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SAP BusinessObjects Plant Maintenance  
Rapid Mart XI 3.2, version for SAP  
solutions - Business Guide

Version 12.2.0.0



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**Manual abstract:**

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*The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty. SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Contents Chapter 1 Introduction 7 What is a Rapid Mart? . .*

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Each customer situation is different. You will probably encounter one or more of these: . . . . Customizations you have made to SAP solutions the Rapid Mart does not cover. Standard SAP solutions data fields important for your specific business, but not included in the Rapid Mart templates.

Optimization and performance challenges unique to your environment. Reporting requirements not covered within the Rapid Mart template reports. Rapid Marts are flexible templates that you can adjust to account for these unique situations. It is expected that some customization and optimization will be needed to suit your individual environment. Rapid Marts are not an out-of-the-box solution.

8 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Introduction What is a Rapid Mart? 1 BI tools and analytic tools can access Rapid Mart data through SQL queries. Rapid Marts can be implemented individually, or in any combination, to form a single platform that delivers the infrastructure for your company's internal and external information needs. They can also serve as a staging area for enterprise analytic applications. Rapid Marts provide your business with an accelerated time to value through rapid BI deployments because you can implement them quickly and easily customize them to meet specific analytic requirements.

Rapid Marts packages accelerate Time to Value Rapid Marts are packaged data solutions that you can quickly deploy to address specific areas of business analysis. Available Rapid Marts packages for SAP solutions include: Financial Suite: . . . . . SAP BusinessObjects General Ledger Rapid Mart, version for SAP solutions SAP BusinessObjects Accounts Payable Rapid Mart, version for SAP solutions SAP BusinessObjects Accounts Receivable Rapid Mart, version for SAP solutions SAP BusinessObjects Cost Center Rapid Mart, version for SAP solutions SAP BusinessObjects Inventory Rapid Mart, version for SAP solutions SAP BusinessObjects Purchasing Rapid Mart, version for SAP solutions SAP BusinessObjects Sales Rapid Mart, version for SAP solutions SAP BusinessObjects Plant Maintenance Rapid Mart, version for SAP solutions SAP BusinessObjects Production Planning Rapid Mart, version for SAP solutions SAP BusinessObjects Project Systems Rapid Mart, version for SAP solutions SAP BusinessObjects Human Resources Rapid Mart, version for SAP solutions Operational Suite: Manufacturing Suite: Human Capital Management (HCM) Suite: . SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 9inessObjects Plant Maintenance Rapid Mart, version for SAP solutions is made up of several components or sections. Each section supports a subject related to analysis of plant maintenance: . Notification -- Stores data about maintenance notifications. Used for planning, notifications inform the maintenance department about required tasks. Stored data includes information about maintenance tasks requested and completed at a plant, including damage, causes of damage, related actions, and system availability. This section includes mean-time-to-repair data and mean-time-between-repair data. Using the notification section, you can analyze the history of a piece of equipment or you can analyze functional location failures. Service Order -- Stores data about maintenance Service Orders. This data includes information about the type of Service Order, the scope and deadlines, the required resources, and the accounting requirements.

Using the Service Order section, you can analyze the backlog of work at each functional location. . 14 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Overview Supported analyses 2 . . Service Operation -- Stores data about operations, the items or activities required by Service Orders. Using the operation section, you can analyze the backlog of work and the effectiveness of planning efforts. Service Confirmation -- Stores data about confirmations, which document the actual time to complete maintenance on an item. Using the confirmation section, you can analyze employee performance, comparing estimated to actual time. Service Order Cost -- Stores data about the cost (estimated, planned, and actual) to complete Service Orders. Using the Service Order cost section, you can analyze maintenance costs by functional location. Service Master -- Allows you to explore the "characteristics" (configuration) associated with both Equipment and Functional Locations. Allows analysis where and how these characteristics are used. . . Chapter 3: Subject Areas discusses each of these sections in more detail and how to link them together for complete analysis of plant maintenance.

Supported analyses The SAP BusinessObjects Plant Maintenance Rapid Mart, version for SAP solutions supports several types of analyses. Business function Technical Objects (Equipment or Functional Location) Type of analysis Equipment Reliability Measures available in the Rapid Mart . . Equipment and components that require most frequent maintenance work Maintenance ranking by manufacturer, vendor, or year of production Technical object analysis by selected characteristics and their values Grouping by functional location and equipment class Life time performance of a piece of equipment Straight time versus overtime ratio Internal versus external labor analysis Backlog maintenance hours by order Operational analysis by company, plant, material group, etc. Classification . . Object history Service Orders Maintenance hours . . . . . Operational Analysis SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 15 2 Overview Supported analyses Business function Type of analysis Confirmations Planning efficiency Measures available in the Rapid Mart . . . . . confirmation performance by Activity, Company Code, fiscal year, etc.

Variance between actual and forecast work by planning group Ratio of scheduled versus completed orders Order execution by priority Yearly cost trends by category Detailed estimated/planned/actual costs by technical objects Total actual revenue Planned versus actual costs by labor and material Damage analysis by technical object Downtime by functional location and responsible party System conditions Time between repairs Average time between repair Time to repair Average time to repair Maintenance costs Notifications Failures . . . . . MTBR and MTR To support these analyses, the SAP BusinessObjects Plant Maintenance Rapid Mart, version for SAP solutions includes a number of dimension tables.



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Tables extracted from SAP solutions master data and customizable tables include enterprise entities, such as plant, work center, vendor, material, currency, country, activity type, and material movement type data. Tables extracted from the PM module include functional location and equipment, their classification and hierarchies, organizational elements (for example, planner group or personnel), notification catalogs, and notification and order types. 16 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Overview Related Rapid Marts 2 Related Rapid Marts Each Rapid Mart is composed of multiple components.

