Digital Campus and Information Technology Services (DIGITS)
ISTAR Project
FAQ on Wave 2
(Last updated: January 9, 2021)

What is Project ISTAR?

ISTAR stands for *Implementing SAP S/4 HANA for Transforming Administration and Research*. SAP S/4 HANA is an ERP (Enterprise Resource Planning) platform. Its implementation comprises two waves:

- WAVE 1 modules: Finance & Accounts; Projects; HR & Payroll; Stores & Procurement: This wave went live on June 3, 2019.
- WAVE 2 modules: Academic Management (SAP Student Lifecycle Management [SLcM]); Campus Management & Development (SAP Plant Maintenance) ; Hostel & Mess Management (SAP Real Estate Flexible Management [RE-FX]). . This wave went live on January 8, 2020.

Which functional requirements will be addressed by the Applications implemented in ISTAR Wave-2?

Student Lifecycle Management [SLcM] will address the following functional requirements:

- Initiation of Scholarship, Leaves, Course Dropping, approval by Faculty
- Course Specialization Initiation and approval by Faculty
- Semester Transcript Generation
- Hall Ticket Generation
- Thesis Title and Abstract
- Annual Progress Report
- Student Profile, Faculty Self Services
- Scheduling of Colloquium, Oral Defense, Examination
- Marks Entry , Marks Change - Initiation and Approval
- Academic Reports - ERR Report, DAP Report, Transcript, UG Analysis Sheet, Student Specialization Report, Course Instructor Feedback Reports

Hostel Management [RE-FX and FICA] will address the following functional requirements:

- Hostel Master Data - Building, Room
- Hostel /Mess Allocation - Student request for Hostel & Mess, Hostel & Mess Allocation, Change of the Hostel and Mess.
- Students Financials - Calculation of the hostel Rent, Mass confirmation Amount form bank , Hostel & Mess Advance post, Generate report for hostel & mess Advance, Financial Reports
- Guest Room - Management, Reservation, Guest Room Advance acceptance, Allocation, Guest Arrival confirmation

CCMD [Plant Maintenance] will address the following functional requirements:

- **Master Data -** Create Technical Object – Functional Location, Equipment,
  - Create Request for Maintenance, Maintenance Order

- **Breakdown Maintenance** - Maintenance Order processing with Inhouse stock & external procurement
  - Create/Schedule Maintenance Plan, Maintenance Order
- **Preventive Maintenance** - Maintenance Order processing with external procurement
  - Create Measurement Document, Task list - General, Equipment and Fl Malfunction Reports
- **Reports** - - Manage Maintenance Order List, Find technical object
  - Notification list, Uploading Drawing/supporting documents

What is Student Lifecycle Management (SLcM)?

Student Lifecycle Management is a complete data-oriented approach that focuses on the entire **student** journey — from admissions through alumni — to ensure **student** success.

. With increasing competition and diminishing budgets, universities/institutes are constrained to manage their internal processes more efficiently with fewer resources yet still provide high-quality teaching and study. The Student Lifecycle Management component of the SAP Higher Education & Research (HER) solution enables cost-effective management of higher education by providing functions that cover the following core processes of universities:

- Planning of academic offerings
- Organization and administration of students and their study data in the Student File
- Administration of fees and grants in the student account

In the Student Administration section of Student Lifecycle Management (SLcM) , one can process student admission, registration, re-registration, and de-registration. In the Academic Structure (Curriculum) and Teaching and Examination sections, the academic offerings and business events are planned and managed. SLcM enables one to take full account of the institute resources. One can also record the academic work that students have completed, and determine their academic progress.

The IISc students would be using SLcM for all their regular transactions like Course registration & dropping , initiation of scholarship, apply for hostel and mess allocation and change, apply leave , course notifications, submitting travel claims etc.

How can a student access SAP SLcM?

Prior to SAP Wave-2 GoLive, through an Email communication, SAP Support team (sapsupport@iisc.ac.in) has provided every student with an SAP User ID, [which is the first part of the Office 365 User ID of the student (e.g. if the Office 365 User Id of the student is "abc12@iisc.ac.in", the SAP User Id of the student will be "abc12")] and a system-generated initial password. The student can log in to SAP SLcM and access the relevant transaction tiles using the SAP User Id and the initial password. During the first time log in, the student needs to change the password and remember.

When exactly did SAP Wave 2 go live?

SAP Wave 2 went live on January 8, 2021. The blackout period, when users were restricted to carry out any business transaction in the existing Legacy system, commenced on Dec 25, 2020. All legacy applications related to Wave 2, such as Academics Management server (AMS) had been shut down.

