

Information Technology Policy

Enterprise Resource Planning (ERP) Management

ITP Number ITP-SFT008	Effective Date February 22, 2017
Category Software	Supersedes None
Contact RA-ITCentral@pa.gov	Scheduled Review February 2018

1. Purpose

The purpose of this Information Technology Policy (ITP) is to establish enterprise-wide standards and policy for the Enterprise Resource Planning (ERP) system and its modules.

2. Scope

This Information Technology Policy (ITP) applies to all departments, boards, commissions and councils under the Governor's jurisdiction. Agencies not under the Governor's jurisdiction are strongly encouraged to follow this ITP.

3. Policy

Customer Relationship Management (CRM)

CRM software entails all aspects of interaction a company has with its customer, whether it is sales or service related. CRM allows marketers to gain the essential business insights needed to make intelligent decisions, focus on customers to drive demand, and increase customer retention. It also facilitates a better way to manage marketing resources to do more with less.

CRM solutions provide the following capabilities:

- Align marketing resources to support organizational objectives
- Understand the returns on marketing spending
- Accelerate marketing processes with increased visibility and control
- Drive customer demand with targeted marketing messages
- Identity and retain high-value customers with customer loyalty programs
- Establish a standard, streamlined marketing process with a central marketing platform

Agencies requiring new or updating existing CRM applications are to leverage the CRM solution available from Integrated Enterprise Systems (IES) when the IES customer relationship management solution meets the agencies' business requirements. Current standards and product availability are in section 4 of this ITP.

Agencies are to analyze their CRM business requirements and assess the business value of integration and exchange of information with the Commonwealth's Enterprise Resource Planning (ERP) system. ERP applications include financial, human resources, customer relationship management, supplier relationship management, platform life cycle management, supply chain management, and material management enterprise applications.

Agencies are to analyze their CRM data warehousing and business intelligence requirements and assess the business value of utilizing the Commonwealth's ERP data warehouse and business intelligence platform.

Financial Applications Management

ERP enables organizations to gain a deeper financial insight across the enterprise, tighten control of financial processes, and improve financial performance. Automated financial and management accounting ensures compliance with enterprise objectives.

Financial and management accounting provides core accounting and reporting capabilities with scalability to support the requirements of large enterprises. Preparing financial statements, maintaining the general ledger-performing revenue and cost accounting, and order and project management are key features of an accounting system.

The general ledger integrates accounts payable and receivable applications. Complete integration with the general ledger ensures the most up-to-date balances and reporting accuracy. Governance and transparency are improved with broad support of accounting standards, federal regulations, and improved administration of internal controls.

Other important financial features include self-service capability, corporate services, and public sector fund management. Self-service capabilities provide managers with the ability to easily manage cost and budgets in a way that supports the organization's strategy. Self-service allows users to receive comprehensive reports based on ERP information and empowers users to make informed decisions.

Additional tools that organizations can use to make strategic decisions include stakeholder relationship management, corporate performance monitoring, business planning and simulation, business consolidation, and financial analytics.

Stakeholder relationship management enables the grouping of people and institutions that have an interest in the organization and provides them with information about the organization. Simultaneously, stakeholder relationship management provides the means to trace actions (e.g., information distribution) such that at any time it is clear which stakeholder was provided with which information.

Corporate performance monitoring covers two large areas: strategy management and performance measurement.

Strategy management offers facilities to represent and make operational strategies including:

- **Balanced Scorecard:** Integrates historical-based financial key figures and qualitative factors through a user-defined evaluations system to provide a comprehensive view. Strategy templates permit custom modeling of the organizational strategy.
- **Value Driver Tree:** Permits the analysis of relationships between complex value drivers and the value drivers that influence them through an iterative drill-down approach.
- **Risk Management:** Permits specification of actions taken to respond to certain risks that allow for timely control of risk with quick response to events.

Performance measurement offers facilities to measure and evaluate the performance of organizations. Reporting tools present graphical data to illustrate interdependencies. Agencies requiring new or updating existing financial applications are to leverage the financial application solutions available from Integrated Enterprise Systems (IES) when the IES financial application solutions meet the agencies' business requirements. Current standards and product availability are in sections 4 of this ITP.

