What a Customer COE Should Know About SAP Incident Management

Meet the Expert session powered by SAP Enterprise Support Academy
May, 2017
Agenda

SAP support basics, Support Backbone, where can I find information
Tools that support you in our own system to find solutions

How to search for a solution in SAP One Support Launchpad

How to create a customer incident via SAP One Support Launchpad
How to use the Expert Chat

How to create a customer incident via SAP Solution Manager

How to speed up and escalate an incident and provide feedback to SAP
What is a Customer Center of Expertise
Behind the Customer COE concept

The Customer COE is building the bridge between IT and Business and is one of the main contacts within your company for SAP related topics:

- Management of SAP related information
- Management of customer’s SAP contracts and licenses
- Governance of customer’s SAP Support, the supportability of SAP solutions and the interface to SAP Support
- Coordination of customer’s activities regarding SAP’s current and future products and solution and the interface to SAP’s major programs influencing SAP Development

Customer COE basic functions

- Information Management
- Contract & License Management
- Innovation / Influence SAP Development
- Support Management
Top 5 benefits
For certified Customer COEs

1. Access to BENCHMARKS within the peer group

2. FASTER INCIDENT PROGRESSING with special SAP incident flagging for certified CCOE

3. FREE ACCESS to SAP Learning Hub solution, including SAP Knowledge Transfer Products

4. SPECIAL Customer COE Knowledge Transfer SESSIONS with SAP experts to various topics

5. ACCELERATORS FOR VALUE DEVELOPMENT provided by Certified CCOE Customers - “Customers share their stories”
Agenda

1. SAP support basics, Support Backbone, where can I find information
   Tools that support you in our own system to find solutions

2. How to search for a solution in SAP One Support Launchpad

3. How to create a customer incident via SAP One Support Launchpad
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4. How to create a customer incident via SAP Solution Manager

5. How to speed up and escalate an incident and provide feedback to SAP
SAP support basics
Support Backbone

Contains a variety of target-group-specific Internet portals

- SAP One Support Launchpad
- Help for SAP Support Application
- Release, Upgrade & Maintenance
- SAP Community Network
- Offerings & Programs
- SAP Solution Manager
- Access for SAP Ariba, SAP Fieldglass, SAP Hybris and SAP Concur Support Channels

Your one stop for all support and service-related needs

- SAP Notes search and incident wizard
- SAP software distribution center
- Administration of remote connections
- License key and requests
- SAP service and software catalog
- SAP HANA Enterprise Cloud, SuccessFactors and Support Partner

SAP’s professional social network to get help, share ideas, and connect with others

- Discussion forums, blogs, and videos
- Quick access to expert advice
- Online trainings
- Software downloads

https://service.sap.com
https://launchpad.support.sap.com/
https://scn.sap.com
https://service.sap.com
http://launchpad.support.sap.com/
http://scn.sap.com
SAP support basics
What is support?

- There is a new error/defect in the software.
- An error/defect in the software causes new subsequent errors.
- When implementing corrections and following the correction instructions, problems occur.
- Unexpected results or other errors occur due to incorrect documentation.
- Custom code issues (applicable to Enterprise Support customers only, in a productive environment for emergent cases). As long as the custom code is documented in accordance with the applicable standards (http://Service.sap.com/supportstandards), SAP can support you in solving the problem.
- For custom code that was developed in an SAP Development environment and has met the SAP custom code standards (run support, no build support)
SAP support basics
What is consulting?

- Any question concerning implementation, including sizing, installation and upgrade, errors resulting from installation or upgrade, integration, and best practices
- Any question on configuration/customization/designing, including any configuration not mentioned in the SAP product documentation or third-party product documentation
- Any questions or issues due to incomplete customization
- Any question concerning the processing logic of the software or the business processes (questions regarding the transactions, programs, screens and the contents of screens, printouts, and so on)
- Any question concerning administration/optimization, including performance tuning, optimizing databases, load balancing, archiving, recovery, and any other third-party applications; any training questions including product use, best practices, and how-to questions
- Questions on errors that were caused by a modification to the system (for example, using user exits and so on)
- Any questions whether the solution is clear from the short text or from the help text of the system error.

Find out more: SAP note 83020 - What is consulting - What is support?
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SAP tools that support you in our own system to find solutions

Automated Note Search Tool (ANST)

The Automated Notes Search Tool (ANST) is an application that is intended to search for SAP Notes in order to solve problems, specifically those notes that have correction instructions. There is no download for this tool. If you have installed Support Package 740 or later, ANST is installed to your computer.

SAP Note 1818192 - FAQ: Automated Note Search Tool

Read about ANST on the SAP Community
SAP tools that support you in our own system to find solutions
Performance Assistant Notes and KBAs Search (PANKS)

Performance Assistant Note and KBA Search (PANKS) consists of a new button added to the performance assistant that searches for SAP Notes and KBAs that are relevant to the incident. PANKS can be installed in customer’s system by applying SAP Note 2020356. It has been included with Support Packages since Support Package 10 in 740.
Whenever you get an error message, the performance assistant is there to help you:

This is the famous performance assistant that comes along with ABAP error messages.

