

Cursos listados

Avançada

- SM255 - Change Request Management – Configuration
- SM250 - IT Service Management Configuration
- SM100 - SAP Solution Manager Configuration for Operations
- E2E600 - SAP Solution Manager 7.2 for SAP S/4HANA Implementations
- E2E300 - Business Process Operations
- E2E220 - Test Management Overview Test Management Overview
- E2E200 - Change Control Management
- E2E120 - Technical Monitoring in SAP Solution Manager
- E2E110 - Application Operations in SAP Solution Manager
- E2E040 - Manage digital transformation with SAP Solution Manager

Exame de certificação

- C_SM100_7203 - SAP Certified Technology Associate - SAP Solution Manager Mandatory and Managed System Configuration (7.2 SPS3)



LISTA DE CURSO

E2E300 - Business Process Operations

Duração

5 days

Objetivos

- Understand how business processes running in a solution landscape should be supported as part of Run SAP like a Factory by an Operations Control Center
- Understand the different aspects of Business Process Operations
- Use the different SAP tools for the execution of the daily operational procedures within Business Process Operations
- Identify which roles should be involved in the implementation and execution of a Business Process Operations concept

Público

- Members of a customer support organization who want implement Business Process Operations and want to understand what the operational procedures in the area of Business Process Operations (as part of Run SAP like a Factory) look like and how SAP Solution Manager can be used for these operational procedures
- TQMs who want to lead implementation projects for Business Process Operations

Essencial

- Basic understanding of Support processes

- Basic understanding of SAP Solution Manager
- Fundamentals of SAP Systems

Versão do Software

- SAP SOLUTION MANAGER 7.1 SP12

Conteúdo

- Introduction to Business Process Operations
- Business Process and Interface Monitoring, including the usage of Business Process Monitoring and Reporting for BPMon alerts in SAP Solution Manager
- Job Scheduling Management, including the usage of the job request process, job documentation and job monitoring in SAP Solution Manager
- Data Consistency Management, including the usage of the Data Consistency Monitoring, the Guided Self Service for DCM and Cross- Database Comparison in SAP Solution Manager and the tools for transactional correctness
- Business Process Improvement, including the usage of Business Process Analytics and the BPO Dashboards in SAP Solution Manager
- Business Process Performance Optimization
- Operations Control Center

Notas

- The course provides details on the operational procedures, relevant tools and involved roles in the area of Business Process Operations
- The course does not cover the configuration of the various Business Process Operations relevant functions in SAP Solution Manager.

E2E110 - Application Operations in SAP Solution Manager

Duração

5 days

Anúncios de cursos

- 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

Objetivos

- 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
- Define and use Guided Procedures for documenting administration tasks and solutions of known issues in IT landscapes
- Use EarlyWatch Alerts and Dashboards for analytics

Público

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

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- Support Consultants
- Technical Consultants

Essencial

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

Versão do Software

- SAP Solution Manager 7.2 SP05

Conteúdo

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

Notas

- 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

E2E220 - Test Management Overview Test Management Overview

Anúncios de cursos

- 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.

Objetivos

- 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

Público

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

Essencial

- None

Versão do Software

- SAP Solution Manager 7.2 SP03
- SAP S4HANA

Conteúdo

- Unit 1 - The Big Picture - Test Management with SAP Solution Manager
 - 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



LISTA DE CURSO

- Unit 1 - The Big Picture - Test Management with SAP Solution Manager
- 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
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- Technical Bill of Materials (TBOM)
- BPCA Scenario Setup Activities
- Performing a Change Impact Analysis

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- Performing Scope and Effort Analysis
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- Using Test Automation Framework
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- Definition of Automated Tests
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- Using SAP Load Runner by HP

E2E040 - Manage digital transformation with SAP Solution Manager

Duração

3 days

Anúncios de cursos

- 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.

Objetivos

- 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

Público

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

Essencial

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

Versão do Software

- SAP Solution Manager 7.2 SP03

Conteúdo

- 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



LISTA DE CURSO

- Business Process Operations
- Application Operations
- Analytics
- Collaboration with SAP Solution Manager and Enterprise Support

Notas

- The course material is only available in English language

SM255 - Change Request Management – Configuration

Duração

5 days

Objetivos

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

Público

- Technical Consulting
- System Administration

Essencial

- SM100 – SAP Solution Manager - Configuration for Operations

Versão do Software

- SAP Solution Manager 7.1 SP11

Conteúdo

- Overview Change Request Management and Application Incident Management
- Basic Setup Steps for Change Request Management
- Master Data
- Projects in Change Request Management
- The Change Request Management Processes

- Monitoring
- Retrofit
- Central CTS and CTS+ for Change Request Management
- Customizing Change Request Management

E2E120 - Technical Monitoring in SAP Solution Manager

Duração

5 days

Objetivos

- 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

Público

- System Administrator
- Technology Consultant
- System Architect
- Technical Architect
- Service and Support Consultants
- Support Consultant

- Solution Architects

Essencial

- SM100 SAP Solution Manager Configuration for Operations

Versão do Software

- SAP Solution Manager 7.2 SP03

Conteúdo

- 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

Notas

- 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



LISTA DE CURSO

SM250 - IT Service Management Configuration

Duração

5 days

Anúncios de cursos

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.

