



SAP ERP私有云之**企业级支持服务** (Essential Services)

SAP Customer Engagement Support, Cloud Success Services

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PUBLIC

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议程

- RISE with SAP提供的范围
- SAP 系统交付事项
- 获得技术支持的渠道
 - SAP ONE Support Launchpad & SAP for Me
 - Incident & Service Request
- 附加资源



SAP S/4HANA Cloud, Private Edition

RISE with SAP提供的范围



RISE with SAP: 打造专属于您的智慧企业

RISE WITH SAP | Business Transformation as a Service

全面、智能且以客户为中心的产品包

解决方案组件

-  SAP 业务流程智能发现报告
-  可选部署模式的 SAP S/4HANA (私有云或公有云)
-  SAP Readiness Check、自定义代码分析工具、SAP Learning Hub
-  SAP Business Technology Platform 的 SAP Cloud Platform Enterprise Agreement Credits
-  SAP Business Network、入门包、软件包
-  客户选择基础架构提供商

可选组件

其他服务



-  分析你的流程运行情况，获得定制化建议，并对标行业基准。
-  利用与 SAP 应用相同的数据模型和业务服务，补充、扩展和集成 SAP 解决方案、合作伙伴解决方案或第三方解决方案。
-  以数字化方式与所有贸易合作伙伴开展合作
-  利用 SAP 的工具和服务，支持你的数字化之旅，同时 SAP 强大的生态体系也会提供支持

统一的报价

统一的合同

无与伦比的拥有成本

SAP与客户的责任范围

SAP 在部署新环境时提供许多基础架构层面的服务，但是与此同时仍然有如下工作需要客户完成，比如：

客户的责任范围：



- 应用程序和业务功能
- 支持中心或服务平台
- 网络
- 业务连续计划
- 安全性和用户权限
- 第三方应用
- 后台作业计划
- 系统的安排策略 (client/instance)
- 传输管理
- 升级 (SAP负责技术升级，客户负责验证测试)

SAP 的责任范围：



- 基础架构和 SAP 应用程序的技术管理
- 关于角色和职责的全面定义([中文版](#)&[英文版](#))



| | |
|--|--|
| <p>Standard Services 标准服务</p> | <p>All tasks/services that are included as part of the standard Services, covered by the Service Fee and performed by SAP², as applicable to customer.</p> |
| <p>Optional Services 可选服务</p> | <p>Optional Services: these tasks/services are not covered in the standard Services, and are not and cannot be covered by the Cloud Application Services¹ ("CAS"). These tasks/services</p> <ul style="list-style-type: none"> • may be elected by customer, • are subject to additional service fees, • must be specifically contracted for and itemized in the customer's contract (original contract or via a change request), and • can only be performed by SAP². |
| <p>Additional Service 附加服务</p> | <p>Additional Service: Include one-off tasks/services which are not covered by Standard, Optional and/or Cloud Application Services. These tasks/services</p> <ul style="list-style-type: none"> • may be elected by customer, • are subject to additional service fees and • can only be performed by SAP². |
| <p>Cloud Application Services¹ ("CAS"). Can be performed by customer. 由客户执行的服务</p> | <p>Cloud Application Services¹ ("CAS"). Can be performed by customer: Include tasks/services that a customer can perform, but the customer may elect to have SAP² to deliver. CAS is subject to additional service fees as agreed in a customer's contract.</p> |
| <p>Excluded Tasks 不包含服务</p> | <p>Excluded Tasks are those tasks/services that can only be performed by the customer and are excluded from Standard Services, Optional Services, Additional Services and/or Cloud Application Services.</p> |

角色和职责矩阵 - 确保单一责任

| | |
|-----------|--------------|
| 业务流程管理 | 业务环境 |
| | 故障修复/问题解决 |
| 功能应用管理 | 应用程序功能 |
| | SAP 应用程序的技术层 |
| 技术应用管理 | 数据库 |
| | 操作系统 |
| | 计算、存储和虚拟化 |
| IT 基础架构管理 | 内部网络 |
| | IT 基础架构管理 |
| | |

完全由客户或 CAS 管理 | 由 SAP 管理

一个 SLA - 99.5%

内容

| | |
|-------------------------------------|----------|
| 上线后应用程序支持 | 客户 |
| 应用程序中断修复 | 客户 |
| 变更管理、配置、集成、安全、应用监控和执行管理 | 客户 |
| 功能包和版本技术升级 | SAP / 客户 |
| 客户端 000 基础支持 (基于警报和事件), 搭建初始传输管理的系统 | SAP |
| 基于 SAP 参考架构的系统构建和应用程序部署 | SAP |
| 被管理系统的技术应用程序支持包、HANA 修订和更新等 | SAP |
| 应用程序正常运行 SLA | SAP |
| 针对运营支持和互动计划的指定资源 | SAP |
| 灾难恢复服务、备份、监控、容量报告 | SAP |
| 平台服务 (IaaS、NFSaaS 等) | SAP |
| 物理安全和 IaaS 网络 | SAP |
| 数据中心、电力、冷却和设施 | SAP |

Service Level Agreement (SLA) for SAP ERP 私有云 :backup周期, 时间, incident, service request 相应时间

SAP S/4HANA Cloud, Private Edition

Provisioning 系统交付事项



SAP S/4HANA私有云服务

系统搭建的重要技术性数据(清单/线上启动表格)

在SAP开始准备系统之前所需要的信息：

- ✓ 安装号 (installation number)
- ✓ 可供SAP使用的S-user ID
- ✓ 时区
- ✓ 语言
- ✓ SAP 系统ID, 客户端, 计划停机时间
- ✓ Data Services Repositories
- ✓ HANA SDS and SDI
- ✓ Internet Protocol (IP) 范围
- ✓ 网络连接的选择
- ✓ DNS 配置
- ✓ 接口
- ✓ 负载均衡器 & 认证
- ✓ IaaS, WTS, and 第三方产品
- ✓ 客户联系信息