Agencies are to analyze their financial business requirements and assess the business value of integration and exchange of information with the Commonwealth's ERP system. ERP

applications include financial, human resources, customer relationship management, supplier relationship management, platform life cycle management, supply chain management, and material management enterprise applications.

Agencies are to analyze their financial data warehousing and business intelligence requirements and assess the business value of utilizing the Commonwealth's ERP data warehouse and business intelligence platform.

Human Resources Software

Human resources software enables organizations to effectively manage information about the people in their business through organization management perspective, personnel development, time evaluation, and payroll. Human resource facilitates the planning, analysis, and operation of the human resources management functions.

Human resources software provides the following capabilities:

- Model a business hierarchy
- Establish the relationships of employees to various business units
- Provide a reporting structure among employees
- Provide functionality that focuses on employees' skills, qualifications, and career plans
- Process attendance and absences, gross salary and tax calculations, and payments to employees and third party vendors.

Agencies requiring new or updating existing human resource applications are to leverage the human resources solution available from Integrated Enterprise Systems (IES) when the IES human resources solution meets the agencies' business requirements. Current standards and product availability are in section 4 of this ITP.

Agencies are to analyze their human resources business requirements and assess the business value of integration and exchange of information with the Commonwealth's Enterprise Resource Planning (ERP) system. ERP applications include financial, human resources, customer relationship management, supplier relationship management, platform life cycle management, supply chain management, and material management enterprise applications.

Agencies are to analyze their human resources data warehousing and business intelligence requirements and assess the business value of utilizing the Commonwealth's ERP data warehouse and business intelligence platform.

Materials Management

Materials management is the branch of logistics that deals with the tangible components of a supply chain, including materials (parts, replacement/spare parts) and the acquisition, and warehousing of the parts. Materials management application allows for automated tracking of the procurement process and inventory management.

Procurement of materials begins with identifying vendors, negotiating terms and conditions, placing orders, following up on delivery, documenting receipt in the warehouse, issuing goods to the original requestor, and paying the vendor. If the items are in stock or vendors are already identified when the requirement is issued, then the procurement cycle is shortened.

Inventory management enables an organization to meet customers' expectations of product availability. An automated system facilitates this by tracking all materials ordered, received, issued, stocked, reserved, and in-transit.

Goals of Materials Management:

- To improve customer service by ensuring the right product is in the right place at the right quantity and price.
- To reduce cost by minimizing working capital associated with on-hand inventory, replenishment, and distribution.
- To improve operational efficiency through improved inventory accuracy and visibility of materials.

Agencies requiring new or updating existing materials management applications are to leverage the materials management application available from Integrated Enterprise Systems (IES) when the IES materials management solution meets the agencies' business requirements. Current standards and product availability are in section 4 of this ITP.

Agencies are to analyze their materials management business requirements and assess the business value of integration and exchange of information with the Commonwealth's Enterprise Resource Planning (ERP) system. ERP applications include financial, human resources, customer relationship management, supplier relationship management, platform life cycle management, supply chain management, and materials management enterprise applications.

Agencies are to analyze their materials management data warehousing and business intelligence requirements and assess the business value of utilizing the Commonwealth's ERP data warehouse and business intelligence platform.

Product Life Cycle Management (PLM)

PLM combines a repository of information about a product with a communication infrastructure for product stakeholders, including marketing, engineering, manufacturing, and maintenance. All the information about a product from inception, through design, production, support, and disposal is maintained in a secure environment with role-based access.

Automated PLM tools:

- Manage design and process documents
- Construct and control bill of material records (e.g., component parts, subassemblies, ingredients)
- Offer an electronic file repository
- Include built-in and custom part and document metadata (attributes)
- Manage intellectual property
- Identify materials content for environmental compliance
- Permit item-focused task assignments
- Enable workflow and process management for approving changes
- Control multi-user secured access, including "electronic signature."
- Export data for downstream Enterprise Resource Planning (ERP) systems

Goals of a PLM include:

- Maintain a secure foundation for collaboration
- Reduce costs (research and development, costs of changes)

- Speed time to market
- Improve productivity and product status transparency
- Provide tools to track metrics (e.g., progress of projects, costs of changes, product quality, product safety)

Agencies requiring new or updating existing PLM applications are to leverage the PLM solution available from Integrated Enterprise Systems (IES) when the IES PLM solution meets the agencies' business requirements. Current standards and product availability are in section 4 of this ITP.

