Change Customer Integration Setup Description

This workflow is a part of the "Order to Shipment" workflow. What you see in the "Change customer integration setup" is the process flow on how various customer master data is changed in SAP and involved stakeholders.

The following Business Area's are involved in the "Change customer integration setup"
- Business Operation
- Supply Operations
- Information Technology

In the "Change customer integration setup" there are the following Functional Groups
- Industry Group
- Supply Chain Operation
- IT Integration Responsible
- Supply Chain Services

The "Change customer integration setup" have the following Functions involved in their flow:
- Sales Management
- CSL EMA
- Integration Super User

If you have any questions, comments, changes or need to interact with the accountable of the "Change customer integration setup", these are the responsible (Novozymes contact acronyms are applied):
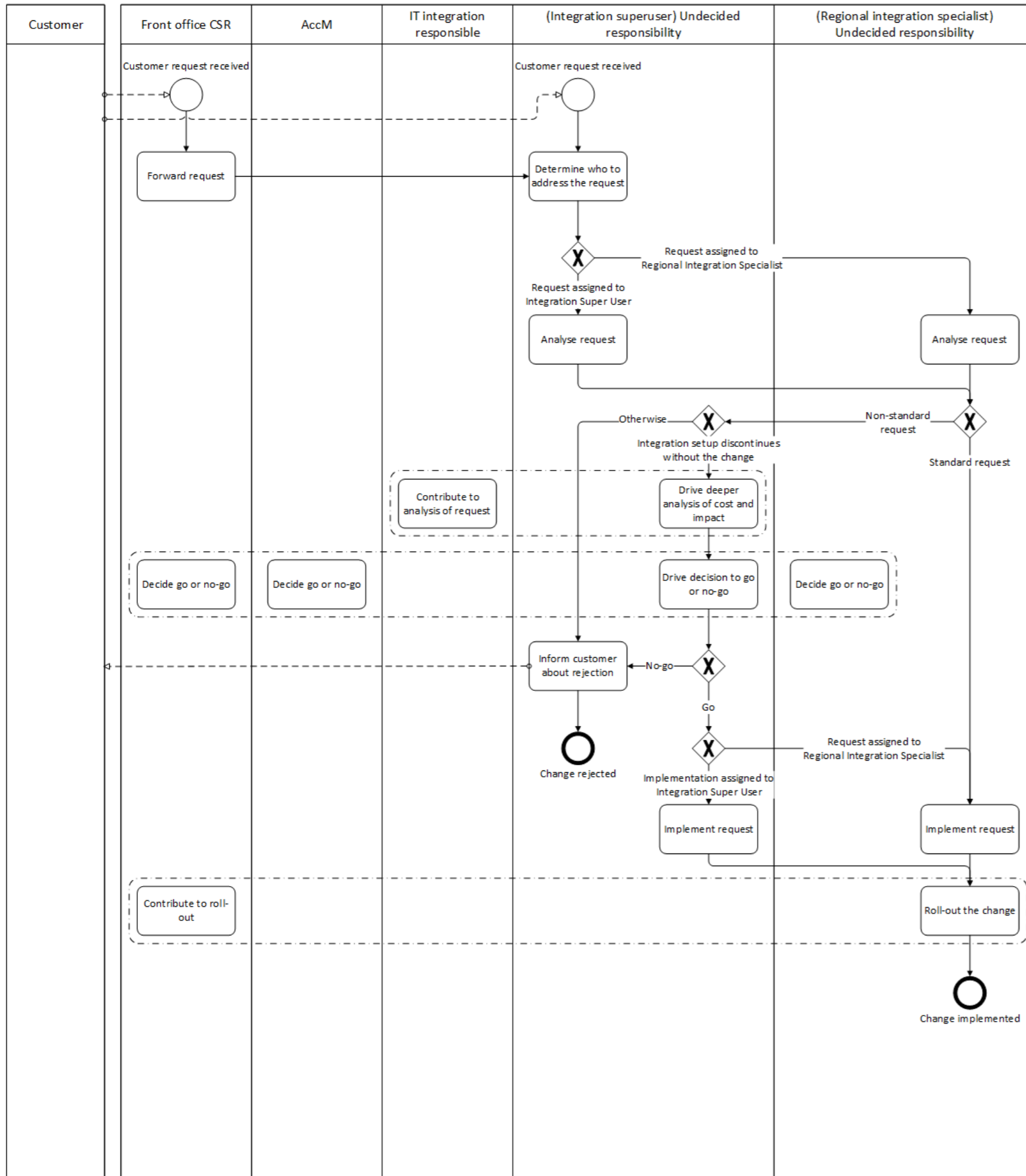- CBXJ
- Account Management
- HSTT

The Resource/Role involved in the "Change customer integration setup", are:
- CSR
- Regional Integration Specialist
- Integration Super User

The combined information of the "Change customer integration setup" is the following:

Flow Task/Process	Business Area	Functional Group	Function	Responsible	Role
Change customer integration setup	Business Operation	Industry Group	Sales Management	Account Management	
Change customer integration setup	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
Change customer integration setup	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
Change customer integration setup	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	Regional Integration Specialist
Change customer integration setup	Information Technology	IT Integration Responsible			
Change customer integration setup	Supply Operations	Supply Chain Services	Integration Super User	HSTT	Integration Super User

Customer	Front office CSR	AccM	IT integration responsible	(Integration superuser) Undecided responsibility	(Regional integration specialist) Undecided responsibility

Customer request received

Customer request received

Forward request

Determine who to address the request

Request assigned to Regional Integration Specialist

Request assigned to Integration Super User

Analyse request

Analyse request

Otherwise

Non-standard request

Integration setup discontinues without the change

Standard request

Contribute to analysis of request

Drive deeper analysis of cost and impact

Decide go or no-go

Decide go or no-go

Drive decision to go or no-go

Decide go or no-go

Inform customer about rejection

No-go

Go

Change rejected

Request assigned to Regional Integration Specialist

Implementation assigned to Integration Super User

Implement request

Implement request

Note: Do we not need UAT and coordination of transfer / data updates in production system?

Contribute to roll-out

Roll-out the change

Change implemented