Hands-On SAP Incident Management

Applications, Tools and Communication Channels of the SAP Incident Management Process

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Agenda | 29th June 2022

How to contact SAP Support

- Technical vs. Non-Technical Assistance | Consulting vs. Support

How to find a Solution

- SAP Knowledge Base Article (KBA) | SAP Notes | Guided Answers | SAP Community Agenda item/divider headline

How to interact with Support

- Expert Chat | Schedule an Expert | Report an Incident

Incident Creation

- How to create a perfect Incident | Schedule a Manager | Incident Status

Questions & Answers

How to **contact SAP Support** → **SAP Support Portal**

Stay tuned:
SAP for Me

Non-Technical Assistance

The **Customer Interaction Center (CIC)** is available 24 hours a day, 7 days a week, 365 days a year. CIC can be reached by phone, chat, or e-mail and provides a central point of contact for **non-technical queries** regarding

- Guidance through all of the support resources in the SAP ONE Support Launchpad

- User Management, e.g. verifying and unlocking S-Users, password reset help

- Incident Management, e.g. providing updates on existing incidents, adjusting the priority

- Software Downloads, e.g. locating your licensed software from the Download Center

Technical Assistance

If you are experiencing an issue with your SAP products, and you are unable to find a solution using the **SAP Support Knowledge Search,** use the **Self-Service Options** or interact with **SAP Product Support**

Support vs. Consulting

Consulting requests include inquiries concerning

- Advice or assistance relating to configuration, business process analysis, or implementation specific to your unique environment or already documented in Product Guides

- 'How-To' questions seeking assistance with documented features

- Assistance with customization of the core product, core functionality and/or problems or errors caused by customization that has been implemented or completed by you or partners

→ **Contact CIC**

Product Support handles problem incidents in accordance with your maintenance agreements e.g. in the following scenarios:

- There is a new error/defect in the software

- An error/defect in the software causes new subsequent errors

- When implementing corrections and following the correction instructions, problems occur

- Unexpected results or other errors occur due to incorrect documentation

→ **Search & Self Service Options / Contact Product Support**

How to find a Solution

SAP Knowledge Base Search, in the SAP ONE Support Launchpad, allows you to search in SAP´s knowledge database for including SAP Notes, SAP Knowledge Base Articles (KBAs), SAP Community content and more.

SAP Knowledge Base Article (KBA) via Google search provides you with incident-specific information. It includes no coding corrections, therefore these cannot be downloaded using Note Assistant.

SAP Notes are used to Solve complex technical issues. Most SAP Notes contain the description of the issue from a business perspective as well as the technical solution. 80% of SAP Notes contain coding corrections.

SAP Community is an interactive page with blogs, Q&As, trending, etc.

Guided Answers is an application which helps you troubleshoot and find solutions to your technical problems using a step-by-step guide. SAP experts document exact steps for analyzing issues and make that available to you.

Ask an Expert Peer is a new support channel available for certain product areas. It is designed to deliver fast issue resolution for basic inquiries and low to medium priority incidents. Start collaborating on your technical, product-related questions via one-on-one sessions with a certified expert outside of SAP.

How to find a Solution | Troubleshooting Tools

Performance Assistant Note and KBA Search (PANKS) is a tool that searches for SAP Notes and KBAs using error messages.

The **Automated Notes Search Tool** (ANST) is an application that helps customers search for SAP Notes in order to solve a specific issue and works based on the issue replication in the customer system.

The **Support Log Assistant** is an SAP Cloud Platform tool that allows users to scan their support related files for known issues and recommendations. This provides the user with a self service method of analyzing, reviewing and packaging up their log, trace and configuration related files to automatically find solutions.

Note Assistant is a powerful tool for rapidly implementing specific SAP Notes. It makes it easy to install specific corrections to SAP solutions. It also recognizes any dependencies on SAP Notes, Support Packages, and modifications that have already been implemented, which helps to ensure you implement all appropriate fixes for your SAP solutions.

NetWeaver (NW) Java Support Tool connects to a NW AS JAVA system and automatically collects the information required for you to troubleshoot an issue before uploading such data to SAP Product Support. It also provides guidance and assistance in the case of needing to apply a patch and analyzing all patch dependencies.

The Landscape Analysis Utility (LAU) is to be used by support engineers, consultants, and mobility product administrators. It is designed for supporting many aspects of the products and simplifies the process of reporting on the product and landscape configuration, and performing root cause analysis tasks.

