Courses Listed

Intermediate
- E2E600 - Implementation Projects with SAP Solution Manager 7.2

Advanced
- E2E040 - Manage digital transformation with SAP Solution Manager
- E2E110 - Application Operations in SAP Solution Manager
- E2E120 - Technical Monitoring in SAP Solution Manager
- E2E200 - Change Control Management
- E2E220 - Test Management Overview
- SM100 - SAP Solution Manager Configuration for Operations
- SM250 - IT Service Management Configuration
- SM255 - Change Request Management with SAP Solution Manager 7.2 - Configuration

Certification Exam
- C_SM100_7205 - SAP Certified Technology Associate - SAP Solution Manager Mandatory and Managed System Configuration (7.2 SPS5)
- C_SM100_7208 - SAP Certified Technology Associate - SAP Solution Manager, Mandatory and Managed System Configuration (7.2 SPS8)
### E2E220  Test Management Overview

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### E2E200  Change Control Management

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### E2E040  Manage digital transformation with SAP Solution Manager

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## E2E120  Technical Monitoring in SAP Solution Manager

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E2E120  Technical Monitoring in SAP Solution Manager (continued)

There are currently no events available for this course. Please feel free to register interest for this course on SAP Training. We will then notify you when a course has been scheduled.

SM250  IT Service Management Configuration

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SM255  Change Request Management with SAP Solution Manager 7.2 - Configuration

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E2E110  Application Operations in SAP Solution Manager

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## E2E600  Implementation Projects with SAP Solution Manager 7.2

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There are currently no events available for this course. Please feel free to register interest for this course on SAP Training. We will then notify you when a course has been scheduled.

**SM100  SAP Solution Manager Configuration for Operations**

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**C_SM100_7205  SAP Certified Technology Associate - SAP Solution Manager Mandatory and Managed System Configuration (7.2 SPS5)**

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**C_SM100_7208  SAP Certified Technology Associate - SAP Solution Manager, Mandatory and Managed System Configuration (7.2 SPS8)**

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Course Listing

E2E220 - Test Management Overview

Duration
3 days

Course announcements
- In the context of Application Lifecycle Management, testing is a significant phase to verify that the design and configuration activities have met the defined business requirements. In addition, business continuity has to be ensured whenever changes to an existing customer solution are planned. Many challenges can occur when carrying out or organizing the functional tests, for example, during the testing of business processes in heterogeneous system landscapes, or dealing with the lack of analysis concerning the impact of changes; in provisions of test environments and test data, and also in test automation. It is therefore essential to know all the options and possibilities that we have during the testing process within the SAP Solution Manager Test Suite.

Goals
- This course will prepare you to:
  - Understand the Big Picture of Test Management with SAP Solution Manager Test Suite
  - Setup up the Test Environment
  - Use the SAP Solution Manager Test Suite
  - Use advanced functions for Business Process Change Analysis, Test Automation, Scope and Effort Analysis

Audience
- Application Consultant
- Change Manager
- Program/Project Manager
- Solution Architect
- Technology Consultant

Essential
- None

Course based on software release
- SAP Solution Manager 7.2 SP03
- SAP S4HANA

Content
- Unit 1 - The Big Picture - Test Management with SAP Solution Manager Test Suite
- Introduction to Test Management
- Automated and Manual Testing
- Implementing Test Management
- Mapping the System Landscape
- The Solution Manager Solution
- Unit 3 - Implement and Use the SAP Solution Manager Test Suite
- Test Management Scenario Setup
- Creation of Test Cases
- Test Plan Management
- Enhanced Test Planning
- Test Processing
- Test Management Reporting
- Unit 4 - Implement and Use Business Process Change Analysis (BPCA)
- Technical Bill of Materials (TBOM)
- BPCA Scenario Setup Activities
- Performing a Change Impact Analysis
• Unit 5 - Implement and Use Scope and Effort Analysis (SEA)
  • Overview of Scope and Effort Analysis
  • Performing Scope and Effort Analysis
• Unit 6 - Implement and Use Test Automation with SAP Solution Manager
  • Using Test Automation Framework
  • Prerequisites and Setup for CBTA
  • Definition of Automated Tests
  • Test Automation with CBTA
  • Scheduling of Unattended Tests
  • Automated Test - Reporting
  • Accelerated Maintenance of Damaged Test Cases
• Unit 7 - Setting up the Test Environment with Test Data Migration Serv
  • Setting Up The Test Environment
• Unit 8 - Performance Testing using SAP Loadrunner by HP
  • Using SAP Load Runner by HP
**E2E200 - Change Control Management**

