



# KUOK (SINGAPORE) LIMITED GROUP

## Business Users Guidance for SAP Incident and Service Request

	Version: 1.0	Page: 1/14
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Document version control				
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## 1 Purpose.

The objectives of SAP incident and service request management in the Snow ITSM platform are centered around ensuring the availability, reliability, and efficiency of IT services while meeting business user needs and adhering to organizational policies and compliance requirements. Proper incident and service request management contribute to a well-functioning IT environment and a positive user experience.

## 2 Audience.

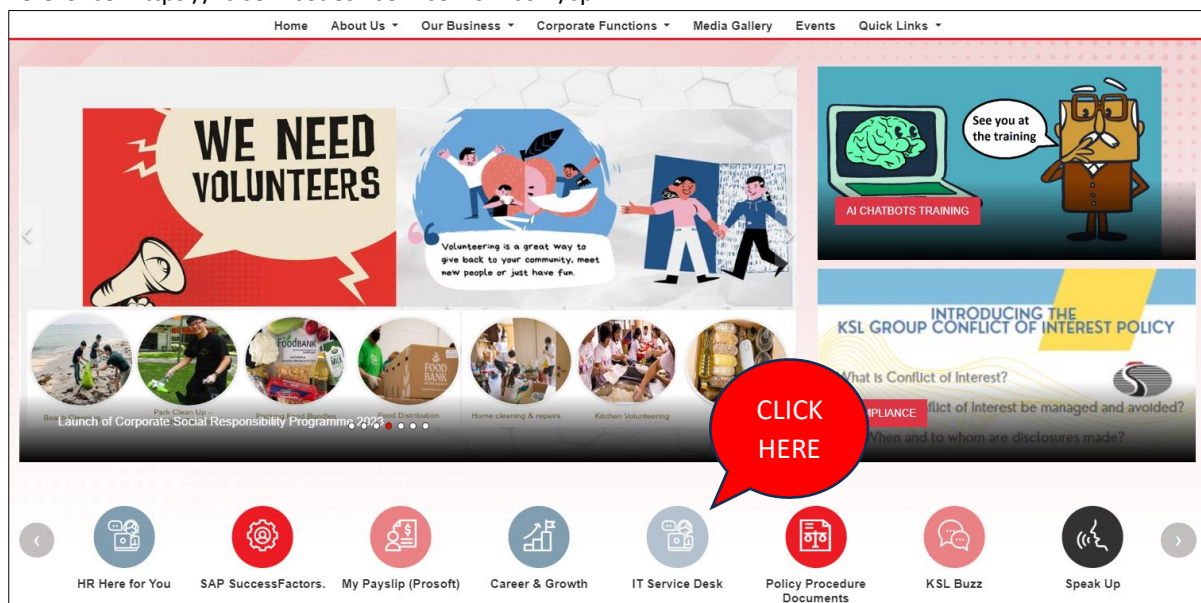
- **Business Users**  
KSL business and power users that span across the various sites/BUs. Reporting incidents would be logged via the current logged via the SNOW adopted by Kuok Group
- **L1**  
ABeam service desk & L1 consultants will pick up the incidents to resolve for query and data issues. Assign to the respective consultants when the incident needs to escalate to L2.
- **L2 SAP Support**  
Challenging trouble shooting & fixes, Root Cause Analysis, Analytics, Preventive Treatment / Solution, Small to Medium SAP Changes; SAP enquiries, advice, recommendations. Resolution is provided by ABeam Consultants.
- **L3 SAP Support**  
Feasibility study, business case, large scale changes, SAP Support packs, Complex Solution consultation / recommendation. Resolution is provided by ABeam Consultants.  
In case of issues, which require assistance from SAP, ABeam in collaboration with SAP and Client will resolve the issue.

## 3 Service Description

- **SAP Incident Request**  
In the context of the Snow platform, a "Snow incident" refers to an issue or problem reported by users or detected within the IT environment. It could be any event or occurrence that disrupts normal IT services and operations, such as system outages, software errors, or hardware failures. The Snow platform provides tools for managing and tracking these incidents, facilitating their resolution in a timely manner. Snow's incident management capabilities typically include features like incident logging, assignment, tracking, and reporting.
- **SAP Service Request**  
Various types of service requests or demands from users are supported and managed within the Snow platform. Service requests are typically non-incident-related requests made by users, such as requests for new software licenses or hardware. Service request coverage in Snow may encompass the range of services and support offered through the platform, ensuring that all user requests are appropriately documented, processed, and fulfilled.

