

ALM102

The New Service Desk for Incident and Problem Management in next SAP Solution Manager



David Birkenbach, ALM Solution Management
October 2010

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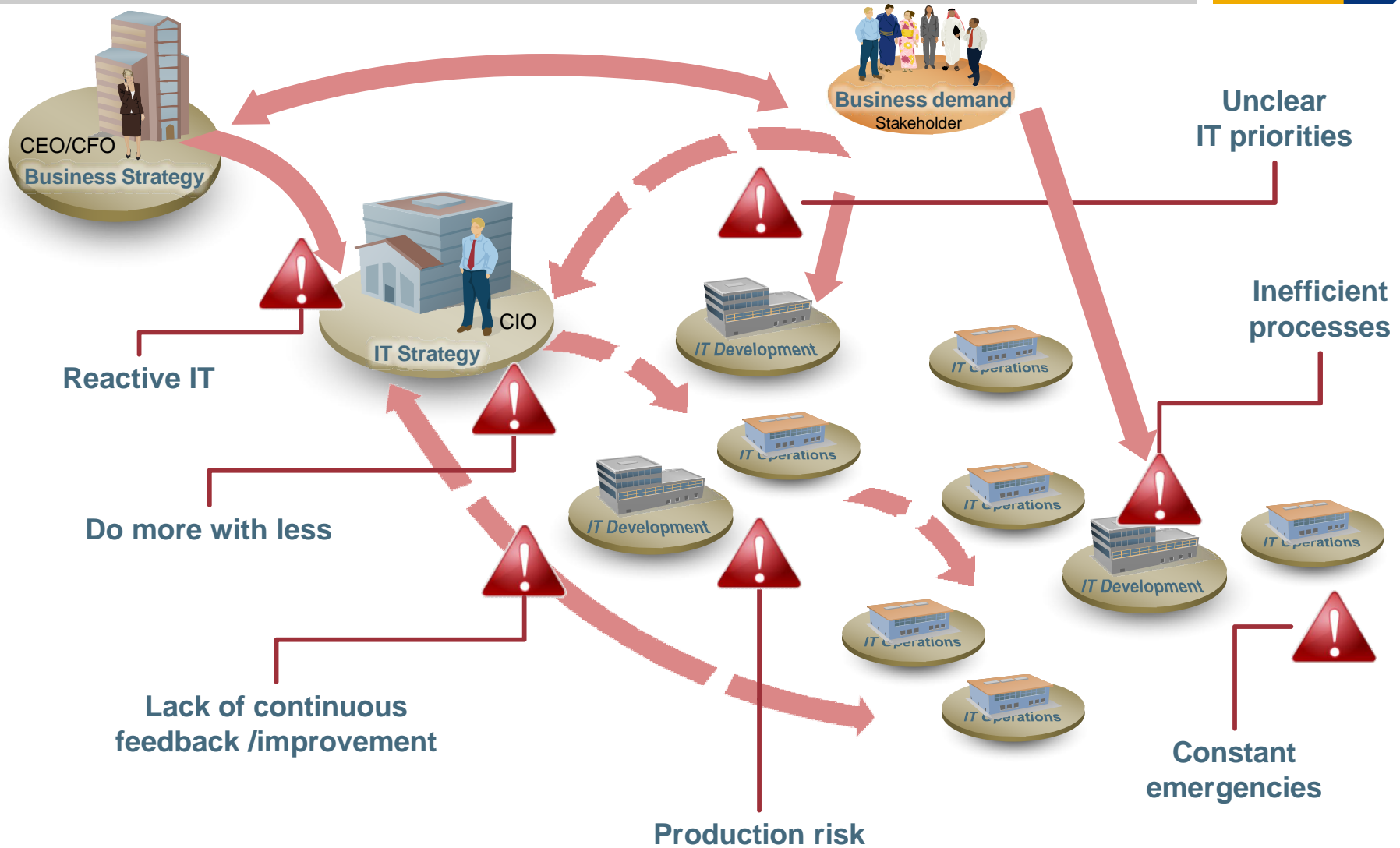
Agenda



- 1. IT trends and issues**
2. SAP IT Service Management on SAP Solution Manager
3. Usage of Application Incident Management in SAP Enterprise Support
4. Application Incident Management – Use cases
5. Outlook & additional info

Reactive and Inefficient IT Grown over Time

Siloed IT Processes by Task, Technology, and Geography



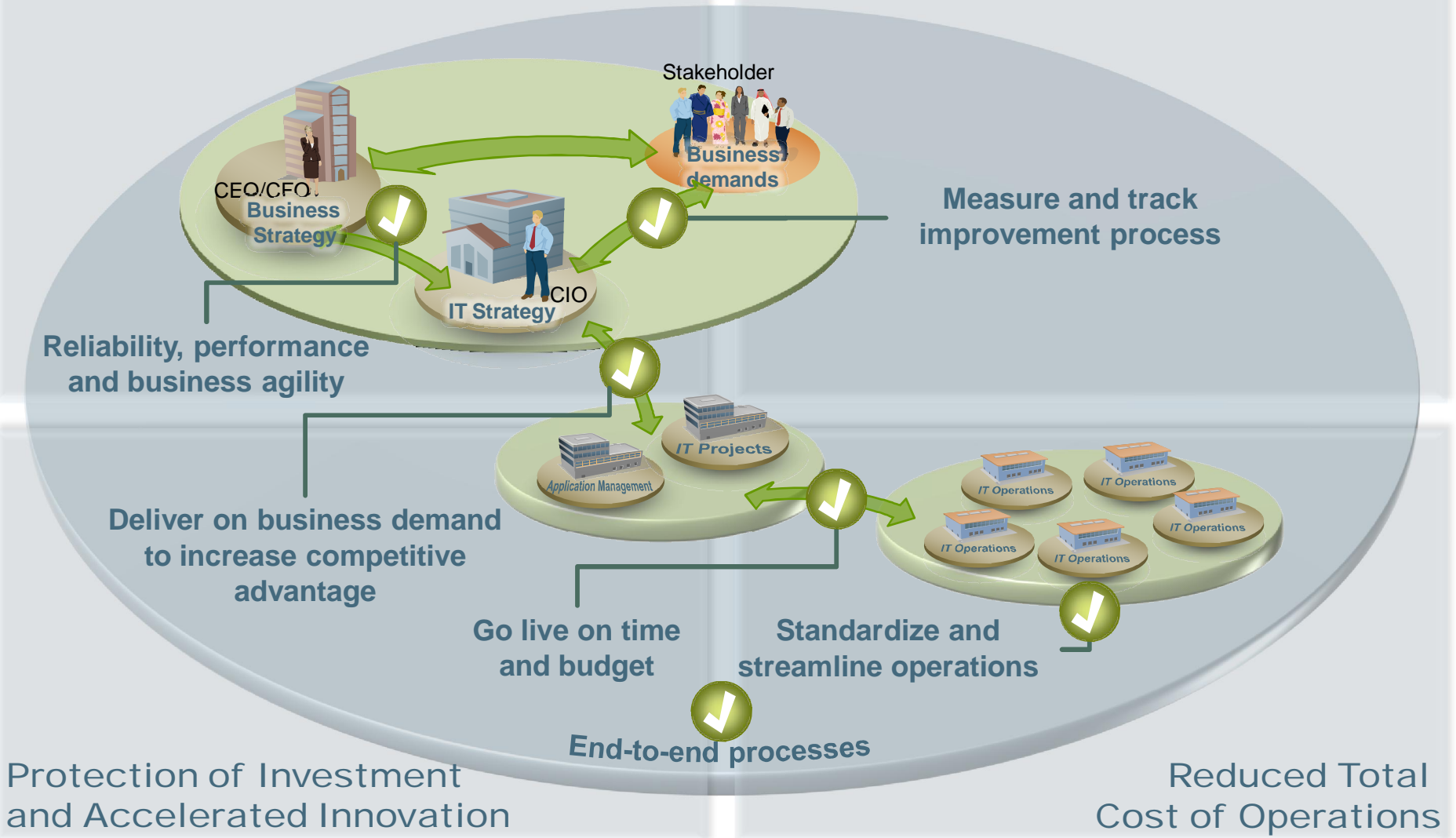
Efficient Application Life-Cycle Management

