

Checklists

The checklists provided here should be used as guidelines. Not every question is relevant in every case, and you may want to add your own questions relevant to your company. However, they should give you an idea of the sorts of questions to ask throughout the lifecycle of workflow practices.

Gathering Requirements

You may find that not all questions can be answered in full at this stage, particularly with regard to data and step requirements. However, as much information as possible should be gathered to form a starting point for the workflow design and to identify what answers are outstanding.

Process Name

Process Owner
Describe the process in brief. <i>(Who should? Do what? To what? When? In what order?)</i>
This process does <i>not</i> cover the following scenarios. <i>(How will they be handled?)</i>
Does this process currently exist, or is it a new process? <i>(Existing/new?)</i>
If process already exists, highlight any differences between the existing process and the new process.

Business Drivers for the Process

What are the expected benefits and success criteria? <i>(Benefits may be tangible or intangible; success criteria should be quantitative so that they can be measured.)</i>
How will the success criteria be measured? <i>(New reports required? Statistics to be gathered? Who is responsible for gathering/measuring success criteria?)</i>

Process in Theory

What documentation currently exists describing this process?
(E.g., business procedure manual references?)

List all activities that will be automated by this process.

List all activities within this process that require the participation of an agent.

Process in Practice

What common problems occur with the existing process?

What problems are expected to occur with the new process?

Any suggestions for improving the process generally?

Any suggestions for improving the information given to agents?

What is the minimum/average/maximum time taken to complete the existing process?

Agent Determination

What criteria will be used to determine agents?

Who will maintain the data used to determine agents?

Are all agents internal employees?
(If not, specify.)

Do all agents currently have user IDs in the system?
(If not, specify proportion of employees who currently have user IDs. Specify whether it is planned to give user IDs to employees who do not currently have user IDs, and if not, why not.)

What proportion of agents are already experienced workflow agents?

Work Item Delivery Requirements

To what types of inboxes will the work items be delivered?
(E.g., Business Workplace, Web inbox, Workplace inbox, Microsoft Outlook, Lotus Notes.)

What proportion of all agents currently uses these types of inboxes?

What proportion of all agents requires email notifications of new work items?

What supplementary inbox features are necessary to make the process work?
(E.g., attachments, work item forwarding.)

Will it be acceptable to use several different inboxes according to the type of agent involved?

Are offline processing capabilities required?

Data Requirements

List all data required to start the process.
(E.g., initiator of the process, key business entities on which the process is based.)

List all data required for texts/instructions.

List all data required to execute activities within this process, per activity.

List all data required to determine agents.

List all data required to control the process.
(E.g., retry counts, iteration counts.)

Escalation Requirements

Will any deadlines be required? On what activities of the process?

Specify the deadline type (latest start, requested end, or latest end) and period for all activities requiring deadlines.

Who is responsible for escalating delayed processes?

How will escalation recipients be contacted? Via email or work item?

Administration Requirements

What volume and frequency of workflows is expected?
(How often will this process be started?)

What is the pattern of work frequency?
(Are there any significant peaks and troughs of activity?)

How long will a single instance of the process take to complete?
(Expected minimum/average/maximum?)

What are the critical points of the process?

Who is responsible for maintaining security and access rights for agents?

Communication/Education Requirements

Who is responsible for communicating the process to agents and affected parties throughout design, implementation, and go-live?

How will changes in the process be communicated?
(E.g., via newsletter, email, web-based help desk?)

Who is responsible for developing training material for agents?

Who is responsible for delivering training to agents?

How will agents be trained?
(E.g., classroom, one-on-one, remote sessions?)

When will agents be trained?

Sign-Offs

Process Owner

Workflow Developer

Workflow Administrator

Return on Investment

The following lists are guides to the sort of questions and calculations that help to determine the return on investment for your workflow development projects. The actual calculation depends largely on the individual process, its impact on company revenue, and the extent of process improvement.

