

# INFORMATION DAY - END TO END SOLUTION OPERATIONS

## Managing Complexity, Risk and Costs

Wednesday, 7<sup>th</sup> November 2007  
SAP UK Headquarters, Near Heathrow

### AGENDA

- 09.15 Registration & Coffee**
- 09.45 Welcome & Introduction**
- 10.00 End to End (E2E) Solution Operations**  
What are the underlying operations strategies that should be considered now, to ensure complexity, risk and costs are efficiently managed in the future?  
*Dr Matthias Melich, Vice President Solution Manager, SAP AG*
- 10.45 SAP Solution Manager Developments for 2008 and beyond.**  
Hear the latest about the administration tools and user interface due for release in 2008.  
*Dr Matthias Melich*
- 11.30 Coffee Break**
- 11.45 Latest Implementation Functionality with SAP Solution Manager**  
*Paul Jackson, SAP Methodology & Tools Manager, SAP UK&I*
- 12.15 E2E Root Cause Analysis**  
Learn how the standardised procedures of SAP Solution Manager Diagnostics can help your organisation to understand and resolve problems faster.
- 13.00 Lunch**
- 13.45 E2E Executive Demo**  
See E2E root cause analysis in action, utilising SAP Solution Manager Diagnostics.  
*Dr Matthias Melich*
- 14.00 E2E Change Control**  
Hear about the standards and SAP Solution Manager tools that can help improve software maintenance processes and minimise the impact of change.
- 14.45 Short Break**
- 15.00 E2E Business Process Integration**  
Find out about the latest SAP standards and SAP Solution Manager functionality for job scheduling, interface and business process monitoring - all designed to help support operations drive for greater efficiency and business value.  
*Volker von Gloeden, SAP AG*
- 15.45 E2E Enterprise Service Oriented Architecture Readiness**  
How can support operations help prepare for and support the move to Enterprise SOA for greater adaptability?
- 16.15 Business Process Monitoring Demonstration**  
See how SAP Solution Manager can be used to monitor core Business Processes.  
*Volker von Gloeden*
- 16.45 Close**