



Operations Guide for EAM Service Master Solutions by Utopia for S/4HANA

Release SVM 9.2

Document History

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

Version	Date	Description	Name
1.0	18-10-2018	Final version	Sahana Gupta

Approval History

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

Table of Contents

Getting Started	4
Logging and Tracing	4
Support Desk Management	4
Remote Support Setup	4
SAP Component List	5
Problem Message Handover	5
Appendix: Related Guides	6

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 Service Master (SVM) Procurement Solution 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 → Application Operations Guide under the Operations tab.

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

List the current version:

- On SAP Help Portal at https://help.sap.com/viewer/p/MDG_EAM.

Logging and Tracing

The Service Master 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).

Product Object	Object	Sub-Object
Service Master	/UGI1/SRVMAS_UP	/UGI1/SRVMAS_UP

Table 1: "Objects" Overview

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 in this section:

- [Remote Support Setup](#)
- [SAP Component List](#)
- [Problem Message Handover](#)

For more information, see https://help.sap.com/viewer/p/SAP_MASTER_DATA_GOVERNANCE → Application Operations Guide under Operations tab.

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-SVM

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
"" – SVM	Service Master	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.

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 SVM 9.2 Solutions by Utopia Add-On, support desk is handled in the same manner as support for any other SAP issue. SAP Active Support serves as both the Level 1 tier and Level 2 tier support groups, and send the Incident to Utopia Global Services as Tier 3 support, if it cannot be resolved within the 1st and 2nd tier of the existing SAP Support Framework.

For Utopia Global Services to log into the client system, the following four roles are assigned to the SAP Support User. Utopia Global Services uses the same protocols as SAP uses during troubleshooting and issue resolution. However, Utopia is not able to leverage browser based activity through the secure channel. This activity can only be accomplished through screen sharing by the customer.

Role	Description
/UGI1/_MDGPROC_ALLUSR	Standard User Authorizations
/UGI1/_MDGPROC_MENU	Master Data Governance for Procurement Menu
/UGI1/_MDGPROC_REQ	Master Data Governance for Procurement Solution: Requester
/UGI1/_MDGPROC_SPEC	Master Data Governance for Procurement Solution: Specialist
/UGI1/_MDGPROC_STEW	Master Data Governance for Procurement Solution: Steward

Table 2: Roles delivered

Appendix: Related Guides

Content	Location on SAP Service Marketplace
Master and Upgrade Guide for SVM 9.2	https://help.sap.com/viewer/p/MDG_EAM -> 9.2 on S/4HANA -> Master and Upgrade Guide
Operations Guide for MDG SVM 9.2	https://help.sap.com/viewer/p/MDG_EAM -> 9.2 on S/4HANA -> Service Master Operations Guide
Security Guide for MDG 9.1	SAP Master Data Governance Security Guide -> SAP Business Suite Applications -> SAP Master Data Governance -> SAP Master Data Governance 9.1
Configuration Guide for MDG SVM 9.2	https://help.sap.com/viewer/p/MDG_EAM -> 9.2 on S/4HANA -> Service Master Configuration Guide