Transformed Online SAP Ticketing System

Rajesh Azmeera[1], Rhea Khanna[2], Deepak Nanuru Yagamurthy[3]

[1]Technology Professional, Department of Information and Technology, Stryker, US (Corresponding Author)
https://orcid.org/0009-0005-4643-1599

[2]Technology Professional, Department of Research, Microsoft, US https://orcid.org/0009-0001-4625-5100

[3]Technology Professional, Department of Information and Technology, 7 Leven Inc, US https://orcid.org/0009-0009-9546-6615

Abstract: *As IT world is growing, when incidents are raised or you've started facing challenges as simple as that your laptop issued to you is not working. Or you needed some software to be installed on your laptop. You can't install them on your own or can't be fixed by yourself. How to do you reach out to support team who helps you with a fix?\You can reach out to them over email, in person, phone or by creating an incident. Assume, like you, there are other people also facing some issue and want to reach out to support team. Emails can go to a junk/spam. In person there could be a big queue similarly reaching over phone. All these are manual activities and difficult to track as business grows.*

Keywords: SAP Online Ticketing System, ITSM, Service Desk, SAP End User experience

1. Introduction

SAP has fixed this challenge by creating a powerful ticketing tool called SAP Solution manager Service desk and SAP IT Service Management (ITSM).

[1]. This is a system of an automation. No manual intervention is required. Less effort is required to create them. All requests will be in one central location, easy to navigate and search and assign to appropriate team. [2]

Process can be streamlined. History data is available, in case of same issue fixing this with reference to old ticket will be a flexibility. Based on historical data tickets can be categorized

With comprehensive reports and data available, we can prepare reports for analysis on how many number of tickets are created, in progress, fixed etc. What was the time taken initially to respond to your ticket (IRT – Initial Response Time) and What was the time taken to complete them? (MPT – Maximum Processing Time). IRT and MPT are SLAs Technically – Service Level Agreement. Reports can be prepared to analyze for user satisfaction.

2. SAP Solution

2.1 What is a SAP Service Request?

The SAP Solution Manager service desk is SAP's tool to manage incidents/tickets efficiently across the customer business unit, customer IT, SAP, and SAP partners whose applications are integrated in the customer solution. In addition, the service desk has an open bidirectional interface to send and receive incidents to and from other ticket systems.

The SAP Solution Manager IT Service Management (ITSM) represents an ITIL compliant and certified management tool supporting the business processes that enable you to run every aspect of your service desk operations – from managing service requests, incidents and problems based on

service level agreements, to properly implementing infrastructure changes to eliminate any negative user impact.

An Incident is an occurrence that is not a standard part of a service, and impairs the quality of a service, Business transaction that result in interruption of one or more Services.

A Service Request is a user request for a specified service. Service Requests do not specifically result in the same degradation or failure. Instead, they are needs or wishes for enhancements or changes.

Incidents, simply are events that result in interruption of one or more Services (example: An unplanned interruption service stopped, users cannot login to SAP)

Service Requests do not specifically result in the same degradation or failure. Instead, they are needs, enhancements or changes (example: a pre-approved change this is low risk)

2.2 ITIL definitions of Service Request and Incident Request

ITIL defines an incident as an unplanned interruption to or quality reduction of an IT service. The service level agreements (SLA) define the agreed-upon service level between the provider and the customer. These are unplanned events that require help from the service provider to restore normal function.

ITIL defines IT service management as: "The implementation and management of quality IT services that meet the needs of the business. IT service management is performed by IT service providers through an appropriate mix of people, process and information technology."

ITSM is based on ITIL standards, and is designed to support Business Processes, Incident, Problem, Change Management, and Service Desk Operations. SAP Solution Manager provides a set of standard, predefined ITSM functions that can be set up using a guided configuration

procedure.

When an issue occurs in SAP system, an end user can create an incident message. Incident Management process deals with resolving incidents, raised by end users, system alerts using monitoring service or by key users. Incident, Problem and Change Management is part of IT Service Management Work Center in Solution Manager that provides central management of processes and messages.

Incident Management process deals with resolving incidents, raised by end users, system alerts using monitoring service or by key users.

Incident: An unplanned interruption to an IT Service or reduction in the quality of an IT service.

