

Setting up Solution Manager Service Desk BI Reporting



Applies to:

Applies to Solution Manager 7.0, Enhancement Pack 1, SP23

Summary

Using the Solution Manager Service Desk scenario, you can use and activate the standard Service Desk BI content, without knowing anything about Business Warehouse. This is a great SAP offering and a great benefit to those using Solution Manager Service Desk.

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Author Bio



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Table of Contents

Service Desk Business Intelligence Reporting	3
Background:	3
Configuration	3
Activate BI Source System Steps:	4
Adjust BI Authorization Concept	5
Activate SICF Service Reporting Set-up	6
Authorizations Needed	8
Activate BW Content	8
How It Works:	13
Related Content	17
Copyright	18

Service Desk Business Intelligence Reporting

Background:

- 1) With SP23, SAP has provided a nice functionality/feature of BI reporting, without *requiring* any knowledge of Business Warehouse.
- 2) The out-of-the-box business content and reports provide message duration and message effort on service tickets, in accordance with the SUGEN KPI initiative.

Configuration

Transaction: SOLMAN_SETUP

SAP Solution Manager: Overview

Overview

- Initial Configuration
- Basic Configuration
- Managed System Configuration

Related Links

- SAP Solution Manager Configuration Demo
- Default SAP GUI Settings
- Central Log Settings
- SAP Links
 - SAP Service Marketplace
 - SAP Support Portal
 - SAP Help Portal

Help

This transaction makes the basic SAP Solution Mana...

The system starts a **guided procedure** for the cor... the guided procedure for other users.

Configuration views:

- Initial configuration: Assure to perform initial configuration once.
- Basic configuration and configuration of manag... When you update the Support Package Stack (... configuration).

Select Basic Configuration

SAP Solution Manager: Basic Configuration

Technical System: SMG:100 Username: TPOWLAS System Type: ABAP

1 Project 2 Import Note 3 Installation Check 4 **User Data** 5 Landscape Data 6 Manual Configuration 7 Automati

Change Back Continue Save Maintain Connection Maintain User

Help

1. Get the logon data for the S user and the system administration.

Click the Continue button until you get to User Data

Provide information for your BI configuration

Is BI installed in a separate Client? System?

Please enter the settings of the BI backend

ABAP Client: *

ABAP Administrator: *

ABAP Password: *

Select the client, user id and password for the BI backend. In this example, the back end is the “baby BI” for Solution Manager. Click Continue until you get to Manual Configuration

Manager: Basic Configuration

Technical System: SMG:100 Username: TPOWLAS System Type: ABAP

1 Project 2 Import Note 3 Installation Check 4 User Data 5 Landscape Data **6 Manual Configuration** 7 Automatic Configuration 8 Complete

Change Back Continue Save

Help

Manual configuration activities are required.

- If the activity to be performed is documented in the IMG, you can display the documentation with *Display* in the *IMG Documentation* column, under *Manual Activities*.
- To perform an activity, click on it in the *Navigation* column, if there is one.
- When the activity has been performed, change the *Execution Status* in the *Execution Status* column, to **Performed**, and choose *Save*.

Note: Not all of these configuration activities are required for each system type. The IMG documentation tells you whether you must perform the configuration.

Manual Activities

Status	Refresh	Description	Navigation	Execution Status	IMG Documentati
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Activate BI Source System		Performed	Display
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adjust BI Authorization Concept		Performed	Display

Activate BI Source System Steps:

- 1) Log on to the configured BI client / system.
- 2) Call transaction RSA1:

Data Warehousing Workbench Edit Goto Tools Environment Settings System Help

Data Warehousing Workbench: Modeling

Modeling

- InfoProvider
- InfoObjects
- InfoSources
- DataSources
- Source Systems**
- Open Hub Destinations
- Find
- Favorites

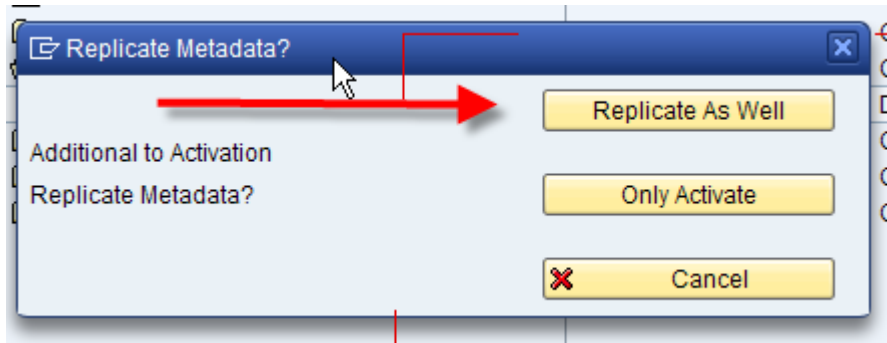
Source Systems

	Tech. Name	M...	Execute Fu
BI	BI		Change
• SMG client 100	SMGCLNT100		Display Data
• SAP	SAP		Change
• External	PARTNERS		Change
• File	FILE		Change
• File	ZTEST		Display Data
• DB Connections	DB		Change
• UD Connections	UDC		Change
• Web	WEB		Change

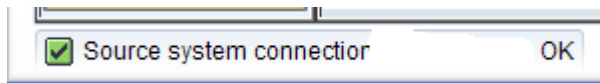
Context Menu for SMG client 100:

- Display DataSource Tree
- Connection Param.
- Rename
- Activate
- Replicate DataSources
- Customizing Extractors

- 3) Select the source system, right click and select "activate".



