IUT210

Master Data and Basic Functions

SAP for Industries - SAP for Utilities

Course Outline

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Contents

Course Overview

The IUT210 course provides an overview of the master data objects used in the SAP for Utilities industry solution. The course explains business master data objects and technical master data objects and their relationships to each other.

Target Audience

This course is intended for the following audiences:

- Decision makers using CRB to support their business processes
- Project managers responsible for implementing CRB
- Project teams modeling business processes with CRB
- Administrators optimizing processes in the CRB environment
- Consultants preparing for CRB implementation

Course Prerequisites

Required Knowledge

- Basic knowledge of the Windows environment
- Basic knowledge of SAP
- Course IUT110: Introduction to the SAP Utilities System

Course Goals

This course will prepare the participant to:

- Understand the integration of CRB into the SAP environment
- Explain the CRB master data structure
- Identify how basic CRB functions are used most efficiently
- Describe how the system is used most effectively in daily business

Course Objectives

After completing this course, the participant will be able to:

- Describe integration of CRB into the SAP environment
- Use the basic functions of CRB
- Create the most important master data in the system
- Perform Customizing settings for master data

Unit 1

Introduction

Unit Overview

This unit is intended to give the participant an overview of the CRB System.

Lesson: Integration Of CRB Into The Standard SAP System

Lesson Objectives

After completing this lesson, the participant will be able to:

- Explain how CRB is integrated into the standard SAP solution.
- Identify functions from standard solution which are also used in CRB

Lesson: Business Features Of The System

Lesson Objectives

After completing this lesson, the participant will be able to:

- Identify which standard SAP functions are used in CRB

Lesson: CRB Data Model

Lesson Objectives

After completing this lesson, the participant will be able to:

- Explain how the CRB data model supports every scenario
- Identify the major master data objects in CRB
- Describe the relationships between the CRB master data objects

Lesson: Business Scenario

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the types of master data used in CRB
- Identify the different objects which make up the master data types

Unit 2

Regional Structure

Unit Overview

This unit is intended to give the participant an overview of CRB regional structures. Regional structures are ultimately able to provide the link to:

- Meter reading order for customer location purposes.
- Billing for proper rate assignments to customer.
- Central address management.

Lesson: Postal Regional Structure

Lesson Objectives

After completing this lesson, the participant will be able to:

- Identify the criteria which can be used to organize the service territory.
- Explain how the different regional structure elements are linked to each other.
- Identify the CRB functions that are used for the regional structure.

Lesson: Political Regional Structure

Lesson Objectives

After completing this lesson, the participant will be able to:

- Identify the elements of political regional structure
- Understand how the structure hierarchy is built

Lesson: Enterprise Regional Structure

Lesson Objectives

After completing this lesson, the participant will be able to:

- Identify the elements which can be used to map enterprise structure with address data.
- Identify the purpose and usage of regional structure area and regional structure group.

Lesson: Links Between The Regional Structure Elements

Lesson Objectives

After completing this lesson, the participant will be able to:

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

Unit 3

Scheduling

Unit Overview

This unit is intended to give the participant an overview of CRB scheduling.

Lesson: Purpose Of Scheduling

Lesson Objectives

After completing this lesson, the participant will be able to:

- Structure the service territory according to meter reading or billing criteria
- Identify the purpose of scheduling in CRB
- Identify the objects used to enable the scheduling process

Lesson: Portions, Meter Reading Units and Parameter Records

Lesson Objectives

After completing this lesson, the participant will be able to:

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

Lesson: Generation Of Schedule Records

Lesson Objectives

After completing this lesson, the participant will be able to:

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

Lesson: Dynamic Scheduling

Lesson Objectives

After completing this lesson, the participant will be able to:

- Understand the benefits of using dynamic scheduling
- Describe the difference between dynamic and non-dynamic scheduling

Unit 4

Technical Master Data

Unit Overview

This unit is intended to give the participant an overview of CRB technical master data.

Lesson: Integration With The Logistics Application Component

Lesson Objectives

After completing this lesson, the participant will be able to:

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

Lesson: Connection Object And Service Connection

Lesson Objectives

After completing this lesson, the participant will be able to:

- Identify the purpose of the connection object
- Identify the customization options for the connection object
- Describe the usage of the service connection

Lesson: Premise and Device Location

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the purpose and usage of premises
- Identify the customization options for premises objects
- Describe the purpose of the device location object

Lesson: Installation

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the purpose and usage of the installation object
- Identify the customization options for the installation

- Describe the purpose and usage of devices
- Describe the relationship between installations and devices

Lesson: Deregulation Data

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the purpose and usage of the Point of Delivery
- Describe how CRB supports deregulation scenarios and which objects are necessary
- Describe the basic roles of market participants
- Identify the purpose of the grid, service provider and service objects

Unit 5

Business Master Data

Unit Overview

This unit is intended to give the participant an overview of CRB business master data.

Lesson: Business Partner

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the SAP business partner model.
- Create business partner relationships.
- Identify the roles that business partners can have, and explain the concept behind the assignment of these roles.

Lesson: Contract Account

Lesson Objectives

After completing this lesson, the participant will be able to:

- Identify the purpose and usage of the contract account
- Identify the customization options for contract accounts
- Describe the purpose of collective accounts and how they differ from standard accounts.

Lesson: Contract

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the purpose and usage of the contract.
- Identify customization options for the contract.
- Describe the way that a contract links the business and technical master data objects.

Unit 6

Move-In

Unit Overview

This unit is intended to give the participant an overview of the CRB move-in process.

Lesson: Move-In

Lesson Objectives

After completing this lesson, the participant will be able to:

- Carry out a move-in and create corresponding business data objects.
- Describe the additional data you can create or link together when processing a move-in.

Unit 7

Agent Determination

Unit Overview

This unit is intended to give the participant an overview of CRB agent determination processes.

Lesson: Enterprise Organization

Lesson Objectives

After completing this lesson, the participant will be able to:

- Allocate certain tasks to certain agents (depending on the structure of your company)
- Describe how agent determination functionality can be used to automate task routing and execution

Lesson: Tasks, Rules and Responsibilities

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe which types of tasks exist.
- Describe the purpose and usage of rules and responsibilties.
- Describe the linkage between a task, a rule and a responsibility.

Lesson: Agent Determination Process

Lesson Objectives

After completing this lesson, the participant will be able to:

- Explain how the agent determination process works.

Unit 8

CRM master data

Unit Overview

This unit will give the participant an overview of technical and business master data in CRM

Lesson: Master Data Integration with CRM

Lesson Objectives

After completing this lesson, the participant will be able to:

- Identify utilities master data objects in CRM
- Understand the master data terminology in CRM

Lesson: Technical Master Data in CRM

Lesson Objectives

After completing this lesson, the participant will be able to:

- Identify the technical master data objects in CRM
- Edit technical master data in CRM

Lesson: Business Master Data in CRM

Lesson Objectives

After completing this lesson, the participant will be able to:

- Identify the business master data objects in CRM
- Edit business master data in CRM

Unit 9

Summary

Unit Overview

This unit is intended to give the participant a review of CRB basic data and basic functions. Depending on time constraints, the instructor may choose not to cover this PPT presentation.

Lesson: Summary

Lesson Objectives

After completing this lesson, the participant will be able to:

- Discuss the usage of master data and basic functions in CRB