

SAP University Alliances

SAP Introduction

Day 1



## Introduction: Cooperation within the SAP University Alliances Program

Heino Schrader, SAP University Alliances EMEA

# Agenda

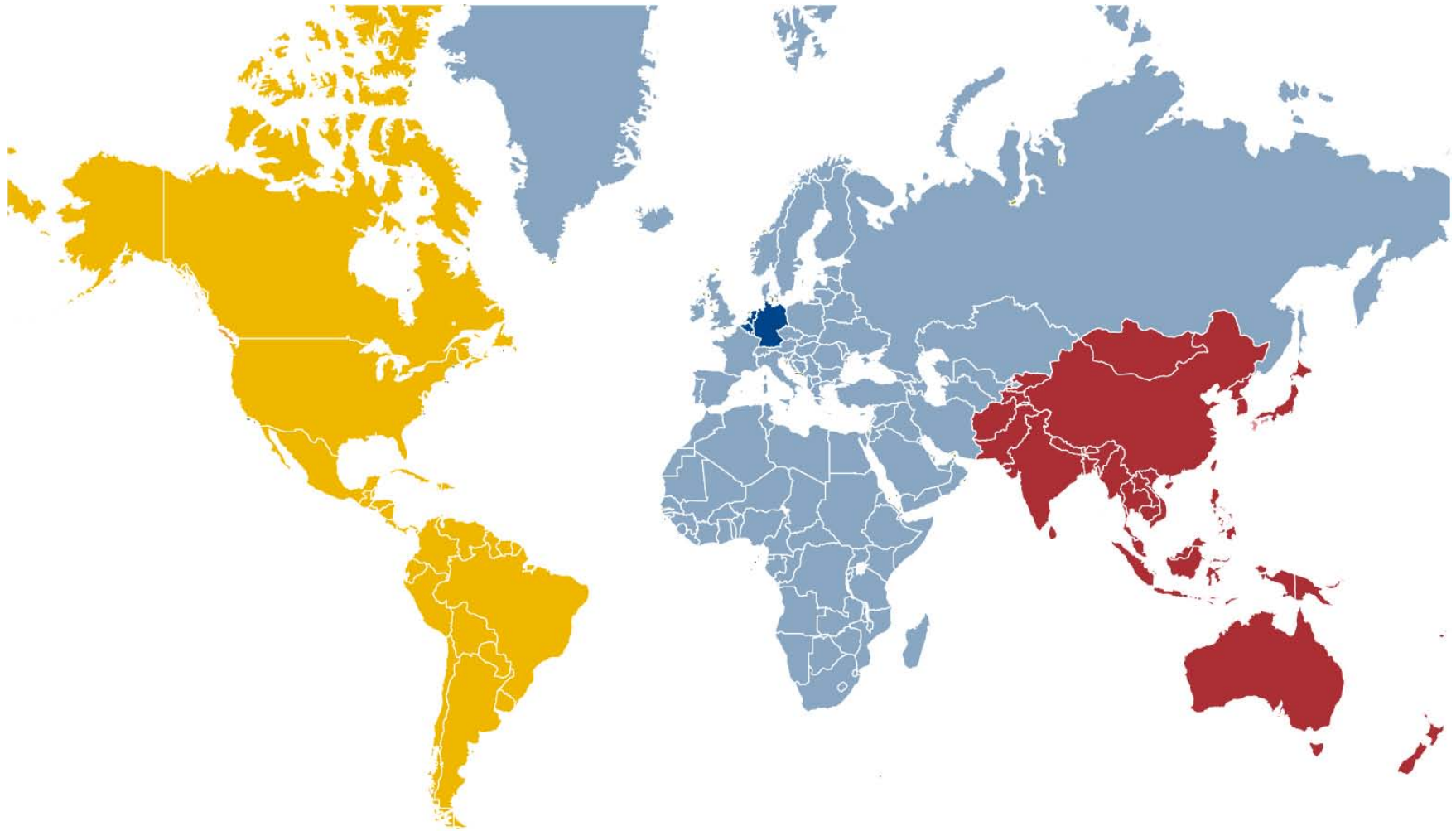



- ① The SAP University Alliances Program
- ② The UCC Concept
- ③ UA/UCC Services
- ④ UA Member Tasks
- ⑤ Communication between UA Member and UCC
- ⑥ Pilot Projects
- ⑦ SAP Services




- 1 The SAP University Alliances Program
- 2 The UCC Concept
- 3 UA/UCC Services
- 4 UA Member Tasks
- 5 Communication between UA Member and UCC
- 6 Pilot Projects
- 7 SAP Services





 **Americas**  
Heather Czech

 **EMEA**  
Heino Schrader

 **APJ**  
Crispian Tan

## Facts

- Over 700 universities and schools with more than 170,000 students are using SAP University Alliances services in the EMEA region
- Besides Germany, the program is actively represented in:
  - Africa
  - Bulgaria / Romania
  - Denmark
  - Finland
  - France
  - Greece / Turkey / Israel
  - Middle East & North Africa (MENA)
  - Russia / Baltic States
  - Spain / Portugal
  - Sweden / Norway
  - Switzerland / Austria
  - The Netherlands
  - United Kingdom / Ireland



## SAP University Alliances EMEA

- Target groups
  - Universities
  - Universities of Applied Sciences
  - Universities of Cooperative Education
  - Vocational Schools
- „erp4school“
  - Current project for vocational schools



## University / School

- Professional development opportunities
- UA community network

## Students

- Access to state-of-the-art software
- Career and certification opportunities

## SAP Partners and Customers

- Knowledgeable pool of SAP talents
- Collaboration projects



## Education Services provided by

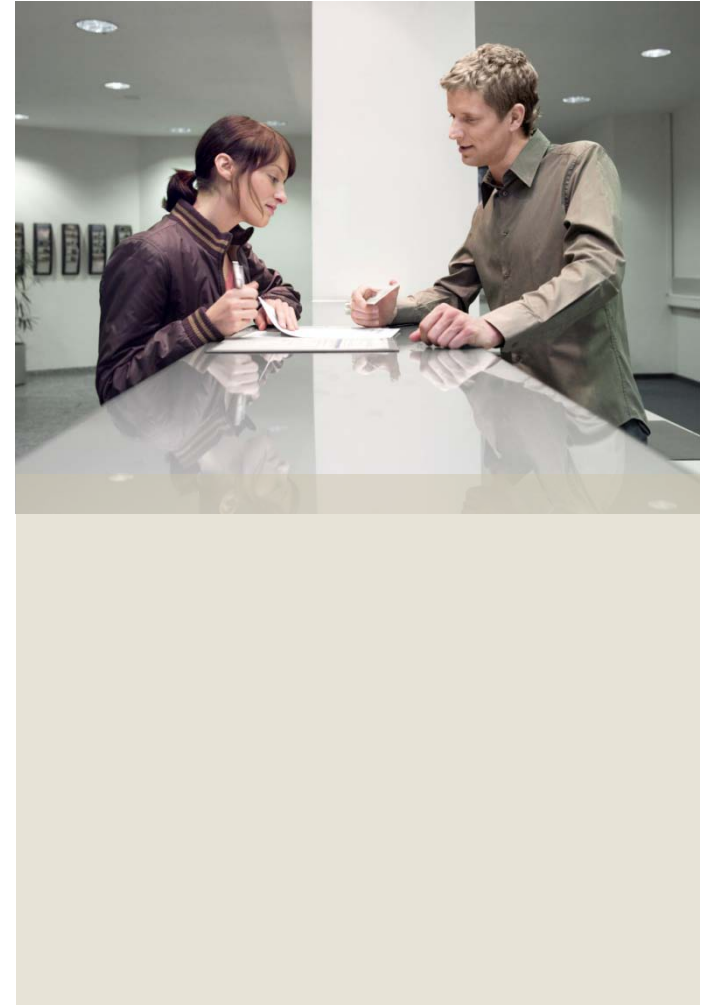
- SAP University Competence Centers (UCC)
  - Otto von Guericke University Magdeburg
  - Technische Universität München
  
- UA Partner Network
  - HP
  - T-Systems
  - IBM
  - UA Member Universities / Schools





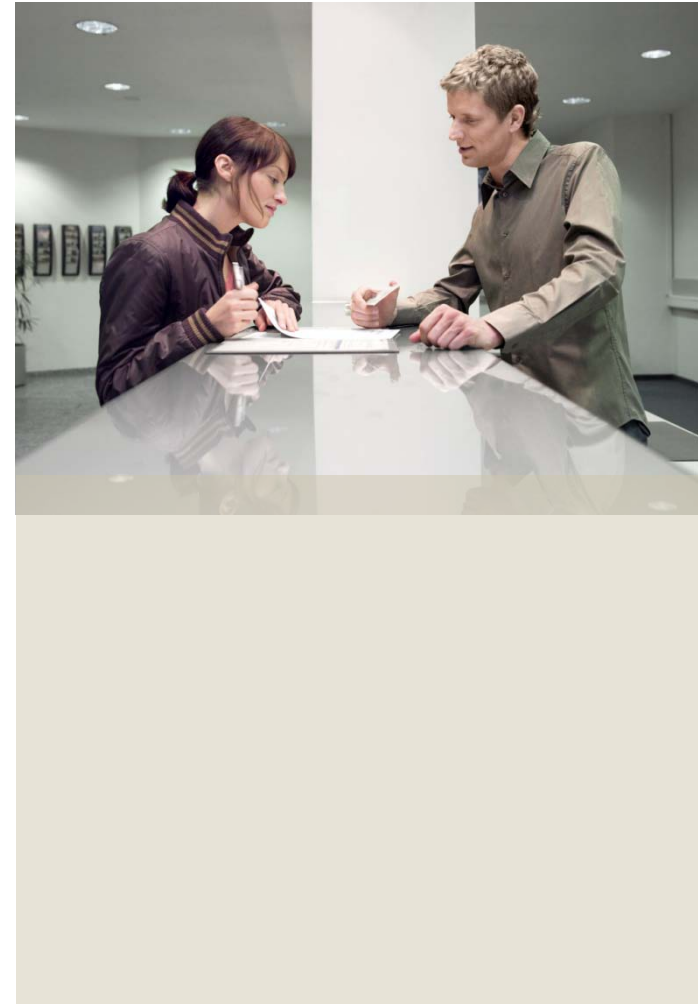
## Trainings following the Train-the-trainer method

- SAP Introduction – Day 1
  - Explains cooperation in SAP UA program
  - Mandatory for all UA member faculty
  - Prerequisite for attending further UA trainings
  
- Further UA trainings
  - In-depth product and topic specifics
  - Training registration on UA EMEA Portal
  - Minimum of two training sessions per year



