



# SAP - IT Service Management Configuration

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**Code:** SM250-v017  
**Length:** 5 days  
**URL:** [View Online](#)

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## Skills Gained

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- 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.
- Understand the new functionalities offered with SAP Solution Manager 7.2

## Who Can Benefit

- System Administrator
- Technology Consultant
- IT Service Helpdesk

## Prerequisites

- Essential:
  - none
- Recommended:
  - SM100 - SAP Solution Manager Configuration and Operations
  - CR100 - CRM Customizing Fundamentals

## Course Details

### Course Content

- Solution Manager Concept

- Explaining the Benefits of SAP Solution Manager
- Describing the SAP Solution Manager Architecture
- IT Service Management Overview
  - Describing ITSM and ALM
  - Describing ITSM Processes: Service Request, Incident, Problem and Knowledge Article
  - Describing Latest Innovations - New functions with Solution Manager 7.2
- Basic Setup
  - Understanding Technical Prerequisites
  - Configuring ITSM Prerequisites
  - Basic ITSM Configuration
- Master Data
  - Explaining the Business Partner Concept
  - Creating Business Partners
  - Maintaining Organizational Model
  - Managing the Installed Base
- The Work Environment: Using the CRM Web Client UI & Solution Manager Launchpad
  - Explaining the Available Business Roles in IT Service Management
  - Accessing the WebClient UI
  - Accessing the Solution Manager Launchpad
  - Describing the WebClient UI - New Functionalities
  - Personalizing the Work Environment
- Service Catalog and Service Request Management
  - Explain the concept of Service Request Management and Service Request Fulfillment
  - Introducing the Service Catalogue
  - Requesting a Service
  - Processing a Service
- Incident & Problem Management Process
  - Outlining the ITIL Best Practice Process
  - Creating Incidents
  - Processing Incidents
  - Processing Problems
- Knowledge Management Process
  - Establishing a Full text search in SAP Solution Manager
  - Creating Knowledge Articles
- IT Service Management Customizing I
  - Explaining the Meaning of Transaction Types
  - Customizing the CRM Service Transaction
- ITSM Administration
  - Explaining the Multi-Level-Categorization
  - Describing the Organizational Model
  - Understand Partner Determination

- IT Service Management Customizing II
  - Explaining the Enhanced Customizing Options
  - Describing the Mailforms & Notification Framework
  - Configuring the Business Role
  - Enhancements of the User Interfaces
  - Describing the Widgets
  - Explaining the Service Level Agreements & Processing Times
- Reporting
  - Monitoring the ITSM Tickets
  - Describing the ITSM BW Reporting
- Service Asset & Configuration management
  - Overview: Service Asset and Configuration management
  - Overview: IT Infrastructure Management

## Course based on software release

- SAP Solution Manager 7.2 SP3

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## Schedule (as of 3 )

Date	Location