**Duration**
5 days

**Course announcements**
- In this course you will learn how change control management coordinates changes that are introduced into a software landscape so that the changes do not conflict with each other and how to make sure the changes are executed without disrupting ongoing business. This results in improved quality of the software landscape, higher availability of IT solutions, and lower total cost of ownership. Also important, change control management ensures that the changes introduced remain transparent, traceable and are made available for reporting and change analysis. Becoming adept at change control management requires skill in the efficient use of standardized methods and procedures. In this ‘how to use’ training, SAP imparts best-in-class knowledge of solution operations. The End-to-End Change Control Management course introduces participants to what change control management is and the standard tools used to accomplish it, tools provided by SAP Solution Manager.

**Goals**
- This course will prepare you to:
  - Describe the concept and methods of E2E Change Control Management.
  - Leverage the SAP Solution Manager 7.2 as application platform for E2E Change Control Management.

**Audience**
- Change Managers: Responsible for documentation, approval and change processes
- System Landscape Architects: Responsible for the design of the transport landscape topology
- System Administrators: Responsible for executing transports

- Development Managers: Responsible for performing development changes
- Application Manager: Responsible for approving and performing changes in an application
- Support Manager and members of the customer’s SAP competence center: Responsible for Reporting and Diagnostics capabilities
- Partners and System Integrators

**Essential**
- Fundamentals of SAP Software Change Management
- Basic knowledge of SAP Solution Manager

**Course based on software release**
- SAP Solution Manager 7.2 SP05

**Content**
- Introduction to E2E Change Control Management
- Explain the scope of End-to-End Change Control Management
- Explain the role of SAP Solution Manager to manage changes in your solution landscape
- Enhanced Change and Transport System
- Explain how the Enhanced Change and Transport System (CTS+) works
- Understand the basic concepts of Enterprise Portal and how it is supported by CTS+
- Describe the best practices for the setup and usage of CTS+ in different scenarios
• Configuration Validation
• Understand the concepts and architecture of E2E Change Diagnostics
• Find current configuration information with the Change Reporting tool
• Find recent changes in the solution landscape with the E2E Change Analysis tool
• Compare multiple systems with the Configuration Validation tool
• Create targets, use operators and run validation reports
• Know how to use predefined reports in the report directory
• Transport and Execution Analysis Service and Transport and Execution Analysis Service for Projects
• Know how to run and use this self-check services within SAP Solution Manager
• Understand how to interpret the software change management KPI’s that are collected for your landscape
• Software Change Strategy
• Understand the limitations of a three-system landscape
• Understand the benefits of bundling changes in cycles and synchronized releases
• Transport Management with SAP Solution Manager
• Understand the change control landscape concept for transport management in SAP Solution Manager 7.2
• Understand the usage of critical objects, cross system object locking and downgrade protection
• Know how to use retrofit in a dual landscape
• Understand the features of cCTS, which can be used for Quality Gate Management and Change Request Management parallel to CTS.
• Quality Gate Management
  • Explain the concept of Solution Transports and Track Synchronization
  • Setup and use Quality Gate Scenario as a central Transport Management Tool
  • Create and release transport requests centrally in SAP Solution Manager for ABAP and Non-ABAP environments
  • Know how to work within the Quality Gate Scenario
• Change Request Management
  • Understand the different use cases for Change Request Management
  • Describe the various elements of Change Request Management as part of SAP Solution Manager
  • Understand SAP’s best practices for transport management which are implemented in Change Request Management
  • Know how to work with Change Request Management
• Release Management
  • Learn how to manage Release Management with SAP Solution Manager
  • Understand how to manage the successful deployment of all related changes into the productive environment.

Notes
• Courseware available as flipbook in Learning Hub
• This course shows how the SAP Solution Manager can be leveraged as an application management platform for E2E Change Control
E2E040 - Manage digital transformation with SAP Solution Manager

**Duration**
3 days

**Course announcements**
- This course will provide you with an overview of the key value chains and the underlying Application Lifecycle processes of the SAP Solution Manager platform. Key aspects are the digital transformation and the transition to S/4HANA.

