

CALM40

SAP Cloud ALM for Operations Overview

COURSE OUTLINE

Course Version: 03
Course Duration:

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Typographic Conventions

American English is the standard used in this handbook.

The following typographic conventions are also used.

This information is displayed in the instructor's presentation



Demonstration



Procedure



Warning or Caution



Hint



Related or Additional Information



Facilitated Discussion



User interface control

Example text

Window title

Example text

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Course Overview

TARGET AUDIENCE

This course is intended for the following audiences:

- Technology Consultant
- Support Consultant
- Developer IT Administrator IT Support
- Business Process Owner/Team Lead/Power User
- Enterprise Architect
- Help Desk/CoE Support
- Solution Architect
- System Administrator

Lesson 1: Explaining SAP Cloud ALM for Operations in a Nutshell

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the existing use cases of SAP Cloud ALM for Operations

Lesson 2: Access to the SAP Cloud ALM Demo System

Lesson Objectives

After completing this lesson, you will be able to:

- Log on to the SAP Cloud ALM demo system

Lesson 3: Landscape Management & Architecture

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the management of your SAP solution landscape and connectivity to managed components
- Summarize the different data collection strategies in SAP Cloud ALM for Operations

Lesson 1: Describe User Interface

Lesson Objectives

After completing this lesson, you will be able to:

- Describing the User Interface of an Operations Application

Lesson 2: Business Process Monitoring

Lesson Objectives

After completing this lesson, you will be able to:

- Understand basic concepts of Business Process Monitoring
- Perform Business Process Monitoring
- Outline predefined content that is shipped with Business Process Monitoring
- Configure Business Process Monitoring
- Discuss the options of advanced access control in Business Process Monitoring

Lesson 3: Integration & Exception Monitoring

Lesson Objectives

After completing this lesson, you will be able to:

- Summarize basic concepts of Integration & Exception Monitoring
- Use Integration & Exception Monitoring to monitor message flows and exceptions
- Outline the setup of Integration & Exception Monitoring

Lesson 4: Real User Monitoring

Lesson Objectives

After completing this lesson, you will be able to:

- Describe basic concepts of Real User Monitoring
- Explain the calculation of performance rating for Real User Monitoring
- Describe a typical usage scenario of Real User Monitoring

- Illustrate the configuration of Real User Monitoring

Lesson 5: Synthetic User Monitoring

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the goal of Synthetic User Monitoring and how it works
- Describe the purpose of scenarios, runners, and selenium scripts for Synthetic User Monitoring
- Describe the User Interface for Synthetic User Monitoring
- Discuss the Configuration of Synthetic User Monitoring

Lesson 6: Job & Automation Monitoring

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the general concept, scope, and prerequisites of Job and Automation Monitoring
- Perform Job and Automation Monitoring
- Summarize the configuration of alerts in Job and Automation Monitoring

Lesson 7: Configuration & Security Analysis

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the goal and scope of Configuration & Security Analysis
- Describe the role of Store Browser as user interface for Configuration & Security Analysis
- Outline the use of configuration items for Configuration & Security Analysis

Lesson 8: Health Monitoring

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the strategy, goals, and scope of Health Monitoring
- Perform Health Monitoring and check the self-monitoring for SAP Cloud ALM
- Summarize configuration possibilities in Health Monitoring

Lesson 1: Business Service Management

Lesson Objectives

After completing this lesson, you will be able to:

- Summarize the goals and purpose of Business Service Management
- Illustrate the possible Business Service Events and their phases
- Describe the user interface for Business Service Management Application
- Set Service Level Objectives in Business Service Management

Lesson 2: Intelligent Event Processing

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the purpose of Intelligent Event Processing
- Illustrate the possibilities of event configuration

Lesson 3: Alert and Notification Management

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the difference between Alerts and Notifications
- Manage Alerts in SAP Cloud ALM for Operations
- Manage Notifications in SAP Cloud ALM for Operations

Lesson 1: Operations Automation

Lesson Objectives

After completing this lesson, you will be able to:

- Illustrate different possibilities to integrate with external tools for operation flows
- List the different locations to trigger operation flows

Lesson 2: SAP Cloud ALM APIs for Operations

Lesson Objectives

After completing this lesson, you will be able to:

- Discuss the concept of SAP Cloud ALM APIs for Operations
- Summarize the concepts of SAP Cloud ALM Analytics API
- Summarize the concepts of SAP Cloud ALM RAW Data APIs

Lesson 3: Chat and Ticket Integration

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the possibilities of Chat & Ticket Integration for SAP Cloud ALM for Operations

Lesson 4: SAP Focused Run Integration

Lesson Objectives

After completing this lesson, you will be able to:

- Summarize the different integration possibilities of SAP Cloud ALM with SAP Focused Run

Lesson 1: Summarizing the benefits of SAP Cloud ALM for Operations

Lesson Objectives

After completing this lesson, you will be able to:

- Summarize the benefits of SAP Cloud ALM for Operations

Lesson 2: Review the Delivery Strategy, examine the SAP Road Map Explorer, and collect additional relevant information."

Lesson Objectives

After completing this lesson, you will be able to:

- Summarize the delivery strategy of SAP Cloud ALM for Operations
- Utilize SAP Road Map Explorer to explore the roadmaps for SAP Cloud ALM for Operations
- Get more information to start your journey with SAP Cloud ALM for Operations