



Digital Campus and IT  
Services Office (DIGITS)

# Terabytes

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## Welcome to Issue No. 7 of TERABYTES!

DIGITS (Digital Campus and IT Services) Office is IISc's hub for digitalization. It is a unit set up by the Institute to plan and create a best-in-class information technology (IT) and networking system for the campus, and to implement agile IT and networking services for operational excellence in the Institute. "TERABYTES" is the newsletter published by DIGITS at regular intervals. The first six issues of TERABYTES were published in October 2017, April 2018, October 2018, April 2019, November 2019, and July 2020. Welcome to this the seventh issue.

## **Project ISTAR: Wave 2 Go-Live in January 2021**

Project ISTAR (Implementing SAP S/4 HANA for Transforming Administration and Research) for ERP implementation is being executed in two waves:

- WAVE 1 modules: Finance & Accounts; CSSP; HR & Payroll; Stores & Procurement
- WAVE 2 modules: Student Lifecycle Management (SLcM); CCMD; Hostel & Mess

Wave 2 is all set to go live on January 4, 2021. The blackout period commenced on Dec 25, 2020. All legacy systems have been shut down for transactional operations. Data migration activities have commenced from December 26, 2020. Legacy data comprises master data and transactional data. Master Data extracted from the legacy systems on November 16, 2020 along with changes in master data between November 16, 2020 and December 25, 2020 were migrated into the production system by December 28, 2020. Subsequently, transactional data (aka cutover data) is being migrated into the production system.

We have included an informative FAQ on Wave 2 Go-Live at the end of this newsletter.

### **SAP Solution Manager (SolMan)**

Once Wave 2 goes live, there will be a stabilization period for the implemented applications SLcM, Hostel and CCMD. During the Post GoLive period, core users and end-users (faculty, students, department staff, and Academic Section and UG Office staff, Hostel Office Staff and CCMD Staff) may face a variety of issues such as: SAP Log in and password issues, Access issues to some processes and tiles in their Fiori Screens, data and report issues, etc. In order to quickly address these issues, SolMan (SAP Solution Manager) application is highly recommended to be used for communicating an incident by raising a ticket. Here is the link for the SAP SolMan application in IISc:

[http://sapsmpv.iisc.ac.in:8004/sap\(bD1lbiZjPTlwMCZkPW1pbg=\)/bc/bsp/sap/crm\\_ui\\_start/default.htm?sap-client=200&sap-language=EN](http://sapsmpv.iisc.ac.in:8004/sap(bD1lbiZjPTlwMCZkPW1pbg=)/bc/bsp/sap/crm_ui_start/default.htm?sap-client=200&sap-language=EN)

All SAP users in IISc have been provided with SolMan User IDs and passwords by the SAP-Support team to raise tickets. They can raise tickets in the form of (i) incidents for implementation issues, production bugs/hot fixes, data errors, (ii) service requests for user credentials (SAP User IDs/Passwords, accesses to processes and reports), maintenance of master data and configuration tables etc.), and (iii) change requests for minor or major enhancements and customized developments and track the progress of the resolution and deployment of the solution until the closure of the ticket(s). The ISTAR Core Support team of DIGITS and the Wipro's O&M Support team track the incidents and requests, and regularly address them on the basis of priority (Critical, high, Medium Low) as per their service level agreement (SLA) with IISc. Users, ISTAR Core Support team, and Wipro's O&M Support

team members will update the SolMan log with the progress status of the tickets chronologically to ensure its traceability and tracking to closure. The typical status of a ticket can be “New,” “Open,” “In progress,” “Inputs/Clarification awaited from the Business User,” “Inputs/Clarification awaited from SAP,” “Resolved,” and “Closed.”

There is a video tutorial on the DIGITS website which provides the step by step procedure how to log on to SolMan, raise a ticket, describe the problem briefly, mention the functional module (eg. SLcM, Hostel, CCMD, Finance, Purchase, HR, Payroll, Projects), and set the priority. This can be accessed using the link

<https://digits.iisc.ac.in/solman-sap-solution-manager/>

If you face a problem in raising a ticket in Solman, you may please send an email to [sapsupport@iisc.ac.in](mailto:sapsupport@iisc.ac.in) with the following subject line: “Wave-2: Functional Module Name: Oneliner Issue Description.” Alternately, you may contact i) ISTAR Core Support -SAP User Helpline, ii) SAP Functional & Technical Helpline or iii) DIGITS Basic Helpline. The support personnel contact details are available in DIGITS Webpage - <https://digits.iisc.ac.in/istar-contact-information/>.