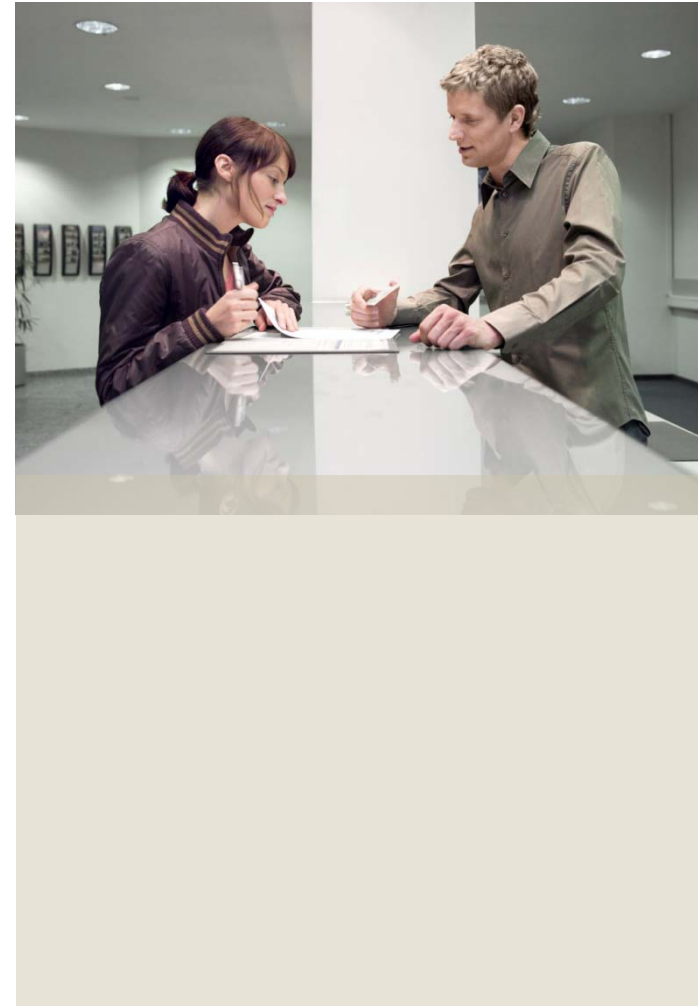
## SAP customer trainings by SAP Education

- At SAP trainings sites
  - Training schedule on SAP web site
  - Announce training interest in Training Demand Analysis (questionnaire sent out twice a year)
  - Registration via SAP UA ([uasupport@sap.com](mailto:uasupport@sap.com))
  
- Prerequisites
  - Relevant for classes at UA member university / school
  - Content not covered by education-oriented UA trainings
  - SAP product is used in classes at UA member university / school

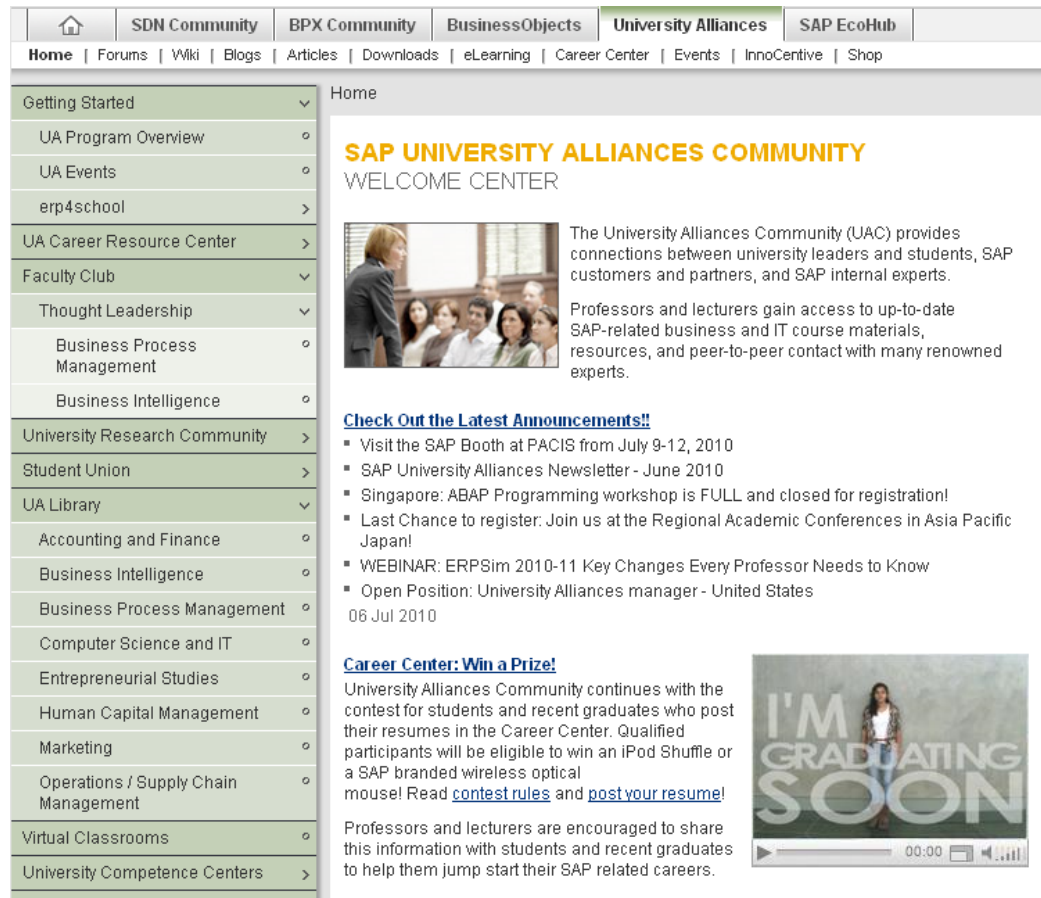


## Development of course material

- Curriculum material developed by UA and UCCs
  - Teaching material for all SAP products in SAP UA EMEA product portfolio
  - Ready to apply in classroom
  - Basis for development of own curriculum material
  
- Curriculum material developed by UA members
  - Curriculum material shared by UA member lecturers
  - Exchange of curriculum material for teaching ERP and related topics
  - Rich curriculum material database on SAP UA Community Portal



- Access to latest news
- Rich curriculum database
- Teaching materials from SAP UA and UCCs
- Forums for discussions between UA members on teaching and research



The screenshot shows the SAP University Alliances Community portal. The navigation bar includes links for Home, Forums, Wiki, Blogs, Articles, Downloads, eLearning, Career Center, Events, InnoCentive, and Shop. The main content area is titled "SAP UNIVERSITY ALLIANCES COMMUNITY WELCOME CENTER". It features a video player showing a professor in a classroom. Below the video, there is a section titled "Check Out the Latest Announcements!!" with a list of news items, including a visit to the SAP Booth at PACIS, a newsletter, a workshop, and a webinar. There is also a "Career Center: Win a Prize!" section with a video player showing a graduate and text about a contest for students and recent graduates.

Join our Community!  
<http://uac.sap.com>



June 2010

## SAP UNIVERSITY ALLIANCES NEWSLETTER

WORLDWIDE UNIVERSITY MEMBER UPDATE

In This Issue:

1. [Spotlight on...SAPPHIRE NOW](#)
2. [News from North America](#)
3. [News from Europe, Middle East and Africa](#)
4. [News from Asia Pacific Japan](#)
5. [News from University Alliances Community](#)

**Hello,**

Welcome to the third 2010 edition of the SAP University Alliances newsletter. Since our last newsletter there has been some exciting news

### **SAP to Acquire Sybase, Inc.**

On Wednesday, May 12, SAP and [Sybase](#) announced that SAP's subsidiary, SAP America, Inc., signed a definitive merger agreement to acquire Sybase, Inc. in a transaction that will bring the two information technology leaders together to enable companies to become better-run "unwired enterprises." As a result of this transaction, customers will be able to better harness today's explosion of data and deliver information and insight in real time to business consumers wherever they work so they can make faster, more informed decisions. Companies will benefit from

## ■ SAP UA EMEA User Group Meeting

- Annual conference for UA member faculty from all over Europe, Middle East and Africa (EMEA)
- Explore how SAP software supports the latest topics in research and education
- Contact to experts – Topic tables
- Presentations by SAP experts
- Contact to SAP board
- Contact to international UA community



**Last SAP UA EMEA User Group Meeting:  
September 9-10, 2010  
Walldorf/St. Leon-Rot**

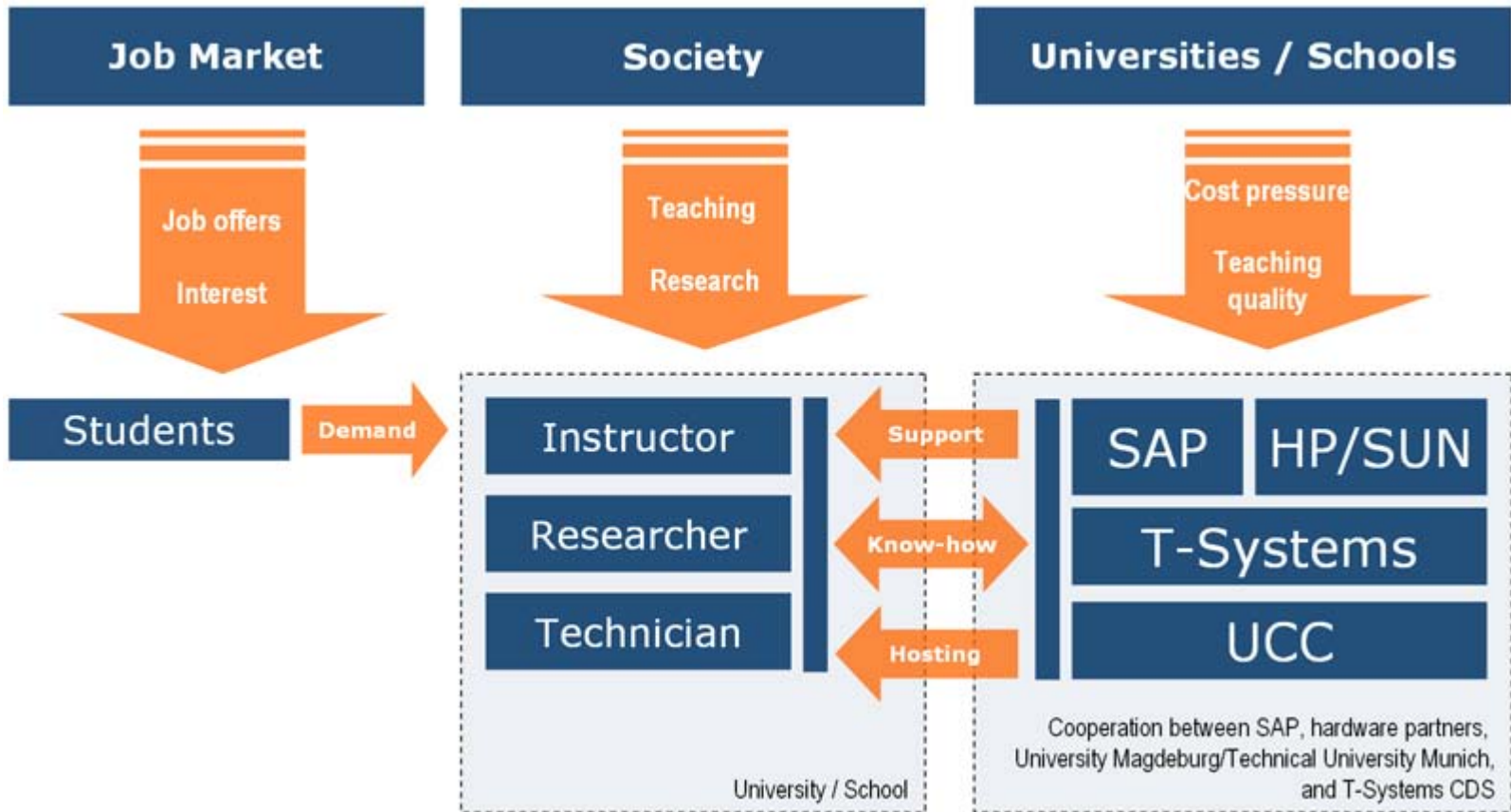
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# The UCCs and Their Ecosystem





