

Training for Database & Technology with Solution Manager in SAP Application Lifecycle Management (ALM)

Courses Listed

Intermediate

- E2E600 - Implementation Projects with SAP Solution Manager 7.2

Advanced

- E2E040 - Manage Digital Transformation with SAP Solution Manager
- E2E220 - Test Management Overview
- SM100 - SAP Solution Manager Configuration for Operations
- SM250 - IT Service Management Configuration
- SM255 - Change Request Management with SAP Solution Manager - Configuration

All available schedules in your selection

SM250 IT Service Management Configuration

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.

E2E040 Manage Digital Transformation with SAP Solution Manager

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.

E2E220 Test Management Overview

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.

E2E600 Implementation Projects with SAP Solution Manager 7.2

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.

SM255 Change Request Management with SAP Solution Manager - Configuration

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

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

Course announcements

- This course will provide you with an introduction to SAP Solution Manager and its architecture. It continues with an explanation of IT Service Management and integration in other phases of Application Lifecycle Management. The scenario configuration and all usable master data are explained in detail. In the course, the several main processes of IT Service Management are explained and demonstrated. The course ends with guidance through the various customizing options to adopt the processes to customer needs.

Goals

- This course will prepare you to:
- 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

- Help Desk/CoE Support
- System Administrator
- Technology Consultant

Essential

- none

Course based on software release

- SAP Solution Manager 7.2 SP10

Content

- Solution Manager Concept
- Explaining the Benefits of SAP Solution Manager
- Describing the SAP Solution Manager Architecture
- IT Service Management Overview
- Describing ITSM and ALM
- Describing ITSM Processes: Service Request, Incident, Problem and Knowledge Article
- Describing Latest Innovations - new functions with Solution Manager 7.2
- Basic Setup
- SAP Support Backbone Update
- Understanding Technical Prerequisites
- Configuring ITSM Prerequisites
- Basic ITSM Configuration
- Master Data
- Explaining the Business Partner Concept
- Creating Business Partners
- Maintaining Organizational Model
- Managing the Installed Base

- The Work Environment: Using the CRM Web Client UI & Solution Manager Launchpad
- Explaining the Available Business Roles in IT Service Management
- Accessing the WebClient UI
- Accessing the Solution Manager Launchpad
- Describing the WebClient UI - New Functionalities
- Explaining Fiori Apps
- Personalizing the Work Environment
- Service Catalog and Service Request Management
- Explain the concept of Service Request Management and Service Request Fulfilment
- 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

E2E040 - Manage Digital Transformation with SAP Solution Manager

Course announcements

- This course is also available in a self-paced e-learning format with an active subscription to the SAP Learning Hub, as E2E04E.
- 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

- Application Consultant
- Technology Consultant
- Business Process Owner / Team Lead / Power User
- Project Manager
- System Administrator
- System Architect
- Change Manager
- Business Analyst
- System Administrator

Essential

- Fundamentals of SAP Systems and SAP Application Lifecycle Management
- Basic understanding of ITIL (IT Infrastructure Library) V3

Course based on software release

- SAP Solution Manager 7.2 SP10

Content

- Overview of SAP Solution Manager 7.2 and the four Key Value Chains
- Overview about SAP Solution Manager as the Best Practice Toolset to manage your Digital Transformation.
- Deployment Options
- Landscape Management
- User Interfaces
- Concept of Solution and Branches
- Requirement Management
- Portfolio & Project Management
- Process Management
- Test Suite
- Business Process Operations
- Application Operations
- IT Service Management
- Change Control Management
- Custom Code Management and its tools
- Data Volume Management
- Focused Solutions

Notes

- The course material is only available in English language

E2E220 - Test Management Overview

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 including Test Management in Focused Build.

Goals

- This course will prepare you to:
- Understand the big picture of Test Management with SAP Solution Manager Test Suite
- Set up the Test Environment
- Use the SAP Solution Manager Test Suite
- Use advanced functions for Business Process Change Analysis, Scope and Effort Analysis, Test Automation
- Get the big picture of Test Management in Focused Build

Audience

- Application Consultant
- Business Process Owner / Team Lead / Power User
- Change Manager
- Program/Project Manager

- Solution Architect
- Technology Consultant

Essential

- None

Course based on software release

- SAP Solution Manager 7.2 SP10
- Focused Build and Insights 2.0 FPS05
- SAP S/4HANA 1909 FP01
- SAP NetWeaver AS ABAP 7.51 SP06 (~S4 1909 FP01)