Agencies are to analyze their PLM business requirements and assess the business value of integration and exchanging information with the Commonwealth's ERP system. ERP applications include financial, human resources, customer relationship management, supplier relationship management, PLM, supply chain management, and material management enterprise applications.

Agencies are to analyze their PLM data warehousing and business intelligence requirements and assess the business value of utilizing the Commonwealth's ERP data warehouse and business intelligence platform.

Supplier Relationship Management (SRM)

Supplier Relationship Management software facilitates a comprehensive approach to managing an organization's interactions with other organizations that supply the goods and services it uses. The software also provides a way to reduce procurement costs, builds collaborative supplier relationships, better manages supply bases, and improves the bottom line with innovative offerings and a faster time to market.

Supplier Relationship Management solutions provide the following capabilities:

- Monitor and manage spending throughout the organization
- Compare vendor prices
- Evaluate supplier performances
- Identify duplicate contracts
- Collaborate with suppliers
- Measure compliance with the organization's procurement policies
- Manage and reduce costs.

Agencies requiring new or updating existing supplier relationship management applications are to leverage the supplier relationship management solution available from Integrated Enterprise Systems (IES) when the IES supplier relationship management solution meets the agencies' business requirements. Current standards and product availability are in section 4 of this ITP.

Agencies are to analyze their supplier relationship management business requirements and assess the business value of integration and exchange of information with the Commonwealth's Enterprise Resource Planning (ERP) system. ERP applications include financial, human resources, customer relationship management, supplier relationship management, platform life cycle management, supply chain management, and material management enterprise applications.

Agencies are to analyze their supplier relationship management data warehousing and business intelligence requirements and assess the business value of utilizing the Commonwealth's ERP data warehouse and business intelligence platform.

Supply Chain Management (SCM)

SCM software provides more efficient management of the supply chain. It uses information technology to provide automated intelligence for planning, sourcing, maintaining, and delivering products to destinations. The three primary goals of SCM are to reduce inventory, increase the speed of transactions with real-time data exchange, and to meet customer demands more efficiently – thus improving revenue. In addition to the movement of physical product through the supply chain, SCM software manages all the data that goes along with the product, such as order status information, payment schedules, and ownership titles.

Automated SCM enables:

- Strategic, tactical, and operational supply chain planning, with collaboration between customers, suppliers, and warehouses, production facilities, and distribution centers.
- Adaptive and efficient supply chain strategies for managing inventory levels and distribution, including centralized direct shipments, push and pull strategies, cross docking, and third party logistics. A supply chain that uses just-in-time or lean replenishment requires absolute perfection in the shipping of parts and material from purchasing agent to warehouse and to place of destination. Systems reliant on vendor-managed inventories are to have up-to-date computerized inventories and robust ordering systems in which outlying vendors can place orders. Key performance indicators are used to measure and analyze overall and day-to-day performance.
- Integration with systems and processes to share relevant and significant information consisting of demand signals, forecasting, transportation, and inventory. Provide integration points with other key business processes, like Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and procurement.

Goals of SCM include:

- Increased visibility into the supply chain improves understanding of opportunity and allows for rapid response to changes in supply and demand.
- Increased customer satisfaction through timely fulfillment of orders and commitments and provision of a common communications framework.
- Measurable compliance with regulatory requirements via tracking and monitoring capabilities in areas such as environment, health, safety, and financial (Sarbanes Oxley).
- Improved financial efficiencies; information transparency and real-time business intelligence lead to shorter cash-to-cash cycle times. Reduced inventory levels and increased inventory turnover across the network lowers overall costs.
- Improved margins through better coordination with business partners. Lower operational expenses with timelier planning for procurement, manufacturing, and transportation.

Agencies requiring new or updating existing SCM applications are to leverage the SCM solution available from Integrated Enterprise Systems (IES) when the IES SCM solution meets the agencies' business requirements. Current standards and product availability are in section 4 of this ITP.

Agencies are to analyze their SCM business requirements and assess the business value of integration and exchanging information with the Commonwealth's ERP system. ERP applications include financial, human resources, customer relationship management, supplier relationship management, platform life cycle management, SCM, and material management enterprise applications.

Agencies are to analyze their SCM data warehousing and business intelligence requirements and assess the business value of utilizing the Commonwealth's ERP data warehouse and business intelligence platform.

