

SM200

IT Service Management: Configuration

COURSE OUTLINE

Course Version: 15

Course Duration: 5 Day(s)

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About This Handbook

This handbook is intended to both complement the instructor-led presentation of this course and to serve as a reference for self-study.

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

xi **Course Overview**

1 Unit 1: Course Overview

1 Lesson: Identifying the System Landscape

3 Unit 2: Introduction to SAP Solution Manager

3 Lesson: Optimizing the ALM Process using SAP Solution Manager

3 Lesson: Outlining the SAP Solution Manager Architecture and User Interfaces

5 Unit 3: Introduction to IT Service Management

5 Lesson: Introducing the Application Incident Management Scenario

5 Lesson: Introducing the Change Request Management Scenario

5 Lesson: Outlining Usage Rights for SAP Solution Manager IT Service Management

7 Unit 4: Basic Setup Steps

7 Lesson: Performing the System Preparation and Basic Configuration in SAP Solution Manager

7 Lesson: Preparing the System for Incident, Problem and Request Management

7 Lesson: Preparing the System for Change Request Management

9 Unit 5: Master Data

9 Lesson: Creating Business Partners for the IT Service Management Scenario

9 Lesson: Maintaining Installed Base (IBase) Components

9 Lesson: Defining and Maintaining an Organizational Model

11 Unit 6: CRM Web User Interface for IT Service Management

11 Lesson: Customizing the Web Client Framework

11 Lesson: Using Categories to Classify Incidents and Changes

11 Lesson: Granting Authorizations to Employees

13 Unit 7: The Application Incident Management Process

13 Lesson: Introducing the Incident Management Process

13 Lesson: Creating Incidents

13 Lesson: Processing Incidents

13 Lesson: Handling Service Requests

13 Lesson: Integrating Incident Management with Change Request Management

15	Unit 8:	Application Incident Management Customizing
15		Lesson: Using Transaction Types in Incident, Problem and Change Request Management
15		Lesson: Customizing the CRM Incident Transaction Type
15		Lesson: Advanced Customer-Specific Customizing of the Incident Management Scenario
17	Unit 9:	The Use of Projects in Change Request Management
17		Lesson: Recognizing Different Types of SAP Solution Manager Projects
17		Lesson: Using Projects in Change Request Management
17		Lesson: Creating a Maintenance Project
19	Unit 10:	Change Request Management Processes
19		Lesson: Creating and Approving Requests for Change
19		Lesson: Processing Normal Changes
19		Lesson: Processing Urgent Changes
19		Lesson: Implementing Changes during the Test Phase
19		Lesson: Implementing Administrative Changes
20		Lesson: Documenting General Changes
21	Unit 11:	Change Request Management Customizing
21		Lesson: Copying and Changing Transaction Types
21		Lesson: Performing Advanced Customizing
23	Unit 12:	IT Service Management Monitoring
23		Lesson: Monitoring Application Incident Management and Change Request Management
23		Lesson: Running Reports for Service Desk and Change Request Management
25	Unit 13:	Task Lists
25		Lesson: Describing Task Lists in Change Request Management
27	Unit 14:	Security Functions for IT Service Management
27		Lesson: Granting Authorizations for Change Request Management
27		Lesson: Controlling Project Status Switches
27		Lesson: Activating and Monitoring Cross-System Object Locks
27		Lesson: Configuring an Approval Procedure for Critical Transport Objects

29 Unit 15: Additional Scenarios in IT Service Management

29	Lesson: Connecting SAP Solution Manager with a Third-Party Help Desk Tool
29	Lesson: Accessing Mobile Applications for SAP Solution Manager IT Service Management
29	Lesson: Integrating Test Management with IT Service Management
29	Lesson: Retrofitting Normal and Urgent Changes

31 Unit 16: Enhanced Change and Transport System (CTS+)

31	Lesson: Performing Transports with Enhanced CTS
31	Lesson: Configuring Enhanced CTS for Use in Change Request Management
31	Lesson: Performing Changes with Enhanced CTS