The lists are not exhaustive and make some assumptions, for example, that total processing time of all objects will remain the same. Savings are assumed to be collected per year, but any appropriate time period can be used.

Process Name

Process Owner
Describe the current process. <i>(Who should? Do what? To what? When? In what order?)</i>
Describe the planned process. <i>(Who should? Do what? To what? When? In what order?)</i>

Revenue Gains Due to Reduction in Cycle Time

Current average elapsed time to process one object in the current process
Number of objects currently processed per year
Total current processing time <i>(= number of objects * current average elapsed time per object)</i>
Expected average elapsed time to process one object (to-be process)
Expected number of objects processed per year <i>(= Total Current Processing Time / expected average elapsed time per object)</i> <i>This assumes that the overall processing time will remain the same. Also that the potential number of objects that can be processed per year is limited only by the speed of the process. Therefore, this figure may need to be adjusted if these assumptions do not hold true for the process in question.</i>
Average value per object to be processed <i>(i.e., average revenue gain from successfully processing one object)</i>
Revenue gains due to reduction in cycle time per year <i>(= average value per object * (expected number of objects processed per year ./ current number of objects processed per year))</i>

Labor Cost Savings

Average cost of labor of personnel currently involved in processing one object
(e.g., \$ per hour)

Current average number of personnel involved in processing one object (as-is process)

Expected average number of personnel involved in processing one object (to-be process)

Current average time spent per person in processing one object (as-is process)

Expected average time spent per person in processing one object (to-be process)

Labor savings per object
(= (expected average time per person * expected average number of personnel) ./ (current average time per person * current average number of personnel))

Labor cost savings per year
(= total number of objects per year * labor savings per object * average cost of labor)

Savings Due to Reductions in Process Failure

Total savings in legal costs per year due to expected reductions in process failure

Total savings reimbursement costs per year due to expected reductions in process failure

Other cost savings due to expected reductions in process failure

Savings due to reductions in process failure per year
(= total legal cost savings + total reimbursement cost savings + other cost savings)

Revenue Gains from Process Improvement

Total expected revenue per year from use of discounts

Total expected revenue per year from achieving bonuses

Other revenue gains

Revenue gains per year
(= revenue from discounts + revenue from bonuses + other revenue gains)

Intangible Benefits

Reduced training and support

Reliable audit control

Increased goodwill

Improved job satisfaction

Labor freed for other activities

Improved knowledge via statistics

Scalable
(ability to cope with volume growth)

Total estimated value of intangible benefits
(= sum of all intangible benefits)

Cost of Workflow Implementation

Cost of gathering requirements (once-only)
(includes labor cost of personnel gathering requirements and labor cost of personnel from whom requirements are gathered)

Cost of workflow design (once-only)
(includes labor cost of designer, labor costs of process owner assisting design, and cost of quality assurance review)

Cost of workflow development (once-only)
(includes labor cost of developer, system costs for development, and cost of quality assurance review)

Cost of testing (once-only)
(includes labor cost of developer, system costs for testing, and labor cost of testers)

Cost of support per year (ongoing)

(includes workflow administration costs, help desk costs and cost of maintaining support website)

Training costs per year (ongoing)

(number of personnel to be trained, average training time, labor cost of personnel to be trained, labor cost of trainers)

Total cost of workflow implementation

(= sum of all costs of workflow implementation)

ROI Calculation

Savings

(= gains due to reduction in cycle time + labor cost savings + revenue gains + gains due to reduction in failure + estimated value of intangible benefits)

Return on investment

*(= savings * 100 / total cost of workflow implementation)*

Quality Assurance Design Review

For the quality assurance design review, the original requirements-gathering document and design documentation should be available. The following checklists should be used when developing the content for your quality assurance design review.

