SM255
Change Request Management with SAP Solution Manager 7.2 - Configuration

COURSE OUTLINE

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

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TARGET AUDIENCE
This course is intended for the following audiences:

- Super / Key / Power User
- Application Consultant
Lesson 1: Benefits of SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Highlight the benefits from the integration of IT Service Management into Application Lifecycle Management

Lesson 2: Exploring User Interfaces and Authorization Concept for Change Request Management

Lesson Objectives
After completing this lesson, you will be able to:

- List different user interfaces to be used with Change Request Management
- Outline the authorization concept for SAP Solution Manager
Lesson 1: Introducing Change Control Management

Lesson Objectives
After completing this lesson, you will be able to:

• List tools that SAP offers for Change Control Management and describe their use

Lesson 2: Introducing Change Request Management

Lesson Objectives
After completing this lesson, you will be able to:

• Outline the process flow for SAP Solution Manager Change Request Management
Lesson 1: Explaining System Prerequisites for the Basic Configuration

Lesson Objectives
After completing this lesson, you will be able to:

• Prepare the SAP Solution Manager system for the basic configuration of the Change Request Management scenario

Lesson 2: Explaining Basic Configuration Steps in the SAP Solution Manager System

Lesson Objectives
After completing this lesson, you will be able to:

• Describe the main steps that are needed to configure the SAP Solution Manager system for the Change Request Management scenario

Lesson 3: Explaining Basic Configuration Steps in the Managed Systems

Lesson Objectives
After completing this lesson, you will be able to:

• Describe the main steps that are needed to configure the managed systems for the Change Request Management scenario
Lesson 1: Creating Business Partners

Lesson Objectives
After completing this lesson, you will be able to:

• Create business partners

Lesson 2: Using Installed Base Components for Change Request Management

Lesson Objectives
After completing this lesson, you will be able to:

• Create the Installed Base Components for Change Request Management
Lesson 1: Granting Authorizations to Employees

Lesson Objectives
After completing this lesson, you will be able to:

- Outline the relationship between business roles and authorization roles

Lesson 2: Customizing the WebClient UI Framework

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 3: Using Categories

Lesson Objectives
After completing this lesson, you will be able to:

- List usages of multilevel categorization in the context of Change Request Management
Lesson 1: Defining Solution, Branches, Change Control Landscapes and Logical Component Groups

Lesson Objectives
After completing this lesson, you will be able to:

● Outline the idea of branches and logical component groups

Lesson 2: Change Cycles and Task Lists

Lesson Objectives
After completing this lesson, you will be able to:

● Outline how the status of a change cycle controls the actions on transport requests

Lesson 3: Introducing the Administration Cockpit

Lesson Objectives
After completing this lesson, you will be able to:

● Outline the use of the Administration Cockpit within Change Request Management

Lesson 4: Addendum: Enhanced Integration into Solution Documentation

Lesson Objectives
After completing this lesson, you will be able to:

● Outline the integration of Change Request Management into Solution Documentation

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Lesson 1: Creating and Approving Requests for Change
Lesson Objectives
After completing this lesson, you will be able to:

- Create and approve requests for change

Lesson 2: Processing Normal Changes
Lesson Objectives
After completing this lesson, you will be able to:

- Explain the process flow for normal changes

Lesson 3: Dealing with Urgent Changes
Lesson Objectives
After completing this lesson, you will be able to:

- Process urgent changes

Lesson 4: Implementing Corrections During the Test Phase with Defect Corrections
Lesson Objectives
After completing this lesson, you will be able to:

- Implement corrections during the test phase

Lesson 5: Implementing Administrative Changes
Lesson Objectives
After completing this lesson, you will be able to:

- Implement administrative changes

Lesson 6: Addendum: Standard Change
Lesson Objectives
After completing this lesson, you will be able to:

- Outline the process for standard changes

Lesson 7: Addendum - Documenting General Changes

Lesson Objectives
After completing this lesson, you will be able to:

- Document changes to non-SAP components with the help of Change Request Management and general changes
Lesson 1: Explaining the Idea of Transaction Types in Change Request Management

Lesson Objectives
After completing this lesson, you will be able to:

• Explain the meaning of transaction types for Change Request Management

Lesson 2: Customizing the CRM Service Transaction

Lesson Objectives
After completing this lesson, you will be able to:

• Explain the meaning of determination procedures and profiles that are assigned to transaction types for change transactions
Lesson 1: Using Task Lists in Change Request Management

Lesson Objectives
After completing this lesson, you will be able to:

• Explain the structure of Task Lists

Lesson 2: Monitoring Change Request Management

Lesson Objectives
After completing this lesson, you will be able to:

• Evaluate the use of different Change Request Management reporting tools
Lesson 1: Explaining Reasons for Downgrades

Lesson Objectives
After completing this lesson, you will be able to:

- List reasons for downgrades
- Outline the idea of downgrade protection with SAP Solution Manager Change Request Management

Lesson 2: Activating and Monitoring Cross-System Object Locks

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the concept of Cross-System Object Locks

Lesson 3: Explaining Downgrade Protection

Lesson Objectives
After completing this lesson, you will be able to:

- Configure the system landscape for the use of downgrade protection
Lesson 1: Understanding Retrofit - The Basic Idea

Lesson Objectives
After completing this lesson, you will be able to:

- Outline the need for a retrofit

Lesson 2: Configuring the System Landscape for Retrofit

Lesson Objectives
After completing this lesson, you will be able to:

- Configure system landscapes for the use with retrofit

Lesson 3: Performing a Retrofit

Lesson Objectives
After completing this lesson, you will be able to:

- Outline the process flow for retrofits
Lesson 1: Copying and Changing Transaction Types in Change Request Management

Lesson Objectives
After completing this lesson, you will be able to:

- Copy a transaction type into the customer namespace
- Adapt a transaction type by adding a new status to it

Lesson 2: Customizing Multilevel Categorization in Change Request Management

Lesson Objectives
After completing this lesson, you will be able to:

- Explain how to assign application areas to a categorization schema

Lesson 3: Customizing the Approval Procedure

Lesson Objectives
After completing this lesson, you will be able to:

- List the steps that are needed to customize the approval procedure for Change Request Management

Lesson 4: Explaining Preliminary Import and Selective / Status-Dependent Import of Transport Requests

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the process flow for the preliminary import of normal changes
- Outline the use of selective / status-dependent imports in Change Request Management
Lesson 1: Addendum - The General Idea of the Central Change and Transport System

Lesson Objectives
After completing this lesson, you will be able to:

- Outline the general idea of central Change and Transport System
- Explain the terms transport collection and system cluster