- 4) In the next dialog "Replicate Metadata?", select 'Replicate as Well'.
- 5) Choose "as 3.x Datasource" when asked, then confirm.



Adjust BI Authorization Concept

Technical System: SMG:100 | Username: TPOWLAS | System Type: ABAP

1 Project 2 Import Note 3 Installation Check 4 User Data 5 Landscape Data 6 **Manual Configuration** 7 Automatic Configuration 8 Complete

Change Back Continue Save

Help

Manual configuration activities are required.

1. If the activity to be performed is documented in the IMG, you can display the documentation with *Display* in the *IMG Documentation* column, under *Manual Activities*.
2. To perform an activity, click on it in the *Navigation* column, if there is one.
3. When the activity has been performed, change the *Execution Status* in the *Execution Status* column, to *Performed*, and choose *Save*.

Note: Not all of these configuration activities are required for each system type. The IMG documentation tells you whether you must perform the configuration.

Manual Activities

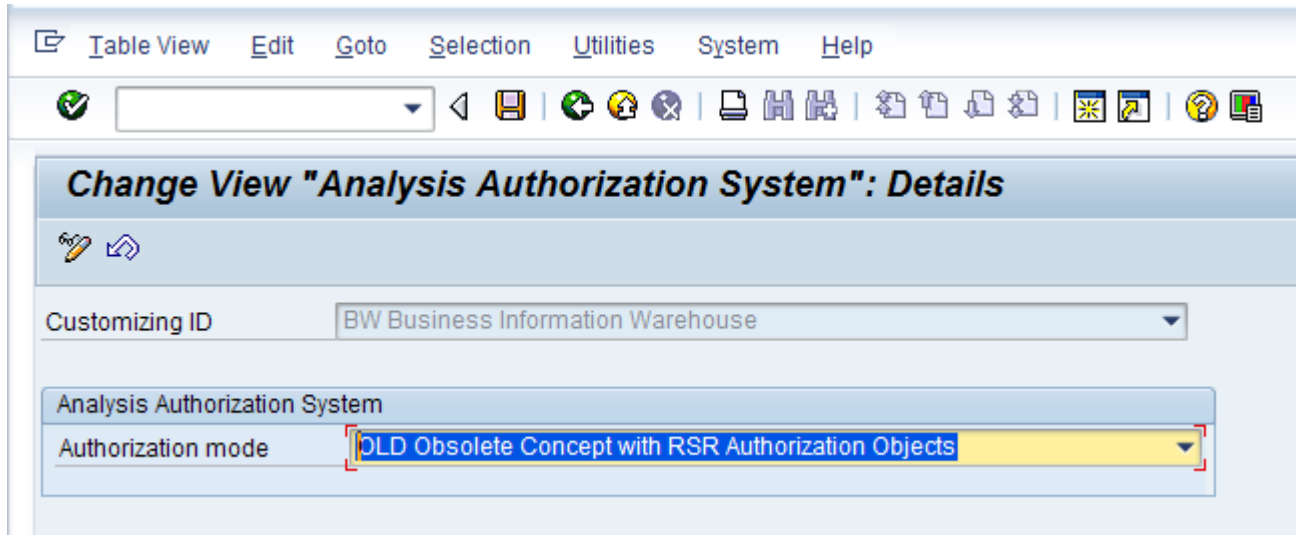
Status	Refresh	Description	Navigation	Execution Status	IMG Documentation
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Activate BI Source System		Performed	Display
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adjust BI Authorization Concept		Performed	Display

Click the Display next to Adjust BI Authorization Concept

From the help:

In SAP Solution Manager, you need to configure BI to use a special authorization concept. This is needed for all reporting functionalities.

- 1) Log on to the configured BI client / system.
- 2) Start transaction rscustv23.



Select "Obsolete Concept with RSR Authorization Objects".

Save your changes.

