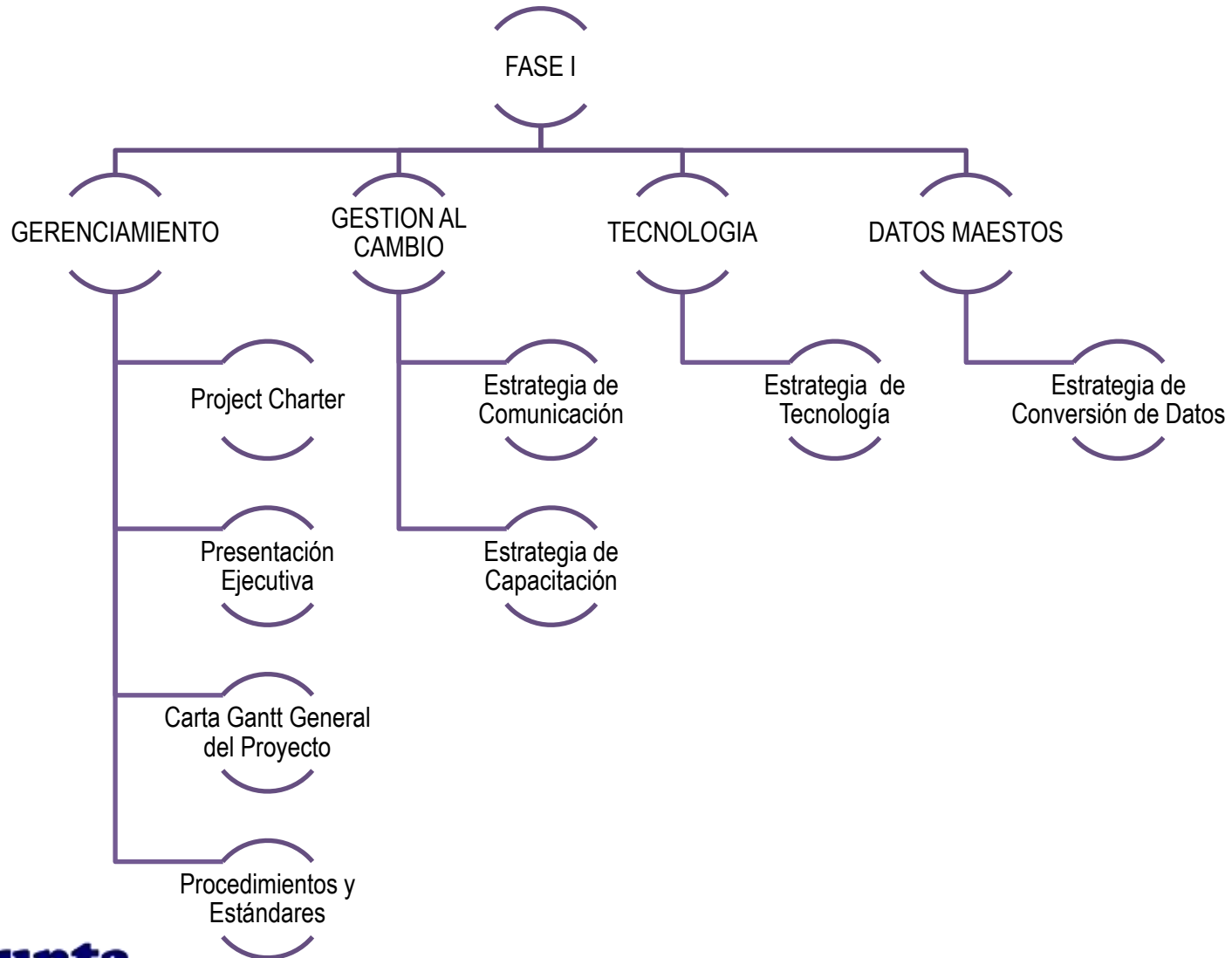
ENTREGABLES PARA PROYECTOS SAP



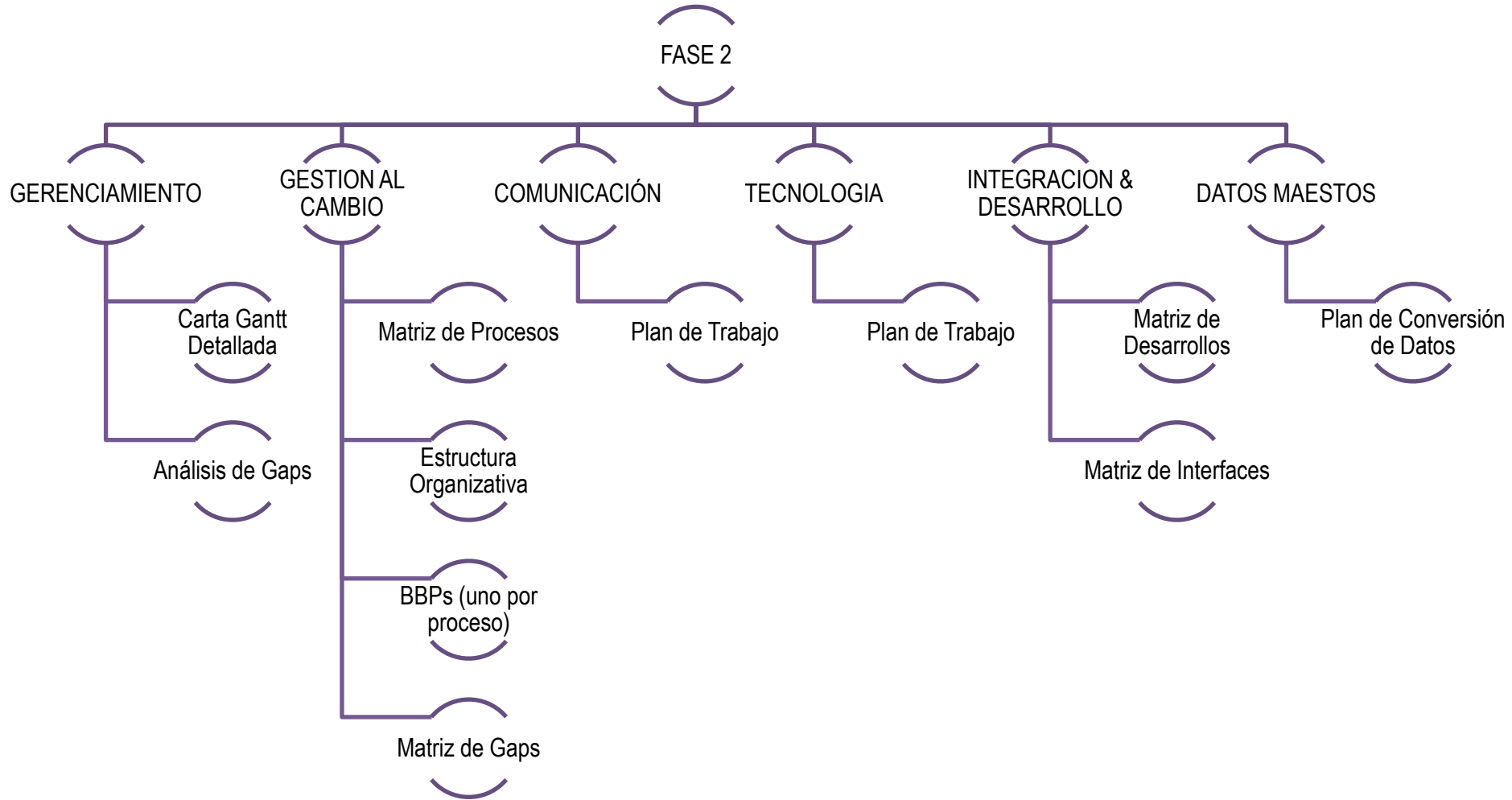
