SAP University Alliances

SAP Introduction

Day 1

**Introduction: Cooperation within the
SAP University Alliances Program**

Heino Schrader, SAP University Alliances EMEA
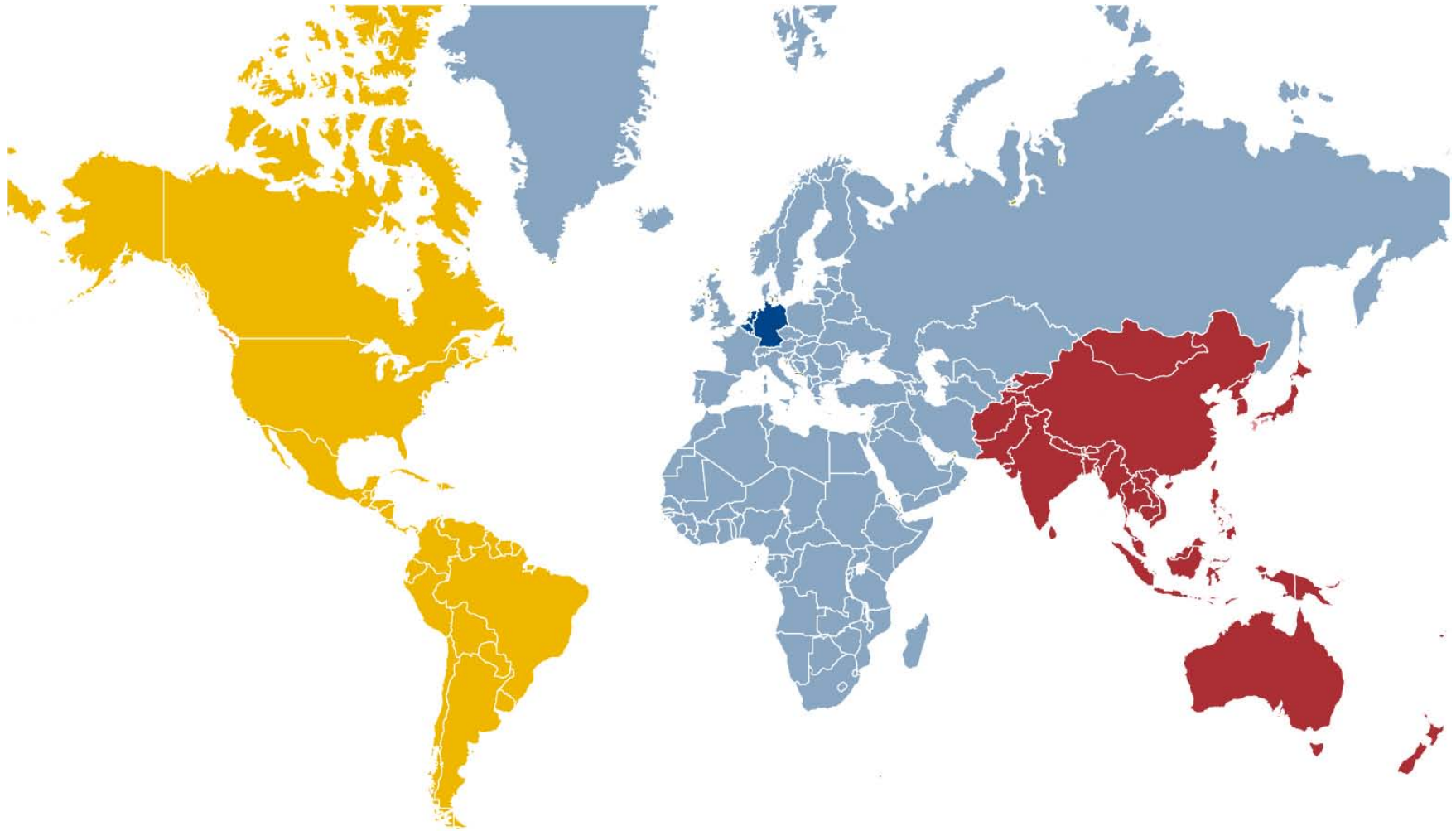
Agenda

❶ The SAP University Alliances Program

❷ The UCC Concept

❸ UA/UCC Services

❹ UA Member Tasks

❺ Communication between UA Member and UCC

❻ Pilot Projects

❼ SAP Services

Agenda

SAP University Alliances Global

	Americas		EMEA		APJ
	Heather Czech		Heino Schrader		Crispian Tan

SAP University Alliances EMEA – Facts

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

SAP University Alliances EMEA

- **Target groups**
    - Universities
    - Universities of Applied Sciences
    - Universities of Cooperative Education
    - Vocational Schools

