



IT Service Management Configuration

Cursusduur: 4 Dagen Cursuscode: SM250

Beschrijving:

This course will give you an introduction in the SAP Solution Manager and its architecture. It continues with the explanation of IT Service Management and the integration in other phases of the Application Lifecycle Management. In the course the several main processes of IT Service Management are explained and demonstrated. The course ends with an introduction in the various customizing options to adopt the processes to customer needs.

Doelgroep:

Customers who want to get an overview about the offered IT Service Management Solution of SAP Solution Manager
Project Managers who will be responsible for the implementation of an IT Service Management application
Administrators who want to understand the different customizing and enhancement options of SAP Solution Manager IT Service Management

Doelstelling:

- Describe the idea of Application Lifecycle Management and how IT Service Management is integrated in this process
 - Explain the standard IT Service Management Processes offered by SAP Solution Manager
 - Configure the SAP standard processes for IT Service Management
 - Outline how to customize the IT Service Management processes according to your needs.
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Vereiste kennis en vaardigheden:

- - SM100 - SAP Solution Manager Configuration and Operations
 - CR100 - CRM Customizing Fundamentals
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Cursusinhoud:

Solution Manager Concept

- Benefits
- SAP Solution Manager Architecture

IT Service Management Overview

- ITSM and ALM
- ITSM Processes: Service Request, Incident, Problem and Knowledge Article

Basic Setup

- Technical Prerequisites: Basic Configuration, System Preparation and Managed System Configuration
- ITSM Configuration

Master Data

- Overview Business Partner Concept
- Creation of Business Partners
- Maintaining an organizational Model
- Managing the Installed Base

The Work Environment: Using the WebClient UI

- Available Business Roles in IT Service Management
- How to access CRM Web Client UI
- Personalization of the work environment

Service Catalogue ; Service Request Management

- Overview Concept of Service Fulfillment Process
- Maintaining a Service Catalogue
- Requesting a Service
- Processing of a Service

Incident ; Problem Management Process

- ITIL Best Practise Process
- Creating Incidents
- Processing Incidents
- Processing Problems

Knowledge Management Process

- Technical Prerequisite: TREX
- Creating Knowledge Articles

IT Service Management Customizing I

- The Meaning of Transaction Types
- Customizing the CRM Service Transaction

IT Infrastructure Management

- Overview: Features and Functions
- Integration in the ITSM Processes

Monitoring and Reporting

- Monitoring of ITSM Tickets
- BW Reporting

IT Service Management Customizing II

- Enhanced Customizing Options
- Categorization
- Business Partner Determination: BRF+ and Rule Policies
- Configuration of the Business Role
- Enhancement of the CRM WebClient UI
- Widgets
- Service Level Agreements

Extra informatie:

Course based on software releases SAP Solution Manager 7.1 SP12

Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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