Aligns Business and IT



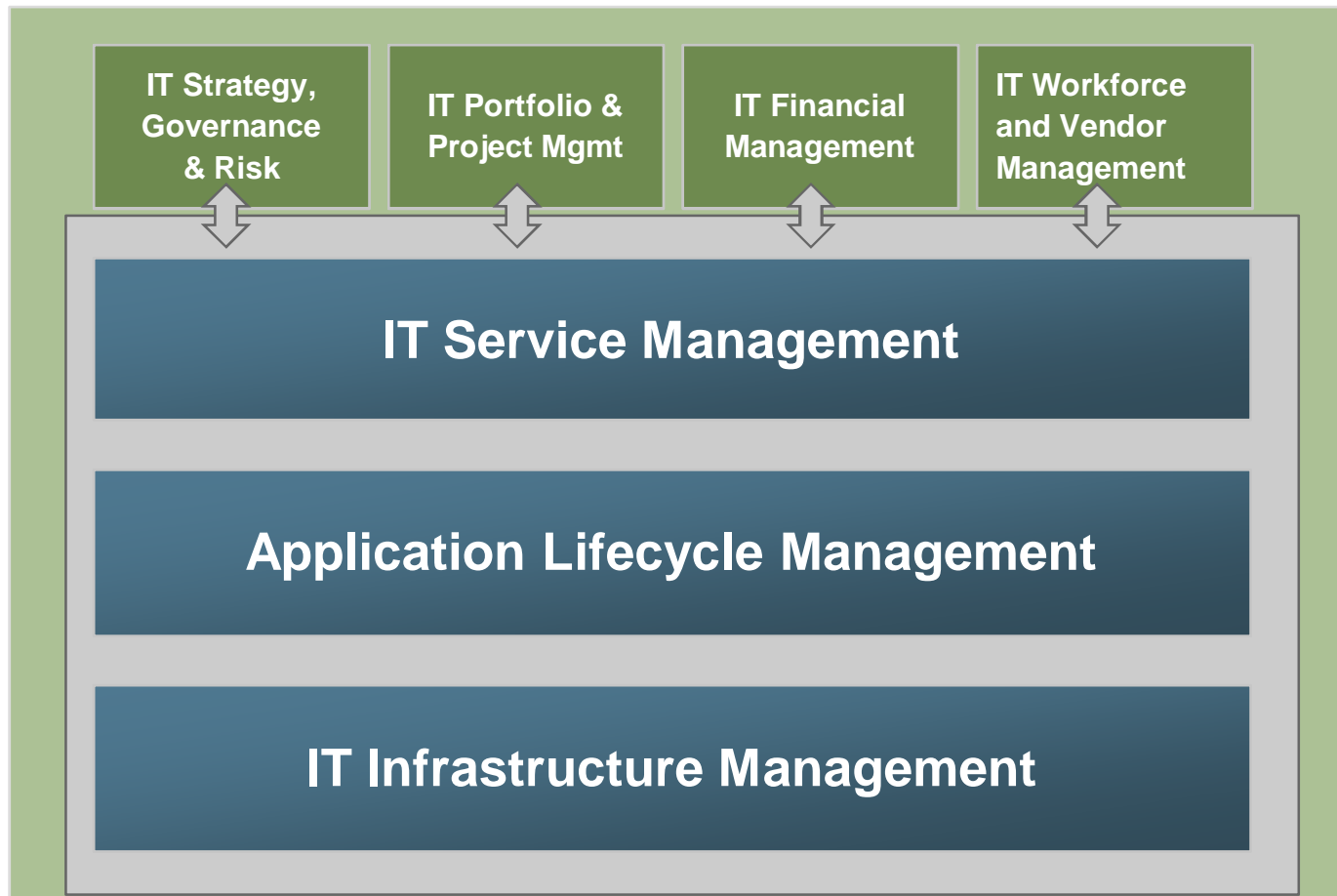
Business Continuity

Business Process Improvement





Business of IT Management Solutions



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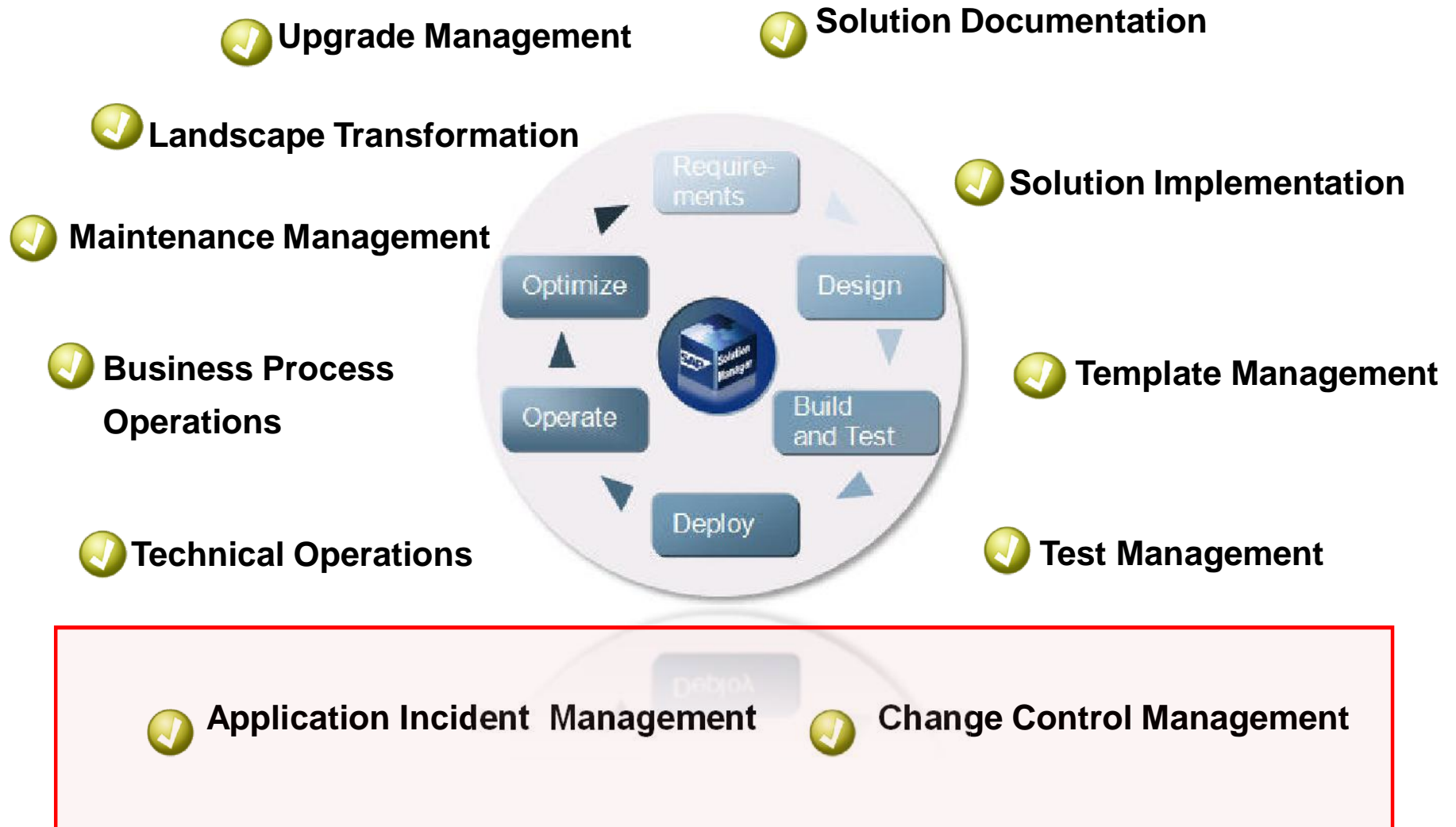
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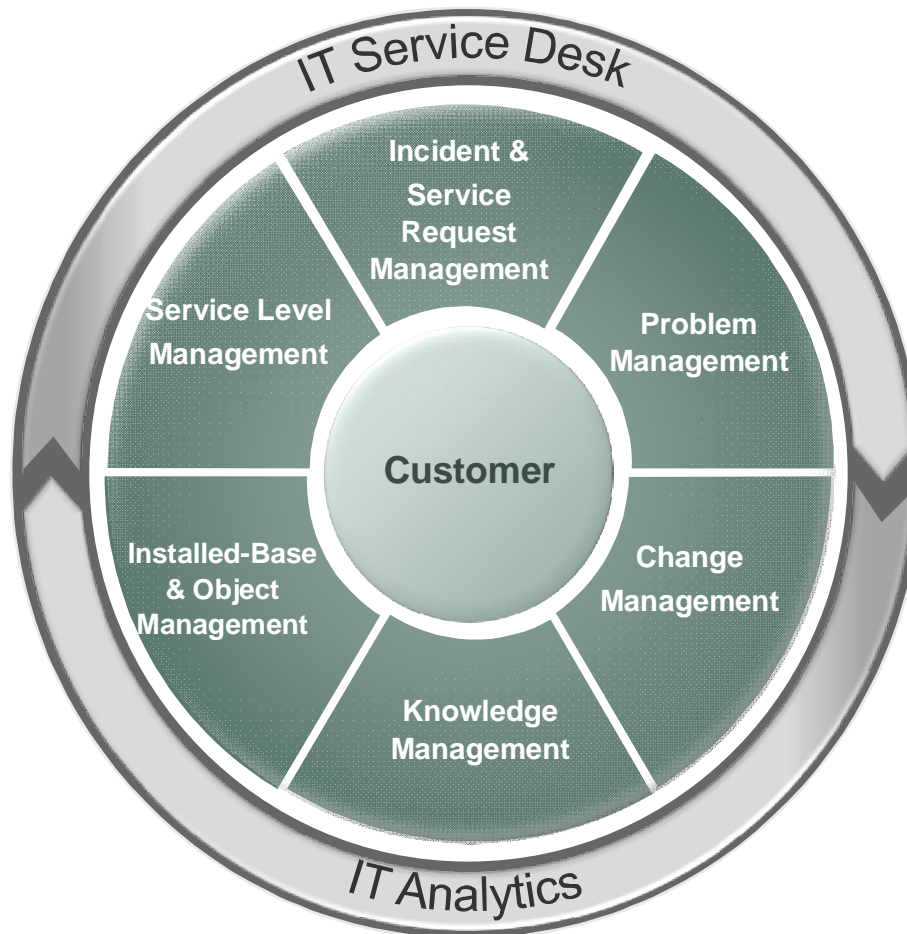
Application Lifecycle Management

An approach in six phases of ITIL application management



SAP IT Service Management

ITIL®-compliant IT service and support processes



Externally verified IT service and support processes

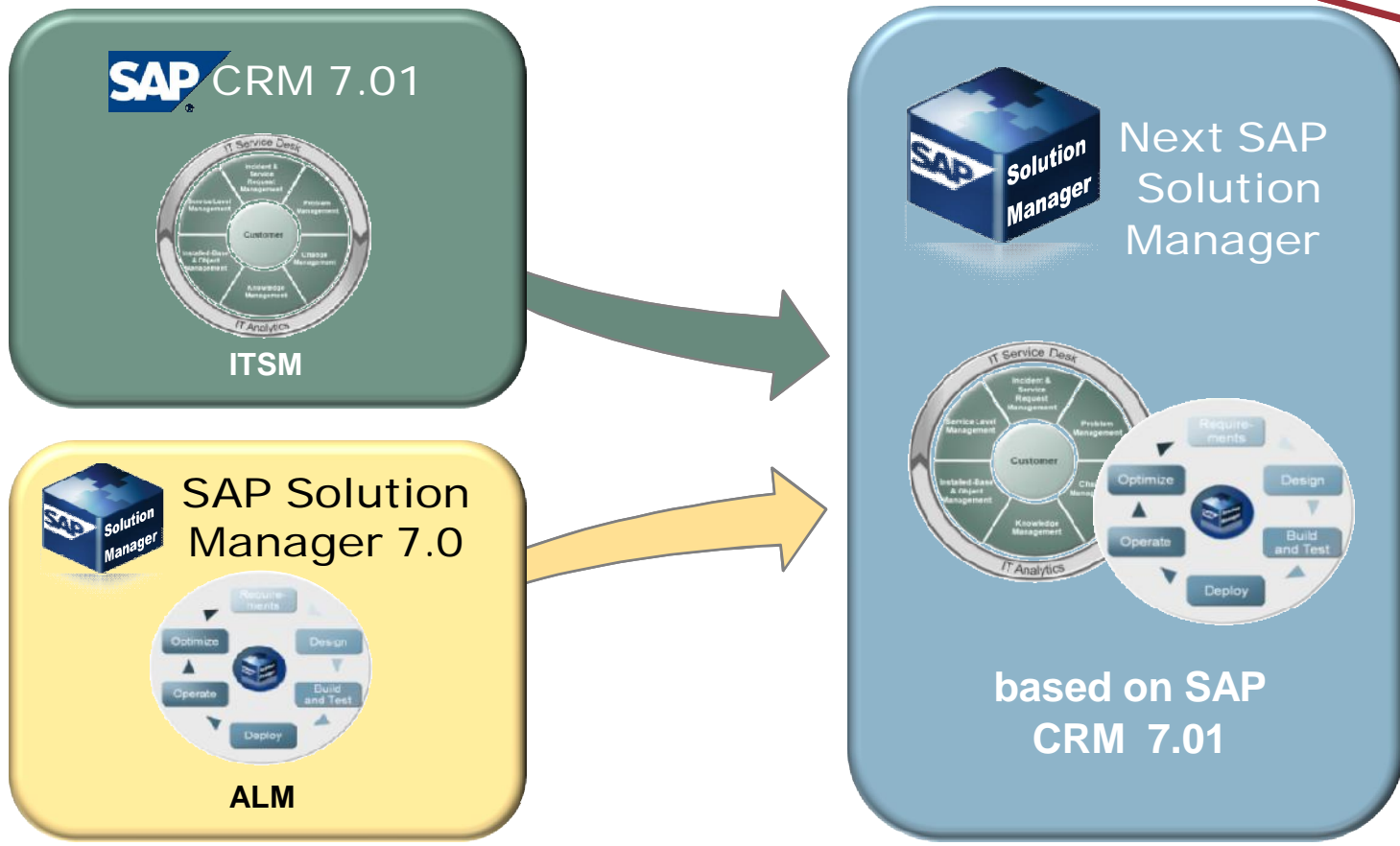
- Incident Management
- Service Request Management
- Problem Management
- Change Management
- Knowledge Management
- Installed-Based & Object Management (for Configuration Management)
- Service Level Management
- Financial Management

Integrated IT Service Management and Application Lifecycle Management with SAP Solution Manager



SAP Solution Manager integrates Application Lifecycle Management and IT Service Management processes in a single solution.

Lab Preview



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Integrated IT Support Processes

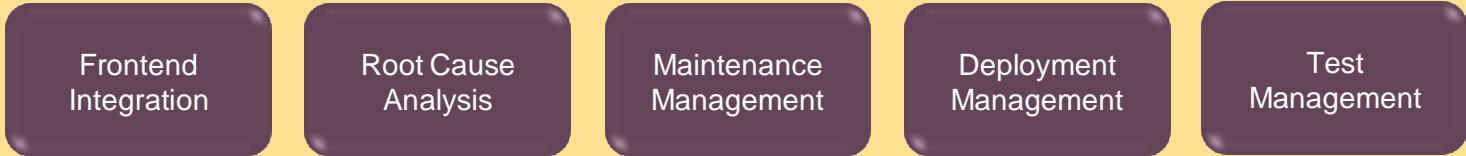
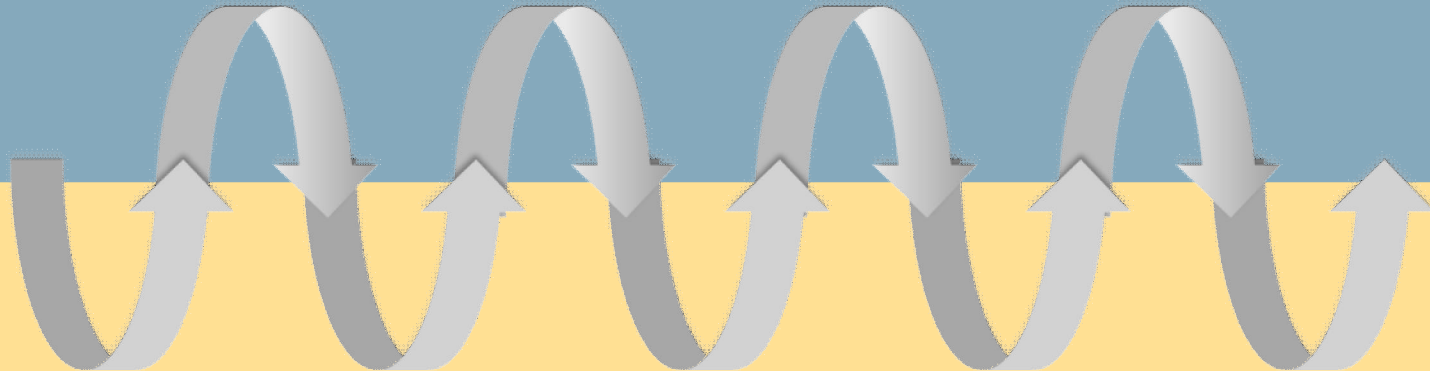
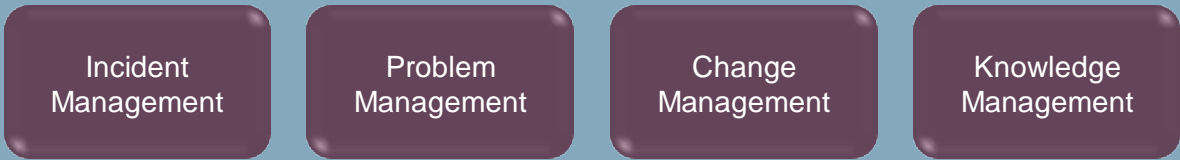
Within Your Company's DNA



ITSM perfectly complements ALM. Both are ready for seamless and immediate consumption on SAP Solution Manager.

