

Gestion des incidents et problèmes 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** : SAPSMGIP
- **Durée** : 1 jour (7 heures)

Public

- Service-Desk managers

Pré-requis

Objectifs

- Participants will learn how to manage their incidents and problems with solution manager, define the priorities of each tickets and fulfill SLA constraints
- They will also the interactions/links of SAP Solution Manager with back-end systems

Programme

Get familiar with SAP Solution Manager navigation and functionalities

functionalities

Review of incident and problem management

Realization of use case (creation of incident, incident handling, ...)

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