Process Name

Process Owner
Workflow Designer
Workflow Name

Process Impact

Describe the workflow in detail. <i>(A text description and a flowchart should be used.)</i>
Does the workflow design match the business process requirements as specified by the process owner? If not, what is different and why?
Describe how the workflow will achieve the expected benefits and success criteria. <i>(Be specific, e.g., automation of posting step is expected to save 10 minutes per process instance.)</i>
Describe what metrics will be used to measure the success criteria. <i>(Include references to what reports/statistics will be used, and references to design specifications of any new reports/programs created to support the gathering of statistics and measurement of criteria.)</i>

Workflow Design

Is the workflow design well structured? <i>(Specify how the workflow will be broken into subworkflows if necessary.)</i>
Is exception handling consistent throughout the workflow? If not, why not?
Is retry handling of failed automated (background) tasks consistent throughout the workflow? If not, why not?
Is deadline handling consistent throughout the workflow? If not, why not?

How does the workflow design ensure good performance?
(E.g., justify choice of transactions, BAPIs, function modules to be used in underlying methods; justify choice of background versus dialog tasks; specify any start conditions or check function modules used to prevent unwanted workflow instances from being created?)

Does the workflow design make maximum use of existing workflow components such as object types, tasks, subworkflows?
(Where existing components have not been used, justify why new components were needed.)

Does the workflow design cope with other system activities occurring while the workflow is in progress? If not, why not?
(E.g., in an approvals process, change/deletion of the object to be approved should be detected and handled by the workflow.)

Does the workflow design allow for restart in the event of error? If not, why not?
(Indicate how the workflow will be restarted or corrected in the event of possible errors.)

Organizational Impact on Agents

List all dialog steps, that is, all steps requiring agent participation.

Per dialog step, estimate the number and frequency of work items.

Per dialog step, estimate the average and maximum number of work items per agent.
(E.g., 100 work items/day split between 20 agents = Average 5 work items/day.)

Per dialog step, estimate the average time required to complete a work item.

Per dialog step, calculate the total time to be spent per agent per day executing work items.

How does the workflow design help to ensure maximum speed of work item execution?
(Describe critical information to be provided in the work item instructions; describe any other features used, e.g., secondary methods.)

Organizational Impact on Data Maintenance

Describe how agents will be determined for each dialog step.
(Include any rules that will be used, such as references to the design of any new rules to be created.)

What data will be used to determine agents?

Estimate the volume of data to be maintained for correct agent determination.
(Indicate whether the data already exists or will be created for the workflow.)

If existing data used for agent determination needs to be cleansed before use, specify who will cleanse the data, and estimate the time required.

For any new data to be maintained, specify who will maintain the data and the time required to do so.
(E.g., 2 hours prior to go-live, 10 minutes per day after go-live.)

Who will be responsible for determining the correct agent in the event of agent determination failure?
(This should be a business contact not a technical person.)

Apart from agent determination data, is there any other new or existing data that will require maintenance (additional to current maintenance)? If so, specify who is responsible for maintaining this data and estimate the additional maintenance burden.

Communication and Support Impact

Who is responsible for communicating the workflow design and any changes to agents and other affected personnel?

How will the workflow design and changes be communicated?
(E.g., newsletter, website, meeting?)

Who is responsible for handling support issues from agents and affected personnel?
(E.g., help desk?)

How does the workflow design help to minimize support issues and resolution time?
(E.g., self-help included in work items such as "You have received this work item because..." plans for instructions to be written or vetted by experienced agents?)

Estimate the criticality of error resolution, that is, at what time will unresolved errors in an instance workflow cause significant pain to the organization, and what steps are most critical.
(E.g., all errors up to and including the posting step must be resolved within three days; otherwise, a financial/legal/goodwill loss will result due to...)

Training Impact

What proportion of agents will require basic workflow training?
(E.g., training in how to access, execute, complete work items, optimum inbox usage?)

Estimate time required per agent for basic workflow training.

Estimate time required per agent for workflow training for this specific workflow.

Estimate time required to train support personnel in resolving issues with the new workflow.