Was there any impact on the running applications implemented in Wave-1 and other portals?

The running applications implemented in Wave-1 had no impact
Many essential portals are functional

The following essential portals which have no impact on Wave 2, continued to be functional:

1. Admissions portal for Student applicants
2. Admissions portal for international student applicants
3. Hostel Management Sytem (For non-students)
4. Hospital Management & Information System
5. Vendor Information Portal
6. Entry & Exit Portal
7. Caste based discrimination complaints portal

8. Amenities portal
9. Staffs re-entry portal
10. Summer fellowship portal (only during summer)
11. Samadhan portal

What is the URL for accessing the SAP applications ? Is it secure?

URL for accessing the SAP Wave-1 and Wave-2 applications is: **https://sap.iisc.ac.in**.

This uses the HTTPS protocol (HTTP over Secure Socket Layer).

It can be used from anywhere on any browser with any device (Desktop, Laptop, ipad or smartphone) as long as you have an Internet connection and access the IISc campus network through VPN.

The login ID is same as the first part of your IISc email ID. Existing users (e.g. faculty members) have to login using the existing procedure.

The new users (e.g. students) will get an email with their SAP User Ids and unique system generated initial passwords. The initial password needs to be changed after logging in to SAP for the first time for security. Please do not forget your password.

Do we have to install SAP in our workstations or mobile devices?

There is no need of installing the SAP i your workstation or mobile devices. It is readily accessible over the web. Users have to use their internet browsers and use the link https://sap.iisc.ac.in to access the system.

Can I use the SAP application through my cellphone?

The application is mobile enabled and as explained in the response to the previous question, will be accessible only through a VPN connection.` The mobile interface works well for simple transactions such as requesting/granting online approvals; going forward, it requires more optimization for viewing complex reports.

I have forgotten my password and have got locked out. How do I get a new password and log in?

After 3 unsuccessful attempts to log in to SAP, the system locks the user's password for security. In case you forget your password for any reason or your password is locked , please send an email to sapsupport@iisc.ac.in (cc to: Shaik Nazeerahmed WIPRO <nazeer.wipro@vendor.iisc.ac.in> and Janmeyjay Raj <janmeyjay.raj@wipro.com>). Your password will be reset, and you will receive an email from SAP Support team with the new password.

Who are the users of Wave 2 modules?

The users are of two types: End users and Core Users. The **End users** perform only Entry/Transaction level work, like register or drop a course, initiate scholarship, initiate leave etc. All students are end users of SLcM and Hostel & Mess systems.
The **Core Users** have good knowledge of business processes and data. They take care of 1st Level support raised by End Users in ongoing transactions and if they can't solve it then forward it to SAP Support team.

- **SLcM:** All faculty members and students are end users of SLcM. The Deans, SCC Chair, Department Chairs, DCC Chairs, DR-Academic, AR-Academic, and all backoffice staff in the Academic Section, UG office, and Finance are the core users of SLcM.
- **Hostel & Mess System:** Students will be the end users of Hostel & Mess. The Hostel wardens, AR-Hostels, and Hostel and Mess staff will be the core users of Hostel &Mess module.
- **CCMD:** In the case of CCMD, the Project Engineer, Deputy Project Engineer, and the CCMD staff will be the core users of the CCMD module.

Which part of Academic operations will continue to be the part of the Legacy system?

The Students' **Pre-admission Portal**, **Thesis Processing in ScholarOne Portal** and the Students' **Mess portal** will continue to be used by the Students, Academic staff, Deans and Hostel Office staff.

They are integrated with SAP through automated and manual interfaces. Rest all legacy applications will be discontinued as they will be replaced with SAP applications – SLcM, RE-FX and Plant Maintenance.

Are there certain immediate tasks I am expected to do after logging in to SAP?

Yes. You would have already received emails from sapsupport@iisc.ac.in about a few tasks you are expected to do in the next few days. These tasks have strict deadlines and please complete those well before the deadlines.

Is there anyone that I can contact immediately from within my own Department?

Yes. The Chair of each academic department/centre has identified a set of colleagues from the Department (DCC chair, a faculty member, an office staff member, sys admin, and a couple of student volunteers) and DIGITS will be directly in touch with them. The Chair of the Department announced this list of names within the Department and these "DIGITS Ambassadors" will be in touch with you for any immediate clarification.

- ❖ DIGITS ambassador teams will be trained by Wipro SAP consultants and DIGITS Core Support team for taking care of first level issues.

