

# Implementation & Support Special Interest Group

Meeting to be held on Tuesday 21<sup>st</sup> September 2010

At SAP, Clockhouse Place, nr Heathrow

## AGENDA



- |                   |   |  |
|-------------------|---|--|
| 09:00             | <b>Registration &amp; Coffee</b>  | All  |
| 09:30             | <b>Introduction &amp; Welcome</b>   | Paul & Costa                                     |
| 09:40             | <b>SAP User Group Update</b><br>Craig will discuss User Group influence activities and explain how you can get involved, including SAP Solution Roadmaps, Customer Engagement Initiative and Support Customer Advisory Council, along with providing an update on this year's User Group Conference   | Craig Dale<br>User Group                         |
| 10:15             | <b>Solution Manager Monitoring</b><br>How can you identify issues with your systems and core processes before your users?<br>What can be monitored across systems and business processes?<br>Learn how system monitoring, automatic alerting and business process monitoring can help you proactively identify issues and/or potential issues with your IT landscape.   | Andy Lawrence<br>SAP                             |
| 11:00             | <b>Coffee &amp; Networking</b>  | All  |
| 11:30             | <b>Solution Manager and E2E Root Cause Analysis</b><br>Once an issues and/or problems is identified – how do you find the cause?<br>How can you reduce the time taken to review all possible causes and pinpoint the root cause of the problem?<br>When you see five alerts, how do you know which alerts are inter-related and which are separate issues?<br><br><b>Followed by Solution Manager E2E Root Cause Demo</b> | Andy Lawrence<br>SAP<br><br>Andy Lawrence<br>SAP |
| 12:45             | <b>User Experience on Solution Manager</b><br>Volunteers' members from the SIG kindly speak about their experience on Solution Manager and give their own personal feedback about Solution Manager.   | Volunteers                                       |
| 13:15             | <b>Lunch &amp; Networking</b>   | All  |
| 14:15             | <b>Diagnostics with Solution Manager and Wily Introscope</b><br>What is diagnostics? Is it just for Java? What functionality is available within Solution Manager? What is 'extended Wily Introscope functionality'?  | Maxim Avezbakiev<br>Wily Introscope              |
| <b>Hosted by:</b> |   | <b>Sponsored by</b>                              |



We reserve the right to change the agenda at any time

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Have these questions answered and understand how Solution Manager diagnostics using Wily Introscope could be used in your landscape.

### 15:00 Solution Manager Break Out / Ask the Expert Sessions

#### **Solution Manager – For Implementation**

Projects, Project Management, Business Processes, Configuration, Documentation, Test Management, Upgrade... etc

#### **Solution Manager – For Support and Operations**

Change Request Management, System Monitoring, Issue Management, Service Desk, Diagnostics, Business Process Monitoring

In the spirit of collaboration and knowledge sharing, the afternoon session will provide an opportunity to share how you are using or intending to utilise Solution Manager with other attendees and experts.

We would really like some members to volunteer to talk about how they are using Solution Manager and the lessons they have learned. All we need is for you to talk for a few minutes and may be taking a couple of questions. (NO presentations required)

Remember it's your input that really brings the subjects to life, so please help out and share your experience!!

This will be followed by an "ask the experts" session, during which our gathered experts will tackle a number of pre-submitted questions relevant to Solution Manager. Please submit your questions by 15<sup>th</sup> September 2010

### 15:50 Any other business and close

All

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