**Goals**
- Gain an overview of the concept and functional areas of SAP Solution Manager 7.2
- Understand how SAP Solution Manager 7.2 supports the transition to S/4HANA and Digital transformation
- Identification of relevant topics for customers

**Audience**
- Portfolio Manager
- Project Manager
- IT Management
- Requirement Manager
- IT Architect
- Release Manager
- TQM
- Technical Operator

**Essential**
- Fundamentals of SAP Systems and SAP Application Lifecycle Management
- Basic understanding of ITIL V3

**Course based on software release**
- SAP Solution Manager 7.2 SP03

**Content**
- Overview of SAP Solution Manager 7.2 and the four Key Value Chains
- SAP Solution Manager for SAP S/4 HANA
- Focused Solutions
- SAP Solution Manager and the Cloud
- Landscape Management Process
- Concept of Solution and Branches
- Portfolio & Project Management
- Process Management
- Test Suite
- Change Control Management
- Focused Build
- IT Service Management
- Custom Code Management and its tools
- Data Volume Management
- Business Process Operations
- Application Operations
- Analytics
- Collaboration with SAP Solution Manager and Enterprise Support

**Notes**
- The course material is only available in English language
E2E120 - Technical Monitoring in SAP Solution Manager

Duration
5 days

Goals
- Understand and use the Monitoring and Alerting Infrastructure (MAI) for monitoring the system landscape with SAP Solution Manager
- Setup and configure the monitoring types System Monitoring, Self-Monitoring, User Experience Monitoring, Integration Monitoring, Job Monitoring and HANA and BI Monitoring
- Use the features of the System and Application Monitoring function
- Create and use Dashboards for Analytics
- Use the SAP Solution Manager Administration work center for Troubleshooting

Audience
- System Administrator
- Technology Consultant
- System Architect
- Technical Architect
- Service and Support Consultants
- Support Consultant
- Solution Architects

Essential
- SM100 SAP Solution Manager Configuration for Operations

Course based on software release
- SAP Solution Manager 7.2 SP05

Content
- Get an overview about the functions of Technical Monitoring in SAP Solution Manager 7.2
- Get an overview about the Monitoring and Alerting Infrastructure (MAI) architecture
- Get a deep understanding about Monitoring Templates
- Using the Alert Inbox including Guided Procedures
- Configure Work Mode Management and Notification Management
- Configure and using System Monitoring
- Configure and using Interfaces and Connections
- Configure and using Process Integration, Message Flow Monitoring and Workflow Monitoring
- Configure and using User Experience Monitoring
- Configure and using Job Monitoring
- Configure HANA and BI Monitoring
- Using Automated Reporting (like EarlyWatch Alerts and Service Level Reporting)
- Using Application specific Dashboards and Dashboard Builder to build own Dashboards
- Get an overview about SAP Mobile Apps for the Monitoring and Alerting Infrastructure (MAI)
- Configure and using SAP Solution Manager Self-Monitoring and Self Diagnosis
- Using Monitoring and Alerting Infrastructure Analysis Tools

Notes
- The course material is only available in English language
- The course does not introduce SAP Solution Manager Fundamentals
- The course does not introduce the installation and setup process of Solution Manager Diagnostics

The course material is only available in English language.
**SM250 - IT Service Management Configuration**

**Duration**
5 days

**Course announcements**
- This course will give you an introduction in the SAP Solution Manager and its architecture. It continues with the explanation of IT Service Management and the integration in other phases of the Application Lifecycle Management. In the course the several main processes of IT Service Management are explained and demonstrated. The course ends with an introduction in the various customizing options to adopt the processes to customer needs.