Looking more closely at the performance assistant, you will notice there is a new button.
SAP tools that support you in our own system to find solutions
Performance Assistant Notes and KBAs Search (PANKS)

Click on it and you will get KBAs and SAP Notes related to the error code that are relevant to your **SAP NetWeaver** system. In the example, **PG 259**

Or the search parameter is shown if nothing is found
In order to implement PANKS for Web UI, you can have a look to the following note:

**2337800 – PANKS Integration WUI**

If you still don’t have the PANKS for SAP GUI, you must implement first the following note:

**2020356 – Search for SAP Notes in document viewers not possible**

Read about PANKS on the SAP Community
Other troubleshooting tools
SAP NetWeaver Java Support Tool, Note Assistant, and Landscape Analysis Utility (LAU)

SAP NetWeaver Java Support Tool

The SAP NetWeaver (NW) Java Support Tool connects to a NetWeaver AS Java system and automatically collects the information required for you to troubleshoot an issue before uploading such data to SAP Product Support. It also provides guidance and assistance in the case of needing to apply a patch and analyzing all patch dependencies.
Read about the SAP NW Java Support Tool on the SAP Community

Note Assistant
Easy and Continuous Improvement for your SAP Solution

Note Assistant is a powerful tool for rapidly implementing specific SAP Notes. Note Assistant makes it easy to install specific corrections to SAP solutions. It also recognizes any dependencies on SAP Notes, Support Packages, and modifications that have already been implemented, which helps to ensure you implement all appropriate fixes for your SAP solutions. These capabilities make Note Assistant a useful complement to SAP's support services.
Read more about Note Assistant
Other troubleshooting tools
SAP NetWeaver Java Support Tool, Note Assistant, and Landscape Analysis Utility (LAU)

Landscape Analysis Utility (LAU)

The Landscape Analysis Utility (LAU) is to be used by support engineers, consultants, and mobility product administrators. It is designed for supporting many aspects of the products and simplifies the process of reporting on the product and landscape configuration, and performing root cause analysis tasks.

Read about LAU on the SAP Community

Purpose and Overview

The purpose of the Landscape Analysis Utility (LAU) for Afaria, a free of charge tool which will be maintained with enhancements and corrections for the foreseeable future. When a support engineer receives a new incident, first thing the engineer needs is an overview of how the product has been implemented in customer's environment. A considerable time sync is required to get the information, and usually repeated multiple times for details. This process usually leads to unorganized information and key pieces of information missing and ultimately longer incident processing time. Mobility customers need a simple and portable approach to gather, organize and analyze environment information. LAU is a standalone application, which can gather information from multiple servers in an environment; including settings, registry, and logs; and generate a report which a customer can view and also send to support engineer for quick analysis.
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SAP support basics
SAP incident solving process at a glance

Customer

1. Incident occurs
   - Search for solution
     - Solution not found
       - Create customer incident
         - Investigate the incident
           - Solution not there
             - Hand over incident
               - Develop and test solution
                 - Create a new SAP Note
                   - Solution provided
     - Solution found
       - Solution found
         - Solution found
           - Incident solved

SAP

Support Center

Development Support

Contact SAP Customer Interaction Center: https://support.sap.com/contactus or via SAP Note 560499

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How to search for a solution in SAP One Support Launchpad

SAP Notes and KBAs search – free text search

Enter your search term
Start the search
Repository objects

Here you can set a filter
Reset your filter
Change display language of the search results

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# How to search for a solution in SAP One Support Launchpad

## SAP Notes and KBAs Search – component filter usage

Here you can set a filter.

Select multiple Notes or KBAs.

After the selection you can decide if you want to send the notes by e-mail or download it.

Sort the results.

---

<table>
<thead>
<tr>
<th>Component</th>
<th>Type</th>
<th>Priority</th>
<th>Category</th>
<th>Release Date (Last 5 Years)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FINAFSCM-TRIM-TR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCM-APO-INT-MD-PDS</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCM-BP-BF</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCM-BP-DM</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCM-BP-RM</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCM-SCM</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Set the filter**: Incremental load behaves like Full Purge for Dynamic Role Foundation Object Import.

- with the records that are being loaded while using the Incremental load operation. This means that Incremental operation behaves as a Full... Purge import and not as an Incremental import. Dynamic Role is not of existing records when importing using Incremental mode. The expectation here is not to replace the existing records when Incremental load operation is performed.Incremental Import, Dynamic Role, Full... Purge...

**Component**: SCM-APO-INT-MD-PDS

**Release Date (Last 5 Years)**: 19.07.2012

**Note**: SAP Note

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**Select multiple Notes or KBAs**:

- using subcontracting PDS and activated Incremental data transfer for PDS. You see that Incremental data transfer is not working...

**Component**: SCM-APO-INT-MD-PDS

**Release Date (Last 5 Years)**: 19.07.2012

**Note**: SAP Note

---

**Sort the results**.
How to search for a solution in SAP One Support Launchpad

SAP Notes and KBAs search – expert search

System Operations and Maintenance

User Management
Active Users

Landscape
On Premise

System Data
On Premise

Installation Data
On Premise

Product Availability
Matrix On Premise

Development Namespaces
On Premise

Remote Connections
On Premise

SAP Legal Change Notes
Since Last Visit
No data available

My SAP Notes & KBAs
I Am Interested In

Test SCM APO INT 0
Now 14
Updated 38
Favorites updated
Within last 56 days

Activate Remote Access Restriction
For EU Access

SAP Support Portal

Using already saved filters

Result list

Click here to start using expert filter

Display notes directly

Using selected filter objects

12344 document(s) found
How to search for a solution in SAP One Support Launchpad
SAP Notes and KBAs search – expert search
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The perfect customer incident
Content of an incident a must know!