How to interact with SAP Support

Benefit from a seamless and intuitive **omnichannel support experience**. Contact SAP Product Support using the channel listed below which best suits your business impact:

- **Expert Chat** provides a live chat function that connects you to SAP technical support experts.

- **Schedule an Expert** connects you live with Product Support in a one-on-one 30-minute call to discuss a technical topic of your choosing – at a time that is convenient for you. Schedule an Expert is available for open incidents too.

  Please note: After using the expert chat or after talking to an expert an incident/case will be created on your behalf for documentational reasons.

- **Traditional Incident:** when facing a technical product issue, use the SAP ONE Support Launchpad to create an incident.

- SAP´s **Built-In Support** moves support right into application. Built-In Support offers you effortless access to support content, tools, and channels of SAP's Product Support right at your fingertips.

How to create a Perfect Incident I

1) Choose the **affected system**

2) Provide a **meaningful description** of the issue and **step-by-step instructions** of how to reproduce it, including navigation and the expected results. Info: While typing in the description SAP Incident Solution Matching provides you Notes and KBAs which can be used to solve the issue.

3) Select the correct **component**

   Info: Based on the description provided the component predictor suggests components which can be used. Alternative you can use the Product-based simplified categorization. It takes the selected system and product area for recommending the most relevant "**Product Functions**".

4) Add a **screenshot** of error message and inform about any SAP Notes search that was done.

5) Enter **contact person** (s-user) experiencing the issue.

How to create a Perfect Incident II

6) Open **service connection** and provide **login data**

7) Using the **Line Opener Program (LOP):** Whenever SAP requests a service connection to your system, such a connection has to be opened from your side. The LOP helps to reduce the manual effort involved by automating parts of the process

   Customers can allow **semi-automatic opening** on system level for each system. Every time a service connection is opened, you are informed via e-mail and the action is stored in the log book.

8) Carefully select the **incident priority**

9) Record **only one issue** per incident

10) Provide valid e-mail and telephone **contact data** for a person who is available to work with Support on the incident

How to create a Perfect Incident III

11) How to set the right **priority level** for your Incident:

Low Priority: Problem has little or no effect on normal business processes and is caused by incorrect or inoperable functions in the SAP system that are not required daily, or are rarely use

Medium Priority (Default Priority): Problem has normal effect on business processes and is caused by incorrect or inoperable functions in the SAP system

High Priority: Normal business processes are seriously affected. Explanation of business impact required in SAP Note 90835

Very High Priority: A productive system is completely down or the imminent go live or upgrade is jeopardized. Core business processes are seriously affected and a workaround is not available

Tip: Schedule a Manager is an offering in SAPs real-time support channels, giving customers the ability to schedule a 15-minute call with a Product Support manager for high priority incidents, to discuss details of your incident and ensure any service exceptions are appropriately addressed and corrected if needed. If your Incident qualifies for the service, the "Schedule a Manager" button will be active.

Status of the Incident

Priority	Auto-Close Period
Very High	14 Days
High	21 Days
Medium	45 Days
Low	45 Days

Info: Incidents of status Customer Action, In Process by Customer, Partner Customer Action, or Solution Proposed by SAP are **automatically closed** after a certain period of time.

Incident Status

- **Not Sent to SAP -** An incident was created but not yet sent to SAP. This incident will be found in Solutions / Incidents → Draft Incidents.

- **Sent to SAP -** An incident was sent to SAP. This incident can be found in Solutions / Incidents → Open Incidents. Once you have sent the incident to SAP, you cannot change it but you can add further information and re-send the incident to SAP.

- **In Process at SAP** - The incident is in process at SAP. This incident can be found in Solution / Incidents → Open Incidents. You can add further information and re-send the incident to SAP.

- **Customer Action** - SAP asked the customer to take action or to provide more information. The incident will be found in Solutions / Incidents → Incidents inbox. Here you can check here your or all incidents that are currently on customer action.

- **Solution Provided** - SAP proposed the solution in the reply and in the attached SAP Notes. If you are not satisfied with the solution, you can send the incident back to SAP. The incident can be found in Solutions / Incidents → Solution Proposed.

- **Confirmed Incidents** - The incident was confirmed and, therefore, closed by the customer and can no longer be reopened. Confirmed incidents are no longer displayed in the Inbox but can be accessed using the Search option in Status - Confirmed

Questions & Answers

Recommended Content:
What a Customer COE Should Know About Incident Management
Product Support Accreditation Program

Thank you.

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