## Curriculum Aspects

- ERP software skills expected from graduates today
- Students demand teaching of ERP software
- Using SAP software leads to competitive advantages for study programs

## Cost Aspects

- Hosting of SAP software more cost-effective than self-hosting
- High-quality SAP system operations and support
- Maintenance

## Quality Aspects

- Competence Center approach
- Development of curriculum material
- Fast problem solving through problem solution database
- High service level quality

Basic Data	
First member connected	September 5, 2000
UCC Academic Director	Prof. Dr. Klaus Turowski
UCC Executive Director	Stefan Weidner
UCC Technical Manager	André Faustmann

Members	
Universities	135
Universities of Applied Sciences	102
Universities of Coop. Education	17
Vocational Schools	78
Other	-
Total	332

Lecturers & Students	
Registered Lecturers	2,764
Students working on SAP systems	appr. 90,000



i n v e n t

T... Systems

Last update: October 24<sup>rd</sup>, 2011



Stefan  
Weidner



Kerstin  
Lange



Michael  
Greulich



Hristina  
Ivanova



Dirk  
Schleh



Torsten  
König



André  
Faustmann



Claudia  
Kroliczek



André  
Siegling



Ronny  
Zimmermann



Michael  
Boldau

Basic Data	
First member connected	October 2, 2003
UCC Director	Prof. Dr. H. Krcmar
UCC Operational Manager	Dr. H. Wittges

Members	
Universities	51
Universities of Applied Sciences	40
Universities of Coop. Education	16
Vocational Schools	6
Other	2
Total	115

Lecturers & Students	
Registered Lecturers	1,535
Students working on SAP systems	appr. 35,000



Last update: June 30, 2010



Prof. Dr. Helmut Krcmar



Cathleen Stephan



Dr. Holger Wittges



Ursula Bobe



Daniela Weckenmann



André Bögelsack



Stephan Gradl



Sonja Hecht



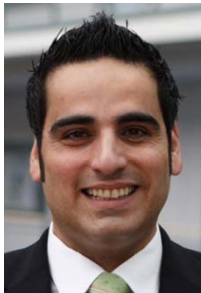
Marcus Homann



Manuel Mayer



Jörg Schmidl



Christos Konstantinidis

# Agenda



- ① The SAP University Alliances Program
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- ③ **UA/UCC Services**
- ④ UA Member Tasks
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## Basis Services

- Hardware and operating systems
- Databases and SAP systems

## Support Services

- Contract management
- User services
- SAP UA trainings
- Other services



## Professional Computer Center Management

- Hardware and infrastructure
- Consolidation through virtualization
- proactive monitoring of systems and infrastructure

## Realizing the software lifecycle for

- Hardware
- Operating systems
- Databases
- SAP systems

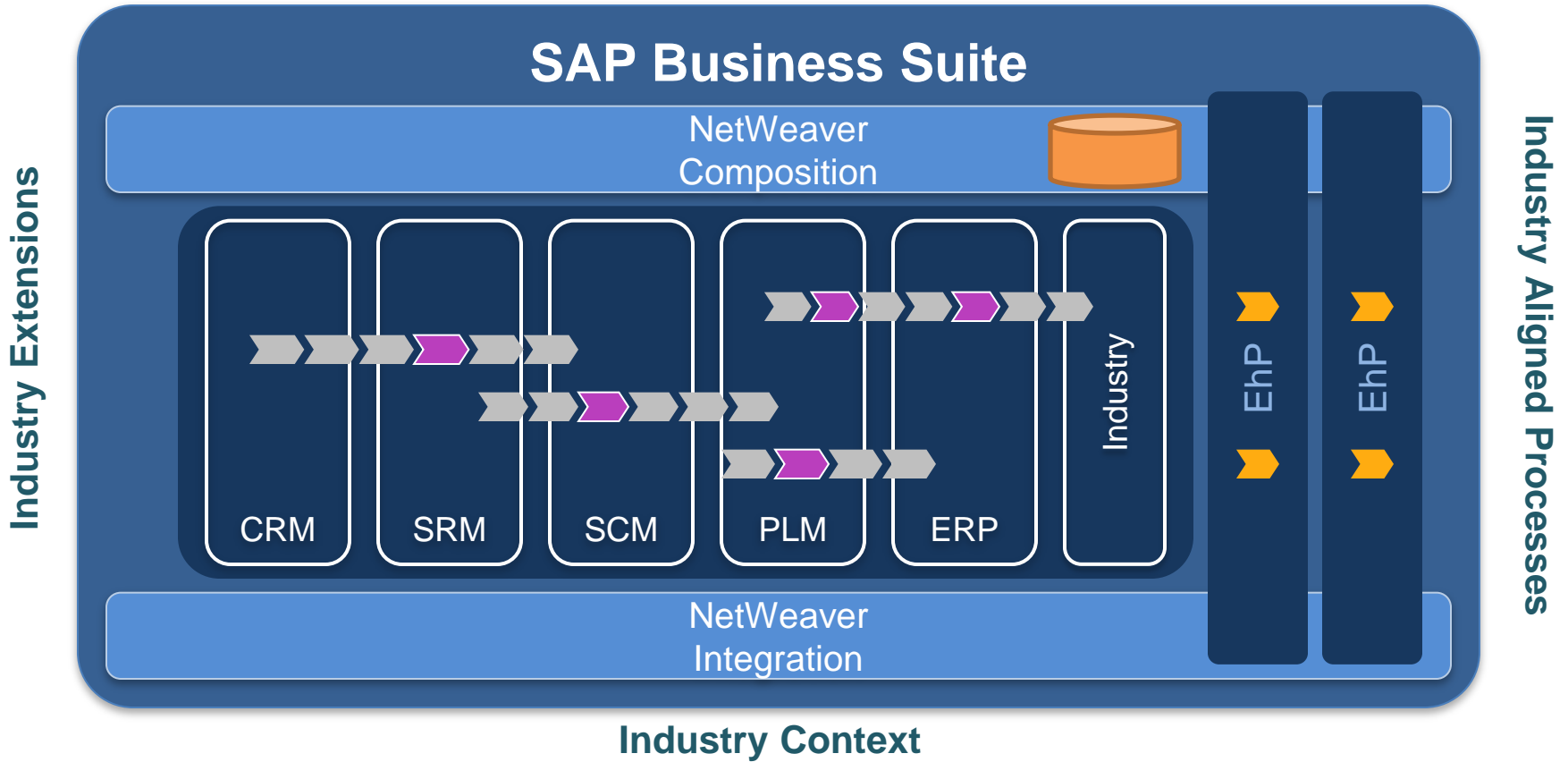
## IT Incident Management

- Help Desk via e-mail and hotline for SAP UA member faculty
- 24x7 operations of systems and infrastructure



Product	System type	Version
SAP Enterprise Resource Planning	IDES / Standard	SAP ERP 6.04
SAP Customer Relationship Management	IDES	SAP CRM 7.0
SAP Supply Chain Management	IDES	SAP SCM 7.0
SAP for Healthcare	IDES	SAP for Healthcare 6.00
SAP for Media	IDES	SAP for Media 6.02
SAP for Retail	IDES	SAP for Retail 6.02
SAP for Banking	IDES	SAP for Banking 6.0
SAP ERP for ERPsim	Standard	SAP ERP 6.0

Product	System type	Version
SAP Business ByDesign	Almika	SAP FP 3.0
SAP NetWeaver Composition Environment/ SAP NetWeaver AS Java incl. Portal	Standard	SAP NW AS Java 7.11
SAP NetWeaver Business Intelligence / SAP Strategic Enterprise Management	IDES	SAP BI 7.0 / SAP SEM 6.0
SAP NetWeaver BI /SAP SEM with SAP Business Objects components	IDES	SAP BI 7.0 / SAP SEM 6.0 SAP Business Objects 3.1
SAP NetWeaver Master Data Management	Standard	SAP NW MDM 5.5
SAP NetWeaver Process Integration	Standard	SAP NW PI 7.11
SAP Solution Manager	Standard	SAP SolMan 7.01



## Financial & Public Services

- **Banking\***
- Defence & Security
- **Healthcare\***
- Insurance
- Public Sector
- Higher Education and Research

