

Solution Manager Service Desk Support Team Creation



Applies to:

Applies to Solution Manager 7.0, Enhancement Pack 1. For more information, visit the [Application Management homepage](#).

Summary

Using the Solution Manager Service Desk scenario, you can use the SAP standard organization management to set up the support team structure. This article will walk you through the steps on how to do that.

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Author Bio



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Support Structure Set up using Organizational Management

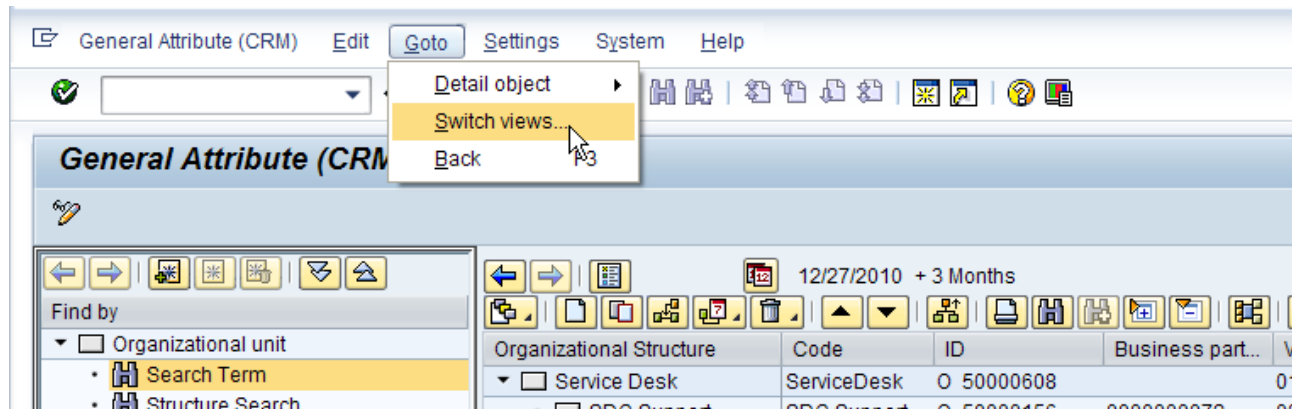
Solution Manager Service Desk can be set up for first level, second level, and even third level SAP support.

Background:

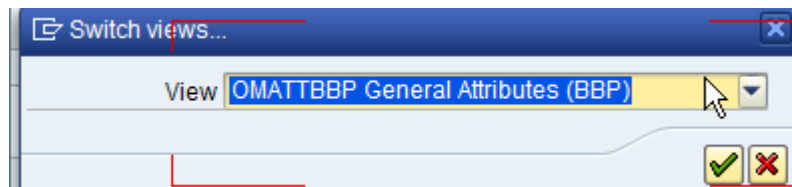
You assign positions and users using Organizational Management functionality. You should already have the business partners created and the users assigned.

Detailed Steps

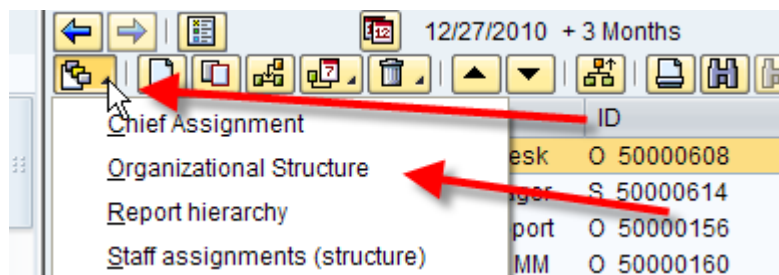
Transaction: PPOMA_CRM



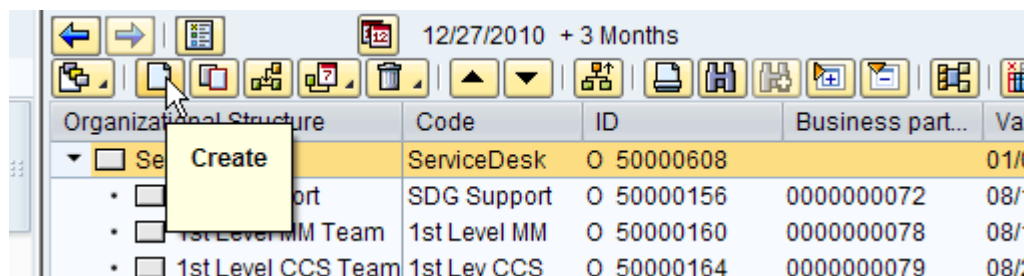
Then select Goto->Switch views



Change to General Attributes (BBP). Press ENTER.