Lab Preview

IT Service Management



Application Lifecycle Management

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Complementing SAP IT Service Management with Application Lifecycle Management



Lab Preview

IT Business Management

- ITIL extensions with SAP Business Suite solutions
- CIO Dashboards
- CMDB Integration

Openness and Integration

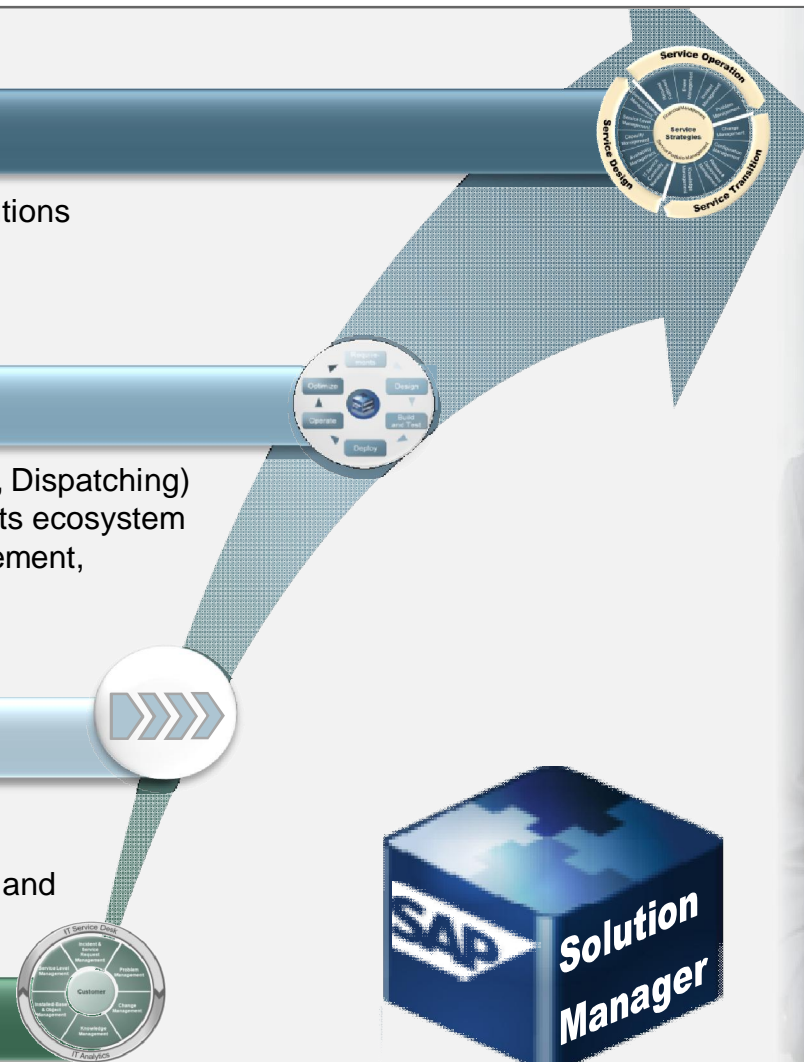
- SAP Frontend Integration (Content collection, Dispatching)
- SAP Support Backend: Forward to SAP and its ecosystem
- Integration into ALM Processes (Test Management, Business Process Monitoring, etc.)
- Interface for 3rd party help desk integration

Follow-Up Execution

- For incident and problem management: Root Cause Analysis
- For change management: Central Correction and Transport System (CTS+)

IT Service Management

- Incident-, Problem- and Change-Management
- SAP CRM Service solutions



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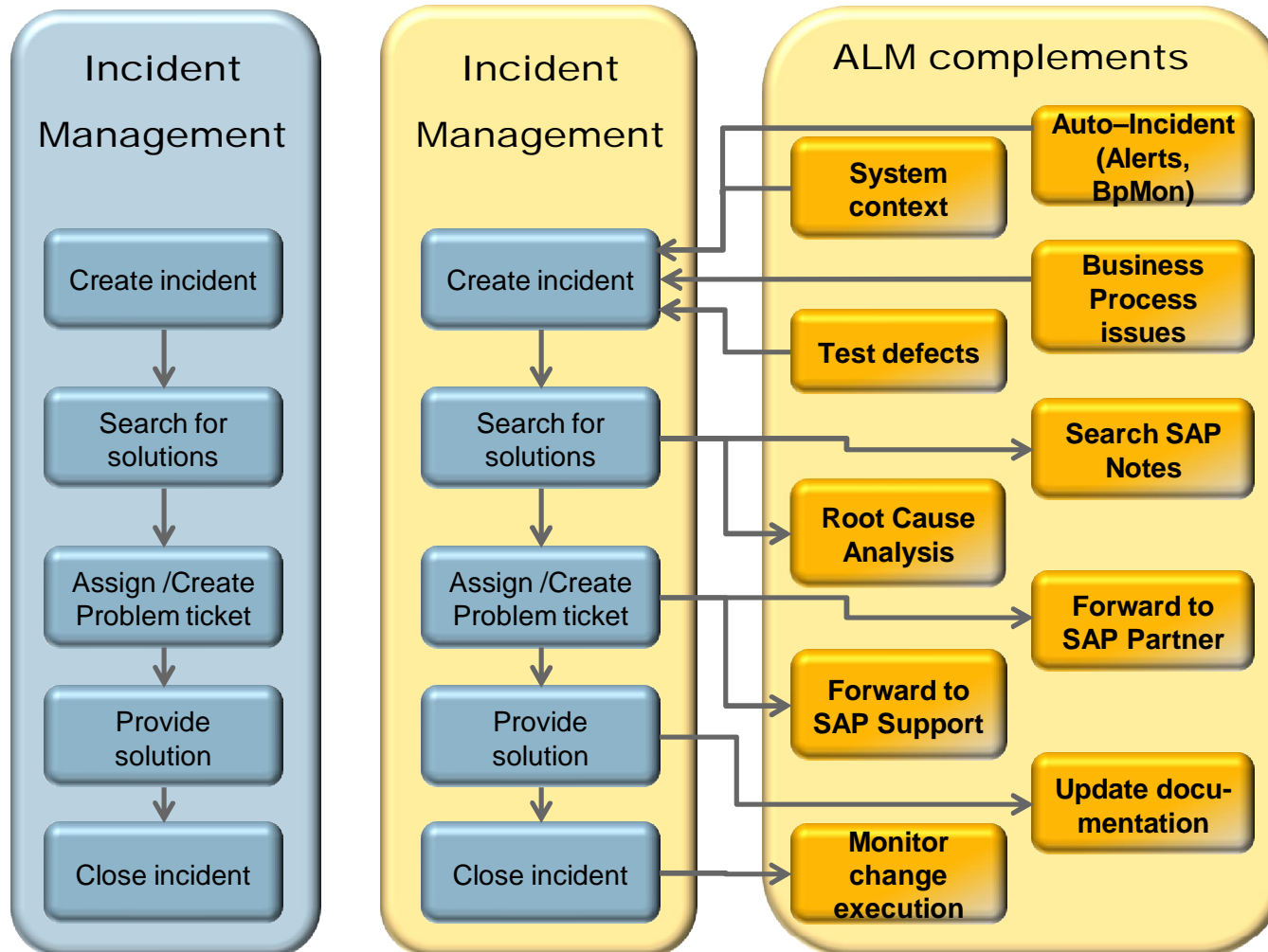
ALM complemented ITSM processes