DIMENSIONES DEL TRABAJO



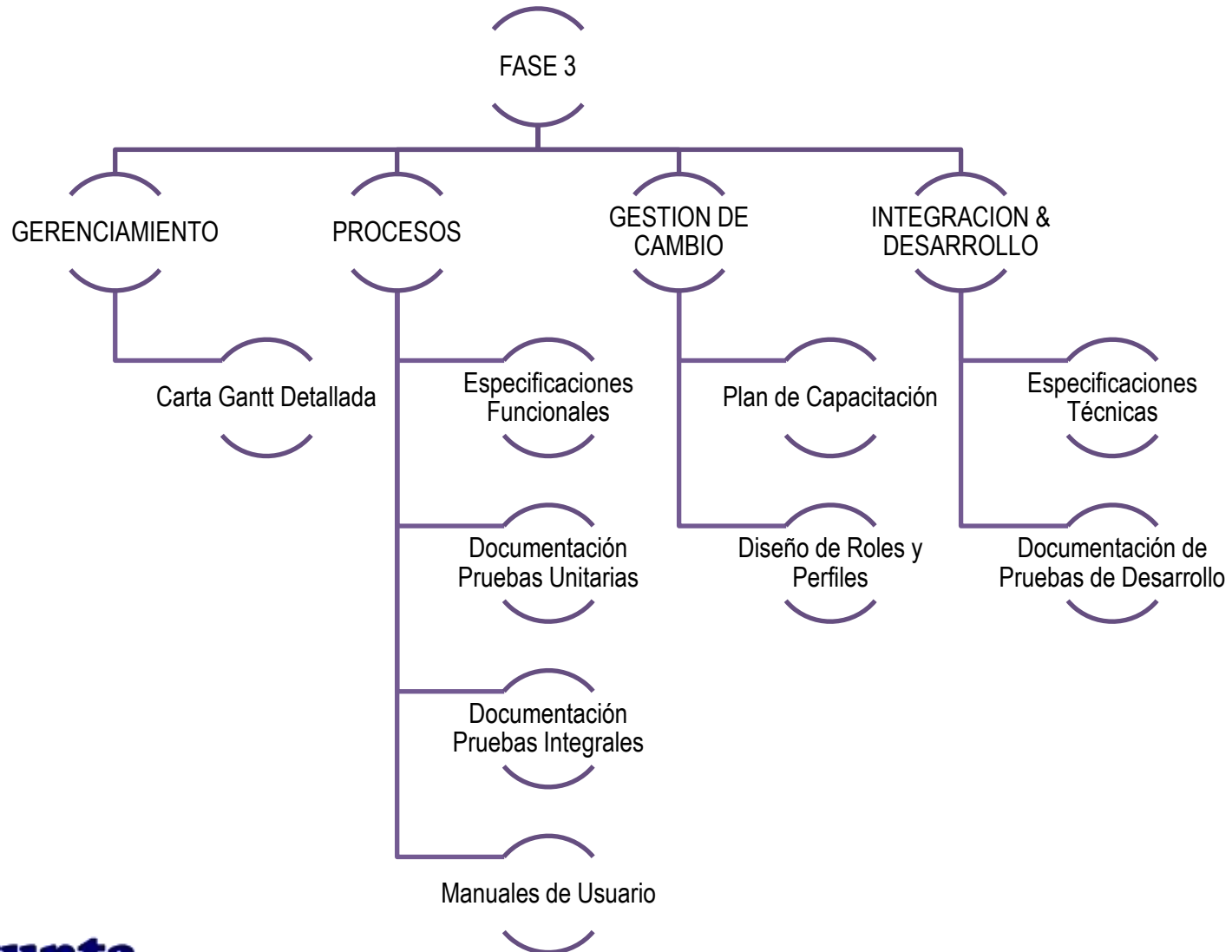
ENTREGABLES PARA PROYECTOS SAP FASE 1



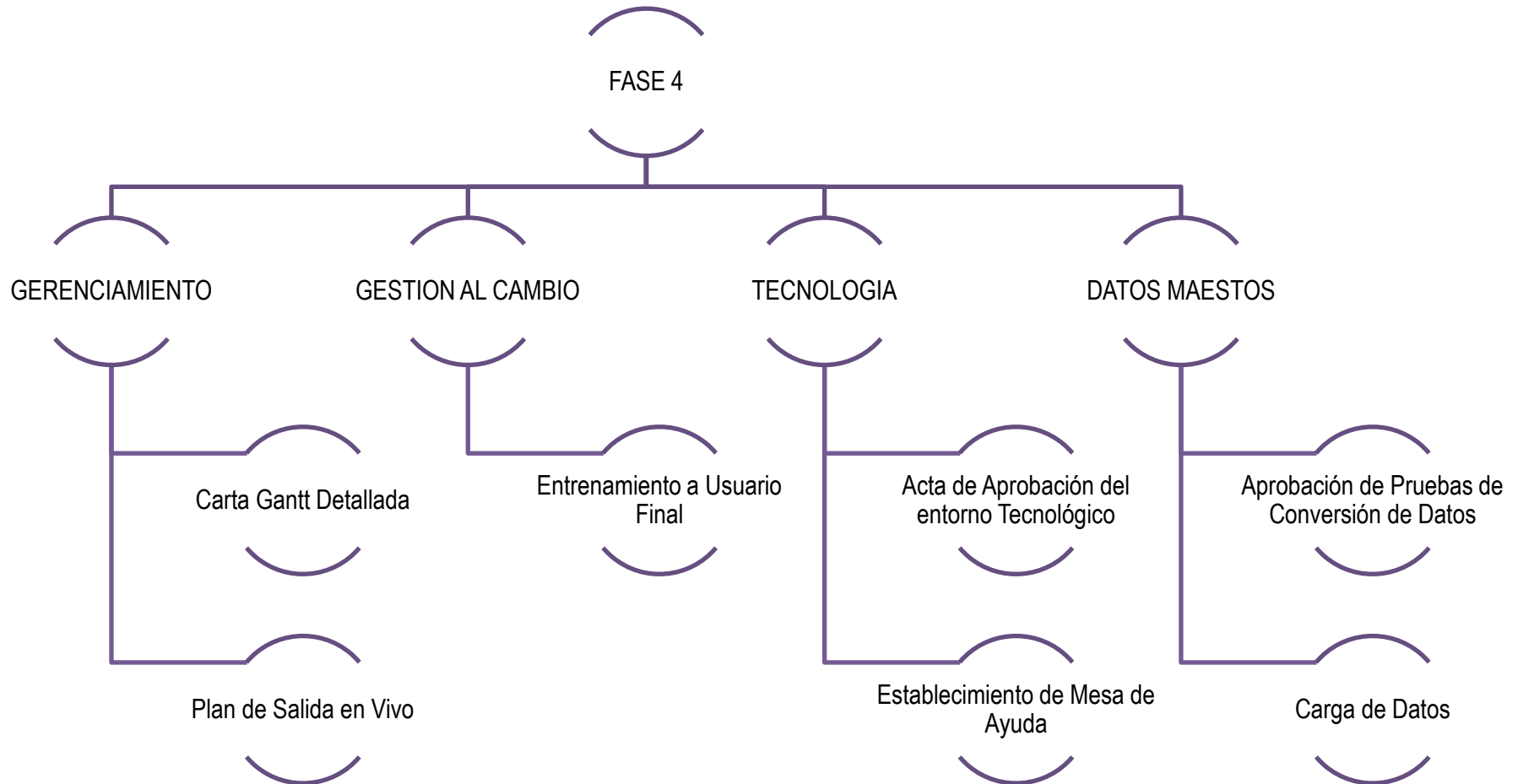
