Customer Center of Expertise (Customer COE)

Incident Quality Evaluation

Customer Center of Expertise Program
Customer Success
May 2020

Customer
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Customer COE Incident Quality Evaluation

Welcome

One of the most important areas of the Customer COE responsibility within support operations is SAP Incident Management.

To help the business quickly return to work it is essential that submitted customer incidents already have all necessary information ready in order to prevent any further delays.

With the Customer COE Incident Quality Evaluation you will get insights on the overall SAP Incident Processing of the your Customer COE’s organization.

However, incident management is one of multiple criteria to determine the maturity and effectiveness of your Customer COE organization.

For more information about the overall criteria and Primary Customer COE Certification steps, visit the Customer COE Portal at SAP Support Portal.
Customer COE Incident Quality Evaluation

Methodology

The Customer COE Incident Quality Evaluation

- Rates customer incidents forwarded to SAP whether they fulfill defined quality criteria or not
- Provides an overall picture about the incident quality
- Incidents assigned to the following components are not counted: XX*, SV-BO*, SV-ES-SAC*, SV-SMG-SUP-TST*, SV-SMG-SUP-TST-IV*
- Please note: Cloud incidents are excluded until further notice.
  HEC incidents are treated like onPrem incidents. HEC incidents are included
- Total average number of incidents per month has to be more than 4 incidents, otherwise maximum points (30) will be awarded during Customer COE certification audit.

Timeframe:

- Initial certification: 6 months
- Re-certification: time period since the last (re-)certification, max. 24 months
- Confirmed incidents will be included with a time gap of 14 days (Incident confirmation date + 14 days)

For further details please refer to the Customer COE Guideline (Customer COE Portal)
Customer COE Incident Quality Evaluation

Evaluation Categories

Each incident is rated, based on 3 categories:

1. Error category
   SAP Product/Documentation, Product Complexity (incl. Usability), 3rd party, How-to-Request, Customer Coding/Configuration, etc. (full list see next slides)
   Selected by incident processor (manually)
   One error category assigned per incident

2. Documented
   Yes/No: Existing note(s) attached to incident (automatically)
   Exception defined e.g.: - “Standard Note” like 10, 12 or notes of certain components like „xx-ser-gen”
     - only the last notes added to the incident count (by solving support level)
     - note was created after the incident
     - note was changed after the incident

3. Difficulty
   Easy/Hard: Determined via Solving Level at SAP (automatically)
   Product Support = Easy; Development Support = Hard
Customer COE Incident Quality Evaluation

Incident Quality Matrix

In order to determine, if an incident is rated as “fulfillment”, “no fulfillment”, or “not evaluated”, please see Incident Quality Matrix below.

<table>
<thead>
<tr>
<th>Error Category*)</th>
<th>Documented/ Difficulty</th>
<th>Customer/Partner Coding/config.</th>
<th>Customer/Partner User handling/how-to/ Consult. impl. request /</th>
<th>SAP Product New coding/ regression issue/ wrong default config./ DB inconsistency</th>
<th>SAP Product Known coding/ complexity/ usability, 3rd Party</th>
<th>SAP Document ation</th>
<th>Not assigned</th>
<th>Missing function./ Service Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easy</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>Hard</td>
<td>✓</td>
<td>✓</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

*) No multiple selections: one single error category assigned per incident

**) Exceptions defined, e.g. notes, assigned to the component XX-SER-GEN are considered as not documented

***) Incidents will not evaluated, if the following error categories are assigned: Missing Functionality, Cloud Infrastructure, Service Request, Others (Issue cannot be reproduced, duplicate incident etc.)

Remark: Until further notice cloud incidents are excluded. HEC incidents are included.
Customer COE Incident Quality Evaluation

Error categories in detail

SAP Product Issue

- **New coding issue** ✓ „Fulfillment“
  If the issue is with or caused by a new SAP coding issue and has to be fixed by SAP development.

- **Known coding issue (SAP note exists)** ✓ „Fulfillment“ ✔ „No fulfillment“
  If the issue is caused by a known SAP coding issue and the fix is already released to customer via an SAP Note.

- **Regression issue** ✓ „Fulfillment“
  If the issue is a regression of SAP coding.

- **Wrong default configuration** ✓ „Fulfillment“
  If the initial configuration / customizing provided by SAP is incorrect.

- **Missing functionality** 0 „Not evaluated“
  If the functionality requested is not in place in the latest SAP standard release yet.

- **Product complexity / usability** ✓ „Fulfillment“ ✔ „No fulfillment“
  If the issue is difficult to be avoided due to the complexity/usability of the involved SAP product(s).
Customer COE Incident Quality Evaluation

Error categories in detail

SAP Documentation Issue ✓ "Fulfillment"
- **SAP Note**
  If there is something wrong/unclear in the SAP Note(s).
- **Knowledge Based Article (KBA)**
  If there is something wrong/unclear in the SAP KBA(s).
- **Product documentation**
  If there is something wrong/unclear in the SAP product doc.
- **SAP community**
  If there is something wrong/unclear in the SAP Community page(s)

Database inconsistency ✓ "Fulfillment"
If the issue is caused by data inconsistency in the concerned system(s).

Cloud Infrastructure 0 "Not evaluated"
- **Performance**
  If the issue is due to a performance issue in SAP cloud environment.
- **Hardware - IT infrastructure (including availability / network)**
  If the issue is caused by Hardware issue in SAP cloud environment.
- **Software (e.g. FSI issues)**
  If the issue is caused by some software issue in SAP cloud environment.
Customer COE Incident Quality Evaluation
Error categories in detail

**SAP Customer/Partner Issue**

- **Coding issue**
  - Issue is within or caused by the coding by the customer/partner.

