August 2020

KonnECt

The E-Newsletter from

KE Consulting
Knowledge · Experience · Commitment

Issue 05

1. Dynamics NAV HelpDesk

Microsoft Dynamics NAV

Overview

KE Consulting offers an entire range of Support Services to our Customers for Level 1, 2, 3 and other Customer Centric Services for Dynamics NAV no matter what version you have. These activities will allow our Customers' professionals to focus more on their main business and activities, hence, will enable a better methodology to support its operations in a fast, organised, and reliable manner.

The Service Desk is responsible for monitoring the resolution process of all registered incidents; The process is both predictive and reactive. To react efficiently and effectively therefore demands a formal method of working that are supported by our software tools.

Goals of Incident Management:

- Restore the service as quickly as possible.
- Minimum disruption to users' work.
- Management of an incident during its entire lifecycle.
- Support of operational activities.

Benefits of Unlimited Support:

A long-termed cooperation with our Customers is the highest corporate goal of **KE CONSULTING** - no matter the business or system area. It requires long term, reciprocal benefits out of the cooperation both for our Customers and **KE CONSULTING**. Only in this way, our Customer's satisfaction will be achieved and that motivates our Customers to continue cooperating with **KE CONSULTING** and vice versa. **KE CONSULTING** aims this through:

1. **Support Organization**
2. **Support Centralization**
3. **Support Management**

Level	Description
1	✓ Request reception and ticket registration ✓ troubleshooting ✓ Functional issues (how to?) ✓ Interface issues ✓ Batch issues ✓ Business Data issues ✓ Access rights (Dynamics NAV)
2	✓ Technical Analyses ✓ Functional Analyses ✓ Bug Fixing ✓ Database Analyses ✓ Interface issues
3	✓ Code Debug ✓ Development ✓ Database Performance Analyses ✓ Quality Assurance
OTHER	✓ Unlimited Calls ✓ Quaterly Newsletters ✓ Customer Days (events) ✓ Annual assessment of Infrastructure / Application ✓ Consulting Business Processes (1 day/Year) ✓ Ad-Hoc Support on-site visits ✓ Monthly Status Report ✓ Service Desk Improvement Forum (SDIF) ✓ Predictive System Health check

Class of Service (CoS)

- **Availability -** the total service time = the mean time between failure (MTBF) and the mean time to Resolve (MTTR).
- **Reliability -** Measured against Application malfunction / Failure.
- **Maintainability -** In IT, maintainability is the ease with which the Application can be maintained to: isolate defects or their cause, correct defects, or their cause and prevent unexpected breakdowns, maximize efficiency, reliability, and safety, meet new requirements, make future maintenance easier, or cope with a changed environment.
- **Serviceability** - Percentage of the Application that can be recovered.
- **MTT Response** - Average time elapsed between an incident reported and the assignment of such incident.
- **MTT Resolve** - Average time elapsed between an incident reported and the resolution of such incident.

Predictive Support

KE Consulting will continuously monitor our Customer's operation and will identify, report and fix critical points:

- Database integrity
- Storage capacity
- Performance rates
- Malfunctions (system services, connectivity, etc…)

BIO

Richard O'Gorman - *Senior Support Consultant at* ***KE Consulting****.*

Supports customers by managing and solving all technology issues at Helpdesk. 21 years in ERP software development, support, and consultancy within the UK and Europe. Product lines include Windows Server, Microsoft SQL Server, Microsoft SQL Server Analysis Services. Microsoft Dynamics GP, Microsoft Dynamics CRM, Microsoft Dynamics NAV, and associated products. Crystal Reports, Jet Reports, Zetadocs, Orbis, and Scribe integration.

Richard's skills:

- ✓ *NAV modules knowledge,*
- ✓ *Consultancy,*
- ✓ *Training,*
- ✓ *Bespoke solutions design,*
- ✓ *Documentation and user guide writing,*
- ✓ *Microsoft SQL Server - Installation and Administration,*
- ✓ *Microsoft Dynamics CRM – Installation and configuration,*
- ✓ *Microsoft Dynamics NAV – Core module.*

Richard's Hobbies:
Amateur mechanic and gardener.