- For complex problems, the ambassadors will help the department users to raise the ticket in Solution Manager (SolMan) and refer to the SAPSupport team (sapsupport@iisc.ac.in).

Who should I contact if I face any issues after Wave 2 Go-Live?

Users may face various issues like SAP Log in and password issues, Access issues to some processes and tiles in their Fiori Screens, data and report issues et al. We strongly recommend **to Use the SAP Solution Manager (SolMan) application to raise a problem ticket**.
Link for the SAP SolMan application in IISc: **https://solman.iisc.ac.in**

When should I send email to sapsupport@iisc.ac.in?

If you are unable to use Solman, you may please send an email to sapsupport@iisc.ac.in with the following subject line: "**Subject: Wave 2 Issue."** Please include a two or three-word description of the specific Wave 2 issue in the subject line. However, for systematic tracking of your problem and getting a quicker resolution, please avoid sending email to sap support team and directly raise a ticket in the form of either an incident or a service request in the SolMan application.

Questions on SolMan

What is Solman or SAP Solution Manager?

The SAP Solution Manager is a centralized robust application management and administration solution used to implement, support, operate and monitor your SAP enterprise solutions, SAP Solution Manager is a platform providing integrated content, tools, methodologies and access to SAP systems

SAP Solution Manager provides the following processes:

- ✓ SAP Engagement and Service Delivery
- ✓ Requirements Management
- ✓ Project Management
- ✓ Process Management
- ✓ Test Suite
- ✓ Change Control Management
- ✓ IT Service Management
- ✓ Application Operations

IISc users are primarily using the **IT Service Management** part i.e. the ticketing functionality of Solman, for logging issues/concerns and simple SAP services. It also helps capture the workflow of Service Request and Incident say from Creation to In-process up till Resolution and Closure stage

How do I use Solman?

All end-users and core users have been provided accounts on SolMan to raise tickets. SolMan gives complete visibility into the progress of how the problem that has been flagged is resolved by the O&M Support team. We strongly encourage the use of Solman for raising

your tickets and tracking their resolution process. Here is the link for the SAP SolMan application in IISc:
https://solman.iisc.ac.in

How about my login ID and password on Solman?
Prior to SAP Wave-2 GoLive, through an Email communication, SAP Support team (sapsupport@iisc.ac.in) has provided every student with a SolMan User Id , same as the student's SAP User ID, [which is basically the first part of the Office 365 User ID of the student (e.g. if the Office 365 User Id of the student is "abc12@iisc.ac.in", the SAP User Id of the student will be "abc12")] and a system-generated initial password. The student can log in to SolMan using the SolMan User Id and the initial password. During the first time log in, the student needs to change the password and remember.

Existing users (for example faculty members) already received their password for Solman account during 2019. The new users (for example, students) would have got an email from sapsupport@iisc.ac.in with an initial password. You will be required to change your initial password after logging in for the first time. Please do not forget your password.

Is there a tutorial that I can access to get help on Solman?

Yes, there is a video tutorial on the DIGITS website which you may find useful.
Here is the URL for the video:
https://digits.iisc.ac.in/sap-new-training-material/sourcing_procurement/Solman_Getting_Started/story.html

I have forgotten my Solman password. How do I get a new password and log in again?

Please try to retrieve the email from sapsupport@iisc.ac.in that contained the credentials. After 3 unsuccessful attempts to log in to SolMan, the system locks the user's password for security. In case you forget your password for any reason or your password is locked , please send an email to sapsupport@iisc.ac.in (cc to: Shaik Nazeerahmed WIPRO <nazeer.wipro@vendor.iisc.ac.in> and Janmeyjay Raj <janmeyjay.raj@wipro.com>). Your password will be reset, and you will receive an email from SAP Support team with the new password.

Can Solman be used for making requests to Academic Section, for example, need to change the marks due to an erroneous entry. How does one do that?

SolMan is used for resolving technical issues such as a bug in the application or to report some functionality not working or some error in the data, etc. The ticket created will be looked at by the teams meant for this purpose.

What is an SAP incident?
When an issue occurs in SAP system, an end user can create an incident message. An incident is an unplanned interruption to an IT service, or an issue occurred in a specific SAP Functional Module. When an incident is recorded on the SAP Solution Manger i.e. Solman, it is generally a break/fix issue which involves some configuration change or new non-standard functional

development in SAP. An example of an incident – "TGPA or CGPA scores of a student are with erroneous calculation"

What is incident management process flow?

Incident management is the **process** of managing IT service disruptions and restoring services within agreed service level agreements (SLAs). The scope of **incident management** starts with an end user reporting an issue and ends with a service desk team member resolving that issue.