- **„erp4school"**
    - Current project for vocational schools

SAP University Alliances EMEA – Benefits

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 Service Providing

## 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

Education-oriented trainings

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
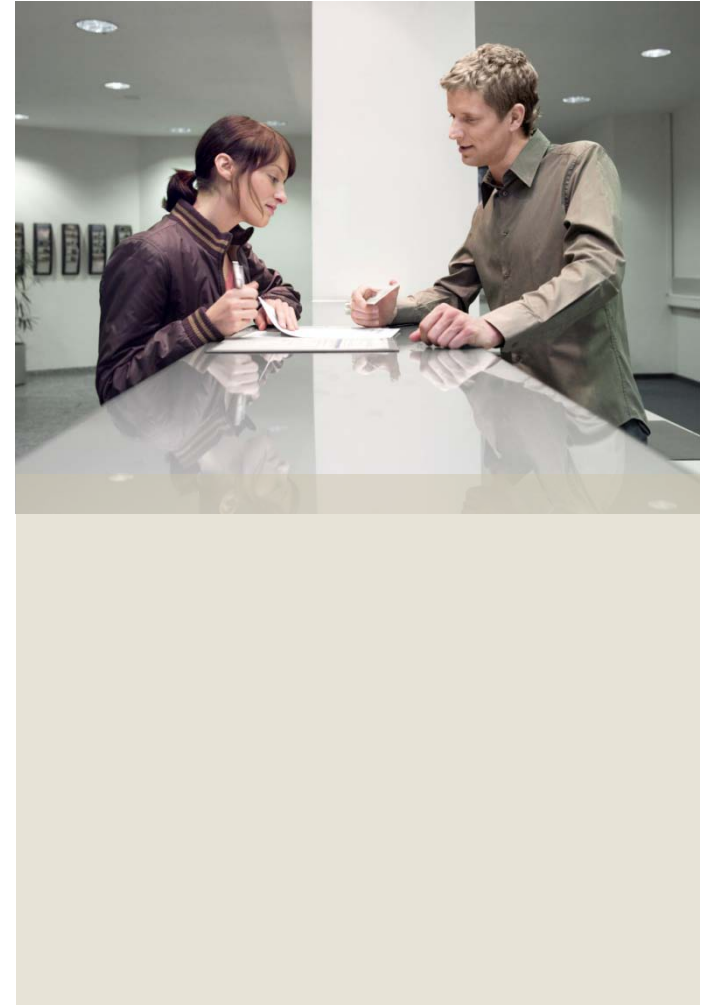
SAP customer trainings by SAP Education

- 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)

- 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
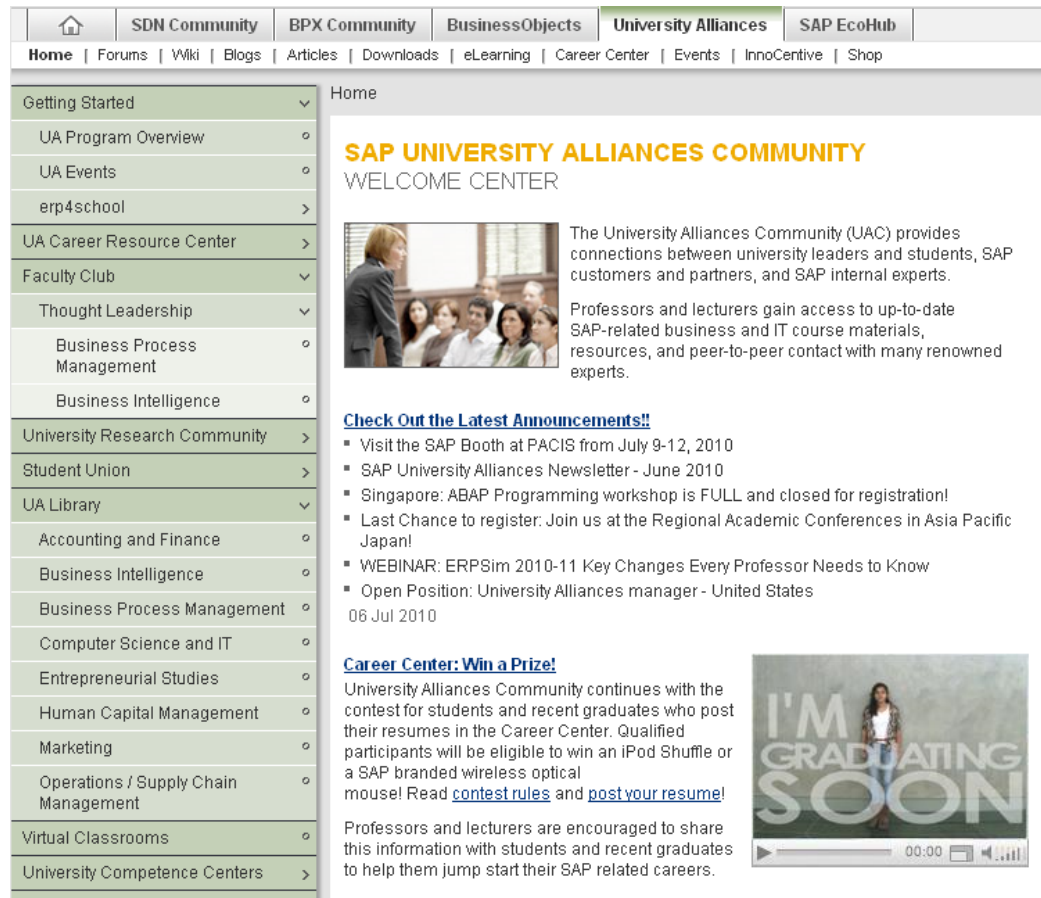
Curriculum Support
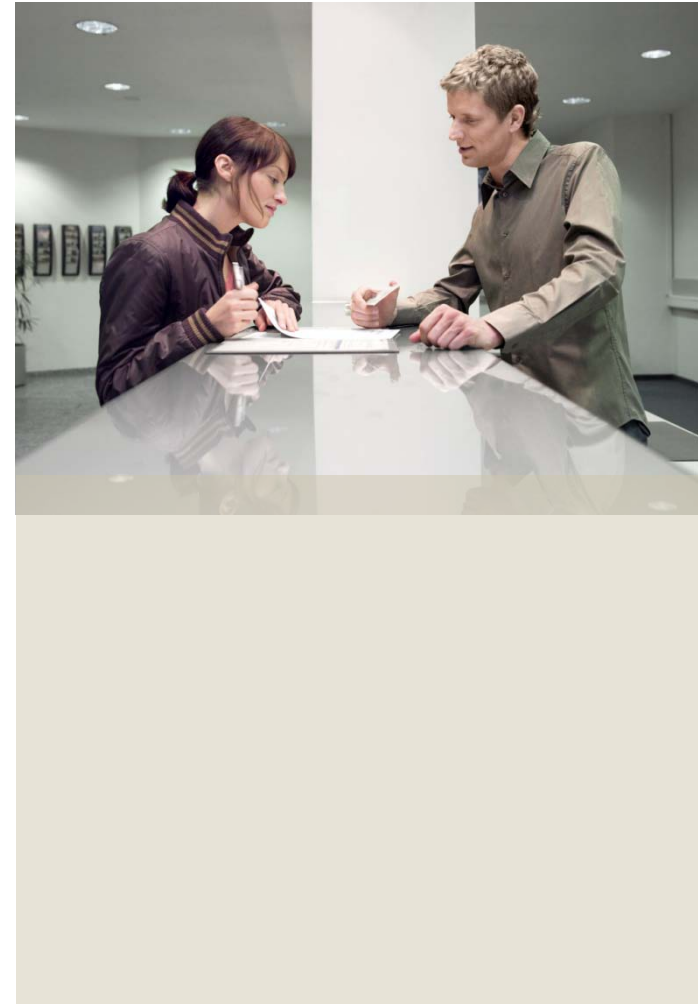
Development of course material