Objetivos

- ** 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

Público

- System Administrator

- Technology Consultant
- IT Service Helpdesk

Essencial

- * Essentiaik:
none

Versão do Software

- SAP Solution Manager 7.2 SP3

Conteúdo

- 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
- Understanding Technical Prerequisites
- Configuring ITSM Prerequisites
- Basic ITSM Configuration



LISTA DE CURSO

- 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
- Personalizing the Work Environment
- 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



LISTA DE CURSO

- 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

E2E200 - Change Control Management

Duração

5 days

Anúncios de cursos

- 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.

Objetivos

- Describe the concept and methods of E2E Change Control Management.
- Leverage the SAP Solution Manager as an application platform for E2E Change Control Management.

Público

- Change Managers (Responsible for documentation, approval and change processes)
- System Architects (Responsible for the design of the transport landscape topology)
- System Administrators (Responsible for executing transports)
- Development Consultants (Responsible for performing development changes)
- Support Manager and members of the customer's SAP competence center (CCC): Responsible for Reporting and Diagnostics capabilities
- Technology Consultants

Essencial

- Fundamentals of SAP Software Change Management
- Basic Knowledge of the SAP Solution Manager

Versão do Software

SAP Solution Manager 7.1 SP12

Conteúdo

- Introduction to E2E Change Control Management
- Change and Transport System
- Describe the best practices for the setup and usage of CTS and CTS+ in different scenarios
- Reporting and Analysis Tools / CTS Analytics
- Report on current system configuration items
- Configure and Run Configuration Validation reports to compare multiple systems
- Learn how to use the Transport Execution Analysis Self Service in SAP Solution Manager
- Software Change Strategies
- SAP best practices for transport landscape topologies and Release Management
- Transport Management with SAP Solution Manager
- Use the SAP Solution Manager for Transport Management
- Understand Cross System Object Locking and Downgrade Protection
- Use retrofit in a dual landscape
- Understand the key features of central CTS

- Quality Gate Management (QGM)
- Administration and grouping of transport requests
- Setup of Quality Gate Management
- project phases in Quality Gate Management
- Usage of Quality Gate Management as a central Transport Management Tool
- Change Request Management
- Understand the different use cases for Change Request Management Tool based workflow for the execution of change requests from development to production
- Understand, how to work with Change Request Management

Notas

- The course provides an overview of the concept of E2E Change Control Management
- It shows how the SAP Solution Manager can be leveraged as an application management platform for E2E Change Control

E2E600 - SAP Solution Manager 7.2 for SAP S/4HANA Implementations

Duração

5 days

Objetivos

- 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/4HANA

Público

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

Essencial

- none

Versão do Software

- SAP Solution Manager 7.2 SP03 + Focus Build Add on

Conteúdo

- SAP Solution Manager 7.2 for SAP S/4HANA
- Using SAP Solution Manager 7.2 - Overview
- Explaining SAP Solution Manager 7.2 and SAP S/4HANA Prerequisites for SAP S/4HANA Implementation Projects
- Defining Technical Prerequisites for SAP S/4HANA 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 S/4HANA Best Practices
- Managing Requirements
- Designing the To-Be Business Processes



LISTA DE CURSO

- 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

SM100 - SAP Solution Manager Configuration for Operations

Duração

5 days

Objetivos

- Understanding mandatory and managed system configuration of the SAP Solution Manager, including infrastructure
- Introduction to area operations and support tools from SAP Solution Manager
- Description of the various activities, functions and features that belong to the area of operations of the SAP Solution Manager

Público

- System Administrator
- System Architekt
- Technology Consultant

Essencial

- ADM100 Administration AS ABAP I

Versão do Software

- SOLUTION MANAGER 7.2 SP03

Conteúdo

- SAP Solution Manager Overview: available Scenarios, Enhancements, Work Center
- Technical Overview: Installation, Architecture, Sizing

- SAP Solution Manager Configuration: SOLMAN_SETUP, LMDB, 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
- Managing Authorizations in SAP Solution Manager
- Maintenance Planner, Maintenance Certificates, System Recommendations, Issue and Task Management
- Early Watch Alert Reporting: ABAP & Java, EarlyWatch Alert for Solutions
- Root Cause Analysis Overview, Monitoring and Alerting Infrastructure Overview, Solution Monitoring and System Monitoring Overview
- Service Level Reporting, Dashboards (including Configure Dashboards using Dashboard Builder)
- SAP Mobile Apps for SAP Solution Manager
- Job Management: Job Request Management, Job Documentation, Job Monitoring, Job Scheduling Management Health Checks and more
- Solution Manager Administration and Error Handling



LISTA DE CURSOS

C_SM100_7203 - SAP Certified Technology Associate - SAP Solution Manager Mandatory and Managed System Configuration (7.2 SPS3)

Descrição

Número de questões

Notas

Duração

- 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).