S47500

Performing Basic Customizing for Service in SAP S/4HANA and SAP S/4HANA Cloud Private Edition

COURSE OUTLINE

Course Version: 2608
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	*Example text*
Window title	*Example text*

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Course Overview

TARGET AUDIENCE

This course is intended for the following audiences:

- Application Consultant
- Super / Key / Power User
- Business Process Owner/Team Lead/Power User

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UNIT 1

Introducing Service Processing in SAP S/4HANA and Learning its Process Steps

Lesson 1: Demonstrating a Service Process in SAP S/4HANA

Lesson Objectives

After completing this lesson, you will be able to:

- Demonstrate a typical on-site service process in SAP S/4HANA.

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UNIT 2 Learning the General Configuration of Service Processing

Lesson 1: Configuring a Transaction Type

Lesson Objectives

After completing this lesson, you will be able to:

- Configure a new transaction type for SAP S/4HANA Service.

Lesson 2: Configuring an Item Category

Lesson Objectives

After completing this lesson, you will be able to:

- Configure a new item category for SAP S/4HANA Service.

Lesson 3: Configuring Item Category Determination

Lesson Objectives

After completing this lesson, you will be able to:

- Configure item category determination for SAP S/4HANA Service.

Lesson 4: Configuring Copying Control for Business Transactions

Lesson Objectives

After completing this lesson, you will be able to:

- Configure copying control for business transactions.

Lesson 5: Configuring the Integration with Controlling in SAP S/4HANA

Lesson Objectives

After completing this lesson, you will be able to:

- Configure the integration between SAP S/4HANA Service and Controlling.

Lesson 6: Configuring the Integration with the Cross-Application Time Sheet (CATS)

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Lesson Objectives

After completing this lesson, you will be able to:

- Configure the integration with the cross-application time sheet (CATS) functionality of SAP S/4HANA.

Lesson 7: Configuring Pricing for Service Transactions

Lesson Objectives

After completing this lesson, you will be able to:

- Configure pricing for service transactions.

Lesson 8: Configuring More Basic Settings for Business Transactions

Lesson Objectives

After completing this lesson, you will be able to:

- Configure other basic settings for business transactions in SAP S/4HANA Service.

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UNIT 3 Configuring an On-Site Service Process

Lesson 1: Creating a Service and a Response Profile

Lesson Objectives
After completing this lesson, you will be able to:

- Create a service and a response profile.

Lesson 2: Configuring Service Requests

Lesson Objectives
After completing this lesson, you will be able to:

- Configure service requests.

Lesson 3: Configuring Service Order Quotations and Service Orders

Lesson Objectives
After completing this lesson, you will be able to:

- Configure service order quotations and service orders.

Lesson 4: Configuring the Integration Between Service Transactions and Logistical Processing in SAP S/4HANA

Lesson Objectives
After completing this lesson, you will be able to:

- Configure the integration between service transactions and logistical processing in SAP S/4HANA.

Lesson 5: Configuring Service Confirmations

Lesson Objectives
After completing this lesson, you will be able to:

- Configure service confirmations.

Lesson 6: Configuring Service Billing

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Lesson Objectives

After completing this lesson, you will be able to:

- Configure service billing.

Lesson 7: Configuring the Service with Advanced Execution Scenario

Lesson Objectives

After completing this lesson, you will be able to:

- Configure the Service with Advanced Execution scenario.

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UNIT 4 Configuring In-House Service

Lesson 1: Processing an In-House Service

Lesson Objectives

After completing this lesson, you will be able to:

- Verify an in-house service.

Lesson 2: Learning the Configuration of In-House Service

Lesson Objectives

After completing this lesson, you will be able to:

- Configure an in-house service process.

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UNIT 5 Configuring Service Contracts

Lesson 1: Configuring Service Contracts

Lesson Objectives

After completing this lesson, you will be able to:

- Configure a service contract.

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UNIT 6

Appendix: Understanding the Technical Architecture and the Configuration of the User Interface

Lesson 1: Outlining the Architecture Behind SAP S/4HANA Service

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the (technical) architecture behind SAP S/4HANA Service.

Lesson 2: Configuring the User Interface

Lesson Objectives

After completing this lesson, you will be able to:

- Describe SAP Fiori parameter mapping and WebClient UI configuration.

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