A component is a stand-alone work flow that completes a particular task, such as loading a specific dimension table. Components can contain other components. A section is a set of components that address a particular business problem or subject area. A section is itself a component. Components of the SAP BusinessObjects Plant Maintenance Rapid Mart, version for SAP solutions are related to other SAP BusinessObjects Rapid Mart components. For example: . . . Material movements are found in the SAP BusinessObjects Inventory Rapid Mart, version for SAP solutions. Reservations, and Production Orders are found in the SAP BusinessObjects Production Planning Rapid Mart, version for SAP solutions. Common dimensions are shared across all Rapid Marts. Sharing components The same components can be used in multiple Rapid Marts. For example, a component that extracts information about materials bought, produced, and sold is needed for a Rapid Mart that supports sales analysis and also for a Rapid Mart that supports inventory analysis.

Work flows that extract star schema "dimensions" are components. You can add a component to any Rapid Mart using a simple import procedure. A Data Services job can include multiple instances of a component. For example, each section includes all the required dimension components. Therefore, a job with several sections may include several instances of a particular dimension component. Components are set to execute only once within a job. This "execute once" feature ensures that shared components do not cause duplicate data extraction from SAP solutions. For more information about the "execute once" feature, see the Data Integrator/Data Services Designer Guide. Each of the sections listed in "What you can do with this Rapid Mart" on page 14 are considered components. You can identify a component within a Data Services job by a "C\_" prefix before its name.

For example, the component that contains Service Orders and the associated reporting dimensions is named C\_ServiceOrder\_Section. SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 17 2 Overview SAP BusinessObjects Plant Maintenance Rapid Mart, version for SAP solutions schema SAP BusinessObjects Plant Maintenance Rapid Mart, version for SAP solutions schema The following diagrams show an overview of the SAP BusinessObjects Plant Maintenance Rapid Mart, version for SAP solutions components and their relationships. The first diagram shows the Fact Tables and Dimensions in a Star Schema Format. Plant Maintenance Rapid Mart Schema (1 of 3): 18 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Overview SAP BusinessObjects Plant Maintenance Rapid Mart, version for SAP solutions schema 2 The second diagram shows the associated hierarchies for the Plant Maintenance Rapid Mart: Plant Maintenance Rapid Mart Schema (2 of 3): The third and final diagram shows the Auxiliary and Staging tables used by the Rapid Mart. SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 19 2 Overview SAP BusinessObjects Plant Maintenance Rapid Mart, version for SAP solutions schema Plant Maintenance Rapid Mart Schema (3 of 3): 20 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Overview Where the Rapid Mart fits in the maintenance process 2 Where the Rapid Mart fits in the maintenance process In SAP solutions, the maintenance process cycle has five steps: . . . Notification -- Notifies the factory of periodic maintenance, upgrade, damage, malfunction, problem etc. in a Functional Location or Equipment.

This is the maintenance request. Service Order -- A Service (maintenance) Order is created on the basis of the maintenance request Service Operation -- The work is planned (operations specified, routing determined, materials reserved or ordered, work hours and personnel determined). Service Confirmation -- The Service Order captures actual time duration for maintenance performed vs. planned (forecast). Technical information is entered to document the repair and to record the condition of the Equipment or Functional Location. Service Costs -- The results of settling the Service Order in the controlling module (CO). Captures material and labor costs vs. forecast for the Service Order. Master Data -- (The Equipment and Functional Location Characteristics) Technical information about the various Equipment and Functional Locations. This includes such items as configuration, options, and versions (revisions levels) installed on an equipment or in a functional location.

These are used as reference data throughout the Plant Maintenance process. . . The SAP BusinessObjects Plant Maintenance Rapid Mart, version for SAP solutions captures this entire process, as shown in the diagram below. SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 21 2 Overview Where the Rapid Mart fits in the maintenance process Plant Maintenance Process:. 22 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas chapter 3 Subject Areas Overview Overview Each section in the SAP BusinessObjects Plant Maintenance Rapid Mart, version for SAP solutions pertains to a particular subject area. This chapter describes each section and the processes each section captures. The information in this chapter is useful for readers who use the Rapid Mart to design and support a real-time system, such as a Web application, and need to understand the data in the Rapid Mart and how it relates to SAP solutions. This chapter discusses: . . . . . Plant Maintenance Process Overview Service Notification Section Service Order Section Service Operation Section Service Confirmation Section Service Order Cost Section Service Master Section 24 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas Plant Maintenance Process Overview 3 Plant Maintenance Process Overview Plant Maintenance comprises the following activities: . . . Preventive maintenance - All measures which maintain the ideal condition of a technical system Repair - All measures which restore the ideal condition of a technical system Other measures - Taken using the maintenance organization, such as upgrades or implementation of special features on the technical system.



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These are often optional components on the technical objects. Integration Through integration with other modules (for example, Materials Management, Production, Sales and Distribution, Personnel Management, and Controlling) the data is always kept current and processes that are necessary for Plant Maintenance and Customer Service are automatically triggered in other areas (for example, a purchase requisition for non-stock material in the Materials Management/Purchasing area). Technical Objects & Systems Technical Objects are the subjects of maintenance activities. They are composed of two separate types: Functional Location - A component in a technical system on which a maintenance task is performed. Equipment - A physical object that is maintained as an autonomous unit.

Technical objects are maintained in SAP solutions with separate master records. A Technical System is composed of these two types of technical objects. If you want to represent part of a technical system as a technical object, you can set up hierarchies of both functional locations and equipment. Equipment can be assigned to a functional location, thus merging the two hierarchies. Example: A Water Filtration Company.

The company itself represents the top level of a functional location hierarchy. Subsidiary functional locations in the company can be the various filtration plants it owns or operates. Pumping stations in a filtration plant form the next level down in the functional location hierarchy. SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 25 3 Subject Areas Plant Maintenance Process Overview Individual pumps (installed as equipment) form the next level down. Finally, a pump may be composed of individual components forming an equipment hierarchy. Here's how the structure would look: Filtration Company (Top Level, Functional Location Hierarchy) · Plant 1 · Pump Station 1 · . . . . . Pump 1 (equipment) Pump 2 (equipment) Pump 3 (equipment) Pump 4 (equipment) Pump Station 2 Plant 2, etc... Pump Housing Pump 1 (Top Level, Equipment Hierarchy) · Motor · . . . . . Power supply Gear box Piping Filters Inlet valve Outlet valve Holding tank Pump 2 (Top Level, Equipment Hierarchy), etc.

