



CONFIDENTIAL

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# Support Guide for SAP Entitlement Management

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# 1 Introduction

Customers using SAP Entitlement Management who experience any type of issue with the system have the ability to report an incident to the SAP Support Team. The topics in this guide will walk you through when and how to create an incident and will give you details on how incidents are handled and what you can expect.

- [Channel to Report an Incident \[page 4\]](#)
- [Incident Creation \[page 5\]](#)
- [Cloud System Notification Subscriptions \[page 10\]](#)
- [Escalation Path \[page 11\]](#)

## 2 Channel to Report an Incident

SAP provides channels for customers when they need support or have queries.


Report an incident to SAP at <http://support.sap.com> .

Please make sure you use component *LOD-EMS* for the incident.

Category: *	<div>Product Function</div> <div>Component</div>
<div>LOD-EMS (SAP Entitlement Management Solution) </div>	

### i Note

To create an incident, an S-User is required.

If you have any issues with your S-User, create an incident under the *XX-SER-SAPSMP-SUP* component in the [SAP One Support Launchpad](#) .

## 3 Incident Creation

The following topics will answer your questions regarding incident creation.

### [Incident Template \[page 5\]](#)

To report an incident, please provide sufficient information to help SAP Support to understand your issue quickly.

### [Incident Priority and Business Impact \[page 6\]](#)

There are several incident priorities and each has a different business impact.

### [Incident Lifecycle Overview \[page 7\]](#)

During the incident lifecycle, *Customer Action* is not a mandatory status for all incidents.

### [24x7 Global Support \[page 8\]](#)

SAP provides 24x7 support based on several Support Hubs working at different locations around the world.

### 3.1 Incident Template

To report an incident, please provide sufficient information to help SAP Support to understand your issue quickly.

For your reference, here is one example of information to provide:

- How to reproduce the issue:
  1. xxx...
  2. xxx...
  3. xxx...
- Current behavior: xxx...
- Expected behavior: xxx...
- UTC Timestamp (optional)

#### → Tip

Remember to create one incident to track only one problem. If you have several issues, please create several incidents accordingly. This makes it easy for you to track progress of each incident.

Parent topic: [Incident Creation \[page 5\]](#)

## Related Information

[Incident Priority and Business Impact \[page 6\]](#)

[Incident Lifecycle Overview \[page 7\]](#)

[24x7 Global Support \[page 8\]](#)

## 3.2 Incident Priority and Business Impact

There are several incident priorities and each has a different business impact.

### 1 - Very High

An incident with this priority indicates:

- Problem with very serious consequences for normal business processes or IT processes related to core business processes
- **Urgent** work cannot be performed
- This is generally caused by one of more of the following circumstances:
  - A productive system is completely down
  - The imminent system go-live or upgrade of a production system cannot be completed
  - The customer's core business processes are seriously affected
- A workaround is not possible for each of the circumstances
- The issue **requires immediate processing** because the malfunction **may cause serious losses**

### 2 - High

An incident with this priority indicates:

- **Normal** business processes are seriously affected
- Necessary tasks cannot be performed
- Issue is caused by incorrect or inoperable functions in the SAP system that **are required immediately**
- The issue is **to be processed as quickly as possible** as a continuing malfunction can **seriously disrupt** the entire productive business flow

## 3 - Medium

An incident with this priority indicates:

- **Normal** business processes are affected
- The problem is caused by incorrect or inoperable functions in the SAP system

## 4 - Low

An incident with this priority indicates:

- The problem has **little or no effect** on normal business processes
- The problem is caused by incorrect or inoperable functions in the SAP system that are **rarely used or not required daily**

Parent topic: [Incident Creation \[page 5\]](#)

## Related Information

[Incident Template \[page 5\]](#)

[Incident Lifecycle Overview \[page 7\]](#)

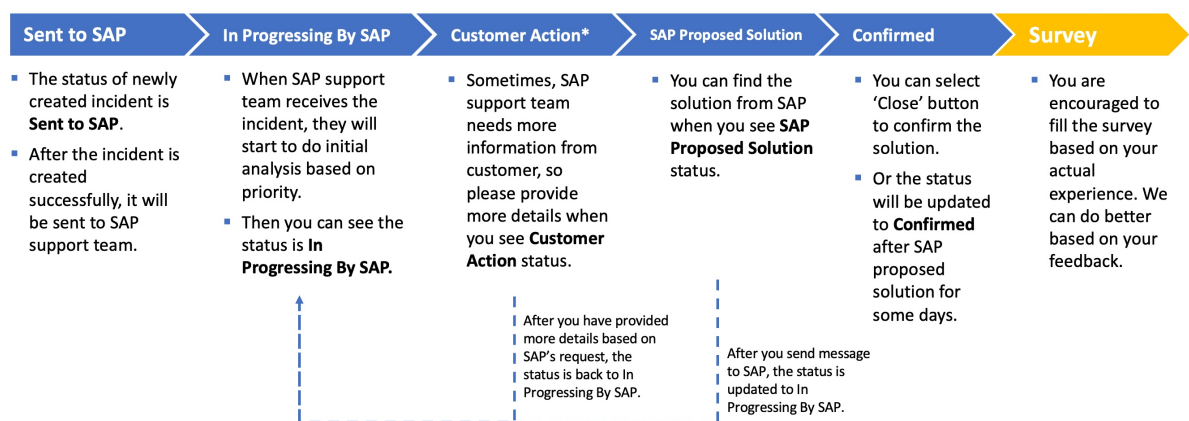
[24x7 Global Support \[page 8\]](#)

## 3.3 Incident Lifecycle Overview

During the incident lifecycle, *Customer Action* is not a mandatory status for all incidents.