Activate SICF Service Reporting Set-up

Transaction: SICF

Maintain service

Create Host/Service

Filter Details

Virtual Host: Service Path: /default_host/sap/bc/webdynpro/sap/
 Service:
 Description:
 Lang.: EN English Ref.Service:

Filter Reset Detail

Virtuelle Hosts / Services	Documentation	Referenz Service
• smsfw_checklist	SFW Integration: Display Check Results	
• smsy_edit_ext_prod	Create Products from External Suppliers	
• smsy_edit_subsys	SMSY - System Component Editor	
• SMSY_PROJ_GEN	Generate Project Based on Reference Lan...	
• smsy_proj_landscape	Start Project Landscape Editor	
• smsy_show_systems	Display smsy_systemen	
• SMSY_SOLUTION	Edit Solution Landscape - SAP Solution Ma...	
• SMSY_SOLUTION_CREATE	Create Solution Landscape - SAP Solution ...	
• smsy_system	Assign Main Instances of a System to Syste...	
• smsy_system_compare	Technical Systems - SAP Solution Manager	
• smsy_sys_log_comp	System - Log. Component Assignment	
• sm_bpr_overview	BPR Content Overview	
• sodis_core_wbo	SODIS: Core - Workbench Organizer	
• spcpc_wd_application	PAL Web Dynpro Application	
• srt_wsil_check	Web Dynpro Application srt_wsil_check / C...	
• SVCP_S...	Service Provider Reporting Setup	
• swf_form	Business Workflow: Notification of Absence...	
• swf_work	Workflow: Workplace	
• TestUplo	test	
• test_aler	test alert detail separately	
• test_app	testing	
• TEST_BA	TEST_BAD_LINK	
• test_ddic	DD Test DDIC	
• test_for_	Web Dynpro Application test_for_excel / Co...	
• TEST_IS	Web Dynpro Application TEST_ISSUE_RP / ...	
• TEST_M	Web Dynpro Application TEST_MODIFY_VL...	
• TEST_P	Web Dynpro Application TEST_PUBLISH...	

Context menu for SVCP_S...:

- New Sub-Element
- Display Service
- Delete Service
- Rename Service
- Activate Service
- Deactivate Service**
- Test Service
- Test Load Balancing
- References to Service

Right click on service (see path /sap/bc/Webdynpro/sap/svc_setup) to activate.

Activation of ICF Services

Do you want to activate service /default_host/sap/bc/webdynpro/sap/SVCP_SETUP?

Yes Yes Info Cancel

Click Yes.

Authorizations Needed

The “best practice” is to copy the SAP standard roles to your own namespace. Here are the SAP standard roles needed:

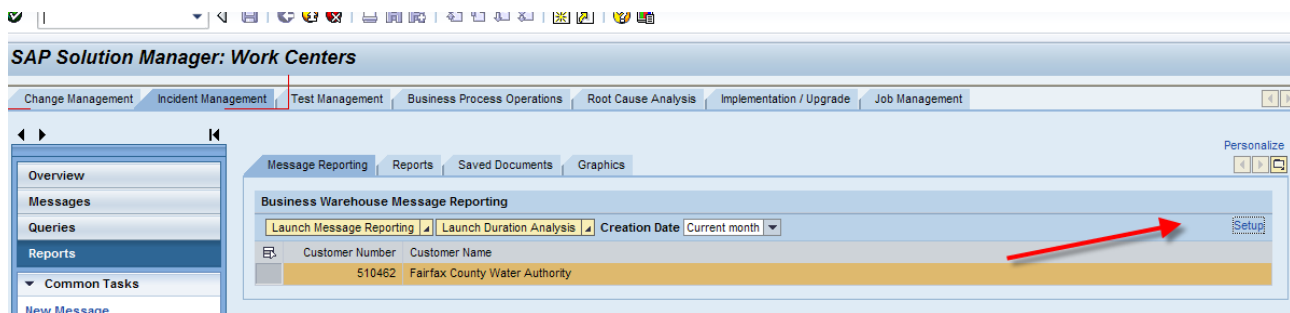
BW Role	Description
SAP_BW_SPR_SETUP	Setup of the Service Provider Incident Management BI Reporting Scenario
SAP_SM_BI_EXTRACTOR	Solution Manager: BI Extractor Framework
SAP_BI_E2E	SAP Solution Manager / SMD & E2E authorizations
SAP_BW_SPR_REPORTING	Reporting for Service Provider Incident Management Data

Activate BW Content

Transaction: SOLMAN_WORKCENTER

Select Incident Management tab

Select Reports



Maintain RFC connections and click the box to Activate BW

Incident Management Reporting Setup

BW Settings

RFC from Solution Manager to BW System:

RFC from BW System to Solution Manager:

Activate BW content:

BW storage duration in months:

Extraction Settings

Data extraction frequency:

Earliest message creation date: *

Also set the extraction frequency.

You will see these messages:

Last activity:	Current Status: NEW
Elapsed time:	12:00:00 AM
Process status:	Running
Show activation log	0%
<input type="button" value="Apply"/>	

When completed, it should look like this:

Incident Management Reporting Setup

BW Settings

RFC from Solution Manager to BW System:

RFC from BW System to Solution Manager:

Activate BW content:

BW storage duration in months:

Last activity: Installation of corrections finished (01/11/2011 07:59:21).

