End User Training and Documentation – a capability of Solution Implementation

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SAP Solution Manager 7.1
Detailed Capabilities

Business Demand
- Business Changes
  - Provide initial planning and preparation for your project
  - Document the business process requirements
  - Implement business and process requirements
  - Test implemented functionalities
  - Complete the preparation for Go-Live
  - Cutover to live productive operation & continuous support

Implementation Content
- Project Definition
- Business Blueprint Definition
- Basic Configuration
- Test Management

SAP Business Function Prediction Service
- System Landscape Definition
- Business Blueprint Modeling
- Business Process Configuration

Enhancements & Development Definition
- Custom Development Documentation

Maintenance Management
- Customizing Synchronization

Business Process Change Analyzer

Project Administration / Methodology
Issue Tracking / Service Messages / Changes
Reporting
Lifecycle Management
End User Training and Documentation

To ensure a seamless knowledge transfer in your team, it is recommended to assign training material to all relevant process steps and to maintain end user roles. This build a basis for creation of end user specific learning maps.

Assign training material to your processes

Identify and Maintain effected end user roles

Create and distribute E-Learning map

Manage training progress and feedback
End User Training as prerequisite for a smooth Go-live
End User Training as prerequisite for a smooth Go-live

Learning maps can be created based on several sources. All available projects and solutions can be used according to the user authorizations.

The attached training document will be assigned to the learning map as a link.
Learning Maps Structures

[Diagram showing various components and relationships such as Template Project, Implementation Project, Solution, Upgrade Project, and Maintenance Project. Each component is labeled with a title or type, such as "Sales Order Processing," "Picking," and "Quality Management." The diagram illustrates the flow and connections between these components.]
The assignment of training materials into business processes provides …

- Central storage of training material into business processes
- Transparency on missing documentation
- Possibility to change training materials with changes in the business process
SAP Solution Manager integrates with SAP ProductivityPak by RWD

SAP ProductivityPak by RWD is the comprehensive performance support solution for the collaborative creation, storage and management of e-learning material, application simulations and procedural documentation.

Scope

- End-to-end document management by integration of best-of-breed toolset
- Enhance project, configuration and test documentation with RWD recordings
- Provide easy-to-use user-centric learning content
- Ready-to-use and realized via the SAP ProductivityPak by RWD adapter for SAP Solution Manager
Thank You!