Course Overview

TARGET AUDIENCE

This course is intended for the following audiences:

- Application Consultant
- Change Manager
- Development Consultant
- Help Desk/CoE Support
- Program/Project Manager
- Technology Consultant

Lesson 1: Identifying the System Landscape

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the business scenario

Lesson 1: Optimizing the ALM Process using SAP Solution Manager

Lesson Objectives

After completing this lesson, you will be able to:

- Recognize the role of SAP Solution Manager in ALM

Lesson 2: Outlining the SAP Solution Manager Architecture and User Interfaces

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the SAP Solution Manager architecture
- Describe the SAP Solution Manager user interfaces for ITSM

Lesson 1: Introducing the Application Incident Management Scenario

Lesson Objectives

After completing this lesson, you will be able to:

- Outline the incident management scenario

Lesson 2: Introducing the Change Request Management Scenario

Lesson Objectives

After completing this lesson, you will be able to:

- Outline the change request management scenario

Lesson 3: Outlining Usage Rights for SAP Solution Manager IT Service Management

Lesson Objectives

After completing this lesson, you will be able to:

- Outline usage rights for SAP Solution Manager IT Service Management

Lesson 1: Performing the System Preparation and Basic Configuration in SAP Solution Manager

Lesson Objectives

After completing this lesson, you will be able to:

- Complete basic configuration of SAP Solution Manager for IT service management

Lesson 2: Preparing the System for Incident, Problem and Request Management

Lesson Objectives

After completing this lesson, you will be able to:

- Configure SAP Solution Manager for the incident, problem, and request management scenario

Lesson 3: Preparing the System for Change Request Management

Lesson Objectives

After completing this lesson, you will be able to:

- Configure SAP Solution Manager for the change request management scenario

Lesson 1: Creating Business Partners for the IT Service Management Scenario

Lesson Objectives

After completing this lesson, you will be able to:

- Create business partners for IT service management

Lesson 2: Maintaining Installed Base (IBase) Components

Lesson Objectives

After completing this lesson, you will be able to:

- Maintain installed base components
- Check the installed base for IT service management

Lesson 3: Defining and Maintaining an Organizational Model

Lesson Objectives

After completing this lesson, you will be able to:

- Use the organizational model for partner determination
- Assign employees to positions in the organizational model

Lesson 1: Customizing the Web Client Framework

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the CRM Web UI functions for IT service management
- Configure the CRM Web UI
- Personalize the CRM Web UI for incident management

Lesson 2: Using Categories to Classify Incidents and Changes

Lesson Objectives

After completing this lesson, you will be able to:

- Create a categorization schema for incident management

Lesson 3: Granting Authorizations to Employees

Lesson Objectives

After completing this lesson, you will be able to:

- Assign business roles to employees

Lesson 1: Introducing the Incident Management Process

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the incident management process within SAP Solution Manager

Lesson 2: Creating Incidents

Lesson Objectives

After completing this lesson, you will be able to:

- Create incidents
- Create an incident with different interfaces

Lesson 3: Processing Incidents

Lesson Objectives

After completing this lesson, you will be able to:

- Process incidents using the CRM Web UI
- Process incidents in the CRM Web UI

Lesson 4: Handling Service Requests

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the process of handling service requests

Lesson 5: Integrating Incident Management with Change Request Management

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the integration between application incident management and change request management

- Create a request for change from an incident

Lesson 1: Using Transaction Types in Incident, Problem and Change Request Management

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the idea of transaction types in IT service management

Lesson 2: Customizing the CRM Incident Transaction Type

Lesson Objectives

After completing this lesson, you will be able to:

- Adapt transaction types for incident management
- Complete basic customizing of incident management

Lesson 3: Advanced Customer-Specific Customizing of the Incident Management Scenario