.. In the Rapid Mart, both the Equipment and Functional Location Hierarchies are fully represented as dimensions to the various fact tables and subject areas. Classification & Characteristics When you are managing a large number of technical objects, you must be able to group these objects according to particular features. In this way, you can logically organize them according to various criteria, find them easily, and group them together when performing analyses. Using the Classification System you can create a hierarchically structured classification system for your company. Then you can assign Characteristics to the classification, and to the various technical objects. 26 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas Plant Maintenance Process Overview 3 This is particularly useful in tracking features that can cut across the equipment and functional location hierarchies. For example, the revision level of certain firmware on a common mother board.

The mother board is used on several different computer lines your company uses. Thus, the boards and computers purchased at different times would have different revision levels of the firmware. Furthermore, as computers are upgraded the revision level can change again. A classification and characteristic hierarchy could be used to track the different revision levels, firmware, firmware families, etc. This is independent of which equipment or functional locations (or their hierarchies) they may be associated with.

The end result is that an equipment or functional location can have associated Classification and Characteristics that describe certain attributes that may be shared with other similar equipment or functional locations. The Rapid Mart this allows you to analyze characteristic master data in the Equipment Characteristics and Functional Location Characteristics subject areas. See "Service Master Section" on page 70 for more details. Maintenance Notifications These are called Service Notifications in the Rapid Mart. Notifications are created in the event of a malfunction or exceptional situation encountered in plant maintenance.

They . . . Describe the exceptional technical condition at an object, such as the symptoms of a malfunction. Request the maintenance department to perform a necessary task, such as an upgrade on certain equipment. Document work that has been performed, such as troubleshooting the malfunction. Maintenance notifications document maintenance tasks completely, and make them available for analysis in the long term. You can use them for preliminary planning and execution of tasks. The notification serves as the first step in the maintenance process. A notification is often linked with a Maintenance Order (called Service Order in the Rapid Mart). SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 27 3 Subject Areas Plant Maintenance Process Overview Malfunction Catalogs You use catalogs to manage, uniformly define, and standardize information (for example, defect types, follow-up actions, tasks) on a client-wide or plant-wide basis. The catalogs can help you to record and subsequently evaluate qualitative data, and to describe problems.

In the catalogs, you assign each unit of information a unique alphanumeric code and an explanatory text. You can use the catalogs to describe defect items, tasks, activities, and causes in maintenance notifications, or service notifications. SAP solutions compile all the code groups for malfunction descriptions under one catalog type and all the code groups for causes of malfunction under another. Using catalog types ensures that only the relevant codes can be entered at particular stages in the maintenance notification: In the Rapid Mart, we've implemented three catalog types as distinct dimensions that are associated with the notifications. Catalog Type 5 B C Description Causes Object parts Overview of damage Rapid Mart Dimension Malfunction Cause Malfunction Object Part Malfunction Damage In the Rapid Mart, Service Notification Section is the implementation of Maintenance Notifications. The section also contains a summary table designed to support calculation of: · · MTBR = Mean (or Average) Time Between Repairs (also called up time) MTTR = Mean (or Average) Time To Repair (also called down time) Service Orders Maintenance Orders (called Service Orders in the Rapid Mart) document the necessary steps to repair the malfunction, or to complete the tasks requested in the notification.



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*They serve as a cost collector for material and labor charges. They also record the time spent in the maintenance activities. A technician on site must execute tasks at a technical object to satisfy the requests for repair or maintenance. For this, materials, utilities and staff must be planned and costs estimated. The service order supports you with these tasks, since it primarily contains data for planning and executing tasks, which must be performed at the technical object in question.*

*28 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas Plant Maintenance Process Overview*

*3 A service order is subdivided into operations and confirmations. Service Operations You use operations to describe the individual maintenance tasks to be performed. The operation includes the time, the work center, and other controlling information for an individual maintenance task. In the operation text you can describe how the work should be done. In Plant Maintenance, the operation has the following tasks: . . . . . Determination of the capacity requirement Specifying whether a task is performed by the company's own staff (internal processing) or by the staff of another company (external processing) Maintaining the status Definition of deadlines at operation level Specification of required spare parts and utilities (such as special tools) Determination of the process flow (or order of work) when processing multiple operations. Service Confirmations A confirmation documents the status of the processing of operations for a maintenance or service order. It is a part of order monitoring. You use confirmations to document: . . . . . From which work center the operation was performed Who performed the operation That operations or sub-operations were started or executed When the work was started and when it was completed How the work is progressing How high are the costs for internal processing What materials were used Which services were executed internally What measurement or counter readings were entered for the technical objects during or after execution Whether and where pieces of equipment were dismantled from, or installed at functional locations The extent to which the order has been processed Where additional capacity is needed and where surplus capacity can be reduced*

*SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.*

*2 for SAP solutions Business Guide 29 3 Subject Areas Plant Maintenance Process Overview · Which technical data should be retained Confirmations can also be used to track various time related activities in maintenance order processing, for example: . . . How long the work took and the period in which it occurred How much longer work must continue How much of the operation time was used (duration) When is the operation expected to be completed Confirmations can be partial or final: Partial Confirmation If confirmations have been entered for the operations/sub-operations of an order, but the processing has not yet been completed, the operations/sub-operations automatically receive the status "partially confirmed" from the system. Final Confirmation As soon as all order operations/sub-operations, which are planned for a confirmation (the control key is the decisive factor), have been finally confirmed, the order itself also receives the status "finally confirmed". In the Rapid Mart, . . . Service Order Section Service Operation Section Service Confirmation Section are used to implement Service Orders fully. Service Order Costs @@As soon as service or maintenance work has begun and the first completion confirmations (for example, time confirmations, material withdrawals, and so on) have been entered, the order will begin to incur actual costs. The planned and actual costs are updated in the database table PMCO. The table is the link between Plant Maintenance and Controlling functions in SAP solutions. The data in this table is the basis of the Service Order Cost Section of the Rapid Mart.*

