

GSD. Business Intelligence – How to handle Business Intelligence issues

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General Information:

Possible symptoms/errors:

Business Intelligence (BI) Issues

Alternative names of the system:

Business intelligenceBI

IMPORTANT NOTICE:

N/A

Solution:

Introduction:

The Business Intelligence & Analytics department supports to make better operative, tactic and strategic decisions, by means of a clear customer and service orientation as well as a broad spectrum of consulting and development services.

Business Intelligence & Analytics Consulting

Consulting and attendance for the entire lifecycle of your business intelligence solution.

Business Intelligence & Analytics Project Management

Initiate, plan, execute, steer and control projects according to certified project management (Prince2, PMI) and agile procedures.

Implementation of Business Intelligence & Analytics Solutions

Conception and realization of requirements in the context of strategic business intelligence tools with high quality and good cost transparency.

Conduct advanced analytics in the field of Data Science and Machine Learning in Agile collaboration with Key Business usersSupport and Operation (Second and Third Level Support)

Operation of business intelligence solutions, global support, incident management and bug fixing for all customer processes.

Business Intelligence (BI as a Service, BlaaS) is offered as a service and enables to individually select between the different technologies and strategic tools. The BI service hereby comprises all license costs and maintenance, operation, monitoring, infrastructure costs such as hardware, storage and

backup as well as the related support of BI applications.

Details:

Scope of Service Desk:

Installations & Updates requests/issues: SAP Analysis for office Settings: Login Issue: Component issue: Order BI App: How to order the BI App License issues: How to Activate/Refresh license

Logging the ticket:

If any of the troubleshooting won't help, the incident will be assigned to the BI SLS Team or SAP team, depends on the affected environment.

Ext_WW_Business-Intelligence_SLS_Capgemini

Int_WW_SAP-User-Admin_SLS_FDT Int_WW_SAP-Portal-User_FLS_FDT

Info to get:

SAP/AD Account name and E-Mail Query Name Data Source Error Message Office/AfO
Version Installed from ftp or SoftwareCenter? Time of issue first occur User to confirm if it worked before Affected System Affected Users Detailed Workflow to error Location

Assignment Group:

Ext_WW_Business-Intelligence_SLS_Capgemini

Int_WW_SAP-User-Admin_SLS_FDT Int_WW_SAP-Portal-User_FLS_FDT

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A