Elapsed time: 12:10:03 AM

Process status: Finished

[Show activation log](#)

After clicking apply on the Extractor settings, your screen should look like this:

Incident Management Reporting Setup

Extractor settings were saved

BW Settings

RFC from Solution Manager to BW System:

RFC from BW System to Solution Manager:

Activate BW content:

BW storage duration in months:

Last activity: Installation of corrections finished (01/11/2011 07:59:21).

Elapsed time: 12:10:03 AM

Process status: Finished

[Show activation log](#)

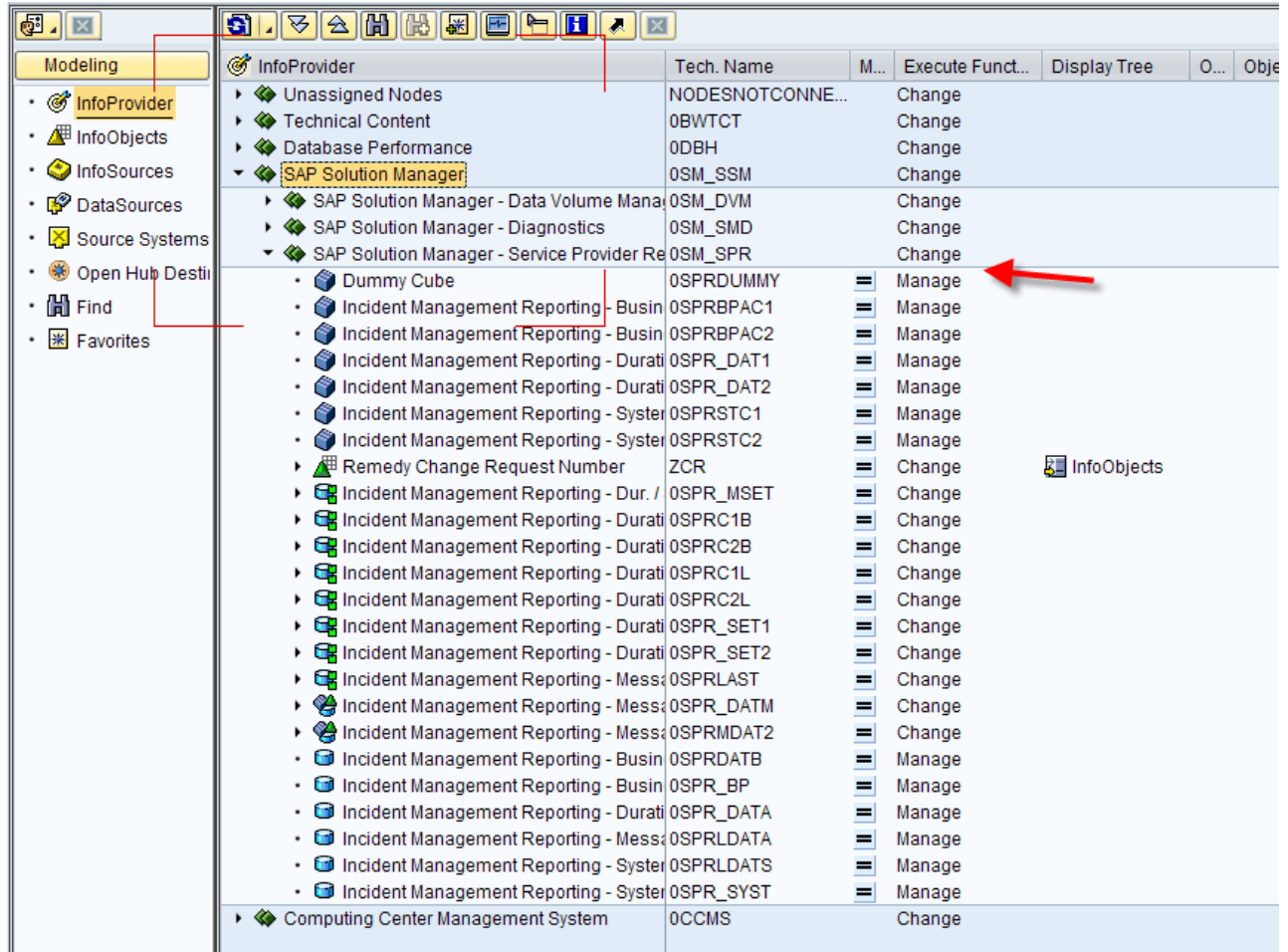
Extraction Settings

Data extraction frequency:

Earliest message creation date:

Then, check your BW content activation:

Transaction: RSA1

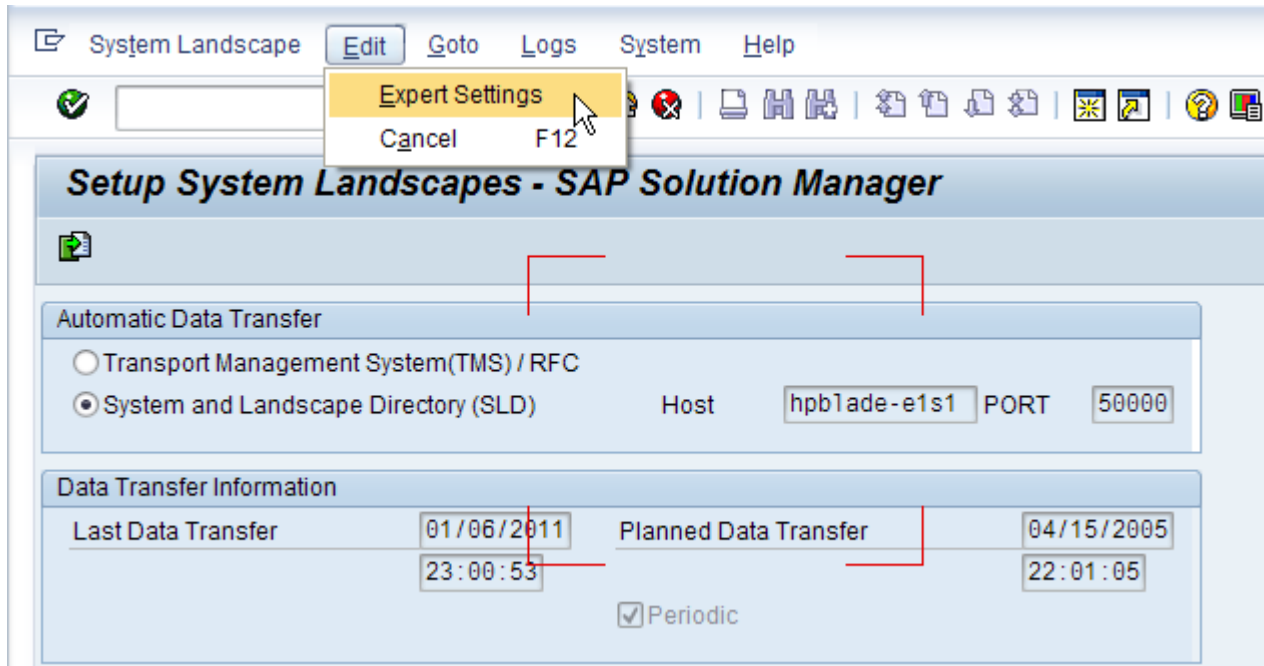


InfoProvider	Tech. Name	M...	Execute Funct...	Display Tree	O...	Obj
Unassigned Nodes	NODESNOTCONNE...		Change			
Technical Content	0BWTCT		Change			
Database Performance	0DBH		Change			
SAP Solution Manager	OSM_SSM		Change			
SAP Solution Manager - Data Volume Mana	OSM_DVM		Change			
SAP Solution Manager - Diagnostics	OSM_SMD		Change			
SAP Solution Manager - Service Provider Re	OSM_SPR		Change			
Dummy Cube	0SPRDUMMY		Manage			
Incident Management Reporting - Busin	0SPRBPAC1		Manage			
Incident Management Reporting - Busin	0SPRBPAC2		Manage			
Incident Management Reporting - Durati	0SPR_DAT1		Manage			
Incident Management Reporting - Durati	0SPR_DAT2		Manage			
Incident Management Reporting - System	0SPRSTC1		Manage			
Incident Management Reporting - System	0SPRSTC2		Manage			
Remedy Change Request Number	ZCR		Change			
Incident Management Reporting - Dur. /	0SPR_MSET		Change			
Incident Management Reporting - Durati	0SPRC1B		Change			
Incident Management Reporting - Durati	0SPRC2B		Change			
Incident Management Reporting - Durati	0SPRC1L		Change			
Incident Management Reporting - Durati	0SPRC2L		Change			
Incident Management Reporting - Durati	0SPR_SET1		Change			
Incident Management Reporting - Durati	0SPR_SET2		Change			
Incident Management Reporting - Messa	0SPRLAST		Change			
Incident Management Reporting - Messa	0SPR_DATM		Change			
Incident Management Reporting - Messa	0SPRMDAT2		Change			
Incident Management Reporting - Busin	0SPRDATB		Manage			
Incident Management Reporting - Busin	0SPR_BP		Manage			
Incident Management Reporting - Durati	0SPR_DATA		Manage			
Incident Management Reporting - Messa	0SPRLDATA		Manage			
Incident Management Reporting - System	0SPRLDATS		Manage			
Incident Management Reporting - System	0SPR_SYST		Manage			
Computing Center Management System	0CCMS		Change			