*30 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas Service Notification Section 3 Service Notification Section The notification section extracts data about maintenance notifications. A maintenance notification informs the maintenance department that a task needs to be performed.*

*Maintenance notifications store technical and statistical information about a maintenance object, such as: . . . . . Damage Causes of damage Actions carried out Follow-up activities System availability before, during, and after the malfunction Maintenance departments might combine multiple notifications to form one Service Order. Maintenance departments use notifications for planning purposes. The SAP solutions system broadly categorizes notifications by Notification Category. The Rapid Mart includes all notifications with category = "01" (Plant Maintenance). You can easily customize the Rapid Mart to include other notification categories. Notification categories are predefined within SAP solutions. Each of the categories is subdivided into Notification Types. The Rapid Mart includes all notification types for category "01". You can use the IMG (SAP solutions Implementation Guide) to configure notification types.*

*Each notification can also have several line items that describe in greater detail the specifics of the notification.*

*@@@Then, NOTIFICATION\_FACT serves as the source for MTBR\_MTR\_FACT.*

*@@@@@How often was this equipment down during this year? What kind of damage does this equipment suffer from most often? How efficiently does the planner group work? What are current breakdowns? @@@@A maintenance Service Order includes information about its type, scope, deadlines, and the resources needed to fulfill a request for maintenance. Service Orders also include the accounting information needed to assign and settle the order. Service Orders are tools for planning work that needs to be done. Typical planning tasks include specifying operations, reserving spare parts, and determining work hours.*

*In SAP solutions, Service Orders contain detailed planning information, including deadlines, costs, and technical facts. Maintenance Service Orders are created by: . . . Scheduling preventive maintenance Converting maintenance notifications into a maintenance orders Direct opening (without referring to a notification) Service Orders are also created to maintain elements of the equipment structure that are not yet detailed. The SAP solutions system broadly categorizes service orders by Order Category. The Rapid Mart includes all service orders with category = "30" (Maintenance order).*

  
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You can easily customize the Rapid Mart to include other Order categories.

Order categories are predefined within SAP solutions. However, keep in mind that the Service Order is a type of Internal Order. Internal Orders also include production orders, personnel orders, controlling orders, etc. These may not be appropriate for inclusion in the Plant Maintenance Rapid Mart. Each of the order categories is subdivided into Order Types. The Rapid Mart includes all order types for category "30". You can use the IMG (SAP solutions Implementation Guide) to configure order types. Service Orders are identified by There are three basic types of maintenance Service Orders: . . . Maintenance order -- An order created from a notification. Typically, a maintenance order results in the creation of operations, reservations of spare parts, and the planning of work times. Preventive maintenance order -- An order generated automatically according to a schedule.