Service Request: A formal request from a user for something to be provided – for example, a request for information or advice; to reset a password; or to install a workstation for a new user

2.3 Service Desk (SDK) Process Flow

A Service Request is defined according to ITIL as a request from a user for: Information
Advice
Standard Change Access to an IT Service
Process Objective: The "Service Desk and Incident Management" process aims to restore IT Services to their defined Service Levels as quickly as possible the process is also responsible for receiving and processing Service Requests, for assisting users, and for coordinating the Incident Resolution with SAP Basis Support Team.

Service Desk is used in several SAP Solution Manager capabilities, where a message flow-based resolution process is to be established. It is integrated into Test Management, Business Process Operations, Project Blueprint, Change Request Management, and Technical Alerting.
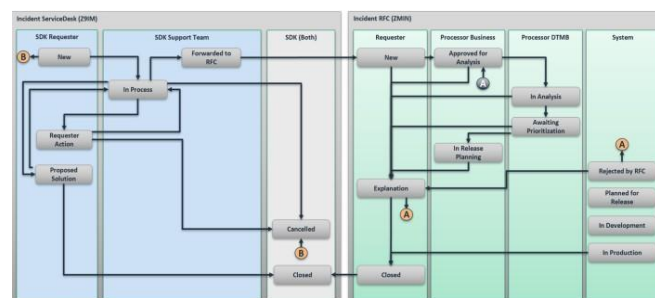

Figure 1: Service Desk process workflow

The Service Request Management provides you the possibility to create specific Service Requests which can be assigned in general to the responsible support team or support employees. Within an organization, Service Requests describe clearly defined IT services or standard processes, which are often used and requested by the employees, such as File maintenance, Application issues. Usually, Service Requests are handled by a service desk, and do not require a Request for Change (RFC) to be submitted.

Service Request Message Scenario Types
When the reporter is creating new Service Request Message
New→it goes to In Process→Proposed solution→Closed
New→In Process→Requester Action→in Process →Proposed solution→Closed
If the Support team cannot resolve and it require additional help from the Prod support team to work on the Incident and follow ITSM route/process.
New→ In Process → Requester Action →In Process →Forward to RFC → Incident.

2.4 Create Service Request:
When you create a Service Request message, it is directly assigned to the Solution Manager Service Desk. The screenshot shows the Service Desk homepage.

Solution Manager Sandbox
Fiori URL: https://sap-dev.xxx.com/sap/bc/ui2/flp#Shell-home