CUSTOMER INCIDENT
Create customer incident with following content:
1. Choose installation and system number.
2. Select the correct component.
3. Enter S-user/person getting the error message.
4. Provide a meaningful short text description and a step-by-step description, including navigation and description of expected results.
5. Add a screenshot of error message and inform about any SAP Notes search that was done.
6. Open service connection and provide login data (SAP Note 1773689 and 2281599).
7. Carefully select the incident priority (SAP Note 67739).
8. Record only one issue per incident (SAP Note 50048).

Additional Information
• SAP ONE Support Launchpad: https://launchpad.support.sap.com/
• Customer-specific dialog boxes with nondisclosure agreements: SAP Note 1671319
• Transaction SM59: see SAP KBA 1845010
• Screen Sharing only with Citrix GoToAssist or Netviewer: Please see KBA 2124588 for more information
The perfect customer incident
Issue description and steps to reproduce – complete information provided

We are currently on ERP 6.0, Enhancement Pack 3 (EA-PS SADB-60308SINEAPS).

A budget document is created with a field status where the following fields are set to mandatory:
- Header Text,
- Text Name, and
- Line Item Text.

When trying to copy this budget document from one version to another, using code FMFYDOC, the following errors occur:
- FMKU128 (Enter a standard text)
- FMKU143 (Enter a line text).

Please refer to the attached documentation, called Issue Description, for the step by step recreation of the problem.

Out of the 3 text fields set to mandatory, the program has NO problem with the Header Text (or Item Text). The issue only resides with the Text name (Standard Text) and the line item text, as shown in the attached document.

An OSS search was conducted with nil results.

Remote access is available for our environment NSD, client 040 with User ID REMOTE. The password has been set up in the <Maintain Access Data> section of this message.

Can SAP resolve these errors with the program?

Your support is greatly appreciated.

Best regards,
The perfect customer incident
SAP customer incident priority and criteria

SAP Note 67739 explains how to use the different incident priorities and provides information about what must be done to ensure prompt processing of incidents with the priority "very high".

Very High Priority Incident (P1)
- A productive system is completely down or
- The imminent go live or upgrade is jeopardized
- Core business processes are seriously affected and
- A workaround is not available!

High Priority Incident (P2)
- Normal business processes are seriously affected

Medium Priority Incident (Default Priority)

Low Priority Incident

Business impact required:
SAP Note 90835
Incident creation via SAP One Support Launchpad: very high/high priority

Incident – business impact

Business Impact: This is a very urgent issue seriously affecting our employees’ ability to logon to the Portal. We are in the final week of benefits enrollment, which is due to be completed by August 4, 2016.

There is currently no workaround, and this is impacting about 7500 employees worldwide. Additionally, it will have an impact on our ability to calculate payroll deductions accurately if not completed on time.

<table>
<thead>
<tr>
<th>Name</th>
<th>E-Mail</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max Mustermann</td>
<td><a href="mailto:max.mustermann@sap.com">max.mustermann@sap.com</a></td>
<td>REPORTER</td>
</tr>
<tr>
<td>Hannes Mustermann</td>
<td><a href="mailto:hannes.mustermann@sap.com">hannes.mustermann@sap.com</a></td>
<td>24HOUR</td>
</tr>
</tbody>
</table>
**The perfect customer incident**

**Business impact:** example of very high (production system down – portal)

This is a very urgent issue seriously affecting our employees’ ability to logon to the Portal. We are in the final week of benefits enrollment, which is due to be completed by August 4, 2016. There is currently no workaround, and this is impacting about 7500 employees worldwide. Additionally, it will have an impact on our ability to calculate payroll deductions accurately if not completed on time.

We have an issue on our test system where we can not post for one material any stock after a system copy. If we delete the stock and add a new storage location then it works. One Test user is effected!

* For more examples please read the appendix
Line Opener Program
Process overview: semi-automatic opening

- Whenever SAP requests a service connection to your system, such a connection has to be opened from your side. The LOP helps to reduce the manual effort involved by automating parts of the process.
- Customers can allow semi-automatic opening on system level for each system.
- Every time a service connection is opened, you are informed via e-mail and the action is stored in the log book.