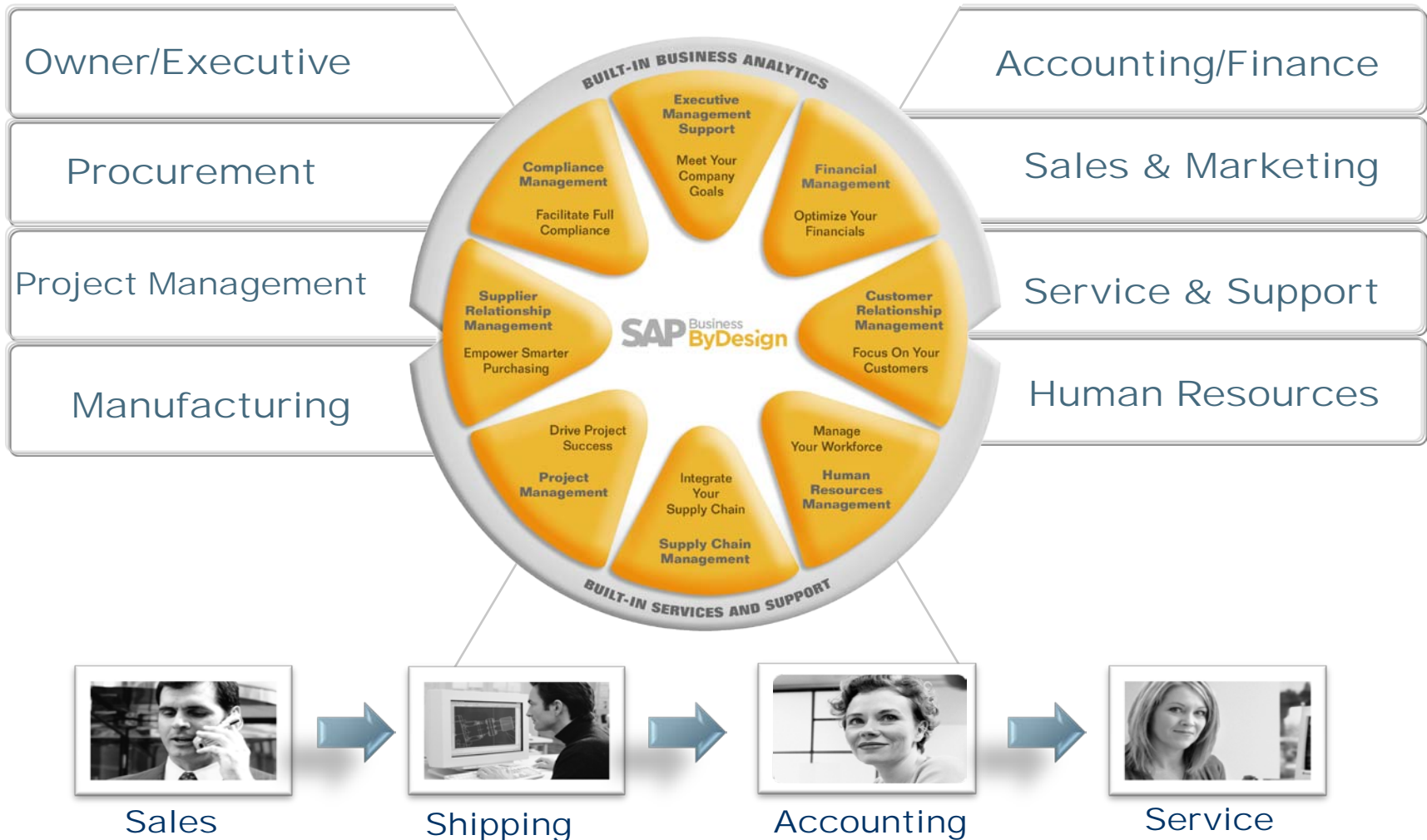
## Manufacturing

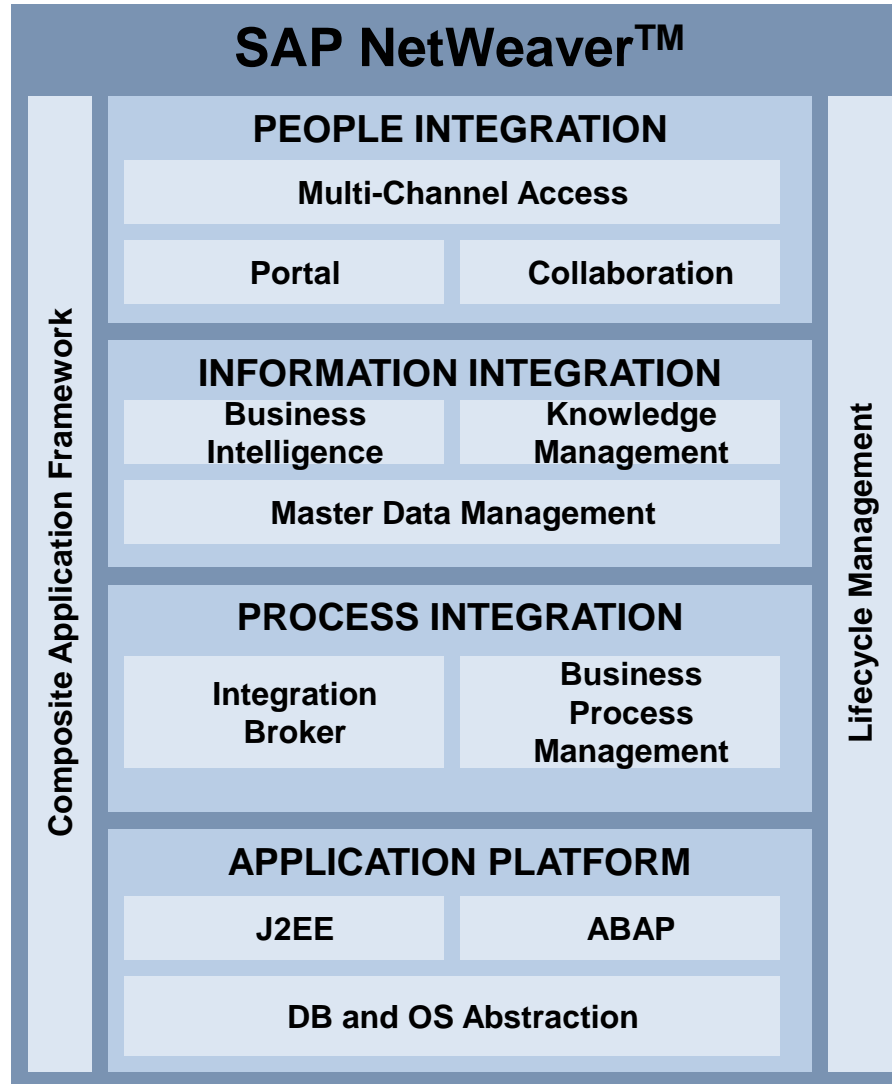
- Aerospace & Defence
- Automotive
- Chemicals
- Consumer Products
- Engineering, Construction & Operations
- High Tech
- Industrial Machinery & Components
- Life Sciences
- Mill Products
- Mining
- Oil & Gas

## Services

- **Media\***
- Professional Services
- **Retail\***
- Telecommunications
- Utilities
- Transportation & Logistics
- Wholesale Distribution

\* available in SAP UA Program





- Contract management (hosting agreements between UA members and UCC)
  
- Trouble-ticket processing regarding
  - Technical operation (client copied, SAP GUI, ...)
  - SAP applications (ERP, BI, SCM, CRM, ...)
  - UA/UCC curriculum material (Global Bike, IDES, ...)
  - Monday through Friday from 8am to 6pm CET on working days at UCC location
  - Via e-mail and phone hotline
  
- Solution of technical requests (if necessary with help of SAP Support)

- Developing and conducting UA training courses
  
- Providing information on SAP UA EMEA Portal
  - Product information
  - Curriculum materials and tutorials
  - Overview of institutions and lecturers
  - Customer Self Services
  
- Information and software download
  
- Remote Login for lecturers and students





## Buchbare Veranstaltungen:

	Teilnahme	KW	Datum	Tage	Veranstaltung	Ort	Frei	Informationen
🟢	📅 📄	27	05.07. - 08.07.2010	4	Introduction à SAP	Montpellier	5	
🟢	📅 📄	31	02.08.2010	1	SAP Einführung Tag 1	Magdeburg	2	📄 📅 📄
🟢	📅 📄	31	03.08.2010	1	SAP Einführung Tag 2	Magdeburg	8	📄 📅 📄
🟢	📅 📄	31	04.08. - 06.08.2010	3	SAP Einführung Tage 3 - 5	Magdeburg	11	📄 📅 📄
🟢	📅 📄	32	09.08. - 10.08.2010	2	SAP Customizing	Magdeburg	4	📄 📅 📄
🟢	📅 📄	32	09.08. - 13.08.2010	5	SAP BW 7.0 +SAP Business Objects	Magdeburg	9	📄 📅 📄
🟢	📅 📄	32	12.08. - 13.08.2010	2	SAP NetWeaver	München	19	📄 📅 📄
🟢	📅 📄	33	16.08. - 17.08.2010	2	SAP CRM Introduction (English)	Magdeburg	14	📄 📅 📄
🟢	📅 📄	33	18.08.2010	1	SAP Human Capital Management (English)	Magdeburg	17	📄 📅 📄
🟢	📅 📄	33	19.08. - 20.08.2010	2	SAP SCM Introduction (English)	Magdeburg	13	📄 📅 📄
🟢	📅 📄	35	30.08.2010	1	SAP NetWeaver CE	Magdeburg	19	📄 📅 📄
🟢	📅 📄	35	31.08. - 02.09.2010	3	SAP Workflow	Magdeburg	16	📄 📅 📄
🟢	📅 📄	36	06.09.2010	1	SAP Introduction Day 1 (English)	Walldorf	19	📄 📅 📄
🟢	📅 📄	36	06.09. - 08.09.2010	3	SAP Basis Technology (English)	Walldorf	20	📄 📅 📄
🟢	📅 📄	36	06.09. - 08.09.2010	3	ABAP Programming (English)	Walldorf	19	📄 📅 📄
🟢	📅 📄	36	06.09. - 09.09.2010	4	ERPsim (English)	Walldorf	18	📄 📅 📄
🟢	📅 📄	36	06.09.2010	1	SAP Business Objects (English)	Walldorf	12	📄 📅 📄
🟢	📅 📄	36	07.09.2010	1	SAP Introduction Day 2 (English)	Walldorf	19	📄 📅 📄
🟡	📅 📄	36	07.09. - 08.09.2010	2	SAP Business Process Mgmt (English)	Walldorf	0	📄 📅 📄
🟢	📅 📄	36	08.09. - 09.09.2010	2	SAP Introduction Days 3-4 (English)	Walldorf	19	📄 📅 📄
🟢	📅 📄	36	09.09.2010	1	-NEW- Global Bike Incorporated (English)	Walldorf	16	📄 📅 📄
🟢	📅 📄	37	13.09.2010	1	SAP Einführung Tag 1	München	8	📄 📅 📄
🟢	📅 📄	37	13.09. - 16.09.2010	4	ERPsim	München	14	📄 📅 📄
🟢	📅 📄	37	14.09.2010	1	SAP Einführung Tag 2	München	10	📄 📅 📄
🟢	📅 📄	37	15.09. - 17.09.2010	3	SAP Einführung Tage 3 - 5	München	13	📄 📅 📄

## Mandatory SAP Introduction – Day 1

- UCC10 – Introduction: Cooperation within the SAP University Alliances Program
- Duration: 1 day
- Intended for new SAP UA member faculty
- Embedded in SAP introduction week (1 + 1 + 3 days)
- Also offered at SAP UA EMEA User Group Meeting

## Further basic trainings

- UCC20 – SAP Overview (SAP Introduction – Day 2)
- GBI 2.1 curricula (SAP Introduction – Days 3 - 5)
- SAP BW/BO training (5 days)

## Public Area

- News
- UA Concept
- Cooperations
- Disclaimer

**SAP UA EMEA Portal** powered by SAP-UCC

Public Area  
Welcome | News | UA Concept | Cooperations | Disclaimer

**SAP User Group Meeting 2010**  
09.09.-10.09.2010  
Wal dorf / St. Leon-Rot

### Welcome to the SAP UA EMEA Portal

**SAP University Alliances**

Education is the key to innovation and social development. For this purpose, SAP has supported education projects for many years. SAP uses its expertise in science and technology to effectively engage in society.

With its University Alliances (UA) Program, SAP encourages a practical and future-oriented education by enabling worldwide access to the newest SAP technology for lecturers and students. The program aims at universities as well as vocational schools which seek to integrate SAP software into their classrooms.