Lesson Objectives

After completing this lesson, you will be able to:

- Perform advanced customizing for incident management

Lesson 1: Recognizing Different Types of SAP Solution Manager Projects

Lesson Objectives

After completing this lesson, you will be able to:

- Identify different types of projects in SAP Solution Manager

Lesson 2: Using Projects in Change Request Management

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the phase structure of a change request management project cycle

Lesson 3: Creating a Maintenance Project

Lesson Objectives

After completing this lesson, you will be able to:

- Create a maintenance project for change request management

Lesson 1: Creating and Approving Requests for Change

Lesson Objectives

After completing this lesson, you will be able to:

- Create a request for change
- Approve a request for change
- Create different types of changes from a request for change

Lesson 2: Processing Normal Changes

Lesson Objectives

After completing this lesson, you will be able to:

- Define what a normal change is
- Process a normal change

Lesson 3: Processing Urgent Changes

Lesson Objectives

After completing this lesson, you will be able to:

- Perform transports for urgent corrections
- Process an urgent correction

Lesson 4: Implementing Changes during the Test Phase

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 an administrative change with SAP Solution Manager

Lesson 6: Documenting General Changes

Lesson Objectives

After completing this lesson, you will be able to:

- Document changes to non-SAP components in change request management

Lesson 1: Copying and Changing Transaction Types

Lesson Objectives

After completing this lesson, you will be able to:

- Customize the process of change request management
- Copy a change request management transaction type

Lesson 2: Performing Advanced Customizing

Lesson Objectives

After completing this lesson, you will be able to:

- Perform advanced customizing in change request management

Lesson 1: Monitoring Application Incident Management and Change Request Management

Lesson Objectives

After completing this lesson, you will be able to:

- Describe IT Service Management Analytics
- Define simple queries to monitor incidents and changes

Lesson 2: Running Reports for Service Desk and Change Request Management

Lesson Objectives

After completing this lesson, you will be able to:

- Locate and use a variety of reporting tools for ITSM

Lesson 1: Describing Task Lists in Change Request Management

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the structure of task lists

Lesson 1: Granting Authorizations for Change Request Management

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the concept of Change Request Management authorization

Lesson 2: Controlling Project Status Switches

Lesson Objectives

After completing this lesson, you will be able to:

- Outline how SAP Solution Manager controls CTS Status switches in managed systems

Lesson 3: Activating and Monitoring Cross-System Object Locks

Lesson Objectives

After completing this lesson, you will be able to:

- Implement cross-system object locks to prevent downgrade

Lesson 4: Configuring an Approval Procedure for Critical Transport Objects

Lesson Objectives

After completing this lesson, you will be able to:

- Outline the transport of critical transport objects

Lesson 1: Connecting SAP Solution Manager with a Third-Party Help Desk Tool

Lesson Objectives

After completing this lesson, you will be able to:

- Outline how to connect SAP Solution Manager with a third-party help desk tool

Lesson 2: Accessing Mobile Applications for SAP Solution Manager IT Service Management

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the mobile apps available for Incident Management and Change Request Management

Lesson 3: Integrating Test Management with IT Service Management

Lesson Objectives

After completing this lesson, you will be able to:

- Integrate SAP Solution Manager Test Management into IT Service Management

Lesson 4: Retrofitting Normal and Urgent Changes

Lesson Objectives

After completing this lesson, you will be able to:

- Configure system landscapes for retrofits

Lesson 1: Performing Transports with Enhanced CTS

Lesson Objectives

After completing this lesson, you will be able to:

- Outline the objective of enhanced CTS

Lesson 2: Configuring Enhanced CTS for Use in Change Request Management

Lesson Objectives

After completing this lesson, you will be able to:

- Configure change request management for Java-based SAP systems

Lesson 3: Performing Changes with Enhanced CTS

Lesson Objectives

After completing this lesson, you will be able to:

- Process changes to non-ABAP systems with the help of Change Request Management