Process steps
1. SAP employee requests access to customer system
2. Request is replicated to SAP Support Portal
3. LOP regularly checks the SAP Support Portal for requests
4. Upon receiving a request, LOP opens the network connection. (Email notification is sent out)
5. SAP Employee can now connect to your system via given SAProuter Infrastructure

For more information, please read SAP Note 797124, or use the link
Mission critical support
Customer contracts and service level agreement

MISSION CRITICAL SUPPORT

- 24x7 mission critical support based on first-class service level agreements (SLAs)
- SAP Enterprise Support advisory: Additional escalation level in case of mission critical support situations
- 24x7 access to the Customer Interaction Center
- Access to SAP’s global support backbone, including the SAP Service Marketplace and the SAP Support Portal
- End-to-end supportability in hybrid SAP landscapes (including access to best practices for integration)

<table>
<thead>
<tr>
<th>INCIDENT PRIORITY</th>
<th>Initial Response Time*</th>
<th>Corrective Action (Workaround/action plan)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 (VH)</td>
<td>1 hour</td>
<td>4 hours</td>
</tr>
<tr>
<td>2 (High)</td>
<td>n/a</td>
<td></td>
</tr>
</tbody>
</table>

SLAs

- Accelerated problem resolution for productive system incidents and critical projects
- Minimized business disruption and reduction of unforeseen downtime
- Reduced financial impact of support issues

* Initial response time for prior 1 for on-premise and cloud product related issues: 1hr
** Prio 2: only during SAP’s local office time
For further details, have a look at the SAP Enterprise Support Scope Description
The perfect customer incident
How to create an incident (1/7)
The perfect customer incident
How to create an incident (2/7)
The perfect customer incident
How to create an incident (3/7)
The perfect customer incident
How to create an incident (4/7)

Steps to Reproduce:
1. Log on to ECC System ECI/100 with user SAPSUPPORT.
2. Run TX BIMP for Material 0021 in PLANT 0001 with Movement type 562 and enter there for storage location 0001 a qty of 31 units and a valid transport order.
3. Confirm the transport order by pressing the button post.
4. Log on to S/4HANA and check then in SCM APO system via TX/SAPAPO/RRI for the same product and location the stock situation.
5. Compare this with the results of TX MVPS in ECC system ECI/100.

Business Impact:
This is affecting the planning situation in our APO System as all out subcontracting stock is not updated any more online. We do have tried to record the stock via Delays/Ins or Initial Transfer as a workaround but even there the stock is NOT send to SCM APO AP1 system. Financial loss is around 2 Mil $ in the next 24 hr. 20 Production planner and 150 Shop Floor worker are affected as well as 15 subcontractors.

Would you like to share a document with SAP?

Add Attachment

<table>
<thead>
<tr>
<th>File Name</th>
<th>Description</th>
<th>File Type</th>
<th>File Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>subcon_stock_issue_ECI_AP1.pdf</td>
<td>Detailed steps how to recreate the issue screenshots</td>
<td>PDF</td>
<td>7472.65 KB</td>
</tr>
</tbody>
</table>

Additionally, with whom can we get in contact?

<table>
<thead>
<tr>
<th>Name</th>
<th>E-Mail</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Markus</td>
<td><a href="mailto:markus@sap.com">markus@sap.com</a></td>
<td>REPORTER</td>
</tr>
<tr>
<td>Max</td>
<td><a href="mailto:elslu@sap.com">elslu@sap.com</a></td>
<td>24-HOUR</td>
</tr>
<tr>
<td>Mohan</td>
<td>moh <a href="mailto:paren@sap.com">paren@sap.com</a></td>
<td>BASIS Support</td>
</tr>
</tbody>
</table>
The perfect customer incident
How to create an incident (5/7)

- Save as Draft
- Cancel
- Start Expert Chat
- Submit

Save as draft but NOT send to SAP
Start your Expert Chat instead of opening an incident
Send your incident to SAP

Which of your systems or products is affected?

System/Product: AP1
Access Data Missing / Connection Closed

Remote Connections
On Premise
Manage connections

AP1
Customer Name: SAP
System Number: 8000
System Type: PROD
Installation Name: SAP TEST
Installation Number: 2010

User Entries
- User ID: SAPSUPPORT1
- Password: 100
- Client: 100
- Expiration Date: 19.12.2016, 23:45
- Changed By: 
The perfect customer incident
How to create an incident (6/7)
The perfect customer incident
How to create an incident (7/7)

Send reply to SAP

Update only possible with status in customer action or solution proposed

Send to SAP
Keeping track of incidents

Incident status

- **Not Sent to SAP** – An incident was created but not yet sent to SAP. This incident will be found in *Solutions / Incidents → Draft Incidents*.

- **Sent to SAP** – An incident was sent to SAP. This incident can be found in *Solutions / Incidents → Open Incidents*. Once you have sent the incident to SAP, you cannot change it but you can add further information and re-send the incident to SAP.

- **In Process at SAP** - The incident is in process at SAP. This incident can be found in *Solution / Incidents → Open Incidents*. You can add further information and re-send the incident to SAP.

- **Customer Action** - SAP asked the customer to take action or to provide more information. The incident will be found in *Solutions / Incidents → Incidents inbox*. Here you can check here your or all incidents that are currently on customer action.

- **Solution Provided** - SAP proposed the solution in the reply and in the attached SAP Notes. If you are not satisfied with the solution, you can send the incident back to SAP. The incident can be found in *Solutions / Incidents → Solution Proposed*.

- **Confirmed Incidents** - The incident was confirmed and, therefore, closed by the customer and can no longer be reopened. Confirmed incidents are no longer displayed in the Inbox but can be accessed using the Search option in *Status → Confirmed*.
Close incidents
Confirm and auto-confirm

Automatic Confirmation

Incidents of status *Customer action, In process by customer, Partner-Customer Action, or Solution proposed by SAP* are automatically confirmed after a certain period of time. The confirmation date depends on the priority of the incident.