Contact Us

Change Management (Workflow)

- Initial engagement between Customer and a Consultant from KEC.
- Consultant will produce a Software Change Request (SCR) document, detailing a proposed solution.
- Consultant will produce a Sales Quote for the work.
- Customer will sign off the design.
- Customer will provide a Purchase Order for the work.
- Work will be scheduled in for development.
- The developed changes will be tested by KEC in the Test System.
- The developed changes will be tested by a Customer User in the Test System.
- The changes will be loaded into Live as agreed with Customer.

Priorities

Severity Level	Description
P1	An incident causing an **extremely serious** impact to the business because of malfunction on the Application (Dynamics NAV) / service(s) affected and/or the number of people affected by the incident. e.g. A complete loss of the Customer's service or the impacted **business function is halted** completely, and interim restoration is either not possible or not acceptable.
P2	An incident causing significant impact to the business because of malfunction on the Application (Dynamics NAV) / service(s) affected and/or the number of people affected by the incident e.g. significant loss of Customer's service, but the impacted **business function is not halted** although interim restoration is not possible or not acceptable.
P3	An incident which affects Customer's service but has a small impact to the business e.g. single user or component affected but the trouble can be circumvented.
P4	Incidents that have a **negligible impact to the business.** Requests or enquiries for information purposes only.

❖ *Contact us today to discover how we can Support you* ***– One month trial (free of charge).***

2. Advisory & Management Consulting Services

Interim Advisory Services

Digital Transformation projects have become a way of life for organizations. While these projects and programs can bring substantial benefits, if not properly managed, they can have a real negative impact on business performance.
Implementing or upgrading an Enterprise Resource Planning (ERP) system such as Dynamics NAV is an investment and effort that begins with strategic planning and extends into implementation and well beyond.

To realise business value, improve performance, and sustain regulatory compliance, companies are seeking to utilize ERP software's functionality to the fullest to help achieve business goals. To help optimise the return on their investment, organisations should seek and maintain an ERP environment that integrates and optimises business processes and technology to realize process and control efficiencies, cost reductions, and effective compliance management.

When designing and implementing an ERP system (Dynamics NAV), an organization should seek a balance across four dimensions:

1. Risk and Controls
2. Process Optimisation
3. Organisation and people
4. Technology

Project Management

KE Consulting provides services for project and programme management, in organizations that have a lack of skilled project/programme resources. We can handle the project management of a project or program and even several workstreams within the project or assist the current Project/Program Managers with the management of their projects, providing guidance and advice.
Our IT Consulting Services offer a range of professional services that cover each aspect of a Digital Transformation implementation life cycle, from strategy development to sustainability.

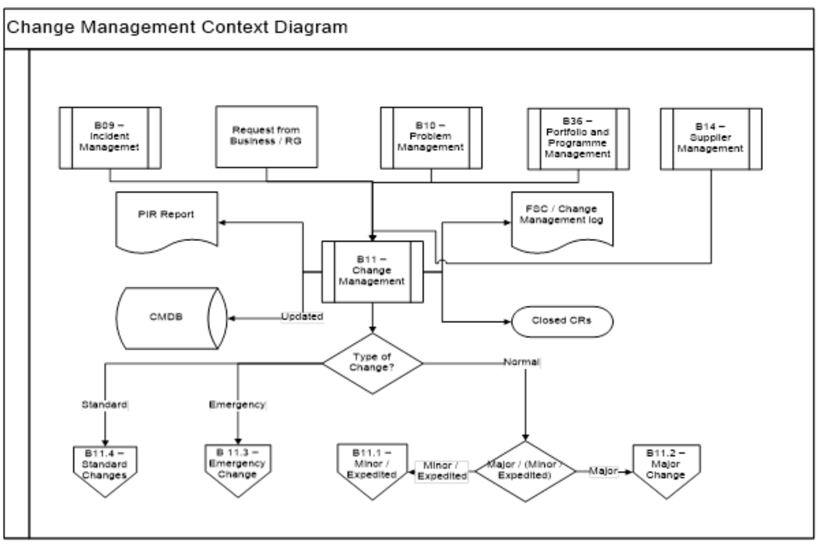
Our services include:

- Dynamics NAV strategy development
- Business process, control design and integration
- Dynamics NAV project risk assessment
- System setup / implementation
- Implementation stabilization and performance
- User access and segregation of duties, rules, design and implementation
- Reporting and business intelligence
- Reporting strategy and assessment
- Data management strategy
- Security and identity management
- Control monitoring tool selection
- Advising IT solutions and services based on requirements (Change Management)
- Managing and supervising the implementation process (Project Management)

Change Management

Businesses must always adapt to change. Businesses are always facing changes from small restructures to major processes, organisation or system integrations. Alongside IT deliverables or technology change, KE Consulting also provides governance and facilitation for clients who undergo business transformational change.