Click the layout button and select Organizational Structure



Click create button to create a new org structure, PS/Project Systems support.

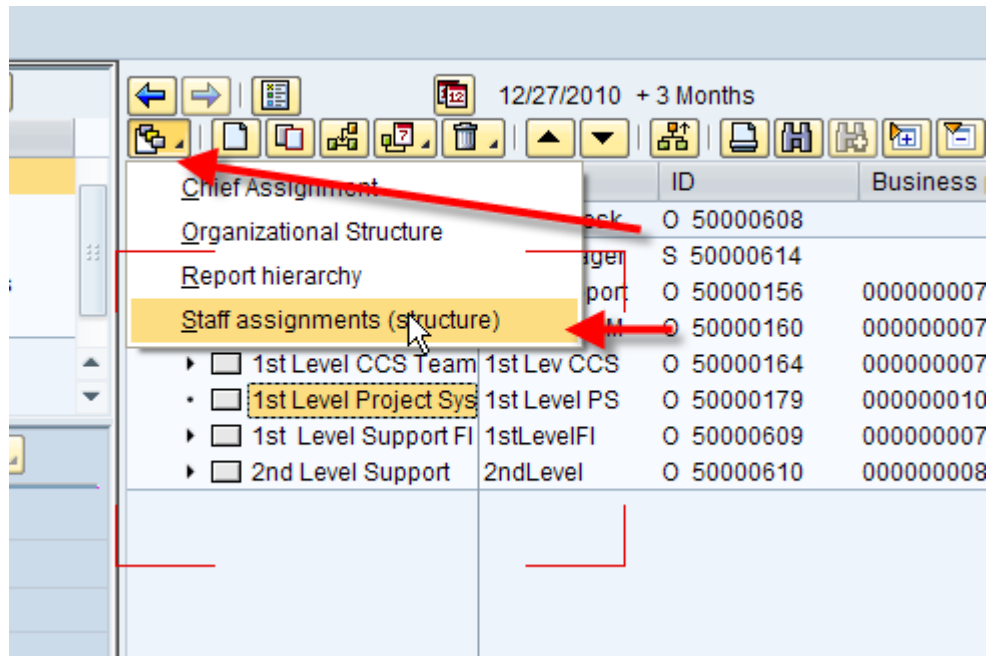
The screenshot shows the SAP 'General Attributes (BBP) Change' interface. The top toolbar contains several icons, with a red arrow pointing to the 'SAVE' icon (a floppy disk). Below the toolbar, there is a search area on the left and a main table of organizational units. The table has columns for Organizational Structure, Code, ID, Business part..., Valid from, Valid to, Assigned a..., Assigned u..., and Percent... The 'New organizational unit' row is highlighted in yellow. Below the table, there is a 'Details for Organizational unit New organizational unit' section with tabs for Basic data, Address, Function, Responsibility, Attributes, Extended Attributes, and Check. The 'Function' tab is active, showing '1st Level PS' and '1st Level Project Systems Support' with a 'Valid from' date of 12/27/2010.

Click SAVE

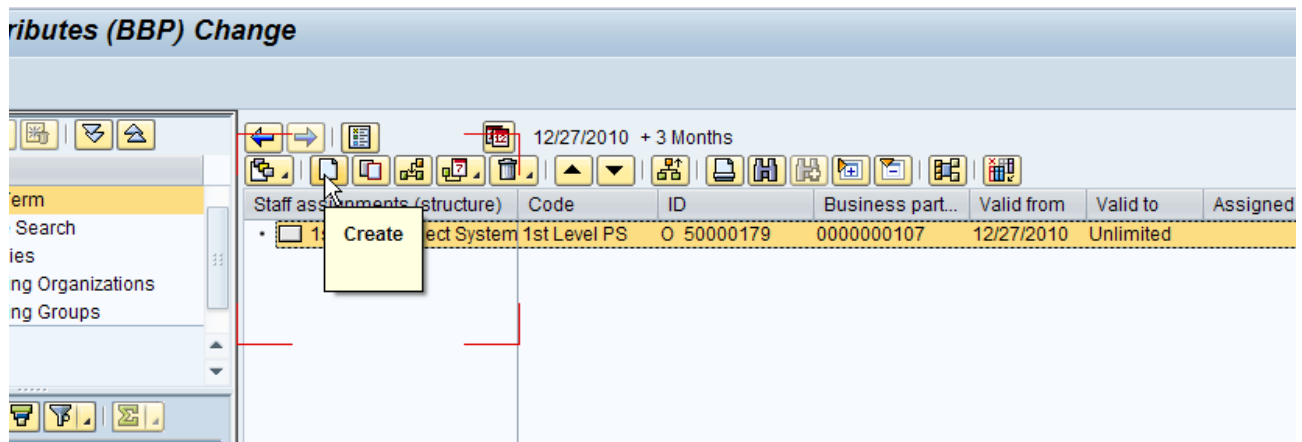
Following Dolores Correa's blog, you will not see a Business Partner number until after you leave the transaction and go into PPOMA_CRM again.