Example: An incident with priority 1 (very high) is automatically confirmed if it has not changed within 14 days. You find the detailed periods of time for the automatic incident confirmation in the following table:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Period of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very High</td>
<td>14 days</td>
</tr>
<tr>
<td>High</td>
<td>21 days</td>
</tr>
<tr>
<td>Medium</td>
<td>45 days</td>
</tr>
<tr>
<td>Low</td>
<td>45 days</td>
</tr>
</tbody>
</table>
Customer satisfaction with SAP’s incident handling
SAP proposed solution/confirm

When a solution has been provided for a customer incident and the solution is accepted by the customer, the incident-solving process is completed as follows:

- **SAP Proposed Solution**

  If the support engineer is able to provide a qualified solution, the incident is put into status *SAP Proposed Solution*.

- **Confirmed**

  The customer is able to manually confirm the incident by putting it into status *Confirmed*. Afterward, the PCC survey allows the customer to give feedback on the particular incident and support experience.

PCC is your direct feedback channel to SAP Support. When you confirm an incident, you can tell us what you liked about the service and what you think should be improved. SAP uses this information to refine and adapt the incident-solving process. In this way, you can influence SAP Support and benefit from SAP's improved service. More information is available via [https://support.sap.com/kb-incidents/incident/help.html](https://support.sap.com/kb-incidents/incident/help.html).
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   **How to use the Expert Chat**

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The perfect customer incident
Live Support with Expert Chat

✓ Live person to interact with
✓ Real-time support from experts
✓ Reduced time to solution
✓ Quick questions that might not need a traditional incident

Prerequisites:
✓ Start the process of submitting an incident
  An available support engineer and the component must be available for chat
✓ If the prerequisites are fulfilled a SAP expert will process your request.

There are no robots or automated responders when using the expert chat.

Expert Chat Service Provides SAP Customers with Access to Live, Real-Time Support Options

The perfect customer incident
Starting the Expert Chat

Simply begin the process of submitting an incident

1. Start “Find a Solution” in the Launchpad and enter all necessary information for the incident.

2. After the component has been entered the system checks if a SAP support engineer is ready for chat conversation on this specific component. If yes, the “Start Chat” button is shown.

3. The chat can be started by pushing the “Start Chat” button.

The “Start Chat” button is disabled after you have chosen to avoid that multiple chat requests are received.
The perfect customer incident
Expert Chat

• The **SAP expert must create the incident** and it will be displayed afterwards in your inbox.

• Therefore there is **no need to create a new incident** by yourself.

• If the **support engineer** is unable to resolve the issue during the chat session, he/she will **continue the incident** submission process for you.

• The **chat transcript** captures the chat session between you and the SAP expert. This information will be visible within the incident as well.

• If there your inquiry was answered by the SAP expert and no questions exist anymore, you can close the chat.

Please note if there is no response for approximately 10 minutes from your side, the chat will be closed.
The perfect customer incident
When to use/not use the Expert Chat

What kinds of questions can I submit via chat?

Use the chat functionality to get assistance for any technical problems that cannot be answered by an SAP Note or Knowledge Base Article (KBA).

For what the expert chat is not intended:

Speed up requests:
• For speed up processing or escalate an existing incident contact the Customer Interaction Center (CIC)

Multiple Chats or Requests on the same topic:
• No limitation of using the support via chat, but it is recommended to start only one chat session per problem or question.

Complex scenarios where a lot of debugging is needed:
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4. **How to create a customer incident via SAP Solution Manager**

5. How to speed up and escalate an incident and provide feedback to SAP
SAP Solution Manager integration model

Key value chains

**Value Chain View**

- **Portfolio to Project**
  - Portfolio Management
  - Project Management

- **Requirement to Deploy**
  - Demand
  - Design
  - Development
  - Test
  - Deploy

- **Detect to Correct**
  - Monitor
  - Incident
  - Problem
  - Optimize

- **Request to Fulfill**
  - Service Catalogue
  - Service Request
  - Service Fulfillment

**Lifecycle View**

- Portfolio to Project
- Requirement to Deploy
- Detect to Correct
- Request to Fulfill
- Innovate
- Enhance
- Deploy
- Fix
- Resolve
- Develop
- Add

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SAP Solution Manager 7.2
Functional areas
Application Lifecycle Management
End to end – integrated processes
IT Service Management with SAP Solution Manager

For each use case

- **ITIL based IT Service Management** with integration in SAP ERP for business process automation
- **Service Catalog** to order services
- **Service Request fulfillment process** based on service products and **predefined activities** how to deliver these IT services
- Incident-, Problem-, Change, Knowledge Management for the entire IT together with **SAP IT Infrastructure Management**
- Incident-, Problem-, Change Management **integrated to further SAP Solution Manager scenarios** e.g. test defects, project issues, alert processing, etc.
- Incident-, Problem- Change Management to manage the SAP IT more efficient and secure
- Incident Management for **SAP landscapes with integration in SAP frontends** and **SAP support backbone**
IT Service Management with SAP Solution Manager

