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| Test Script  SAP S/4HANA - 18-09-20 | public |
| Situation Handling (31N) |

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# Purpose

Situation Handling recognizes business situations by evaluating conditions (rules) on business facts. A business situation occurs when a business object changes a status relevant to a user, when critical deadlines are passed, when a KPI passes a threshold, and so on.

Professional users need the rich functionality of SAP software that reflects the increasing business complexity. At the same time, they ask for simplified UIs and an amazing user experience. If we know how the users behave and what their actual requirements are in a concrete situation, we can provide the right information on the spot.

Situation and context awareness allow users to focus on data and functionality that is relevant for the user in the current situation.

This document provides a detailed procedure for testing this scope item after solution activation, reflecting the predefined scope of the solution. Each process step, report, or item is covered in its own section, providing the system interactions (test steps) in a table view. Steps that are not in scope of the process but are needed for testing are marked accordingly. Project-specific steps must be added.

# Prerequisites

This section summarizes all the prerequisites for conducting the test in terms of systems, users, master data, organizational data, other test data and business conditions.

Within this scope item, the My Situations (F4154) SAP Fiori app is being used. Retrieve the required metadata from the SAP Fiori apps library and make sure the correct assignments are in place for the Business Users you are using to see the app on the SAP Fiori launchpad.

## System Access

|  |  |
| --- | --- |
| System | Details |
| System | Accessible via SAP Fiori launchpad. Your system administrator provides you with the URL to access the various apps assigned to your role. |

## Additional Manual Configuration

Before you can test this scope item, you must have completed the additional configuration steps that are described in the Set-Up Instructions for this scope item. These configuration steps are specific for your implementation and include mandatory settings that are not delivered by SAP and must be created by you. For more information, refer to the Set-Up Instructions for this scope item on [SAP Best Practices Explorer](https://rapid.sap.com/bp) (https://rapid.sap.com/bp/#/browse/scopeitems/<enter the scope item ID>).

# Overview Table

In this test script, we describe the following process steps in the table below for this scope item:

If your system administrator has enabled spaces and pages on the SAP Fiori launchpad, the homepage will only contain the essential apps for performing the typical tasks of a business role.

You can find all other apps not included on the homepage using the search bar.

If you want to personalize the homepage and include the hidden apps, navigate to your user profile and choose Settings > App Finder .

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step | Business Role | App/Transaction | Expected Results |
| [My Situations](#unique_6) [page ] 5 | Employee - Situation Handling | My Situations (F4154) |  |

# Test Procedures

This section describes test procedures for each process step that belongs to this scope item.

## My Situations

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

The My Situations (F4154) app is the generic app to view and access all open object-based situations which have occurred in the SAP S/4HANA system. Notifications are only created in the system once the required configurations in the situation template (including notification recipient settings) are set up (please refer to the Set-Up Instructions for this scope item). In this app, the user has two options and can:

* Close a situation manually.
* Navigate from the situation list entry to the situation object page.

Note that this navigation is only possible when the user has the business authorization (business role) required to access the underlying business objects.

Prerequisite

Your end user must be assigned as situation recipient (in the situation type) and there must be some open situation notifications in the SAP S/4HANA system.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to SAP Fiori launchpad as an Employee - Situation Handling |  |  |
| 2 | Access the App | Open the My Situations (F4154) app. | You see all open situations in your area of responsibility. |  |
| 3 | Close the Situation | Select a situation from the list, then choose Close Situations in the top right corner of the window. | There are three statuses available for closing the situation manually:   1. Situation Resolved 2. Situation Obsolete 3. Situation Invalid |  |
| 4 | Confirm the Selection | Select one of the three options, then choose Confirm. | The status of the situation notification is changed, and is no longer showing on the list. |  |
| 5 | Navigate to the Corresponding App for the Situation | Select a situation notification from the list. | You navigate to the corresponding app for the affected business object. If you don't have the authorization to navigate to the business object, an error message will be displayed. |  |

Typographic Conventions

|  |  |
| --- | --- |
| Type Style | Description |
| Example | Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options.  Textual cross-references to other documents. |
| Example | Emphasized words or expressions. |
| EXAMPLE | Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE. |
| Example | Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools. |
| Example | Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation. |
| <Example> | Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system. |
| EXAMPLE | Keys on the keyboard, for example, F2 or ENTER. |

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