Our consultants will guide and collaborate with individuals, teams and key stakeholders within businesses to ensure objectives are aligned with the primary goals and focused on delivering the benefits. KE Consulting service is made up of two components, **pre-initial assessment** service to determine the scope of the change, and an **ongoing consultation** to ensure the change delivers the expected deliverables and benefits.



Why KE Consulting for business change management?

- Proven track record of dealing with successful change
- Deep understanding of the impact of both great and bad change
- Positive and quality business transformation

Assessment Services

As your business changes and grows, IT services need to keep up to date and ensure it remains fit for purpose helping to drive your business towards its goals. Your IT service provisions are an enabler and key factor for your business achieving this, taking time to analyse and evaluate IT services guarantees a healthy integrated business and IT operations.

KE Consulting provide senior IT and stakeholders with expert insights into the IT Operations and assist with the business future objectives and plans. Targets are created to help align the services to meet the business needs and requirements, through process improvement and definition of deliverables. We provide workshops with key stakeholders to ensure that business needs are met with the service delivery teams and fully engaged in the recommended improvements outlined.
We establish the target maturity levels and identify the optimum maturity level to meet current demands, providing a roadmap of improvement in line with business change.

Business outcomes

- Independent analysis of IT services
- Recommendations for areas of improvements
- Detailed plans to raise maturity of IT services in line with business needs
- Improved alignment with business requirements and expectations
- Guidance on IT operation model and resource

Methodologies

- Agile and Waterfall
- Sure Step (ERP)
- SCRUM Master Certified
- Prince2, TOGAF, PMBOK

3. Tips and Tricks – Using Dimensions for Dynamics NAV365 / BC

The benefits of using Dimensions in reporting are:

- Be able to “slice and dice” your data as your company needs.
- Increase flexibility of your reporting.
- Simplify your Chart of Accounts (COA).
- Avoid using external help in building your own reports.
- Save your time in creating reports by combining Accounts Schedules with Column Layouts and Analysis Views.

You have created your Dimensions and Dimensions Values and have assigned them to your master data. You have been using Dimensions Values on your transactions in the system. How do you now run a report to extract the data, to see where your company has done well and where it can improve? In order to do so, both **NAV and Dyn365BC** have the following tools:

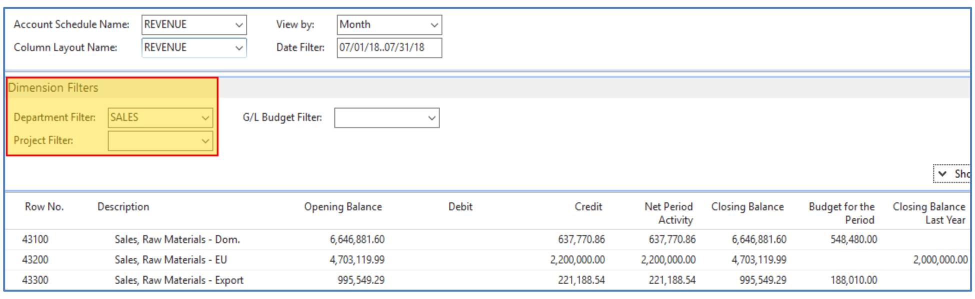
- Account Schedules
- Analysis Views

Account Schedules

Account Schedules are a tool that enables Users build their own reports. Typically these reports are based on the General Ledger (GL) Accounts (Rows) and are further broken down by month or period (Columns) that can be compared to the same period a year ago, for example or to the GL Budget for the given period of time.
Account Schedules can be found in the *Departments> Financial Management> General Ledger> Analysis & Reporting> Account Schedules* in NAV OR under the “Finance” section in the Home Page Ribbon (“Accountant” Role) in D365/BC OR by searching for “Account Schedules” in the Search Box in both D365BC and NAV.
Account Schedules Reports consist of two parts:

1. **Account Schedules** – these are the rows of your report which are typically your GL Accounts AND
2. **Default Column Layout** – these are the columns of your reports which are typically your Accounting Periods, Net Changes, Balances and comparisons to the same Period a year ago or to the Budget.