这个表格和怎样完成表格的介绍将会由您的RISE云架构师(CAA)通过邮件发送给您

*如果您需要更多详细信息，请参考文档中的相关信息或/和与您的SAP云架构师和顾问接洽。

SAP S/4HANA私有云服务

S-User ID的管理

在SAP门户网站SAP Support Portal 内有专属的[用户管理页面](#)，客户可以进行S-user ID的管理，比如为不同S-user ID分配相应的权限，指定其可以访问的指定客户和安装号。（完成上述动作，您将需要拥有系统超级管理员权限）

1. SAP会发送初始邮件给您在合同中指定的IT联系人，即超级管理员
2. 超级管理员可以把该邮件分享给负责日常运维的关键IT用户
3. 您的IT 用户需要为 SAP 系统交付团队创建 S-User ID，使 SAP 能够开始准备您的SAP S/4HANA私有云的系统

有关超级管理员用户和权限的附加详细信息，请参阅以下链接：

- [SAP Note 1271517: 如何显示或者更改您重要的IT联系人](#)
- [S-User ID管理页面](#)：了解如何进行S-User ID的管理、如何维护权限等

提示：如果您不知道超级管理员或者超级管理员离开公司或应被指派给其他人，请参考[SAP Note 2596214](#) 来获得帮助。关于S-User ID的相关问题，您可以致电客户交互中心(CIC)，具体联系方式请参考[SAP Note 560499](#)。

获得技术支持的渠道



SAP支持门户

[SAP ONE Support Launchpad](#)与[SAP for Me](#)是SAP的支持门户。

- 目前这两个平台均可使用，您可以二者选一。不同平台的选择仅代表访问入口的变化，具体每个工作的操作流程并无区别。
- 预计2023年第一季度，SAP for Me将彻底取代SAP ONE Support Launchpad，具体已[官方发布](#)为准。
- 了解如何使用[SAP for Me中文录播](#)与[SAP ONE Support Launchpad中文录播](#)。

The screenshot shows the SAP Support Portal Home page. At the top, there is a navigation bar with links for My Support, Products, Tools, Maintenance, Offerings & Programs, ALM, and Explore SAP. Below this, the page title is "SAP ONE Support Launchpad". A sub-header reads "My Support". A secondary navigation bar contains links for SAP ONE Support Launchpad, Support in SAP for Me Transition, Support Applications, Release Info, SAP Passport, and Help. The main content area features a large heading "SAP ONE Support Launchpad" and a paragraph: "The SAP ONE Support Launchpad provides you with personalized access to task-based support resources and relevant applications to help you when you need it." Below this text is a blue button labeled "SAP ONE Support Launchpad" with a red border. Further down, a section titled "Your Transition to SAP for Me" contains a paragraph: "We listened to your feedback, and are working to simplify and harmonize your support experience at SAP." This is followed by three bullet points, each with a checkmark: "SAP for Me will become your entry point for support related topics and questions. (Currently excludes Ariba, Fieldglass, & Concur.)", "All support features have been transitioned from the SAP ONE Support Launchpad to SAP for Me.", and "Leverage the new portal to get a holistic view of your licenses, orders, consumption status, and perform self-services, e.g., cloud system provisioning." At the bottom of this section is a blue button labeled "SAP for Me" with a red border.

SAP ONE Support Launchpad

[SAP ONE Support Launchpad](#) 可在简单直观的界面访问支持资源。

通过使用可自定义的角色，Launchpad 将只显示与您相关应用，以确保高效且方便使用的用户体验。您可以提交 Incident & Service Request、查看系统信息、了解系统性能关键指标、系统的可用性以及备份情况等等。

The screenshot shows the SAP ONE Support Launchpad interface. At the top, there is a navigation bar with the SAP logo, the text 'ONE Support Launchpad', a 'Knowledge Base' dropdown, a search bar with the placeholder 'Enter search term', and a user profile for 'Alina Wang (1038408)'. Below the navigation bar is a red-bordered notification box with the text: '注意! Starting early Q1/2023, the SAP ONE Support Launchpad will transition to SAP for Me, your future single-entry point for support. Try it out today and find more information in My Support.' The main content area is titled 'My Home' and contains several dashboard tiles. Each tile has a title, a description, an icon, and a value. Red Chinese annotations are overlaid on the tiles to describe their functions: '了解系统的性能' (Understand system performance) is placed over the 'Workspace SAP EarlyWatch Alert' and 'Capacity - CPU ECS' tiles; '系统的可用性' (System availability) is placed over the 'Availability System Violations' tile; '了解系统的性能' (Understand system performance) is placed over the 'Capacity - Memory ECS' tile; '系统基本信息' (System basic information) is placed over the 'Landscape ECS' tile; '备份状态' (Backup status) is placed over the 'Backup Status ECS' tile; and '获得技术支持' (Get technical support) is placed over the 'Report an Incident' and 'Service Requests SAP NS2' tiles.

注意! Starting early Q1/2023, the SAP ONE Support Launchpad will transition to [SAP for Me](#), your future single-entry point for support. Try it out today and find more information in [My Support](#).

My Home

| Tile Title | Description | Value | Annotation |
|--------------------------------|-------------------------|--|------------|
| Workspace SAP EarlyWatch Alert | New decisive red ale... | 33 | 了解系统的性能 |
| Workspace ECS | Overall View | | |
| Availability System Violations | ECS | | 系统的可用性 |
| Capacity - CPU ECS | Systems to inspect | 0 | 了解系统的性能 |
| Capacity - Memory ECS | System to inspect | 1 | 了解系统的性能 |
| DB Performance ECS | Top 3 Systems | BWP ... 0.45ms read time BWD ... 0.41ms read time ECD ... 0.31ms read time | |
| Landscape ECS | Productive Systems | 11 | 系统基本信息 |
| Backup Status ECS | Systems w/o | 0 | 备份状态 |
| Report an Incident | Find a Solution | | 获得技术支持 |
| Service Requests SAP NS2 | S/4HANA Cloud Priv... | | |

SAP for Me

<https://me.sap.com/home>

SAP for Me Search SAP for Me 392

Services & Support

Overview Knowledge Base Product Support Support Engagements Diagnostics, Reporting & Analytics Application Lifecycle Management ECS Workspace Related Information

Top Tasks

对应 SAP ONE Support Launchpad中的Report an incident

- Create a Case
- View Cases
- Download Software
- Manage S-Users
- Request License Key
- Manage Remote Connections
- Check Cloud Service Availability

In Focus

Get Started

- Welcome to Support
- Services and Support from SAP
- How-To Videos
- Real-Time Support
- Product Support Accreditation
- For Cloud Partners: Support & Succes...
- For Value Added Resellers: Support C...