- 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

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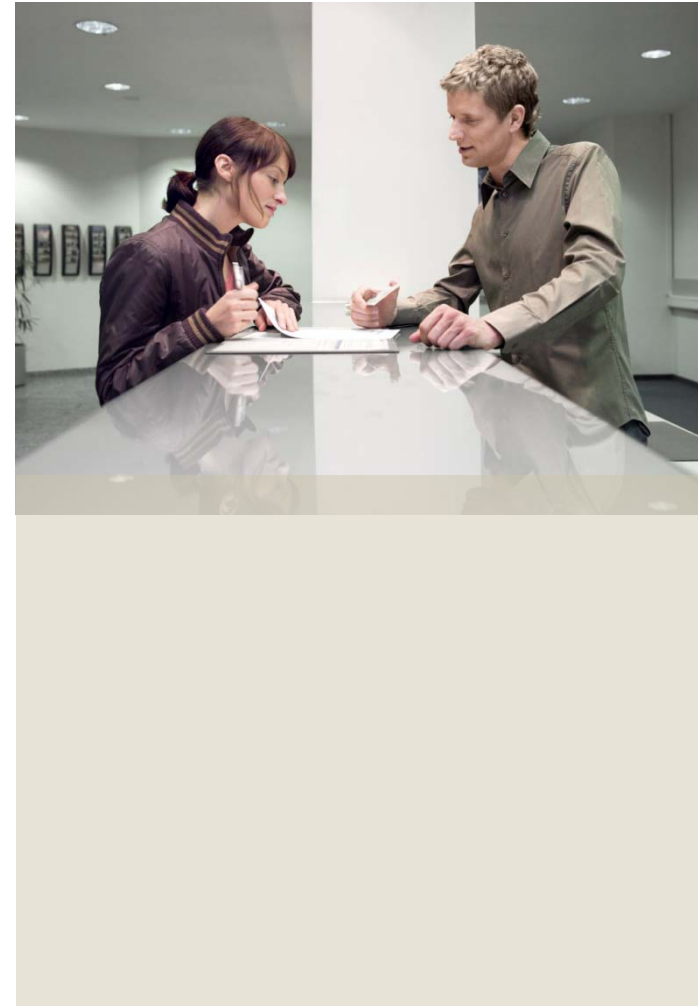
- Access to latest news
- Rich curriculum database
- Teaching materials from SAP UA and UCCs
- Forums for discussions between UA members on teaching and research

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

SAP

GLOBAL

Contact SAP online or
Call +1-800-123-4567

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 Events

- 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:
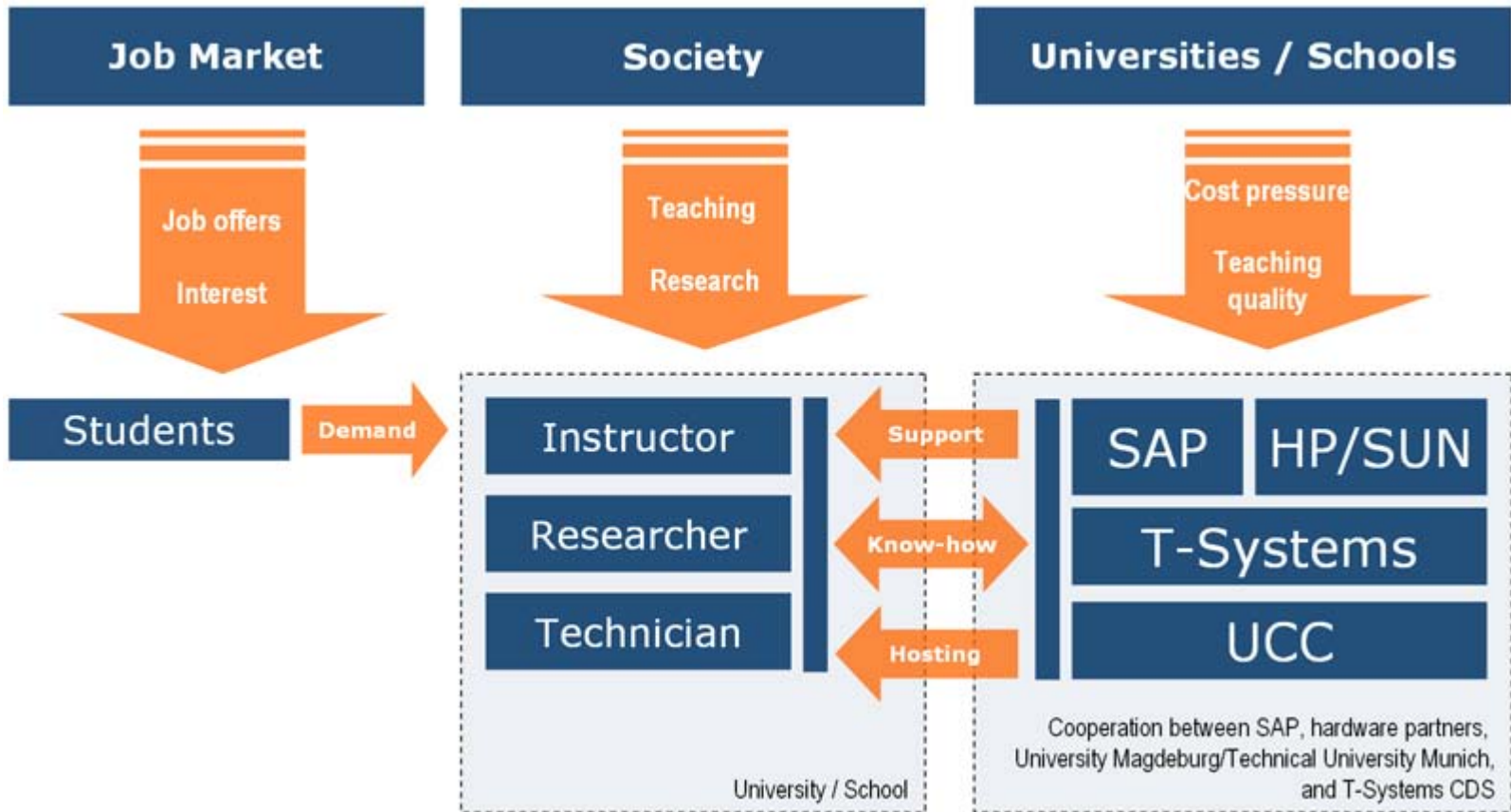   **September 9-10, 2010**
        Walldorf/St. Leon-Rot