### **Implementing Electronic Signatures: Adobe Sign**

Adobe Sign is a Cloud based solution that offers an end-to-end digital document scheme with trusted, legal electronic signatures. Adobe Sign enables to easily initiate, sign, track, manage, and archive digital documents from web or mobile app or from within an organisation. Adobe Sign complies with many regional regulations and industry standards, and is accessible anywhere on any device. Adobe sign is hosted on robust cloud-based service and securely handles large volumes of e-signature) processes, including:

- Managing user identities with capability-based authentication
- Certifying document integrity
- Verifying e-signatures
- Logging recipient acceptance or acknowledged receipt of documents
- Maintaining audit trails
- Integrating with other business applications and enterprise systems

Initiating a document for Adobe Sign requires Adobe license. At IISc, licenses have been provided to all faculty members, all admin officers, and all admin and office staff members who will be needing to use Adobe Sign. An adobe Sign license is required to “initiate” an Adobe Sign “transaction.” An Adobe Sign transaction involves one or more digital documents (it could be for example, a combination of a PDF document, a WORD document, and a JPG file) and enables this set of digital documents to go through a workflow of sequential and parallel steps where in each step, multiple signatures and approvals may be involved. The signatories need not have an Adobe Sign license.

We strongly recommend to you to look up a comprehensive FAQ available on the following link for a detailed overview of Adobe Sign:

<https://helpx.adobe.com/in/sign/faq.html>

We also recommend you to watch the following two video recordings of live events held in IISc.

You are especially encouraged to go through the Q&A session.

Introduction to Electronic Signatures using Adobe Sign

[https://digitsvideos.iisc.ac.in/Videos/Adobe/AdobeSign\\_Event\\_Recording2020Nov04.mp4](https://digitsvideos.iisc.ac.in/Videos/Adobe/AdobeSign_Event_Recording2020Nov04.mp4)

IISc Usecases using Adobe Sign

[https://digitsvideos.iisc.ac.in/Videos/Adobe/AdobeSign\\_Event\\_RecordingII2020Nov27.mp4](https://digitsvideos.iisc.ac.in/Videos/Adobe/AdobeSign_Event_RecordingII2020Nov27.mp4)

Please also look up the Adobe Sign FAQ for IISc use cases:

<https://digits.iisc.ac.in/wp-content/uploads/2020/12/Adobe-Sign-FAQ-Nov-28-2020-1.pdf>

## **Fully Automated Payments to Vendors: APP, VIP, and Cash Management**

IISc is pursuing its strategy for fully automated payment system to all its vendors through the SAP module. As a first step, it is critical to ensure that we have accurate vendor information especially their validated authentic Bank details. In SAP, there is a provision to register the vendor details. However, it is carried out now by primarily by IISc Purchase section users as external vendors are not an integral part of the SAP Sourcing & Procurement module. DIGITS, with the help of the Integra Micro team, has implemented VIP (Vendor Information Portal) in August,2020, which is now accessed by all the external vendors to update their Bank details with documental evidences. The captured vendor information details are uploaded into SAP Vendor database through an interface regularly.

As part of the Basic Cash Management in S/4 Finance, we have recently implemented the Automated Payment Program (APP), which serves the purpose of posting accounts payable like payment to a vendor based on vendor invoices through automated payment run. It generates a payment file in the pre-defined format (as provided by the SBI and the Canara Bank) through a customized setting in the transaction. The payment file is downloaded and submitted to the banks in the respective electronic formats of the banks to enable them to upload the same in their system and automatically transfer the payment to the respective vendors' accounts.