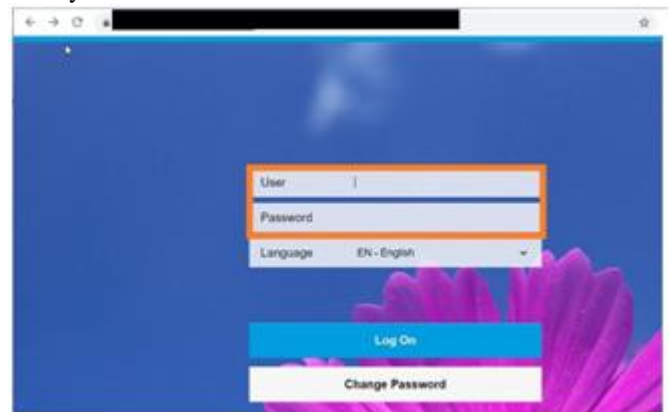User Login:
Enter your user credentials

Figure 2: Home Screen

Under Service Desk Requester - Select Create Incident
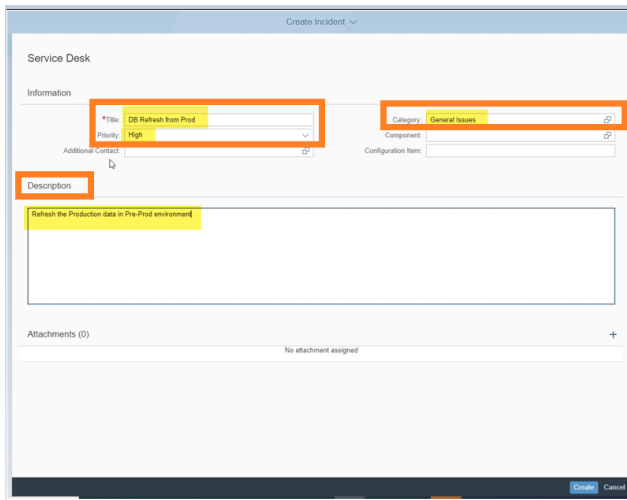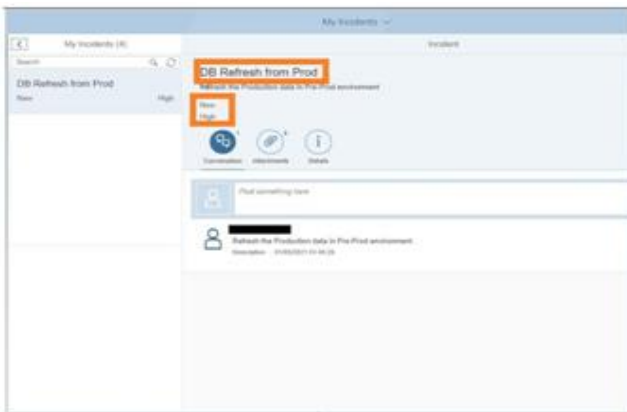

Create Service Desk Incident Priority Level – High

Figure 4: Description

Provide the Description for example: Refresh the Production data in Pre-Prod environment. Select the Priority – Medium/High/Low
Provide description – For Example: SAP System running slow and attach any screenshot or document, based on what are you looking for

New is the status
High is priority
Title: DB Refresh from Prod
Description: Refresh the Production data in Pre-Prod environment Service desk incident is created.

Once the incident is created Incident details are sent to the requester over email and assigned to support team.
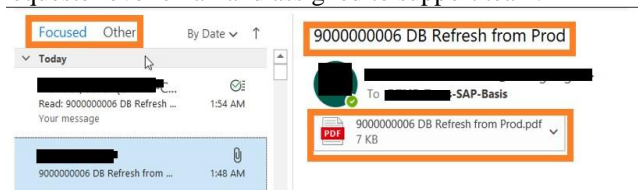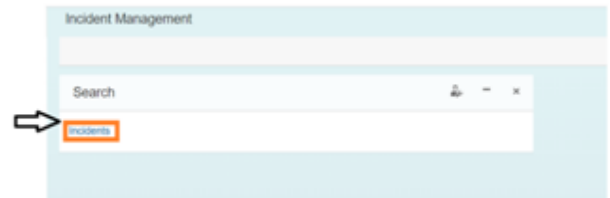

As per the flow the chart, incase needed follow up ITSM Incident needs to be created.

2.5 How to create follow up ITSM Incident:-
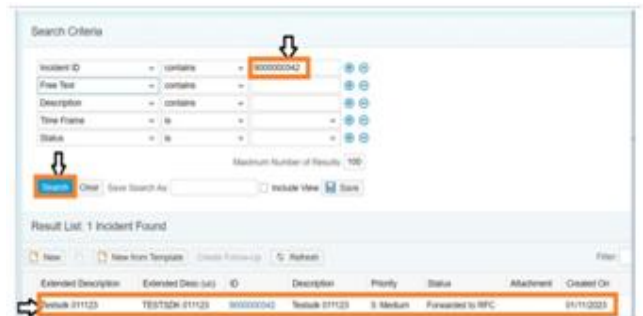
ITSM Link → Service Desk Requester → Incident Management Tile
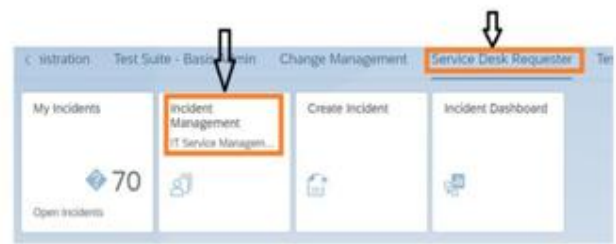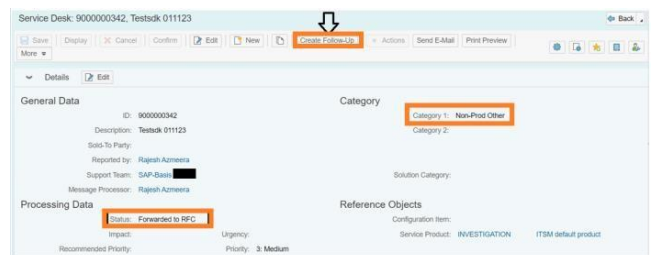

Go to Service Desk Requester and Incident Management

Search with Incidents

Status of Service desk incident should be into Forwarded RFC to create a follow up ITSM ticket

Make sure Status is set as "Forwarded to RFC" before creating a Follow-Up Incident.