**Goals**
- Describe the idea of Application Lifecycle Management and how IT Service Management is integrated in this process
- Explain the standard IT Service Management Processes offered by SAP Solution Manager
- Configure the SAP standard processes for IT Service Management
- Outline how to customize the IT Service Management processes according to your needs,
- Understand the new functionalities offered with SAP Solution Manager 7.2

**Audience**
- System Administrator
- Technology Consultant
- IT Service Helpdesk

**Essential**
- none

**Course based on software release**
- SAP Solution Manager 7.2 SP3
Service Catalog and Service Request Management
- Explain the concept of Service Request Management and Service Request Fulfillment
- Introducing the Service Catalogue
- Requesting a Service
- Processing a Service
- Incident & Problem Management Process
- Outlining the ITIL Best Practice Process
- Creating Incidents
- Processing Incidents
- Processing Problems
- Knowledge Management Process
- Establishing a Full text search in SAP Solution Manager
- Creating Knowledge Articles
- IT Service Management Customizing I
- Explaining the Meaning of Transaction Types
- Customizing the CRM Service Transaction
- ITSM Administration
- Explaining the Multi-Level-Categorization
- Describing the Organizational Model
- Understand Partner Determination
- IT Service Management Customizing II
- Explaining the Enhanced Customizing Options
- Describing the Mailforms & Notification Framework
- Configuring the Business Role
- Enhancements of the User Interfaces
- Describing the Widgets
- Explaining the Service Level Agreements & Processing Times
- Reporting
- Monitoring the ITSM Tickets
- Describing the ITSM BW Reporting
- Service Asset & Configuration management
- Overview: Service Asset and Configuration management
- Overview: IT Infrastructure Management
The SAP Solution Manager Concept

Highlight the benefits from the integration of IT Service Management into Application Lifecycle Management

List different user interfaces to be used with Change Request Management

Outline the authorization concept for SAP Solution Manager

Change Request Management - Overview

List tools that SAP offers for Change Control Management and describe their use

Outline the process flow for SAP Solution Manager Change Request Management

Basic Setup Steps for Change Request Management

Prepare the SAP Solution Manager system for the basic configuration of the Change Request Management scenario

Outline the main steps that are needed to configure the SAP Solution Manager system for the Change Request Management scenario

Outline the main steps that are needed to configure the managed systems for the Change Request Management scenario

Master Data for Change Request Management

Create business partners

Create the Installed Base Components for Change Request Management

Duration

5 days

Course announcements

In this new training SM255, you will get to know the different elements of SAP Solution Manager Change Request Management. Then, you will configure the SAP standard processes of the Change Request Management scenario. Additionally, you will outline the different adaption capabilities of these processes to your needs. The theoretical lessons are supported by various hands-on.

Goals

This course will prepare you to:

- Describe the various elements of SAP Solution Manager Change Request Management
- Configure the SAP standard process for the Change Request Management scenario
- Outline how to customize the Change Request Management process according to your needs

Audience

- Change Manager
- System Administrator
- Technology Consultant

Essential

- SM100 – SAP Solution Manager - Configuration for Operation

Course based on software release

- SAP Solution Manager 7.2 SP05
- The Use of the WebClient UI for Change Request Management
- Outline the relationship between business roles and authorization roles
- Explain different personalization options for the WebClient UI
- Outline different configuration options for the WebClient UI
- List usages of multilevel categorization in the context of Change Request Management
- Landscape Definition for Change Request Management
- Outline the idea of branches and logical component groups
- Outline how the status of a change cycle controls the actions on transport requests
- Outline the use of the Administration Cockpit within Change Request Management
- Outline the integration of Change Request Management into Solution Documentation
- Change Request Management Processes
- Create and approve requests for change
- Explain the process flow for normal changes
- Process urgent changes
- Implement Corrections during the test phase
- Implement administrative changes
- Outline the process for standard changes
- Document changes to non-SAP components with the help of Change Request Management and general changes
- Change Request Management-Specific Customizing I
- Explain the meaning of transaction types for Change Request Management
- Explain the meaning of determination procedures and profiles that are assigned to transaction types for change transactions
• Features of the Administration Cockpit: Task Lists and Monitoring Options
• Explain the structure of Task Lists
• Evaluate the use of different Change Request Management reporting tools
• System Protection Against Downgrades
• List reasons for downgrades
• Outline the idea of downgrade protection with SAP Solution Manager Change Request Management
• Describe the concept of Cross-System Object Locks
• Configure the system landscape for the use of downgrade protection
• Retrofit
• Outline the need for a retrofit
• Configure system landscapes for the use with retrofit
• Outline the process flow for retrofits
• Change Request Management-Specific Customizing II
• Copy a transaction type into the customer namespace
• Adapt a transaction type by adding a new status to it
• Explain how to assign application areas to a categorization schema
• List the steps that are needed to customize the approval procedure for Change Request Management
• Describe the process flow for the preliminary import of normal changes
• Outline the use of selective imports in Change Request Management
Addendum: Central Change and Transport System