### Collaboration and cooperation in the SAP UA Program

In addition to the global SAP University Alliances Community (UAC) Portal there exists the SAP UA EMEA Portal which focuses on needs of universities in Europe, Middle East, and Africa. UA members in the EMEA region are hosted by the UCCs in Magdeburg and Munich.

**SAP UA Community Portal**

The global [SAP UAC Portal](#) is the central information and collaboration platform for SAP UA members. There you can find:

- Information about the SAP UA Program
- Innovative, up-to-date SAP curricula for teaching
- Exchange with members of the SAP UA community
- Mutual collaboration with other SAP UA members

This [step-by-step guide](#) leads you through the registration process.

**SAP UA EMEA Portal**

The SAP UA EMEA Portal provides users of the UCC Magdeburg and the UCC Munich as well as the ACCs in St.Petersburg, Siere and Vienna with all necessary information Here you can find:

Hints for first logon

- [Guide for first logon to SAP UA EMEA Portal](#)

Most recent members

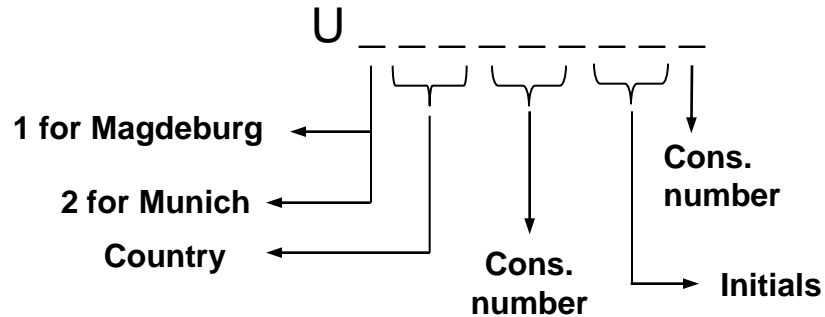
- University of Pecs
- Cape Peninsula University of Technology
- Durban University of Technology

■ SAP UA members country

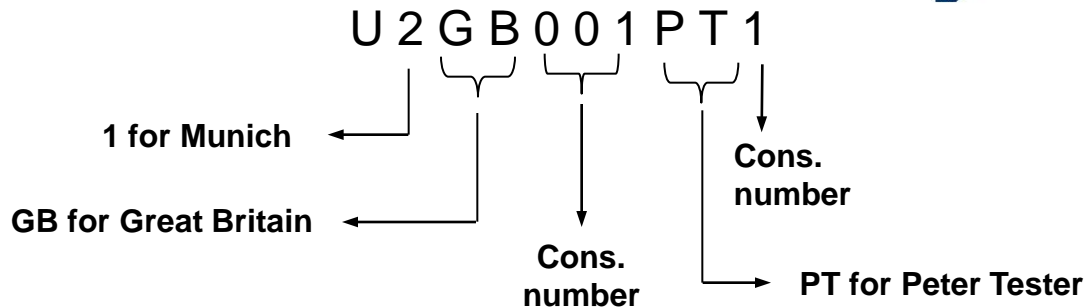


## Members Area (Login with U-User)

- Each lecturer can request a U-User from the central contact person at his institution
- Structure:



- Example:



## Welcome

User ID ▼

Password ▼

Log on

SAP NetWeaver®

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## Members Area

- News
- Products
- Events
- Infosystem
- Cooperations
- Customer Self Services
- About us

The screenshot displays the SAP UA EMEA Portal website. The top navigation bar includes 'Public Area', 'Members Area' (selected), 'TERP10 Area', and 'SAP UA Area'. Below this, a secondary menu lists 'News', 'Products', 'Events', 'Infosystem', 'Cooperations', 'Customer Self Service', and 'About us'. A left sidebar contains a 'General News' section with links to 'General News', 'Current News UCC MD 2010', and 'News Archive'. The main content area features a 'News' section with the following articles:

- August 6, 2010: New UA Manager DACH and France: Niraj Singh Successor of Benjamin Herrmann**  
On August 01, Niraj Singh took over the role as UA Manager for DACH and France from Benjamin Herrmann, who will take over new responsibilities outside SAP as of mid-August. Niraj had worked for three years for SAP Germany as a NetWeaver Consultant in the so called User Productivity Team, when he then decided to leave the consulting area and moved to Solution Validation for Business Objects where he took over the role as a project lead within Quality Management. The motivation for applying to the UA Program resulted from several activities within the educational area during his consulting time where he was part of a team coordinating student programs. He's pleased to have the opportunity working within the educational area of SAP, especially the University Alliances team. A special thank you to Benjamin who did a tremendous job over the last 1.5 years and is now going to take over a new challenge at one of SAP's customers in Frankfurt. We wish him all the best for the future.
- June 28, 2010: SAP UA User Group Meeting 2010 - Invitation**  
The SAP University Alliances EMEA User Group Meeting is the annual conference for member faculty from all over Europe, Middle East and Africa (EMEA). The event brings together leading educators and experts to discuss new topics on research and teaching with SAP software in universities and higher educational institutions. It provides a tremendous opportunity to exchange ideas and share experiences with colleagues in a wide range of discussion panels and to form valuable networking contacts for future curricula and research development. This year's meeting will be held from September 09-10, 2010 at SAP's global headquarters in Walldorf/St. Leon-Rot.  
The SAP University Alliances team and the University Competence Center teams in Magdeburg and Munich are very much looking forward to meeting you.  
Heino Schrader  
Director University Alliances EMEA  
Global Communications  
Email: [uasupport@sap.com](mailto:uasupport@sap.com)
- June 21, 2010: SAP BusinessObjects Explorer for Football World Cup**  
Even SAP is in fever for Football. On the occasion of the World Cup in South Africa the SAP Business Objects Explorer is provided in a special World Cup Version. This version is filled with Data of the World Cups since 1966 (including the current World Cup). This way you can learn simultaneously about various World Cup statistics and the SAP BusinessObjects Explorer inside your Internet Browser.

On the right side of the screenshot, there is an image of wooden blocks spelling out 'UNIVERSITY ALLIANCES' and a small 'Content Area' label.

[www.sap-ucc.com/emea](http://www.sap-ucc.com/emea)

# Agenda



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## Legal contact person\*:

- Head of UA member institution (president, rector, director etc.)
- Signs hosting agreement between UCC and UA member

## Billing contact person\*:

- Person responsible for invoices annually sent by UCC

## Central contact person\*:

- Central contact for SAP and UCC
- Forwards information to all registered lecturers as well as persons interested at UA member institution
- Contact person for contract changes
- Performs registration and deregistration of lecturers at UA member institution
- Explains services and tasks to new lecturers
- Manages SAP system access data (user accounts)

\* Mandatory role

## Deputy central contact person:

- Takes on responsibilities if central contact person is absent
- Guarantees information flow

## Technical contact person:

- Administrator at UA member institution
- Installs and maintains SAP GUIs, network ports etc.

## Lecturer:

- Contact person for students
- Performs month-end and year-end changes
- Announces lectures and exams
- Sends precise problem descriptions (system ID, client, transaction, description)
- Is responsible for self-developed programming in SAP systems
- Maintains personal contact data



- Maintain personal data on SAP UA EMEA Portal
  - Accounts for new lecturers can be created by central contact person or his/her deputies on SAP UA EMEA Portal (Customer Self Services)
  - Password reset by central contact person or his/her deputies on SAP UA EMEA Portal (Customer Self Services)
- Name all lecturers who would like to use UA/UCC services
- Participate in one-day mandatory training (SAP introduction – Day 1)
- Announce lectures and exams

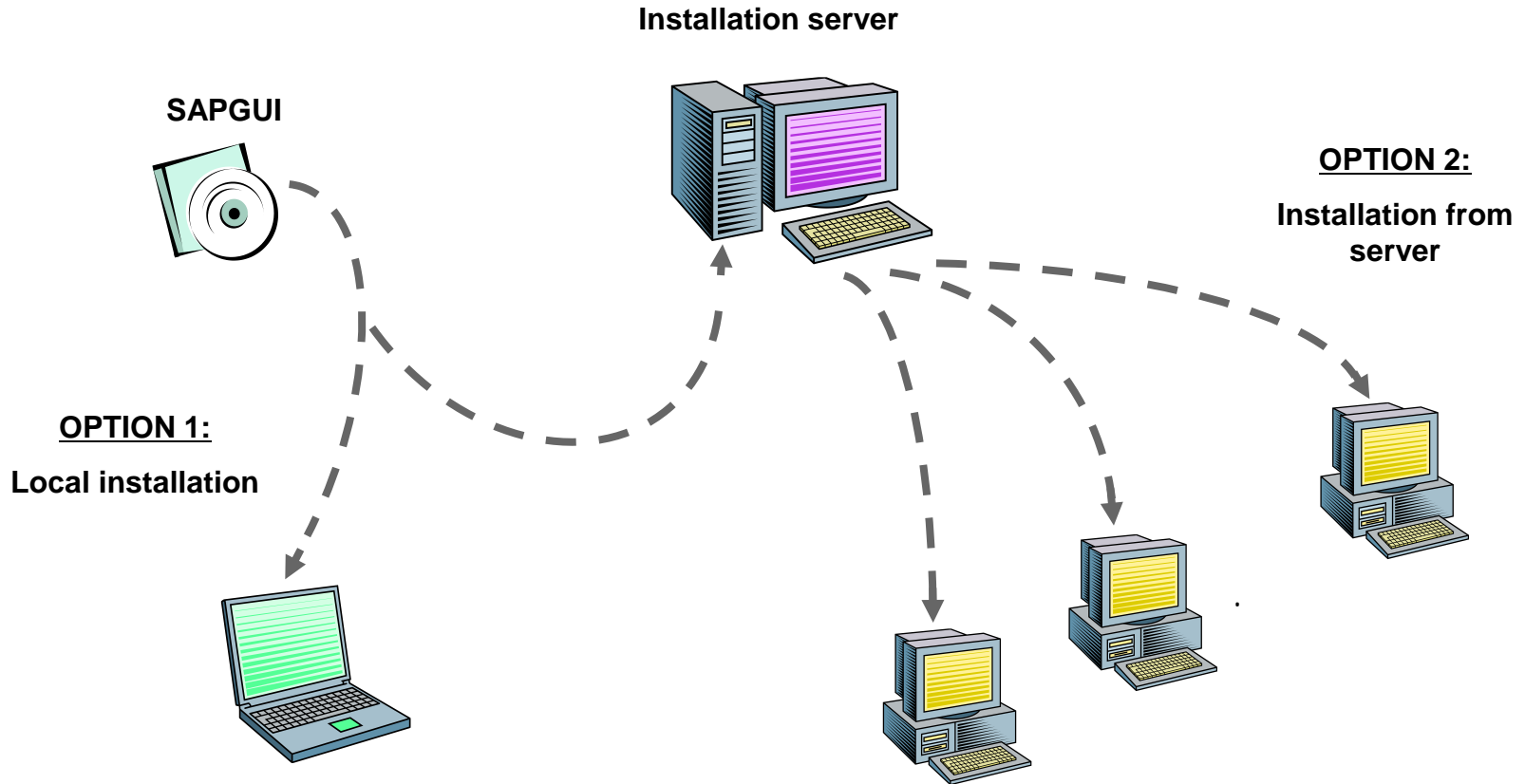
- Current SAP UA EMEA product list on SAP UA EMEA Portal → Members Area → Products → Product list [pdf]
- License / Product modifications need to be applied for by central contact person and need to be agreed by SAP UA
- UCC leads institution through connection process
- New contact will be send to institution to be signed be legal contact person
- Product modifications need to be requested at UCC by central contact person
- Access data will be sent by UCC via e-mail

- Up-to-date lecturers' data are important for
  - the support,
  - the delivery of info e-mails from SAP UA and UCCs,
  - further questions from UCCs during the support process,
  - proactive alerts / information by UCCs.
- Institutions (central contact person and his/her deputies) are responsible for registration and deregistration of lecturers as well as keeping the institution's data current.
- All registered lecturers can use the Customer Self Services on the SAP UA EMEA Portal to maintain their personal data.
- Only central contact persons or their deputies can
  - delete (deactivate) lecturers who are no longer teaching at this institution,
  - create new U-User accounts,
  - reset passwords for lecturer accounts.

