Gestion de projet avec SAP Solution Manager

This course is based on the standard SAP Solution Manager system.
It also includes helpful information on how to adapt the curriculum to customer systems.

Software: SAP Solution Manager 7.1 SPS12

Détails

- Code : SAPSLGP
- Durée : 1 jour (7 heures)

Public

- Service-Desk managers

Pré-requis

Objectifs

- Participants will learn how to manage their project with Solution Manager
- At the end of the training, they will be able to setup a new project, define the customizing steps, document templates and planning (via Gantt Chart)

Programme

Get familiar with SAP Solution Manager navigation and functionalities

Review of project management functionalities

Realization of use case (project definition, upload of templates, …)

Modalités

- Type d'action :Acquisition des connaissances
- Moyens de la formation :Formation présentielle – 1 poste par stagiaire – 1 vidéo projecteur – Support de cours fourni à chaque stagiaire
- Modalités pédagogiques :Exposés – Cas pratiques – Synthèse
- Validation :Exercices de validation – Attestation de stages