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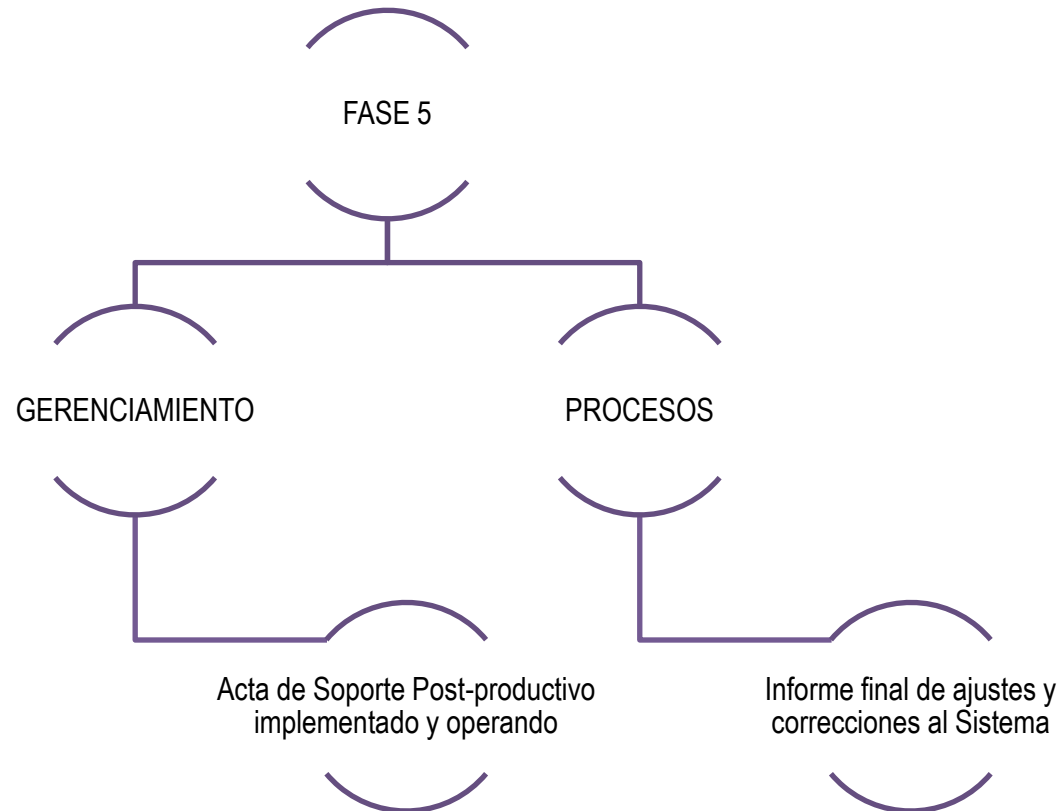
