

Solution Manager 71 Incident Management

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Solution Manager 71 Incident Management

Purpose: Run certain Solution Manager Reports from the WebClient UI. SAP says you could use this to report the number of messages, who processed them, etc. You could use transaction SOLAR_EVAL or use the following transaction from the WebClient UI . Transaction: SM_CRM. Click on Incident Management . Select Solution Manager Reporting. Select Reports

Solution Manager 7.1 Incident Management Reporting - SAP

As of SAP Solution Manager 7.1, completely new transaction types are available for Incident Management. This means that the customizing of the old transaction types will not be modified when the Solution Manager 7.0 is upgraded to Solution Manager 7.1. All new functionalities and features are only available for new transaction types.

Application Incident Management: New features in SAP ...

/n SPRO -> SAP Solution Manager IMG -> SAP Solution Manager -> Capabilities (optional) -> Application Incident Management (service Desk) -> SLA Escalations -> Specify Customer Time Status. Identify non-relevant customer times in the step "Specify Customer Time Status". That means the clock is stopped while time is spent in these statuses.

Incident Management: SLA configuration hints for SAP ...

Incident, Problem and Change Management is part of IT Service Management Work Center in Solution Manager that provides central management of processes and messages. ITSM is based on ITIL standards, and is designed to support Business Processes, Incident, Problem, Change Management, and Service Desk Operations.

SAP Solman - Incident Management - Tutorialspoint

Time Entry Reporting SAP Solution Manager Incident Management. Purpose: Report on time entered for incidents in Solution Manager Incident Management. Background: Time can be entered for incidents and now you want to report on it. Please see OSS note 1342891 for further information and background.

Time Entry Reporting SAP Solution Manager 7.1 Incident ...

Screenshots are taken from a SAP Solution Manager 7.1 SP13 system. Overview. There are activities in the different guided procedures that need to be configured in order to get the Incident Management scenario correctly configured. See in bold letters the most important activities for the Incident management scenario. System Preparation

How to configure SAP Solution Manager Incident Management ...

In continuation to my previous blog, Problem Management is the new capability available from Solution Manager 7.1 version onwards. This helps to identify the real issue behind several incidents corresponding to same major problem.

Problem Management in SAP Solution Manager 7.1 - Part 2 ...

With the following document you will determine the available e-mail options for Incident Management and Change Request Management documents in Solution Manager 7.1. This blog is valid for Solution Manager 7.1, the screenshots was taken from a Solution Manager 7.1 SP5. Overview. In Solution Manager 7.1 there are now different ways to trigger e ...

E-Mail functionality in SAP Solution Manager 7.1 ...

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Solution Manager 7.1 Incident Management

Let us say we need to have a new title replacing "Solution Manager IT Service Management" or logo text. In order to create it we can navigate to below activity in Define Business Role and can access our custom Business Role ZSOLMANPRO etc. Now in the Logo Text field we can maintain a text we want to replace with.

Quick Tip : Customizing Business Role in Solution Manager ...

Assign reference objects that are involved in an incident, such as a production system. Automatically fill in information about the incident. Forward or dispatch the incident to another processor or other organizational units such as second-level support, in addition, configure automatic forwarding of incidents

SAP Library - SAP Solution Manager

This is especially true since SAP Solution Manager 7.1 has enhanced the former Service Desk to a holistic IT Service Management solution providing functions to support the main IT processes such as Incident Management, Problem Management, Change Management, Service Catalog Management and many more. Our approach is to deliver a best practice solution that you can configure according to your individual process requirements as well as link-ups to various enhancement interfaces. This allows you to ...

SAP Solution Manager Incident Management

In the SAP Solution Manager Configuration work center, you can access the Incident, Problem and Request Management in a guided procedure, to configure their functions, step-by-step. Features In the guided procedure, you can perform the automatic and manual activities, which are distributed among various steps and substeps.

SAP Library - SAP Solution Manager

SAP Solution Manager 7.2 is available since December 2015 for restricted shipment. Customers can apply to participate in the Ramp Up program to get the early version of SAP Solution Manager 7.2. The IT Service Management and Change Management processes have been enhanced with many new functionalities.

ITSM and ChaRM in SAP Solution Manager 7.2 - SAP IT ...

SAP Solution Manager is a platform to manage life cycle of your SAP solution in a distributed environment. The key features of SAP Solman are – It provides tools, methods, and process management content that can be used during preparation of business blueprint, configuration, and implementation.

SAP Solman - Overview - Tutorialspoint

The Category of an Incident is changed and saved within an Incident in ITSM, Solution Manager 7.2. The Incident does not appear in a Category search of the updated Category and still appears in a search for the old Category.

2827236 - Search result is incorrect for older Incident ...

SAP Solution Manager 7.1 is installed. The central technical and functional monitors and dashboards are set up and configured. The IT support processes for Event Management and Continuous Improvement are defined and properly integrated into the existing IT Support processes (especially with Incident Management).

SAP Library - SAP Solution Manager

SAP Solution Manager 7.2 SPS 11 is out now! To see what the feature-packed release of SAP Solution Manager 7.2 SP11 holds on for you take a look at the highlights blog and SP11 What's New presentation. SAP Fiori apps 1.0 for SAP Solution Manager SP10 has been released, too. Both are now generally available for all customers and partners.

SAP Solution Manager

Call Solution Manager Diagnostics. SMIN_STD_SMDIAG. You use this action to call the Root Cause Analysis work center in SAP Solution Manager so that you can perform, for example, a root cause analysis for an incident. This action calls a URL that cannot be directly accessed in the WebClient UI.

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