



## Operations Guide for SAP Asset Information Workbench by Utopia

Release 3.0

## Document History

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

Version	Date	Description	Name
1.0	18-10-2018	Initial version	Kuldeep Singh

## Approval History

Version	Date	Description	Name
1.0	18-10-2018	Final version	Lyle Snyder

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## Getting Started

This technical operations manual is the start point for operating a system that runs on SAP NetWeaver, and precedes the application operations guides of SAP Business Suite. This document contains operation-specific information on SAP Asset Information Workbench (AIW) by Utopia.

For general information on system administrator activities, monitoring and management of Master Data Governance, change management and support desk management, see [https://help.sap.com/viewer/p/SAP\\_MASTER\\_DATA\\_GOVERNANCE](https://help.sap.com/viewer/p/SAP_MASTER_DATA_GOVERNANCE) → Application Operations Guide under the Operations tab.

AIW component-specific hierarchy related to support desk management is listed as part of this document.

## Target Groups

- System Administrators
- Technology Consultants

## Current Version

- On the SAP Help Portal: [help.sap.com/viewer/p/AIW](https://help.sap.com/viewer/p/AIW)

## Logging and Tracing

The AIW uses objects built within the Utopia EAM and standard MDG Application Framework. Refer to [EAM 9.2 Operations guide](#) for details.

## 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

For more information refer also to [https://help.sap.com/viewer/p/SAP\\_MASTER\\_DATA\\_GOVERNANCE](https://help.sap.com/viewer/p/SAP_MASTER_DATA_GOVERNANCE) → Application Operations Guide.

## 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 – Due to limitations of the Solution Manager, HTTP connections cannot be passed through the Partner Support Portal. In the event that the incident requires

debugging or observation of the UI processes, the customer needs to avail themselves for a screen sharing session with Utopia's support team.

For more information, see SAP Note [592085](#).

## SAP Component List

XX-PART-UGI-AIW

Incoming messages are routed to SAP Global Partner Support first and then to Utopia.

SAP Component	Text	Routing (initial queue)
XX-PART-UGI		SAP Global Partner Support
"" – AIW	Asset Information Workbench by Utopia	SAP Global Partner Support

## 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 [SAP Component List](#).

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, if it cannot be resolved within the 1<sup>st</sup> and 2<sup>nd</sup> tier of the existing SAP Support Framework.

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_OBJLINK	SAP Asset Information Workbench by Utopia: Specialist- Object Link
/UGI7/AIW_SPEC_OBJNETWRK	SAP Asset Information Workbench by Utopia: Specialist - Object Network
/UGI7/AIW_SPEC_PMBOMHDR	SAP Asset Information Workbench by Utopia: Specialist-Material BOM
/UGI7/AIW_SPEC_EQBOMHDR	SAP Asset Information Workbench by Utopia: Specialist-Equipment BOM
/UGI7/AIW_SPEC_FLBOMHDR	SAP Asset Information Workbench by Utopia: Specialist-Functional Location BOM
/UGI7/AIW_SPEC_WBSBOMHDR	SAP Asset Information Workbench by Utopia: Specialist-WBS 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 is needed for LAM, then Refer to UGI EAM 9.2 LAM roles.

### To Trigger Work Items

Refer to AIW Configuration guide.

## Appendix: Related Guides

Content	Location on SAP Service Marketplace
Master and Upgrade Guide for MDG AIW 3.0	<a href="https://help.sap.com/viewer/p/AIW">https://help.sap.com/viewer/p/AIW</a> -> AIW 3.0 -> AIW 3.0 Master and Upgrade Guide
Operations Guide for MDG MDG AIW 3.0	<a href="https://help.sap.com/viewer/p/AIW">https://help.sap.com/viewer/p/AIW</a> -> AIW 3.0 -> AIW 3.0 Application Operations Guide
Security Guide for SAP MDG 9.1	<a href="#">SAP Master Data Governance Security Guide</a> -> SAP Business Suite Applications -> SAP Master Data Governance -> SAP Master Data Governance 9.1
Configuration Guide for SAP AIW by Utopia	<a href="https://help.sap.com/viewer/p/AIW">https://help.sap.com/viewer/p/AIW</a> -> SAP Help Portal for Asset Information Workbench 3.0