

# Implementation & Support Special Interest Group

Meeting to be held on Thursday 21<sup>st</sup> January 2010

At SAP UK Ltd, Clockhouse Place, nr Heathrow

## AGENDA



- |       |   |  |
|-------|---|--|
| 09:00 | Registration & Coffee   | All  |
| 09:30 | Introduction & Welcome<br>Update from Part 1 "I want my SolMan to deliver value!"<br>Today:<br>Testimonies from those working with SolMan<br>Tool Integration with Solution Manager<br>SolMan – Additional News & Info  | Paul Cooper<br>SIG Chair                   |
| 09:45 | User Experience: Solution Information Set-up and Monitoring<br>How Solution Manager's successful monitoring of operational systems has avoided system failures.   | Paul Baines<br>CSC                         |
| 10:30 | Solution Manager Operations at Centrica – User Experience<br>This presentation will give an overview of how Centrica use Solution Manager for Operations at Centrica and technical experience/ advice/issues faced. They will also discuss their strategy and future plans for Solution Manager and take questions at the end.  | Rohan Parikh<br>Centrica                   |
| 11:00 | Coffee & Networking   | All  |
| 11:30 | Test Workbench<br>Case Study: Dwr Cymru Welsh Water   | Richard O'Donnell<br>Dwr Cymru Welsh Water |
| 12:10 | 2009 Conference Review and SAP Support Update   | Craig Dale<br>User Group                   |
| 12:35 | Lunch & Networking  | All  |
| 13:35 | Tool Integration with Solution Manager<br>Overview of Tool Integration with SolMan<br>(ARIS; RWD Productivity Pak; Quality Centre by HP; CPS By Redwood; Extended Diagnostics by CA Wily; Service desk tools)<br>Experiences in SolMan and ARIS integration.  | Paul Jackson<br>SAP                        |
| 14:20 | Blueprint Design using Solution Manager and ARIS for SAP<br>IDS Scheer will provide a live demonstration of Solution Manager, detailing project creation and business process selection from the SAP BPR. The Solution Manager blueprint will then be synchronised into the ARIS repository to allow for process build design. See then how the business processes can be re-used in realization phase for testing. | Dave Cull<br>IDS Scheer                    |
| 15:05 | SolMan – Additional News & Info<br>Update on Solution Manager Release Info & Future Developments<br>Updated useful links and Points of Help – guides, services, communities, support.   | Paul Jackson<br>SAP                        |
| 15:40 | Any Other Business / Close  | All  |

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We reserve the right to change the agenda at any time

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