SAP Graphical User Interface (GUI)

SAP GUI for Windows is an implementation especially designed for the Windows operating system, providing a Windows-like user experience and integration with other applications, based on OLE interfaces or ActiveX controls.

Commonwealth agencies requiring the SAP GUI are to use the technology standards named in section 4 of this ITP.

4. Standards

Current Standards for Customer Relationship Management

(These technologies meet the requirements of the current architecture and are recommended for use.)

Technology	Platforms	Technology Classification
<p>SAP Customer Relationship Management (CRM)</p> <ul style="list-style-type: none"> • Marketing <ul style="list-style-type: none"> ○ Marketing Planning ○ Customer Segmentation ○ Product Management ○ Campaign Management ○ Lead Management ○ Marketing Analytics ○ Personalization • Sales <ul style="list-style-type: none"> ○ Sales Planning & Forecasting ○ Organization & Territory Management ○ Account & Contract Management ○ Task & Activity Management ○ Opportunity Management ○ Contract Management ○ Quotation & Order Management ○ Sales Analytics • Field Service <ul style="list-style-type: none"> ○ Mobile Service ○ Mobile Service for Handheld • Field Sales <ul style="list-style-type: none"> ○ Mobile Sales ○ Mobile Sales for Handheld • Service <ul style="list-style-type: none"> ○ Service Planning & Forecasting ○ Customer Service & Support ○ Resource Planning & Optimization ○ Service Operations Management ○ Service Analytics • Interaction Center (Call Center) <ul style="list-style-type: none"> ○ Sales ○ Service ○ Marketing ○ Analytics 	All	Current

<ul style="list-style-type: none"> • E-Commerce <ul style="list-style-type: none"> ○ E-Selling (Internet Sales) including Internet Pricing & Configuration ○ E-Service ○ E-Marketing ○ Web Analytics • CRM Analytics <ul style="list-style-type: none"> ○ Customer Behavior Optimization ○ Customer Profitability Optimization ○ Product & Pricing Optimization • Channel Management <ul style="list-style-type: none"> ○ Channel Marketing ○ Channel Sales ○ Channel Service ○ Channel Commerce <p>Partner Management & Analytics</p>		
---	--	--

Product Availability for Customer Relationship Management

Product/Module	Status
SAP Customer Relationship Management (CRM)	
Marketing	
Marketing Planning	Available
Customer Segmentation	Available
Product Management	Available
Campaign Management	Available
Management	Available
Marketing Analytics	Available
Personalization	Available
Sales	
Sales Planning & Forecasting	Available
Organization & Territory Management	Available
Account & Contract Management	Available
Task & Activity Management	Available
Opportunity Management	Available
Contract Management	Available
Quotation & Order Management	Available
Sales Analytics	Available
Field Service	
Mobile Service	Available
Mobile Service for Handheld	Available
Field Sales	
Mobile Sales	Available
Mobile Sales for Handheld	Available
Service	
Service Planning & Forecasting	Available
Customer Service & Support	In Production
Resource Planning & Optimization	Available
Service Operations Management	Available
Service Analytics	Available

Current Standards for Financial Management

(These technologies meet the requirements of the current architecture and are recommended for use.)

Technology	Platforms	Technology Classification
SAP Enterprise Resource Planning (ERP) Financials Strategic Enterprise Management <ul style="list-style-type: none"> ▪ Stakeholder Relationship Management ▪ Strategy Management ▪ Performance Measurement ▪ Strategic Planning & Simulation ▪ Business Consolidation ▪ Business Analytics ▪ Financial Analytics Accounting <ul style="list-style-type: none"> ▪ Financial Statements ▪ General Ledger/Sub- ledgers ▪ Revenue & Cost Accounting ▪ Order & Project Planning Self Service <ul style="list-style-type: none"> ▪ Financial Manager Self Service Corporate Services <ul style="list-style-type: none"> ▪ Real Estate Management ▪ Travel Management ▪ Treasury & Risk Management Public Sector - Funds Management Tax and Revenue Management	All	Current

Product Availability for Financial Management

Product/Module	Status
SAP Enterprise Resource Planning (ERP) Financials Strategic Enterprise Management	
Stakeholder Relationship Management	Available
Strategy Management	Available
Performance Measurement	Available
Strategic Planning & Simulation	Available
Business Consolidation	Available
Business Analytics	Available
Financial Analytics	Available
Accounting	
Financial Statements	In Production
General Ledger/Sub- ledgers	In Production

Revenue & Cost Accounting	In Production
Order & Project Planning	In Production
Self Service	
Financial Manager Self Service	Available
Corporate Services	
Real Estate Management	Available
Travel Management	In Production
Treasury & Risk Management	Available
Public Sector - Funds Management	In Production
Tax and Revenue Management	Available

Current Standards for Financial Management

(These technologies meet the requirements of the current architecture and are recommended for use.)