Organizational Structure	Code	ID	Business part...	Valid from	Valid to	Assigned a...	Assigned
Service Desk	ServiceDesk	O 50000608		01/01/2006	Unlimited		
SDG Support	SDG Support	O 50000156	000000072	08/16/2010	Unlimited	08/16/2010	Unlimited
1st Level MM Team	1st Level MM	O 50000160	000000078	08/19/2010	Unlimited	08/19/2010	Unlimited
1st Level CCS Team	1st Lev CCS	O 50000164	000000079	08/21/2010	Unlimited	08/21/2010	Unlimited
1st Level Project Sys	1st Level PS	O 50000179	000000107	12/27/2010	Unlimited	12/27/2010	Unlimited
1st Level Support FI	1stLevelFI	O 50000609	000000073	01/01/2006	Unlimited	01/01/2006	Unlimited
2nd Level Support	2ndLevel	O 50000610	000000082	01/01/2006	Unlimited	01/01/2006	Unlimited

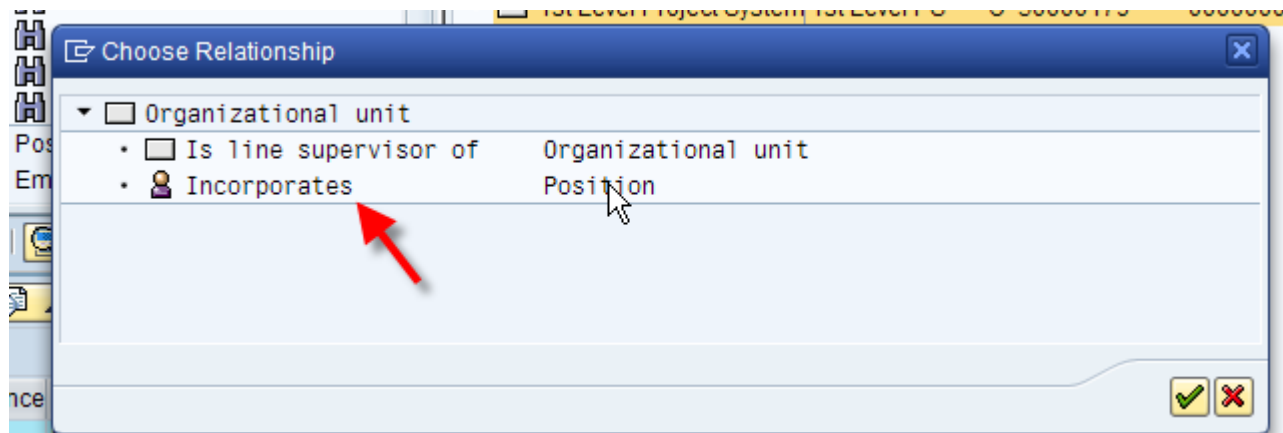
Note: the business partner number is now assigned and was automatically created. This is critical for you to continue with setting up automatic support team determination.



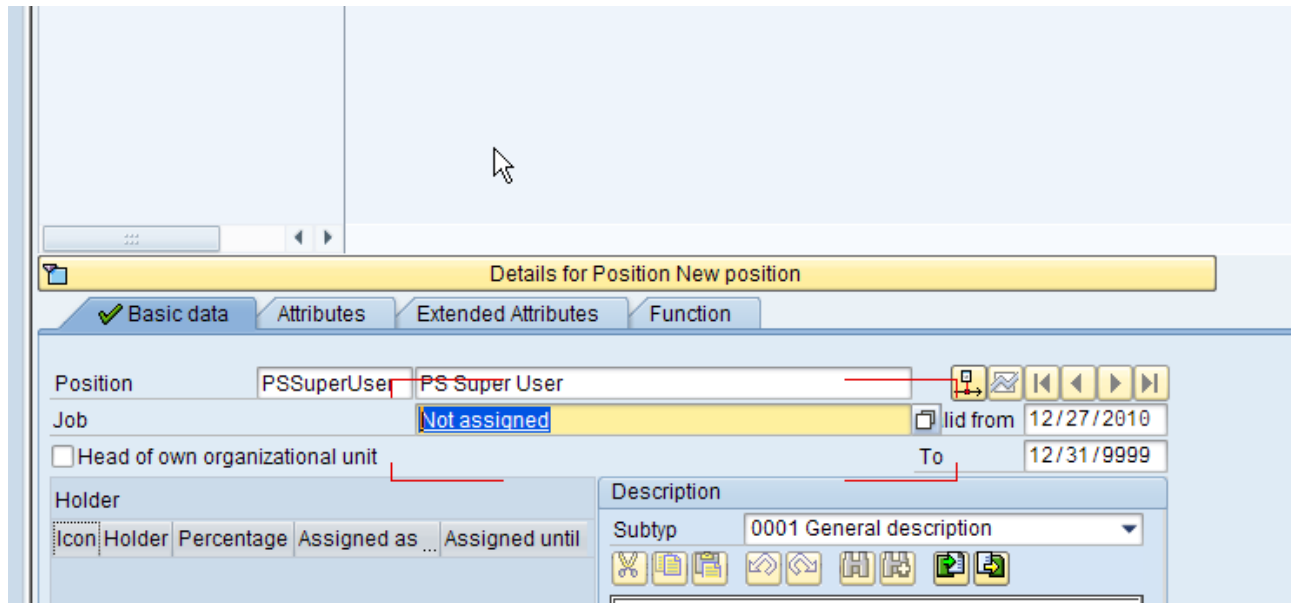
Click layout and then click Staff assignments