Who is responsible for preparing and delivering training?

Will any other personnel require training as a result of this workflow?
(E.g., escalators, personnel sent automatic email notifications from the workflow?)

System Impact

Estimate the number of new workflow instances that will be created per day.

Estimate the number of new work items created per day.

Estimate the number of new events, triggering and terminating, that will be created per day.
(Include events that will be raised but never used due to check function modules or start conditions.)

Estimate the number of deadlines that will be created per day.
(I.e., the number of deadlines to be checked, regardless of whether the deadline is exceeded or not.)

Estimate any peaks and troughs in the creation of workflow, work item, event, or deadline instances.
(E.g., 60% of all events raised between 08:00 and 09:30.)

Describe any hardware or network changes that will be required to support this workflow.
(E.g., setting up network connection between SAP system and inbox used for work item delivery.)

Describe any new background jobs to be scheduled or changed to support this workflow.
(E.g., if this is the first workflow to use deadlines, the deadline background job SWWDHEX will need to be scheduled.)

Security Impact

Estimate number of new user Ids to be created for agents.

Estimate number of agents who will require changes to their security profile.

Describe what security changes will need to be made.
(Include possible agent assignment, i.e., consider whether assignments will be to job/position/profile generator role, and whether non-Basis security will be involved, such as HR structural authorizations.)

Who is responsible for creating/changing user profiles?

Sign-Offs

Process Owner

Workflow Designer

Workflow Developer

Workflow Administrator

System Administrator

Security Administrator

Support Representative

Education Representative

Verification Tests

You can run the following tests to ensure that business objects, tasks, and workflows are working correctly. Note that most test tools are available via Transaction SWUD (Workflow Diagnosis).

Components of Object Types

Test Purpose	Testing Tool
Attribute	
Attribute value is correct for all object instances.	Test option in Business Object Builder (Transaction SWO1)
If attribute value does not exist, an empty value is returned, not an error.	
Method	
Execution works correctly.	Test option in Business Object Builder (Transaction SWO1)
Asynchronous methods only: Execution triggers terminating event only when method has been successfully executed.	Test option in Business Object Builder (Transaction SWO1) and Event trace (Transactions SWELS/SWEL)
Input parameters can be entered and affect the method as expected.	Test option in Business Object Builder (Transaction SWO1)
Output parameters and results return expected values.	
Exceptions are raised as expected, including the following: <ul style="list-style-type: none"> ▶ Object does not exist ▶ Bad input parameters ▶ Improper end of execution (especially important for synchronous methods) ▶ Error returned by underlying code such as eCATTs and "Call transaction using" 	

Single-Step Task

Test Purpose	Testing Tool
Dialog Task	
Work item and long texts appear correctly.	Test task (Transaction SWUS), workflow log and SAPoffice work item display
Possible Agents Are Correct	
Execution works correctly.	<ul style="list-style-type: none"> ▶ Test task (Transaction SWUS) and workflow log ▶ Check effect on application via relevant application transactions
Successful execution completes the work item (includes testing terminating events).	Test task (Transaction SWUS) and workflow log
Canceled execution does <i>not</i> complete the work item.	Test task (Transaction SWUS), workflow log and SAPGUI work item display
Background Task	
Execution works correctly in background.	<ul style="list-style-type: none"> ▶ Test task (Transaction SWUS) and workflow log ▶ Check affect on application via relevant application transactions
Successful execution completes the work item (includes testing terminating events).	<ul style="list-style-type: none"> ▶ Test task (Transaction SWUS) and workflow log ▶ Check terminating event linkage via SAPGUI work item display, event instance linkage log (Transaction SWEINST), and workflow log
Unsuccessful execution does <i>not</i> complete the work item.	Workflow log
Recovery or restart of unsuccessful execution is possible.	Workflow log and administration reports that include restart options (e.g., Transaction SWI1)

Rule

Test Purpose	Testing Tool
Rule container allows entry of expected criteria combinations.	Agent-determination-rule test option (Transaction PFAC)
Responsibility rules: results are as expected, including use of responsibilities with different priorities.	
Function module rules: rule container read successfully.	Agent determination rule test option (Transaction PFAC) and function module test option (Transaction SE37)
Function module rules: agent determination is correct.	
Function module rules: No agent found returned correctly.	