- Download via SAP UA EMEA Portal (Members Area → Products → SAP GUI)
- Available are SAP GUI for Windows and for JAVA
- Note: Install SAP GUI + patches
- Lecturers can use SAP GUI to access UCC systems form campus as well as from home (Remote Login)
- Students can generally use SAP GUI to access UCC systems from campus
- Lecturers request SAP GUI settings from institution's central contact person

- SAP GUI version 7.20 required for Windows 7
- Example settings for access to SAP system using logon groups:
  - System ID: A14
  - ABAP Message Server: A14Z
  - SAPRouter string: */H/saprouter.hcc.uni-magdeburg.de/S/3299/H/*
  - Group: UCC\_Logon
  - System Number: 14
- Data required on system logon screen:
  - Client – User name – Password





- Manual installation and update on one PC
- Distribution of program files
- Distribution of SAPLogon config files

- Automatic installation and Update an many PCs
- Distribution of SAPLogon config files dependent on installation option chosen (local or server)
- Distribution of program files

- IP addresses or address ranges from which the institution is connecting to the SAP systems need to be announced to the UCC by the central contact person
- Connection to SAP systems is possible from known IP addresses only
- In case of connection problems please contact your own IT department first and ask them to check whether changes have been made to the network settings, e.g. firewalls
- Port 3299 needs to be open for incoming and outgoing connections

- Lectures and exams which use SAP systems need to be reported on the SAP UA EMEA Portal (Customer Self Services) before the semester starts
  
- The following information need to be included:
  - Name of institution
  - Name of lecturer
  - Title of lecture
  - Date, cycle, duration
  - Number of participants (pupils, undergraduates, graduates)
  - SAP systems and clients used
  
- This enables the UCC to
  - Contact lecturers in case of system problems proactively and ahead of time
  - Determine time slots for unplanned maintenance activities in which no/less users are working on the SAP systems
  - Better size the hardware and infrastructure needed
  - Notify lecturers of time conflicts, e.g. with maintenance window



- Perform year-end closing
- Perform month-end closing in Materials Management (MM)
- Perform month-end closing in Financial Accounting (FI)
- UCCs create and maintain tutorials with a step-by-step guide
- Tutorials can be found on the SAP UA EMEA Portal (Members Area → Infosystem → Material
  - Tutorial for month-end closing
  - Tutorial for year-end closing
- Please note that you need to download the tutorials for you SAP system release!

- In the responsibility of central contact person and lecturers
- Transaction SU01 → Maintain User (create, change, display, delete, lock/unlock)
- Transaction ZUSR or SU10 → User copies and mass maintenance

Recommended profiles	Development	User Mgmt.	Configuration	Template
Z_UCC_GBI_CURRICULUM	-	-	-	GBI_STUDENT
Z_UCC_GBI_LLECTURER	-	√	√	GBI_LLECTURER
SAP_ALL (Profil)	√	√	√	

- End users can
  - Display and delete their own print orders (spool orders)
  - Change parameters of their spool orders
  - Print their spool orders
- The spool administrator (usually a UCC support team member) can
  - Check spool consistency
  - Maintain the spool
- Printer „LOCL“ (local standard printer) is set as default
- SAP prints to local standard printer in Windows or other operating system
- Hint: Change printer setup in operating system rather than in SAP!



# Agenda



- ① The SAP University Alliances Program
- ② The UCC Concept
- ③ UA/UCC Services
- ④ UA Member Tasks
- ⑤ Communication between UA Member and UCC**
- ⑥ Pilot Projects
- ⑦ SAP Services



- Monday through Friday from 8am to 6pm CET on working days at UCC location
- Standard support requests:
  - Questions about technical operation
  - Application requests
  - Organizational requests
- Application support is not covered by hosting agreement!
- However, we are answering such request dependent on our knowledge and availability/capacity.



**→UCC Magdeburg: SAP UCC Service Desk**

**→UCC Munich: [uccsupport@in.tum.de](mailto:uccsupport@in.tum.de)**

- Contractual requests:

→ **UCC Magdeburg: SAP UCC Service Desk**

**uccinfo@ucc.uni-magdeburg.de**

→ **UCC Munich: uccinfo@in.tum.de**

- Critical requests:

- Example: Connection problem to SAP system during a lecture

- Telephone hotlines:

→ **UCC Magdeburg: 0700-SAPUCCMD (0700-72782263)**

→ **UCC Munich: 0700-SAPHCCTUM (0700 / 727 422 88)**



## 1. Students, lecturer

- Information on SAP Help Portal (<http://help.sap.com>)
- SAP notes on SAP Service Marketplace (<http://service.sap.com>)
- Search for solution on SAP UA Community Portal and SAP UA EMEA Portal

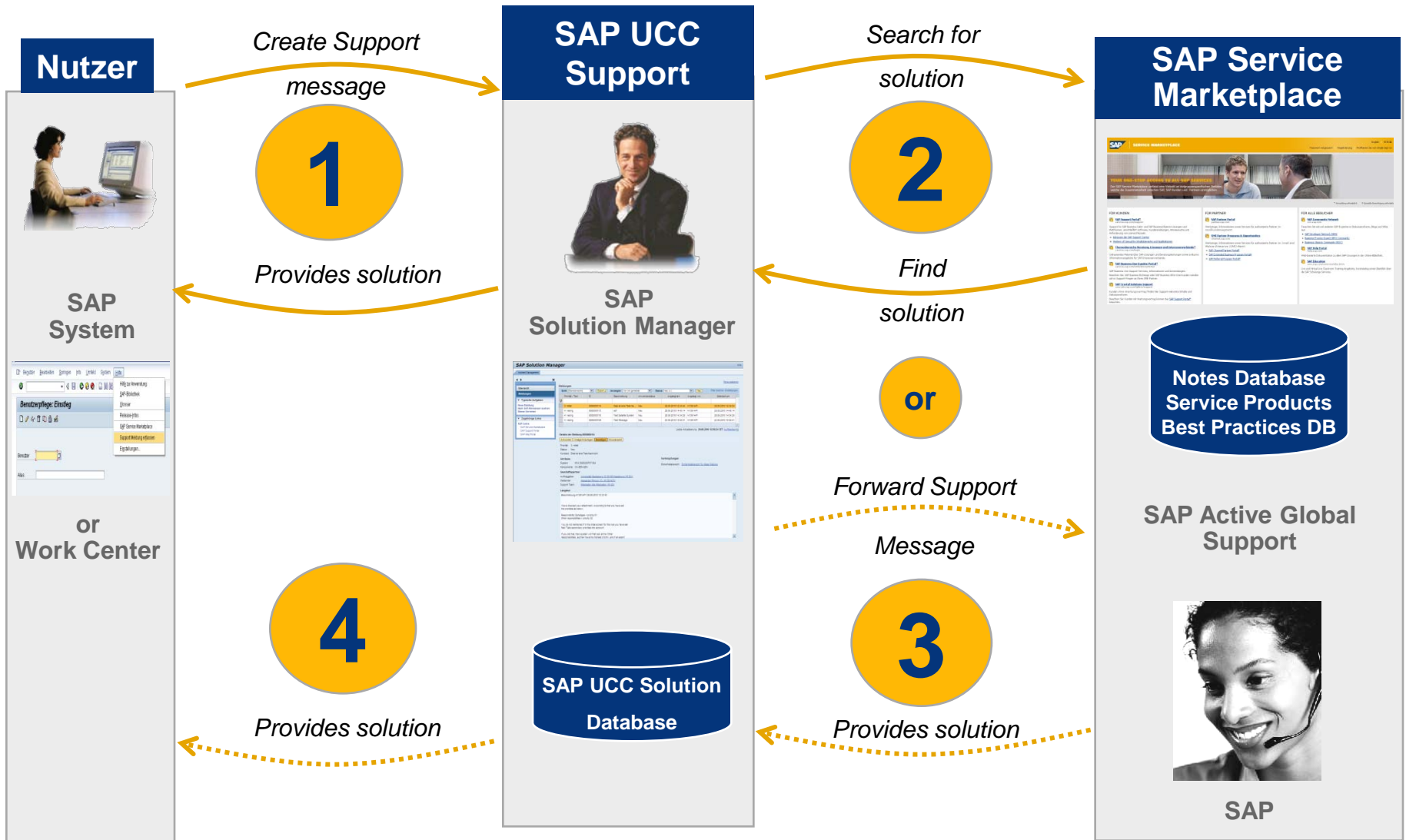
## 2. Lecturer, central contact person + deputies

- Support request to UCC team responsible

## 3. UCC Support

- Support ticket processing
- Forwarding to SAP Support if necessary

# The SAP UCC Service Desk

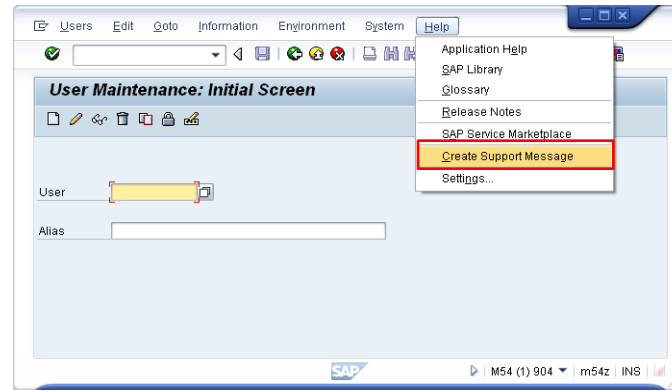




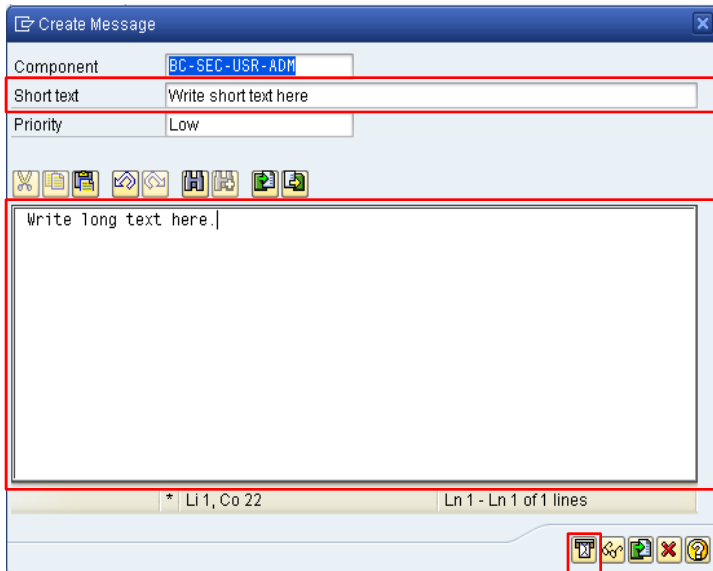
# The SAP UCC Service Desk (cont.)



