

# SM100

## SAP Solution Manager Configuration for Operations

### COURSE OUTLINE

Course Version: 15

Course Duration: 5 Day(s)

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# About This Handbook

This handbook is intended to complement the instructor-led presentation of this course, and serve as a source of reference. It is not suitable for self-study.

## 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>   |



# Contents

xi **Course Overview**

**1 Unit 1: The SAP Solution Manager Environment**

- 1 Lesson: Planning the SAP Solution Manager Environment
- 1 Lesson: Assigning Composite Roles to SAP Solution Manager System Users
- 1 Lesson: Planning the Installation of SAP Extensions and Adapters for Third Party Extensions

**3 Unit 2: The SAP Solution Manager System Landscape**

- 3 Lesson: Planning the SAP Solution Manager Architecture and Landscape
- 3 Lesson: Planning the Agent Infrastructure for the SAP Solution Manager System Landscape

**5 Unit 3: SAP Solution Manager Sizing, Installation, and Upgrade**

- 5 Lesson: Sizing an SAP Solution Manager System
- 5 Lesson: Preparing to Install or Upgrade an SAP Solution Manager System
- 5 Lesson: Preparing to Upgrade an SAP Solution Manager System

**7 Unit 4: Management of System Data in the SAP Solution Manager System Landscape**

- 7 Lesson: Setting Up the System Landscape Directory
- 7 Lesson: Setting Up the Landscape Management Database
- 7 Lesson: Describing the Landscape Model, Landscape Management Database, and Landscape Verification

**9 Unit 5: Guided Procedures for Configuration of SAP Solution Manager**

- 9 Lesson: Performing Prerequisite Checks for Configuring SAP Solution Manager
- 9 Lesson: Explaining the Guided Procedures for Configuring SAP Solution Manager
- 9 Lesson: Performing the SAP Solution Manager System Preparation
- 9 Lesson: Performing Basic Configuration of SAP Solution Manager
- 9 Lesson: Customizing SAP Solution Manager Work Centers

**11 Unit 6: Preparation for The Setup of Managed Systems in SAP Solution Manager**

- 11 Lesson: Preparing Managed Systems for Configuration in SAP Solution Manager

|           |                 |  |
|-----------|-----------------|--|
| <b>13</b> | <b>Unit 7:</b>  | <b>The Configuration of Dual-Stack Systems in SAP Solution Manager</b>                         |
| 13        |                 | Lesson: Configuring a Dual-Stack Managed System in SAP Solution Manager                        |
| <b>15</b> | <b>Unit 8:</b>  | <b>The Configuration of ABAP Systems in SAP Solution Manager</b>                               |
| 15        |                 | Lesson: Configuring an ABAP Managed System in SAP Solution Manager                             |
| <b>17</b> | <b>Unit 9:</b>  | <b>The Configuration of Java Systems in SAP Solution Manager</b>                               |
| 17        |                 | Lesson: Configuring a Java System in SAP Solution Manager                                      |
| <b>19</b> | <b>Unit 10:</b> | <b>Business Partner Types in SAP Solution Manager</b>  |
| 19        |                 | Lesson: Creating Business Partners in SAP Solution Manager                                     |
| <b>21</b> | <b>Unit 11:</b> | <b>The SAP Solution Manager Administration Work Center</b>                                     |
| 21        |                 | Lesson: Administering Systems in the SAP Solution Manager Landscape                            |
| 21        |                 | Lesson: Accessing Landscape Component Management Tools in SAP Solution Manager                 |
| 21        |                 | Lesson: Administering SAP Solution Manager Infrastructure Components                           |
| 21        |                 | Lesson: Performing Self Diagnosis in SAP Solution Manager                                      |
| 21        |                 | Lesson: Managing SAP Solution Manager Self-Monitoring  |
| 22        |                 | Lesson: Creating and Maintaining Solutions in SAP Solution Manager                             |
| 22        |                 | Lesson: Creating and Maintaining Projects in SAP Solution Manager                              |
| <b>23</b> | <b>Unit 12:</b> | <b>SAP EarlyWatch Alerts (EWA)</b>   |
| 23        |                 | Lesson: Monitoring Components with SAP EarlyWatch Alerts                                       |
| 23        |                 | Lesson: Managing SAP EarlyWatch Alert Reports  |
| 23        |                 | Lesson: Using SAP EarlyWatch Alert for Solutions   |
| <b>25</b> | <b>Unit 13:</b> | <b>SAP Solution Manager Engagement and Service Delivery</b>                                    |
| 25        |                 | Lesson: Explaining Service Delivery and Engagement in SAP Solution Manager                     |
| 25        |                 | Lesson: Creating Issues in SAP Solution Manager  |
| 25        |                 | Lesson: Summarizing Task Management Within the SAP Engagement and Service Delivery Work Center |
| 25        |                 | Lesson: Using Service Delivery Options in SAP Solution Manager                                 |