ENTREGABLES PARA PROYECTOS SAP FASE 3



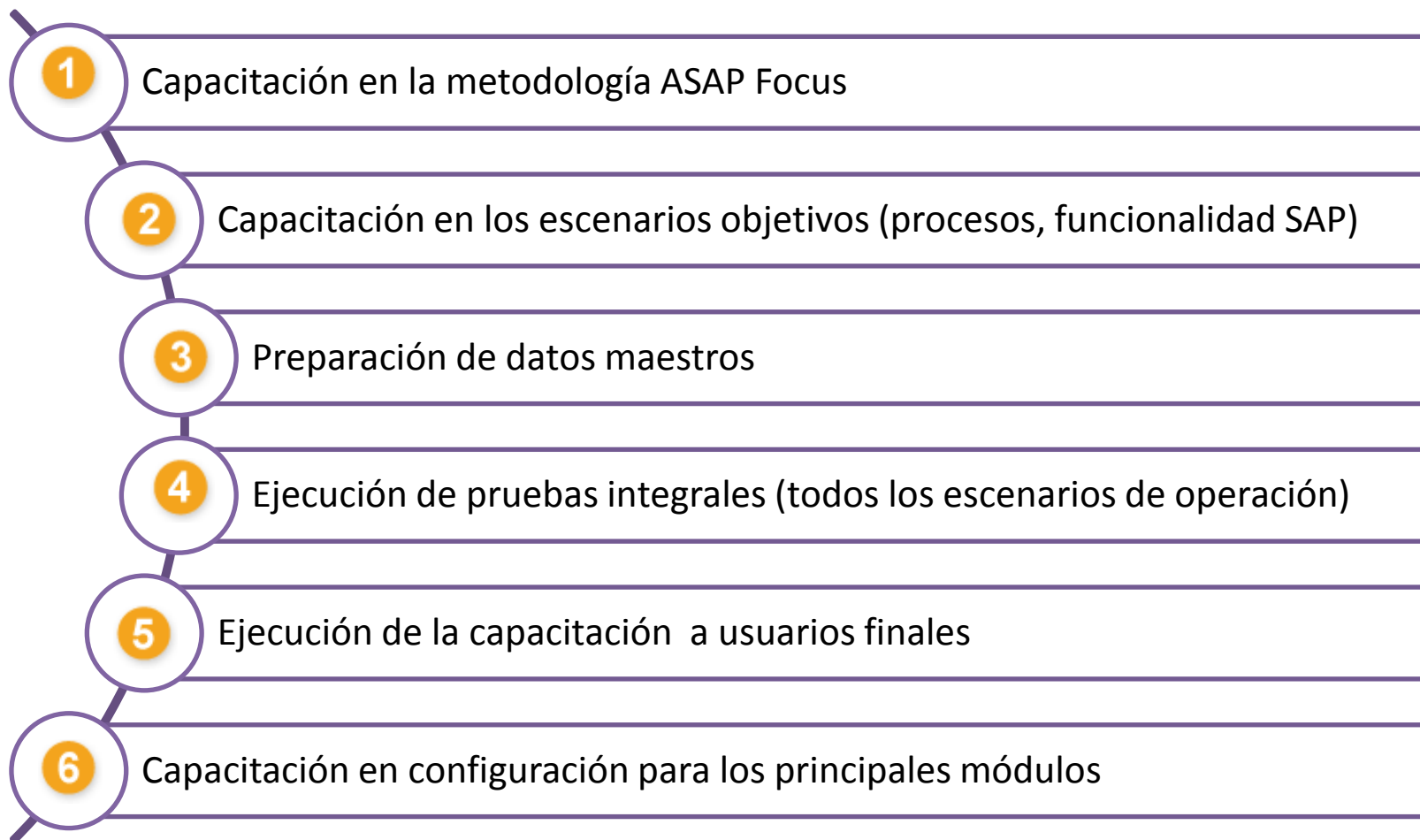
ENTREGABLES PARA PROYECTOS SAP FASE 4



ENTREGABLES PARA PROYECTOS SAP FASE 5



CAPACITACION PARA PROYECTOS SAP





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