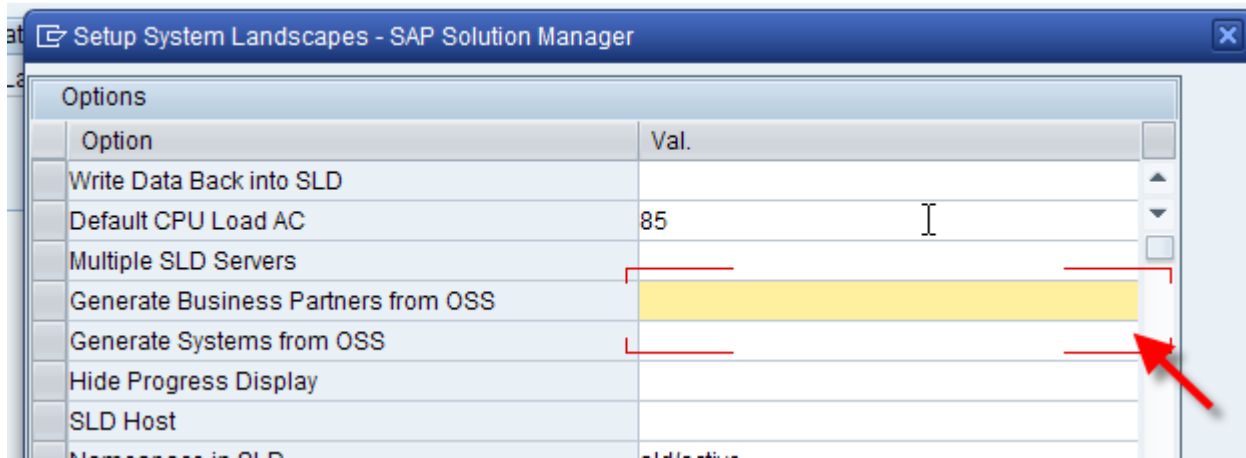
Check that the content is activated under the SAP Solution Manager info area.

Next, follow the steps as documented in the SAP Help at http://help.sap.com/saphelp_sm32/helpdata/en/5c/36329947af074182eef7585ba88ee8/content.htm

Transaction: SMSY_SETUP



Select Edit > Expert Settings

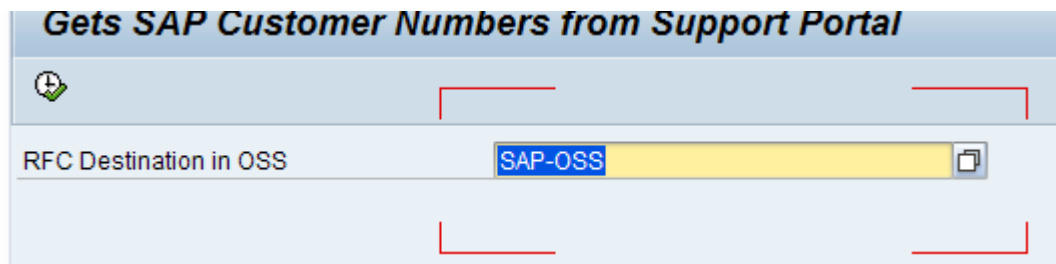


The Generate Business Partners from OS and Generate Systems from OSS should be blank.

Next you will download the number from customer service:

Transaction: SA38

Program: AI_SC_GET_SAP_CUSTOMER_NUMBERS



Execute

You will see message

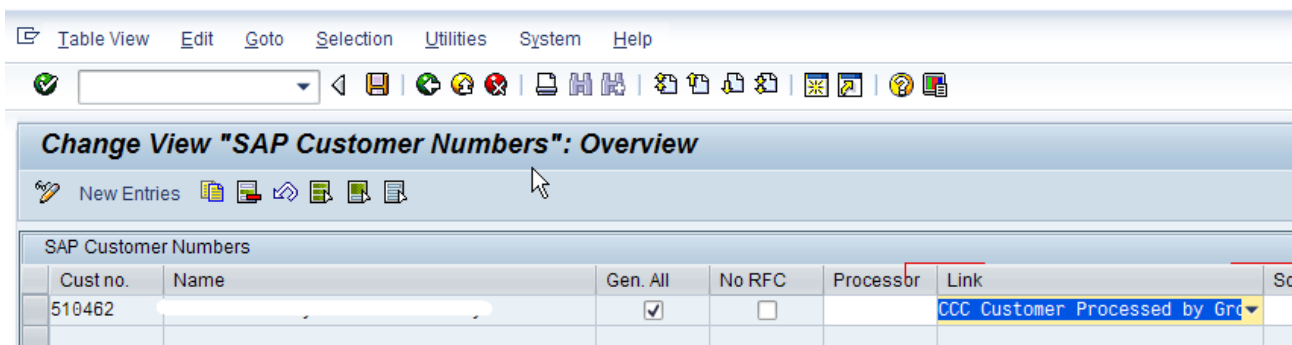
Gets SAP Customer Numbers from Support Portal
 Following Customer Numbers are put in Maintenance View V_AISAPCUSTNOS:

Transaction: SM30

Table: V_AISAPCUSTNOS



Select Maintain button.