**27 Unit 14: Change Management in SAP Solution Manager**

- 27 Lesson: Controlling Maintenance Activities with Maintenance Optimizer (MOpz)
- 27 Lesson: Managing Licenses and Maintenance Certificates
- 27 Lesson: Managing SAP Notes with System Recommendations in SAP Solution Manager

**29 Unit 15: The Management of Background Jobs with SAP Solution Manager**

- 29 Lesson: Explaining Job Management Processes in SAP Solution Manager
- 29 Lesson: Processing a Job Request in SAP Solution Manager
- 29 Lesson: Organizing Job Documentation in SAP Solution Manager
- 29 Lesson: Monitoring Background Jobs with SAP Solution Manager
- 29 Lesson: Optimizing the Background Job Schedule with SAP Solution Manager Tools
- 30 Lesson: Setting Up Job Scheduling Management in SAP Solution Manager
- 30 Lesson: Using External Schedulers in SAP Solution Manager

**31 Unit 16: The Technical Administration of the SAP System Landscape**

- 31 Lesson: Configuring SAP Solution Manager Notification Management
- 31 Lesson: Planning Work Modes with SAP Solution Manager
- 31 Lesson: Managing User Tasks with Central System Administration (CSA)
- 31 Lesson: Managing Tasks with the Task Inbox
- 31 Lesson: Grouping Administrative Tools with Central Tool Access

**33 Unit 17: End-to-End Diagnostics in SAP Solution Manager**

- 33 Lesson: Describing the Architecture of SAP Solution Manager Diagnostics
- 33 Lesson: Viewing Performance Data and Metrics With CA Wily Introscope
- 33 Lesson: Analyzing Changes to Managed Systems with End-to-End Change Analysis
- 33 Lesson: Analyzing Statistical Performance Data with End-to-End Workload Analysis
- 33 Lesson: Identifying the Cause of System Errors with End-to-End Exception Analysis
- 34 Lesson: Analyzing Trace Data with End-to-End Trace Analysis
- 34 Lesson: Performing Client-Side Diagnostics with BMC AppSight

**35 Unit 18: The SAP Solution Manager Monitoring and Alerting Infrastructure**

- 35 Lesson: Creating an Integrated Landscape Monitoring Solution with the Monitoring and Alerting Infrastructure
- 35 Lesson: Assigning Monitoring Templates to Systems
- 35 Lesson: Monitoring the System Landscape Using the Monitoring and Alerting Infrastructure
- 35 Lesson: Analyzing Metrics with Interactive Reporting
- 35 Lesson: Accessing Key Reports Using Dashboards

**37 Unit 19: SAP Solution Manager Mobile Applications**

- 37 Lesson: Explaining How Mobile Apps Connect to SAP Solution Manager
- 37 Lesson: Identifying the Mobile Apps Available for SAP Solution Manager

**39 Unit 20: Service Level Reporting in SAP Solution Manager**

- 39 Lesson: Configuring Service Level Reporting
- 39 Lesson: Accessing Service Level Reports

# Course Overview

## **TARGET AUDIENCE**

This course is intended for the following audiences:

- System Administrator
- System Architect
- Technology Consultant



## Lesson 1: Planning the SAP Solution Manager Environment

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain how SAP support levels affect the Solution Manager environment
- Plan application lifecycle management with SAP Solution Manager

## Lesson 2: Assigning Composite Roles to SAP Solution Manager System Users

### Lesson Objectives

After completing this lesson, you will be able to:

- Add roles in SAP Solution Manager

## Lesson 3: Planning the Installation of SAP Extensions and Adapters for Third Party Extensions

### Lesson Objectives

After completing this lesson, you will be able to:

- Plan the SAP extensions to be added to Solution Manager
- Plan the installation of adapters for third-party extensions



## **Lesson 1: Planning the SAP Solution Manager Architecture and Landscape**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Design the landscape with SAP Solution Manager and the managed systems

## **Lesson 2: Planning the Agent Infrastructure for the SAP Solution Manager System Landscape**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Outline the agent infrastructure for the SAP Solution Manager system landscape





## Lesson 1: Sizing an SAP Solution Manager System

### Lesson Objectives

After completing this lesson, you will be able to:

- Identify the main factors that influence sizing

## Lesson 2: Preparing to Install or Upgrade an SAP Solution Manager System

### Lesson Objectives

After completing this lesson, you will be able to:

- Outline the SAP Solution Manager installation process

## Lesson 3: Preparing to Upgrade an SAP Solution Manager System

### Lesson Objectives

After completing this lesson, you will be able to:

- Outline the SAP Solution Manager upgrade process



## Lesson 1: Setting Up the System Landscape Directory

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the System Landscape Directory and its data consumers
- Determine the optimal System Landscape Directory configuration

## Lesson 2: Setting Up the Landscape Management Database

### Lesson Objectives

After completing this lesson, you will be able to:

- Determine the optimal configuration for the Landscape Management Database

## Lesson 3: Describing the Landscape Model, Landscape Management Database, and Landscape Verification

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the elements and relationships in an SAP solution
- Explain Landscape Verification
- Create data in the Landscape Management Database with the technical system editor
- Edit data in the Landscape Management Database with the technical system editor



## **Lesson 1: Performing Prerequisite Checks for Configuring SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Perform prerequisite checks for SAP Solution Manager guided configuration

## **Lesson 2: Explaining the Guided Procedures for Configuring SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Identify the elements of the SAP Solution Manager Guided Procedure interface

## **Lesson 3: Performing the SAP Solution Manager System Preparation**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Prepare the SAP Solution Manager system for configuration

## **Lesson 4: Performing Basic Configuration of SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Configure basic settings in SAP Solution Manager

## **Lesson 5: Customizing SAP Solution Manager Work Centers**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Personalize SAP Solution Manager work centers



## Lesson 1: Preparing Managed Systems for Configuration in SAP Solution Manager

### Lesson Objectives

After completing this lesson, you will be able to:

- Connect managed systems to the System Landscape Database and the Landscape Management Database





## Lesson 1: Configuring a Dual-Stack Managed System in SAP Solution Manager

### Lesson Objectives

After completing this lesson, you will be able to:

- Perform a dual-stack system configuration in SAP Solution Manager



## Lesson 1: Configuring an ABAP Managed System in SAP Solution Manager

### Lesson Objectives

After completing this lesson, you will be able to:

- Perform an ABAP system configuration in SAP Solution Manager



## Lesson 1: Configuring a Java System in SAP Solution Manager

### Lesson Objectives

After completing this lesson, you will be able to:

- Perform a Java system configuration in SAP Solution Manager



## Lesson 1: Creating Business Partners in SAP Solution Manager

### Lesson Objectives

After completing this lesson, you will be able to:

- Create business partners for issue management





## **Lesson 1: Administering Systems in the SAP Solution Manager Landscape**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Describe the SAP Solution Manager Administration work center

## **Lesson 2: Accessing Landscape Component Management Tools in SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Administer system landscape components using the Landscape view

## **Lesson 3: Administering SAP Solution Manager Infrastructure Components**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Administer CA Wily Introscope Enterprise Manager installations in SAP Solution Manager
- Access infrastructure components from a central location
- Describe the management of the CCDB within the Infrastructure view
- Describe the management of the LMDB within the Infrastructure view

## **Lesson 4: Performing Self Diagnosis in SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Perform self-diagnosis in SAP Solution Manager

## **Lesson 5: Managing SAP Solution Manager Self-Monitoring**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Configure SAP Solution Manager self-monitoring
- Process alerts in SAP Solution Manager self-monitoring

## **Lesson 6: Creating and Maintaining Solutions in SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain the concept of solutions as used in SAP Solution Manager
- Create and maintain solutions in SAP Solution Manager
- Maintain solutions in SAP Solution Manager

## **Lesson 7: Creating and Maintaining Projects in SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Describe the use of projects in SAP Solution Manager
- Create projects in SAP Solution Manager
- Maintain projects in SAP Solution Manager

## Lesson 1: Monitoring Components with SAP EarlyWatch Alerts

### Lesson Objectives

After completing this lesson, you will be able to:

- Set up SAP EarlyWatch Alerts

## Lesson 2: Managing SAP EarlyWatch Alert Reports

### Lesson Objectives

After completing this lesson, you will be able to:

- Create an SAP EarlyWatch Alert report in an ABAP system
- Access SAP EarlyWatch Alert reports
- List the SAP EarlyWatch Alert checks available for the SAP NetWeaver AS Java stack

## Lesson 3: Using SAP EarlyWatch Alert for Solutions

### Lesson Objectives

After completing this lesson, you will be able to:

- Monitor the system landscape status with SAP EarlyWatch Alert for Solutions
- Generate a report in SAP EarlyWatch Alert for Solutions
- Analyze SAP EarlyWatch for Solutions



## **Lesson 1: Explaining Service Delivery and Engagement in SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Describe the SAP Solution Manager engagement and service delivery process

## **Lesson 2: Creating Issues in SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Create issues and top issues

## **Lesson 3: Summarizing Task Management Within the SAP Engagement and Service Delivery Work Center**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Describe how tasks are managed in SAP Solution Manager

## **Lesson 4: Using Service Delivery Options in SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Access SAP-delivered services and self-services in SAP Solution Manager



## **Lesson 1: Controlling Maintenance Activities with Maintenance Optimizer (MOpz)**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Perform prerequisite checks for using MOpz
- Process maintenance transactions in SAP Solution Manager

## **Lesson 2: Managing Licenses and Maintenance Certificates**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Check the distribution and status of SAP licenses and maintenance certificates

## **Lesson 3: Managing SAP Notes with System Recommendations in SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Configure System Recommendations





## **Lesson 1: Explaining Job Management Processes in SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Outline the challenges of job management
- Describe the job management workflow

## **Lesson 2: Processing a Job Request in SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Create a job request
- Process a job request incident in SAP Solution Manager

## **Lesson 3: Organizing Job Documentation in SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Document background jobs in SAP Solution Manager

## **Lesson 4: Monitoring Background Jobs with SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Describe the options for monitoring background jobs in SAP Solution Manager

## **Lesson 5: Optimizing the Background Job Schedule with SAP Solution Manager Tools**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Analyze background jobs in SAP Solution Manager
- Carry out job management health checks in SAP Solution Manager

## **Lesson 6: Setting Up Job Scheduling Management in SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- List the prerequisites for using job scheduling management applications in SAP Solution Manager

## **Lesson 7: Using External Schedulers in SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain how external schedulers support job scheduling management

## **Lesson 1: Configuring SAP Solution Manager Notification Management**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Configure notification settings in SAP Solution Manager

## **Lesson 2: Planning Work Modes with SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Set up work modes in SAP Solution Manager

## **Lesson 3: Managing User Tasks with Central System Administration (CSA)**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Set up central system administration to manage user tasks

## **Lesson 4: Managing Tasks with the Task Inbox**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Process tasks with the Task Inbox

## **Lesson 5: Grouping Administrative Tools with Central Tool Access**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Locate administrative tools in the Central Tool Access area



## **Lesson 1: Describing the Architecture of SAP Solution Manager Diagnostics**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain end-to-end root-cause analysis in SAP Solution Manager

## **Lesson 2: Viewing Performance Data and Metrics With CA Wily Introscope**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Access key performance information using CA Wily Introscope

## **Lesson 3: Analyzing Changes to Managed Systems with End-to-End Change Analysis**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Identify changes to managed systems with end-to-end change analysis

## **Lesson 4: Analyzing Statistical Performance Data with End-to-End Workload Analysis**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Access performance data with end-to-end workload analysis

## **Lesson 5: Identifying the Cause of System Errors with End-to-End Exception Analysis**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Perform end-to-end exception analysis

## **Lesson 6: Analyzing Trace Data with End-to-End Trace Analysis**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Perform end-to-end trace analysis

## **Lesson 7: Performing Client-Side Diagnostics with BMC AppSight**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Trace client-side applications with BMC AppSight

## **Lesson 1: Creating an Integrated Landscape Monitoring Solution with the Monitoring and Alerting Infrastructure**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Describe the SAP Solution Manager monitoring and alerting infrastructure

## **Lesson 2: Assigning Monitoring Templates to Systems**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Configure monitoring templates

## **Lesson 3: Monitoring the System Landscape Using the Monitoring and Alerting Infrastructure**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Set up system monitoring in SAP Solution Manager

## **Lesson 4: Analyzing Metrics with Interactive Reporting**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Configure interactive reporting

## **Lesson 5: Accessing Key Reports Using Dashboards**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Configure dashboards to display key reports at a glance





## **Lesson 1: Explaining How Mobile Apps Connect to SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain how mobile apps connect to SAP Solution Manager

## **Lesson 2: Identifying the Mobile Apps Available for SAP Solution Manager**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Describe the scenario-specific mobile apps available for SAP Solution Manager



## Lesson 1: Configuring Service Level Reporting

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure service level reporting
- Create a service level report

## Lesson 2: Accessing Service Level Reports

### Lesson Objectives

After completing this lesson, you will be able to:

- Locate service level reports in different work centers