Incident & Problem Management



ITSM on SAP CRM 7.0 – Stand alone –

ITSM on next SAP Solution Manager



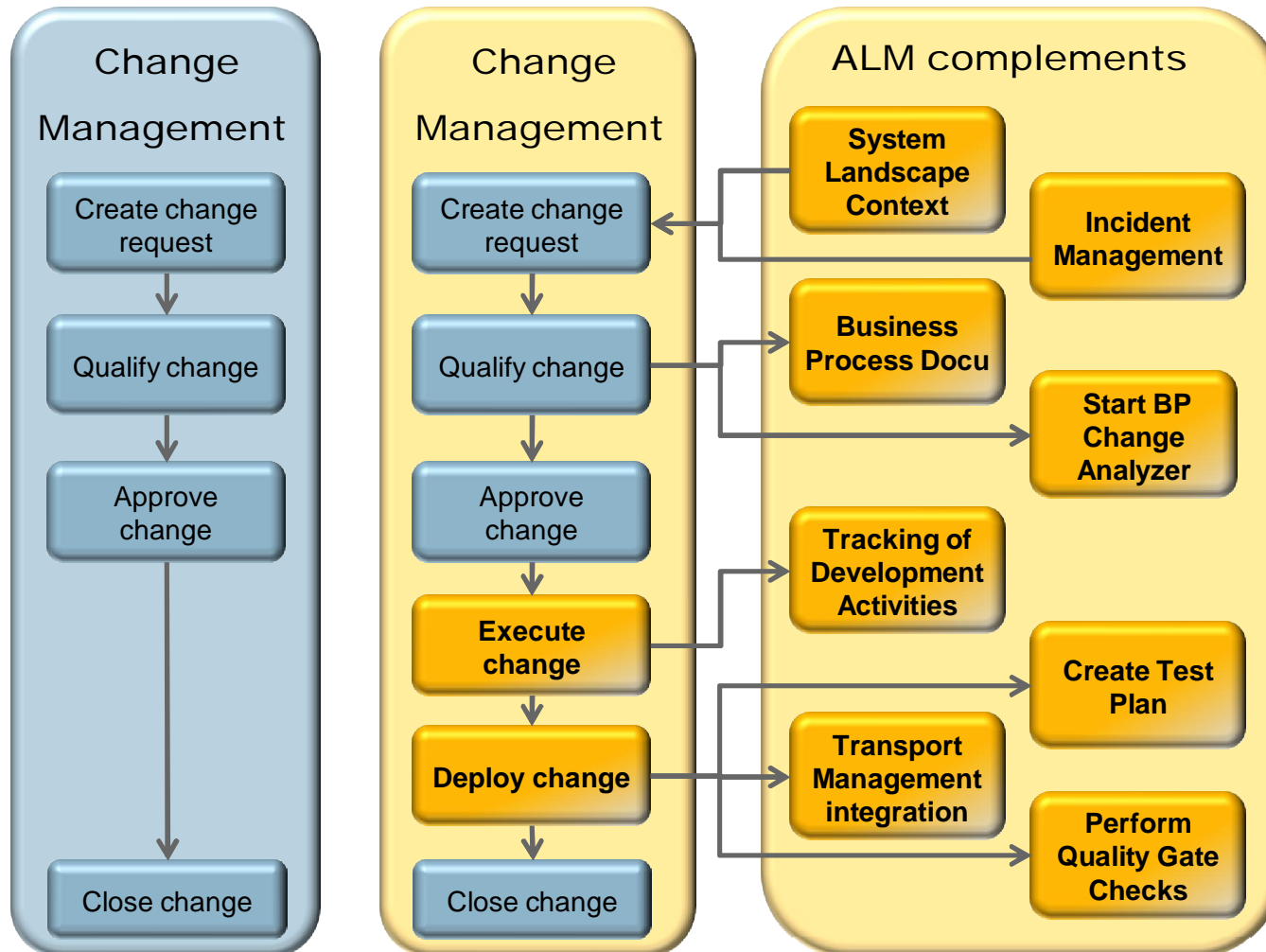
ALM complemented ITSM processes

Change Management



ITSM on SAP CRM 7.0 – Stand alone –

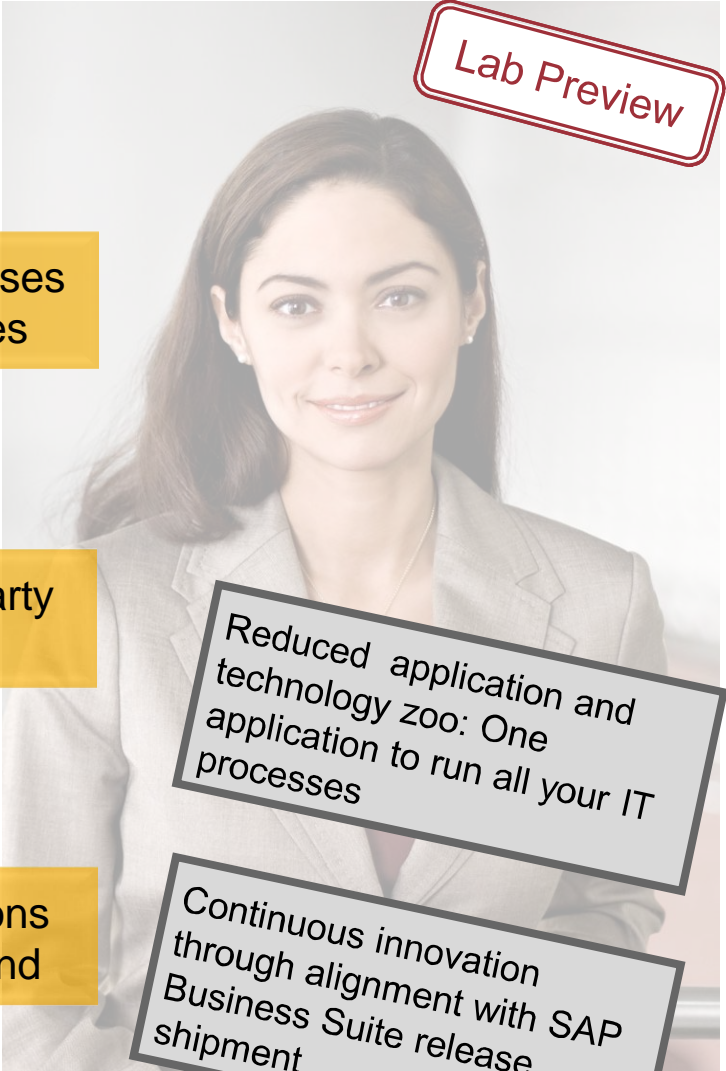
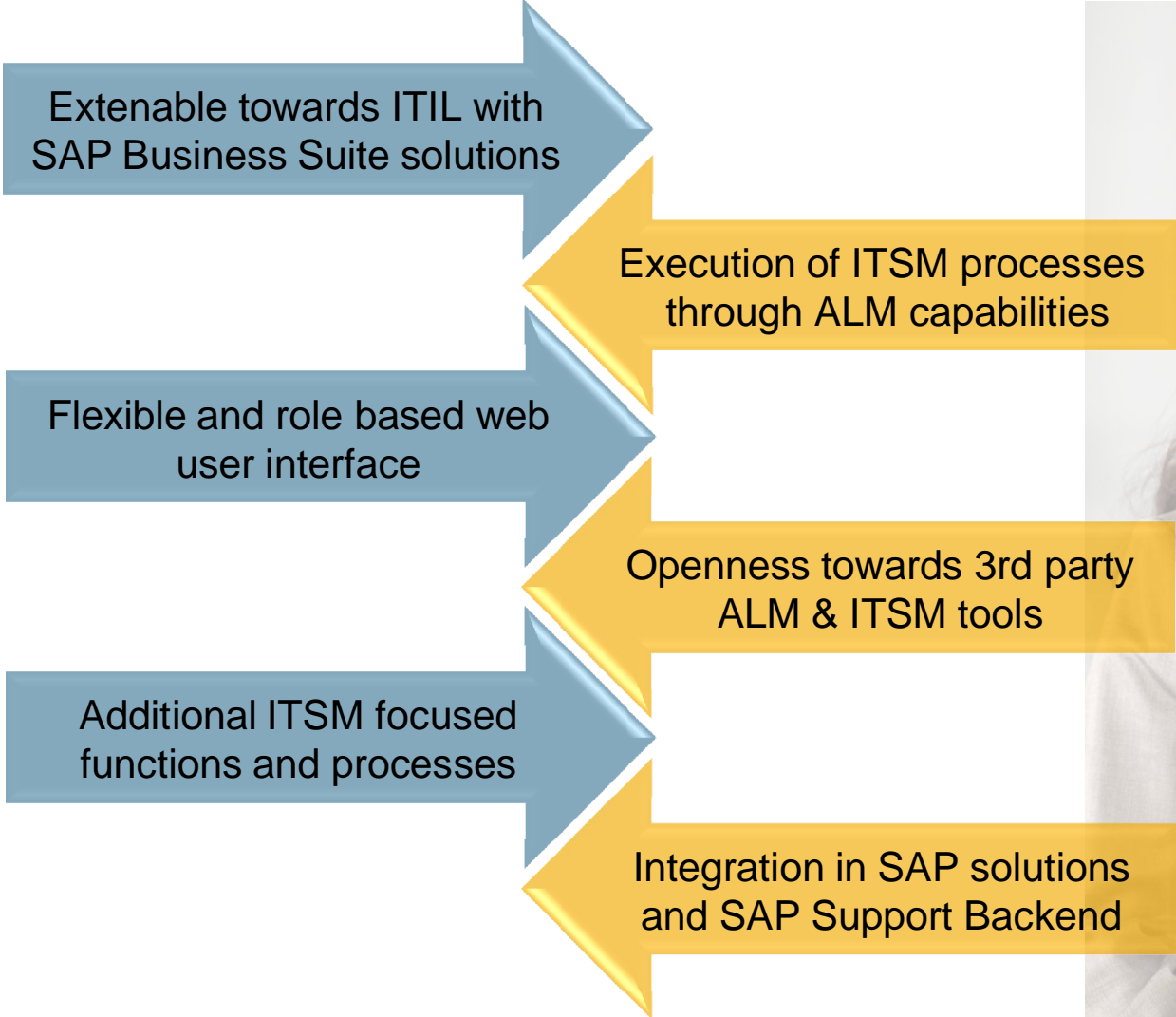
ITSM on next SAP Solution Manager



Why ITSM on SAP Solution Manager A win / win situation



Lab Preview



Reduced application and technology zoo: One application to run all your IT processes

Continuous innovation through alignment with SAP Business Suite release shipment

Agenda



1. IT trends and issues
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Deploying IT Service Management Smartly

Value of SAP Solution Manager and SAP Enterprise Support



The winning stroke for SAP Enterprise Support customers!

Leverage SAP Enterprise Support

- Incident, problem and change management at no additional cost for the entire customer solution
- Easily scalable to an ITIL IT Service Management

Increased Value through ALM

- No additional hardware and maintenance costs through joint deployment with SAP Solution Manager
- Additional savings through 3rd-party incident and change management tools replacement

Reduced TCO and TCI

- Reduced silo-ing of IT Service Management by integrating vital Application Lifecycle Management capabilities
- Joint ALM and IT Service Management: The sum delivers more than the individual parts



SAP Enterprise Support

What is a customer solution?



The definition of a customer solution is generous and totally customer-focused. Our expectation is that medium sized customers have no IT which is not part of their solution.

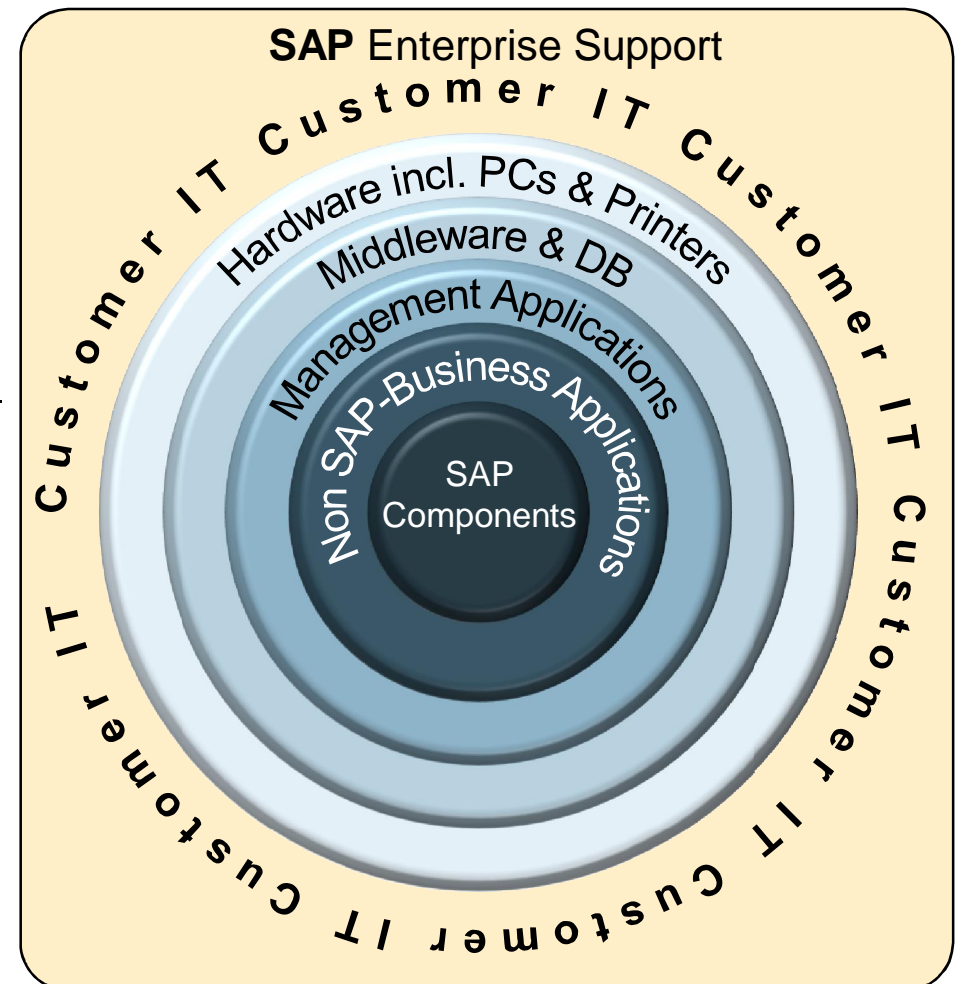
“Customer Solution” - shall mean:

for Licensee Solutions and for any other software components and IT assets licensed or otherwise obtained by Licensee from third parties

provided such third party software, software components and IT assets are operated in conjunction with Enterprise Support Solutions and