APP is used to find out due/overdue invoices and to process a list of customer and vendor invoices to make payments in one go. It also import/upload electronic bank statements (for Bank statement reconciliation with General Ledger). However, as Bank Communication Management is not part of the Basic Cash Management in S/4 Finance, end-to-end payment automation is not possible through APP. Therefore, DIGITS has procured the Cash & Liquidity Management licenses as part of Advanced Cash Management module of SAP, where Bank Communication Management (BCM) is included. BCM is a workflow based process for Outgoing Payment Management with the possibility of grouping payments, approving payments, monitoring of payments, sending payment instruction to bank through SWIFT network . Liquidity Plan/Cash Flow Plan from BPC on S/4HANA can be brought into Cash Management, to generate plan vs actual variance analysis for cash flow & liquidity. We are expecting to implement the complete payment automation to vendors using advanced Cash Management by February 2021.

### **No Dues Portal for Graduating Students**

An essential requirement for any graduating student is to produce a No-Dues certificate which is a record of the fact that the student does not owe any dues to different sections in the Institute such as the student's Department, the Finance section, the Library, Computer Centre, etc. This requires signoff by as many as 10 sections/units. Due to the current pandemic situation, this has to be managed innovatively. DIGITS has designed and implemented an innovative portal that obtains online signoff from the 10 units/sections and automatically generates a No-Dues certificate for the students after all the steps are completed. So far, more than 400 students have obtained no dues using this portal. Once SLcM goes live, this portal will be deactivated for any fresh no due applications. However, the no due certificates already applied for will be completed using this portal.

### **TINA (Telecom and Internet Access)**

During August-December 2020, the TINA team has completed many important tasks despite the pandemic.

**OFC Backbone:** The campus network can be modelled as a multi-level tree, with main departmental switches as vertices and fibre-optic links as edges of the graph. This causes two problems: (a) a single fibre cut results in multiple departments losing connectivity, (b) even if there is no fibre cut, power failure in an upstream departmental switch results in loss of the network in other departments. The TINA team has completed a major upgrade of the OFC backbone to bring in connection redundancy and resilience to power failures.

**Hostel Wi Fi Coverage:** WiFi connectivity in hostels has been a long-standing demand of students. TINA took up in May 2020 the massive task of procurement of access points and switches, extension of the campus OFC backbone to the hostels, as well as Ethernet cabling in all blocks.

This task has been completed successfully record time and “iiscwlan” is now available in all the hostel blocks. It will soon be available on the Gymkhana side of the campus as well. Students in the hostels have started using the WiFi network already and are satisfied with the experience.

### **Video Security Equipment (VISE)**

The VISE committee is headed by Prof. Venkatesh Babu and the committee has recently been reconstituted. The campus currently has video cameras installed in key locations for obtaining live feed from these locations (as a part of Phase 1). Phase 2 of VISE has now been initiated and partly completed. In the first stage of Phase 2, 70 cameras have been installed in 38 locations using the existing OFC backbone. This Phase became fully operational by December 2019. In the second stage of Phase 2, more than 30 additional locations are being covered using the upgraded OFC backbone. The tendering process is commencing soon and this phase will be fully operational by March 2021.

### **Google G-Suite, Grammarly, Power BI, Overleaf**

**Google G-Suite:** Google India has provided a complimentary subscription to G Suite, their bouquet of powerful products with enterprise features. This includes **enterprise versions** of all their applications such as Google Meet, Google Classroom, Gmail, Google Drive, Google Forms, Google Sheets, Google Slides, Google Maps, etc. All faculty members, admin officers, and students have been provided with G-Suite accounts. The following link provides a tutorial introduction through a DIGITS live lecture:

<https://digits.iisc.ac.in/digits-live-lectures/introduction-to-gsuite-and-google-meet-features/>

**Grammarly:** Grammarly is a popular, third-party, automated grammar, proof-reading, and writing revision tool for academic writing. Grammarly does not fix the writing for you but provides useful feedback. It is for the writer to decide what suggestions are most appropriate. Here is an FAQ on the Grammarly Tool:

<https://digits.iisc.ac.in/wp-content/uploads/2020/10/FAQ-Grammarly1.2.pdf>

**Power BI:** This is a data analytics and visualisation tool from Microsoft. It is a collection of software services, apps, and connectors which enable graphic and visual insights to be obtained from multiple sources of data. The source data may be an Excel spreadsheet, or a collection of cloud-based and on-premise databases. Power BI lets you easily connect to your data sources, visualize and discover key sections of the data. Multiple licenses of Power BI have been obtained.

