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| **Auftragsdatum:** |

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| **Kunde / Antragsteller** | | | |
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|  | Kunden- / Auftragsnummer |  | |
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|  | Direktion, Departement / Amt |  | |
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|  | Firma / Abteilung |  | |
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|  | PLZ / Ort |  | |
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|  | Telefon |  | |
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|  | E-Mail |  | |
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| **Betreut durch (z.B. externe Supportfirma)** | | | |
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|  | Firma |  | |
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|  | Vorname |  | |
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|  | Name |  | |
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|  | PLZ / Ort |  | |
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|  | Telefon |  | |
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|  | E-Mail |  | |
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| **Rechnungsempfänger (falls nicht identisch mit Antragsteller)** | | | |
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|  | Kunden- / Auftragsnummer |  | |
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|  | Direktion, Departement / Amt |  | |
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|  | E-Mail |  | |
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| **Senden an: Abraxas Informatik AG, Customer Service** *(per Post oder E-Mail)* | | | |
| St.Leonhard-Strasse 80, 9001 St. Gallen | | | E-Mail: cs@abraxas.ch |

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| **Auftrag zum Einspielen von Support Packages / Patches / PlugIn’s im SAP R/3 Betrieb** | | | | | | | | | | | | | | | | | | | | | | |
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| **Termin Angaben** | | | | | | | | | | | | | | | | | | | |  | **Hinweise zu diesem Auftrag** | |
|  | | | | | | | | | | | | | | | | | | | |  | Der SAP R/3 Betrieb der Abraxas Informatik AG | |
| Einspieldatum vom: | | | | | | | |  | | | | |  | bis: | | |  | | |  | ist für die technisch korrekte Durchführung | |
| Einspielzeit ab: | | | | | | | |  | Uhr | | | |  | bis: | | |  | | Uhr |  | eines Auftrags, nicht aber für seinen Inhalt und | |
|  | | | | | | | | | | | | | | | | | | | |  | die Konsequenzen des Imports in das Zielsystem | |
|  | | | | | | | | | | | | | | | | | | | |  | verantwortlich. | |
| Offline-Save: | | | | | | | | | | | | | | | | Ja | | | |  | Um die Ausfallzeit nach einer möglichen Datenin- | |
|  | | | | | | | | | | | | | | | | Nein | | | |  | konsistenz so kurz wie möglich zu halten, empfiehlt | |
|  | | | | | | | | | | | | | | | | | | | |  | Abraxas vor dem Einspielen einen Offline-Save | |
| **Systemdaten / Release** | | | | | | | | | | | | | | | | | | | |  | durchzuführen. | |
|  | | | | | | | | | | | | | | | | | | | |  | **Support Packages Manager „SPAM“** | |
| SAP R/3 4.6C | | | | | |  | Sys.-Name: | | | |  | | | | | | | | |  | Um SupportPackages einspielen zu können, muss | |
| SAP R/3 4.7 | | | | | |  |  | | | |  | | | | | | | | |  | der Releasestand vom „SPAM“ Support | |
| WebAS 6.X | | | | | |  | System: | | | | Produktion | | | | | | | | |  | Packages Manager auf dem aktuellsten Stand | |
| IS-H 4.63B | | | | | |  |  | | | | Test | | | | | | | | |  | gehalten werden. Ist durch einen Kundenauftrag | |
|  | | | | | |  |  | | | | Entwicklung | | | | | | | | |  | ein Upgrade notwendig, wird Abraxas diesen | |
|  | | | | | | | | | | | | | | | | | | | |  | selbstständig einspielen. | |
| **Angaben zum SupportPackage** | | | | | | | | | | | | | | | | | | | |  | **Einspielzeiten** | |
|  | | | | | | | | | | | | | | | | | | | |  | Bitte beachten Sie, dass das Einspielen von SPs | |
| SAP ABA | | von: | |  | | | | | | bis: | | | | |  | | | | |  | auf Test- und Entwicklungssystemen nur während | |
|  | |  | |  | | | | | |  | | | | |  | | | | |  | den normalen Abraxas Bürozeiten vorgenommen | |
| SAP APPL | | von: | |  | | | | | | bis: | | | | |  | | | | |  | wird. | |
|  | |  | |  | | | | | |  | | | | |  | | | | |  | Die Einspielzeiten der Produktiv-Systeme | |
| SAP BASIS | | von: | |  | | | | | | bis: | | | | |  | | | | |  | werden in Absprache zwischen dem Kunden | |
|  | |  | |  | | | | | |  | | | | |  | | | | |  | und der Abraxas festgelegt. | |
| SAP HR | | von: | |  | | | | | | bis: | | | | |  | | | | |  | **Ressourcenplanung** | |
|  | |  | |  | | | | | |  | | | | |  | | | | |  | Der Antrag zum Einspielen von SPs muss **min.** | |
| IS-H | | von: | |  | | | | | | bis: | | | | |  | | | | |  | **14 Arbeitstage** vor dem gewünschten Einspiel- | |
|  | |  | |  | | | | | |  | | | | |  | | | | |  | termin bei Abraxas eintreffen. | |
| CRM | | von: | |  | | | | | | bis: | | | | |  | | | | |  |  | |
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| Workplace | | von: | |  | | | | | | bis: | | | | |  | | | | |  |  | |
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| Patches von Drittanbietern: | | | | | | | | | | | | | | | | | | | |  |  | |
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| SAP Plug-Ins: | | | | |  | | | | | | |  | | | | |  | | |  |  | |
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| **Erledigungsvermerke (durch SAP R/3 Basis Betrieb auszufüllen)** | | | | | | | | | | | | | | | | | | | | | | |
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| **Datum:** |  | | | | | | | **Importiert durch:** | | | | | | | | | |  | | | |  |
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| **Status:** |  | | | | | | |  | | | | | | | | | | | | | | |
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| **Bemerkungen:** | | |  | | | | | | | | | | | | | | | | | | | |
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