Ensure that "gen all" checkbox is selected and click SAVE.

Schedule program AI_SC_REFRESH_READ_ONLY_DATA to be run in the background.

From the SAP Help:

Read management information for service connection from OSS

This report reads various information from the SAP Support Portal and saves it locally in the Solution Manager.

This job fills view V_AIINSNRS with the SAP installation numbers.

How It Works:

For duration reporting, you can update the call center hours in the business partner of the sold-to party:

Transaction: BP

Enter sold-to party, select control tab, and click on Calling Hours button:

The screenshot shows the SAP Business Partner (BP) display screen for Business Partner ID 52. The 'Control' tab is selected, and the 'Business Hours' section is visible. A red arrow points to the 'Calling Hours...' button, which is highlighted in yellow. The status next to it reads 'Calling Hours is maintained'. Other buttons in the 'Business Hours' section include 'Goods Receiving Hours' (Goods Receiving Hours not maintained) and 'Visiting Hours...' (Visiting Hours not maintained).

Calling Hours Change

Period: **1 For One Year** from 09/16/2010 To 09/16/2011

Every week Mondays 6:00-17:00; Tuesdays 6:00-17:00; Wednesdays 6:00-17:00;

More Remove

General Rule

Rule W weekly periodic Calling Hours

Weekly

Week Rule: 1 every week on

<input checked="" type="checkbox"/>	Mo	from	06:00	-	17:00	Hrs	EST Eastern Time (New Y...
<input checked="" type="checkbox"/>	Tu	from	06:00	-	17:00	Hrs	EST Eastern Time (New Y...
<input checked="" type="checkbox"/>	We	from	06:00	-	17:00	Hrs	EST Eastern Time (New Y...
<input checked="" type="checkbox"/>	Th	from	06:00	-	17:00	Hrs	EST Eastern Time (New Y...
<input checked="" type="checkbox"/>	Fr	from	06:00	-	17:00	Hrs	EST Eastern Time (New Y...
<input type="checkbox"/>	Sa	from		-		Hrs	EST Eastern Time (New Y...
<input type="checkbox"/>	Su	from		-		Hrs	EST Eastern Time (New Y...

