Gestion du changement avec SAP Solution Manager selon ITIL

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 : SAPSMGC
- Durée : 1 jour (7 heures)

Public
- Service-Desk managers

Pré-requis
- SAPSMGIP

Objectifs
- Participants will learn how to manage and analyze changes requested by end-users and transmitted to the Service-Desk
- They will also see how to monitor and release changes into the back-end systems

Programme

Get familiar with SAP Solution Manager navigation and functionalities

Realization of use case (creation of change request, appproval process execution, …)

Review of change management functionalities

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