



ITSM at Pioneer Foods



Agenda

- What do we use?
- Why do we use it?
- How do we use it?
- What issues do we have?
- What are our future plans?



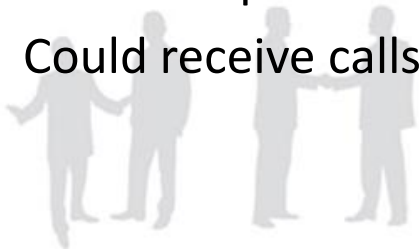
What do we use?

- Call logging:
 - SAP Systems: Help -> Create support message
 - Adobe forms
- Call management system:
 - SAP CRM ITSM solution with BCM
 - Incidents, Service requests, Problems, RFC's
- Change control:
 - SAP CRM ITSM: Non-SAP changes
 - Solution Manager ChaRM: SAP changes
- Reporting:
 - CRM, Solman, BI



Why do we use it?

- SAP Solution Manager
 - Go-live 19 July 2008 with Service Desk & ChaRM (BCX)
 - Why?
 - Control over changes & reduce unplanned downtime
- SAP CRM ITSM
 - Go-live 01 April 2010: Incidents, SR's and RFC's (Consnet)
 - Replaced Solman service desk: Integration to ChaRM
 - Why?
 - ITSM outsourcing contract expired – decided to in-source
 - Needed new service desk in short timeframe
 - CCoE and partner skills available
 - Could receive calls from SAP and non-SAP sources