Infrastructure

Connectivity to SAP managed system Frontends

SAP Fiori
SAP GUI
SAP NW Business Client

IT Service Management

SAP Solution Manager

Process Management
Root Cause Analysis
Change Control Management
Test Management
Monitoring & Alerting
Interoperability with ALM processes

SAP Collaboration

SAP Global Support Backbone

ITSM 3rd Party Interface
3rd party Help Desk
1:n SAP Solution Manager IT Service Management
SAP CRM 7.0 IT Service Management
IT Service Management with SAP Solution Manager
Incident Management – objective, highlights, and benefits

**Objective**

Increase Efficiency of Responding to Incidents

**Highlights**

- Multiple inbound channels
- ALM integration
- Flexible UI enhancements
- Related searches based on Categorization
- (Auto) Dispatch to Teams based on end user data or system data or categorization
- SAP JAM integration
- Integration with the other IT service and support processes

**Benefits**

- Capture, document, and track all incidents from creation to resolution
- Increase IT support productivity
- Deliver the best solution in a timely manner
- Enhance customer satisfaction
IT Service Management with SAP Solution Manager
Incident Management – best practice process
IT Service Management with SAP Solution Manager

Inbound channels

SAP Fiori
- Contact Support
- My Incidents

End User Self Service
- (Web UI)

SAP Frontend
- SAPGUI
- CRM Web UI
- iView

ALM Processes
- Process Management
- Test Management
- Technical Operations
- Business Process Operations

System Data from LMDB

Mobile Device

Phone/E-Mail/Fax

3rd party helpdesk

System Data from LMDB + Context

System Data + Context
IT Service Management with SAP Solution Manager
Incident Management – bi-directional interface

SAP Solution Manager offers a bi-directional interface that enables the exchange of messages between SAP Solution Manager IT Service Management and third party help desk tools or another SAP Solution Manager Service Desk.
Objective

Investigate, resolve, and document issues in the IT as well as workarounds or solutions to them

---

Highlights

- Bundle multiple incidents with same cause & lock related incidents
- Deep investigation of issues with Impact & Root Cause Analysis
- Forward problem messages to SAP
- Integration with the other IT service and support processes

Benefits

- Document problem investigation in detail
- Speed up incident resolution
- Make investigation results available to all relevant parties
- Provide detailed information to change management
IT Service Management with SAP Solution Manager
Problem Management – best practice process
IT Service Management with SAP Solution Manager
Service Request Management – objective, highlights, and benefits

Objective
Increase Efficiency of Responding to Service Requests

Highlights
- TOP n Service Requests in Self Service Portal
- Flexible input forms + questionnaires
- Checklists to fulfill the services including workflow tasks
- Guided Procedures to fulfill the services using operations tasks
- Integration with the other IT service and support processes

Benefits
- Capture, document, and track all service requests from creation to resolution
- Increase IT support productivity
- Deliver the best service in a timely manner
- Enhance customer satisfaction
IT Service Management with SAP Solution Manager
Service Request Management – best practice process
# IT Service Management with SAP Solution Manager

## Change Management – objective, highlights, and benefits

### Objective

Document and track all IT changes from request to implementation and provide full control & transparency over change execution.

### Highlights

- One central tool to manage all different kinds of IT changes
- Predefined change management processes & workflows
- Fully integrated transport mechanism and change control system to manage changes across technology stacks and application components
- Segregation of duties
- Full auditor compliance of known programs
- Integration with the other IT service and support processes

### Benefits

- Increased maintenance and project efficiency
- Reduced risk of correction and project failure
- Enhance visibility of responsibilities per change phase
- Minimized costs for project management and IT

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IT Service Management with SAP Solution Manager
Change Management – best practice process

Requester
- Requirement existing
  - Create Request for Change

Change Manager
- Define Scope
  - Create Change
  - Approve Scope
  - Perform Change

Change Advisory Board
- All type of changes
  - SAP
  - Non-SAP
  - IT Assets

Developer
- Requirement completed
  - Confirm Request for Change
**IT Service Management with SAP Solution Manager**

Knowledge Management – objective, highlights, and benefits

**Objective**

Document solutions and share information, documents and FAQs within your company

**Highlights**

- Multi-language, Approval concept
- Publish knowledge to 1st Level support & end users
- Integration with the other IT service and support processes

**Benefits**

- Decrease time to resolution for known issues
- Leverage and publish organizational knowledge
- Minimize training time for new support employees
IT Service Management with SAP Solution Manager
Knowledge Management – best practice process
IT Service Management with SAP Solution Manager
What are the benefits of using SAP Solution Manager?

- Direct message creation from SAP systems possible
- Capturing of system data
- Integration in all Application Lifecycle features
- Integration of Incident-, Problem-, Request-, Change- and Knowledge Management
- Starting point for Root Cause Analysis
- Collaboration with SAP
- Integration with SAP IT Infrastructure Management
- ITIL based IT Service Management with integration in SAP ERP
- Multiple Inbound Channels
- Exchange with external help desk tool
- Integration with SAP JAM
- …
IT Service Management with SAP Solution Manager
Where to find more information

Support Portal
https://support.sap.com/solution-manager.html
- Processes
- Training and Services
- Knowledge Transfer
- FAQ
- ...