How do I raise an incident in SolMan?

1. In Event Manager > Incidents > All Incidents, click Create New in the toolbar. This opens the Create New Incident pane.
2. In Event Manager > All Events, right-click an event and select Raise Incident. This opens the Raise Incident pane with the applicable fields filled in, such as the Affected Endpoint.

Please refer the video tutorial using the URL below to understand the step by step approach to raise an incident in SolMan:
https://digits.iisc.ac.in/sap-new-training-material/sourcing_procurement/Solman_Getting_Started/story.html

What is an SAP Service Request?

A **service request** is typically a **request** from a user for information, advice, or a pre-defined **service** (e.g. password reset). A **service request** is a one-item transaction, for which the item is usually automatically determined or for a standard change (a pre-approved change that is low risk, relatively common and follows a procedure) or for access to an IT service

How do I log a Service Request in SolMan?

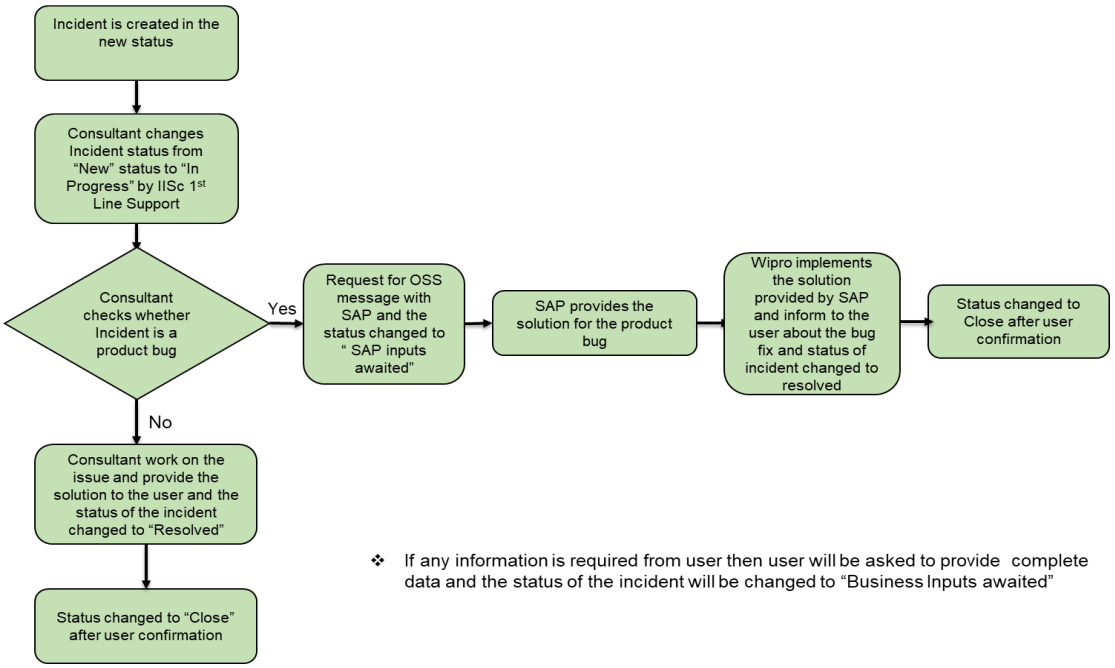
Service requests can be logged directly by users themselves or by service personnel and can, when necessary, be dispatched to appropriate personnel for approval and service delivery. They can also be monitored and analyzed to evaluate the performance of the service organization.

What is the Difference between an SAP Incident and an SAP Service Request?

Incidents are events that result in interruption of one or more Services. Service Requests do not specifically result in the same degradation or failure. Instead, they are simple user request for information or advice or for a small and low risk activity i.e. relatively common and follows a procedure.

