

Solution Manager & SAP Change Control Management Special Interest Day



Meeting to be held on Thursday 13th May 2010

At SAP UK Ltd, Clockhouse Place, nr Heathrow

AGENDA

09:00 Registration & Coffee

09:30 Introduction & Welcome to 'ChaRM School'

Paul Jackson
SAP

09:45 Available Solutions to support Change Control

A discussion on:

- The pain points and issues for projects and support teams deployment of change controls.
- Dispelling the common misconceptions relating to change control management in SAP environments.
- The range of solutions available with Solution Manager to address the pain and issue, (including CTS+, ChaRM, Quality Gate Management, integration with 3rd Party tools, ...), illustrated by examples from the field.

Andy Lawrence
SAP

11:00 Coffee & Networking

11:15 Transport Express

Transport Express, more than a release management solution option for high visibility SAP projects. The presentation will cover why Transport Express has been selected by organisations, integration with SolMan and principle features.

Rob Cranston
Basis Technologies

12:00 Case Study: Utilising Transport Express in an SAP environment

Application of Transport Express at BP. the logic behind the selection of TE for the One HR program and subsequent value and lessons learned

Mark O'Dowd
BP

12:45 Lunch & Networking

(Note also opportunity to see demos of Transport Express and Solution Manager)

All

13:30 Demo: Solution Manager Change Control Capabilities

A short ChaRM demo & further illustration of examples from the field.

Andy Lawrence
SAP

14:00 Case Study: Change Control Management with SolMan

Learn how Freshfields Bruckhaus Deringer implemented Solution Manager and how Solution Manager ChaRM is used in their day to day support operations.

Freshfields Bruckhaus Deringer is a leading international law firm using Solution Manager Change Request Management and also Solution Manager Service Desk, Project Documentation / Blueprinting and Solution Manager Operations functionality.

Mark Johnson
Mark Taylor
Freshfields Bruckhaus
Deringer

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14:45 E2E Change Management in practice

A practical understanding of the SAP End-to-End Change Management standard and how it can be adopted in support organisations – providing insight into issues and pitfalls of implementing Change Control across internal support teams and support partners.

Colin Kirwan
SAP

15:15 Your Roadmap for ChaRM & Change Control Management

So where do you start?

A practical guide of steps, and available options, you can take to use Solution Manager to manage Change Controls in your project and support environments.

Clair Walton
SAP

15:45 Any other Business / Close

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