are required to complete the Licensee’s business processes

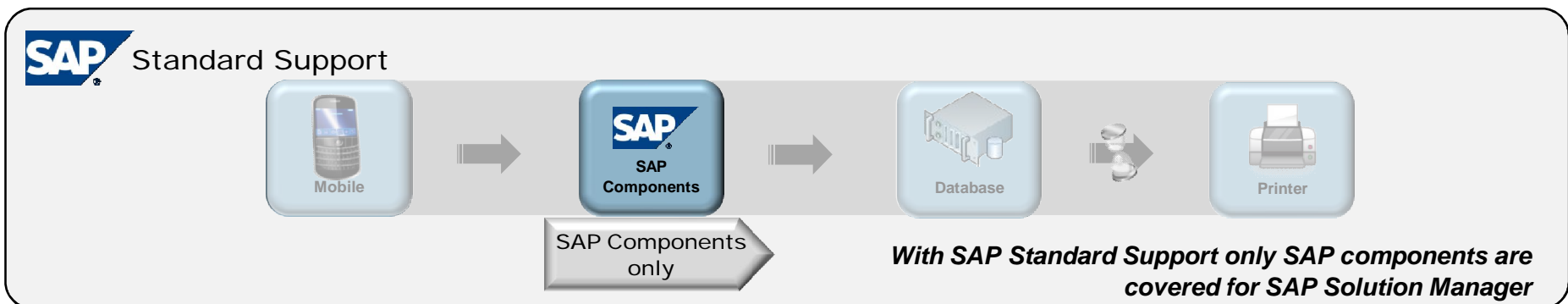
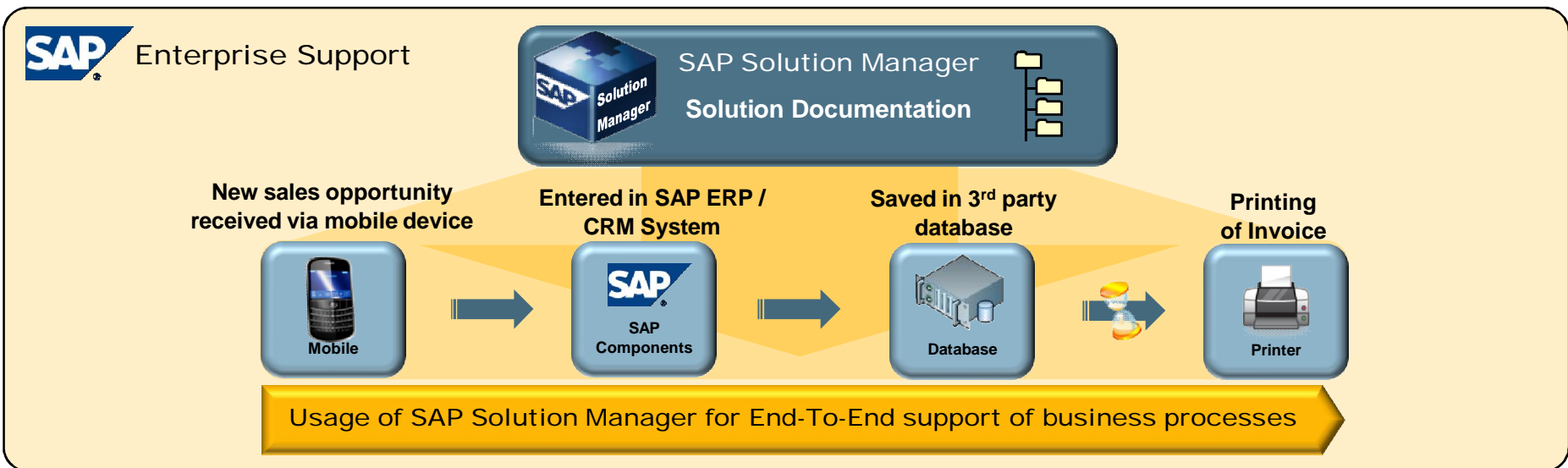
as documented in the solution documentation in SAP Solution Manager Enterprise Edition (“Additional Supported Assets”)



An Example of the Impact of the SAP Enterprise Support Usage Rights



With **SAP Enterprise Support** you can use the **SAP Solution Manager** for all IT components that are required to execute your documented business processes.*



Usage rights of SAP Solution Manager in light of IT Service Management



SAP IT Extensions

Zero installation - Low TCO
Only license and customizing
extension necessary to enable
additional scenarios !!!

Lab Preview

SAP IT Service Desk Operation (license)

for ITSM usage beyond customer solution or on SAP CRM 7.0

Solution wide IT Service Management with SAP Solution Manager within SAP Enterprise Support

Incident Management in SAP Solution Manager with SAP Standard Support for SAP components

- Interaction Center (IT Service Desk)
- CRM Service
 - Contract Management
 - Service Order & Confirmation Management
 - Service Plans
 - Complaint Management
 - Warranty Management
- Business Communication Management (BCM)
- SAP Solution Manager extensions
 - SAP Extended Diagnostics by CA Wily
 - SAP Test Acceleration and Optimization, etc.

Agenda



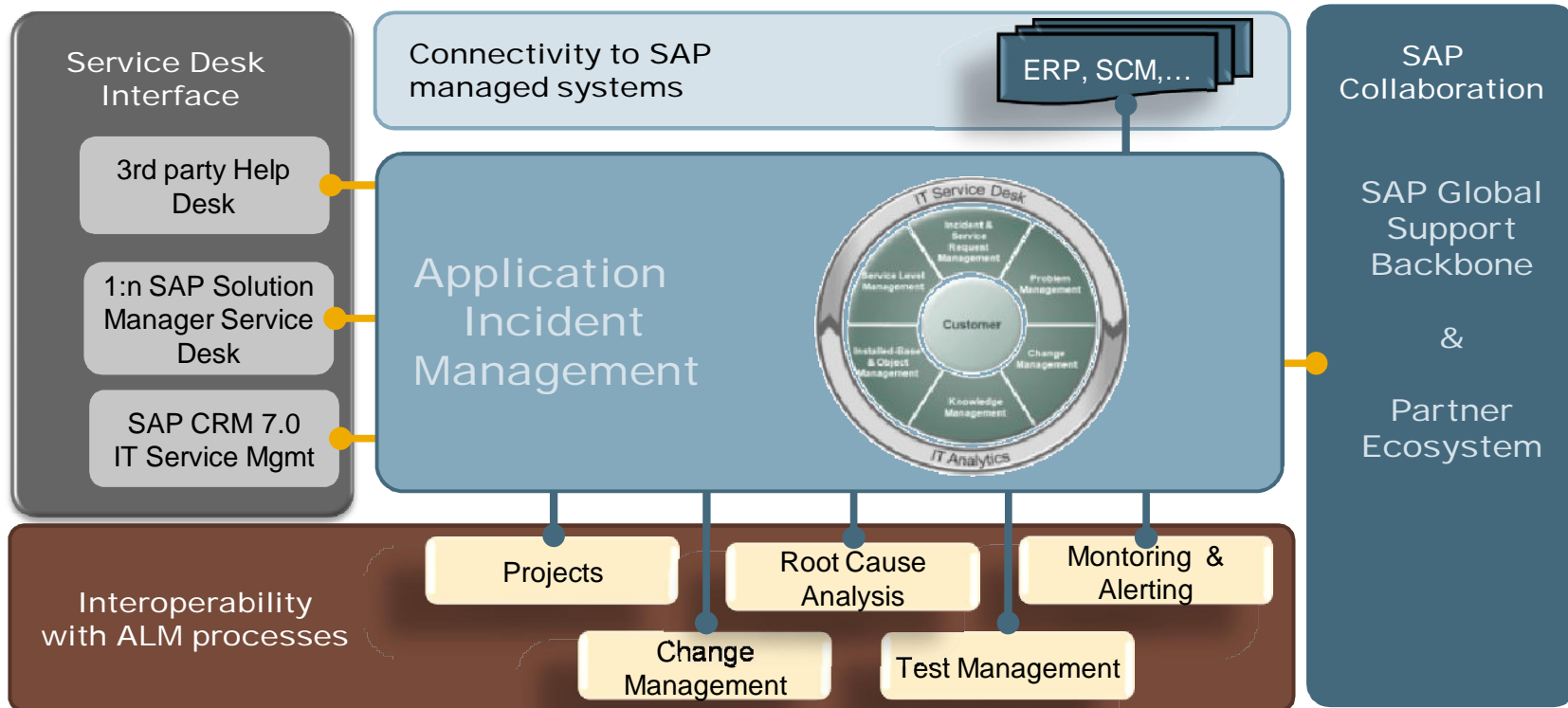
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Application Incident Management

A few use cases



- IT Service Management (Customer IT Support)
- SAP Support centric Incident Management (e.g. SAP Key User)
- 3rd party Help Desk integration (e.g. Customer Center of Expertise)
- Integration with SAP CRM ITSM (Shared Service Center agents)
- Usage in Application Lifecycle Management processes (IT support employee)