Services Requests Overview

| | Service Request I Am Interested In |
|--------------------------------|------------------------------------|
| New | 0 Requests |
| In Progress | 0 Requests |
| Awaiting Info | 0 Requests |
| Closed Confirmed | 0 Requests |
| Closed Confirmed Automatically | 0 Requests |
| Closed Cancelled | 0 Requests |

[Create New Service Request](#)

4 support cases need your attention

All Cases (4) My Cases (0)

| ID | SUBJECT | PRIORITY | LAST CHANGE |
|---------|---------|----------|-------------|
| No data | | | |

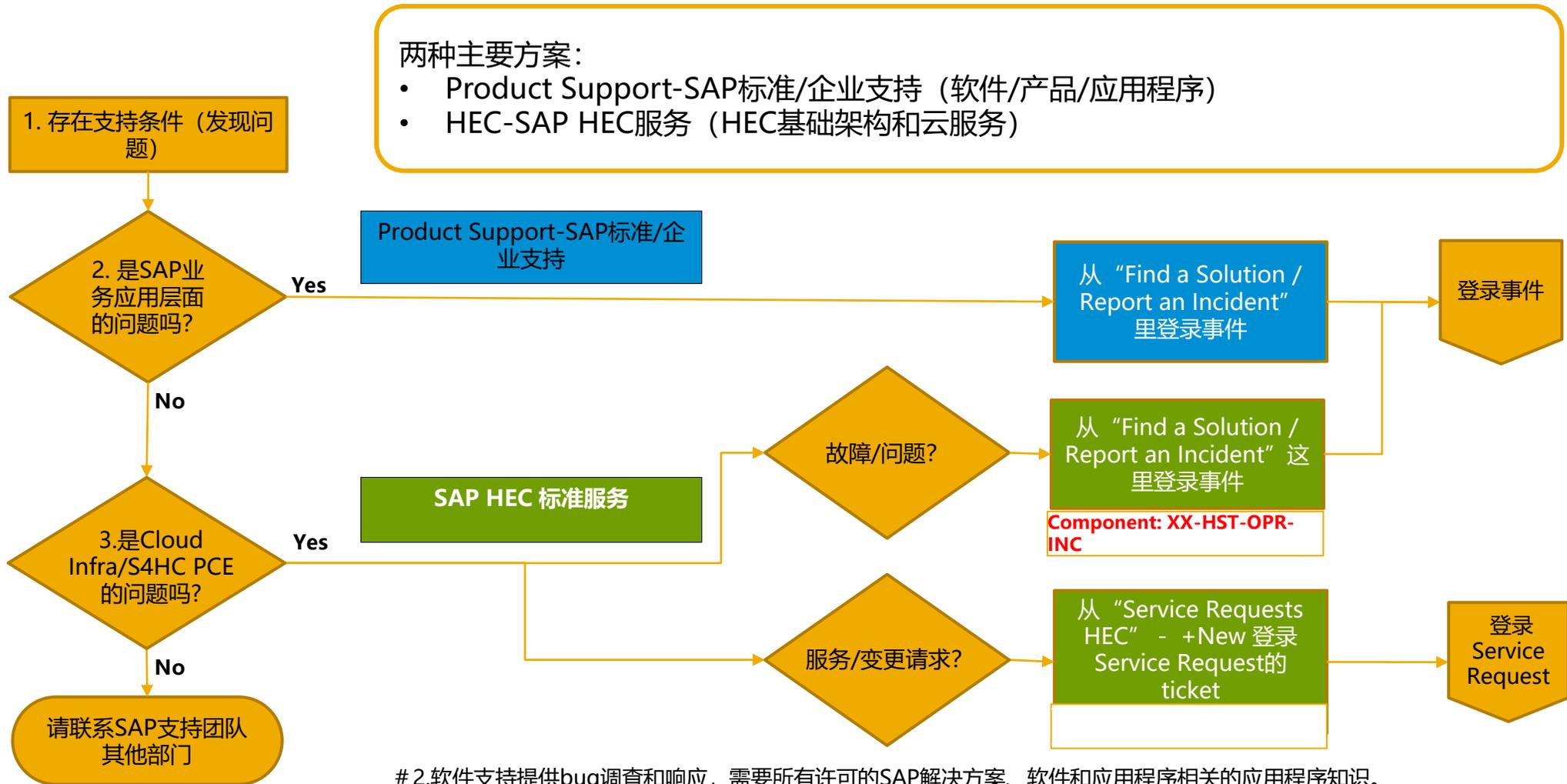
[View All Support Cases \(4\)](#)

Incident & Service Request



服务请求Service Request 和事件Incident使用注意事项

决策树 (Decision Tree)



2. 软件支持提供bug调查和响应，需要所有许可的SAP解决方案、软件 and 应用程序相关的的应用程序知识。

3. 云基础架构支持包括与服务器内存使用、数据库容量、系统性能、网络连接、SAP基础配置有关的内容。

SAP for Me - 服务请求 (Service Request)

如何提交服务请求

1. 登录 [SAP for Me](#)
2. 选择 Services & Support
3. 来到 overview 部分，下拉找到 Create New Service Request

The screenshot displays the SAP for Me interface. The top navigation bar includes the SAP logo and a search bar. The left sidebar contains navigation options: Home, Calendar, DASHBOARDS, Portfolio & Products, Finance & Legal, **Services & Support** (highlighted), Systems & Provisioning, and Users & Contacts. The main content area is titled 'Services & Support' and features a sub-navigation bar with 'Overview' (highlighted), Knowledge Base, Product Support, Support Engagements, Diagnostics, Reporting & Analytics, and Application Lifecycle M. Below this is the 'Top Tasks' section with four cards: 'Create a Case', 'View Cases', 'Download Software', and 'Manage S-Users'. The 'In Focus' section contains a 'Get Started' list and a 'Services Requests Overview' table. The table shows the following data:

