

## **SAP SOLUTION MANAGER COURSE CONTENT**

### ❖ **SAP - BASIC CONCEPTS:**

- Basis in SAP - Introduction and Concepts
- Landscapes and Architecture
- Security - User Roles and Authorizations
- Different Modules in SAP - Relation to SAP Solution Manager

### ❖ **SAP SOLUTION MANAGER INTRODUCTION:**

- Run SAP like a Factory Concept
- SAP Solution Manager and ITIL Standards
- ASAP Methodology
- SAP Solution Manager as a central monitoring system
- Latest updates/SP level and overview of SAP Solution Manager System

### ❖ **SAP SOLUTION MANAGER SETUP:**

- Basic Configuration/Initial Setup
- Solution Manager System Landscape
- Concept of Solutions and Projects
- Managed System Setup
- LMDb and SLD concepts

### ❖ **WORKBENCH SETUP:**

- Understanding the Workbench concept in SAP Solution Manager
- Setting up Workbench for different scenarios
- SAP Solution Manager Administration Work Center

### ❖ **SYSTEM ADMINISTRATION:**

- System Administration Work Center
- System Monitoring Work Center
- System Landscape Management Work Center
- Early Watch Alerts
- EWA Monitoring
- Service Level Reporting and Email Notifications

### ❖ **SYSTEM MONITORING (TECHNICAL OPERATIONS : TECHNICAL MONITORING):**

- Concept of System Monitoring and Monitoring Architecture
- PI/BI Monitoring
- End User Experience Monitoring
- CCMS and SAP Solution Manager
- Setup System Monitoring
- Alerting Infrastructure/Inbox
- Interactive Reporting

### ❖ **REPORTING:**

- Reporting options for different scenarios in SAP Solution Manager
- Analysis : Services
- Analysis : System Availability
- Analysis : System Administration
- Analysis : Change Management
- Analysis : Service Desk Messages

- System Monitoring : IT performance reporting
- BI reporting
- scheduling Process Chains

❖ **TEST MANAGEMENT:**

- Test Management - Overview
- Tester's Workbench
- Test Plan and Test Package
- Test Management using SAP Solution Manager
- BPCA - Overview
- Test Management using HPQC
- CBTA - Overview

❖ **MAINTENANCE OPTIMIZER (MOPZ):**

- Concept of MOPZ
- MOPZ setup - Prerequisites, Access and General Steps
- Maintenance Procedure Scenarios

❖ **SERVICE DESK IN SAP SOLUTION MANAGER:**

- Concept of Service Desk in SAP Solution Manager System
- Service Desk alignment with ITIL standards
- Transaction types in SAP Solman 7.1/7.0
- Setup of Service Desk - Technical/Functional Activities
- SLA in Service Desk - Solman

❖ **CHANGE AND CONTROL MANAGEMENT – CHARM:**

- Concept of ChaRM in SAP Solution Manager System
- Configuration of ChaRM - Functional Activities
- TMS Setup
- Logical Component, Projects and Task List
- Change tracking and reporting options
- Quality Gate Management
- Release Management using QGM and ChaRM

❖ **BUSINESS PROCESS MONITORING:**

- Initial setup of BPMon
- Job Scheduling Management
- Using Business Process Monitoring in SAP Solman
- CCMS and SAP Solution Manager
- Solution - Creation and Monitoring Objects
- KPIs, Alerting Infrastructure
- Email Notifications and Service desk messages
- Setup of Interface Monitoring

❖ **SOLUTION DOCUMENTATION:**

- Business Process Repositories/Heirarchy
- SolDoc Assistant - Concepts and Usage
- Template Management
- Solution Directory