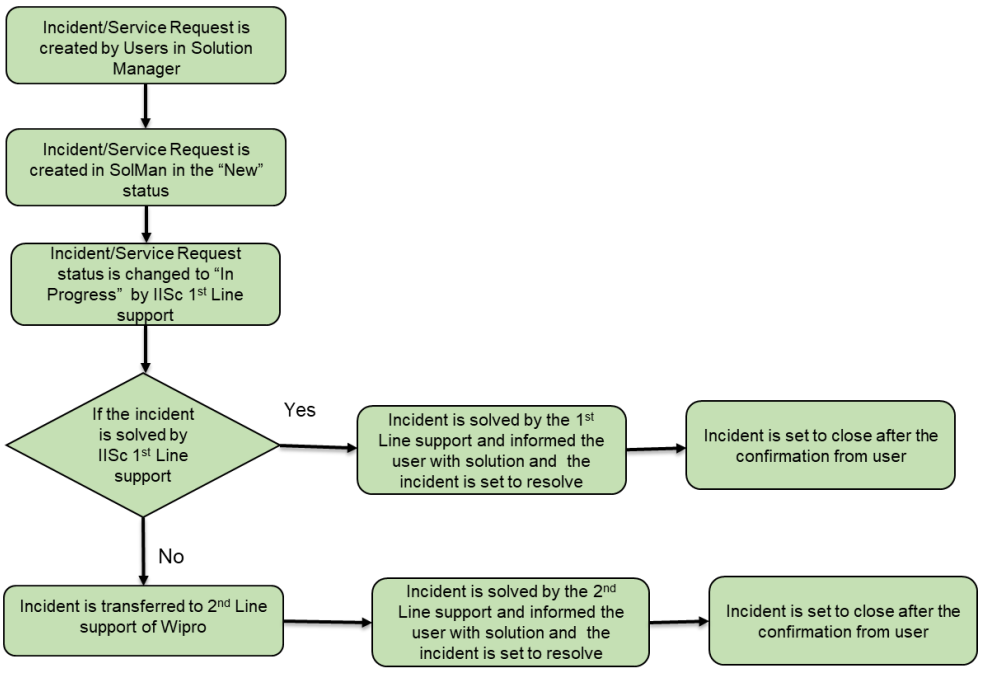
What is the Lifecycle of an Incident request in IISc?

Lifecycle of the Incident Request in IISc



How to follow up for the resolution and the closure of the Incidents or Service request raised?

The solution manager tool itself helps check the status set by the functional consultant or the support person working on the ticket, access the tool and check the current status of the open ticket. Here is a navigational chart of an incident or Service Request from its creation to closure.



User Manuals

Are there any User Manuals for helping with the use of Wave 2? How do I access the user manuals?

Yes, the following user manuals have been prepared and will be constantly updated. Please go to https://digits.iisc.ac.in and click on "User manuals" on the right hand top corner on top of the sliding image on the landing page to access these user manuals.

SLcM Manuals

1. User Manual for Faculty
2. User Manual for PG Ph.D. Students
3. User Manual for PG/Ph.D. Academic Section
4. User Manual for UG Students
5. User Manual for UG Office
6. User Manual for F&A Staff Members

Hostel and Guest House Manuals

1. User Manual for Guest House
2. User Manual for Hostel Master
3. User Manual for Hostel & Mess Process.

CCMD Manual

1. User Manual for CCMD Plant Maintenance

Is there any link between the applications of Wave-1 and Wave-2?

The applications of Wave-1 and Wave-2 are well-integrated. For example, the handling of student scholarships where the SLcM module (Wave 2) interacts with the Finance module (FICO) implemented in Wave 1. The SlcM scholarship module is implemented as a part of Wave 2 implementation, however, the actual payment will happen via the Finance module which was a part of the Wave 1 implementation. There are many such cases where applications/functional modules from Wave 1 and Wave 2 interact.

Who has the Access to Master Data and how are corrections to be implemented if there are any errors noticed?

The business process owners are the owners of the master data and the data is operated on by the key business users. For instance, in Academics, the Dean (Science), the Dean (Engineering) and the Dean (UG) are the owners of the master data and the data is operated on by the key business users such as DR (Academics) and AR (Academics). They have the necessary privileges to edit the master data. If you notice any error, please record using Solman or by sending an email clearly explaining the issue to sapsupport@iisc.ac.in. This will then be acted upon.

How long will it take for Wave 2 to stabilise?

During the first three months, there will be a variety of initialisations, technical settings, and process adjustments. Also, the end users and core users will be using the live system for the first time and will need time to get used to the system. This duration is treated as "Hypercare" period. The DIGITS team and the Wipro team will be on standby to resolve the issues promptly. It is very important to communicate the issues preferably through Solman since it allows you to track the resolution of the issue.

What do I do if I want to provide any feedback or suggestions on Wave-2?

Please send an email to sapsupport@iisc.ac.in. In your email, please use following subject line: "**Subject: Wave 2 Feedback"** *Also, please include in the subject line a two or three word description of the specific issue on which you are providing feedback or your suggestion. .*

Are there any licensing issues with integrating SAP username passwords with Active Directory? Can't we at least integrate SolMan username/password with AD/O365?

We are working with Microsoft and SAP on integrating SolMan/SAP with AD. The bridge between the two may be implemented before the next semester.

Wishing you all the Best

The DIGITS Team