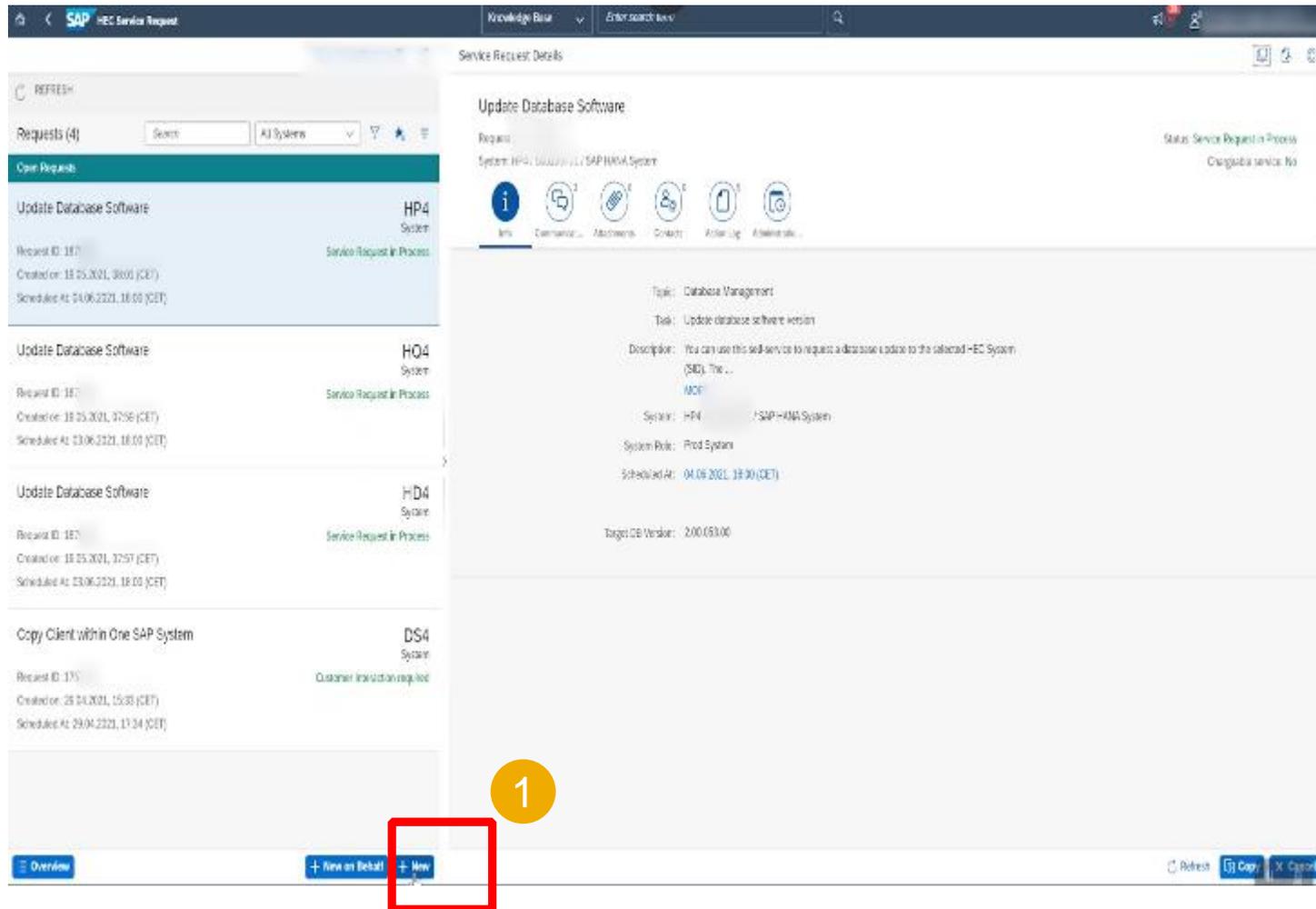
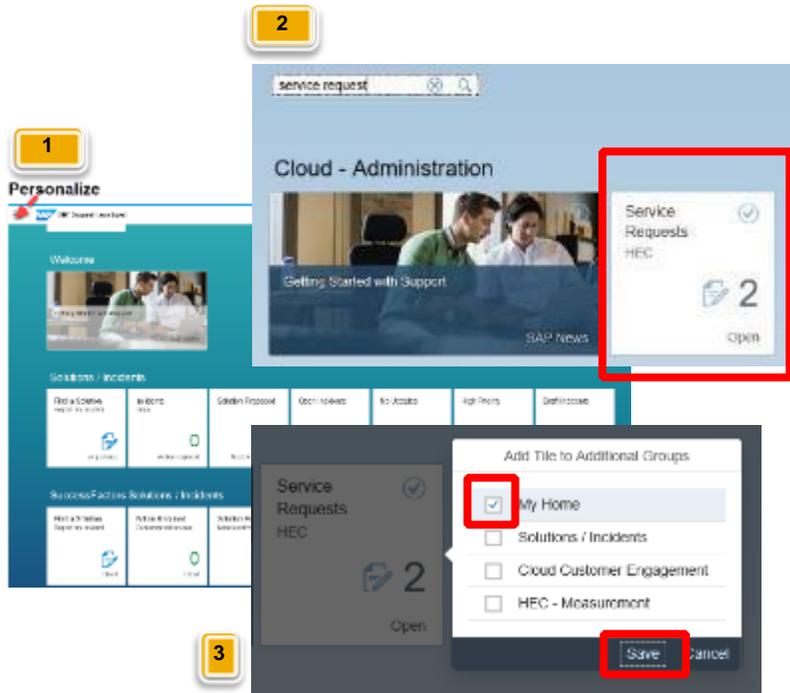
| Services Requests Overview | Service Request I Am Interested In |
|--------------------------------|------------------------------------|
| New | 0 Requests |
| In Progress | 0 Requests |
| Awaiting Info | 0 Requests |
| Closed Confirmed | 0 Requests |
| Closed Confirmed Automatically | 0 Requests |
| Closed Cancelled | 0 Requests |

A red arrow points to the 'Create New Service Request' button at the bottom right of the overview table. A notification banner at the top right indicates '5 support cases need y'.

