

IUT21

Configuring Master Data and Basic Functions in SAP S/4HANA Utilities

COURSE OUTLINE

Course Version: 2501

Course Duration:

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Typographic Conventions

American English is the standard used in this handbook.

The following typographic conventions are also used.

This information is displayed in the instructor's presentation	
Demonstration	
Procedure	
Warning or Caution	
Hint	
Related or Additional Information	
Facilitated Discussion	
User interface control	<i>Example text</i>
Window title	<i>Example text</i>

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Course Overview

TARGET AUDIENCE

This course is intended for the following audiences:

Lesson 1: Exploring Utilities Data Model

Lesson Objectives

After completing this lesson, you will be able to:

- Explain how SAP S/4HANA Utilities supports every scenario.

Lesson 2: Explaining Business Scenario

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the types of master data used in SAP S/4HANA Utilities.

Lesson 1: Demonstrating Postal Regional Structure

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the criteria which can be used to organize the service territory.

Lesson 2: Demonstrating Political Regional Structure

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the elements of political regional structure.

Lesson 3: Demonstrating Enterprise Regional Structure

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the elements which can be used to map enterprise structure with address data.

Lesson 4: Demonstrating Links Between The Regional Structure Elements

Lesson Objectives

After completing this lesson, you will be able to:

- Identify how to organize your service territory according to postal, political and enterprise criteria.

Lesson 1: Explaining the Purpose of Scheduling

Lesson Objectives

After completing this lesson, you will be able to:

- Structure the service territory according to meter reading or billing criteria.

Lesson 2: Creating Portions, Meter Reading Units, and Parameter Records

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the terms portion, meter reading unit and parameter record and the roles they play in scheduling

Lesson 3: Generating Schedule Records

Lesson Objectives

After completing this lesson, you will be able to:

- Model and update meter reading and billing dates in the system.

Lesson 4: Exploring Dynamic Scheduling

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the benefits of using dynamic scheduling.

Lesson 1: Integrating With the Logistics Application Component

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the master data processed by the Logistics application component.

Lesson 2: Exploring Connection Object And Service Connection

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the purpose of the connection object

Lesson 3: Exploring Premise and Device Location

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the purpose and usage of premises.

Lesson 4: Installing Technical Master Data

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the purpose and usage of the installation object.

Lesson 5: Utilizing Deregulation Data

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the purpose and usage of the Point of Delivery

Lesson 1: Exploring Business Partner

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the SAP business partner model.

Lesson 2: Utilizing Contract Account

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the purpose and usage of the contract account.

Lesson 3: Creating Contract

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the purpose and usage of the contract.

Lesson 1: Executing Move-In

Lesson Objectives

After completing this lesson, you will be able to:

- Carry out a move-in and create corresponding business data objects.

Lesson 1: Introducing Enterprise Organization

Lesson Objectives

After completing this lesson, you will be able to:

- Allocate certain tasks to certain agents (depending on the structure of your company).

Lesson 2: Exploring Tasks, Rules and Responsibilities

Lesson Objectives

After completing this lesson, you will be able to:

- Describe which types of tasks exist.

Lesson 3: Demonstrating Agent Determination Process

Lesson Objectives

After completing this lesson, you will be able to:

- Explain how the agent determination process works.

Lesson 1: Creating Service Orders

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the objects integration in order to create an end-to-end service process.

Lesson 2: Attending the customer with Customer Engagement

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the connecting front-office and back-office functions to create a unified view of the customer.

Lesson 3: Attending the customer with Service Cloud

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the aspects of integration with Service Cloud and its procedures.