SAP Solution Manager 7.2
What’s New with Support Package Stack 05?
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Agenda

- Process Management
- Project Management
- Test Suite
- Change Control Management
- IT Service Management
- Application Operations
- Data Volume Management
- Custom Code Management
- SAP Solution Manager Configuration
- Additional information
What’s New with SPS05?

Process Management
Process Management innovations
Global roll-out management with deployments

Feature Benefit:

- In SAP Solution Manager 7.2, "Deployments" replaces the template / implementation project concepts for global roll-out scenarios that were previously available in SAP Solution Manager 7.1.
- Deployments allow you to define a deployment master for roll-out. To manage deployments it is recommended to have
  - a "Deployment Authoring Solution" for managing the deployment master and its releases, and a
  - a "Operational Solution" where all operational processes are managed.
- All roll-outs can be managed in one single, operational solution. It is not recommended to create additional solutions.
Process Management innovations

Deployments

Global Roll-out Scenarios

Define deployment master which can be rolled-out to multiple projects

Feature details

• Multiple versions of a deployment master can be managed and maintained in parallel
• Roll-out to the operational solution (one deployment can be rolled-out multiple times)
• Local adaptations can be retrofitted to deployment master in the authoring solution

Benefits

Benefit from standardized global business processes AND give your subsidiaries the freedom to adapt easily to local business needs
Process Management innovations
Deployments and content import / export 1/2

Export from ‘master’ authoring solution

Import to operational solution
To roll-out a deployment, an export file is created in the source branch of the solution documentation.

The target solution documentation branch is selected, and the deployment is given a name, and logical components are mapped.
Process Management innovations
Update a deployment 1/2

Perform updates to a deployment with an updated import version
To update an existing deployment, an updated content file is imported. According to best practices, this should take place in the Import branch of the solution documentation to ensure that the proper change status indicates how the existing elements were changed.
Process Management innovations
Roll-in local changes back to the master solution 1/2

To send local changes back to the ‘master’ solution, the changes are exported

The changes are now updated (retrofitted) to the ‘master’ solution.
After roll-out, a deployment’s processes may require adjustment due to local requirements. Such changes might be relevant for other roll-outs, and so should be integrated back into the deployment master. By selecting the checkbox for "Map deployment to origin“ the user selects the original source of the deployment, and with export all local adjustments can be re-integrated back into the deployment master.
Maintain Process Variants

Document multiple entity variants on process level

Feature details

- Flow and configuration variations
- Process steps selected from master process
- Assignment groups for diagrams, test cases, executables, and documentation

Benefits

- Avoid redundancy
- Avoid the effort of creating multiple complete models for processes that differ only slightly
Process Management innovations
Improved Lists

Improved List View
Easier filtering and sorting

Feature details
• Add new attribute columns
• Use these columns for sorting and filtering
• Download as .CSV file (comma separated value)

Benefits
Usability and acceleration
**Process Management innovations**

**BPMN Diagrams**

**Improved BPMN Modeling**

Easier depiction of business process flow

**Feature details**

- Improved palette
- Improved maintenance of global diagram elements
- BPMN import/export
- Better handling of draft process steps

**Benefits**

- Improved usability
- Easier integration with 3rd-party BPMN modeling tools
Process Management innovations
Universal Diagrams

Create Universal Diagrams
Diagrams with navigation to other diagrams

Feature details
- Depict hierarchies, structures, order, groupings, dependencies of processes
- Most common overview-diagram modelling shapes
- Enable navigation and simplification
- Vertical breadcrumb navigation

Benefits
- Ease navigation through your process models
- Improve alignment with groups of business
What’s New with SPS05?

