Perfect data is perfectly possible with Utopia.

Operations Guide for Utopia Solutions for MDG™ on S4/HANA

Release 730

Document History

Before you start the implementation, make sure you have the latest version of this document. You can find the latest version under http://service.sap.com/instguides -> SAP Solution Extensions -> SAP MDG for Enterprise Asset Management by Utopia

The following tables provide an overview of the most important document changes and approvals.

Table 1 Document Change History

Version	Date	Description	Name
1.0	17-02-2017	Initial Release	Lyle Snyder

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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 Utopia EAM Solutions for MDG™ and as such is a delta document from the Full MDG Operations Guide.

Target groups:

- System administrators
- Technology Consultants

Current version:

- On SAP Service Marketplace at service.sap.com/instguides

Monitoring of Utopia EAM Solutions for MDG™ v 7.30

Refer to the main SAP MDG Operations Guide for information concerning Alert Monitoring.

Logging and Tracing

Refer to the main Operations Guide for information regarding Logging and Tracing. The Utopia EAM Solutions for MDG™ are using 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).

EAM Object	Object	Sub-Object
Equipment	EAM_UPLOAD	/UGI/EAM_UP
Functional Location	EAM_UPLOAD	/UGI/EAM_UP
MRO-BOM	EAM_UPLOAD	/UGI/EAM_UP
Work Center	EAM_UPLOAD	/UGI/WKC_UP
Maintenance Plan	EAM_UPLOAD	/UGI/MPMI_UP
Measuring Point	EAM_UPLOAD	/UGI/MSP_UP
Task List	/UGI/TASKLIST_UP	/UGI/TASKLIST_UP
Classification	EAM_UPLOAD	/UGI/EAM_UP

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.

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 Utopia EAM Solutions for MDG™ 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 1st and 2nd tier of the existing SAP Support Framework.

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

Role	Description
/UGI/_MDGEAM_ALLUSR	Standard User Authorizations
/UGI/_MDGEAM_ECC_PM	Back-End Processing Authorizations for EAM Objects
/UGI/_MDGEAM_STEW	Master Data Governance for EAM: Steward
/UGI/_MDGEAM_SPEC	Master Data Governance for EAM: Specialist
/UGI/_MDGEAM_REQ	Master Data Governance for EAM: Requester

If the support needed is for Utopia MDG-EAM-: LAM, In addition to the above mentioned roles below mentioned roles should also be assigned for SAP support user.

Role	Description
/UGI/_MDGEAM_STEW_LAM	Master Data Governance for EAM-LAM: Steward
/UGI/_MDGEAM_SPEC_LAM	Master Data Governance for EAM-LAM: Specialist
/UGI/_MDGEAM_REQ_LAM	Master Data Governance for EAM-LAM: Requester

Refer to the main Operations Guide Section for additional roles which can be assigned to the SAP Support User ID.

Appendix

Related Guides

Table 3 Related Guide Documents

Content	Location on SAP Service Marketplace
Master and Upgrade Master Guide for SAP MDG 8.0	http://service.sap.com/instguides-> SAP Business Suite Applications -> SAP Master Data Governance -> SAP Master Data Governance 8.0
Master and Upgrade Master Guide for SAP MDG 9.0	http://service.sap.com/instguides-> SAP Business Suite Applications -> SAP Master Data Governance -> SAP Master Data Governance 9.0
Operations Guide for SAP MDG 8.0	http://service.sap.com/instguides-> SAP Business Suite Applications -> SAP Master Data Governance -> SAP Master Data Governance 8.0
Operations Guide for SAP MDG 9.0	http://service.sap.com/instguides-> SAP Business Suite Applications -> SAP Master Data Governance -> SAP Master Data Governance 9.0
Security Guide for SAP MDG 8.0	http://service.sap.com/instguides-> SAP Business Suite Applications -> SAP Master Data Governance -> SAP Master Data Governance 8.0
Security Guide for SAP MDG 9.0	http://service.sap.com/instguides-> SAP Business Suite Applications -> SAP Master Data Governance -> SAP Master Data Governance 9.0
Utopia Solutions for MDG™ Configuration Guide	http://service.sap.com/instguides -> SAP Solution Extensions -> SAP MDG for Enterprise Asset Management by Utopia