



Perfect data is perfectly possible with Utopia.

Operations Guide for Utopia RFM for MDG™

Release 9.0

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	08/02/2017	Initial Version	Kumar Saurav
1.0	23/03/2017	Updated/Reviewed	Kumar Saurav

Table of Contents

Purpose	4
Target Audience	4
Organization	4
Remote Support Setup.....	5
Problem Message Handover.....	5
Appendix	8
Related Documents.....	8
Important Notes.....	8

Introduction

Purpose

The purpose of this Operations Guide is to help you picking up the tools and documentation to execute various tasks, such as monitoring, backup/restore, master data maintenance, transports, and tests. This guide contains information specific to the operation of the SAP Master Data Governance (MDG), Retail and Fashion Management (RFM) Extension by Utopia™.

This technical operations guide is the starting point for operating a system that runs on SAP NetWeaver, and precedes the application operations guides of SAP Business Suite.

Target Audience

The target audience for this guide comprises:

- Technology consultants
- Security consultants
- System administrators

Organization

This guide primarily consists of the following sections.

Chapter	Description
Introduction	This section describes the purpose of this guide, expected end users, and the main sections or scope of the guide.
Before You Start	This section describes the additional information about the other important guides relevant for operations.
Support Desk Management	This section describes the Support Desk Management setup process.
Problem Message Handover	This section describes the information about the processing of internal support messages and forwarding them to SAP, and so on.
Appendix	This section describes the list of related guides and SAP notes.
Glossary	This section describes the list of important terms and abbreviations.

Before You Start

The following references help you acquiring more information on the relevant areas.

Monitoring MDG, RFM Extension by Utopia

Refer to the main [SAP MDG 7.0 Feature Pack Operations Guide](#) or [SAP MDG 8.0 Operations Guide](#) or [SAP MDG 9.0 Operation Guide](#) for information concerning Alert Monitoring.

Logging and Tracing

Refer to the main Operations Guide for information regarding Logging and Tracing.

The SAP Master Data Governance (MDG), Retail and Fashion Management (RFM) extension by Utopia™ uses change request types built within the MDG Application Framework. All the validation logs can be accessed through SLG1 in the same manner as they are for the four core SAP-delivered domains - Material, Customer, Supplier, and Financials.

Support Desk Management

The Support Desk Management enables you to set up an efficient internal support desk for the 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, methodology, management procedures, and tools infrastructure are required to run the internal support organization efficiently.

The Support desk management covers:

- Remote Support
- Component hierarchy relevant for this application

Remote Support Setup

To set up remote support, the following connection types must 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.

It is recommended to 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 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 MDG-Retail and Fashion Management extension by Utopia™ Add-On, support desk will be handled in the same manner as support for any other SAP issue. SAP Active Support serves as the Level 1 tier and Level 2 tier support groups. It also sends the Incident to Utopia Global Services as Tier 3 support when an issue is not resolved within the 1st and 2nd tier of the existing SAP Support Framework.

For Utopia Global Services to log into the client system, you can assign the following role to the SAP Support User, in addition to any included in the [MDG 7.0 Feature Pack Operations Guide](#) or [SAP MDG 8.0 Operations Guide](#) or [SAP MDG 9.0 Operation Guide](#). Utopia Global Services uses the same protocols as SAP uses during troubleshooting and issue resolution.

Table 2 MDG-RFM for FMS Roles

Role	Description
/UGI4/MDGRFM_FMS_DISP	Master Data Governance for FMS: Display
/UGI4/MDGRFM_FMS_MENU	Master Data Governance for FMS: Menu
/UGI4/MDGRFM_FMS_REQ	Master Data Governance for FMS: Requester

/UGI4/MDGRFM_FMS_SPEC	Master Data Governance for FMS: Specialist
/UGI4/MDGRFM_FMS_STEW	Master Data Governance for FMS: Steward

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

Glossary

This Section provides the list of key terms, abbreviations and acronyms.

Term/Abbreviations	Description
BOM	Bill of Material
CR	Change Request
DB	Database
EAM	Enterprise Asset Management
GW	Gateway
ICF	Internet Communication Framework
IDoc	Intermediate Document
MRO	Maintenance, Repair, and Overhaul
NW	NetWeaver
OData	Open Data Protocol
RFM	Retail and Fashion Management
T Code	SAP Transaction Code
UI	User Interface

Appendix

Related Documents

Table 3 Related Guides / Documents

Term/Abbreviations	Description
SAP MDG-RFM by Utopia: Master Guide	http://service.sap.com/instguides →SAP Solution Extensions → SAP MDG-RFM by Utopia → Release 9.0
SAP MDG-RFM by Utopia: Installation Guide	
SAP MDG-RFM by Utopia: Security Guide	
SAP MDG-RFM by Utopia: Operations Guide	
SAP MDG-RFM by Utopia: Configurations Guide	

Important Notes

Table 4 Related SAP Notes

SAP Note Number	Title	Category
2281786	Release Strategy for SAP MDG–RFM by Utopia	Release Planning Information
2441718	Functional Restrictions in SAP MDG-RFM by Utopia	Functional Restriction Note
2441137	MDG-RFM Release Information Note	Release Information Note