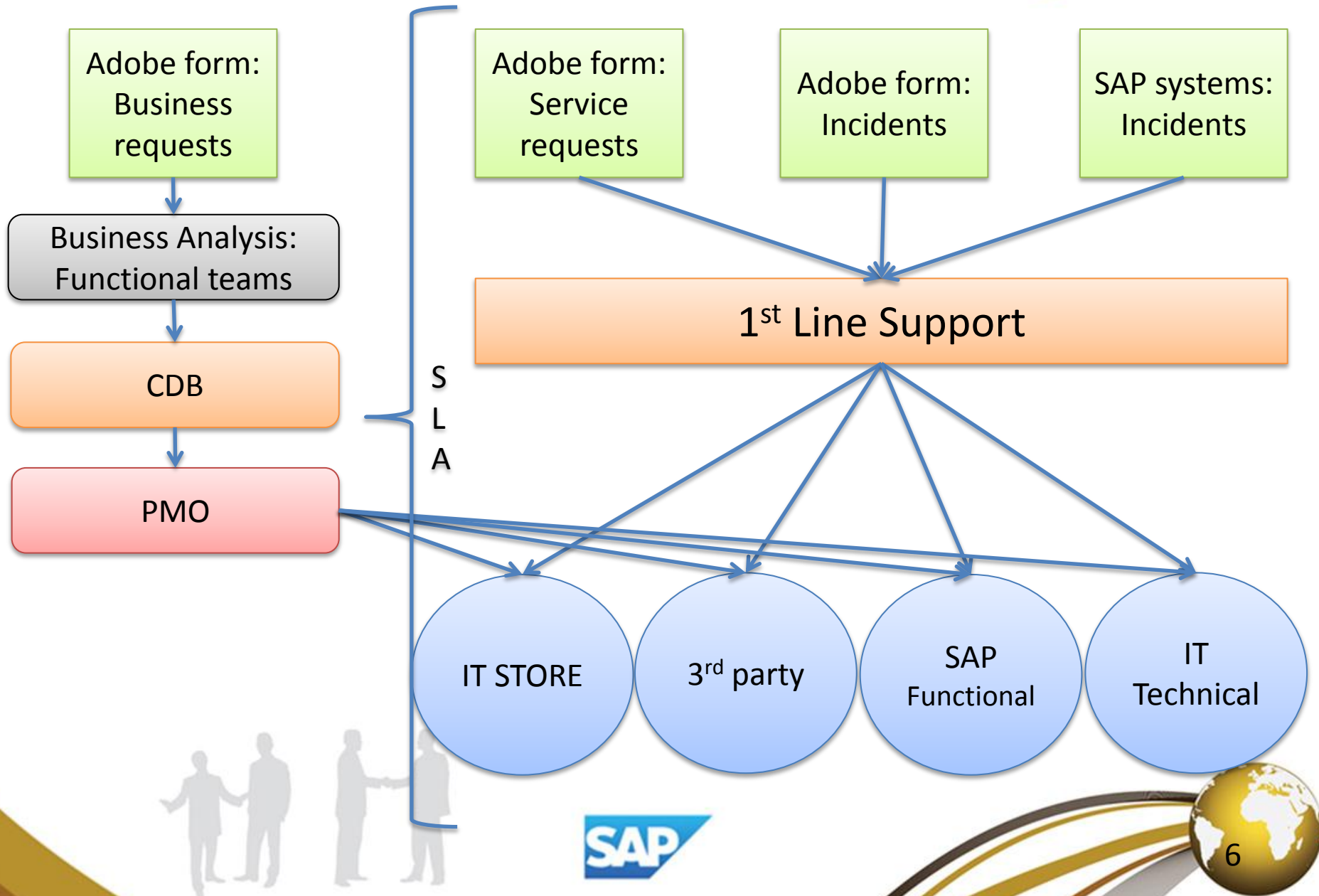


Why do we use it? (cont.)

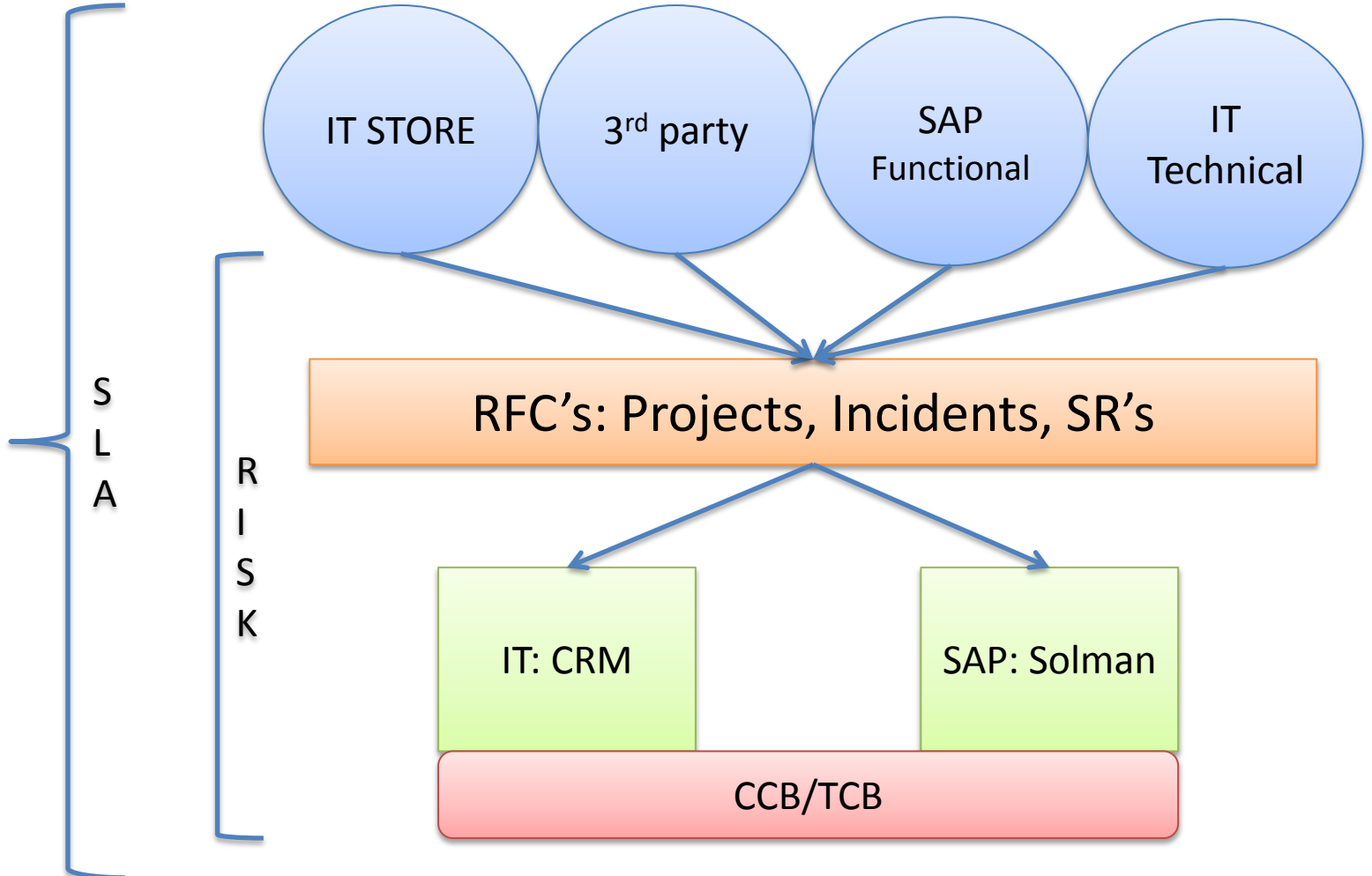
- Adobe forms
 - Compulsory fields
 - Structure required information according to call type
- SAP BI
 - Management information
 - SLA reporting