Refurbishment order (supported only in SAP solutions version 4.0 and higher) -- An order to repair a technical object. A refurbishment order changes the object's status from defective to refurbished. The refurbishment process changes the value of the technical object. SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 39 3 Subject Areas Service Order Section The SAP solutions source tables for Service Orders are: . . . AFIH - Maintenance order header AFKO - Order header data PP orders AUFK - Order master data (general header data) The Service Order section extracts maintenance Service Order information from SAP solutions. The section stores header level data in the fact table SERVICE\_ORDER\_FACT. This fact table also indicates the status of the Service Order, such as released, partially confirmed, finally confirmed, technically completed, deleted, closed, or locked. SERVICE\_ORDER\_FACT includes only header level data. Additional information (at finer levels of detail) about Service Orders is captured in subsequent sections of this chapter: . . . Service Operation Section Service Confirmation Section Service Order Cost Section Rapid Mart processing This section captures the following dimensional attributes and their associated dimension tables: Attribute Name Business Area Classification Hierarchy Dimension Tables BUSINESS\_AREA CLASSIFICATION\_HIER, CLASSIFICATION\_HIER\_HZ, CLASSIFICATION\_HIER\_VR COMPANY\_CODE CONTROLLING\_AREA COST\_CENTER, COST\_CENTER\_HIER, COST\_CENTER\_HIER\_HZ, COST\_CENTER\_HIER\_VR, COST\_CENTER\_HIER\_BAD CUSTOMER DOCUMENT\_CATEGORY DOCUMENT\_TYPE & DOCUMENT\_CATEGORY Company Code Controlling Area Cost Center & Hierarchy Customer Document Category Document Type 40 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3. 2 for SAP solutions Business Guide Subject Areas Service Order Section 3 Attribute Name Equipment & Hierarchy Dimension Tables EQUIPMENT, EQUIPMENT\_HIER, EQUIPMENT\_HIER\_HZ, EQUIPMENT\_HIER\_VR FUNCTIONAL\_AREA, FUNCTIONAL\_AREA\_HIER, FUNCTIONAL\_AREA\_HIER\_HZ, FUNCTIONAL\_AREA\_HIER\_VR, FUNCTIONAL\_AREA\_HIER\_BAD, FUNCTIONAL\_LOCATION, FUNCTIONAL\_LOCATION\_HIER, FUNCTIONAL\_LOCATION\_HIER\_HZ, FUNCTIONAL\_LOCATION\_HIER\_VR INTERNAL\_ORDER, INTERNAL\_ORDER\_HIER, INTERNAL\_ORDER\_HIER\_HZ, INTERNAL\_ORDER\_HIER\_VR, INTERNAL\_ORDER\_HIER\_BAD INTERNAL\_ORDER\_STATUS MAINTENANCE\_ACTIVITY\_TYPE MAINTENANCE\_PRIORITY MATERIAL, PRODUCT\_HIERARCHY MATERIAL\_BY\_PLANT CURRENCY NOTIFICATION PLANNING\_GROUP PLANT PLANT\_LOCATION PROFIT\_CENTER, PROFIT\_CENTER\_HIER, PROFIT\_CENTER\_HIER\_HZ, PROFIT\_CENTER\_HIER\_VR, PROFIT\_CENTER\_HIER\_BAD PROJECT\_ELEMENT, PROJECT\_ELEMENT\_HIER, PROJECT\_ELEMENT\_HIER\_HZ, PROJECT\_ELEMENT\_HIER\_VR, PROJECT\_ELEMENT\_HIER\_BAD SERVICE\_PERSON Functional Area & Hierarchy Functional Location & Hierarchy Internal Order & Hierarchy Internal Order Status Maintenance Activity Type Maintenance Priority Material & Product Hierarchy Material By Plant Monetary Currency Notification Planning Group Plant Plant Location Profit Center & Hierarchy Project Element & Hierarchy Service Person SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 41 3 Subject Areas Service Order Section Attribute Name System Condition Time Dimension Work Center & Hierarchy Dimension Tables SYSTEM\_CONDITION TIME\_DIM WORK\_CENTER, WORK\_CENTER\_HIER, WORK\_CENTER\_HIER\_HZ, WORK\_CENTER\_HIER\_VR, WORK\_CENTER\_HIER\_BAD Fact Table Fields The SERVICE\_ORDER\_FACT table contains the following measures. Note: The focus is on reporting durations, therefore measures are in time units rather than monetary currency or quantities: Column Name DAYS\_COMPLT\_ACTL DAYS\_COMPLT\_BASIC DAYS\_COMPLT\_FCST DAYS\_COMPLT\_SCHED DAYS\_RELEASE\_ACTL DAYS\_RELEASE\_SCHED HOURS\_COMPLT\_ACTL HOURS\_COMPLT\_BASIC HOURS\_COMPLT\_FCST HOURS\_COMPLT\_SCHED MINS\_COMPLT\_ACTL Description Number of Days to actually complete a service order (calculated) Number of Days to Basic complete a service order (calculated) Number of Forecast Days to complete a service order (calculated) Number of Days scheduled to complete a service order (calculated) Number of Days to actually release a service order (calculated) Number of Days scheduled to release a service order (calculated) Number of Hours to actually complete a service order (calculated) Number of Hours to Basic complete a service order (calculated) Number of Forecast Hours to complete a service order (calculated) Number of Hours scheduled to complete a service order (calculated) Number of Minutes to actually complete a service order (calculated) 42 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas Service Order Section 3 Column Name MINS\_COMPLT\_BASIC MINS\_COMPLT\_FCST MINS\_COMPLT\_SCHED Description Number of Minutes to Basic complete a service order (calculated) Number of Forecast Minutes to complete a service order (calculated) Number of Minutes scheduled to complete a service order (calculated) The measures are based on different calculations between date fields on the SERVICE\_ORDER\_FACT table: Column Name ACTL\_END\_DATE ACTL\_RELEASE\_DATE ACTL\_START\_DATE BASIC\_END\_DATE BASIC\_START\_DATE FCST\_END\_DATE FCST\_SCHED\_END\_DATE FCST\_START\_DATE SCHED\_END\_DATE SCHED\_RELEASE\_DATE SCHED\_START\_DATE Description AFKO.GETRI - Confirmed order finish date AFKO-FTRMI - Actual release date (Last Operation is Released) AFKO-GSTRI - Actual start date (First Operation is Started) AFKO-GLTRP - Finish (basic) date AFKO-GSTRP - Order (basic) start date AFKO. GLTPP - Finish date (forecast) AFKO.GLTPS - Scheduled forecast finish AFKO.GSTPP - Forecast start date AFKO-GLTRS - Scheduled finish AFKO-FTRMS - Scheduled release date AFKO-GSTRS - Scheduled start FCST\_SCHED\_START\_DATE AFKO.GSTPS - Scheduled forecast start Additionally, several "flags" are employed to capture status on the SERVICE\_ORDER\_FACT table: Column Name BLOCK\_FLAG CLOSE\_FLAG DELETE\_FLAG Description JEST-STAT (lookup) - LKD order is locked status is active (1 is active, 0 is inactive) JEST-STAT (lookup) - CLSD order is closed status is active (1 is active, 0 is inactive) JEST-STAT (lookup) - DLFL order is deleted status is active (1 is active, 0 is inactive) SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.



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2 for SAP solutions Business Guide 43 3 Subject Areas Service Order Section Column Name FINAL\_CONFIRM\_FLAG Description JEST-STAT (lookup) - CNF order is finally confirmed status is active (1 is active, 0 is inactive) JEST-STAT (lookup) - PCNF order is partially confirmed status is active (1 is active, 0 is inactive) JEST-STAT (lookup) - REL order is released status is active (1 is active, 0 is inactive) JEST-STAT (lookup) - TECO order is technically completed status is active (1 is active, 0 is inactive) PARTL\_CONFIRM\_FLAG RELEASE\_FLAG TECHN\_COMPLT\_FLAG Rapid Mart data The following diagram shows the tables in the Service Order section organized as a Star Schema.

44 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas Service Order Section 3 Service Orders: SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 45 3 Subject Areas Service Order Section Analysis With the tables in this section, you can analyze Service Orders along several dimensions: · Business Area ······ Classification Hierarchy Company Code Controlling Area Cost Center & Hierarchy Customer Document Category Document Type Equipment & Hierarchy Functional Area & Hierarchy Functional Location & Hierarchy Internal Order & Hierarchy Internal Order Status Maintenance Activity Type Maintenance Priority Material & Product Hierarchy Material By Plant Monetary Currency Notification Planning Group Plant Location Profit Center & Hierarchy Project Element & Hierarchy Service Person System Condition Time Dimension Work Center & Hierarchy 46 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas Service Operation Section 3 You can use this section to answer questions such as: · What is the ratio between preventive and emergency orders or preventive and predictive orders? · What is the mean time between repair for this equipment type for the last 5 years? · What is a scheduling efficiency on the plant maintenance department? · What is the most frequent type of malfunction to this system? · How efficiently does the planner group work? · How many Service Orders are blocked from completion? ······ @@@@ Which upgrades of technical objects generated the most subsequent malfunctions? Which service orders are only partially confirmed and more than 6 months old? Is there a trend by functional location on partially confirmed orders more than 6 months old? Service Operation Section The Service Operation section extracts information about operations. An operation is an activity in a work-step of the Service Order. Operations are items in a Service Order. The operation section extracts operation level data from these SAP solutions tables: · AFVC - Operation within an order AFVV - DB structure of the quantities/dates/values in the operation The section stores the data in the fact table SERVICE\_OPERATION\_FACT. This fact table also indicates the status of the Service Order, such as released, partially confirmed, finally confirmed, technically completed, deleted. Note: The SERVICE\_OPERATION\_FACT table also includes several attributes also found in the Service Order section.

