

SM250

IT Service Management Configuration

COURSE OUTLINE

Course Version: 17

Course Duration: 5 Day(s)

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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	<i>Example text</i>
Window title	<i>Example text</i>

Contents

vii Course Overview

1 Unit 1: Solution Manager Concept

- 1 Lesson: Explaining the Benefits of SAP Solution Manager
- 1 Lesson: Describing the SAP Solution Manager Architecture

3 Unit 2: IT Service Management Overview

- 3 Lesson: Describing ITSM and ALM
- 3 Lesson: Describing ITSM Processes: Service Request, Incident, Problem and Knowledge Article
- 3 Lesson: Describing Latest Innovations - New functions with Solution Manager 7.2

5 Unit 3: Basic Setup

- 5 Lesson: Understanding Technical Prerequisites
- 5 Lesson: Configuring ITSM Prerequisites
- 5 Lesson: Configuring ITSM Basis

7 Unit 4: Master Data

- 7 Lesson: Creating Business Partners
- 7 Lesson: Maintaining the Organizational Model
- 7 Lesson: Managing the Installed Base Components

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

- 9 Lesson: Explaining the Available Business Roles in IT Service Management
- 9 Lesson: Accessing the WebClient UI
- 9 Lesson: Accessing the Solution Manager Launchpad
- 9 Lesson: Describing the WebClient UI - New Functionalities
- 9 Lesson: Personalizing the Work Environment

11 Unit 6: Service Catalog and Service Request Management

- 11 Lesson: Understanding the Concept of Service Fulfillment Process
- 11 Lesson: Introducing the Service Catalog
- 11 Lesson: Requesting a Service
- 11 Lesson: Processing a Service

13	Unit 7:	Incident and Problem Management Process
13		Lesson: Outlining the ITIL Best Practice Process
13		Lesson: Creating Incidents
13		Lesson: Processing Incidents
13		Lesson: Processing Problems
15	Unit 8:	Knowledge Management Process
15		Lesson: Establishing a Full Text Search in SAP Solution Manager
15		Lesson: Creating Knowledge Articles
17	Unit 9:	IT Service Management Customizing I
17		Lesson: Explaining the Meaning of Transaction Types
17		Lesson: Customizing the CRM Service Transaction
19	Unit 10:	ITSM Administration
19		Lesson: Explaining the Multi-Level Categorization
19		Lesson: Describing the Organizational Model
19		Lesson: Understanding Partner Determination
21	Unit 11:	IT Service Management Customizing II
21		Lesson: Explaining the Enhanced Customizing Options
21		Lesson: Describing the Mailforms and Notification Framework
21		Lesson: Configuring the Business Role
21		Lesson: Describing the Enhancement of the User Interfaces
21		Lesson: Describing the Widgets
22		Lesson: Explaining the Service Level Agreements and Processing Times
23	Unit 12:	Monitoring and Reporting
23		Lesson: Monitoring the ITSM Tickets
23		Lesson: ITSM Analytics
25	Unit 13:	Service Asset and Configuration Management
25		Lesson: Providing an Overview: Service Asset & Configuration Management
25		Lesson: Providing an Overview: IT Infrastructure Management

Course Overview

TARGET AUDIENCE

This course is intended for the following audiences:

- Technology Consultant
- Support Consultant

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

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:

- Describing Latest Innovations - New functions with Solution Manager 7.2

Lesson 1: Understanding Technical Prerequisites

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the required steps after an upgrade from Solution Manager 7.1 to 7.2

Lesson 2: Configuring ITSM Prerequisites

Lesson Objectives

After completing this lesson, you will be able to:

- Configure ITSM prerequisites

Lesson 3: Configuring ITSM Basis

Lesson Objectives

After completing this lesson, you will be able to:

- Configure ITSM Basis

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

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: 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

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

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

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

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

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

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:

- 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

Lesson 1: Monitoring the ITSM Tickets

Lesson Objectives

After completing this lesson, you will be able to:

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

Lesson 2: ITSM Analytics

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the ITSM analytics possibilities
- Select Timeframe
- Select Multiple Filter Criteria

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