Workflow

Test Purpose	Testing Tool
Triggering event starts the workflow.	<ul style="list-style-type: none"> ▶ Event trace (Transactions SWELS/SWEL) ▶ Determine instances for task
All necessary details passed from triggering event to workflow.	Workflow log
All steps tested.	
Workflow completes correctly.	
All underlying tasks tested (new and existing).	Test task (Transaction SWUS)
All data passed from workflow to tasks/rules correctly.	<ul style="list-style-type: none"> ▶ Workflow log ▶ Container monitor
All agent assignment works correctly.	<ul style="list-style-type: none"> ▶ Workflow log ▶ Work item: check all agents for each step (selected/possible/excluded)

Event

Test Purpose	Testing Tool
Application raises event correctly.	Event trace (Transactions SWELS/SWEL)
Start conditions/check function modules exclude unwanted workflows.	<ul style="list-style-type: none">▶ Event trace (Transactions SWELS/SWEL)▶ Generate event (Transaction SWUE) for debugging
Triggered event starts the correct workflows.	Event trace (Transactions SWELS/SWEL)

Quality Assurance Implementation Review

For the quality assurance implementation review, the original requirements-gathering document, design documentation, and development documentation should be available, as well as system access to view the workflow itself. These checklists provide important topics you should be sure to review before a workflow is implemented in your quality assurance system.

Process Name

Process Owner
Workflow Designer
Workflow Developer
Workflow ID <i>(If there are subworkflows, this should be the main workflow ID, or else complete one document per workflow and for each subworkflow.)</i>

Per Object Type

Is object type new or existing?
Which standard SAP business object has been used as a parent? If no standard SAP business object has been used as a parent, why not?
Has the standard SAP business object type been delegated to the new business object type? If not, why not?
Have naming conventions for business object, attributes, methods, and events been correctly applied?
Have attributes, methods, and events been assigned correctly to the business object according to good object-oriented design and maximum reusability? <i>(Look for close relationships between attributes/methods/events and the object to which they belong; look for use of attributes based on object references to allow maximum reuse of other objects.)</i>
Have attributes and methods been coded for optimum performance? <i>(Consider the use of buffering within the object, consider choice of background tasks versus virtual attributes, and consider techniques used in underlying code.)</i>
Have attributes been coded to ensure that when no value exists, an empty value is returned and not an error?
Do method parameters have meaningful names and appropriate Data Dictionary or object type references?

Have methods been coded to ensure that possible errors in the underlying code are adequately reported via exceptions?

Have all exceptions been appropriately marked as temporary, application, or system to ensure appropriate action is taken in the event of an error?

(Affects whether the work item sits in the inbox awaiting manual retry or is reported to a workflow administrator.)

Is the choice of synchronous versus asynchronous appropriate for each method?

(As a rule of thumb, display methods should be synchronous; change methods should be asynchronous. Justify any non-standard choices.)

Is the choice of background versus dialog method appropriate for each method?

(Check that the agent is adding value via the dialog method; otherwise, the method should be automated, i.e., background.)

Have appropriate object interface relationships been used?

(Generic programming should be encouraged. In particular, interface IFFIND should always be implemented, so that maximum use can be made of standard workflow reports.)

Is the object type adequately documented online?

(Check for use of documentation areas and good comments in attribute/method code.)

Per Task

Have naming conventions been correctly applied?

Does the task have appropriate and effective work item texts and instructions?

(Most salient details should be toward the start/top of any texts so that experienced agents can make decisions quickly; texts/instructions should be viewed and signed off by an experienced agent familiar with the activity to be executed via this task. Ensure that even background tasks have good work item texts to assist error resolution.)