**Overleaf:** The Overleaf platform for Latex publishing is designed to enable cloud-based collaborative authoring in academic institutions. This platform is intended to make the entire process of writing, teaching and publishing scientific documents in LaTeX faster, easier, and completely trackable. Overleaf operates by keeping the document in a single central place on the cloud through its entire lifecycle, stored securely, so that students, faculty members, and collaborators can each write, review, or comment on a document using only a web browser. DIGITS is all set to acquire the Overleaf Commons subscription to make Overleaf available to all the faculty and students of IISc. Only GTE (Global Tender Enquiry) clearance is awaited. There are several benefits to the Commons subscription, as opposed to the free version:

- Sharing of document repositories seamlessly among unlimited number of collaborators,
- track changes, version control, single sign on option,
- training and support for users,
- availability of an administrative dashboard that will provide metrics on usage of the software, users, and projects, and
- Commits/edits can be backed up to github/dropbox to recoup any unintentional bad edits that are not so uncommon under deadline pressure.

### **Useful Links in the DIGITS website**

**Live Lectures:** DIGITS is now regularly organizing live lectures as appropriate to benefit a large audience within the campus and helping the ease of use of systems.

All the LIVE Lectures are recorded and the recordings are accessible from the DIGITS homepage at: <https://digits.iisc.ac.in/digits-live-lectures/>

**Intranet:** DIGITS is enhancing the intranet system (<https://intranet.iisc.ac.in>) to allow entry to all the internal IISc portals only through the intranet. Currently from within the intranet access paths are available for academics, amenities feedback system, Campus maintenance, certain portals, Course feedback, Hostel Management etc.

**FAQs:** DIGITS has prepared FAQs for various utilities and key processes. These FAQs are available at: <https://digits.iisc.ac.in/faq/>

**Resources for Online Sessions:** Various resources and guidelines for online resources, such as introduction to Teams, G Suite, and SOPs for research interviews, comprehensive examinations, PhD defense, PhD colloquium, etc. are provided in: <https://digits.iisc.ac.in/sops-for-online-sessions/>

**Network Services:** Various network related and email related services such as configuring WiFi, configuring VPN, Eduroam services, multifactor authentication, etc. are described in: <https://digits.iisc.ac.in/tina/>

**Portals:** DIGITS has set up a number of portals that faculty members, students, staff members and campus community find useful. All these portals and their login details are described in: <https://digits.iisc.ac.in/projects-initiatives/>

### **Did you Know?**

- That you get 1 TB free storage on One Drive.
- That you have a G Suite account and you get abundant storage on Google Drive if you have a G Suite account.
- That you can rearrange the tiles on your SAP landing page to suit your convenience. That you have an account on the Solman tool which is a very convenient that you can use to raise your tickets on the SAP system and track their resolution.
- No department is maintaining an email server now.
- More than 150 websites and 10 web portals of institute's various departments, centres, and facilities and the main IISc site are now hosted by DIGITS on the Azure cloud.
- The equipment lists of all the Departments are now available centrally on the SAP system and there is no need to maintain equipment registers in the departments.
- IISc SAP data resides in the CTrIS datacentre at Hyderabad and is backed up at their data centre in Bangalore.



## DIGITS FAQ on Wave 2 Go-Live

### 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: Student Lifecycle Management (SLcM); CCMD; Hostel & Mess: This wave is set to go live soon (scheduled on January 4, 2021).

### What is Student Lifecycle Management?

The SLcM module is the SAP module for students. The students would be using SLcM for all their day-to-day transactions in the Institute. These include: Course registration, scholarship, hostel and mess operations, leave application, course notifications, submitting travel claims, etc.

Every student will be provided with a SAP user ID which will be the same as the Office 365 User ID. Each student will be provided with an SAP student license.

### When is Wave 2 expected to go live?

Wave 2 is all set to go live on January 4, 2021. The blackout period was initiated on Dec 25, 2020. All legacy systems related to Wave 2, such as Academics Management server (AMS) have been shut down. The following portals which do not have a bearing on Wave 2 will continue to be functional:

1. Admissions portal
2. Admissions portal for international students
3. Hostel Management System (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 platform? Is it secure?**

The URL for accessing the SAP system is: <https://sap.iisc.ac.in>. This uses the HTTPS protocol (HTTP over Secure Socket Layer). HTTPS encrypts and decrypts user page requests as well as the pages that are returned by the web server. It can be used from anywhere in the world on any browser as long as you have an Internet connection provided you are accessing the IISc campus network through VPN. The login ID that you use is the same as your email ID in the iisc.ac.in domain. Existing users (for example faculty members) have to login using the procedure they are already familiar with. The new users (for example, students) will get an email with a first time password. You will be required to change your password after logging in for the first time. Please do not forget your password.

