



Technical Questionnaire

Customer Name:	[]
Project Location:	[]
Customer Contact Name:	[]
Role of Customer Contact:	[]
Phone Number:	[]
E-Mail address:	[]
SAP Customer Number:	[]
Installation Number	
Name of Basis- / Technology Administrator:	[]
Phone Number of Basis- / Technology Administrator:	[]
E-Mail Address of Basis- / Technology Administrator:	[]

MINIMIZED DOWNTIME SERVICE (MDS) TECHNICAL QUESTIONNAIRE



General Information about your System Maintenance:

General Information				
1.	For which SAP Solution do you plan the maintenance?			
	SAP Solution Component	Please Mark if relevant	Current Release	
	SAP ERP	<input type="checkbox"/>		
	SAP CRM	<input type="checkbox"/>		
	SAP SCM	<input type="checkbox"/>		
	SAP SRM	<input type="checkbox"/>		
	SAP PLM	<input type="checkbox"/>		
	SAP NetWeaver Process Integration	<input type="checkbox"/>		
	SAP NetWeaver Portal	<input type="checkbox"/>		
	SAP BW	<input type="checkbox"/>		
Other, please specify:	<input type="checkbox"/>			
2.	Which kind of maintenance do you plan on your system landscape?			
	Maintenance Event	Please Mark if relevant	Current Release	Target Release
	Upgrade	<input type="checkbox"/>		
	Installation Enhancement Package	<input type="checkbox"/>		
	Installation Support Packages	<input type="checkbox"/>		
	Import of custom specific transports	<input type="checkbox"/>		
	Unicode Conversion	<input type="checkbox"/>		
	OS/DB Migration	<input type="checkbox"/>		
	Data Center Transfer	<input type="checkbox"/>		
	Currency Conversion	<input type="checkbox"/>		
	Conversion Chart of Account	<input type="checkbox"/>		
	System / Client Merge	<input type="checkbox"/>		
	Company-Carve-Out	<input type="checkbox"/>		
Other, please specify:	<input type="checkbox"/>			
3.	How many maintenance events do you plan per year?			
4.	What is timeline of your planned maintenance (Planned Start and Cut-Over date)?			
5.	Is your hardware outsourced or hosted and if yes please name the hosting partner?			

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6.	How much business downtime can the business tolerate?																																						
7.	Would you prefer a full service from SAP or an Enablement Service to execute necessary tasks by yourself?																																						
System Landscape Information																																							
	Please provide us some information about the current and planned Hardware, Database, Operating System and SAP version.	Current	Planned																																				
8.	Hardware (Server)	[[]]	[[]]																																				
9.	Virtualization (if applicable):	[[]]	[[]]																																				
10.	Operating System																																						
11.	Database version	[[]]	[[]]																																				
12.	<p>SAP Systems</p> <table border="1"> <thead> <tr> <th>SID</th> <th>System</th> <th>DB size</th> <th>Concurrent Users</th> </tr> </thead> <tbody> <tr> <td></td> <td>Sandbox</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Development</td> <td></td> <td></td> </tr> <tr> <td></td> <td>QA</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Production</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			SID	System	DB size	Concurrent Users		Sandbox				Development				QA				Production																		
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13.	Are you using an industry solution (y/n)? If yes, which industry solution are you using?																																						
14.	Do you use multiple code pages (MDMP) in your system (y/n)? (You can check in the table TCPDB; e.g. 1100, 8000 ⇒ MDMP; only 1100 ⇒ no MDMP)																																						
15.	Please list the languages listed in transaction [SMLT]																																						
16.	Are you planning a Unicode migration? (y/n)? n																																						

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	<p>If yes, would you like to include a Unicode Conversion Planning Service / Workshop* (y/n)? *additional cost</p>	
17.	Do you use ITS scenarios (e.g. for ESS/MSS) (y/n)?	
18.	Is SAP Solution manager installed? Please provide version and patch Level.	
Development and Interfaces		
19.	<p>How many customer-developed programs are in use?</p> <p>Number of complete own programs</p> <p>Number of programs based on copy of SAP coding</p>	[]
20.	How many interfaces are in use?	[]
21.	What are the types of interfaces, Inbound/Outbound (RFC, ALE, IDOC, other)	
22.	Which programming languages have been used for self-developed interfaces (e.g. C++, Java)?	
23.	What are the code pages for the other systems that are interfacing with SAP?	
Testing		
24.	<p>Are you going to use test automation tools (e.g. eCATT) during maintenance?</p> <p>If yes, which test automation tool(s)?</p>	[]
25.	<p>Are you going to use test management tools (e.g. SAP Solution Manager) during maintenance?</p> <p>If yes, which test management tool(s)?</p>	[]
26.	<p>Are the test cases and the test scope already defined for acceptance testing?</p> <p>Are the test cases and the test scope already defined for regression testing?</p> <p>If no, are the business processes documented which are in scope of the maintenance?</p>	

Thank you very much for your assistance!

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