SM250

IT Service Management Configuration

COURSE OUTLINE

Course Version: 19
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

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UNIT 1 SAP Solution Manager Concept

Lesson 1: Explaining the Benefits of SAP Solution Manager

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the benefits of SAP Solution Manager

Lesson 2: Describing the SAP Solution Manager Architecture

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the SAP Solution Manager Architecture

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UNIT 2 IT Service Management Overview

Lesson 1: Describing ITSM and ALM

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Integration of IT Service Management and Application Lifecycle Management

Lesson 2: Describing ITSM Processes: Service Request, Incident, Problem and Knowledge Article

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the core business processes of IT Service Management

Lesson 3: Describing Latest Innovations - New functions with Solution Manager 7.2

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the latest innovations - new functions with SAP Solution Manager 7.2

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UNIT 3 Basic Setup

Lesson 1: Performing the SAP Support Backbone Update

Lesson Objectives

After completing this lesson, you will be able to:

- Perform the SAP Support Backbone update

Lesson 2: Understanding Technical Prerequisites

Lesson Objectives

After completing this lesson, you will be able to:

- Highlight necessary prerequisites for initial ITSM configuration
- Explain Solution Manager Configuration (SOLMAN_SETUP) in general

Lesson 3: Configuring ITSM Prerequisites

Lesson Objectives

After completing this lesson, you will be able to:

- Check the prerequisites for initial ITSM configuration
- Explain what additional manual activities you need to perform

Lesson 4: Configuring ITSM Basis

Lesson Objectives

After completing this lesson, you will be able to:

- Perform initial ITSM configuration with the help of a guided procedure in SAP Solution Manager Configuration (SOLMAN_SETUP)

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UNIT 4 Master Data

Lesson 1: Creating Business Partners

Lesson Objectives

After completing this lesson, you will be able to:

- Create business partners

Lesson 2: Maintaining the Organizational Model

Lesson Objectives

After completing this lesson, you will be able to:

- Maintain the organizational model

Lesson 3: Managing the Installed Base Components

Lesson Objectives

After completing this lesson, you will be able to:

- Manage the installed base components

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UNIT 5 The Work Environment: Using the WebClient UI and Solution Manager Launchpad

Lesson 1: Explaining the Available Business Roles in IT Service Management

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the meaning of Business Roles
- Explain the different predefined UIs SAP is delivering

Lesson 2: Accessing the WebClient UI

Lesson Objectives

After completing this lesson, you will be able to:

- Access the WebClient UI
- Assign a business role to a user

Lesson 3: Accessing the Solution Manager Launchpad

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the Fiori design and the new access point for ITSM users

Lesson 4: Describing the WebClient UI - New Functionalities

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the new functionalities in the WebClient UI delivered with Solution Manager 7.2

Lesson 5: Describing the Launchpad and SAP Fiori Apps

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the SAP Fiori apps and their use cases

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Lesson 6: Personalizing the Work Environment

Lesson Objectives

After completing this lesson, you will be able to:

- Explain different personalization options for the WebClient UI
- Outline different configuration options for the WebClient UI

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UNIT 6

Service Catalog and Service Request Management

Lesson 1: Understanding the Concept of Service Fulfillment Process

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the concept of a Service Catalog and the ServiceRequest Fulfillment Process

Lesson 2: Introducing the Service Catalog

Lesson Objectives

After completing this lesson, you will be able to:

- Maintain a Service Catalog

Lesson 3: Requesting a Service

Lesson Objectives

After completing this lesson, you will be able to:

- Explain how end users can request a service

Lesson 4: Processing a Service

Lesson Objectives

After completing this lesson, you will be able to:

- Describe how a requested service can be fulfilled

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UNIT 7

Incident and Problem Management Process

Lesson 1: Outlining the ITIL Best Practice Process

Lesson Objectives

After completing this lesson, you will be able to:

- Outline the process flow for Incident and Problem Management

Lesson 2: Creating Incidents

Lesson Objectives

After completing this lesson, you will be able to:

- Create incidents using the WebClient UI

Lesson 3: Processing Incidents

Lesson Objectives

After completing this lesson, you will be able to:

- Explain how to process incidents

Lesson 4: Processing Problems

Lesson Objectives

After completing this lesson, you will be able to:

- Explain how to process problems

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UNIT 8 Knowledge Management Process

Lesson 1: Establishing a Full Text Search in SAP Solution Manager

Lesson Objectives

After completing this lesson, you will be able to:

- Full text search in SAP Solution Manager

Lesson 2: Creating Knowledge Articles

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the steps to create knowledge articles
- Create Knowledge articles

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UNIT 9

IT Service Management Customizing I

Lesson 1: Explaining the Meaning of Transaction Types

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the meaning of transaction types for IT Service Management

Lesson 2: Customizing the CRM Service Transaction

Lesson Objectives

After completing this lesson, you will be able to:

- Customize the CRM Service Transaction
- Outline the procedure to copy transaction types for Incident Management into the customer namespace
- List advanced customizing options for Incident Management

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UNIT 10 ITSM Administration

Lesson 1: Explaining the Multi-Level Categorization

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the multi-level categorization

Lesson 2: Describing the Organizational Model

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Organizational Model

Lesson 3: Understanding Partner Determination

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the various options for automatic Business Partner Determination

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UNIT 11

IT Service Management Customizing II

Lesson 1: Explaining the Enhanced Customizing Options

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the enhanced customizing options
- Understand the concept of Action, Partner, and Status Profiles
- Maintain/enhance the Profiles

Lesson 2: Describing the Mailforms and Notification Framework

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the mailforms and notification framework

Lesson 3: Configuring the Business Role

Lesson Objectives

After completing this lesson, you will be able to:

- Configure the Business Role
- Add/Delete CRM WebClient UI work center entries

Lesson 4: Describing the Enhancement of the User Interfaces

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the enhancement of the user interface
- Enhance the CRM WebClient UI by adding a new Partner Function and Remove a Field, e.g., Recommended Priority

Lesson 5: Describing the Widgets

Lesson Objectives

After completing this lesson, you will be able to:

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- Understand the meaning of widgets and their configuration options
- Maintain and assign the filter criteria for Widgets
- Add/delete/maintain widgets

Lesson 6: Explaining the Service Level Agreements and Processing Times

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the service level agreements and processing times
- Configure the Standard Service Level Agreement
- Get a basic Idea about SLA Reporting & Monitoring
- Learn where to find additional Information about Service Level Agreements

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UNIT 12 Monitoring and Reporting

Lesson 1: Monitoring ITSM Tickets

Lesson Objectives

After completing this lesson, you will be able to:

- Monitor ITSM tickets
- Re-use this query
- Graphical presentation of this result list
- Export result list to spreadsheet

Lesson 2: Using ITSM Analytics

Lesson Objectives

After completing this lesson, you will be able to:

- Start ITSM Analytics and Dashboard
- Select Timeframe
- Select Multiple Filter Criteria
- Get detailed information about the incidents

Lesson 3: Using the Dashboard Builder

Lesson Objectives

After completing this lesson, you will be able to:

- Define your own dashboards with the Dashboard Builder
- Describe the capabilities of the Dashboard Builder

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UNIT 13

Service Asset and Configuration Management

Lesson 1: Providing an Overview: Service Asset & Configuration Management

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the service asset and configuration management

Lesson 2: Providing an Overview: IT Infrastructure Management

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the value of IT infrastructure management

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