You can use these header level attributes in operation level analysis and reporting. Additionally, just like Service Orders, only operations with Order Category = "30" are included. SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 47 3 Subject Areas Service Operation Section Rapid Mart processing This section captures the following dimensional attributes and their associated dimension tables: Attribute Name Activity & Hierarchy Dimension Tables ACTIVITY, ACTIVITY\_HIER, ACTIVITY\_HIER\_HZ, ACTIVITY\_HIER\_VR, ACTIVITY\_HIER\_BAD BUSINESS\_AREA CHART\_OF\_ACCOUNTS CLASSIFICATION\_HIER, CLASSIFICATION\_HIER\_HZ, CLASSIFICATION\_HIER\_VR COMPANY\_CODE CONTROL\_KEY CONTROLLING\_AREA COST\_CENTER, COST\_CENTER\_HIER, COST\_CENTER\_HIER\_HZ, COST\_CENTER\_HIER\_VR, COST\_CENTER\_HIER\_BAD COST\_ELEMENT, COST\_ELEMENT\_HIER, COST\_ELEMENT\_HIER\_HZ, COST\_ELEMENT\_HIER\_VR, COST\_ELEMENT\_HIER\_BAD CUSTOMER EQUIPMENT, EQUIPMENT\_HIER, EQUIPMENT\_HIER\_HZ, EQUIPMENT\_HIER\_VR FUNCTIONAL\_AREA, FUNCTIONAL\_AREA\_HIER, FUNCTIONAL\_AREA\_HIER\_HZ, FUNCTIONAL\_AREA\_HIER\_VR, FUNCTIONAL\_AREA\_HIER\_BAD, FUNCTIONAL\_LOCATION, FUNCTIONAL\_LOCATION\_HIER, FUNCTIONAL\_LOCATION\_HIER\_HZ, FUNCTIONAL\_LOCATION\_HIER\_VR Business Area Chart Of Accounts Classification Hierarchy Company Code Control Key Controlling Area Cost Center & Hierarchy Cost Element & Hierarchy Customer Equipment & Hierarchy Functional Area & Hierarchy Functional Location & Hierarchy 48 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas Service Operation Section 3 Attribute Name Internal Order & Hierarchy Dimension Tables INTERNAL\_ORDER, INTERNAL\_ORDER\_HIER, INTERNAL\_ORDER\_HIER\_HZ, INTERNAL\_ORDER\_HIER\_VR, INTERNAL\_ORDER\_HIER\_BAD MAINTENANCE\_ACTIVITY\_TYPE MAINTENANCE\_PRIORITY MATERIAL, PRODUCT\_HIERARCHY MATERIAL\_BY\_PLANT CURRENCY NOTIFICATION OBJECT\_CLASS OBJECT\_TYPE OPERATION\_SUITABILITY PLANNING\_GROUP PLANT PLANT\_LOCATION PROFIT\_CENTER, PROFIT\_CENTER\_HIER, PROFIT\_CENTER\_HIER\_HZ, PROFIT\_CENTER\_HIER\_VR, PROFIT\_CENTER\_HIER\_BAD PROJECT\_ELEMENT, PROJECT\_ELEMENT\_HIER, PROJECT\_ELEMENT\_HIER\_HZ, PROJECT\_ELEMENT\_HIER\_VR, PROJECT\_ELEMENT\_HIER\_BAD DOCUMENT\_CATEGORY DOCUMENT\_TYPE & DOCUMENT\_CATEGORY SYSTEM\_CONDITION TIME\_DIM UNIT\_OF\_MEASURE VENDOR Maintenance Activity Type Maintenance Priority Material & Product Hierarchy Material By Plant Monetary Currency Notification Object Class Object Type Operation Suitability Planning Group Plant Location Profit Center & Hierarchy Project Element & Hierarchy Service Order Category Service Order Type System Condition Time Dimension Unit Of Measure Vendor SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 49 3 Subject Areas Service Operation Section Attribute Name Vendor By Company Work Center & Hierarchy Dimension Tables VENDOR\_BY\_COMPANY WORK\_CENTER, WORK\_CENTER\_HIER, WORK\_CENTER\_HIER\_HZ, WORK\_CENTER\_HIER\_VR, WORK\_CENTER\_HIER\_BAD Fact Table Fields The section contains the following measures. Note: To report durations, measures are in time units rather than monetary currency or quantities: Column Name AMT\_COST\_MTRL AMT\_COST\_TTL DAYS\_EXECUTN\_ACTL Description AFVC.MAT\_PRKST - Material planning in networks: primary costs AFVC.



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PRKST - Total Costs in the activity Planned Calculated Days of Operation execution/startup time (as Actual Start and Actual End datetime) Calculated Days of Operation execution/startup time (as Sched Start and Sched End datetime) Calculated Hours of Operation execution/startup time (as Actual Start and Actual End datetime) Calculated Hours of Operation execution/startup time (as Sched Start and Sched End datetime) Calculated minutes of Operation execution/startup time (as Actual Start and Actual End datetime) Calculated minutes of Operation execution/startup time (as Sched Start and Sched End datetime) AFVV.DAUNO - Normal duration of the activity AFVV-ISMNW - Actual work DAYS\_EXECUTN\_SCHED HOURS\_EXECUTN\_ACTL HOURS\_EXECUTN\_SCHED MINS\_EXECUTN\_ACTL MINS\_EXECUTN\_SCHED QTY\_DURTN QTY\_WORK\_ACTL 50 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.