Click Create

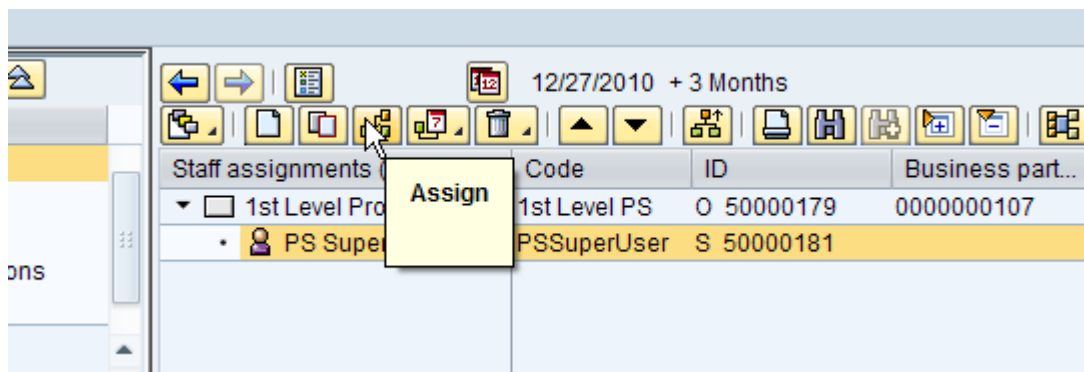


Click Incorporates. This will create a position.

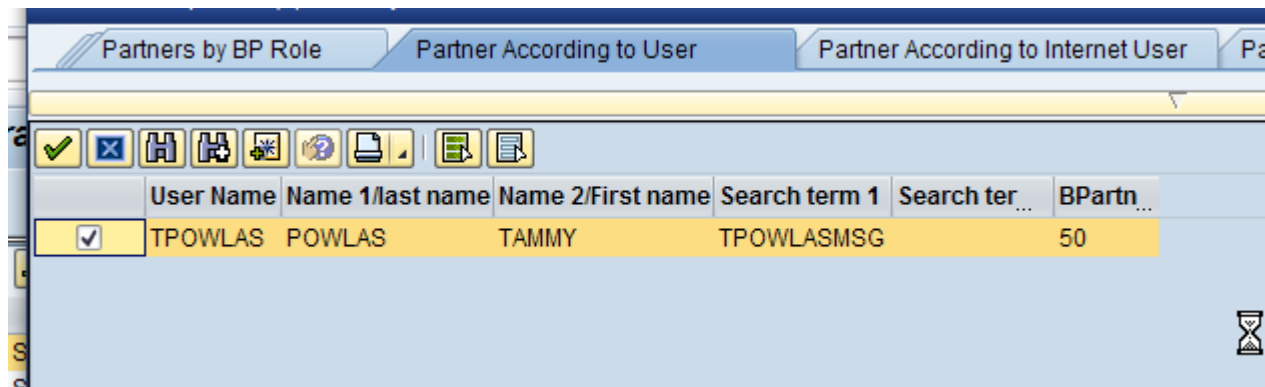


Enter Position and Description

After SAVING, assign a user/holder to the position.



You can search by partner number, user, etc:



Click SAVE.

After following these steps, you are now ready to set up automatic team determination for service desk determination.

Related Content

[Service Desk: Support team Determination](#)

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

[SAP Help: Incident Management](#)

For more information, visit the [Application Management homepage](#).

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