- **Configuration**
  - Issue is within or caused by the configuration by the customer/partner.

- **Improper user handling**
  - Issue is caused by improper handling by end user or by partner. E.g. type a wrong OS command or deleted a table entry by mistake.

- **How-to-request**
  - If it is a how-to request raised by the customer or service partner. E.g. how to start SAP instances.

- **Consulting/impl. request**
  - If it is a consulting request, e.g. "please apply SAP Note XY on our system ABC".

**3rd Party Product Issue**

- If the issue is with 3rd party, e.g. an Oracle DB issue and the customer has maintenance contract with Oracle.

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<td>No</td>
<td>Yes</td>
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<td>Easy</td>
<td>X</td>
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Customer COE Incident Quality Evaluation

Error categories in detail

Service Request 0 “Not evaluated”

- **System, client, tenant, or instance request/refresh/copy**
  If it’s a service request for system maintenance.

- **License related**
  If it’s a service request for license related topics.

- **Data migration or restore**
  If it’s a service request for data migration or data restore.

- **Change request**
  If it’s a service request for change management.

- **Other service request**
  For other service requests.

Others 0 “Not evaluated”

- **Issue cannot be reproduced**
- **Duplicate incident**
- **Closed by customer**
  If the customer has updated SAP that the issue is resolved by themselves.

- **Unknown**
  If it is not possible to categorize the incident.
Customer COE Incident Quality Evaluation

Prerequisite: Authorization

In order to execute the Customer COE Incident Quality Evaluation, the **authorization object “support desk evaluation”** has to be assigned to your S-user.

Check your authorizations via [https://support.sap.com/en/my-support/users.html](https://support.sap.com/en/my-support/users.html)

In order to **get authorization**, please contact your super-administrator.
Customer COE Incident Quality Evaluation
Prerequisite: Corporate Function

The Corporate Function enables Customer COEs with more than one customer number to document the incident quality of the Customer COE and the customer numbers it supports.

Main advantage:

• Authorized S-users to access the installations of the supported customer numbers, using only one single user ID.

Only by providing this information, the Customer COE can be linked to its entities.

It is a prerequisite for the Customer COE certification to run the incident quality evaluation for the entire Customer COE, including all relevant customer numbers.

Mark „✓“ to include all assigned customer numbers

In order to request corporate function, please see KBA → 2632518
Customer COE Incident Quality Evaluation
Customer COE - Incident Quality Dashboard

The Customer COE Incident Quality Dashboard is a SAP ONE Support Launchpad application.

In the SAP ONE Support Launchpad customer can select the role “Customer Center of Expertise”. (Go to “User Profile” -> Roles)

For the Customer Center of Expertise role, there are two tile groups predefined:

1. Customer COE – Administration
2. Customer COE – Analytics

The two tile groups contain a selection of tiles/ applications supporting Customer COE’s tasks and responsibilities.
Customer COE Incident Quality Evaluation

Customer COE - Incident Quality Dashboard

1. Customer Center of Expertise – Administration
   which contains the following tiles per default
   - System Measurement – Preparation Area
   - License Utilization Information (LUI)
   - License Utilization Preparation Area
   - System Data
   - Landscape
   - License Keys
   - SAP Innovation Discovery
   - etc

2. Customer Center of Expertise – Analytics
   which contains the following tiles per default
   - Support Dashboard
   - Incident Quality Report
   - etc

If the tile is initially not available, it can be added via the personalization functionality in the upper left corner.
Customer COE Incident Quality Dashboard

Main Functions & Features

The Customer COE Incident Quality Dashboard provides an at-a-glance overview of key figures for confirmed incidents.

It offers several filters, you can save your selection criteria for future re-use.

The information is presented in various formats, as charts or in data tables.

By clicking one of the KPIs in a table or bars in a chart, you can open a list of associated incidents that can be examined in more detail from there.
Customer COE Incident Quality Dashboard

Main Functions & Features

Customer COE Incident Quality Dashboard provides Drop Down View and a Trend Analysis functionality, e.g. for Process Quality Tile:

- Duration: Total Time in Days, Time@SAP, Time@Customer
- Documented: Known Bug, Unknown Bug, Not assigned

Table personalization for all available result list views of the dashboard and save last table column values for end user automatically.

SAP Web Assistant Functionality provides Help Text within the Application.

To display the Help Text click on the question mark ✗
Customer COE Incident Quality Dashboard
NEW Feature – Incident Quality Peer Benchmark

The redesigned application offers Peer Benchmark information on SAP Incident Processing efficiency and quality.

The Customer COE Incident Quality Peer Benchmark information is available for the tiles
- Fulfillment Rate
- Process Quality
- Error Categorization
- Priority Distribution

In these sections Peer Benchmark Information will be displayed via the button “Show Peer Benchmark”.
Customer COE Incident Quality Dashboard
NEW Feature – Incident Quality Peer Benchmark

In each tile, drop-downs allow you to narrow down the Peer Benchmark information to what you are interested in:

- For Fulfillment Rate: Total Fulfillment Rate Trend Analysis
- For Process Quality:
  - Documented: Known Bugs
  - Duration: Time at SAP / at Customer
  - Confirmation Status: Confirmed manually/ automatically
- Error Categorization: How-to Request
- Priority Distribution: Very high, high, medium, low

By mouse over the bars in the benchmark chart, the figures /KPIs are shown.
Thank You!

In case of issues please open a ticket under component: **XX-SER-SAPSMP-COE**

Customer COE Program
SAP Digital Business Services

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[https://support.sap.com/ccoe](https://support.sap.com/ccoe)