IT Service Management Wiki in the SAP Community Network
- Presentations, Information, Demos around IT Service Management and Change Request Management
- Content is targeted and tailored for Managers, End-Users and Administrators

Help Portal
http://help.sap.com/solutionmanager72
- What’s New – Release Notes
- Installation and Upgrade Information
- Security Information
- Application Help
- Best Practices and How-to Information
- ...

Service Offerings in SAP Service Marketplace
- Expert Guided Implementations for SAP Solution Manager
- Recorded Webinars
- Individual Services for MaxAttention and Active Embedded
- Pre-packaged Rapid Deployment Solutions for fix-price
- Add-on Packages tailored for large scale usage
- Individual Workshops and Configuration Support

SAP PRESS books
Books available:
Get an expert on-site from SAP Consulting and RunSAP Partners
1. SAP support basics, Support Backbone, where can I find information Tools that support you in our own system to find solutions

2. How to search for a solution in SAP One Support Launchpad

3. How to create a customer incident via SAP One Support Launchpad How to use the Expert Chat

4. How to create a customer incident via SAP Solution Manager

5. How to speed up and escalate an incident and provide feedback to SAP
CUSTOMER INTERACTION CENTER (CIC)
Provides 24x7 central point of contact for queries such as:

- Questions and issues around S-user
- SAP Support Portal navigation
- Speeding up (acceleration) and escalation of SAP customer incidents
- Entry channel to SAP Enterprise Support advisory center for mission critical support
Accelerate an incident
When issues become more urgent

What justifies an acceleration?
To avoid negative business impact, the problem solving becomes more urgent.
→ See SAP Note 67739 for more information on priorities of problem incidents.

What can you do?
Call the SAP Customer Interaction Center (CIC).
- Local CIC numbers (available 24x7) can be found via:
  SAP Note 560499 or SAP Service Marketplace
- Ask to speed up the incident by explaining the business impact.

What you can expect
Customer Interaction Center (CIC) takes care of:
- Analysis of the options to speed up the incident

Send an Info to SAP in the incident is not an acceleration!
Escalate an incident
Incident escalation via Customer Interaction Center

What justifies an escalation?

To justify an escalation, you need to explain the business impact!
Find more information in SAP Note 90835
Criticality has changed:
Go-live now imminent and jeopardized - Business impact now severe

What can you do?

Contact SAP’s Customer Interaction Center

Please be prepared to provide the following information:
1. Productive system:
   - Is the core business severely affected (financial loss)?
   - Is there an extensive manual workaround?
   - How many users are affected?
   - How long has the problem been going on?

2. Test/development system:
   - Which project?
   - Live date, product, and release?
   - Showstopper: yes/no
   - Is the go-live date affected?

3. Point of contact:
   - Work phone number (no 800x)
   - Cell phone number and e-mail address

What you can expect

SAP incident escalation team ensures:
- Intensified attention and additional activity of support resources
- Increased coordination of internal incident handling
- Involvement of SAP Development or back office, if needed
- Execution of action plan and frequent feedback

Key tip: Specifically ask to have the Escalation flag set and make sure system access is available and contact is named!
Give feedback to SAP
Complaints about support or a product

What justifies a complaint?
After the confirmation of an incident, the customer wants to reach SAP about his or her dissatisfaction with:
- Any of SAP’s support services (incident solving, remote services)
- SAP products in general

What can you do?
Contact SAP’s Customer Interaction Center
Please provide a detailed description of the issue (complaints must be in a written form).

What you can expect
SAP takes care of the issue:
- Acknowledgement of complaint receipt within 24 hours and analysis of complaint reasons
- Involvement of responsible manager and processor for a detailed technical analysis
- Establishment of necessary steps to avoid such incidents in the future
- Provision of final statement
- Recording and categorization of all complaints to detect weakness tendencies in quality of product and support provided
- Based on these findings, management ensures continuous improvement
Thank you.

Contact information:
SAP Digital Business Services
Global Customer COE Program
COE.progam@sap.com
SAP Enterprise Support Academy
SAP_ES_Academy@sap.com
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Appendix
The perfect customer incident
Issue description and steps to reproduce – complete information provided

We are performing OS migration for our IR4 system (p17.0) using SAP standard export/import system copy method.
We have migrated IR4 system to create Z24 system as part of our trial migration.

Problem:
Post migration, while adjusting connectivity, we are adjusting communication channels in Integration directory. We were able to successfully adjust most of the communication channels and activate them.

However we are facing problem for below mentioned four communication channels while activation after adjustments.

JDBC_Inbound_BP_DWN_DEV_ORACLE_SCDB_001_CustData_OLAC_BP_1
JDBC_Inbound_BP_DWN_DEV_ORACLE_SCDB_001_CustData_OLAC_LS_1
SOAP_Sender_MDM_IB_webservices
File_Outbound_BP_DWN_DEV_CMCM_USFUELS_001_CustMod_OLAC_CM_1

Specific error message we are getting is:
The following objects have previous versions that are no longer active: Communication Channel | DWN_PRD_CMCM_USFUELS_001 | SOAP_Sender_MDM_IB_webservices Open these objects in the editor and perform a conflict resolution

Please suggest any solution to this for us to move forward.