Have background processing/confirm end of processing options been set appropriately?

Have appropriate terminating events been defined for asynchronous tasks?

Have appropriate possible agents been assigned to the task?

(In particular, any use of the general task attribute must be justified. Look for appropriate use of assignments to profile generator roles, jobs, or positions.)

Has the task been adequately documented online?

Per Rule

Have naming conventions been correctly applied?
Is the type of rule appropriate? <i>(E.g., responsibility rule used in preference to function module rule where possible?)</i>
Is the rule container correctly defined? <i>(Look for appropriate use of Data Dictionary, object type references, and meaningful names assigned to container elements.)</i>
Have realistic combinations of criteria been tested against the rule?
Have "no valid agent" scenarios been tested?
Has the TERMINATE IF RULE RESOLUTION HAS NO RESULT flag been set appropriately?
For responsibility rules: Has the effect of priority settings on agent choice been tested?
For function module rules: Has the function module been coded for best possible performance?
Has the rule been adequately documented online, including instructions for related data maintenance?

Per Event

How will the event be raised by the application? <i>(Include what data maintenance if any will be needed to configure the raising of the event and event linkage in the production environment.)</i>
Will any check function modules or start conditions be used to limit the number of workflow instances created? If not, why not?
For each start condition: Is the logical expression well formulated, and does it match the business requirements?
For each check function module: Has the check function module been coded for best possible performance?
For each check function module: Is the code appropriate for the business requirements?

Per Workflow

Have naming conventions been correctly applied?

Is the workflow well structured?

(Look for appropriate use of subworkflows and lack of redundancy.)

Is exception handling consistent throughout the workflow? If not, why not?

Is retry handling consistent throughout the workflow? If not, why not?

Is deadline handling consistent throughout the workflow? If not, why not?

Do workflow container elements have meaningful names?

Is the binding correct between:

- ▶ Triggering event and workflow?
- ▶ Tasks and workflow?
- ▶ Rules and workflow?

(Check whether any hard-coded constants are justified; check that there are no unnecessary bindings because these cost unnecessary processing time.)

Do all dialog tasks have appropriate agent assignments?

(Check possible, responsible, excluded, deadline, and notification agents as necessary. Responsible agents should be assigned to rules or expressions. Possible agents should be assigned to profile generator roles, jobs, or positions.)

Have all modeled deadlines been structured correctly?

(Use the modeled deadline wizard as a guide.)

Have all steps that send emails been implemented as send mail steps for clarity?

(I.e., rather than use a normal activity step?)

For any loop/until steps: Check that the loop expression cannot result in an infinite loop, that is, that it will end.

Does the workflow permit restart in the event of error from any point where error is likely to occur? If not, why not?

(If background tasks fail, check whether the workflow can be restarted. Details of the restart process should be in the troubleshooting guide provided to the support/workflow administrator.)

Does the workflow cope with other system activities occurring while the workflow is in progress? If not, why not?

Do all steps and outcomes have meaningful descriptions?

Metrics

How will the success criteria for the workflow be measured?
(Detail any new reports/programs to be used to gather and/or evaluate workflow statistics.)

General

Have all components of the workflow and the workflow as a whole been tested adequately?
(Preferably testing should involve one or more agents who then sign off the testing.)

Has the work item delivery method been tested?
(This is particularly necessary if work items are to be delivered to an external inbox.)

Has a troubleshooting guide been created and signed off by support representative and workflow administrator?

Has appropriate documentation and examples been given to the education representative for training preparation and delivery?

Has appropriate offline documentation been created for future workflow designers/developers?
(Must be sufficient documentation to allow workflow designers/developers to understand what has been developed and why.)

Sign-Offs

Process Owner

Workflow Developer

Workflow Administrator

Going Live

The following checklists include final checks to be made before go-live.