- Outline the general idea of central Change and Transport System
- Explain the terms transport collection and system cluster
Define and use Guided Procedures for documenting administration tasks and solutions of known issues in IT landscapes

Use EarlyWatch Alerts and Dashboards for analytics

**Audience**
- System Administrators
- Solution Architects
- Application Management Team, especially team responsible to establish problem analysis and resolution
- Service Consultants
- Support Consultants
- Technical Consultants

**Essential Knowledge**
- Knowledge about SAP AS architecture
- Basic knowledge of SAP Solution Manager * Recommended
- E2E040 Digital transformation with SAP Solution Manager
- SM100 SAP Solution Manager Configuration

**Course based on software release**
- SAP Solution Manager 7.2 SP05

**Content**
- Application Operations-Process overview
- Monitoring and Alerting Infrastructure (MAI) in SAP Solution Manager for proactive problem detection
- Notification Management
- Work Modes and IT Calendar

**Course announcements**
- The course will provide you with an overview of the key functions of Application Operations in SAP Solution Manager. Participants will learn how to use the Monitoring tools in SAP Solution Manager to detect problems in their IT landscape quicker. The capabilities of SAP Solution Manager for supporting customers in regular administration tasks will be demonstrated including the usage and creation of Guided Procedures. Root cause analysis is a key requirement for efficient support of IT solutions and a superior method for resolving problems in a heterogeneous IT landscape quickly and permanently. Customers will learn how to perform End-to-End and component specific Root Cause Analysis with the diagnostics tools in SAP Solution Manager. By leveraging the training SAP provides for end-to-end solution operations support, customers are able to resolve problems faster, the availability of their IT solutions goes up, and the amount of work involved for their IT organization goes down, all of which results in lower cost of ownership. Goals

**Goals**
- Understand and use the Monitoring and Alerting infrastructure (MAI) in SAP Solution Manager
- Use The SAP Solution Manager Administration work center for regular administration tasks
- Perform a cross-component root cause analysis with the E2E Diagnostics tools in SAP Solution Manager for performance and functional problems
- Perform component-specific root cause analysis for ABAP and non-ABAP based systems
- Use the CA Introscope for operation system and JAVA memory problems
• Service Availability Management
• End-to-End Change Diagnostics
• End-to-End Workload Analysis
• End-to-End Trace Analysis
• End-to-End Exception Analysis and Exception Management
• CA Introscope for component-specific diagnostics
• Java Memory Analysis
• Using the Guided Procedures Browser
• Creation of customer own Guided Procedures
• EarlyWatch Alerts for long-term performance analysis
• Application specific Dashboards
• Customer specific Dashboards with the Dashboard Builder
• Extractor Framework and Housekeeping in SAP Solution Manager

Notes
• Course material is only available in English language
• The course does not introduce SAP Solution Manager fundamentals
• The course does not introduce the installation and setup process of SAP Solution Manager and Monitoring and Alerting infrastructure
E2E600 - Implementation Projects with SAP Solution Manager 7.2

Duration
5 days

Course announcements
• The lifecycle of IT and business solutions is nowadays shorter than ever before.
• Companies are always challenged with the continual improvement of their IT supported business models and processes to remain marketable and competitive.
• Learn in this course about the role of SAP Solution Manager 7.2 in implementation projects.

Goals
• This course will prepare you to:
  • Learn how SAP Solution Manager 7.2 helps your business to transition to SAP S/4HANA, while ensuring 24/7 system stability, improve business processes and quickly adopt new innovations to be ready for the challenges of the future. Learn how to take advantage of Focused Solution Add On in addition.
  • SAP Solution Manager 7.2 powers implementation and eases communication with the business and it continues to focus on operations and on IT. Selected highlights of 7.2 will be pragmatic business process management, business value through SAP Cloud adoption, and more SAP Solution Manager value through in-memory technology. Implementing and running SAP S/4 HANA

Audience
• Application Consultant
• Business Process Architect
• Business Process Owner / Team Lead / Power User
• Change Manager
• Program / Project Manager