SAP ONE Support Launchpad - 服务请求 (Service Request)

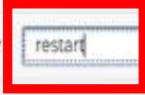
如何提交服务请求

服务请求: 使用服务请求 – 在SAP ONE Support Launchpad 里打开服务请求 (初次使用, 可以选择将您常用的磁贴进行个性化配置, 添加至主页面。)





2



| Service | Topic | Category | Chargeable | Description | Favorite |
|---|---------------------------|-------------------------------|------------|---|----------|
| Core Technical Operations | | | | | |
| (automatically) Restart HEC System with Reboot option | Core Technical Operations | Non-Chargeable / Free Service | No | You can request the restart of the selected SID (HEC system) at OS level, with reboot of the ... MORE | ☆ |
| Restart Additional Application Server | Core Technical Operations | Non-Chargeable / Free Service | No | With this self-service, you can request a restart of the specified Additional Application Server of ... MORE | ☆ |
| Restart HEC System - Daylight Saving Time to Std Time | Core Technical Operations | Non-Chargeable / Free Service | No | You can use this template to request the restart of the selected system ID (HEC system) only in ... MORE | ☆ |
| Restart Solution Manager Diagnostic Agent | Core Technical Operations | Non-Chargeable / Free Service | No | You use this service to request the restart of the Solman Diagnostic Agents for the SID (HEC ... MORE | ☆ |



| Service | Topic | Category | Chargeable | Description |
|---|---------------------------|-------------------------------|------------|--|
| (automatically) Restart HEC System with Reboot option | Core Technical Operations | Non-Chargeable / Free Service | No | <p>You can request the restart of the selected SID (HEC system) at OS level, with reboot of the hardware.</p> <p>Select the system ID: In the "Scope" field, you can choose the following options for a restart: - Application – selecting this value restarts only the application layer - System – selecting this value restarts both the database and the application layer. If the SID selected is ABAP, you have the option to enable "Set System Message". To reboot the system (hardware), set the option "OS Reboot Required" to True. Then specify the start of the downtime in the "Scheduled at" field.</p> <p>If your system is part of a HANA Multi-tenant Database Container (MDC) setup and the Service Request is created by choosing the HANA Database System ID, the Restart Scope field below: - Application – selecting this value restarts all the applications that are connected to that Database SID. - System – selecting this value restarts all applications, tenant DB and SYSTEMDB part of the Database SID.</p> <p>Warning: Please note that if a HANA MDC system is selected, it will impact all Applications/Components running on that Database.</p> <p>Downtime is provided as an estimate.</p> <p>Please note that this service execution is automated. You can only cancel this service request if it has one of the following statuses: - New Service Request - Service Scheduled - Service Request Reopened Do not send additional communications or information ("Info for SAP") as this information may not be considered in time before this service is executed.</p> <p>LESS</p> |

Create New Service Request - [(automatically) Restart HEC System with Reboot option]

1 Select Service 2 Specify Parameters 3 Schedule Execution

1. Select Service

3 Service: (automatically) Restart HEC System with Reboot option

注意 →

Topic: Core Technical Operations

Category: Non-Chargeable / Free Service ⓘ

Identifier: BASIC_1.8.08, HANA_1.1.09

Chargeable service: No

Task: Restart HEC System

Description: You can request the restart of the selected SID (HEC system) at OS level, with reboot of the ...

[MORE](#)

注意 →

Estimated Std. Durations: 1 hour Lead Time, 30 minutes Preparation, 1 hour Execution (Downtime), No Postprocessing

Step 2

- 1 Select Service
- 2 Specify Parameters
- 3 Schedule Execution

2. Specify Parameters

4 System: * DCL / SAP Cloud Connector x

5 Scope: * application

6 OS reboot Required: * false

Step 3

- 1 Select Service
- 2 Specify Parameters
- 3 Schedule Execution

3. Schedule Execution 7

Schedule: * Desired Start Enter desired start date/time

| System | Systems |
|-----------------|---------|
| DCL / SAP Cloud | |

Calendar: May 2021

| | | | | | | | |
|----|----|----|----|----|----|----|----|
| 17 | 25 | 26 | 27 | 28 | 29 | 30 | 1 |
| 18 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 19 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 20 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 21 | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 22 | 30 | 31 | 1 | 2 | 3 | 4 | 5 |

Hours: 18, 19, 20, 21, 22

Buttons: 25, 27

Buttons: OK, Cancel

Execution (CET) * Postprocessing (CET)

← [] x

Create New Service Request - [(automatically) Restart HEC System with Reboot option]

1 Select Service

2 Specify Parameters

3 Schedule Execution

3. Schedule Execution

Schedule: * Desired Start 20.05.2021, 20:25:27 (CET)

| System | Preparation (CET) | Execution (CET) * | Postprocessing (CET) |
|---------------------------|---------------------------|---------------------------|---------------------------|
| DCL / SAP Cloud Connector | 20.05.2021, 19:56 - 20:26 | 20.05.2021, 20:26 - 21:26 | 20.05.2021, 21:26 - 21:26 |

8

Review

Create New Service Request - [(automatically) Restart HEC System with Reboot option]

Service: (automatically) Restart HEC System with Reboot option
Topic: Core Technical Operations
Tag: basic_1.8.08 bounce-hana_1.1.09-reboot-run-stop
Chargeable service: No
Task: Restart HEC System
Description: You can request the restart of the selected SID (HEC system) at OS level, with reboot of the hardware. Select the system ID. In the "Scope" field, you can choose the following options for a restart: - Application - selecting this value restarts only the application layer - System - selecting this ...
Estimated Std. Durations: 1 hour Lead Time, 30 minutes Preparation, 1 hour Execution (Downtime), No Postprocessing