Attached is the screenshot of the error we are getting while activating
The perfect customer incident
Business impact: example of very high (critical core business process not working)

This is a very urgent issue seriously affecting our ability to complete our Financial Close and file quarterly taxes, which are due on August 4, 2016. If not resolved, this could have severe financial impact from a regulatory compliance perspective. Delays could result in fines of approximately $100,000/day. There is currently no workaround and 25 people are impacted from our controller’s organization.
The perfect customer incident
Business impact: example of very high (go live endangered)

Business impact provided on August 2

Pending GoingLive is at risk. Going live to production on August 5. Going live with SCM 7.13 SP11. Issue is a showstopper with no workaround in place. Project is at standstill. Without this support pack upgrade, we will lose the ability to create packing lists and bills of lading for the trucks. In some of our locations, an accurate bill of lading is a legal concern. 2 internal and 10 external consultants are at standstill. If the GoLive is missed, it will cause a financial impact of $2 million per day as a result.

During testing, we found a bug in the display of long text. Only 80 characters are shown, but we have long texts with up to 100 Character. This issue is stopping our go live in 3 month. 5 Consultants are effect Go-Live endangered.
Further Information for SolMan 7.2
IT Service Management

EKT
IT Service Management – Guided Discovery Tutorials (GDT)
IT Service Mgmt – Incident Management

IT Service Mgmt – Master Data Management
https://service.sap.com/sap/bc/bsp/spn/esa_redirect/index.htm?gotocourse=X&courseid=70315390

IT Service Management – Learning Map
https://support.sap.com/ekt-solutionmanager > SAP Solution Manager 7.2 Learning Maps > IT Service Management

SAP Solution Manager Expert Knowledge (SAP Solution Manager WIKI)
IT Service Management

Application Help
IT Service Management
http://help.sap.com/saphelp_sm72_sp03/helpdata/en/d6/b729db0a2a41589e9fa8f25eba7fcb/content.htm

SAP Notes
2188112 - FAQ: ST720 IT Service Management Frequently Asked Questions
# Useful SAP Notes

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<tr>
<th>SAP Note #</th>
<th>Description</th>
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<td><strong>Report issue to SAP</strong></td>
<td></td>
</tr>
<tr>
<td>560499</td>
<td>Customer Interaction Center: Hotline Numbers &amp; E-mail Addresses</td>
</tr>
<tr>
<td>38373</td>
<td>Support Center: Phone/fax numbers</td>
</tr>
<tr>
<td>67739</td>
<td>Priority of problem incidents</td>
</tr>
<tr>
<td>36677</td>
<td>Structure of components for customer incidents</td>
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<tr>
<td>1773689</td>
<td>How to add logon credentials securely to an incident - SAP ONE Support Launchpad</td>
</tr>
<tr>
<td>2281599</td>
<td>SAP Remote Support Guideline</td>
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<tr>
<td>83020</td>
<td>What is consulting - What is support?</td>
</tr>
<tr>
<td>873046</td>
<td>Processing customer messages in English</td>
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<tr>
<td>797124</td>
<td>LOP - Line Opener Program</td>
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<tr>
<td>50048</td>
<td>Several queries in an incident</td>
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<td><strong>Trouble with an incident</strong></td>
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<td>90835</td>
<td>SAP Message Escalation Procedure</td>
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<tr>
<td>984434</td>
<td>How to speed up customer incident processing</td>
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<tr>
<td>1281633</td>
<td>Speed Up Processing of a Customer Incident</td>
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<tr>
<td>1292299</td>
<td>How to get notified via e-mail or SMS when incidents are updated by SAP</td>
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<td>1228776</td>
<td>How to efficiently report a problem</td>
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<td><strong>Missing Function</strong></td>
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<td>357732</td>
<td>Entering development requests</td>
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<tr>
<td><strong>Feedback to SAP</strong></td>
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<tr>
<td>736045</td>
<td>Feedback on SAP SE Service &amp; Support</td>
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## Useful SAP links

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<th>Topic</th>
<th>Quick Link</th>
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<tr>
<td>SAP ONE Support Launchpad</td>
<td><a href="https://launchpad.support.sap.com">https://launchpad.support.sap.com</a></td>
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<tr>
<td>SAP ONE Support Launchpad in 3 mins</td>
<td><a href="https://www.youtube.com/watch?v=9RutFZ1Qoag">https://www.youtube.com/watch?v=9RutFZ1Qoag</a></td>
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<td>Create Customer Incident</td>
<td><a href="https://launchpad.support.sap.com/#/incident/create">https://launchpad.support.sap.com/#/incident/create</a></td>
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<tr>
<td>How to get the fastest incident resolution</td>
<td><a href="https://www.youtube.com/watch?v=R-ox1CK8Bo8">https://www.youtube.com/watch?v=R-ox1CK8Bo8</a></td>
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<td>SAP Support Journey</td>
<td><a href="http://go.sap.com/support.html">http://go.sap.com/support.html</a></td>
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<td>SAP Note display via SAP ONE Support Launchpad</td>
<td><a href="https://launchpad.support.sap.com/#/notes/note">https://launchpad.support.sap.com/#/notes/note</a> number/language Example:</td>
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<td></td>
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