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Leading Marketplace for IT and Certification Courses

# SAP SOLUTION MANAGER



◆ 1:1 Instructor-led Online Training ◆



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## COURSE CURRICULUM – SAP SOLUTION MANAGER

- SAP Solution Manager Overview
- Installation Overview
- Customizing SAP Solution Manager
- IMG structure (Basic and Optional Settings)
- Solution Monitoring
- System Monitoring
- Business Process Monitoring
- Service Desk
- Service Desk Reporting
- Message Processing
- Service Delivery
- Service Plan
- Issue tracking
- Maintenance Optimization
- Early Watch Alert Reporting
- Service Level Reporting
- Solution Reporting
- Service Reporting
- Availability Reporting
- System Administration Reporting
- Solution Manager Diagnostics
- Change Request Management
- SAP Solution Manager – Short overview

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- SAP Solution Manager Service Desk – Basics
- Master data – Short overview
- Business-Process "Service Desk Message"
- Create a message
- Process a messages
- Customizing of processes
- Reporting and monitoring
- Service Desk: additional functions
- Service contract and SLA
- IC Web Client
- ICSS
- Solution data base
- Interfaces to other helpdesk tools
- Roles
- The SAP Solution Manager Concept
- Overview Change Request Management
- Projects and Release Management
- Projects and Change Requests
- Regular Corrections: Process
- Urgent Corrections: Process
- Administration and Test Messages
- Security Concept and Object Locking
- Change Request Reporting
- Managing/Extending Task Lists
- Change Request Troubleshooting