SM100

SAP Solution Manager Configuration for Operations

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:

- System Administrator
- System Architect

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UNIT 1 SAP Solution Manager Environment

Lesson 1: Introducing the Course

Lesson Objectives

After completing this lesson, you will be able to:

- Get an overview about the SAP Enterprise Support Academy

Lesson 2: Understanding Application Lifecycle Management (ALM) and UsageRights

Lesson Objectives

After completing this lesson, you will be able to:

- Understanding Application Lifecycle Management (ALM) and UsageRights

Lesson 3: Explaining the Integrated Tools

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the Integrated Tools available for SAP Solution Manager

Lesson 4: Managing Authorizations

Lesson Objectives

After completing this lesson, you will be able to:

- Manage authorizations for SAP Solution Manager

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UNIT 2 SAP Solution Manager System Landscape

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 ManagerSystem Landscape

Lesson Objectives

After completing this lesson, you will be able to:

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

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UNIT 3 SAP Solution Manager Sizing, Installation, and Upgrade

Lesson 1: Sizing an SAP Solution Manager System

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the sizing considerations for SAP Solution Manager

Lesson 2: Installing an SAP Solution Manager System

Lesson Objectives

After completing this lesson, you will be able to:

- Install an SAP Solution Manager System

Lesson 3: Preparing to Upgrade an SAP Solution Manager System

Lesson Objectives

After completing this lesson, you will be able to:

- Upgrade an SAP Solution Manager System

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UNIT 4

Management of System Data in the SAP Solution Manager System Landscape (SLD, LMDB and Support Portal)

Lesson 1: Describing the Functions and Consumers of the System LandscapeDirectory (SLD)

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Functions and Consumers of the System Landscape Directory (SLD)

Lesson 2: Synchronizing Data to the Landscape Management Database (LMDB)

Lesson Objectives

After completing this lesson, you will be able to:

- Determine the optimal configuration for the Landscape Management Database

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UNIT 5

SAP Solution Manager Configuration: Guided Procedures & Mandatory Configuration

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 System Preparation

Lesson Objectives

After completing this lesson, you will be able to:

- Prepare the SAP Solution Manager system for configuration

Lesson 4: Performing the Infrastructure Preparation

Lesson Objectives

After completing this lesson, you will be able to:

- Perform the Infrastructure Preparation

Lesson 5: Performing the Basic Configuration

Lesson Objectives

After completing this lesson, you will be able to:

- Perform the Basic Configuration

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Lesson 6: Appendix: Understanding Embedded Search Architecture and Configuration

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the Embedded Search function
- Explain the Embedded Search configuration

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UNIT 6 Managed Systems Configuration

Lesson 1: Preparing the Managed Systems Configuration

Lesson Objectives

After completing this lesson, you will be able to:

- Prepare the Managed Systems Configuration

Lesson 2: Performing the Managed Systems Configuration for SAP S/4HANA and Java Systems

Lesson Objectives

After completing this lesson, you will be able to:

- Perform the Managed System Configuration

Lesson 3: Understanding Managed System Configuration - Additional Functions

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the Additional Functions for Managed System Configuration

Lesson 4: Cross Scenario Configuration - Usage Logging (UPL)

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the function Usage and Procedure Logging (UPL)
- Configure Usage and Procedure Logging (UPL) using the SAP Solution Manager SOLMAN_SETUP transaction.

Lesson 5: Describing the Available User Interfaces

Lesson Objectives

After completing this lesson, you will be able to:

- Get an overview about the available User Interfaces for SAP Solution Manager

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UNIT 7 Business Partner Types 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 and other scenarios

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UNIT 8 Process Management (SOLADM and SOLDOC)

Lesson 1: Describing Solution Administration

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Solution Administration function

Lesson 2: Describing Solution Documentation

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Solution Documentation function

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UNIT 9 SAP EarlyWatch Alerts (EWA)

Lesson 1: Describing SAP EarlyWatch Alert (EWA) Concept and Configuration

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the SAP EarlyWatch Alert (EWA) concept and configuration

Lesson 2: Creating an SAP EarlyWatch Alert (EWA) Report Manually

Lesson Objectives

After completing this lesson, you will be able to:

- Create an SAP EarlyWatch Alert (EWA) report manually

Lesson 3: Accessing SAP EarlyWatch Alert Reports

Lesson Objectives

After completing this lesson, you will be able to:

- Access SAP EarlyWatch Alert reports

Lesson 4: Describing the EarlyWatch Alert Management Guided Procedure(GP)

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the EarlyWatch Alert Management Guided Procedure (GP)

Lesson 5: Describing an Example of an EarlyWatch Alert Java

Lesson Objectives

After completing this lesson, you will be able to:

- Describe an example of an EarlyWatch Alert Java

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UNIT 10

SAP Engagement and Service Delivery

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:

- Work with Issues

Lesson 3: 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 4: Appendix: Describing the Engagment and Service Delivery Guided Procedure (GP)

Lesson Objectives

After completing this lesson, you will be able to:

- Descriping Engagement and Service Delivery Guided Procedure (GP)

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UNIT 11 Change Management

Lesson 1: Using Maintenance Planner

Lesson Objectives

After completing this lesson, you will be able to:

- Use Maintenance Planner

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: Using System Recommendations

Lesson Objectives

After completing this lesson, you will be able to:

- Use System Recommendations

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UNIT 12 Job Management

Lesson 1: Understanding the Challenges of Job Management

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the Challenges of Job Management

Lesson 2: Controlling End User Jobs using the Job Request Function

Lesson Objectives

After completing this lesson, you will be able to:

- Control End User Jobs using the Job Request Function

Lesson 3: Using Job Documentation

Lesson Objectives

After completing this lesson, you will be able to:

- Use Job Documentation for documentation and scheduling

Lesson 4: Monitoring Background Jobs with SAP Solution Manager

Lesson Objectives

After completing this lesson, you will be able to:

- Monitor background jobs

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

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

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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

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UNIT 13 Root Cause Analysis (RCA)

Lesson 1: End-to-End Root Cause Analysis – Overview

Lesson Objectives

After completing this lesson, you will be able to:

- End-to-End Root Cause Analysis – Overview

Lesson 2: Using CA APM Introscope

Lesson Objectives

After completing this lesson, you will be able to:

- Use CA APM Introscope

Lesson 3: Using End-to-End Workload Analysis (WA)

Lesson Objectives

After completing this lesson, you will be able to:

- Use end-to-end workload analysis (WA)

Lesson 4: Using End-to-End Exception Analysis (EA)

Lesson Objectives

After completing this lesson, you will be able to:

- Use end-to-end exception analysis (EA)

Lesson 5: Using End-to-End Change Analysis (CA)

Lesson Objectives

After completing this lesson, you will be able to:

- Use end-to-end change analysis (CA)

Lesson 6: Using End-to-End Trace Analysis (TA)

Lesson Objectives

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After completing this lesson, you will be able to:

- Use end-to-end trace analysis (TA)

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 8: Appendix: Exception Management

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the Exception Management function

Lesson 9: Appendix: Configuration Validation

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the Configuration Validation function

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UNIT 14

Monitoring and Alerting Infrastructure (MAI)

Lesson 1: Introducing the Monitoring and Alerting Infrastructure (MAI)

Lesson Objectives

After completing this lesson, you will be able to:

- Describe Monitoring and Alerting Infrastructure (MAI)

Lesson 2: Introducing the Monitoring Template Concept, Configuration

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Monitoring Template Concept, Configuration

Lesson 3: Using the System and Application Monitoring functions

Lesson Objectives

After completing this lesson, you will be able to:

- Use the System and Application Monitoring functions

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UNIT 15

Dashboards and SAP Mobile Application in SAP Solution Manager

Lesson 1: Using Dashboard Builder

Lesson Objectives

After completing this lesson, you will be able to:

- Use Dashboard Builder

Lesson 2: Describing SAP Mobile Application for SAP Solution Manager

Lesson Objectives

After completing this lesson, you will be able to:

- Get an overview about SAP Mobile Application for SAP Solution Manager

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UNIT 16 Service Level Reporting (SLR)

Lesson 1: Configuring Service Level Reporting (SLR)

Lesson Objectives

After completing this lesson, you will be able to:

- Configure service level reporting (SLR)

Lesson 2: Accessing Service Level Reports

Lesson Objectives

After completing this lesson, you will be able to:

- Access service level reports and report examples

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