Content

- The Big Picture - Test Management with SAP Solution Manager
- Introduction to Test Management
- Understanding Automated and Manual Testing
- Implementing Test Management
- Test Environment
- Mapping the System Landscape
- Creating a Solution Manager Process Structure
- Test Management
- Setting up the Test Management Scenario
- Creating Test Cases
- Managing the Test Plan
- Enhancing Test Planning
- Processing Test Cases and Reporting a Test Defect
- Managing Test Reporting

- Business Process Change Analyzer and Scope and Effort Analyzer
- Describing the Technical Bill of Materials
- Performing Scenario Preparation Activities
- Performing a Change Impact Analysis
- Understanding the SEA principles and use cases
- Scope and Effort Analysis
- Test Automation with SAP Solution Manager
- Understanding Components and Prerequisites
- Defining Automated Tests
- Understanding Test Automation with CBTA
- Scheduling unattended Tests
- Automated Test Reporting
- Explaining the accelerated maintenance of damaged Test Cases
- Test Environment and Test Data Migration Server
- Setting up the Test Environment
- Test Management in Focused Build
- Introducing Capabilities, Test Strategy, Test Types, Branches & Test Systems in Focused Build
- Unit Tests
- Single Functional Tests and Acceptance Tests
- Functional Integration Tests
- Regression Tests

E2E600 - Implementation Projects with SAP Solution Manager 7.2

Course announcements

- Are you seeking to better understand the value of SAP Solution Manager 7.2 for your business and IT goals? In this course, discover how SAP Solution Manager 7.2 supports managing implementation projects and improving existing business processes. Learn how to execute such projects from the requirements to the deploy phase, based on a real-life example of a transition to SAP S/4HANA.
- Course highlights:
- Solution documentation and business process modeling best practices
- SAP Activate and other project standards
- Leveraging of integrated testing capabilities

Goals

- This course will prepare you to:
- Learn how SAP Solution Manager 7.2 can help the Business to manage IT implementation projects and to improve available Processes while ensuring a 24/7 system availability. Based on a current example of a transition to SAP S/4 HANA the course participants will get the knowledge to handle such projects during the phases from Requirement till Deployment with the help of SAP Solution Manager 7.2 standard capabilities.
- Recognize how SAP Solution Manager 7.2 powers implementation and simplifies communication to focus both on business operations and on IT. Selected highlights of 7.2 will be pragmatic business process management, increased business value through hybrid solution support and the possibility to get first points of contact with the in memory technology of SAP 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 SP08

Content

- SAP Solution Manager 7.2 for SAP S4/HANA
- Using SAP Solution Manager 7.2 - Overview
- Explaining SAP Solution Manager 7.2 and SAP S/4HANA
- Prerequisites for SAP S4/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 Manger

SM255 - Change Request Management with SAP Solution Manager - Configuration

Course announcements

- In this course, 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 hands-on activities.

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
- Program/Project Manager
- System Administrator
- Technology Consultant

Essential

- SM100 – SAP Solution Manager Configuration for Operations

Course based on software release

- SAP Solution Manager 7.2 SP10

Content

- Overview Change Request Management
- Basic Setup Steps for Change Request Management
- Master Data

- Defining the Landscape for Change Request Management
- The Change Request Management Processes
- Monitoring
- Retrofit
- Customizing Change Request Management

Notes

- The training material is available in English only.

SM100 - SAP Solution Manager Configuration for Operations

Course announcements

- In this course, you will learn the infrastructure and the components of an SAP Solution Manager System Landscape needed for the Application Operations scenarios and functions (like Root Cause Analysis, Technical Monitoring, Early Watch Alert etc.) In addition, you will learn how to configure and update this infrastructure. Upon completing the course, you are also able to describe and use Application Operation and certain Business Process Operation scenarios and their functions.

Goals

- This course will prepare you to:
- Understand mandatory and managed system configuration of the SAP Solution Manager, including infrastructure
- Describe and use the various activities, functions and features belonging to the area Application Operations
- Get a basic idea of Business Process Operations features like Job Management
- Get a basic Idea of Process Management.
- Get an introduction to area operations and support tools from SAP Solution Manager

Audience

- System Administrator
- System Architect
- Technology Consultant

Essential

- ADM100

Course based on software release

- SAP SOLUTION MANAGER 7.2 SP10

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 configuration of SAP Support Backbone Connection
- 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 course material is only available in English.
- The certification [C_SM100_7210](#) is not included and need to be booked separately.

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