

Change Request Management and Service Desk – Configuration

SM200



Duration: 5 days

Delivery Type: Instructor-led Classroom

Audience:

- Technical Consulting
- System Administration

Prerequisites:

Essential

- SM100 SAP Solution Manager Configuration and Operations

Recommended

- CR100 CRM Customising Fundamentals
- ADM325 SAP Software Logistics for ABAP

Goals

- Describe the various elements of Service Desk and Change Request Management as part of SAP Solution Manager
- Configure the SAP standard process for the Change Request Management and the Service Desk scenario
- Outline how to customize the Service Desk and the Change Request Management process according to your needs.

Course Based on Software Release: Enhancement package 1 for SAP Solution Manager 7.0

Content

- Overview Change Request Management and Service Desk
- Basic Setup Steps for Change Request Management
- CRM Master Data
- Projects and Release Management
- Service Desk integration and Change Requests
- The Change Request Management Process
- Enhanced CTS
- Monitoring
- Customising Support Messages
- Change Request Management Specific Customising

Notes

The most important features of Change Request Management and Service Desk are covered in this class. The main focus in this course will be on Change Request Management with SAP Solution Manager.

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