

S47000

Identifying Business Processes in SAP S/4HANA Service

COURSE OUTLINE

Course Version: 2506

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	<i>Example text</i>
Window title	<i>Example text</i>

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Course Overview

TARGET AUDIENCE

This course is intended for the following audiences:

- Project Manager
- Application Consultant
- Industry / Business Analyst Consultant
- Super / Key / Power User
- Business Analyst
- Business Process Owner/Team Lead/Power User

Lesson 1: Explaining the Intelligent Enterprise

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Intelligent Enterprise.

Lesson 2: Exploring Deployment Options

Lesson Objectives

After completing this lesson, you will be able to:

- Explain Deployment Options.

Lesson 3: Implementing SAP S/4HANA Service

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the implementation of SAP S/4HANA Service.

Lesson 4: Exploring SAP S/4HANA Service

Lesson Objectives

After completing this lesson, you will be able to:

- Outline the SAP S/4HANA Service Portfolio.

Lesson 1: Exploring UI Clients for SAP S/4HANA Service

Lesson Objectives

After completing this lesson, you will be able to:

- Identify and use UI clients for SAP S/4HANA Service.

Lesson 1: Describing and Displaying the Organizational Structure

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and display the organizational model of SAP S/4HANA Service.

Lesson 2: Describing Internal and External Business Partners

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the concept of Internal and External Business Partners.

Lesson 3: Describing Organizational Levels in Service with Advanced Execution

Lesson Objectives

After completing this lesson, you will be able to:

- Describe Organizational Levels in Service with Advanced Execution.

Lesson 1: Describing and Displaying Products

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and display Products in SAP S/4HANA Service.

Lesson 2: Structuring and Displaying Technical Objects and BOMs

Lesson Objectives

After completing this lesson, you will be able to:

- Structure and display Technical Objects and BOMs.

Lesson 1: Working with the Interaction Center

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and use basic features of the Interaction Center.

Lesson 1: Working with Service Requests

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create, and process Service Requests.

Lesson 2: Working with Service Quotations and Solution Quotations

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create, and process service quotations and solution quotations

Lesson 3: Working with Service Orders

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create, and process Service Orders.

Lesson 4: Working with Service Confirmations

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create, and process Service Confirmations.

Lesson 5: Carrying Out Service Billing

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and carry out Service Billing.

Lesson 1: Working with Service Order Management: External Service Processing

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create, and process External Services.

Lesson 2: Exploring Service with Advanced Execution

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and use Service with Advanced Execution.

Lesson 3: Exploring the Integration with Sales

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and assess the Integration with Sales.

Lesson 1: Planning and Performing In-House Repairs

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, plan, and perform In-House Repairs.

Lesson 1: Working with Service Contracts

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create, and process Service Contracts.

Lesson 1: Outlining Recurring Service

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the Recurring Service process.

Lesson 2: Managing Service Order Templates and Task Lists

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and use Service Order Templates and Task Lists.

Lesson 3: Creating Maintenance Plans

Lesson Objectives

After completing this lesson, you will be able to:

- Create Maintenance Plans.

Lesson 4: Scheduling Maintenance Plans

Lesson Objectives

After completing this lesson, you will be able to:

- Schedule Maintenance Plans.

Lesson 1: Exploring Analytics in SAP S/4HANA Service

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and evaluate Analytics in SAP S/4HANA Service.