From Service desk Incident to a Follow up Incident – Description and Attachments will carry forward automatically

2.6 To View/Check Status

https://sap-xxx.com/sap/bc/ui2/flp?sap-client=100&sap-language=EN#Shell-home Go to Service Desk Requester tile
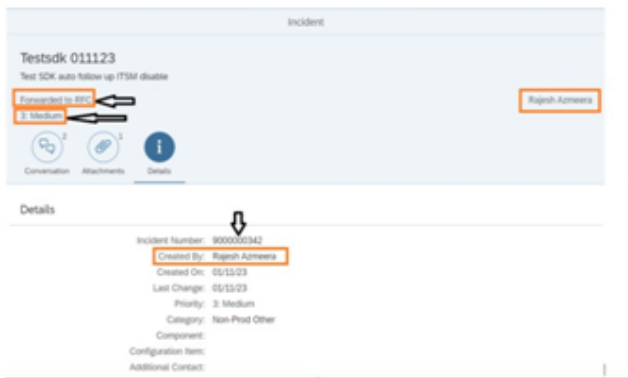
Support Team Tile:-
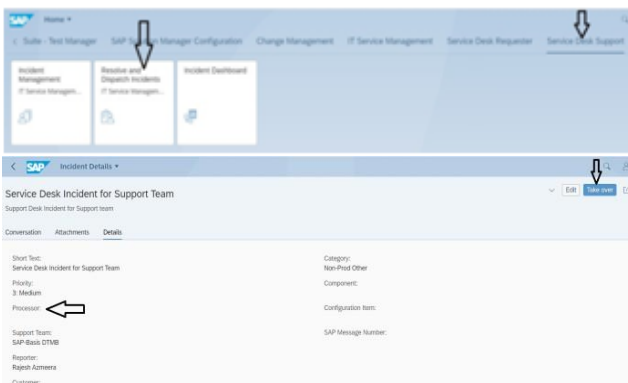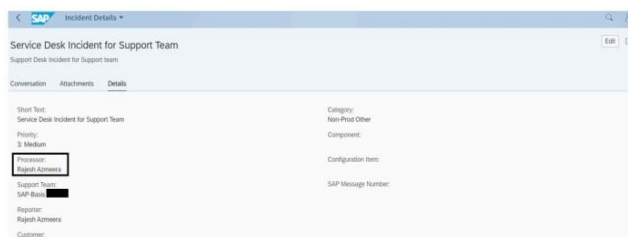https://sap-xxx.com/sap/bc/ui2/flp?sap-client=100&sap-language=EN#Shell-home
Service Desk Support → Resolve and Dispatch Incidents

Once Take Over Processor will be assigned and status will be changed to In process from NEW

Status related to transaction types E0001 New
E0002 Customer/Requester Action E0005 Proposed Solution
E0008 Closed
E0009 Forwarded to RFC E0010 Cancelled
Once fixed support team will change Service desk incident status into Propose Solution so that reports can close them
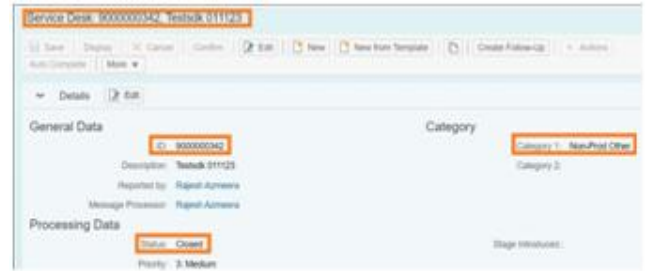
Service desk incident is closed.

3. Conclusion

We've described how to create a ticket/Incident in SAP Solution Manager using Service Desk. As this is a Centralized ticket and user friendly with factors can be collaborated easily, Easy-to-Use-Interface and update in Realtime will boost customer experience

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