You will only find the incident status is *Customer Action* when the SAP Support team needs you to provide more information.

This is a quick look at the incident lifecycle:



Parent topic: [Incident Creation \[page 5\]](#)

## Related Information

[Incident Template \[page 5\]](#)

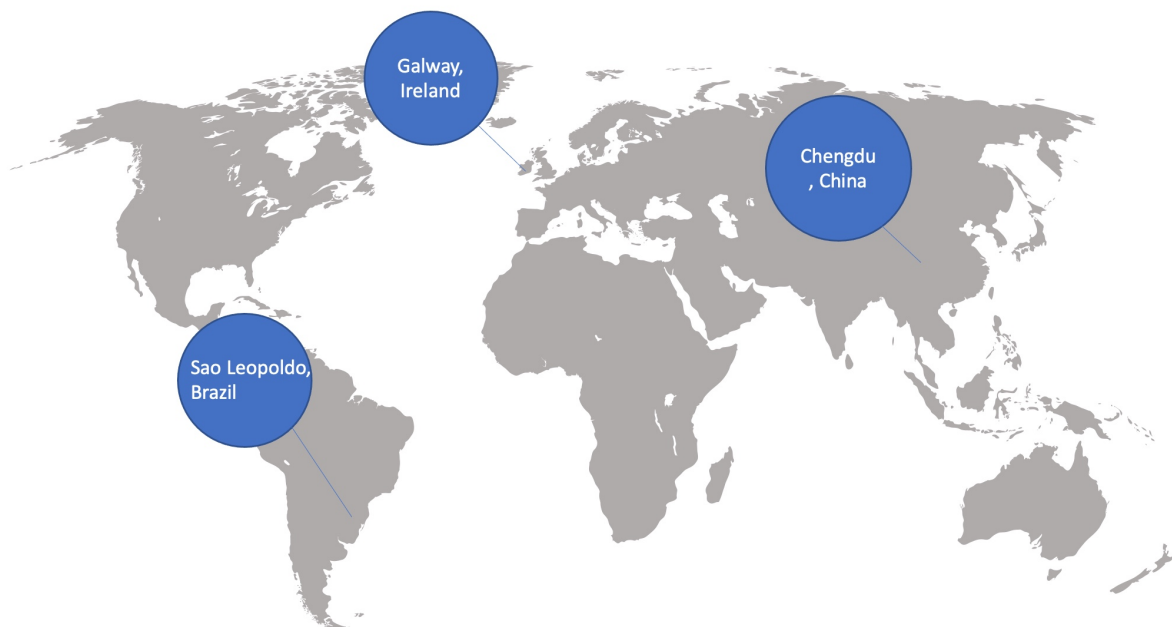
[Incident Priority and Business Impact \[page 6\]](#)

[24x7 Global Support \[page 8\]](#)

## 3.4 24x7 Global Support

SAP provides 24x7 support based on several Support Hubs working at different locations around the world.

The Support Hubs for SAP Entitlement Management are shown below:



Parent topic: [Incident Creation \[page 5\]](#)

## Related Information

[Incident Template \[page 5\]](#)





[Incident Priority and Business Impact \[page 6\]](#)



[Incident Lifecycle Overview \[page 7\]](#)


## 4 Cloud System Notification Subscriptions

SAP Cloud customers can subscribe to various SAP Cloud Service notifications.




- [Cloud System Notification Subscriptions \(CSNS\)](#) is an application that allows SAP Cloud customers to configure, customize, and subscribe to various SAP Cloud Service notifications.
- Within CSNS, you can set your preferences for which types of notifications you would like to receive in cases of both planned and unplanned downtimes, as well as customer communication notifications. You can manage the existing subscriptions, add new ones, and set notification recipients.
- You can access the CSNS application via the [Cloud System Notification Subscriptions](#) . You can access the *User Guide* and watch videos via the [Support Page](#) .
- The [Cloud Availability Center \(CAC\)](#) offers you a personalized dashboard with focus on relevant information about your Cloud product availability and maintenance.
- In CAC, you can view your SAP Cloud products with status and availability, an events calendar, notifications history, and the latest news.
- You can access the CAC via the [Cloud Availability Center](#) . You can access the *User Guide* and watch videos via the [Support Page](#) .

### i Note

To sign up for notifications, an S-User is required.

If you have any issues with your S-User, create an incident under the [XX-SER-SAPSMP-SUP](#) component in the [SAP One Support Launchpad](#) .


You can use the following SAP Knowledge Base Articles to assist you in this task:

- [1271482](#)  - How does an administrator create or delete S-user IDs
- [1511008](#)  - How to add or change authorizations for a S-User ID
- [1282854](#)  - Information on adding/editing/deleting authorizations for an S-user ID


## 5 Escalation Path

There are just two simple steps to take an escalation path.

To take escalation path, complete the following steps:

1. Call the [Customer Interaction Center: Hotline](#) .
2. Provide the CIC with the following information:
  - Incident number and priority
  - Date the incident was reported
  - Business impact of the incident

CIC will create a [Critical Incident Request](#), which is dealt with by the Critical Incident Management (CIM) team. The CIM team drives the escalation and assess the next steps.



For more information, please see [SAP Note 90835](#) .

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