## 4 Accessing Request

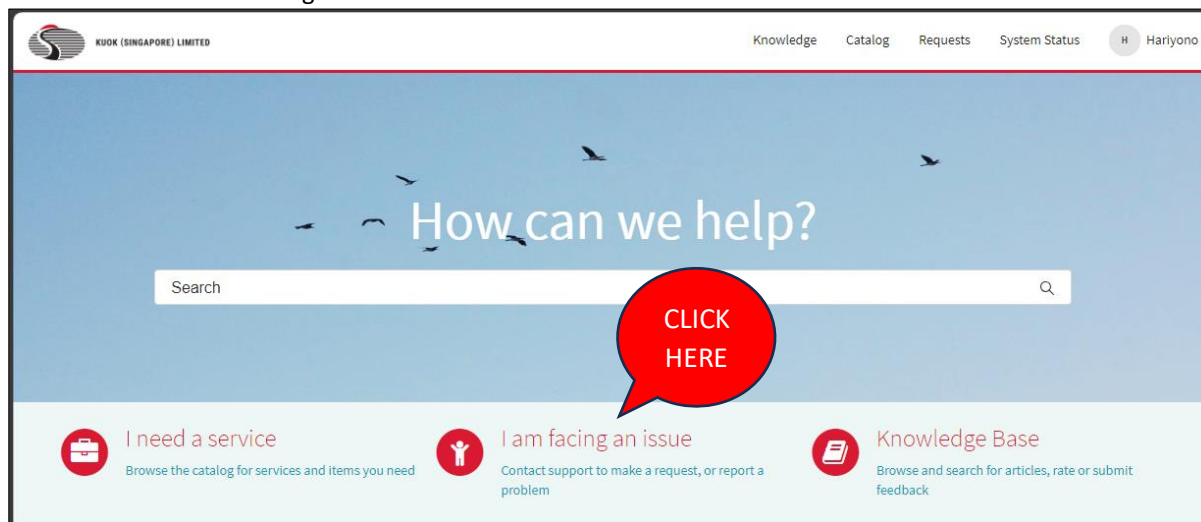
Requester can create SAP Incident or Service Request via KSL Homepage > IT Service Desk,  
Reference: <https://kslservicedesk.service-now.com/sp>



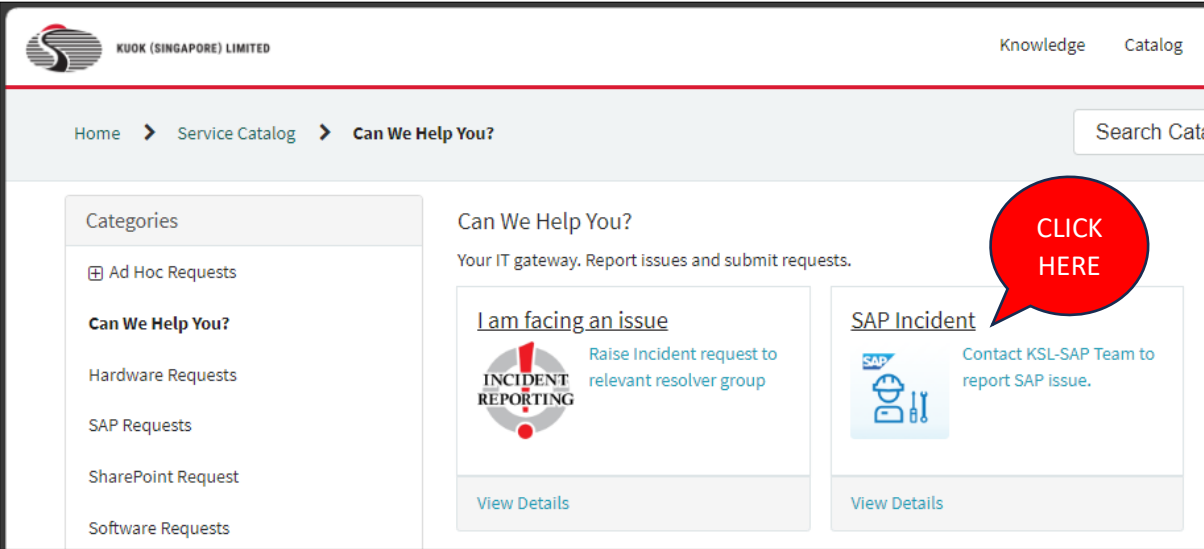
### 4.1 SAP Incident Request

#### 4.1.1 Create Incident Request

- Click on the "I am facing an issue"




- Click on the "SAP Incident"



The exception that should not part of the SAP Incident:

- 1. SAP Software (SAPGUI, Analysis Office, EPM add-on, etc) related topic,
  - a. Installation or Update patch
  - b. Setup SAP GUI log-on properties.
- Fill up all the Incident information below,

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KnowledgeCatalogRequestsSystem Status

Home > Service Catalog > Can We Help You? > SAP Incident

Search Catalog

### SAP Incident

Contact KSL-SAP Team to report SAP issue.