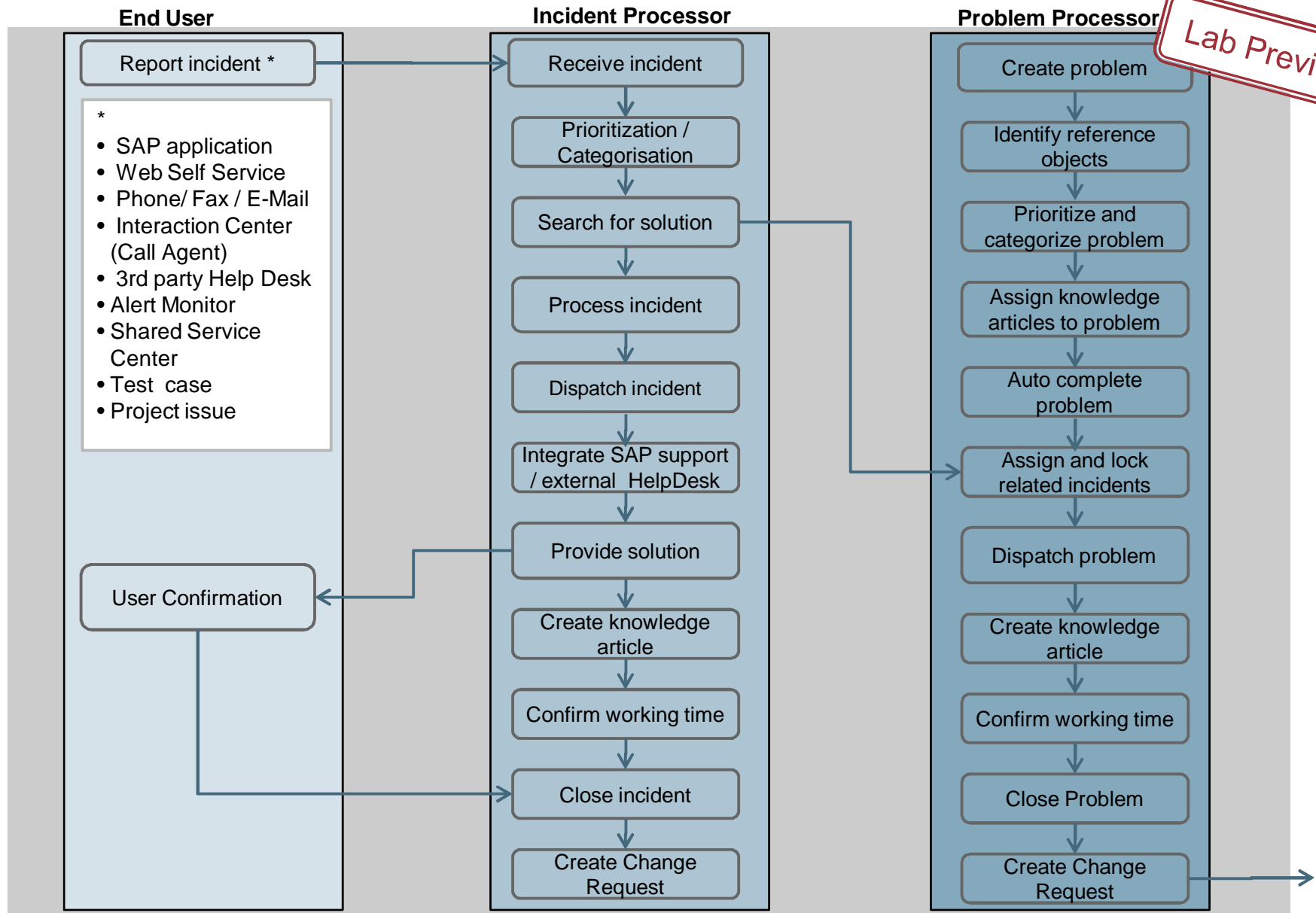


Application Incident Management

Use case 1: IT Service Management standard process



Lab Preview



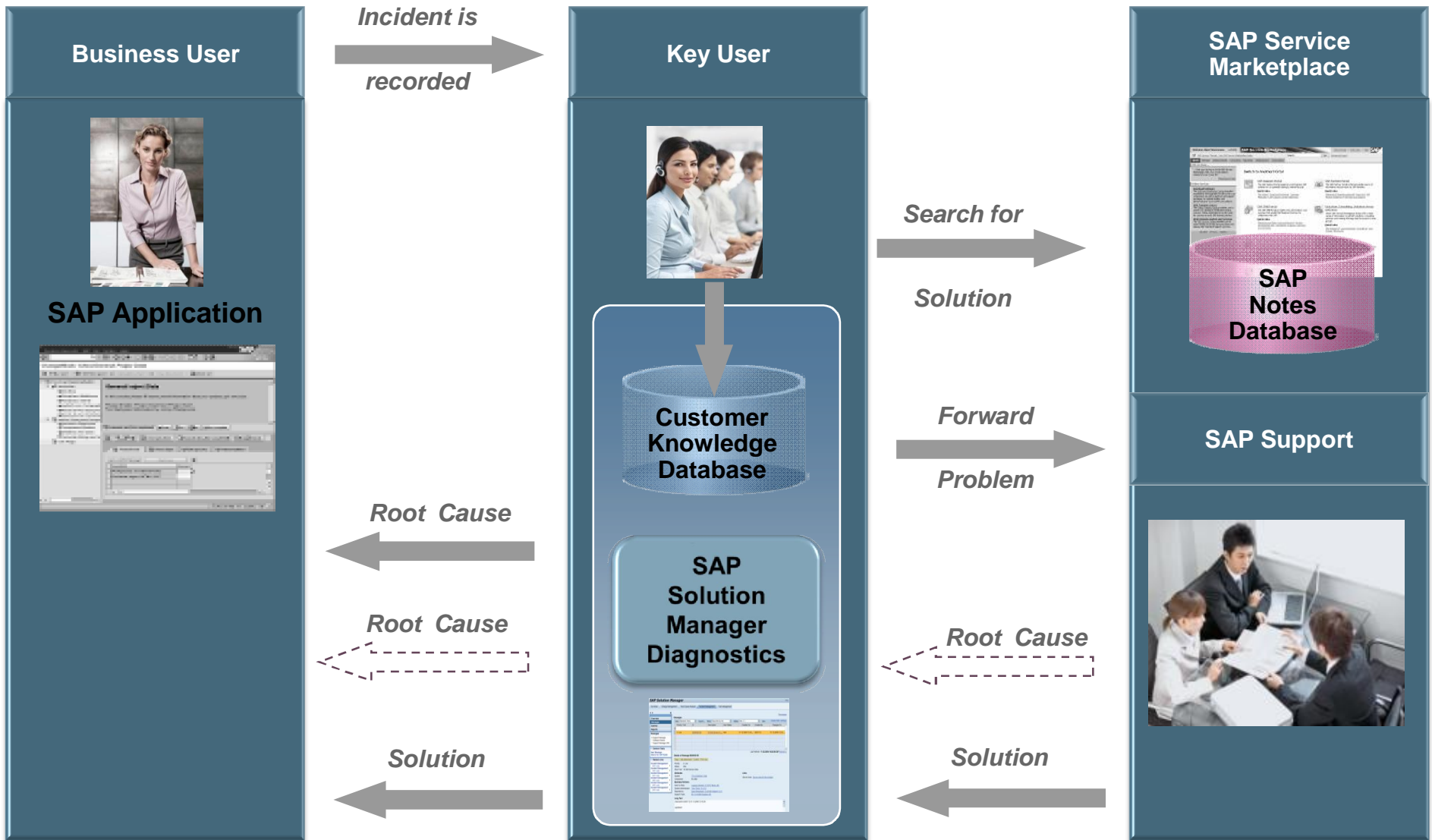
Application Incident Management

Use case 2: SAP support centric use case



Customer

SAP



Application Incident Management

Use case 3 : 3rd Party Help Desk Interface



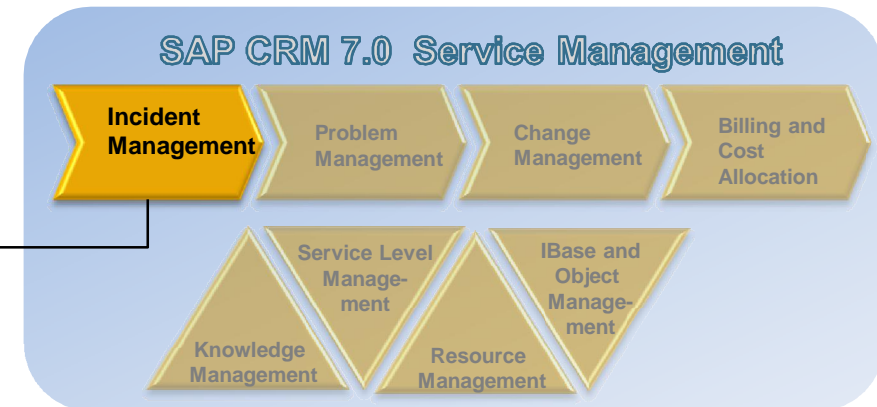
Goal

SAP Solution Manager offers a bi-directional interface that enables the exchange of messages between Service Desk and third party help desk tools or another SAP Solution Manager Service Desk. It enables customer to use SAP Solution Manager for SAP related incidents in addition to an existing Help Desk tool.



Application Incident Management

Use Case 4: Shared Service Center running on SAP CRM



- SAP CRM Release 7.0 provides a standard interface to SAP Solution Manager, for Incident Management.
- Incident messages can be transferred from CRM to the SAP Solution Manager for further processing, e.g. by Global SAP Support.
- The incident messages are replicated and the CRM status keeps synchronized while the processing in SAP Solution Manager.

SAP CRM

Personalize | Help Center | System News | Log Off

Saved Searches | Go | Advanced

Back

Incident: New

Save | Cancel | New | New from Template | Create Follow-Up | More

Service Request Details

General Data

ID

Description SAP system ERP / 200 > Printer setup

Customer Dr. Charles Taylor's Office

Reporter Charles Taylor

Employee Responsible Erik Oster

Service Team SrvTeamUS1

Subject

Category 1 Printer

Category 2 Installation

Category 3 Connection

Category 4

Processing Data

Status SAP Solution Manager Process

Impact/Urgency Low Medium

Recomm. Pri/Prio. Low Low

Reason

Category 1

Category 2

Category 3

Category 4

Dates

Requested Start 23.09.2008 15:46

Requested End 26.09.2008 15:46

First Response By 23.09.2008 00:00

Due By 23.09.2008 00:00

Note

Type Problem Description English

Dear support desk,
I cannot print the invoices from with SAP ERP. My colleagues say it's a user maintenance issue, but unfortunately I do not know how to fix it.
Kindly assist.
Charles

Reference Objects

Installed Base

Component

Object/Product

Relationships

Related Problem

Related Request for Change

Related Knowledge Article

Attachments

Processing Log

Application Incident Management

Use Case 5: Build & Design Phase



Business Process Expert



Business Process Expert



Key User



System Administrator



Key User



SAP Support@ customer



SAP Support & Partner Eco System



Build& Design

Test

Deploy

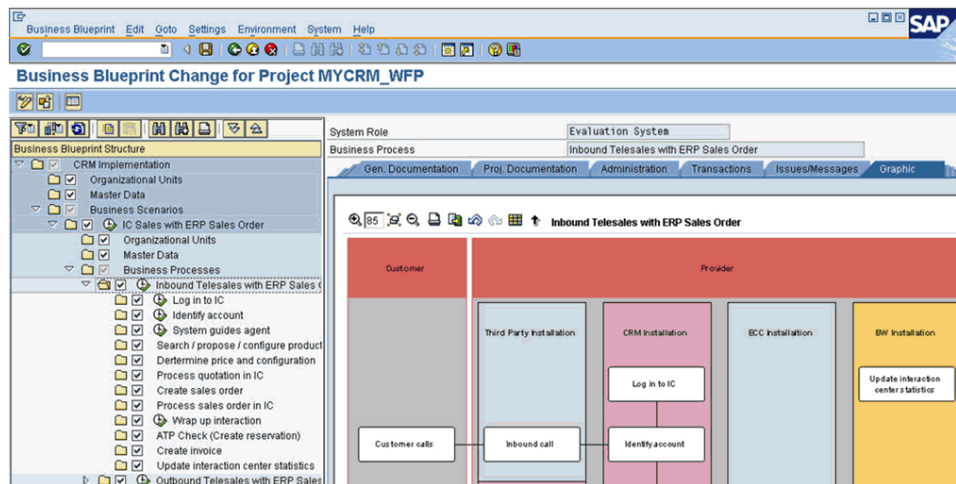
Operate

Lab Preview

Create & track issues in design

Create & track issues in configuration

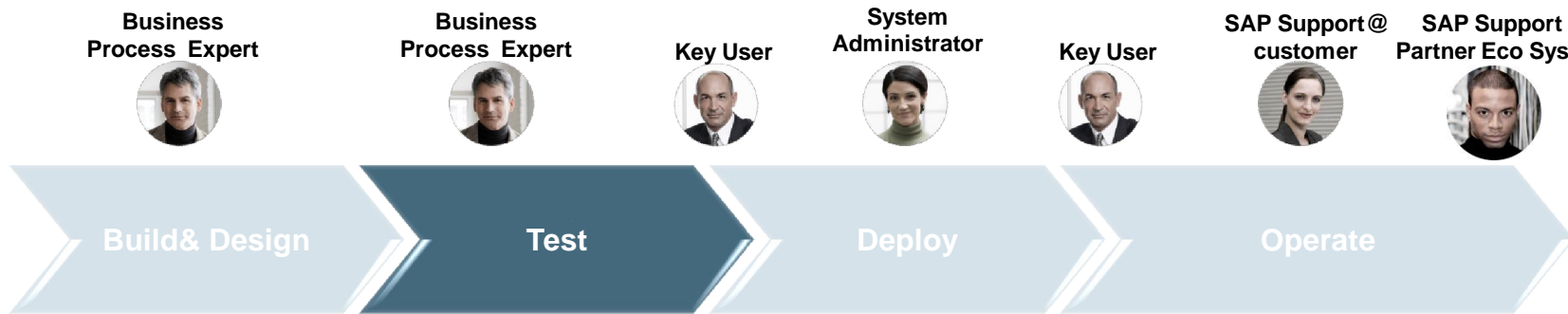
Assign Business processes to tickets



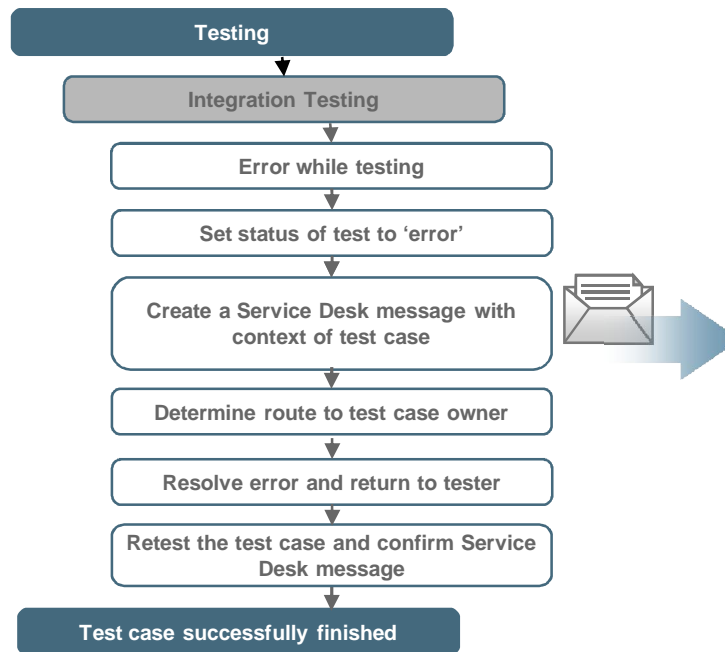
Make Business Blueprint and Configuration issues transparent