One of the limitations of Account Schedules is that they typically do not use Rows or Columns as Dimensions which can be useful, for example, in comparing how one of the departments contributed to the revenue of the company compared to another department. It is, however, still possible to do by filtering on each department and running Account Schedule Report twice, one time for each department.
Below is a typical example of an Account Schedule Report run out of the system:



Row No.	Description	Opening Balance	Debit	Credit	Net Period Activity	Closing Balance	Budget for the Period	Closing Balance Last Year
43100	Sales, Raw Materials - Dom.	6,646,881.60		637,770.86	637,770.86	6,646,881.60	548,480.00	
43200	Sales, Raw Materials - EU	4,703,119.99		2,200,000.00	2,200,000.00	4,703,119.99		2,000,000.00
43300	Sales, Raw Materials - Export	995,549.29		221,188.54	221,188.54	995,549.29	188,010.00	

Screenshot 1: Account Schedule Report with “Department” Dimension Filter applied.

As can be seen in Screenshot 1, it is only possible to filter the report by one of the Dimension Values, but the Row and Column titles do not change according to the Dimensions, only the amounts do.
Another limitation of Account Schedules is that they only provide an opportunity to use up to two Global Dimensions. In order to be able to add more Dimensions and to make Dimensions (Dimension Values) as Rows and/or Columns, it is necessary to use Analysis Views Reports. The following section of this post focuses on this tool which is discussed in more details as they provide more flexibility in connection with Dimensions.

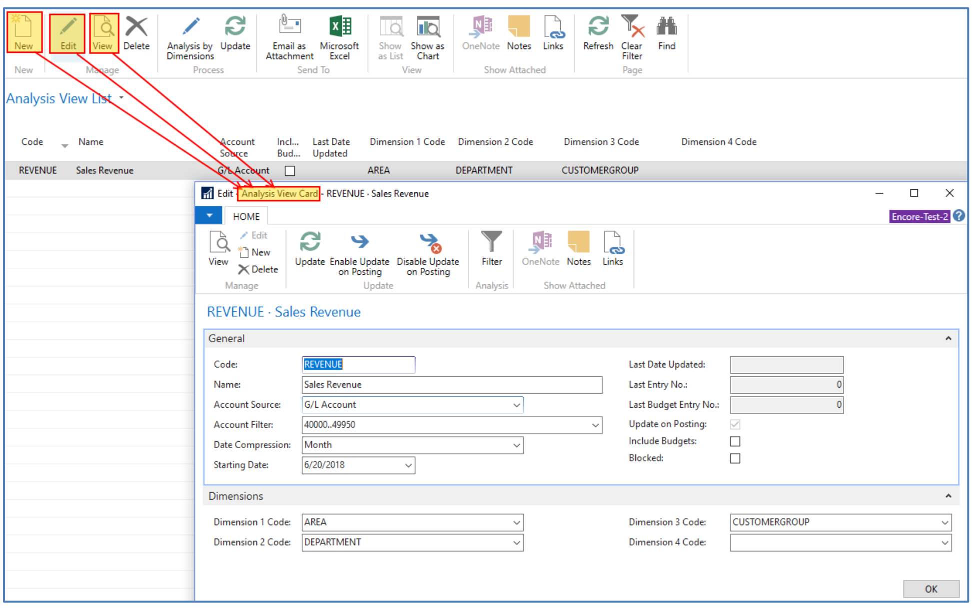
Analysis Views

Analysis View Reports are a reporting tool used to build financial reports in NAV and D365BC which allow analysing data based on Global AND Shortcut Dimensions.
Analysis Views can be found in the ***Departments>Administration>Application Setup>Financial Management>Dimensions>Analysis Views*** in NAV by searching for “Analysis Views” in the Search Box in both NAV and Dyn365BC.
Similar to Account Schedules, Analysis Views consist of two parts:

1. **Analysis View** – it is accessed by clicking on the “New” button in the Ribbon in the Analysis Views List or by viewing or editing an existing one. This is the place where the Dimensions you want to use in your analysis are specified as well as some other options, including:
   - **Code –** the code for this Analysis View (e.g. REVENUE);
   - **Name** – the complete name of the report (e.g. Sales Revenue);
   - **Account Source** – can be either G/L Account or Cash Flow Account.
   - **Account Filter** – the Accounts which are used in the Report – it is possible to select a single Account, several individual Accounts or a range[1] of Accounts;
   - **Date Compression** – select the level of detail required the Report (e.g. it is possible to select “Month” to see the revenue by month rather than by day);
   - **Starting Date** – the date starting from which the Account Entries will be considered for this report;
   - **Update on Posting** – to update this Report every time a related posting is done, it is necessary to click on the “Enable Update on Posting” button in the Ribbon; otherwise the only way to refresh the data in the report is to click on the “Update”[2];
   - **Include Budgets** – this function allows updating Analysis View Budget Entries simultaneously with updating the Analysis View (works only with G/L Accounts)[3];
   - **Blocked** – putting a checkmark in this checkbox prevent Users from using this Analysis View Report;
   - **Dimension 1 (2, 3, 4) Code** – these are the Dimensions that are going to be included in the Report and can be used as Rows or Columns. Global Dimensions must be included too if they are required for the analysis[4].

Below is a screenshot of an Analysis View Page:

Screenshot 2: Analysis View Card

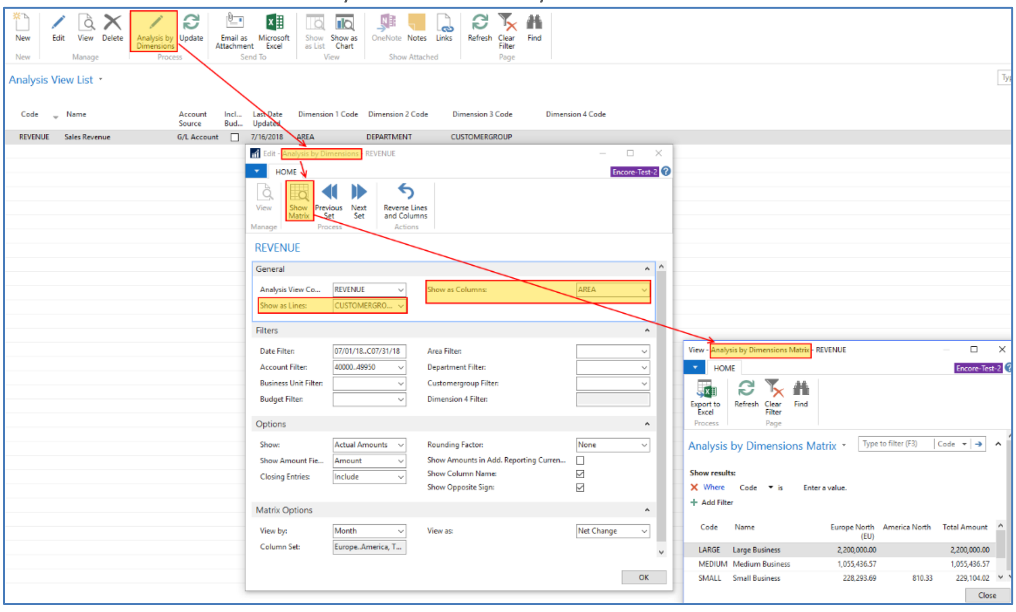


- Use the vertical bar symbol "|" between the Accounts you want to use to select several Accounts. Use two dots (..) between Account to set a range.
- It is useful keep Reports up to date by enabling the "Update on Posting" function. However, in companies where there are thousands of transactions happening frequently and dozens of Analysis Views Reports set up, it may be beneficial to disable this function to prevent the system from slowing down.
- This can be useful if a Budget with the same dimensions as the Analysis View has been created. Enabling this function ensures that only up-to-date information is used in comparing actuals to the Budget.
- If a company needs to run a Report based on more than four Dimensions (any number of Dimension Values can be used), which is rare, then the Report has to be run twice with a different set of Dimensions each time or to combine four Shortcut Dimensions in the Analysis View with the two Global Dimensions of an Account Schedule Report to be able to run a Report based on up to six Dimensions at the same time.