2 for SAP solutions Business Guide Subject Areas Service Operation Section 3 Column Name QTY\_WORK\_FCST QTY\_WORK\_SCHED Description AFVV-ORMNW - Forecasted work (actual + remaining) AFVV-ARBEI - Work involved in the activity The following dates are used for duration calculations: Column Name ACTL\_END\_DATE Description AFVV-IEDD - Actual finish: Execution (date) + AFVV-ISDZ - AFVV-IEDZ - Actual finish: Execution (time) AFVV-ISDD - Actual start: Execution (date) + AFVV-ISDZ - Actual start: Execution/setup (time) AFVV-FSEDD - Earliest scheduled finish: Execution (date) + AFVV-FSEDZ - Earliest scheduled finish: Execution (time) AFVV-FSAVD - Earliest scheduled start: Execution (date) + AFVV-FSAVZ - Earliest scheduled start: Execution (time) ACTL\_START\_DATE SCHED\_END\_DATE SCHED\_START\_DATE Additionally, several "flags" are employed to capture status on the SERVICE\_OPERATION\_FACT table: Column Name COMPLT\_FLAG COSTNG\_FLAG DELETE\_FLAG Description AFVC-LEKNW - Indicator showing no remaining work expected if set to 1 AFVC.

SELKZ - Selection indicator for costing line items JEST-STAT (lookup) - DEL operation is deleted status is active (1 is active, 0 is inactive) JEST-STAT (lookup) - CNF operation is finally confirmed status is active (1 is active, 0 is inactive) JEST-STAT (lookup) -PCNF operation is partially confirmed status is active (1 is active, 0 is inactive) FINAL\_CONFIRM\_FLAG PARTL\_CONFIRM\_FLAG SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 51 3 Subject Areas Service Operation Section Column Name RELEASE\_FLAG Description JEST-STAT (lookup) - REL operation is released status is active (1 is active, 0 is inactive) JEST-STAT (lookup) - TECO operation is technically completed status is active (1 is active, 0 is inactive) TECHN\_COMPLT\_FLAG 52 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas Service Operation Section 3 Rapid Mart data The following diagram shows the tables in the Service Operations section organized as a star schema Service Operations: SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 53 3 Subject Areas Service Operation Section Analysis With the tables in this section, you can analyze maintenance Service Orders along several dimensions: . . . . . 54 Activity & Hierarchy

Business Area Chart Of Accounts Classification Hierarchy Company Code Control Key Controlling Area Cost Center & Hierarchy Cost Element & Hierarchy Customer Equipment & Hierarchy Functional Area & Hierarchy Functional Location & Hierarchy Internal Order & Hierarchy Maintenance Activity Type Maintenance Priority Material & Product Hierarchy Material By Plant Monetary Currency Notification Object Class Object Type Operation Suitability Planning Group Plant Plant Location Profit Center & Hierarchy Project Element & Hierarchy Service Order Category Service Order Type System Condition Time Dimension SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas Service Confirmation Section 3 . . . . . Unit Of Measure Vendor Vendor By Company Work Center & Hierarchy What is the ratio between preventive and emergency orders or preventive and predictive orders? What is the mean time between repair for this equipment type for the last five years? What is a scheduling efficiency on the plant maintenance department? What is the most frequent type of malfunction to this system? How efficiently does the planner group work? What is the ratio between internal and external order processing? What is the backlog in hours by order priority? How many Service Operations are unreleased? Are there any trends in operations taking more than 10 days to complete across a particular functional location and associated hierarchy? Do operations for certain characteristics in the Classification Hierarchy take longer than others? Which upgrades of technical objects have the most steps (operations)? Which service operations are only partially confirmed and more than 6 months old? Is there a trend by functional location on partially confirmed operations more than 6 months old? You can use this section to answer questions such as: Service Confirmation Section The confirmation section extracts information about Service Order Confirmations.

A confirmation documents the actual time used to complete the maintenance cycle. In SAP solutions, there are three ways to confirm the time worked on a maintenance order: . . . Single-entry of times in a confirmation document for each operation Multiple-entry by direct entry or by means of a list of operations Cross-application time sheet (CATS) SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 55 3 Subject Areas Service Confirmation Section SAP solutions sets a Service Order's status to partially confirmed when at least one confirmation has been entered for an operation in that Service Order. SAP solutions sets a Service Order's status to completely confirmed when all operations and sub operations in that Service Order have been confirmed. A confirmation cannot be changed, but can be cancelled or reversed if it contains wrong data. The confirmation section extracts confirmation information from the transactional confirmation table in SAP solutions: · AFRU - Order completion confirmations Note that the section does not extract CATS data since SAP solutions does not store data for CATS. The section stores the extracted information in the fact table SERVICE\_CONFIRMATION\_FACT.



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Note: The SERVICE\_CONFIRMATION\_FACT table also includes several attributes also found in the Service Order section. You can use these header level attributes in confirmation level analysis and reporting. Additionally, just like Service Orders, only confirmations with Order Category = "30" are included.

