

# Application Life-cycle Management Special Interest Group

Meeting to be held on Wednesday 17th September 2014  
At SAP Clockhouse Place, near Heathrow, Bedfont Road,  
Feltham, Middlesex, TW14 8HD



## AGENDA

- |              |  |  |
|--------------|--|--|
| <b>09:15</b> | <b>Registration &amp; Coffee</b>   | All  |
| <b>09:30</b> | <b>Introduction &amp; Welcome</b>  | Costa Petrosellini<br>SIG Chair                |
| <b>09:40</b> | <b>What is the Value of Running SAP Like A Factory?</b><br>SAP's has extensive experience of working with customers to implement efficient SAP operations. This session focusses on the benefits and business case for automating Operations and provides an overview of how SAP supports you in developing your business case and how SAP Solution Manager capability enables you to realise the value of Running SAP Like A Factory.   | Phil Burgess<br>SAP                            |
| <b>10:25</b> | <b>Combining the power of the Solution Manager ALM Suite and Certified Third Party Solutions to ensure effective management of high volume SAP software changes.</b><br>The breadth and width of SAP Solution Manager as an SAP ALM one stop shop is growing, however it can be difficult to know which function areas to leverage and which not to when looking to facilitate a credible change delivery program. There are a number of respected credible Third Party SAP ALM Solutions available out-of-the-box that can save time, money and improve deliverables relative to the Solution Manager options – but which should be considered and when?  | Rick Porter<br>Revelation Software<br>Concepts |
| <b>11:10</b> | <b>COFFEE &amp; NETWORKING</b>   | All  |
| <b>11:40</b> | <b>What is the Value of Managing Change for your Enterprise Solution?</b><br>In this session, we will show what specific business benefits can be derived from deploying an integrated end-to-end change management process not just for SAP products but for your full Enterprise solution. You will gain insight into how SAP's Change Control solution supports you in delivering these benefits to your business overall and how you can measure the value delivered.  | Andy Lawrence<br>SAP                           |
| <b>12:25</b> | <b>What is the Value of E2E Root Cause Analysis &amp; Guided Procedures</b><br>Incident resolution time and adherence to SLAs are key drivers in Operational efficiency.<br>RCA toolsets allow you to look across your E2E Enterprise solution, and will provide significant savings in time and effort for root cause determination. However, time and effort is required to adapt your IT skills and working practices to adopt new tools. Any project to do this must have clear goals and benefits, not just for IT but for your business overall.<br>This session will clearly show the value & key benefits that can be derived from changing your working practices and how this can be measured. It will also show how the Solution Manager platform enables you to improve the day-to-day management of your solution operations and deliver benefits to both IT and your business. | Gary Marshall<br>SAP                           |
| <b>13:10</b> | <b>LUNCH &amp; NETWORKING</b>  | All  |
| <b>14:15</b> | <b>User Group Update</b><br>To discuss User Group influence activities and explain how you User Group can get involved, along with providing an update on this year's User Group Conference  | Adam Cundell<br>User Group                     |

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Tel: + 44 (0)1642 343411 ■ Email: [support@sapusers.org](mailto:support@sapusers.org) ■ [www.sapusers.org](http://www.sapusers.org)

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- 14:30 SAP UKI Solution Manager Clinics - Break Out / Ask the Expert Sessions**  
**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 Wednesday 10<sup>th</sup> September to [adam.cundell@sapusers.org](mailto:adam.cundell@sapusers.org)

Andy Lawrence,  
Phil Burgess  
&  
Gary Marshall  
SAP

- 15:30 Any Other Business/Close**

All

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