Technology	Platforms	Technology Classification
<p>SAP Enterprise Resource Planning (ERP) Financials</p> <p>Strategic Enterprise Management</p> <ul style="list-style-type: none"> ▪ Stakeholder Relationship Management ▪ Strategy Management ▪ Performance Measurement ▪ Strategic Planning & Simulation ▪ Business Consolidation ▪ Business Analytics ▪ Financial Analytics <p>Accounting</p> <ul style="list-style-type: none"> ▪ Financial Statements ▪ General Ledger/Sub- ledgers ▪ Revenue & Cost Accounting ▪ Order & Project Planning <p>Self Service</p> <ul style="list-style-type: none"> ▪ Financial Manager Self Service <p>Corporate Services</p> <ul style="list-style-type: none"> ▪ Real Estate Management ▪ Travel Management ▪ Treasury & Risk Management <p>Public Sector - Funds Management</p> <p>Tax and Revenue Management</p>	All	Current

Product Availability for Human Resources Software

Product/Module	Status
SAP ERP Human Capital Management (HCM)	
Transaction Management	
Personnel Administration	In Production
Time Management	In Production
Benefits Administration	In Production
Compensation Management	In Production
Organizational Management	In Production
Self-Services	
HR Employee Self Service	In Production
Expert Finder	Available
HR Manager Self Service	In Production
Life Cycle Management	
Recruiting	Available
Personnel Cost Planning	Available
Training & Event Management	Available
Personnel Development	In Production
Performance Measurement	Available
Management by Objectives	Available
Analytics	
KPI Reporting	Available
Balanced Scorecard	Available
Payroll Processing	In Production
BSI Engine for U.S. Payroll Tax Processing	In Production

Current Standards for Materials Management

(These technologies meet the requirements of the current architecture and are recommended for use.)

Technology	Platforms	Technology Classification
SAP Materials Management <ul style="list-style-type: none"> • Purchasing • Inventory Management • Invoice Verification • Physical Inventory • Materials Requirement Planning 	All	Current

Product Availability for Materials Management

Product/Module	Status
SAP Materials Management	
Purchasing	In Production
Inventory Management	In Production
Invoice Verification	In Production
Physical Inventory	In Production
Material Requirements Planning	In Production

Current Standards for Product Life Cycle Management

(These technologies meet the requirements of the current architecture and are recommended for use.)

Technology	Platforms	Technology Classification
SAP Product Life Cycle Management (PLM) <ul style="list-style-type: none"> Product Life Cycle Data Management <ul style="list-style-type: none"> • Document Management • Product Structure Management • Change & Configuration Management Asset Life Cycle Management <ul style="list-style-type: none"> • Technical Assets Management • Preventive & Predictive Maintenance • Maintenance Execution • Mobile Asset Management Product Life Cycle Collaboration & Analytics <ul style="list-style-type: none"> • Design Collaboration (c-Folders) • Collaborative Project Management (c-Projects) • Quality Collaboration • Analytics • Enterprise Portal Content Quality Management <ul style="list-style-type: none"> • Audit Management • Quality Engineering • Quality Control • Quality Improvement • Program & Project Management 	All	Current

<ul style="list-style-type: none"> • Program Management • Project Execution • Project Planning 		
---	--	--

Product Availability for Product Life Cycle Management

Product/Module	Status
SAP Product Life Cycle Management (PLM)	
Product Life Cycle Data Management	
Document Management	Available
Product Structure Management	Available
Change & Configuration Management	Available
Asset Life Cycle Management	
Technical Assets Management	Available
Preventive & Predictive Maintenance	Available
Maintenance Execution	Available
Mobile Asset Management	Available
Product Life Cycle Collaboration & Analytics	
Design Collaboration (c-Folders)	Available
Collaborative Project Management (c-Projects)	Available
Quality Collaboration	Available
Analytics	Available
Enterprise Portal Content	Available
Quality Management	
Audit Management	Available
Quality Engineering	Available
Quality Control	Available
Quality Improvement	Available
Program & Project Management	
Program Management	Available
Project Execution	Available
Project Planning	Available

Current Standards for Supplier Relationship Management

(These technologies meet the requirements of the current architecture and are recommended for use.)