### **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 again?**

Please send email to [shaik.nazeerahmed@wipro.com](mailto:shaik.nazeerahmed@wipro.com) (+91-9704312625) (Internal Phone No: 3669) (Cell: 9704312625) or [janmeyjay.raj@wipro.com](mailto:janmeyjay.raj@wipro.com) (Cell: 7903247046). Your password will be reset and you will receive an email with the new password.

### **Who will be the users of Wave 2 modules?**

The users are of two types: End users and Core Users.

- **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 executed by legacy system?**

The student admission operations and the student mess operations will continue to be covered by the legacy systems. They will be integrated into SAP in due course.

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

Once Wave 2 goes live, it will take several weeks to a few months for the system to completely stabilise. A variety of technical, system related, and business issues could arise. It is important to bring this to the notice of the implementation and operations team. In order to communicate the issues, we strongly recommend the use of a tool called Solman (SAP Solution manager). If you are unable to use Solman, you may please send an email to [sapsupport@iisc.ac.in](mailto:sapsupport@iisc.ac.in) with the following subject line: **“Subject: Wave 2 Issue.”** You may like to include a two or three word description of the specific Wave 2 issue in the subject line.

### **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:

[http://sapsmpv.iisc.ac.in:8004/sap\(bD1lbiZjPTlwMCZkPW1pbg=\)/bc/bsp/sap/crm\\_ui\\_start/default.htm?sap-client=200&sap-language=EN](http://sapsmpv.iisc.ac.in:8004/sap(bD1lbiZjPTlwMCZkPW1pbg=)/bc/bsp/sap/crm_ui_start/default.htm?sap-client=200&sap-language=EN)

The login ID that you use is the same as your email ID in the iisc.ac.in domain. Existing users (for example faculty members) would have already received their password for Solman account. The new users (for example, students) will get an email with a first time password. You will be required to change your password after logging in for the first time. Please do not forget your password.

There is a video tutorial on the DIGITS website which you will find useful:

<https://digits.iisc.ac.in/solman-sap-solution-manager/>

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

Please send email to [shaik.nazeerahmed@wipro.com](mailto:shaik.nazeerahmed@wipro.com)(+91-9704312625) (Internal Phone No: 3669) (Cell: 9704312625) or [janmeyjay.raj@wipro.com](mailto:janmeyjay.raj@wipro.com) (Cell: 7903247046). Your password will be reset and you will receive an email with the new password.

## **How do I access the user manuals?**

The user manuals can be obtained from the DIGITS website: <https://digits.iisc.ac.in>.

Please click “User Manuals” on top hand corner in the main landing page.

## **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 “Hyper-care” period. The DIGITS team and the Wipro team will be on standby to resolve the issue promptly. It is very important to communicate the issues either through Solman or through an email to [sapsupport@iisc.ac.in](mailto:sapsupport@iisc.ac.in).



### Feedback and Helpline:

Since many parallel initiatives are in progress, it is important for DIGITS to get candid feedback on these initiatives. For SAP related queries, please email: [sapsupport@iisc.ac.in](mailto:sapsupport@iisc.ac.in) For any questions, you may please contact: [office.digits@iisc.ac.in](mailto:office.digits@iisc.ac.in) For any specific questions regarding Active Directory implementation and email migration, please contact [emailsupport@iisc.ac.in](mailto:emailsupport@iisc.ac.in) and [networksupport@iisc.ac.in](mailto:networksupport@iisc.ac.in) Please call up internal number 3006 (DIGITS office) for any questions and clarifications. The DIGITS website contains an FAQ on SAP issues which is updated periodically. Emails received on [sapsupport@iisc.ac.in](mailto:sapsupport@iisc.ac.in) are being systematically tracked and attended to using the “Solution Manager” tool. Please activate and use your Solman accounts to raise tickets. Please look up the DIGITS websites for updates.