Process Name

Process Owner
Workflow Designer
Workflow Developer
Workflow ID <i>(If there are subworkflows, this should be the main workflow ID, or else complete one document per workflow and for each subworkflow.)</i>

Workflow Readiness

Have all components of the workflow, including the workflow itself, been transported to the production environment? <i>(Ensure all business object types, object type delegation settings, event triggering, event linkage, start conditions, check function modules, rules, tasks, subworkflows, and so on have been transported and checked. Make sure all object types have been generated, and all function modules are active.)</i>
Has the correct version of the workflow been activated?
Have appropriate possible agents been assigned to all tasks?

Data Readiness

Has all agent determination data been entered or cleansed?
Has any other data critical to the workflow been entered or cleansed? <i>(E.g., configuration changes to the application, master data changes?)</i>

Agent Readiness

Have all agents been trained in basic workflow and inbox use?
Have all agents been trained for their activities in this specific workflow?

Have all agents been assigned appropriate user IDs?
Have all agents been assigned appropriate security access?
Have all agents been informed of the go-live date?
Have any last minute changes, support contact numbers, or websites been communicated to agents? (E.g., a day 1 "survival pack" newsletter or email?)

System Readiness

Has the workflow environment been activated? <i>(This should only need to be done if this is the first workflow to be used in the production environment.)</i>
Have all hardware and network connections been changed as necessary?
Have all new/changed background jobs been included in the job schedule?

Support Readiness

Has the troubleshooting guide been given to support representative/workflow administrator?

Sign-Offs

Process Owner
Workflow Developer
Workflow Administrator
System Administrator
Security Administrator
Support Representative
Education Representative

Housekeeping

The following checklists include checks to be made periodically in the production environment. The health check takes approximately 10 minutes to perform. Perform the health check once a week depending on how critical your processes are. You may want to perform it more often, for example, once a day the first week after going live in your production environment with your first workflow. In the steps that use date ranges as input parameters, make sure that the range is equivalent to the frequency of the checks, for example, daily, weekly, or monthly.

Workflow System Health Check

Check that there are no workflows or work items in error.

Use Transaction SWI2_DIAG . Enter an appropriate date range. Expected result: No work items found.

Check that the workflow system customization is valid.

Use Transaction SWU3. In the workflow runtime environment, all items should have a green tick. If the RFC destination shows a red cross, use the TEST RFC option to check that it is working correctly (red cross should change to green tick).

Check that there are no hanging event linkages or background tasks on the transaction RFC queue.

Use Transaction SM58. Enter the workflow system user (WF - BATCH) and an appropriate date range. Expected result: No entries found.

Check that the event log is switched off.

(Active event logs are a drain on system performance. Use Transaction SWELS.)

Check that the technical trace for outgoing mails and work items is off.

(Active traces are a drain on system performance. Use Transaction SCOT and menu option GOTO • TRACE. The trace should be off for all communication types.)

Check that scheduled background jobs are running successfully.

(Use Transaction SM37. Search for the job name as indicated in the next section, Scheduled Background Jobs to Be Monitored. Check that the jobs exist and that they have finished successfully. Compare how often the jobs actually run against their expected schedule.)

Scheduled Background Jobs to Be Monitored

Is SWWERRE running periodically?

(This job initiates re-execution of failed background tasks up to a maximum number of retries, and reports errors to the workflow administrator.)

Is SWDHEX running periodically?

(This job evaluates work items with deadlines for outstanding deadlines and initiates the deadline response as implemented in the workflow. This job should only be regularly scheduled if "periodic" monitoring has been chosen in Transaction SWWA. Note that deadlines are evaluated only when the job is run, therefore, total time to raise deadline = baseline date/time for deadline + deadline period + time until next SWDHEX job runs.)

Archiving Requirements

Per workflow, how long do the workflow logs need to be accessible?

(This decision affects how often archiving should be performed and whether additional reports need to be written to keep a summary of the workflow logs.)