Technology	Platforms	Technology Classification
SAP Supplier Relationship Management (SRM) <ul style="list-style-type: none"> • Purchase Requisitions & Orders • Online Bidding • Online Reverse Auction • Supplier Management • Contact Negotiation and Management • Catalogue Content Management • Self Service Procurement • Plan Driven Procurement • Service Procurement • Relationship Monitoring • SAP Procurement for Public Sector 	All	Current

Product Availability for Supplier Relationship Management

Product/Module	Status
SAP Supplier Relationship Management	
Purchase Requisitions & Orders	In Production
Supplier Management	In Production
Online Bidding	In Production
Online Reverse Auction	In Production
Contract Negotiation and Management	Available
Catalogue Content Management	In Production
Self Service Procurement	In Production
Plan Driven Procurement	Available
Service Procurement	Available
Relationship Monitoring	Available
SAP Procurement for Public Sector	In Production

Current Standards for Supply Chain Management

(These technologies meet the requirements of the current architecture and are recommended for use.)

Technology	Platforms	Technology Classification
SAP Supply Chain Management (SCM) <ul style="list-style-type: none"> • Supply Chain Planning • Flexible Planning • Distribution Planning • Production Planning • Transportation Planning 	All	Current

Supply Chain Execution <ul style="list-style-type: none"> • Materials Management & Purchasing • Manufacturing • Order Promising & Delivery • Warehouse Management • Transportation Execution • Foreign Trade/Legal Services 		
---	--	--

Product Availability for Supply Chain Management

Product/Module	Status
SAP Supply Chain Management	
Supply Chain Planning	
Flexible Planning	Available
Distribution Planning	Available
Production Planning	Available
Transportation Planning	Available
Supply Chain Execution	
Materials Management & Purchasing	Available
Manufacturing	Available
Order Promising & Delivery	Available
Warehouse Management	Available
Transportation Execution	Available
Foreign Trade/Legal Services	Available

Current Standards for SAP GUI

(These technologies meet the requirements of the current architecture and are recommended for use.)

Technology	Products	Technology Classification
Business	SAP GUI for Windows release 7.40	Current

5. Responsibilities

Commonwealth Agencies: Must adhere to all policy and standards outlined in this ITP.

6. Related ITPs/Other References

Commonwealth policies, including Executive Orders, Management Directives, and IT Policies are published on the Office of Administration's public portal:

<http://www.oa.pa.gov/Policies/Pages/default.aspx>

- Management Directive 205.34 *Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*
- ITP-ACC001 *IT Accessibility Policy*
- ITP-SEC014 *Identity Protection and Access Management (IPAM) Architectural Standard*
- ITP-SFT000 *Software Development Life Cycle (SDLC) Policy*
- ITP-SYM006 *Desktop and Server Software Patching Policy*

7. Authority

Executive Order 2016-06, Enterprise Information Technology Governance

8. Publication Version Control

It is the user's responsibility to ensure they have the latest version of this publication, which appears on <https://itcentral.pa.gov> for Commonwealth personnel and on the Office of Administration public portal: <http://www.oa.pa.gov/Policies/Pages/default.aspx>. Questions regarding this publication are to be directed to RA-ITCentral@pa.gov.

9. Exemption from This Policy

In the event an agency chooses to seek an exemption, for reasons such as the need to comply with requirements for a federally mandated system, a request for waiver may be submitted via the Commonwealth of PA Procurement and Architectural Review (COPPAR) process. Requests are to be entered into the COPPAR Tool located at <http://coppa.oa.pa.gov/>. Agency CIO approval is required.

This chart contains a history of this publication's revisions:

Version	Date	Purpose of Revision
Original	02/22/2017	Base Document Moved to Software domain from Application, including ITP number change Merged ITP-APP0022, APP023, APP024, APP025, APP026, APP027, APP028, APP038 into ITP Added References section