Variances

Exceptions 0 no exceptions

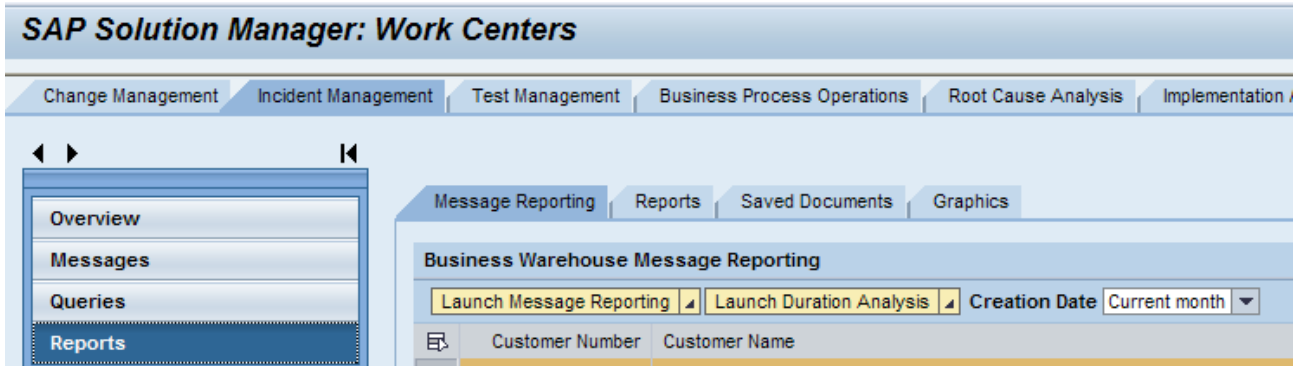
Calendar Used

Factory Calendar US USA

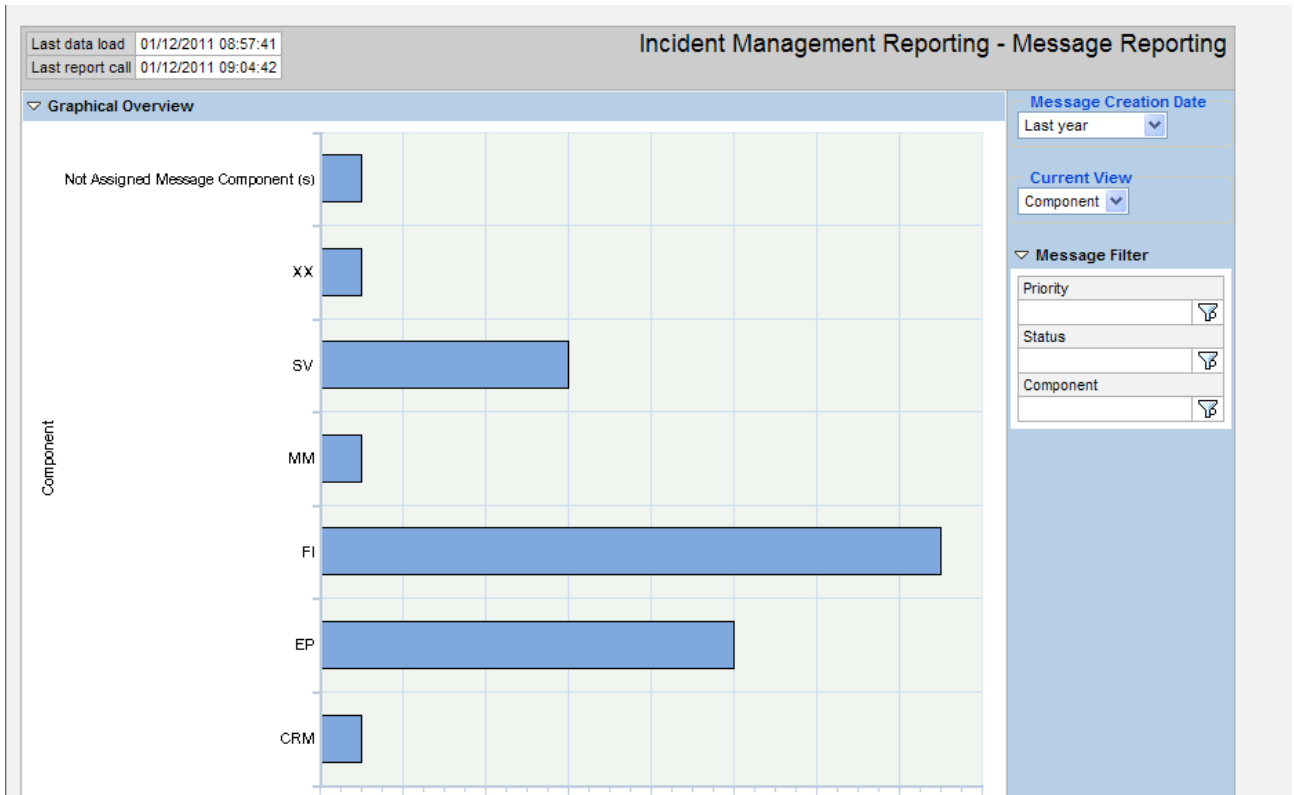
These settings will maintain the durations.

For errors with variables, see OSS note 1480717.

To execute the reports, go to SOLMAN_WORKCENTER



Select Incident Management, Reports



Message reporting will report on the number of incidents. Note you can set up filters.

Open the messages folder and you can see the actual messages.

Tabulary Overview

Filter - Detailed Message Filter

Messages

Message Number	Short Text	Component	Priority	Status	Business Partner Role	Business Partner
8000001601	test	SV-SMG-SUP-TST	3: Medium	Not assigned	Sold-To Party (CRM)	sold to / VA (52)
					Reported by (CRM)	MTM / Fairfax VA 22031 (33)
					Support Team (CRM)	1stLevelFI / (73)
					Message Processor (CRM)	Gilda Radner / VA (53)
8000001602	test3	SV-SMG-SUP-TST	4: Low	Not assigned	Reported by (CRM)	MTM / Fairfax VA 22031 (33)
8000001603	testing again	SV-SMG-SUP-TST	3: Medium	Not assigned	Sold-To Party (CRM)	sold to / VA (52)
					Reported by (CRM)	MTM / Fairfax VA 22031 (33)

Process Transaction: [Transaction Explorer](#) provided by [Fairfax VA](#)


http://hpblade-e1s1.fw.org:8000/sap/bc/webdynpro/sap/ags_incident_trans?sap-wd-configId=AGS_INCIDENT_TRANS&GUID=DFD5F73BB57924F19B4

Process Support Desk Message Help

Display : Support Desk Message 8000001601 Short Text test Priority 3: Medium Status New
 Created At 10/12/2010 07:53:12

Priority: **Business Partners**
 Status: Sold-To Party: sold to / VA (52)
 Short Text: Reported by: MTM / Fairfax VA 22031 (3)
Attributes Support Team: 1stLevelFI / (73)
 System: Client: Message Processor: Gilda Radner / VA (53)
 Category:
 Subject:

Long Text

 Information about Notification for SAP Tammy Powlas / VA 10/12/2010 09:16:4

Test Message

Related Content

[Service Desk: Support team Determination](#)

[A workflow eye over Solution Manager Service Desk](#)

[SAP Help: Incident Management](#)

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