The section stores reversed confirmation work amounts as negative numbers to allow you to aggregate correctly on measures. Rapid Mart processing The section captures the following dimensional attributes and their associated dimension tables: Attribute Name Activity & Hierarchy Dimension Tables ACTIVITY, ACTIVITY\_HIER, ACTIVITY\_HIER\_HZ, ACTIVITY\_HIER\_VR, ACTIVITY\_HIER\_BAD BUSINESS\_AREA CAPACITY CLASSIFICATION\_HIER, CLASSIFICATION\_HIER\_HZ, CLASSIFICATION\_HIER\_VR COMPANY\_CODE CONTROLLING\_AREA Business Area Capacity Classification Hierarchy Company Code Controlling Area 56 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas Service Confirmation Section 3 Attribute Name Cost Center & Hierarchy Dimension Tables COST\_CENTER, COST\_CENTER\_HIER, COST\_CENTER\_HIER\_HZ, COST\_CENTER\_HIER\_VR, COST\_CENTER\_HIER\_BAD CUSTOMER EQUIPMENT, EQUIPMENT\_HIER, EQUIPMENT\_HIER\_HZ, EQUIPMENT\_HIER\_VR FUNCTIONAL\_AREA, FUNCTIONAL\_AREA\_HIER, FUNCTIONAL\_AREA\_HIER\_HZ, FUNCTIONAL\_AREA\_HIER\_VR, FUNCTIONAL\_AREA\_HIER\_BAD, FUNCTIONAL\_LOCATION, FUNCTIONAL\_LOCATION\_HIER, FUNCTIONAL\_LOCATION\_HIER\_HZ, FUNCTIONAL\_LOCATION\_HIER\_VR INTERNAL\_ORDER, INTERNAL\_ORDER\_HIER, INTERNAL\_ORDER\_HIER\_HZ, INTERNAL\_ORDER\_HIER\_VR, INTERNAL\_ORDER\_HIER\_BAD INTERNAL\_ORDER\_STATUS MAINTENANCE\_ACTIVITY\_TYPE MAINTENANCE\_PRIORITY MATERIAL\_BY\_PLANT MATERIAL, PRODUCT\_HIERARCHY CURRENCY NOTIFICATION OPERATION\_SUITABILITY PLANNING\_GROUP PLANT PLANT\_LOCATION Customer Equipment & Hierarchy Functional Area & Hierarchy Functional Location & Hierarchy Internal Order & Hierarchy Internal Order Status Maintenance Activity Type Maintenance Priority Material By Plant Material, Product Hierarchy Monetary Currency Notification Operation Suitability Planning Group Plant Plant Location SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 57 3 Subject Areas Service Confirmation Section Attribute Name Profit Center & Hierarchy Dimension Tables PROFIT\_CENTER, PROFIT\_CENTER\_HIER, PROFIT\_CENTER\_HIER\_HZ, PROFIT\_CENTER\_HIER\_VR, PROFIT\_CENTER\_HIER\_BAD PROJECT\_ELEMENT, PROJECT\_ELEMENT\_HIER, PROJECT\_ELEMENT\_HIER\_HZ, PROJECT\_ELEMENT\_HIER\_VR, PROJECT\_ELEMENT\_HIER\_BAD DOCUMENT\_CATEGORY DOCUMENT\_TYPE & DOCUMENT\_CATEGORY SERVICE\_PERSON SYSTEM\_CONDITION TIME\_DIM UNIT\_OF\_MEASURE WORK\_CENTER, WORK\_CENTER\_HIER, WORK\_CENTER\_HIER\_HZ, WORK\_CENTER\_HIER\_VR, WORK\_CENTER\_HIER\_BAD Project Element & Hierarchy Service Order Category Service Order Type Service Person System Condition Time Dimension Unit Of Measure Work Center & Hierarchy Fact Table Fields The SERVICE\_CONFIRMATION\_FACT table contains the following measures: Column Name DAYS\_COMPLT\_FCST DAYS\_EXECUTN HOURS\_COMPLT\_FCST HOURS\_EXECUTN MINS\_COMPLT\_FCST Description Calculated Days to complete the operation (as Forecast end - Forecast start) Calculated hours of execution (as Execution Start end - Execution start) Calculated minutes to complete the operation (as Forecast end - Forecast start) Calculated hours of execution (as Execution Start end - Execution start) Calculated minutes to complete the operation (as Forecast end - Forecast start) 58 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas Service Confirmation Section 3 Column Name MINS\_EXECUTN QTY\_DURTN\_ACTL QTY\_WORK\_ACTL QTY\_WORK\_REMAIN Description Calculated minutes of execution (as Execution Start end - Execution start) AFU.IDAUR - Actual duration for confirmation AFU-ISMNW - Actual work (ifthenelse function call) AFU-OFMNW - Remaining work The following dates are used for duration calculations: Column Name EXECUTN\_END\_DATE Description AFU-IJEDD - Confirmed date for execution finish + AFU-IJEDZ - Confirmed time for Execution finish AFU-ISDD - Confirmed date for start of execution) + AFU-ISDZ - Confirmed time for Execution start AFU.PEDD - Forecast finish date of operation from confirmation) + AFU.PEDZ - Forecast finish time of operation from confirmation EXECUTN\_START\_DATE FCST\_END\_DATE Additionally, several "flags" are employed to capture status on the SERVICE\_CONFIRMATION\_FACT table: Column Name FINAL\_CONFIRMATN\_FLAG NO\_REMAIN\_WORK\_FLAG POST\_OPEN\_RESERVATN\_FLAG Description AFU-AUERU - Indicator: Partial/final confirmation AFU-LEKNW - Indicator showing no remaining work expected AFU-AUSOR - Post open reservations SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 59 3 Subject Areas Service Confirmation Section Rapid Mart data The following diagram shows some of the tables in the Service Confirmation section represented in Star Schema format.

Service Confirmations: 60 SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide Subject Areas Service Confirmation Section 3 Analysis With the tables in this section, you can analyze confirmations along several dimensions: ..... Activity & Hierarchy Business Area Capacity Classification Hierarchy Company Code Controlling Area Cost Center & Hierarchy Customer Equipment & Hierarchy Functional Area & Hierarchy Functional Location & Hierarchy Internal Order & Hierarchy Internal Order Status Maintenance Activity Type Maintenance Priority Material By Plant Material, Product Hierarchy Monetary Currency Notification Operation Suitability Planning Group Plant Plant Location Profit Center & Hierarchy Project Element & Hierarchy Service Order Category Service Order Type Service Person System Condition Time Dimension Unit Of Measure Work Center & Hierarchy SAP BusinessObjects Plant Maintenance Rapid Mart XI 3.2 for SAP solutions Business Guide 61 3 Subject Areas Service Order Cost Section You can use this section to answer questions such as: ..... What is the overtime expressed as a percentage of straight time? How effectively do we use maintenance work centers? What is the work load of our maintenance employees? Are there any trends in confirmations taking more than 10 days to complete across a particular functional location and associated hierarchy? Do confirmations for certain characteristics in the Classification Hierarchy take longer than others? Which upgrades of technical objects have not been completed? Which service confirmations are only partially confirmed and more than 6 months old? Is there a trend by functional location on partially confirmed confirmations more than 6 months old? Service Order Cost Section The Service Order cost section extracts information about the cost (planned, and actual) to complete Service Orders.



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