



SAP Master Data Governance

Operations Guide

For

SAP Master Data Governance, Retail and Fashion Management extension by Utopia™

CUSTOMER

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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-RFM by Utopia > Release 8.0

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

Table 1 Document Change History

Version	Date	Description
1.0	2016-08-30	Initial Version

Getting Started

About this Document

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 SAP Master Data Governance, Retail and Fashion Management extension by Utopia™.

- Target groups:
 - System administrators
 - Technology Consultants
- Current version:
 - On SAP Service Marketplace at <http://service.sap.com/instguides>

Monitoring of SAP Master Data Governance, Retail and Fashion Management extension by Utopia

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

Logging and Tracing

Please refer to the main Operations Guide for information regarding Logging and Tracing. The SAP Master Data Governance, Retail and Fashion Management extension by Utopia™ uses change request types built within the MDG Application Framework. So all validation logs can be accessed via SLG1 in the same

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manner as they can for the core four SAP-delivered domains (Material, Customer, Supplier, and Financials).

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 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 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.

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In order 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](#). Utopia Global Services will use the same protocols as SAP uses during troubleshooting and issue resolution.

MDG-RFM for Retail

Role	Description
/UGI4/MDGRFM_DISP	Master Data Governance for RFM: Display
/UGI4/MDGRFM_MENU	Master Data Governance for RFM: Menu
/UGI4/MDGRFM_REQ	Master Data Governance for RFM: Requester
/UGI4/MDGRFM_SPEC	Master Data Governance for RFM: Specialist
/UGI4/MDGRFM_STEW	Master Data Governance for RFM: Steward

MDG-RFM for FMS

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

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

Appendix

Related Documents

Table 2 Related Guide Documents

Content	Location on SAP Service Marketplace
SAP MDG-RFM by Utopia: Master Guide	www.service.sap.com/instguides → SAP Solution Extensions → SAP MDG-RFM by Utopia → Release 8.0
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

SAP Note Number	Title	Category
2281786	Release Strategy for SAP MDG-RFM by Utopia	Release Planning Information

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2360840	Functional Restrictions in SAP MDG-RFM by Utopia	Functional Restriction Note
2360863	SAP MDG-RFM by Utopia	Release Information Note