S4IUD

Transitioning to SAP S/4HANA for Utilities Industry

COURSE OUTLINE

Course Version: 2601
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:

- Application Consultant
- Business Process Architect
- Enterprise Architect
- Solution Architect

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UNIT 1 Giving an Overview of SAP S/4HANA Utilities

Lesson 1: Determining the Distinctive Features of SAP S/4HANA System

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the characteristics of the SAP S/4HANA system for Utilities.

Lesson 2: Giving an Overview of Utilities Processes

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the key innovations in SAP S/4HANA Utilities.

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UNIT 2 Explaining Customer Engagement

Lesson 1: Utilizing Customer Engagement Functions for Effective Customer Service Operations

Lesson Objectives

After completing this lesson, you will be able to:

- Apply customer engagement functions to enhance service efficiency and responsiveness.

Lesson 2: Analyzing SAP S/4HANA Utilities Customer Service and Engagement Processes

Lesson Objectives

After completing this lesson, you will be able to:

- Analyze various SAP S/4HANA Utilities Customer Service processes and apply them to manage contracts, collections, and service requests effectively.

Lesson 3: Applying SAP S/4HANA Utilities for Customer Engagement Architecture and Integration

Lesson Objectives

After completing this lesson, you will be able to:

- Analyze the architecture and integration of SAP S/4HANA Utilities for Customer Engagement to apply main header functions and navigate the harmonized data model effectively.

Lesson 4: Explaining Utilities Product Integration Layer Energy Product within SAP S/4HANA Utilities

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the steps involved in creating and utilizing a Utilities Product Integration Layer Energy Product within SAP S/4HANA Utilities.

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UNIT 3 Introducing Artificial Intelligence in SAP S/4HANA Utilities

Lesson 1: Optimizing Business Processes with Artificial Intelligence Integration in SAP S/4HANA

Lesson Objectives

After completing this lesson, you will be able to:

- Analyze how AI integration in SAP S/4HANA improves supply chain efficiency, financial risk management, and customer engagement.

Lesson 2: Leveraging Artificial Intelligence-Solutions for Enhancing SAP S/4HANA Utilities

Lesson Objectives

After completing this lesson, you will be able to:

- Assess the implementation of AI-driven solutions in SAP S/4HANA Utilities to optimize business processes and enhance customer satisfaction.

Lesson 3: Applying Data Analytics and Big Data in SAP S/4HANA Utilities

Lesson Objectives

After completing this lesson, you will be able to:

- Apply data analytics techniques to evaluate and optimize business processes in SAP S/4HANA Utilities.

Lesson 4: Categorizing Machine Learning Scenarios in SAP S/4HANA Utilities

Lesson Objectives

After completing this lesson, you will be able to:

- Utilize Intelligent Scenario Lifecycle Management (ISLM) to optimize machine learning models and enhance operational efficiency in SAP S/4HANA Utilities.

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UNIT 4

Exploring the Basics of SAP Fiori and Utility-Based Functions

Lesson 1: Introducing SAP Fiori

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the principles of SAP Fiori.

Lesson 2: Using SAP Fiori Launchpad

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the clients and integration options for SAP Fiori.

Lesson 3: Personalizing SAP Fiori Launchpad

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the structure of the SAP Fiori launchpad.
- Personalize My Home.
- Personalize SAP Fiori pages.

Lesson 4: Exploring SAP Fiori in Utilities

Lesson Objectives

After completing this lesson, you will be able to:

- Explore usage of SAP Fiori in Utilities.

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UNIT 5 Explaining Asset Management (EAM)

Lesson 1: Giving an Overview of Asset Management (EAM)

Lesson Objectives

After completing this lesson, you will be able to:

- Give an overview of Asset Management (EAM).

Lesson 2: Explaining Asset Management (EAM) Architecture

Lesson Objectives

After completing this lesson, you will be able to:

- Explain Asset Management (EAM) Architecture.

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UNIT 6 Exploring Cloud for Utilities

Lesson 1: Giving an Overview of Cloud

Lesson Objectives

After completing this lesson, you will be able to:

- Give an overview of Cloud.

Lesson 2: Analyzing and Applying SAP Market Communication Architecture for Utilities

Lesson Objectives

After completing this lesson, you will be able to:

- Evaluate the roles and responsibilities of different market participants within the SAP Market Communication for Utilities system and apply this understanding to optimize the communication and business processes between SAP S/4HANA Utilities and the MaCo Cloud.

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