2. Specify Parameters

System: DC: SAP Cloud Connector
Scope: api
OS reboot Required: false

3. Schedule Execution

| System | Lead Time (CET) | Preparation (CET) | Execution (CET) | Postprocessing (CET) |
|---------------------------|-------------------------|---------------------------|---------------------------|---------------------------|
| DCL / SAP Cloud Connector | New - 20.05.2021, 19:56 | 20.05.2021, 19:56 - 20:26 | 20.05.2021, 20:26 - 21:26 | 20.05.2021, 21:26 - 21:26 |

Confirm

9

Please review the details you have entered and make sure they are correct and that you are authorized to request the service.

submit

10

Submit

提交服务请求的注意事项

- **服务请求模板的选择：**从[PCE角色和职责](#)里面的找到该服务，按照该专有名称进行搜索，然后指定要请求的服务模板。对于尚未准备模板的服务，或者判断不了该服务属于哪个服务模板，可以指定“辅助服务请求”（Assisted Service Request）的服务模板。
- **预留时间：**对于所有的服务请求，我们都需要有一定的准备工作时间（leading time），以确保相应的人员可以启动服务。准备时间的长短因服务内容而异，因此在提交服务请求时确认清楚准备时间。

SAP for Me---事件(Incident)

如何提报事件Incident

1. 登录[SAP for Me](#)
2. 选择Services & Support
3. 来到overview部分，找到Create a Case (等同于SAP ONE Support Launchpad中的Report an Incident)

The screenshot displays the SAP for Me interface. The top navigation bar includes the SAP logo and 'SAP for Me' text, along with a search bar. The left sidebar contains navigation options: Home, Calendar, DASHBOARDS (Portfolio & Products, Finance & Legal, **Services & Support**, Systems & Provisioning, Users & Contacts), and a 'Collapse Sidebar' button at the bottom. The main content area is titled 'Services & Support' and features several tabs: Overview (selected and highlighted with a red box), Knowledge Base, Product Support, Support Engagements, Diagnostics, Reporting & Analytics, and Application Lifecycle M. Below the tabs is the 'Top Tasks' section, where the 'Create a Case' button is highlighted with a red box and a red arrow points to it. Other buttons in this section include 'View Cases', 'Download Software', and 'Manage S-Users'. The 'In Focus' section contains a 'Get Started' list with items like 'Welcome to Support', 'Services and Support from SAP', 'How-To Videos', 'Real-Time Support', 'Product Support Accreditation', 'For Cloud Partners: Support & Succes...', and 'For Value Added Resellers: Support C...'. To the right of this list is a 'Services Requests Overview' table with columns for 'Service Request' and 'I Am Interested In'. The table shows various request statuses and their counts, all currently at 0. A 'Create New Service Request' button is located at the bottom right of the dashboard. A notification banner at the top right indicates '5 support cases need y'.

| Service Request | I Am Interested In |
|--------------------------------|--------------------|
| New | 0 Requests |
| In Progress | 0 Requests |
| Awaiting Info | 0 Requests |
| Closed Confirmed | 0 Requests |
| Closed Confirmed Automatically | 0 Requests |
| Closed Cancelled | 0 Requests |

SAP ONE Support Launchpad – 事件 (incident)

如何提报事件Incident

Incidents 事件: 受支持系统的技术系统功能意外中断, 例如, 无法访问系统

Incidents 事件: 使用 SAP ONE Support Launchpad- “Report an Incident “ 提报Incident 事件”

My Home

Workspace
SAP EarlyWatch Alert

 33

New decisive red ale...

Workspace
ECS



Overall View

Availability
System Violations



ECS

Capacity - CPU
ECS

 0

Systems to inspect

Capacity - Memory
ECS

 1

System to inspect

DB Performance
ECS

BWD ... 0.43ms read time
BWP ... 0.41ms read time
ECD ... 0.33ms read time

Top 3 Systems

Landscape
ECS

 11

Productive Systems

Backup Status
ECS

 0

Systems w/o

Report an Incident



Find a Solution

Service Requests
SAP NS2



S/4HANA Cloud Priv...

创建事件Incident之前必要步骤

搜寻 SAP Notes & SAP Knowledge Base Articles快速解决故障

建议在创建事件之前，通过SAP Notes & SAP Knowledge Base Articles(KBA)来进行自助式解决。SAP Notes & SAP Knowledge Base Articles 针对客户经常遇见的问题，提供了解决方案，可以大大的缩短您解决问题的时间。

[SAP Note 1339209](#) 在SAP门户网站Support Portal 创建Incident 的最佳实践

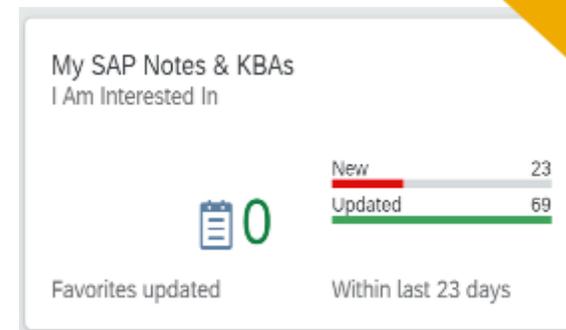
[SAP ONE Support Launchpad 中的](#) SAP 支持知识库搜索允许您搜索各种资源库，包括 SAP Note、SAP Knowledge Base Articles (KBA)、SAP Community 内容等。

SAP Notes & SAP Knowledge Base Articles

The *Expert Search* in the *My SAP Notes & KBAs* application lets you retrieve SAP Notes and SAP Knowledge Base Articles based on advanced selection criteria and save these queries for future use.

