



SAP - IT Service Management Configuration

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

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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