SM250

IT Service Management
Configuration

COURSE OUTLINE

Course Version: 19
Course Duration:
American English is the standard used in this handbook. The following typographic conventions are also used.

<table>
<thead>
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<th>Typographic Convention</th>
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<tr>
<td>This information is displayed in the instructor’s presentation</td>
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<tr>
<td>Demonstration</td>
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<td>Procedure</td>
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<td>Warning or Caution</td>
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<tr>
<td>Hint</td>
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<tr>
<td>Related or Additional Information</td>
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<tr>
<td>Facilitated Discussion</td>
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<tr>
<td>User interface control</td>
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<td>Window title</td>
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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:

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