



Operations Guide for Utopia RFM Solutions for MDG™

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Document History

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Getting Started

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.

The target audience for this guide comprises:

- Technology consultants
- Security consultants
- System administrators

Monitoring of Utopia RFM Solutions for MDG™ version

Refer to the main [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.

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
<TBD>	Functional Restrictions in SAP MDG-RFM by Utopia	Functional Restriction Note
<TBD>	MDG-RFM Release Information Note	Release Information Note