Submit

CLICK HERE

\* Requested For:

Hariyono


×

▼


\* SAP Module

Materials Management (MM)


▼

\* Title 

Short title for the incident

\* Description 

Description of the incident


How to reproduce this issue 

1. Login to SAP > execute ME23N  
2. Click ...


\* Urgency

3 - Low

▼

 Add attachments

- Incident Number will be generated and routed to the SAP Support team.

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KnowledgeCatalogRequestsSystem StatusH Hari

Home > My Request - INC0013573

Incident number

Number  
INC0013573

Created  
just now

Updated  
just now

State  
New

Short title for the incident

Actions

H Caller  
Hariyono

Urgency  
3 - Low

ActivityAttachments

Type your message here...

Post

H Hariyono

just now · Work notes

How to reproduce this issue:  
1. Login to SAP > execute ME23N  
2. Click ...

H Hariyono

just now

3218979.pdf  
547 KB

H Hariyono

just now

INC0013573 Created

Start

4.1.2 Display Incident Request

- You will receive an email for the incident request details, click on the “View Request”





Incident INC0013566 was created

IT Service Desk <kslservicedeskuat@service-now.com>  
To Hariyono

Reply Reply All Forward

Fri 20/10/2023 8:59 am

If there are problems with how this message is displayed, click here to view it in a web browser.

This message was sent from outside of Kuok Singapore Limited. Please do not click links or open attachments unless you recognise the source of this email and know the content is safe.  
For suspicious email, please use the [Report Phishing] button above to report it to ITSEC.

We received your request

Hi Hariyono,  
We created **INC0013566** to handle your recent request.  
You can view your request to track updates and make changes.

[View request](#)

**About this request**  
Short description: **Fico title**  
Urgency: **2 - Medium**  
Thank you,  
Service Desk Team

\*Please take note that you will only receive an email notification for “Create” or “Resolve” incident status.

- The incident details, progress or any response from the support team will be provided from activity log below,



Home > My Request - INC0013566

Number  
INC0013566

Created  
3d ago

Updated  
3d ago

State  
New

Fico title

Actions ▾

Caller  
Hariyono

Urgency  
2 - Medium

Activity Attachments

Type your message here...

Post

Hariyono  
INC0013566 Created  
3d ago

Start

## 4.2 SAP Service Request

### 4.2.1 Create Service Request

- Click on the “I need a Service”

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Knowledge Catalog Requests System Status H Hariyono

How can we help?