Agenda

The UCCs and Their Ecosystem

Benefits for SAP UA Members

SAP

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

SAP UCC Magdeburg – Facts

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

Last update: October 24rd, 2011

SAP UCC Magdeburg – Team

Stefan Weidner

Kerstin Lange

Michael Greulich

Hristina Ivanova

Dirk Schlehf

Torsten König

André Faustmann

Claudia Kroliczek

André Siegling

Ronny Zimmermann

Michael Boldau

SAP UCC Munich – Facts

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

SAP UCC Munich – Team

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
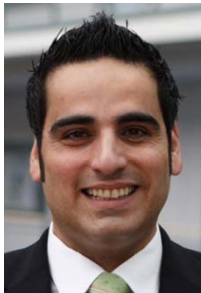
Christos Konstantinidis

Agenda

1 The SAP University Alliances Program

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

UCC Services

Basis Services

- Hardware and operating systems

- Databases and SAP systems

Support Services

- Contract management

- User services

- SAP UA trainings

- Other services

UCC Basis 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 Overview

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 Overview

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

SAP Business Suite 7

SAP Business Suite

Industry Extensions

NetWeaver Composition

CRM | SRM | SCM | PLM | ERP | Industry

NetWeaver Integration

EhP | EhP

Industry Aligned Processes

Industry Context

Source: SAP AG (2010)

SAP Industry Solutions
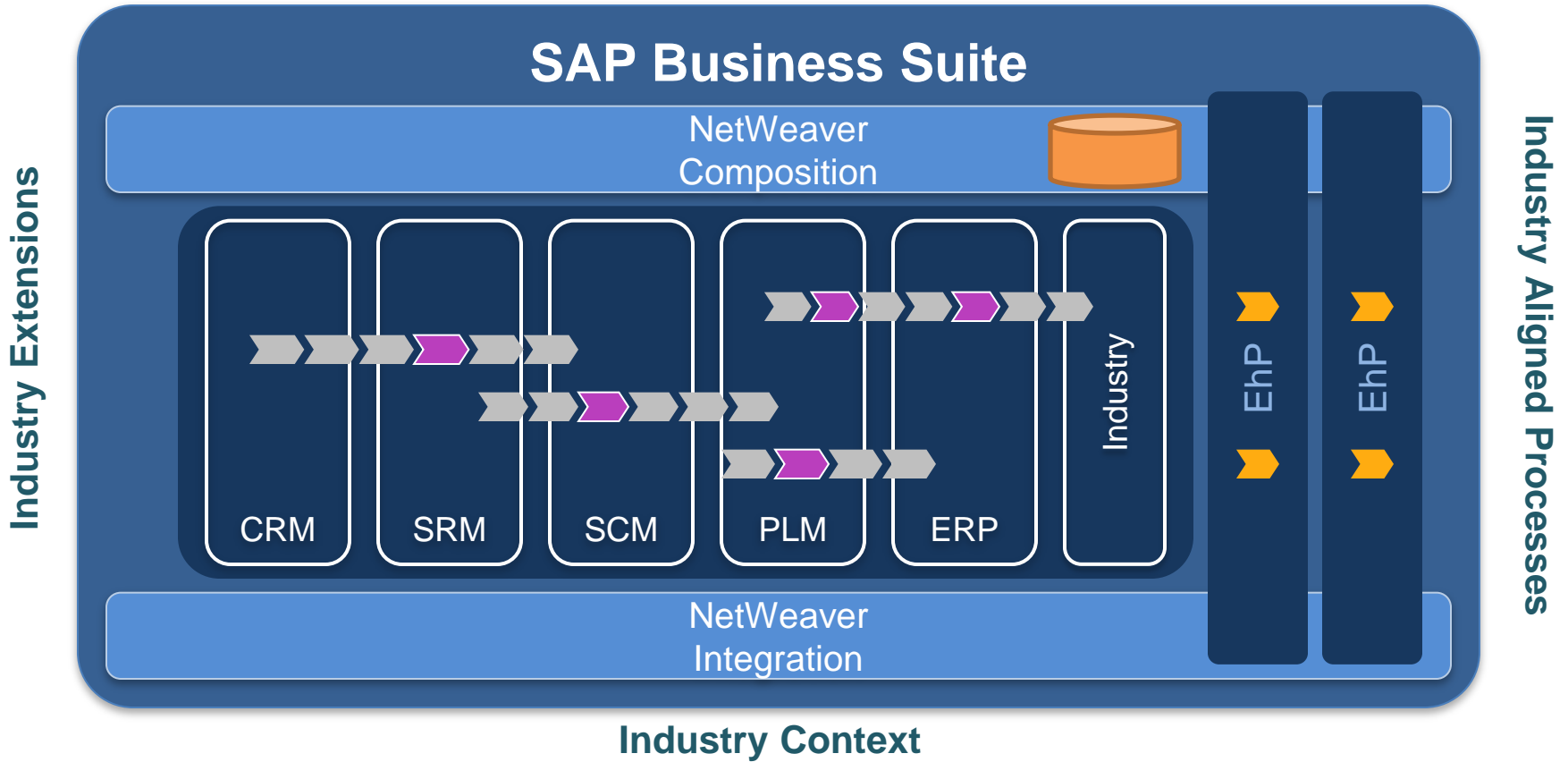
Financial & Public Services