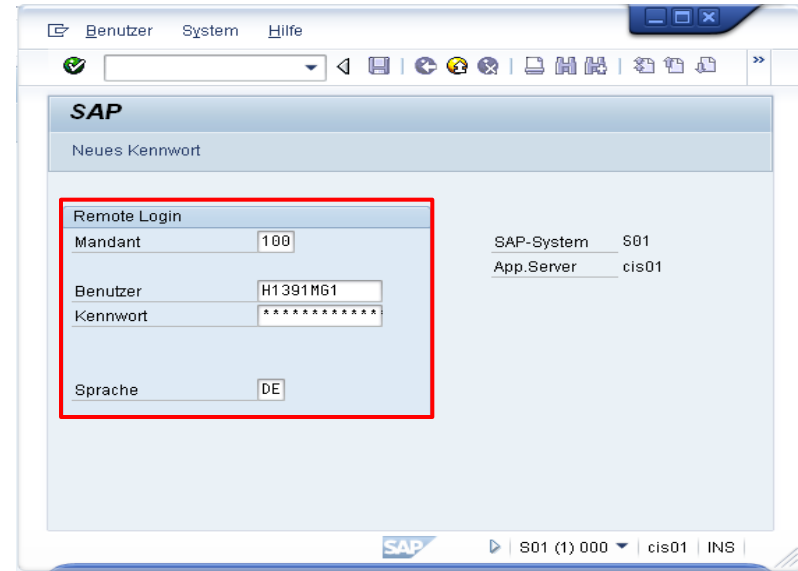
1. Creating a message out of the SAP system:



2. Enter descriptive short and long text.  
Then send the message.



3. Log in with your U-User



# The SAP UCC Service Desk (cont.)



**SAP UA EMEA Portal** powered by SAP UCC

Public Area Members Area **Service Desk**

**SAP Solution Manager**

Incident Management

Overview

Messages

Common Tasks

- New Message
- Search for SAP Notes
- Manage Substitutes
- Fast Display Message

Related Links

- SAP Links
- SAP Service Marketplace
- SAP Support Portal
- SAP Help Portal

Your assigned Business Partner: Alexander Pinnow / D- Magdeburg (H1391AP1) You are substituting Michael Greulich / D-39104 Magdeburg (H1391MG1)

Overview

Support Notification

Reported by me

Proposed Solution (2)

Confirmed (21)

All (23)

Message Watch List

Refresh Delete

Priority	Status	Number	Text	Changed At
3: Medium	Confirmed	800000163	Test-Nachricht Michael	20.01.2011 11:31:02

To create a new message choose „New Message“

## Create Message [Support Notification]

Assigned Business Partner H1391AP1 Description Alexander Pinnow / D-

Send Clear

### System Information

System: \* M54 Client: \* 904

### Problem Description Attachments

Priority: \* 3: Medium

Subject: \* 1.No Subject Selected

Component: \* XX-SER-GEN

Short Text: \*

Long Text: \*

Enter:

- System
- Client
- Priority
- Subject
- Short and long text

# The SAP UCC Service Desk (cont.)



Overview of your support messages:

**SAP Solution Manager** Help

Incident Management

Overview

**Messages**

Common Tasks

New Message  
Search for SAP Notes  
My Substitutes

Related Links

SAP Links

[SAP Service Marketplace](#)  
[SAP Support Portal](#)  
[SAP Help Portal](#)

[Personalize](#)

**Messages**

View [Standard View] [Export](#) | Show Reported by me [Filter Settings](#)

Status All (14) [New](#)

Priority: T...	ID	Description	User Status	Created On	Created By	Changed ...
3: Medium	8000000119	Schulungen	Customer Action	01.07.2010 13:...	H1391AP1	09.07.2010 12:2...
4: Low	8000000123	Supportmeldun...	Confirmed	02.07.2010 16:...	H1391AP1	08.07.2010 10:4...
4: Low	8000000122	Test aus Sat. S...	New	02.07.2010 16:...	H1391AP1	02.07.2010 16:0...
3: Medium	8000000121	Test Schulunge...	New	02.07.2010 15:...	H1391AP1	02.07.2010 15:5...
3: Medium	8000000120	Test Schulungen	New	02.07.2010 15:...	H1391AP1	02.07.2010 15:5...

Last Refresh 26.07.2010 13:43:42 CET [Refresh](#)

**Details of Message 8000000119**

[Reply](#) [Add attachment](#) [Confirm](#) [Print view](#)

Priority: 3: Medium  
Status: Customer Action  
Short Text: Schulungen

**Attributes**

System: M54 0020208757 904  
Component: XX-SER-GEN

**Business Partners**

Sold-To Party: [Universität Magdeburg / D-39106 Magdeburg \(H1391\)](#)  
Reported by: [Alexander Pinnow / D- \(H1391AP1\)](#)  
Support Team: [Mitarbeiter Alle Mitarbeiter \(10129\)](#)  
Message Processor: [Michael Greulich / D-39104 Magdeburg \(M1MG1\)](#)

**Links**

Secure Area: [Secure area for this incident](#)

**Long Text**

Description H1391AP1 01.07.2010 13:41:33

# Agenda



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- ⑥ Pilot Projects**
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## UA member objectives

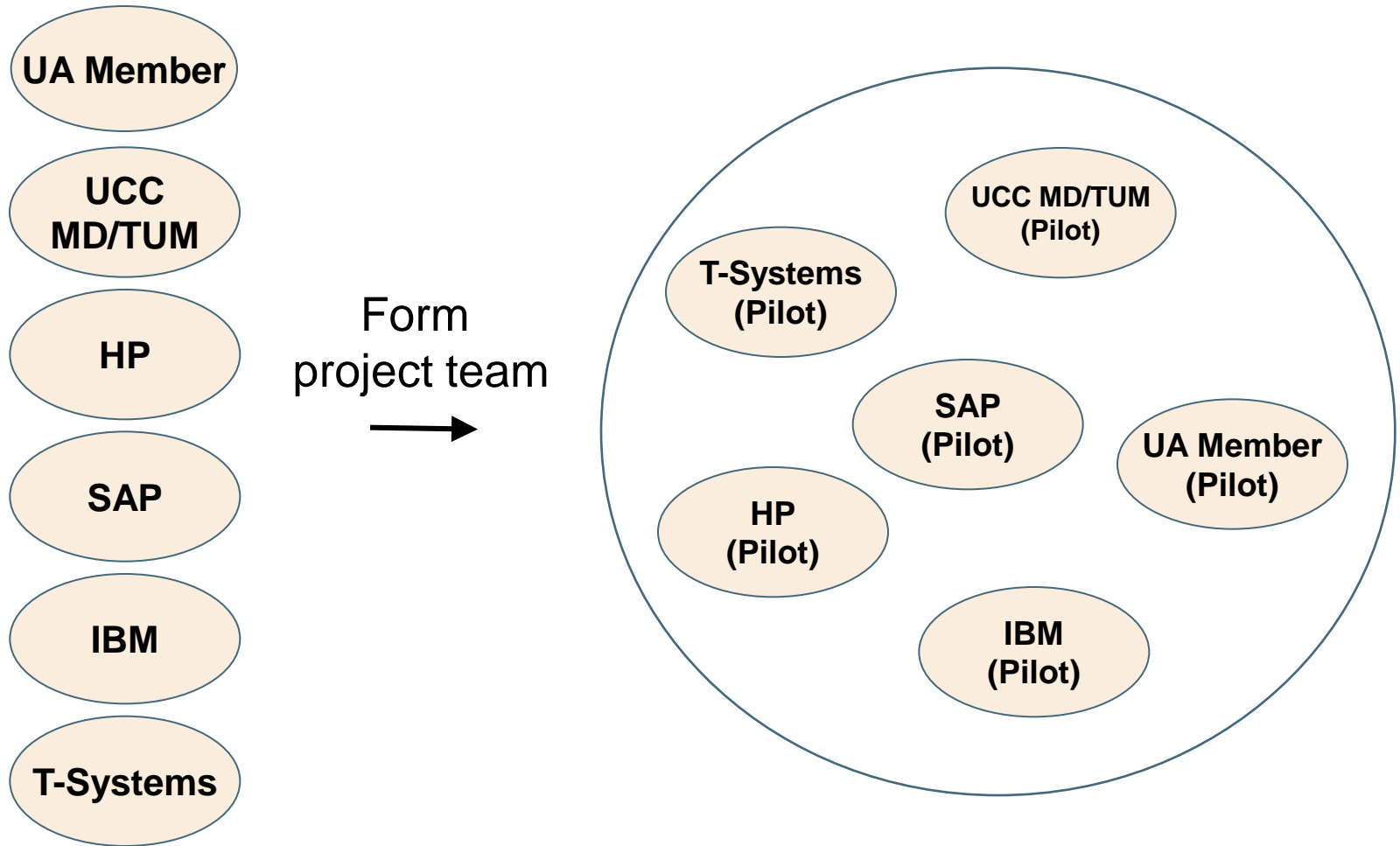
- Teaching on up-to-date SAP solutions
- Build up SAP competence in new teaching/research fields

## UCC objectives

- Decision on hostability of SAP solution in UCC environment
- Decision on teachability of SAP solution within SAP UA community

## SAP objectives

- Roll-out of newest SAP software to SAP UA Community
- Hosting concept
- New curriculum



## Projects completed

- SAP SCM (Magdeburg)
- SAP BW/SEM (Magdeburg)
- SAP CRM (Magdeburg)
- SAP NetWeaver XI (Munich)
- SAP NetWeaver MDM (Magdeburg + Munich)
- SAP Solution Manager (Magdeburg)
- SAP industry solutions (Magdeburg + Munich)
- SAP ERPsim (Munich)

## Current projects

- SAP SRM (Magdeburg)
- SAP Business ByDesign (Magdeburg + Munich)
- SAP Business Objects (Magdeburg + Munich)
- SAP NetWeaver Composition Environment (Magdeburg)





- Project partners
  - Otto von Guericke University Magdeburg, SAP UCC Magdeburg
  
- Hosting specifics
  - Several UA member institutions share one SAP SCM installation
  - Name spaces need to be set up and used
  
- Curriculum material
  - SAP APO overview
  
- Availability for all UA members: December 2004



# Agenda



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- SAP Service Marketplace → [service.sap.com](https://service.sap.com)
  - SAP Support Portal
  - SAP Help Portal

**SAP SERVICE MARKETPLACE** Deutsch | 日本語  
Forgot Password? | Registration | Benefit From Single Sign-on

**YOUR ONE-STOP ACCESS TO ALL SAP SERVICES**  
The SAP Service Marketplace contains a variety of target group specific internet portals that enable true collaboration among SAP, its customers and partners.

