



# SAP Solution Manager

*Marc O. Schäfer, Matthias Melich*

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**SAP Solution Manager** Marc O. Schäfer, Matthias Melich

This unique book helps administrators and IT managers to quickly understand the full functionality of SAP Solution Manager, release 4.0. Readers get a thorough introduction in the areas of Implementation and Operations, especially in the scenarios Project Management, Service Desk, Change Request Management, and the brand new function Diagnostics (root cause analysis). The integration capabilities with third-party tools from the areas of Help Desk and Modelling, as well as the relation between the functionality and ITIL Application Management are also dealt with in detail. The book is based on the latest information derived from the ramp-up experience of release 4.0, and makes extensive use of invaluable customer success stories.

## **Highlights include:**

- SAP Solution Manager and ITIL
- Support in the Application Management Phases
- End-to-End Solution Support
- Change Request Management
- Solution Monitoring and Reporting
- Solution Manager Diagnostics (Root Cause Analysis)
- Issue Management and Service Desk
- Roadmaps and Implementation Content
- Test Support and E-Learning Management
- Planning and Delivery of SAP Services
- Integration of Third Party Tools

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