2. **Analysis by Dimensions** – this is the second constituent which is required to run an Analysis View Report and is accessed by clicking on the "Analysis by Dimensions" button in the Ribbon of the Analysis Views List; it provides further tools to design the Report and allows setting up filters to narrow down the results.

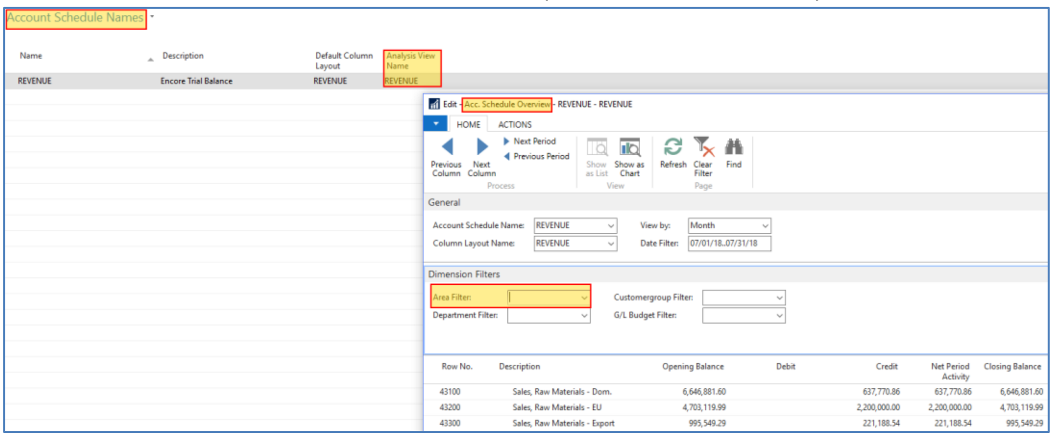
   Importantly, unlike Account Schedule Reports, Analysis View Reports allows adding up to four Dimensions (these can be further combined with the two Global Dimensions of an Account Schedule Report) and to show Dimensions as Rows and/or Columns as shown on the screenshot below:

Screenshot 3: Analysis View Matrix by CUSTOMERGROUP and AREA



As shown in Screenshot 3, an Analysis View Report can work well for building reports where it is important to be able to compare Dimension and Dimension Values against each other as shown above where revenue sources are compared by the "CUSTOMERGROUP" Dimension ("LARGE", "MEDIUM", "SMALL" Dimension Values) by the "AREA" Dimension ("Europe North" and "America North" Dimension Values). It is worth mentioning that Account Schedule Reports can be combined with Analysis View Reports. For example, by combining the Analysis View Report above with an Account Schedule Report, it is possible to add "AREA" Dimension filter to an Account Schedule Report which has been previously unavailable as "AREA" is a Shortcut Dimension:

Screenshot 4: An Account Schedule Report combined with Analysis View



In conclusion it is worth mentioning that both Account Schedule and Analysis View Reports are easily exportable to Excel (and other formats). Importantly, Account Schedule Reports can be exported in two different formats out-of-the-box. Account Schedule Reports can be exported to a brand new Excel file or the fresh data can be exported to an existing Excel file. The latter is particularly helpful if Users want to create sophisticated Excel reports that use highlighting, different Excel formulas and other advantages while also keeping the data in the report up to date. Analysis Views, in turn, Export to an Excel file as a pivot table which may facilitate further processing of the data in Excel. The advantage of exporting Account Schedules and Analysis Views to Excel is that the file can be easily stored on a hard drive, shared internally in a convenient format or sent to external stakeholders who do not have access to NAV or D365BC.

In summary, this post focused on how Dimensions can be used in reporting. Two major reporting tools have been discussed in this connection: **Account Schedules** and **Analysis Views**.
Account Schedules can help with day-to-day reporting such as a trial balance repot, while **Analysis Views** allow more flexibility around reporting on Dimensions as they allow adding up to four Global or Shortcut Dimensions which can be shown as Rows, Columns or both. Both Account Schedules and Analysis Views can be easily exported to Excel for further formatting and sharing.

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