Search

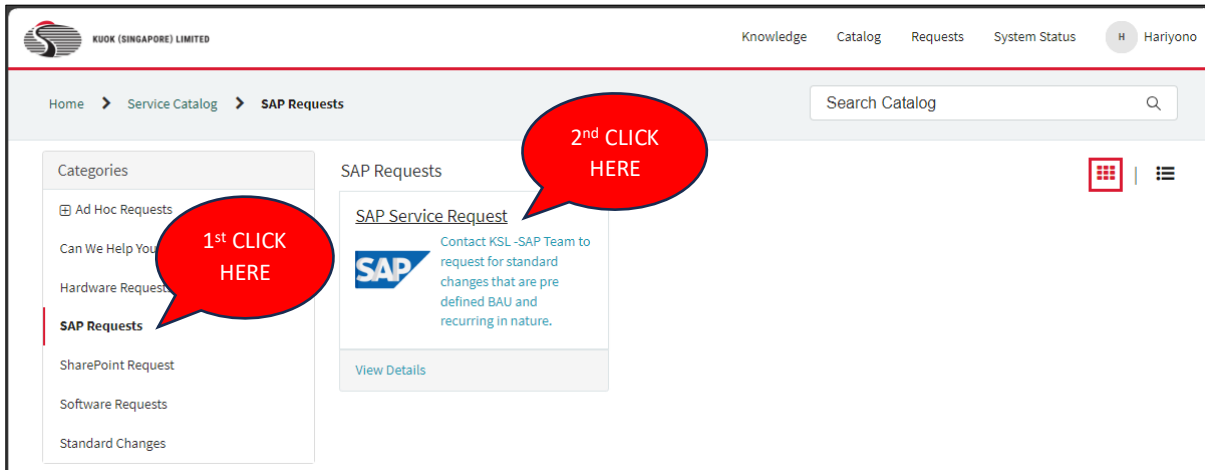
CLICK HERE

**I need a service**  
Browse the catalog for services and items you need

**I am facing an issue**  
Contact support to make a request, or report a problem

**Knowledge Base**  
Browse and search for articles, rate or submit feedback


- Click on the “SAP Requests” > “SAP Service Request”.



- Fill up all the Service Request information below,

### SAP Service Request

Contact KSL -SAP Team to request for standard changes that are pre defined BAU and recurring in nature.



CLICK HERE

\* Requested For

Hariyono

\* SAP Module

Financial Accounting & Controlling (FICO)

\* Service Request Type

Adding global company code

\* Description of the Change

Description of the new company code

\* Service Request Description.

OBY6


\* Service Catalogue Number

SR\_FICO\_0019

Add attachments

\*In the event your request type is not available, please contact the relevant SAP Team for further advice.

- Service Request Number will be generated and routed to the SAP Support team.

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KnowledgeCatalogRequestsSystem StatusH Hariyono

Home > My Request - RITM0012244

Number  
RITM0012244

Created  
just now

Updated  
just now

State  
Open

Service Request number

OBY6

Item  
SAP Service Request

H Requested for  
Hariyono

Stage  
Fulfillment

ActivityAttachmentsAdditional Details

Requested For  
Hariyono

SAP Module  
Financial Accounting & Controlling (FICO)

Service Request Type  
Adding global company code

Description of the Change  
Description of the new company code

Service Request Description.  
OBY6

Service Catalogue Number  
SR\_FICO\_0019

4.2.2 Display Service Request

- You will receive an email for the Service request details, click on the “View Request.”



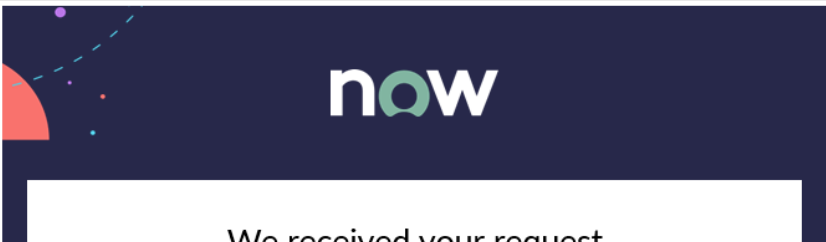
Request REQ0012230 was created

IT Service Desk <kslservicedeskuat@service-now.com>  
To Hariyono

Sun 22/10/2023 10:29 am

If there are problems with how this message is displayed, click here to view it in a web browser.

This message was sent from outside of Kuok Singapore Limited. Please do not click links or open attachments unless you recognise the source of this email and know the content is safe.  
For suspicious email, please use the [Report Phishing] button above to report it to ITSEC.



We received your request

Hi Hariyono,

We created **REQ0012230** to handle your recent request.

You can view your request to track updates and make changes.

[View request](#)

**About this request**  
Requested item number: **RITM0012242**  
Short description: **SAP Service Request**  
Thank you,  
Fulfillment Team

CLICK HERE

\*Please take note that you will only receive an email notification for “Create” or “Resolve” Service Request status.

- The Service Request details, progress or any respond from the support team will be provided from activity log below,


Home > Request Summary


Submitted : 22-10-2023 10:28:23  
Request Number : REQ0012230  
Estimated Delivery : --



Item	Delivery Date	Stage	Price (each)	Quantity	Total
<a href="#">SAP Service Request</a>	--	Fulfillment	---	--	---

Total: \$0.00

CLICK HERE

 KUOK (SINGAPORE) LIMITED

Search 

My Tasks My Requests  

Home > My Request - RITM0012242

Number  
RITM0012242


Created  
about an hour ago

Updated  
about an hour ago

State  
Open

OT83


Item  
SAP Service Request


 Requested for  
Hariyono

Stage  
▶ Fulfillment


Activity Attachments Additional Details

Type your message here...

Post 

 Hariyono  
RITM0012242 Created

about an hour ago



-End of Document-