How do we use it?



How do we use it? (Cont.)



How do we use it? (cont.)

- Incidents & SR's:
 - SLA predefined according to change category
- Business requests
 - SLA calculated on “committed date”



Microsoft Office
Excel Worksheet

6000000057	GRC: evaluate field:custom group for rep	Pending Request on Hold	Melvin Button / Paarl	PROC_S / Paarl	Jan Kruger / Paarl
6000000065	SM36 Authorisation adjustments	In Process	Johann Lingenfelder / Paarl	PROC_S / Paarl	Hein Botha / Paarl
6000000207	BI Report: Bakery route Profitability	Wishlist Parked	Johan Kotze / Paarl	BI / Paarl	Jan Kruger / Paarl
6000000209	Investigation into PO release method	In Process	Christo Vermeulen / Paarl	LOG / Paarl	Cas Lamprecht / Paarl
6000000346	BI-P: Plan Sales cost input facility	Wishlist Parked	Johan Kotze / Paarl	BI / Paarl	Jan Kruger / Paarl
6000000348	Performance Development	Awaiting CDB Approval	Jacklyn Quint / Paarl	HCM / Paarl	Dale Fobian / Paarl



How do we use it? (Cont.)

- CRM -> Solman ChaRM

RFC's for project

▼ Related Transactions		Edit List	
Transaction ID	Description	Status	Transaction Type
7980	Project Request No.: {6000000022}	Open	ZInteraction Record
7000005995	DSD Functionality_To Be Evaluated	Completed	ITSM Request for Change
7000006089	SAP DSD: Activate DSD in the DEV client	Completed	ITSM Request for Change
7000006099	DSD functionality Basis settings	Completed	ITSM Request for Change
7000006287	DSD - Route Summary for DSD	Completed	ITSM Request for Change
7000006288	DSD-Disable Editing of TDE Check Out Qty	Completed	ITSM Request for Change
7000006325	DSD : Driver Responsibility Report	Build	ITSM Request for Change
7000006326	DSD : Modify search help on TDE	Completed	ITSM Request for Change
7000006350	DSD:development-Add driver Acct Group	Completed	ITSM Request for Change
7000006407	PM10121:DSD Validate Data	Completed	ITSM Request for Change

⊕ Expand

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How do we use it? (Cont.)