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

Manufacuturing

- 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

SAP Business ByDesign

Owner/Executive

Procurement

Project Management

Manufacturing

Accounting/Finance

Sales & Marketing

Service & Support

Human Resources

BUILT-IN BUSINESS ANALYTICS

Executive Management Support
Meet Your Company Goals

Compliance Management
Facilitate Full Compliance

Financial Management
Optimize Your Financials

Supplier Relationship Management
Empower Smarter Purchasing

SAP Business ByDesign

Customer Relationship Management
Focus On Your Customers

Drive Project Success
Project Management

Integrate Your Supply Chain
Supply Chain Management

Manage Your Workforce
Human Resources Management

BUILT-IN SERVICES AND SUPPORT

Sales → **Shipping** → **Accounting** → **Service**

SAP NetWeaver Products

SAP

SAP NetWeaver™

Composite Application Framework

PEOPLE INTEGRATION

Multi-Channel Access

| Portal | Collaboration |

INFORMATION INTEGRATION

| Business Intelligence | Knowledge Management |

Master Data Management

PROCESS INTEGRATION

| Integration Broker | Business Process Management |

APPLICATION PLATFORM

| J2EE | ABAP |

DB and OS Abstraction

Lifecycle Management

UCC Support Services

- 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)

UCC Support Service (cont.)

SAP

- 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

SAP UA Trainings

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	📄 🛏 🚗

SAP UA Trainings (cont.)

SAP

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)

SAP UA EMEA Portal

Public Area

- News
- UA Concept
- Cooperations
- Disclaimer

SAP UA EMEA Portal (cont.)

Members Area (Login with U-User)

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

U _ _ _ _ _ _ _ _

1 for Magdeburg ←

2 for Munich ←

Country ←

Cons. number

Cons. number

Initials
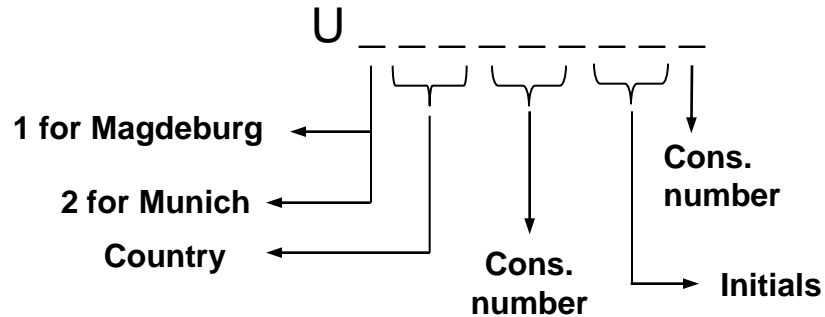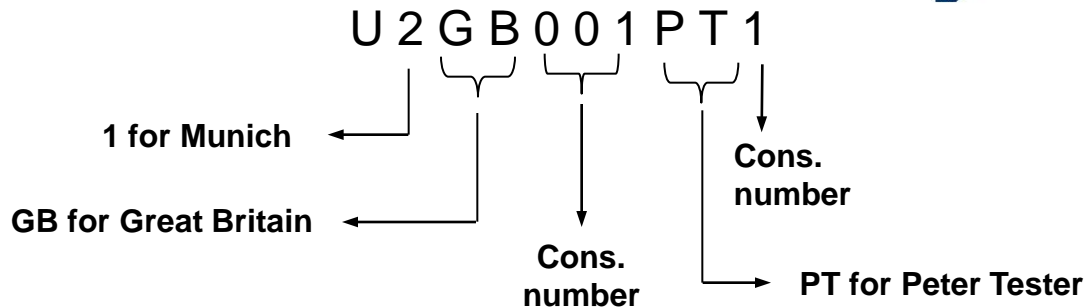
Welcome

| User ID *

| Password *

[Log on]

SAP NetWeaver®

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- Example:

U 2 G B 0 0 1 P T 1

1 for Munich ←

GB for Great Britain ←

Cons. number

Cons. number

PT for Peter Tester

SAP UA EMEA Portal (cont.)

Members Area

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

www.sap-ucc.com/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

UA Member Roles

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

UA Member Roles (cont.)

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

UA Member Tasks

- **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**

SAP Product Determination

- 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

Maintain Lecturers' Data (U-User)

- 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.

Install SAP GUI

- 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

Install SAP GUI (cont.)

- 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

Install SAP GUI (cont.)

