

Implementation & Support Special Interest Group

Meeting to be held on Tuesday 22nd September 2009

At Bluefin Solutions, The Plaza, Old Hall Street, Liverpool

AGENDA



09:00	Registration & Coffee	All
09:30	Introduction & Welcome	Paul Cooper SIG Chair
09:45	Solution Manager (SolMan) - what and why <ul style="list-style-type: none">• What is SolMan?• How can it help me with the implementation, upgrade and operation of our SAP solutions?• When and why do I use it?	Paul Jackson SAP
10:05	Why SolMan is needed for Enterprise Support <ul style="list-style-type: none">• SolMan within Enterprise Support• Enterprise Support requirements for SolMan usage (e.g. Connected systems, Landscape Documentation, Early Watch Alert Reports, Maintenance Optimiser, Service Desk for SAP Support messages, Issues logging & process documentation)	Peter Le Duc SAP
10:45	Coffee & Networking	
11:00	Solution Operations & Maintenance <ul style="list-style-type: none">• Experiencing value from SolMan in Solution Operations & Maintenance• Technical Operations: How do we use SolMan for system monitoring and routine systems administration tasks?• Incident & Problem Management: Understand how to use the Service Desk and forward messages to SAP support; know when to define and share problem messages, issues, and top issue; Why do I need the SolMan Diagnostics tool to help me perform E2E Root cause Analysis?• IT Reporting: How do I set up Early watch alerts & what should I do with the reports? What does Service Level reporting give me?• Maintenance of SAP Solutions: Using the Maintenance Optimiser to help identify relevant Support Packs and dependencies; how might I also see the impact of this change on my existing solution?• Business Process Monitoring to optimise your business processes.	John Appleby Bluefin
12:30	2009 Conference Update	Craig Dale User Group
12:45	Lunch & Networking	All

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| 13:45 Implementations and Solution Information
(simple use of SolMan on a project) | Paul Jackson
SAP |
| <ul style="list-style-type: none">• What do I need to do to create a project in SolMan?• Which Project type should I use?• How do I use SolMan to capture Solution Information for my
Design: Business Process Structures, Requirements and Design Documentation
Build: Defining solution Configuration and Developments
Test Management: Testing the Solution with Solution Manager & holding Test Documentation for application support.• How Does SolMan help me managing a project?
(e.g. Project specific roadmaps, status management, scope control)
If the project has already started, can I still get value from SolMan? | |
| 15:15 SolMan Landscape: Parts, Size and How Many? | Peter Le Duc
SAP |
| <ul style="list-style-type: none">• How do Projects, Solutions and Logical Components relate?• So how many solution managers do I need?• What size should they be? | |
| 15:45 Steps I can take today to get more from Solution Manager? | Paul Cooper
SIG Chair
Paul Jackson
SAP |
| <ul style="list-style-type: none">• Summary of the main points from the day and the first steps to increased value• Introduction to next I&S SIG event
"Part 2: Greater Value and Integration with SolMan" | |
| 16:00 Any Other Business / Coffee & Networking / Close | All |

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