Essential
• None

Course based on software release
• SAP Solution Manager 7.2 SP05

Content
• SAP Solution Manager 7.2 for SAP S/4/HANA
• Using SAP Solution Manager 7.2 - Overview
• Explaining SAP Solution Manager 7.2 and SAP S/4HANA
• Prerequisites for SAP S/4/HANA Implementation Projects
• Defining Technical Prerequisites for S4/HANA Implementation Projects
• Using the Solution as Single Source of Truth
• SAP S/4HANA Implementation Roadmap Usage
• Using Implementation Roadmaps
• Project Preparation
• Explaining the Project Setup
• Discovering and Design your SAP S/4HANA
• Exploring SAP S4/HANA Best Practices
• Managing Requirements
• Designing the To-Be Business Processes
• Realization Phase
• Executing System Configuration and Development
• Using Functionalities in SolMan to Test the System
• Deploy Phase
• Preparing End-User Training
• Cutting Over to Production
• Solution Maintenance
• Maintaining the Solution
• Solution Update and Roll out
• Managing New Release Projects
• Managing the Rollout of Templates
• Solution Innovation
• Describing Focused Solutions for SAP Solution Manager
SM100 - SAP Solution Manager Configuration for Operations

Duration
5 days

Goals
- Understanding mandatory and managed system configuration of the SAP Solution Manager, including infrastructure
- Description and using the various activities, functions and features belongs to the area Application Operations
- Get a basic Idea of Business Process Operations features like Job Management
- Getting a basic Idea of Process Management.
- Introduction to area operations and support tools from SAP Solution Manager

Audience
- System Administrator
- System Architect
- Technology Consultant

Essential
- ADM100 Administration AS ABAP I

Course based on software release
- Solution Manager 7.2 SP08

Content
- SAP Solution Manager Overview: Introduction to Application Lifecycle Management, SAP Solution Manager Scenarios and their Functional Areas as well as Integrated Tools supporting them.
- Technical Overview: Technical Architecture in detail, also an overview about Sizing, Installation and Upgrade
- SAP Solution Manager Configuration: SOLMAN_SETUP, System Landscape Directory (SLD), Synchronize Data to the Landscape Management Database (LMDB), New Solution Concept (especially Logical Component Groups and Solution Documentation), Solution Manager Diagnostics, including SAP Support Hub Configuration
- Managing Authorizations in SAP Solution Manager
- Maintenance Planner, Maintenance Certificates, System Recommendations, Issue and Task Management
- Early Watch Alert Reporting: ABAP & Java, Service Level Reporting and Self Services
- Root Cause Analysis Overview, Monitoring and Alerting Infrastructure Overview, Solution Monitoring and System Monitoring Overview
- Business Process Operations: Job Management (Job Request Management, Job Documentation, Job Monitoring, Job Scheduling Management Health Checks etc.)

Notes
- The certification C_SM100_7208 is not included and need to be booked separately, when available.
The "SAP Certified Technology Associate - SAP Solution Manager Mandatory and Managed System Configuration (7.2 SPS5)" certification exam validates that the candidate knows mandatory and managed system configuration of the SAP Solution Manager, including infrastructure. The exam also validates that the candidate can describe the various activities, functions and features that belong to the area of operations of the SAP Solution Manager solution.

Notes

- To ensure success, SAP recommends combining education courses and hands-on experience to prepare for your certification exam as questions will test your ability to apply the knowledge you have gained in training.
- You are not allowed to use any reference materials during the certification test (no access to online documentation or to any SAP system).

Number of questions

Duration

90
C_SM100_7208 - SAP Certified Technology Associate - SAP Solution Manager, Mandatory and Managed System Configuration (7.2 SPS8)

**Description**
The "SAP Certified Technology Associate - SAP Solution Manager, Mandatory and Managed System Configuration (7.2 SPS8)" certification exam validates that the candidate knows mandatory and managed system configuration of the SAP Solution Manager, including infrastructure. The exam also validates that the candidate can describe the various activities, functions and features that belong to the area of operations of the SAP Solution Manager solution.

**Notes**
- To ensure success, SAP recommends combining education courses and hands-on experience to prepare for your certification exam as questions will test your ability to apply the knowledge you have gained in training.
- You are not allowed to use any reference materials during the certification test (no access to online documentation or to any SAP system).