- CRM -> Solman ChaRM

ITSM Req for Change: 7000006325, DSD : Driver Responsibility Report

Save | Cancel | New New from Template | Create Follow-Up | More

Request for Change Details Edit

General Data

ID 7000006325
Description DSD : Driver Responsibility Report
Customer ITSD
Reporter Frans Burger
Change Manager Mr. Werner Carstens
Employee Responsible Robbie Schmidt
Service Team PMO Project Management Office

Processing Data

Change Planning

Approval Procedure Standard Changes - Application
Change Category Standard - Z2HF (Config & Development)
Risk Low

Subject

Category 1 Business Applications SAP
Category 2 FICO - Finance and Controlling
Category 3 FI-Accounts Receivable
Category 4 Create / Change



How do we use it? (Cont.)

- CRM -> Solman ChaRM

Note

Type:

Description of Change
 27.07.2011 10:25:49 DSMIT
 Create Driver responsibility report

Relationships

Related Transactions Edit List

Transaction ID	Description	Category	Status	Priority	Trans
6000000022	PM0121 Direct Store Delivery (DSD)	Business Request, ...	Project Execution	Imports	ITSM
3000007863:SM3_800	Solution Manager Incident ID				Exter

Approval Edit List

Actions	Step ID	Step Description	Partner Function	Partner ID	Partner Description	Activity
	ZAPPL00001	Application Approval	Employee Respon...	64	Johan Fourie	Approved



How do we use it? (Cont.)

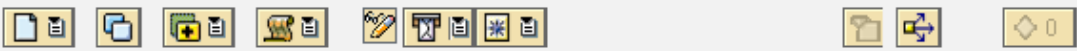


- Home
- Worklist
- Calendar
- E-Mail Inbox
- Master Data
- E-Mail
- IT Support
- Search Knowledge Arti...
- IT Service Delivery
- Service Operations
- SAP Workflow
- SAP Solution Manager
- Change Document Mon...
- Goods Receipt
- Reports
- Recent Objects

SAP Solution Manager Incident

Display: Config & Development 3000007863

Menu Back Exit System Show/Hide Locator Open Business Transaction Business Partner Cockpit Business Transaction Settings



Fast Entry Item Details Transaction Data

Service Process

Config & Development

Status

Description

Reference

Ch-Doc Trpt Approver	<input type="text" value="69"/>	Karen Theys / Paar1
Change Developer	<input type="text" value="62"/>	Johan Bellardi / Paar1
Tester	<input type="text" value="95"/>	Theo Immanuel / Paar1
WB developer	<input type="text" value="80364"/>	Fairwell Mnyamana / Paar1
IBase / Component	<input type="text" value="1"/> <input type="text" value="94"/>	PRD 1720005612 800
Product ID	<input type="text"/>	

Priority	<input type="text" value="4: Low"/>
Category	<input type="text" value="A02: Std - Z2HF"/>
Ext.Reference No.	<input type="text" value="7000006325"/>
Reference Date	<input type="text" value="31.08.2011"/>
Subject	<input type="text" value="Reporting"/>

Systems Planned Start Date	<input type="text"/>
WB Develop Required Date	<input type="text" value="09.09.2011"/>
Systems Planned End Date	<input type="text"/>

Overview *

General Note
27.02.2012
12:21:38
DSMIT



What issues do we have?

- SAP's strategy with CRM ITSM vs Solution Manager 7.1
 - Determined by your future strategy
 - Shared Services
 - IT info should be separate from business info
 - Integration needs (Finance & HR interaction centres)
 - Cost management
- Adobe forms
 - Deployment issues
 - Not an easy technology
- What would I do today without any time constraints with no shared services strategy? Solman 7.1



What are our future plans?

- Solman 7.1? Maybe, but not soon
- Call logging for services
- Cost analysis
- Charge-back model