Application Incident Management

Use Case 6: Test Phase



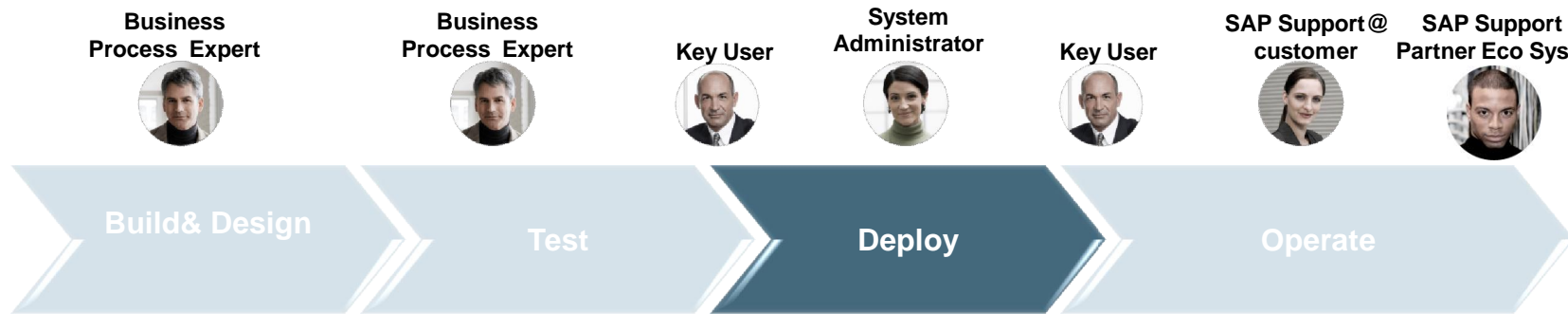
Log & track test defects



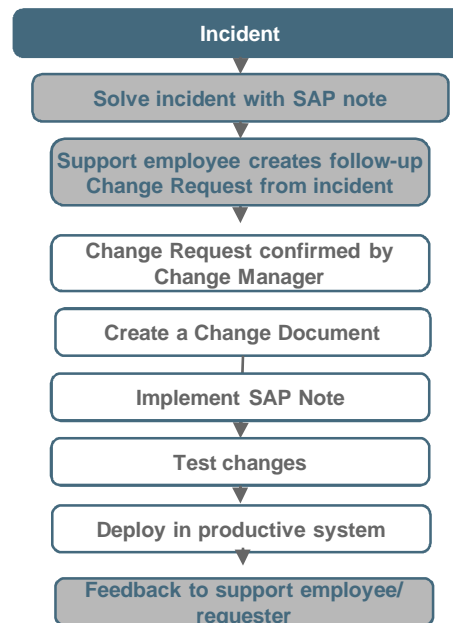
Use Service Desk for central test defect resolution

Application Incident Management

Use Case 7: Deploy Phase



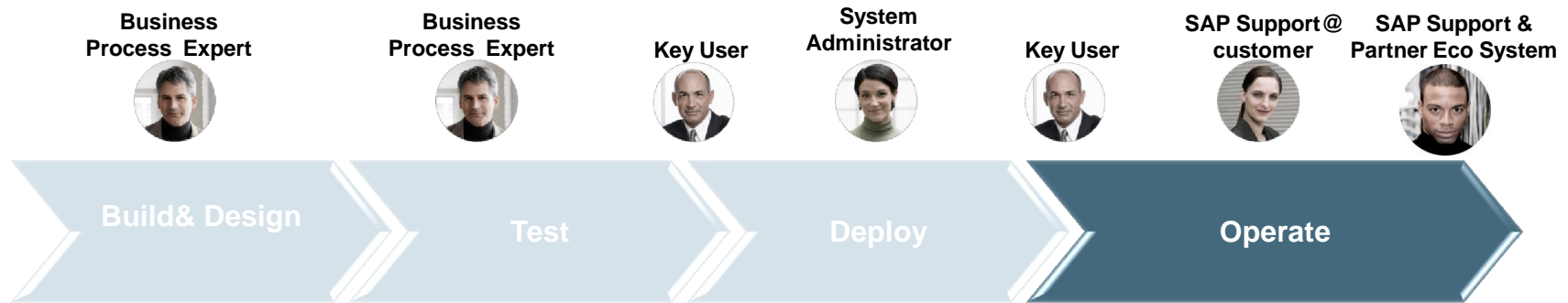
Create follow-up activity to deploy changes to resolve an incident



Service Desk to log business change requirement

Application Incident Management

Use Case 8: Operate Phase



Technical Alert Monitor

Business Process Monitoring alerts



Application Incident Management supports the workflow for resolution of alerts , increases the availability of the IT solution, and minimizes negative business impacts

Agenda

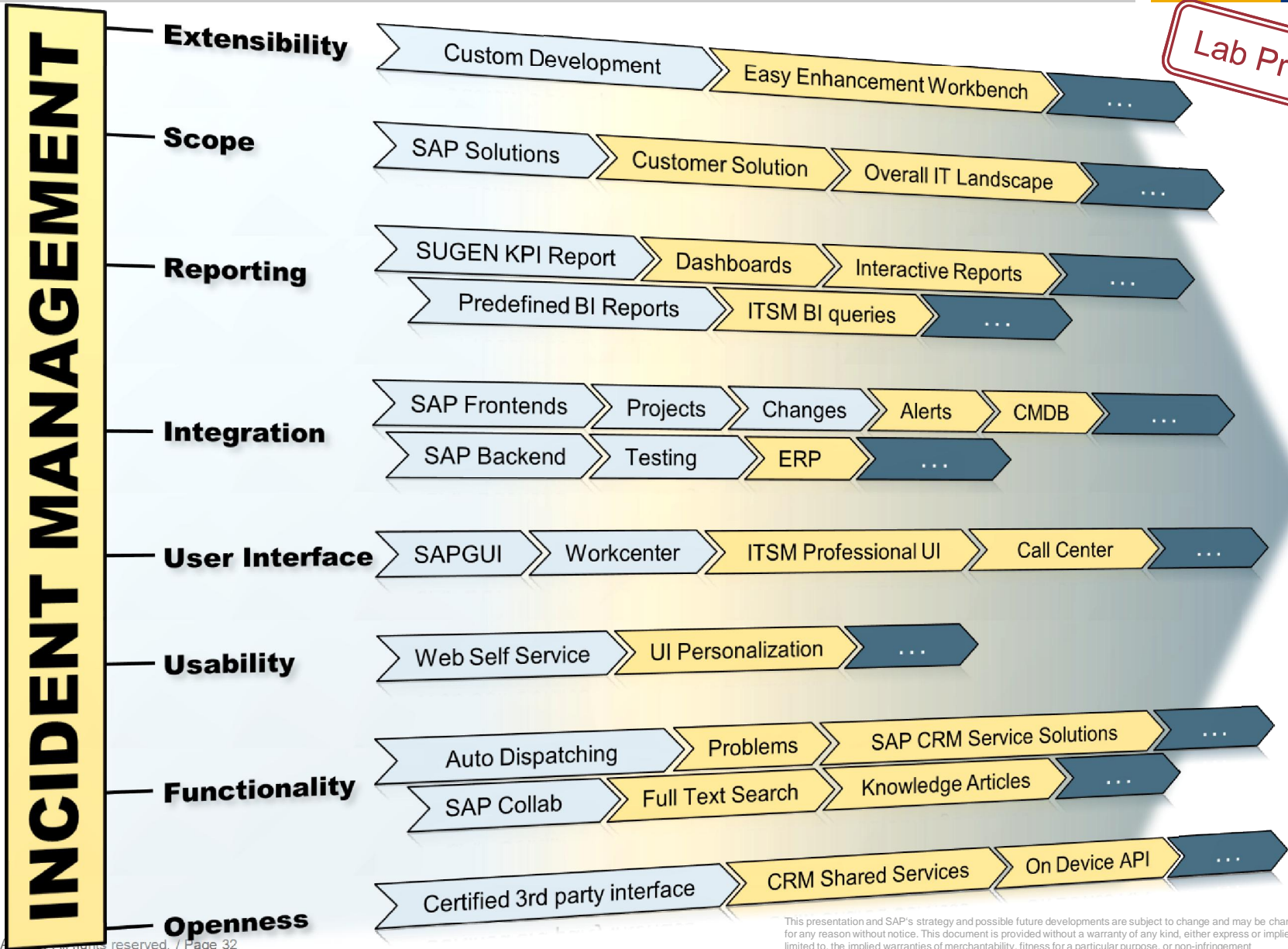


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Investments in next Generation of Application Incident Management



Lab Preview



Application Incident Management

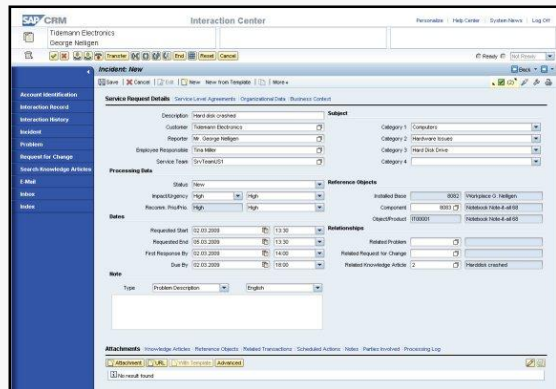
Ease of Use and Consumption



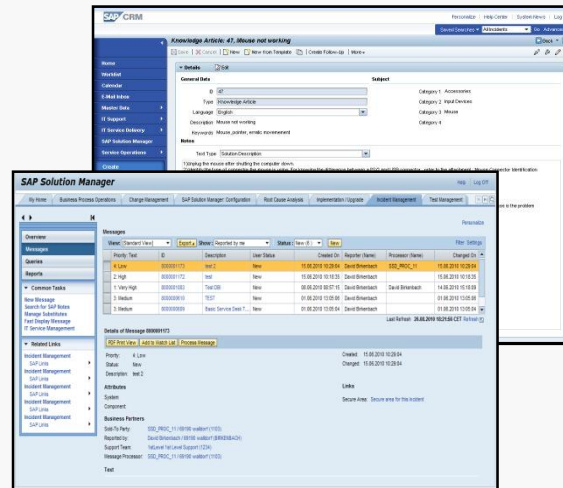
Lab Preview

- Highly configurable web based UI
- Architected for different user types from the ground up
- Easy consumption through predefined business user roles
- Integration in SAP Solution Manager Work Centers

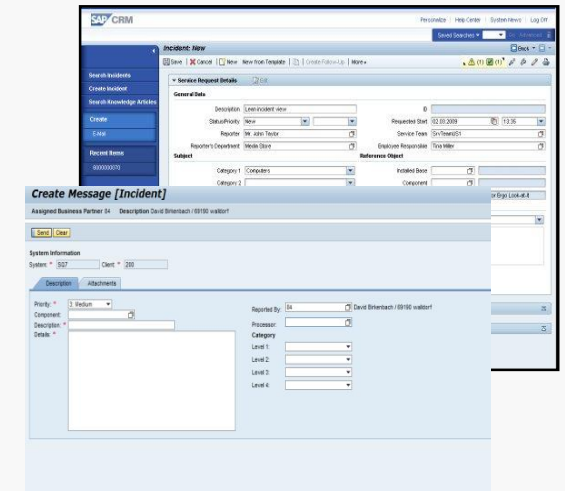
IT Service Desk Central interface to assist end-users



IT Professional Provisioning of expert knowledge



IT End-User Entering and tracking of incidents



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Incident Details (1)



The screenshot shows the SAP Solution Manager Professional interface for an incident. The top navigation bar includes 'Personalize', 'System News', and 'Log Off'. A search bar is present with the text 'Search for Service Requests by Incident ID'. The main content area is divided into several sections:

- General Data:** Service Desk Message: 8000000107, Description: DC: performance is slow, Customer: Cyberdyne Systems Corporation, Reporter: Kelly Smith, Processor: Pat Roberts, Service Team: SAP Team WDF.
- Subject:** Category 1: Incident, Category 2: SAP Application, Category 3: System Message, Category 4: Bad Performance.
- Processing Data:** Status: Recommended Solution, Impact/Urgency: 3: Medium, First Response by: Due by:
- Dates:** Created: 19.05.2010, Changed: 19.05.2010.
- Notes:** Type: Log, Solution 19.05.2010 22:41:28 ROBERTSP, Please set parameter UI_Perform on "X" in your own data, Information for SAP 19.05.2010 22:33:15 ROBERTSP, -Hallo SAP; I have a problem ...
- Relationships:** Related Problem: 8000000005, Related Request for Chan...: 8000000159, Related Knowledge Article:
- Reference Objects:** Installed Base: 1, Installed Base Component: 27.

A left sidebar contains navigation options like Home, Worklist, Calendar, E-Mail Inbox, Master Data, Change Request M..., Incident Management, Service Operations, Create, and Recent Items.