| | | | | |
|--|---|---|--|---|
| Search Term: <input type="text" value="Enter search term"/> | Fuzzy Threshold: <input type="text" value="Close Match (0.9)"/> | Components (Start with): <input type="text" value="No Restriction"/> | Components (Exact): <input type="text" value="No Restriction"/> | Excluded Components (Exact): <input type="text" value="No Restriction"/> |
| Released On (Pre-Defined): <input type="text" value="No Restriction"/> | Released On (Free): <input type="text" value="MMM d, y - MMM d, y"/> | System: <input type="text" value="Enter System ID"/> | Soft.Comp.: <input type="text" value="No Restriction"/> | Soft.Comp.Version: <input type="text" value="No Restriction"/> |
| Support Package (Greater Than): <input type="text" value="No Restriction"/> | Support Package (Equal): <input type="text" value="No Restriction"/> | Product: <input type="text" value="No Restriction"/> | Product Version: <input type="text" value="No Restriction"/> | Priority: <input type="text" value="No Restriction"/> |
| Category: <input type="text" value="No Restriction"/> | Release Status: <input type="text" value="No Restriction"/> | Document Type: <input type="text" value="No Restriction"/> | Country/Region: <input type="text" value="No Restriction"/> | SAP Security Patch Day: <input type="text" value="No Restriction"/> |

Demo



- Tile on the Launchpad

紧急情况支持 – 优先级的选择 (Priority)



提交事件的时候，请根据**业务影响**正确选择事件优先级。

紧急(Very High)



- 对业务流程造成非常严重的影响，不能执行重要的业务操作。
- 持续的故障并导致严重的损失。

例如：

- 生产系统宕机
- 主要业务停滞
- 影响上线
- 核心业务流程受到重大影响没有临时/替代解决方案

高 (High)



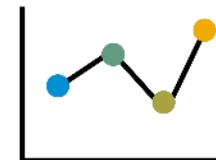
- 对正常业务流程造成严重影响。
- 日常工作中经常使用的功能中出现故障，导致无法执行必要的操作。
- 持续的故障严重破坏生产环境中的业务流程，需要尽快采取措施修复故障。

中 (Medium)



- 对正常业务流程造成影响。
- 日常工作中经常使用的功能中出现故障。
- 有临时替代方案。

低 (Low)



- 对正常业务使用没有造成影响或造成的影响很小
- 在日常工作中不使用或很少使用的功能存在故障

与Incident 事件相关的更多信息

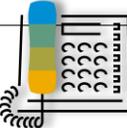
SAP Note [67739](#) 有关Incident 事件优先级

SAP Note [1281633](#) 有关Incident 事件加速

SAP Note [90835](#) 有关Incident 事件上报升级的信息

紧急情况支持 – 提报事件内容 (Incident)



| 事件一览表 | | 详情 |
|--|-----|---|
|  | 谁? | <ul style="list-style-type: none"> 影响范围? 一个用户? 所有用户? 这非常重要, 因为它帮助我们确定事件影响的范围。 是否涉及到其他用户? 您是否同伙伴一起工作? 是否涉及我们需要知晓的其他团队? |
|  | 什么? | <ul style="list-style-type: none"> 每个Incident 事件只包括 1 个问题 业务/商业影响? (Business Impact) 错误重现的步骤, 包括屏幕截图, 贴在Word文件作为附件附加在 incident |
|  | 何时? | <ul style="list-style-type: none"> 问题发生时间? 分享可能的任何时间节点, 我们需要通过追溯去发现问题。 |
|  | 哪里? | <ul style="list-style-type: none"> 问题在哪里发生的? 测试环境? 生产环境? 兼有? 这很重要。 |
|  | 怎样? | <ul style="list-style-type: none"> 客户联系人信息 (紧急(Very High) 的事件, 须提供24小时可以讲英文的联系人) |

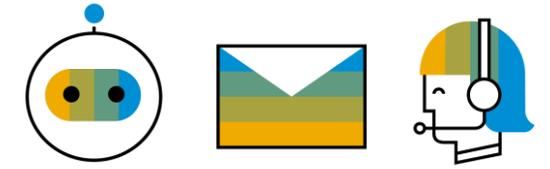
紧急情况支持 – 事件升级 (Incident Escalation)



| 当事件紧急程度增加时 | 详情 | | |
|---|---|---|--|
|  <p>步骤 1 通过致电SAP CIC升级事件</p> | <ul style="list-style-type: none"> • 当地 CIC 号码 (24 x 7在线), 通过此处查找 SAP Note 560499 中国大陆 CIC热线电话: 400 620 2008 或者 +86 411 8483 6717 台湾CIC 热线: 00800 2255 1727 香港CIC热线: 852 3013 4737 • 提供商业影响并要求加快事件解决 • 提升事件优先级至Very High | | |
|  <p>步骤 2 当形势变得更严重时, 致电SAP CIC升级事件</p> | <p>生产系统的情况:</p> <ul style="list-style-type: none"> • 描述业务影响 • 经济损失 • 受影响用户数量 • 问题持续时间 • 是否有替代方案 | <p>测试/开发系统的情况:</p> <ul style="list-style-type: none"> • 项目名称 • 上线时间, 版本信息 • 上线日期是否受到影响 • 是否造成业务中断: 是/否 | <p>联系人信息:</p> <ul style="list-style-type: none"> • 联系人姓名和可联络时间段 • 工作电话号码(非 800xx电话) • 手机号码和邮箱地址 • 因为是24 x 7的支持模式, 需要具备英文交流的能力 |

SAP S/4HANA Cloud - 如何获得支持

客户交互中心 (CIC) - CIC 的 SAP 注释 [560499](#) 联系详细信息



SAP 致力于提供卓越的客户支持，而支持基础架构的关键部分是**客户互动中心 (CIC)**。

CIC 团队的主要重点是促进您（即我们的客户）与 SAP 支持之间的沟通流程。

这些 CIC 中心在战略上位于世界各地，跟着各时区的工作时间**日不落的支持客户**。CIC 中心位于中国、印度、菲律宾、爱尔兰、俄罗斯和巴西。



我们每年 **365 天**、每周 **7 天**、每天 **24 小时** 为您提供服务，并提供中心联系点，以帮助解决**非技术性查询**，例如：



现有客户事件，例如状态请求、加速、上报请求
直接访问：

- [聊天软件联系CIC](#), [电话CIC](#), [电子邮件联系CIC](#)



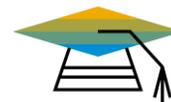
[SAP ONE Support Launchpad](#) 和 [SAP Support Portal](#) 导航和应用程序，例如用户管理。



