ASUG UNIVERSITY | SAP Solution Manager 7.2 Course Agenda

Day 1

Timeframe	Topic	Resource	Type	Abstract
8:00 – 8:30 a.m.	Introductions	All	Lecture	
8:30 – 9:15 a.m.	Solution Manager 7.2 Upgrade Path	Technical	Lecture	In this lecture, we will review the process SAP has developed to support the upgrade from SAP Solution Manager 7.1 to 7.2. You will find out what steps you need to take before and after the technical upgrade to SAP Solution Manager 7.2., and we will discuss why customers should upgrade their existing environment instead of performing a fresh installation. In this session, you will learn about: • Upgrade tools used to perform the upgrade. • The process of content activation—critical to the upgrade process. • Benefits of upgrading versus new installation. • The key differences with SAP Solution Manager 7.2.
9:15 – 10:15 a.m.	Solution Manager 7.2 Upgrade Preparation	Technical	Lecture/Hands-on Lab	In this guided hands-on lab, you will navigate through the three key components of content activation, the process by which SAP Solution Manager projects and solution documentation are converted to the new process management infrastructure in SAP Solution Manager 7.2. You will learn how to: • Run prerequisite reports to determine what projects and documents should move to SAP Solution Manager 7.2. • Learn what happens to those projects that are not converted to the new infrastructure in SAP Solution Manager 7.2. • Step through the SAP-provided guided procedures for content activation.

10:15 –10:30 a.m.	Break			
10:30 -11:30 a.m.	Solution Manager 7.2 Setup Tasks	Technical	Hands-on Lab	In this guided hands-on lab, you will step through SOLMAN_SETUP, and we will discuss each step, what its purpose is, and what lessons were learned from our SAP Solution Manager 7.2 upgrade experience. We will focus on the foundational set-up tasks in SAP Solution Manager 7.2 that are critical to complete before any other tool within SAP Solution Manager is activated.
11:30 – 12:00 p.m.	SAP Solution Manager Landscape	Technical	Lecture	In this lecture, we will discuss the infrastructure and landscape required to support a best-run SAP Solution Manager landscape. Why do we need a two-system landscape in SAP Solution Manager? What is the relationship between Solution Manager and its landscape management database (LMDB) and the solution landscape directory (SLD)? You will learn the answers to these questions and more in this interactive discussion.
12:00 - 1:00 p.m.	Lunch			Provided by ASUG.
1:00 - 3:00 p.m.	Process Management	Functional	Hands-on Lab	In this two-hour, hands-on lab, you will learn how to use SAP Solution Manager 7.2 for business process documentation. With SAP Solution Manager 7.2, SAP released its new graphical business process modeling tools that follow the international BPMN standards for process documentation. Process management is one of the best innovations in SAP Solution Manager 7.2. You will: • Set up a solution and logical component. • Import SAP S/4HANA best-practice business process examples. • Define a new business process within the graphical modeler. Learn how we can store project documentation and process information in SAP Solution Manager 7.2.

3:00 - 3:15 p.m.	Break			
3:15 - 4:15 p.m.	Solutions Manager 7.2 Requirements Management	Functional	Lecture	In this lecture and live demonstration, learn about requirements management as part of SAP Solution Manager 7.2. In this session, we've included a review of SAP's newest capability, requirements management, a dedicated tool within SAP Solution Manager to store, manage, and track requirements received from the business by IT. You will leave with a detailed understanding of both tools and their potential benefit to any organization looking to build synergies between business.
4:15 - 5:00 p.m.	Q&A			

Day 2

Timeframe	Topic	Resource	Type	Abstract
8:00 – 10:00 a.m.	Solution Manager 7.2 Change Management	Functional	Lecture	In this lecture and live demonstration, learn about change request management (ChaRM) as part of SAP Solution Manager 7.2. We will explore the changes in ChaRM and navigate through a change request from creation to implementation. With SAP Solution Manager 7.1, SAP achieved multiple ITIL certifications, including one for change. See why ChaRM is the best tool for change management in your organizational landscape.
10:00 – 10:15 a.m.	Break			
10:15 -11:15 a.m.	Test Strategy for ERP Upgrades	Functional	Hands-on Lab	In this hands-on session, we will look at Test Automation options available with SAP Solution Manger 7.2. Attendees will learn more about SAP's 3rd Generation Test Automation tool called Component Based Test Automation (CBTA). Participants will get an opportunity to create and

				execute a CBTA test script for a transaction code in NIMBL's ERP 6.0 lab environment.
11:15 – 12:00 p.m.	Test Management – Session 1	Functional	Hands-on Lab	In this guided hands-on lab, you will work with SAP's new test management toolset that helps customers both understand the impact of an upgrade or migration with the scope and effort analyzer, and execute the required test cycles. You will learn how to: • Interpret the results of a scope and effort analysis. • Define a test plan in SAP Solution Manager 7.2. • Upload and create manual test cases as part of a test plan. • Execute a test cycle with workflow notifications. • Report on test cycle status and defects.
12:00 – 1:00 p.m.	Lunch			Provided by ASUG.
1:00 – 2:00 p.m.	Test Management – Session 2	Functional	Hands-on Lab	In this guided hands-on lab, you will work with SAP's new test management toolset that helps customers both understand the impact of an upgrade or migration with the scope and effort analyzer, and execute the required test cycles. You will learn how to: • Interpret the results of a scope and effort analysis. • Define a test plan in SAP Solution Manager 7.2. • Upload and create manual test cases as part of a test plan. • Execute a test cycle with workflow notifications. • Report on test cycle status and defects.

2:00 – 3:00 p.m.	Application Operations	Technical	Lecture	Application operations refers to the suite of tools within SAP Solution Manager that support proactive monitoring of both systems and business processes. In this lecture, you will learn about technical operations and business process operations. SAP Solution Manager 7.2 builds upon the success SAP had in building the best SAP monitoring tools available to SAP customers—and they are included as part of SAP enterprise and standard maintenance. Also, you will understand the full capabilities of technical operations to monitor everything from the operating system to interfaces with IDOCs and background jobs. See the new SAP Fiori user interface and mobile monitoring capabilities. Then dive into a discussion of business process monitoring (BPM), the ability to monitor transactions in SAP ERP.
3:00 – 3:15 p.m.	Break			
3:15 – 4:15 p.m.	Explore Technical Monitoring Dashboards & Alerts	Technical	Hands-on Lab	In this final guided hands-on lab, you will navigate the various monitoring tools in SAP Solution Manager 7.2 to better understand the value they can bring to any SAP customer. Learn how SAP Solution Manager can replace manual check steps and monitoring done by employees—and instead leverage this high-capability and proactive monitoring solution that can be integrated in Information Technology Service Management (ITSM) systems and mobile devices. Learn how to: • Review and define a monitoring template. • Navigate and interpret SAP-provided monitoring dashboards. • Access the monitoring history for additional analysis. • Integrate monitoring into existing processes.

4:15 – 5:00 p.m.	Q&A			