In the Incident (Service Request) Details you can document

- who has reported the issue and who is responsible for it
- the processing status
- SLA dates
- the impact, urgency, priority and multiple categories
- textual descriptions of diverse text types
- which objects are affected
- whether the incident is assigned to a problem, request for change, or knowledge article

Incident Details (2)



Search for Service Requests by Incident ID Go Advanced

Incident: 8000000107, DC: performance is slow Back

Save | Cancel | New | New from Template | Create Follow-Up | Actions Auto Complete More

Details

General Data

Service Desk Message:	8000000107
Description*:	DC: performance is slow
Customer:	Cyberdyne Systems Corporation
Reporter:	Kelly Smith
Processor:	Pat Roberts
Service Team:	SAP Team WDF

Processing Data

Status:	Recommended Solution
Impact/Urgency:	
Recomm. Prio./Prio.:	3: Medium

Notes

Type: Description English

Subject

Category 1:	
Category 2:	
Category 3:	
Category 4:	Bad Performance

Dates

Created:	19.05.20
Changed:	19.05.20
First Response by:	
Due by:	

Relationships

Related Problem:	8000000005	Bad performance
Related Request for Chan...:	8000000159	DC: performance
Related Knowledge Article:		

Reference Objects

Installed Base:	1
Installed Base Component:	27

More

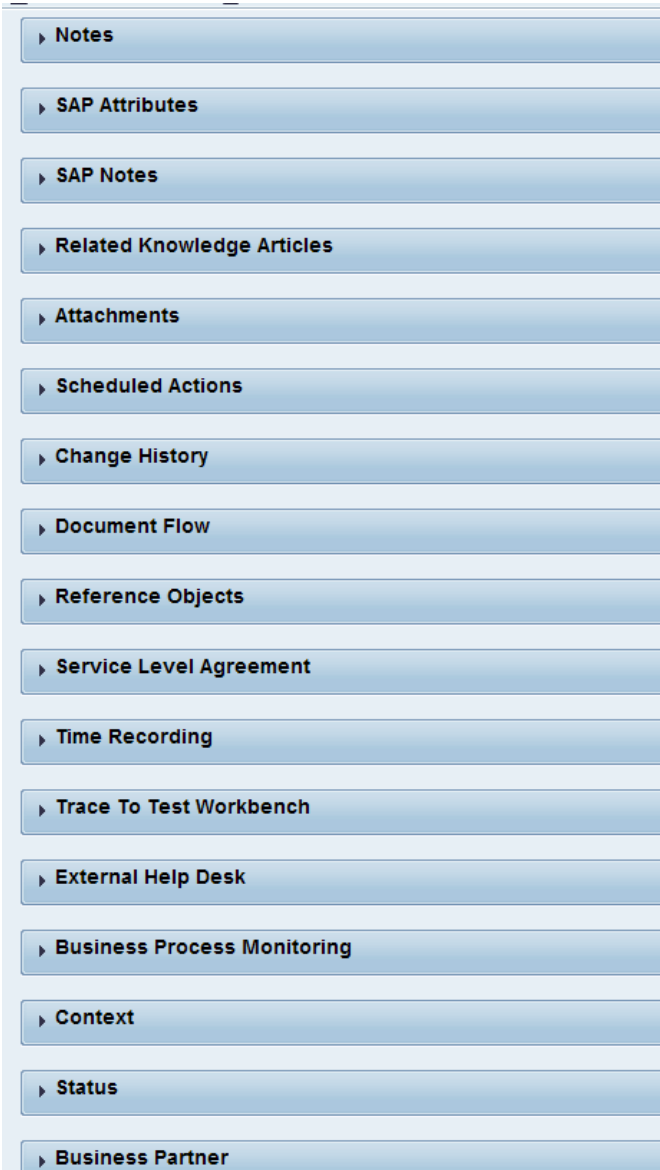
- Find Related Problems
- Find Knowledge Articles
- Unlock
- Send E-Mail
- Print Preview
- Print
- Display Object Relationships

Notes

- You can create an incident ,from scratch' or from a template.
- You can copy an existing incident
- You can create follow-up transactions from the incident, for example, a problem or a change request

- In the incident you have access to
- Dispatch
 - Auto Complete
 - Find Related Problems
 - Find Knowledge Articles
 - Unlock
 - Send E-Mail
 - Print / Print Preview
 - Display Object Relationships

Incident Details (3)



Beneath the “Details” block, you have access to detailed assignment blocks such as

- SAP Attributes and Collaboration activities
- Related knowledge articles and further related transactions
- Attachments and notes (correspondence, SAP Notes)
- Multiple ALM process integration (Test, Alerts, Projects)
- Date and duration information
- Time recording
- Organizational data and parties involved
- Change history and processing log
- 3rd party Help Desk interfaces

Outlook next release

Incident Search



SAP Solution Manager Professional Personalize | System News | Log Off

Search for Service Requests by Incident ID Go Advanced

Search: Incidents Back

Created On is

Status is

Business Partner is

Maximum Number of Results:

Save Search As:

Result List: 63 Incidents Found

ID	Description	Priority Text	Created On	Status Text	Transaction
8000000003	test 2	3: Medium	28.04.2010	New	Incident
8000000010	Test message	3: Medium	06.05.2010	New	Incident
8000000021	test asug	3: Medium	07.05.2010	Sent to SAP	Incident
8000000022	Test 1	3: Medium	07.05.2010	New	Incident
8000000023	test kelly smith	3: Medium	07.05.2010	Confirmed	Incident
8000000040	test DBI	3: Medium	11.05.2010	New	Incident
8000000041	test	3: Medium	11.05.2010	New	Incident
8000000061	low performance in ERP SD7	3: Medium	11.05.2010	Confirmed	Incident
8000000063	low performance of ERP SD7	3: Medium	11.05.2010	Confirmed	Incident
8000000065	Test message	3: Medium	11.05.2010	New	Incident

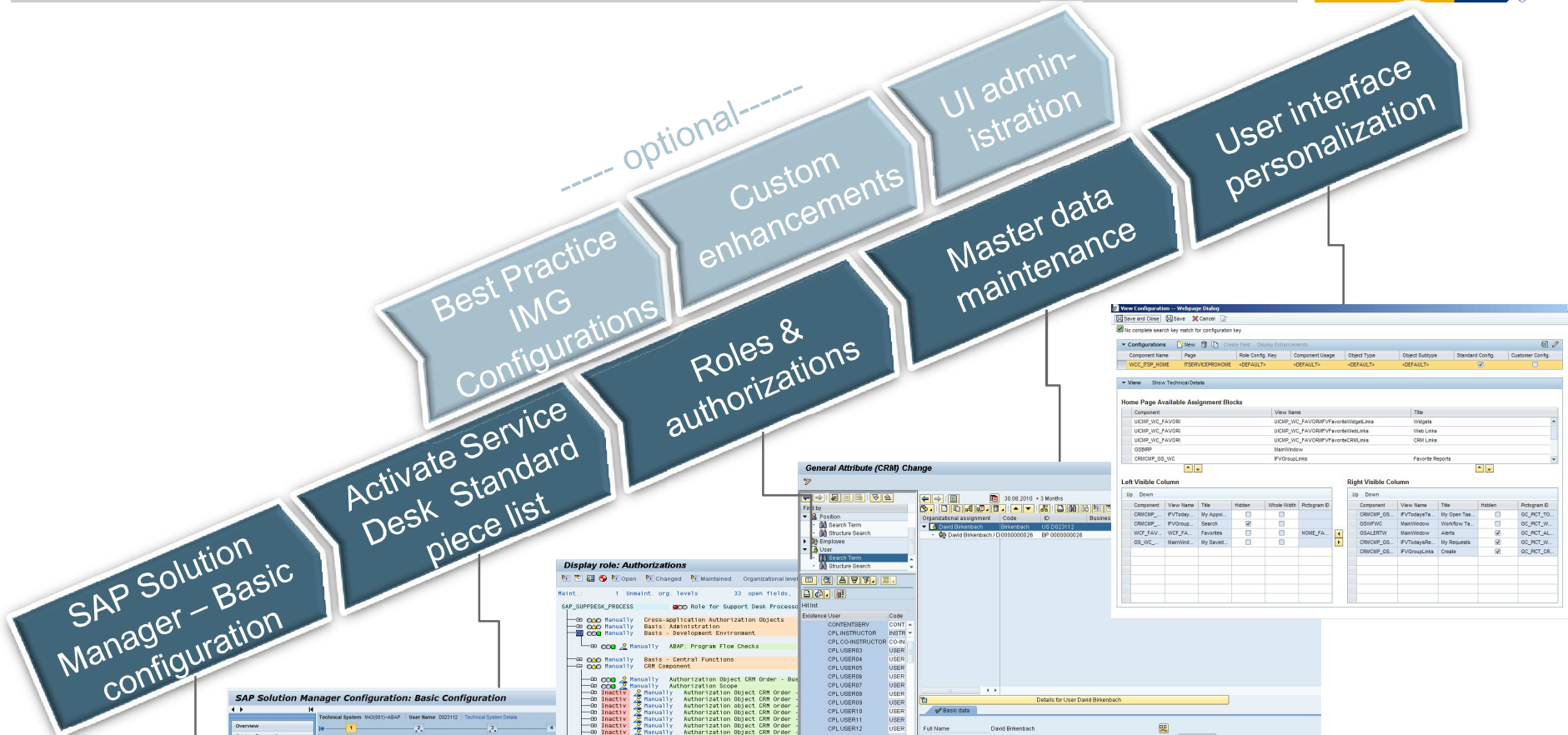
◀ Back 1 2 3 4 5 6 7 Forward ▶

Status Text Pie Chart | 100% Close Chart



Application Incident Management Configuration steps

LAB Preview



Application Incident Management

Best reading path



ALM overview

1

E2E Operation Standard - Incident Management -

2

SAP ITSM overview

3

Application Incident Management (Overview & offline demo)

4

Galileo Press releases

7

Self Learning Maps - Solution Manager & SAP CRM ITSM

6

SAP Help Portal - online Documentation

5

Training curriculum

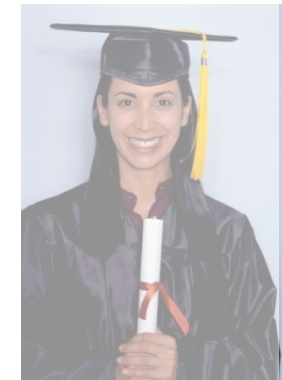
8

Technical papers about Installation / configuration

9

Developer Network Forum - SAP Solution Manager -

10



Benefits of Application Incident Management



Business Continuity

Increased incident and issue transparency

- Low meantime to resolution for incidents through:
 - Integration with SAP Global Service & Support and SAP Partner Ecosystem
 - Standardized methodology for problem analysis
- Reduced downtime through root cause analysis tools and known issue databases

Business Process Improvement

Improved business involvement in Incident Management process

- End users can create messages from within any SAP system or from a browser
- Business Process assignment of incidents
- All SAP system data and context is collected automatically!

Standardized, integrated, and controlled Application Life-Cycle Management

- No additional license costs for a Help Desk and root cause analysis tools
- Integration of all support levels (User, SAP experts @customer, SAP Support & Partner support)
- Incident Management Integration in other ALM processes

Reduced Total Cost of Operations

Innovation through high flexibility and openness

- Low implementation effort (“Ready to run”) however with high flexibility in customization
- Easy to enhance and to personalize User interfaces
- Incident exchange with 3rd party Help Desk applications

Protection of Investment and Accelerated Innovation

Application Incident Management in a nutshell



1 Application Incident Management lowers incident resolution time and keeps the Business processes running



Business

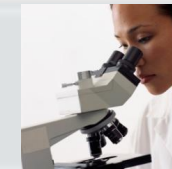


IT

2 Application Incident Management is highly integrated with ALM functionalities and can be extended to an ITIL compliant IT Service Management solution



3 SAP Solution Manager delivers preconfigured tools to analyse changes, workload, and exceptions in managed systems



"Incident management is a very important aspect in our business, especially since we use SAP in the processing of our mission-critical transactions. The proper establishment of processes and tools to manage the collaboration between the involved parties will greatly affect efficient resolution of these incidents. Incident management has improved service support quality, accelerated time from issue detection to the issue resolution and has provided a more efficient means of collaboration and communication with our external SAP support partner. More importantly, it **has reduced the time to solve issues by 60%, therefore improving end-user satisfaction.**"



Raquel M. Crosostomo, Head of Technology Group, [BPO International](http://www.bpo-international.com)

Customer Quotes Program at
<http://service.sap.com/alm>

➔ SAP Public Web:

SAP Developer Network (SDN): <http://sdn.sap.com/irj/sdn/alm>

SAP Public Web IT Service Management :

<http://www.sap.com/solutions/business-suite/crm/itservicemanagement/index.epx>

➔ SAP Service Marketplace

<http://service.sap.com/alm>

<http://service.sap.com/rkt-solman>

➔ Related Workshops/Lectures at SAP TechEd 2010

ALM273 Using and Configuring the Service Desk in New SAP Solution Manager for New and Existing Customers, Hands-on , Thu, 2:30 p.m.–4:30 p.m.



Questions?

Please complete your session evaluation.

THANK YOU !





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Please complete your session evaluation.

We appreciate also your comments on the ITSM questionnaire.

THANK YOU !





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