Installation server

SAPGUI

OPTION 2:

Installation from server

OPTION 1:

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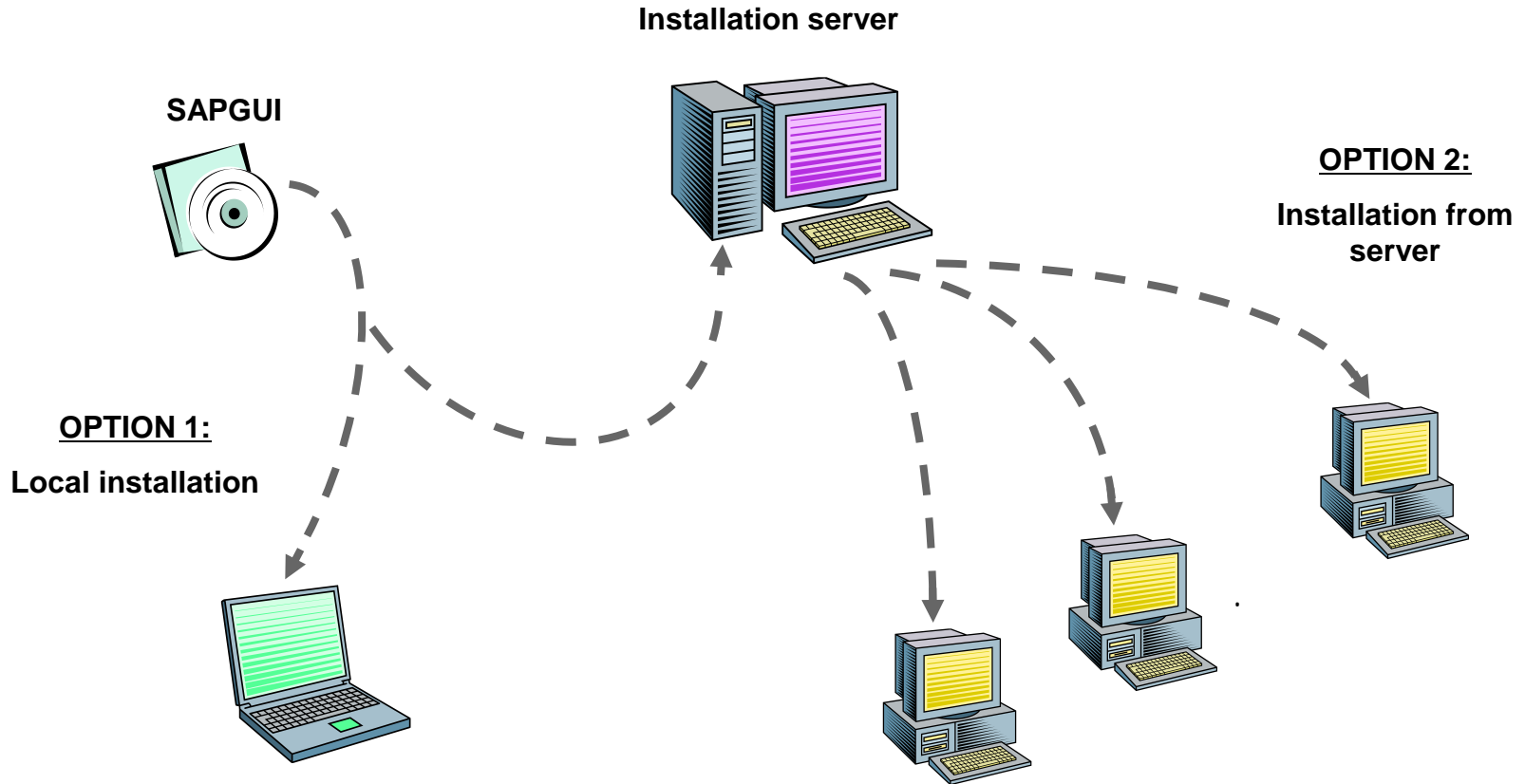
- Manual installation and update on one PC
- Distribution of program files
- Distribution of SAPLogon config files

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

Announce IP Addresses

- 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

Announce Lectures

- 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

Basic Settings

- 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!

User Management

- 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_LECTURER	-	√	√	GBI_LECTURER
SAP_ALL (Profil)	√	√	√	

Set Up Local Printer

- **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

Availability and Communication

- 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**

Availability and Communication (cont.)

- 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)**

Multi-level Support Structure

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

Nutzer

SAP System

or Work Center

1 Create Support message

Provides solution

SAP UCC Support

SAP Solution Manager

SAP UCC Solution Database

2 Search for solution

Find solution

or

Forward Support Message

3 Provides solution

4 Provides solution

SAP Service Marketplace

Notes Database
Service Products
Best Practices DB

SAP Active Global Support

SAP
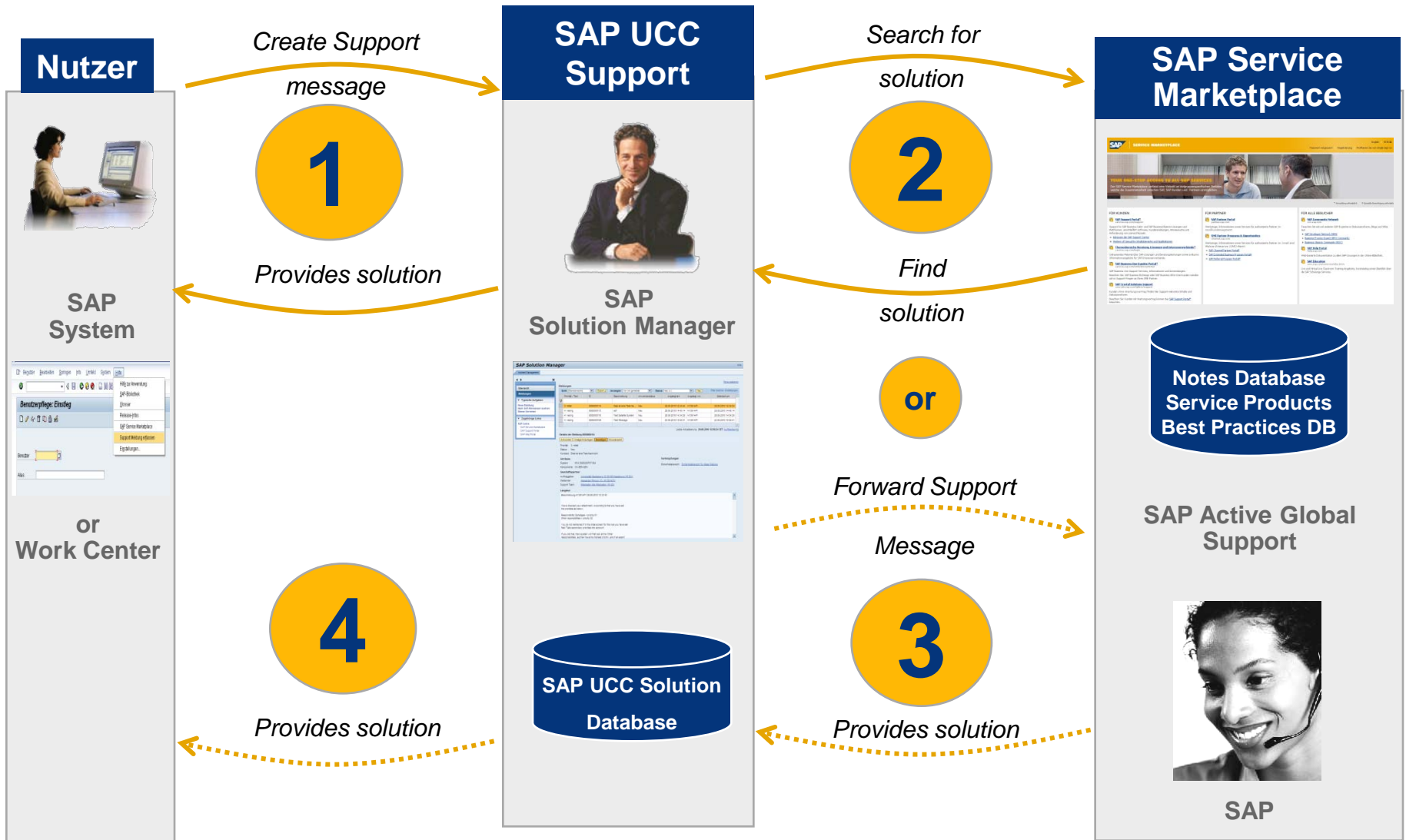
The SAP UCC Service Desk (cont.)