S 用户管理，例如解锁用户、权限帮助和密码重置



远程服务请求



[客户互动中心网络研讨会与演示 \(中文\)](#): Launchpad, 事件管理。

SAP for Me 演示

SAP for Me

Sign In

Try our Demo

SAP for Me - Is made for You

Say hello to your digital companion

Sign In

Try our Demo

The screenshot displays the SAP for Me user interface. At the top, there is a navigation bar with the SAP logo and 'SAP for Me' text. Below this, a dark blue header contains 'Sign In' and 'Try our Demo' buttons. The main content area is a dashboard for a user named Jane. It features several widgets: a 'Hello Jane' greeting, a 'Tutorial' section, 'Support User Administration' with a bar chart showing 'Total Users', 'Recently created', and 'Active required'; a 'Revoke Connection' widget; a 'Non-Generation Cloud Delivery Schedule' widget with a '2' indicator; a 'Transition Status' donut chart; a 'Cases' table with columns for ID, SUBJECT, and PRIORITY, listing various support cases; an 'Availability Status' donut chart showing '100%' availability; a 'Quick Access Services & Support' section with links to Knowledge Base, Product Support, and Support Engagements; and a 'Cases Overview by status' donut chart showing a distribution of case statuses. The interface is clean and modern, with a focus on data visualization and quick access to key information.

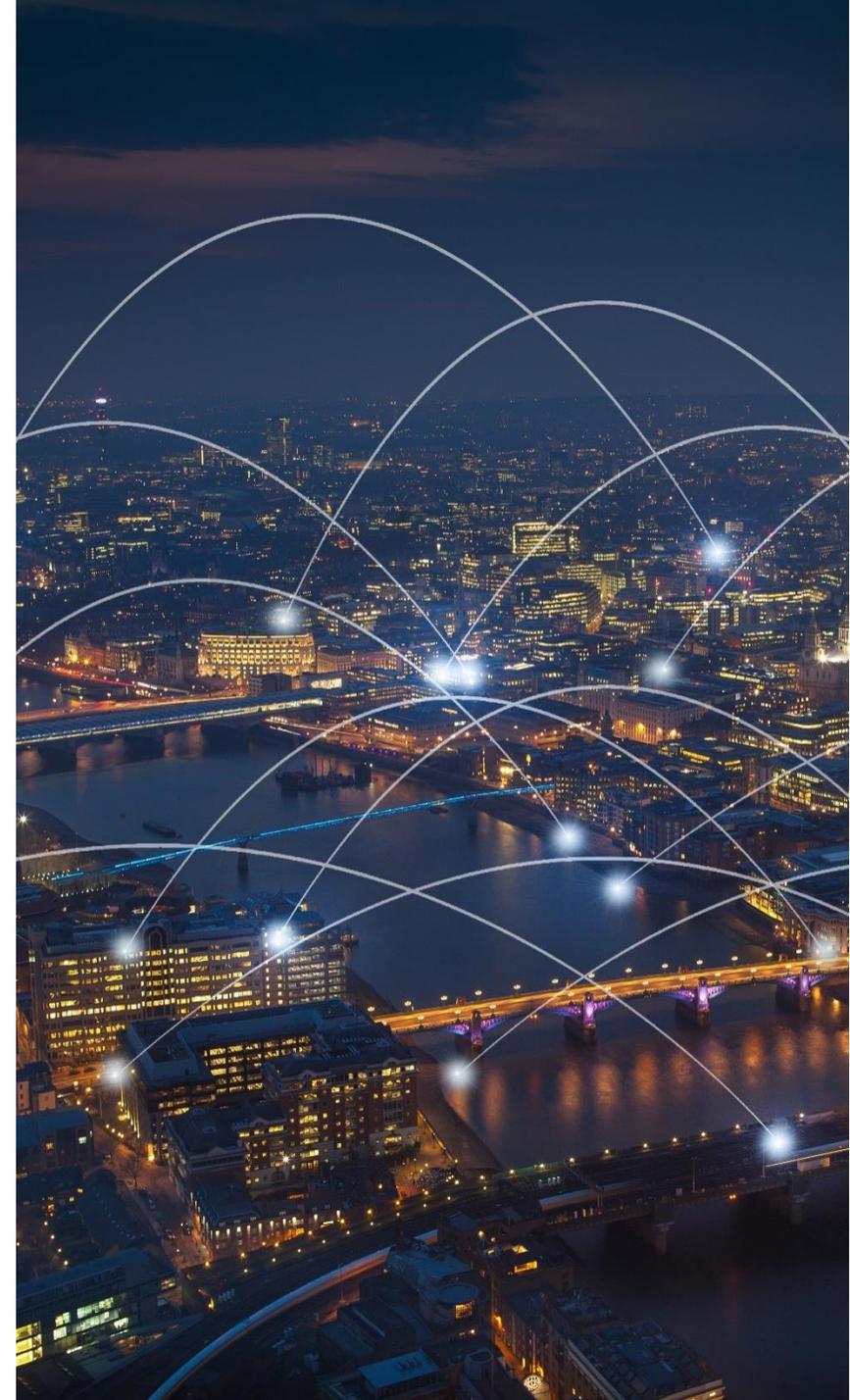
附加资源



必用与常用的资源与服务

通过5~10分钟短视频，协助您快速找到需要解答

| 常见问题与常用资源 | 透过短视频，提供答疑精华 |
|--------------------------|---|
| • RISE with SAP 中文资源库 | • 中文资源中心 RISE with SAP |
| • 了解项目实施过渡到运维阶段的最佳实践 | • 请参考视频录播 |
| • 指导踏出迈向SAP Fiori的第一步 | • 请参考视频录播 |
| • 快速部署SAP Fiori的重要资源总结 | • 请参考视频录播 |
| • 了解SAP for me 一站式平台 | • 请参考视频录播 |
| • 了解如何创建与维护SAP S-user ID | • 请参考视频录播 |
| • 了解云解决方案的可用性以及维护策略 | • SAP Cloud Availability Center视频录播 |
| • 了解SAP安全和数据保护措施、合规检查 | • SAP Trust Center视频录播 |
| • 了解SAP最佳实践流程 | • SAP Best Practice Explorer视频录播 |



问答环节



谢谢!

联系方式:

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