\* Login required \* Special authorization required

#### FOR CUSTOMERS

- SAP Support Portal\***  
[service.sap.com/support](https://service.sap.com/support)  
SAP Business Suite and SAP Business Objects solution and platform support, including software download, license key requests, customer messages, and notes database.
  - Support Center addresses
  - Other popular applications and contents
- Consulting, Solutions, and User Group Areas\***  
[service.sap.com/login](https://service.sap.com/login)  
SAP solution reference material, consulting services, and user group information.
  - Explore these areas
- SAP Business One Customer Portal\***  
[service.sap.com/smb/sbocustomer](https://service.sap.com/smb/sbocustomer)  
SAP Business One support services, information, and applications.  
Note: SAP Business ByDesign and SAP Business All-in-One customers receive support through their SME Partner.
- Crystal Reports, Xcelsius and Interactive Analysis Support**  
[www.sdn.sap.com/igp/boc/support](http://www.sdn.sap.com/igp/boc/support)  
Customers without a maintenance agreement can still use our support content. New to Support? [Get Started in the BusinessObjects Community](#).  
Note: Business customers with a valid agreement [visit the SAP Support Portal\\*](#).

#### FOR PARTNERS

- SAP Partner Portal**  
[partner.sap.com](https://partner.sap.com)  
Large enterprise customer tools, information, and services for authorized partners.
  - Explore some of the SAP Partner Portal's most popular content areas
- SME Partner Programs & Opportunities**  
[channel.sap.com](https://channel.sap.com)  
Small and midsize enterprise customer tools, information, and services for authorized partners.
  - SAP Channel Partner Portal
  - SAP Extended Business Program Portal
  - SAP Referral Program Portal

#### FOR ALL VISITORS

- SAP Community Network**  
[scn.sap.com](https://scn.sap.com)  
Collaborate on expert forums, blogs and wikis.
  - SAP Developer Network (SDN)
  - Business Process Expert (BPX) Community
  - Business Objects Community (BOC)
  - Explore some of the SAP Community Network's most popular content areas
- SAP Help Portal**  
[help.sap.com](https://help.sap.com)  
SAP online solution documentation library and information design at SAP.
- SAP Education**  
[www.sap.com/services/education](https://www.sap.com/services/education)  
Live and virtual training offerings, course booking, and an overview of SAP education services.

<http://service.sap.com/support> (Login via S-User)

- Each registered lecturer can request an S-User from ist UCC by e-mail
- Structure: 10-digit number defined by SAP

S \_ \_ \_ \_ \_

- Example

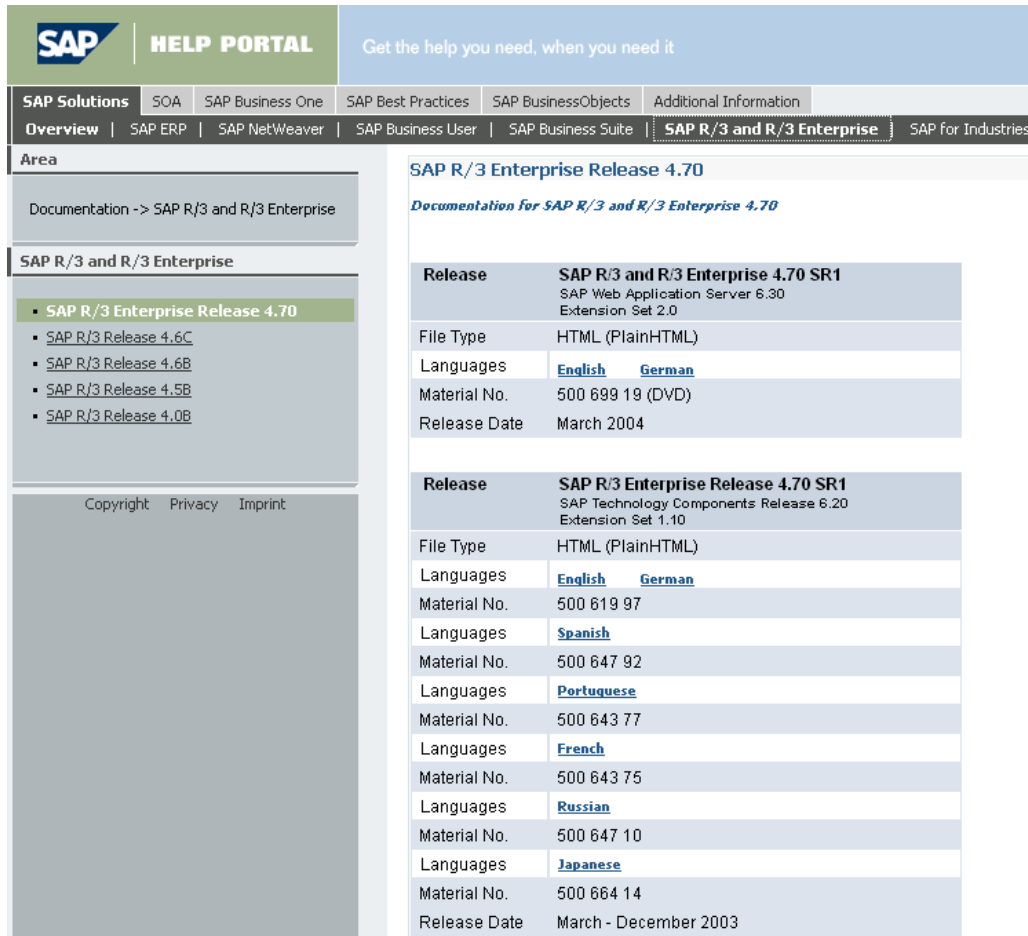
S 0 0 0 2 4 0 0 8 8 1

- In special cases, lecturers can request S-Users for students as well, e.g. for diploma, Bachelor, Master theses or similar projects

- <http://service.sap.com/notes> (Login via S-User)

The screenshot shows the SAP Support Portal search interface. At the top, there is a navigation bar with the SAP logo and 'SUPPORT PORTAL' text. Below this is a user profile section for 'Stefan Weisner' with links for 'my Profile', 'my Inbox', and 'my Favorites'. A search bar is located in the top right corner, with an 'Advanced Search' button. The main navigation menu includes 'HOME', 'Help & Support', 'Downloads', 'Keys & Requests', 'Data Administration', 'Maintenance & Services', 'Application Life-Cycle Management', 'Release & Upgrade Info', and 'Knowledge Exchange'. Below the navigation menu, there are links for 'Search for SAP Notes', 'Request Help', 'Report a Product Error', 'Connect to SAP', 'SAP BusinessObjects Support', and 'Look up Support Center Addresses'. The main content area is titled 'Search for SAP Notes and SAP Knowledge Base Articles' and includes an 'Add to Favorites' button. A 'What's new' section highlights that 'SAP BusinessObjects Notes are now SAP Knowledge Base Articles' and provides a link to 'Find out more'. The search options section includes fields for 'Used Template' (no template used), 'Language' (German and English), 'Search Term', 'Search Method' (All Terms (AND)), 'Search Range' (All), 'Search behavior' (Linguistic search and Exact search), 'Application Area', 'Restrictions' (No Restriction), and 'Additional Criteria' (Default selection). There are 'Load Template', 'Search', and 'Select' buttons for each option. The search result section shows 'Results Per Page' set to 10 and 'View / Sorting' and 'Configure' buttons. At the bottom, there are 'Search', 'Reset', and 'Save as Template' buttons, along with a 'Help' button.

- <http://help.sap.com> (without login)



The screenshot displays the SAP Help Portal interface. At the top, the SAP logo and 'HELP PORTAL' are visible, along with the tagline 'Get the help you need, when you need it'. Below this is a navigation bar with tabs for 'SAP Solutions', 'SOA', 'SAP Business One', 'SAP Best Practices', 'SAP BusinessObjects', and 'Additional Information'. A secondary navigation bar includes 'Overview', 'SAP ERP', 'SAP NetWeaver', 'SAP Business User', 'SAP Business Suite', 'SAP R/3 and R/3 Enterprise' (which is highlighted), and 'SAP for Industries'. The main content area is divided into two columns. The left column contains a sidebar with 'Area' (Documentation -> SAP R/3 and R/3 Enterprise) and 'SAP R/3 and R/3 Enterprise' (with a list of releases including SAP R/3 Enterprise Release 4.70). The right column shows search results for 'SAP R/3 Enterprise Release 4.70', listing two releases with their respective file types, languages, material numbers, and release dates.

**SAP HELP PORTAL** | Get the help you need, when you need it

**SAP Solutions** | SOA | SAP Business One | SAP Best Practices | SAP BusinessObjects | Additional Information

**Overview** | SAP ERP | SAP NetWeaver | SAP Business User | SAP Business Suite | **SAP R/3 and R/3 Enterprise** | SAP for Industries

**Area**

Documentation -> SAP R/3 and R/3 Enterprise

**SAP R/3 and R/3 Enterprise**

- **SAP R/3 Enterprise Release 4.70**
- [SAP R/3 Release 4.6C](#)
- [SAP R/3 Release 4.6B](#)
- [SAP R/3 Release 4.5B](#)
- [SAP R/3 Release 4.0B](#)

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### SAP R/3 Enterprise Release 4.70

*Documentation for SAP R/3 and R/3 Enterprise 4.70*

<b>Release</b>	<b>SAP R/3 and R/3 Enterprise 4.70 SR1</b> SAP Web Application Server 6.30 Extension Set 2.0
File Type	HTML (PlainHTML)
Languages	<a href="#">English</a>   <a href="#">German</a>
Material No.	500 699 19 (DVD)
Release Date	March 2004

<b>Release</b>	<b>SAP R/3 Enterprise Release 4.70 SR1</b> SAP Technology Components Release 6.20 Extension Set 1.10
File Type	HTML (PlainHTML)
Languages	<a href="#">English</a>   <a href="#">German</a>
Material No.	500 619 97
Languages	<a href="#">Spanish</a>
Material No.	500 647 92
Languages	<a href="#">Portuguese</a>
Material No.	500 643 77
Languages	<a href="#">French</a>
Material No.	500 643 75
Languages	<a href="#">Russian</a>
Material No.	500 647 10
Languages	<a href="#">Japanese</a>
Material No.	500 664 14
Release Date	March - December 2003