1. Creating a message out of the SAP system:
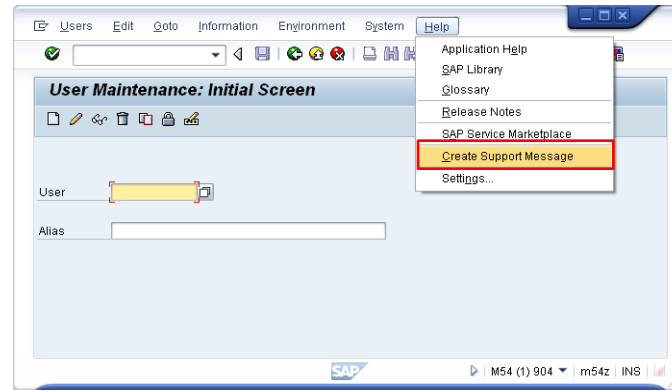
2. Enter descriptive short and long text.
Then send the message.
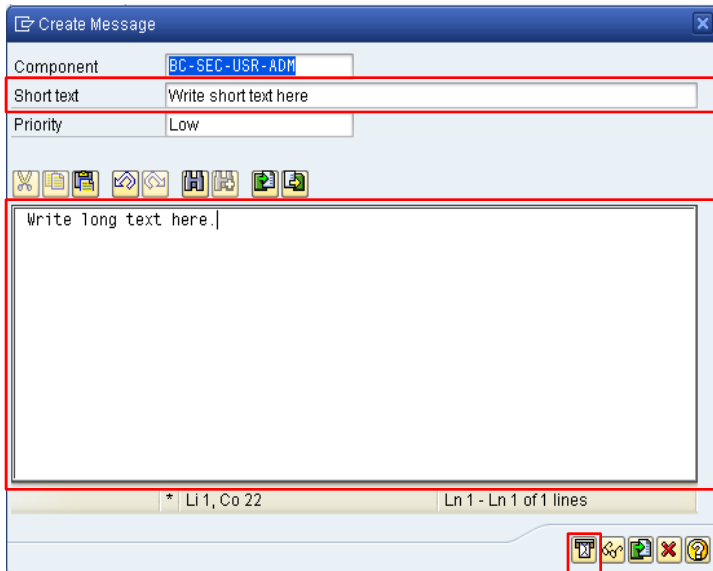
3. Log in with your U-User

The SAP UCC Service Desk (cont.)

To create a new message choose „New Message"

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

The SAP UCC Service Desk (cont.)

Overview of your support messages:

Agenda

Pilot Projects

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

Collaboration among Project Team

Overview of Pilot Projects
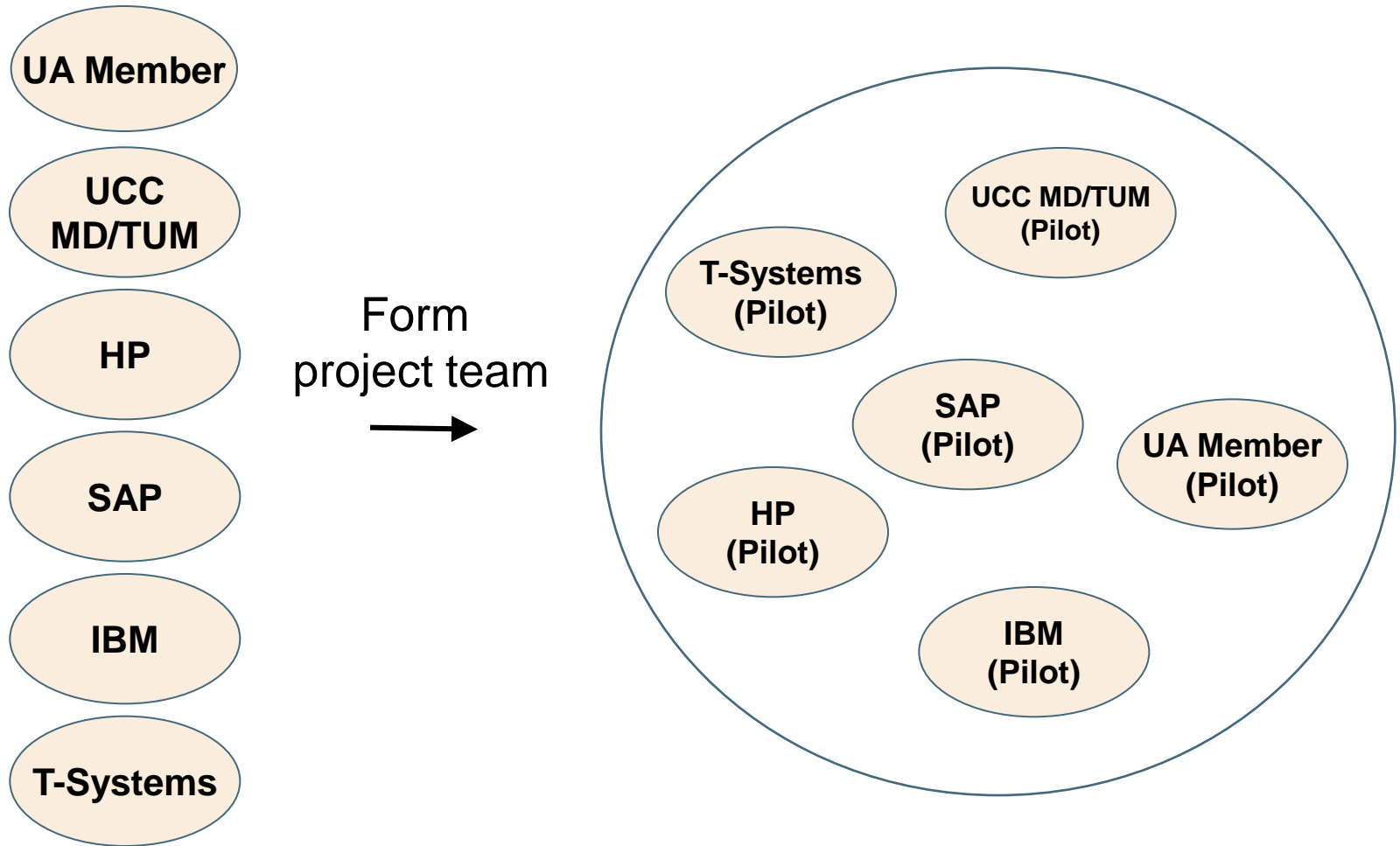
Projects completed

- 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)

Example Results: Pilot Project SAP SCM

SAP

- 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

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

SAP Services

- SAP Service Marketplace → service.sap.com
  - SAP Support Portal
  - SAP Help Portal

SAP Support Portal

SAP

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
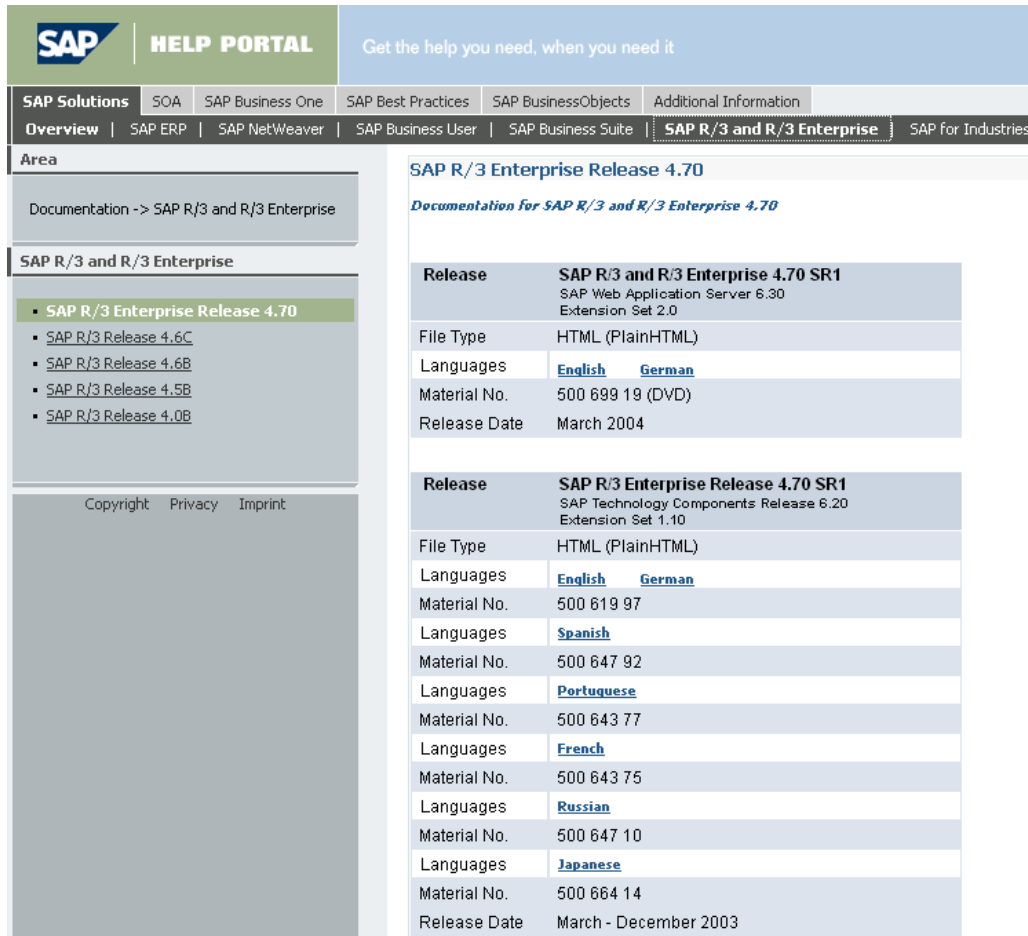
  S 0 0 0 2 4 0 0 8 8 1

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

SAP Notes

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

SAP Help Portal

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