



## Operations Guide for SAP Asset Information Workbench (AIW) by Utopia

Release 1.0



### Document History

The following table provides an overview of the most important document changes and approvals.

Version	Date	Description	Name
1.0	13/09/2017	Modified version	Anil George



# Table of Contents

- Getting Started ..... 4
  - Target groups ..... 4
  - Current version ..... 4
  - Logging and Tracing ..... 4
- Support Desk Management ..... 4
  - Remote Support Setup ..... 4
  - Problem Message Handover ..... 4
    - For AIW and Personal Object Work List (POWL) ..... 5
    - To Trigger Work Items ..... 5
- Appendix: Related Guides ..... 6

## Getting Started

This technical operations manual is the starting point for operating a system that runs on SAP NetWeaver, and precedes the application operations guides of SAP Business Suite. The manual refers users to the tools and documentation that are needed to carry out various tasks, such as monitoring, backup/restore, master data maintenance, transports, and tests. This document contains information specific to the operation of the SAP Asset Information Workbench (AIW).

## Target groups

- System administrators
- Technology Consultants

## Current version

- On SAP Service Marketplace at [service.sap.com/instguides](http://service.sap.com/instguides)

## Logging and Tracing

The AIW uses change request types built within the MDG Application Framework, and so all validation logs can be accessed via SLG1 in the same manner as they can for the core four SAP-delivered domains (Material, Customer, Supplier, Financials).

## Support Desk Management

Support Desk Management enables you to set up an efficient internal support desk for your support organization that seamlessly integrates your end users, internal support employees, partners, and SAP Active Global Support specialists and Utopia Global Support specialists with an efficient problem resolution procedure.

For support desk management, you need the methodology, management procedures, and tools infrastructure to run your internal support organization efficiently.

The following topics are covered:

- Remote Support
- Component hierarchy relevant for this application

## Remote Support Setup

To set up remote support the following connection types should be opened in the Service Connection maintenance screen:

- R/3 Support
- HTTP connect – URL Access

For more information, see SAP Note [592085](http://support.sap.com/592085).

## Problem Message Handover

For information about the processing of internal support messages and forwarding them to SAP, see SAP Help Portal at <http://help.sap.com> under Application Lifecycle Management > SAP Solution Manager > SAP Solution Manager 7.0 > SAP Library Incident Management > Service Desk.

To send problem messages to SAP, use the relevant ERP application component in the SAP application component hierarchy. For information on the component hierarchy names used to send tickets, see section 2.1, Scenario/Component Matrix in the main Operations Guide.

Follow the instructions in SAP Note [1637249](#) to prepare your system before raising a problem message with SAP. The information provided by the note helps to improve the processing quality and speed by limiting the root cause area and avoiding messages being sent back due to missing or incorrect information.

For the AIW Add-On, support desk will be handled in the same manner as support for any other SAP issue. SAP Active Support will serve as both the Level 1 tier and Level 2 tier support groups, and will send the Incident to Utopia Global Services as Tier 3 support, in the event that it cannot be resolved within the 1<sup>st</sup> and 2<sup>nd</sup> tier of the existing SAP Support Framework.

In order for Utopia Global Services to log into the client system, the following roles are assigned to the SAP Support User. Utopia Global Services will use the same protocols as SAP uses during troubleshooting and issue resolution.

## For AIW and Personal Object Work List (POWL)

Role Name	Description
/UGI7/AIW_MENU	SAP Asset Information Workbench by Utopia: Menu
/UGI7/AIW_REQ	SAP Asset Information Workbench by Utopia: Requester
/UGI7/AIW_SPEC_EQUI	SAP Asset Information Workbench by Utopia: Specialist-Equipment
/UGI7/AIW_SPEC_FUNCLOC	SAP Asset Information Workbench by Utopia: Specialist-Functional Location
/UGI7/AIW_SPEC_MPLAN	SAP Asset Information Workbench by Utopia: Specialist-Maintenance Plan
/UGI7/AIW_SPEC_MSPOINT	SAP Asset Information Workbench by Utopia: Specialist-Measuring Point
/UGI7/AIW_SPEC_PMBOMHDR	SAP Asset Information Workbench by Utopia: Specialist-MRO BOM
/UGI7/AIW_SPEC_TLEQHDR	SAP Asset Information Workbench by Utopia: Specialist-Equipment-Tasklist
/UGI7/AIW_SPEC_TLFLHDR	SAP Asset Information Workbench by Utopia: Specialist-Funloc-Tasklist
/UGI7/AIW_SPEC_TLGNHDR	SAP Asset Information Workbench by Utopia: Specialist-General Tasklist
/UGI7/AIW_SPEC_WORKCNTR	SAP Asset Information Workbench by Utopia: Specialist-Work Center
/UGI7/AIW_STEW	SAP Asset Information Workbench by Utopia: Steward

If the support needed is for LAM, then Refer to UGI EAM 730-SP01 LAM roles.

## To Trigger Work Items

Refer to Configuration guide

## Appendix: Related Guides

Content	Location on SAP Service Marketplace
Master and Upgrade Master Guide for SAP MDG 9.0	<a href="http://service.sap.com/instguides">http://service.sap.com/instguides</a> > SAP Business Suite Applications > SAP Master Data Governance > SAP Master Data Governance 9.0
Operations Guide for SAP MDG 9.0	<a href="http://service.sap.com/instguides">http://service.sap.com/instguides</a> > SAP Business Suite Applications > SAP Master Data Governance > SAP Master Data Governance 9.0
Security Guide for SAP MDG 9.0	<a href="http://service.sap.com/instguides">http://service.sap.com/instguides</a> > SAP Business Suite Applications > SAP Master Data Governance > SAP Master Data Governance 9.0
Configuration Guide for SAP AIW by Utopia	<TBD>