



itelligence Achieves PCoE Certification!!!!

It is with much excitement that we announce itelligence, Inc. is the second partner in North America to be awarded the **SAP Partner Center of Expertise Certification!**

What does this mean?

This means that itelligence is among an elite group of VARs (Value Added Resellers) who are authorized to provide Business All in One (BAiO) and BusinessObjects (BOBJ) maintenance support to its customers. It also means that our people, processes and infrastructure have been certified by SAP. All VARs will be required to obtain this certification in order to provide maintenance support in 2012 and beyond.

A lot of time and preparation (almost 2 years' worth!) went into this certification and it must be renewed every 2 years. For more information on PCoE please go to <http://service.sap.com>.

Thank you to everyone for their support and assistance during this audit!

Maintenance Service Level Targets

Our Enterprise Support Team strives to consistently meet or exceed severity based service level targets for response times to new messages. Enterprise Support customers benefit from our commitment to achieving these target response times.

Severity Level	Initial Response Target
1 - Very High	1 Hour (24x7 coverage)
2 - High	4 Working Hours
3 - Medium	8 Working Hours
4 - Low	16 Working Hours

Our actual 2011 year-to-date average response time across all message severity levels is under 16 minutes.

We follow SAP standard definitions for problem message severity levels, ranging from very high and high levels to medium or low levels. SAP Note 67339 defines these severity levels.

HCM Year-End Preparation for 2011

Year end is fast approaching! For our HCM customers, below are some tasks we recommend you do in order to prepare for the upcoming year end..

1. Review your calendars and make sure the paydays (table V_T549S) and posting dates (V_T51A1) are correct for 2012.
2. Log on to SAP Year End 2011 page at https://websmp101.sap-ag.de/~form/sapnet?_SHORTKEY=01100035870000733323&. This is the primary communication channel for functional changes, corrections, FAQs and other topics. There is a wealth of information on this site. Please visit the site on a weekly basis until mid-December and then check this site on a daily basis before processing year-end.
3. Be sure to read the Year End 2011 - Customer Letter (under Year End Reference Materials) which provides the required HRSP level per Release and the minimum Country Legal Change (CLC level in SAP_HRCUS) that must be applied. **The required HRSP's for year-end processing are scheduled to be released October 13th.**
4. Make plans to update your system to the required HRSP.
5. Make plans to update BSI with the latest Tax Update Bulletins by December 31, 2011. (Remember, you must be on BSI TaxFactory version 9.0 in order to get tax updates. BSI version 8.0 was only supported through August 31, 2011.)
6. Review and follow the Year End Preparation Checklist which will be found on the Year End 2011 page under Year End Reference Materials > Guidelines for Year End Preparation. (This document will be posted when available.)
7. Review and follow the procedures for Claims Processing (a claim is when an employee owes the company money due to an overpayment). The document can be found at the bottom of the Year End 2011 page under the heading, Tax Reporter FAQ and Related User Guides.
8. Review the Year End Reference Materials, Tax Reporter FAQ and Related User Guides which can be found on the Year End 2011 page.
9. The Year End 2011 Phase II OSS Note is scheduled to be released around Thanksgiving. The release of the OSS Note will be announced on the Year End web site. Watch for this Note and other year-end related notes and make plans to load them.

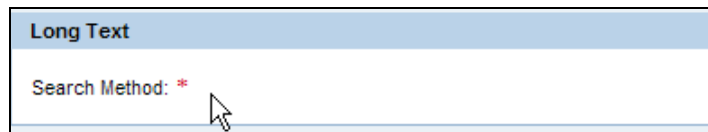
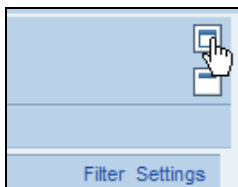
If you have any questions concerning this information, please let us know. Your itelligence HCM team is here to assist you.

SolMan full Text Search

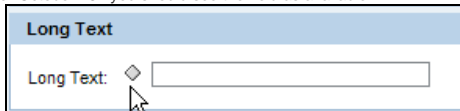
Our Solution Manager Service Desk is going through another update! Effective October 15th, 2011, you should see a new pop-up message on your screen when you login announcing the new full text search capability. You will now have the ability to search prior and current messages logged in the system by long text not just the short text description.

How do you get there?

First, bring up the search screen. Scroll all the way to right on your home screen and find the Expand Tray icon (looks like a box within a box), click the icon and it will then open to the search screen. As you can see, the long text is currently not available.



However, after October 15th you should see the field as available:



This Edition

- * - PCoE Certification
- * - Service Level Targets
- * - HCM Y/E Preparation
- * - SolMan Full Text Search

2011 Holidays

Thanksgiving Nov 24th
Christmas Day December 26th

* All **Very High** issues will be routed directly to SAP on these days. All other issues will be processed the next business day.

Your itelligence Enterprise Support Team

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More About Us

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