Project Management
Joint Project and Release Management

Allows you to switch the release of a change while using project tasks

Feature details

- Change-related transactions can be decoupled (removed) from a project, even after they have been released
- Tasks remain in the Project to track cost and effort
- The Change can be assigned to another Change Cycle and Project later

Benefits

Benefit from using both project management and release management together without losing flexibility
**Process Management innovations**

Use Change Request Integration without a Change Cycle

**Flexible ChaRM Integration**

Use Change Transactions without a Change Cycle

**Feature details**

- Customers may want to use Change Request Management Transactions without a change cycle e.g Non-SAP changes or Standard Changes. This applies also for change transaction in requirement management
- Project can be Released without a Change Cycle
- This will ensure only those changes can be attached to the Project which do not contain Change Cycle

**Benefits**

Customers can create Projects with or without Change Cycles and still use Change Request Management Integration
Project Management innovations
Easily couple/decouple change-related messages to projects

Feature benefits
- Change-related messages can be decoupled (removed) from a project, even after they have been released.
- Add (couple) messages even if they are not assigned to a change cycle
Process Management innovations
Dashboard

Improved Project Analytics
New Project Management dashboard

Feature details
- Based on
  - Dates
  - Effort
  - Staffing
  - Phases

Benefits
Increased transparency over project status
What’s New with SPS05?

Test Suite
Test Suite innovations
Team Assignments

Team Tester Assignments
Assign Business Partner Organization or Group as tester

Feature details
- Business Partner type Organization and Group supported as testers
- Two new relationship categories to handle tester assignments
  - Has the Testers
  - Is Tester for

Benefits
- Accelerate tester assignments
- Test coordinator can create relationships and manage test teams rather than individual testers
Test Suite innovations
Test Data Sets

Assign test data sets:
Assign test data sets to test plan/test package

Feature details
- Customers can use existing test data containers and assign them as test data sets in a test plan or test package
- Test data sets assigned to a test plan can be assigned to multiple test packages

Benefits
Once assigned, the test data set is available during test execution and can be launched by testers. The need to use an ABAP program to generate the URL for test data containers and update test cases content is eliminated
Test Suite innovations
Personalization

Maintain multiple personalization profiles:
Users can maintain multiple profiles, one of them is set as Default

Feature details:
- Users need to enter multiple fields in different applications. Frequently used values can be stored in profiles
- Multiple profiles can be created but one of them is designated as standard
- The applications e.g. test plan creation populate values from the Default profile

Benefits:
Users can drastically reduce the time to enter frequently used values in different applications
Test Suite innovations
Test Plan Management: Easier Business Partner input

Multiple Inputs supported
Business Partner field accepts multiple input types

Feature details
- Name, Business Partner, or System User can be entered for any Business Partner input (e.g. Test Plan Responsible, Tester ...)
- System automatically displays the name by retrieving information

Benefits
Easier for Test Coordinators to perform resource assignments
Test Suite innovations
Test Plan Management: Final Status

Finalized Status
A new Status Schema ‘Detailed’ shipped by SAP with a Final Status

Feature details
- Test Plan can be set to a Final Status
- Once the final status is set, Test Plan becomes read only
- Finalized Test Plans can be ignored by Tester’s Worklist, Reports ...

Benefits
- Faster queries as Finalized Test Plans ignored by default
- Good from audit perspective, Finalized Test Plan can not be changed anymore
Test Suite innovations
Test Plan Management: Process Variants

Process Variants
Process variants shown in hierarchy during Test Plan creation

Feature details
- Process variants can be selected during Test Plan creation
- Change impact analysis for process variants
- If Process variant has an associated process diagram, Process steps from the diagram are made available for selection

Benefits
Customers can use process diagrams to capture process variants and use them during testing
Test Suite innovations
Process variants and the Business Process Change Analyzer / Scope and Effort Analyzer

BPCA and SEA analysis improvements
Both Process Management and the Test Suite (including BPCA / SEA) support the new concept of process variants.

Feature details
- Use Case 1: Process variant with assigned E2E Test Case, but no process diagram and no process steps assigned to the business process
- Assigned executable represents "start of process"
- End-to-end test case assigned to the process variant
- TBOM contains all objects of the process variant and might be created by automated test

Benefits
- Change impact Analysis, manual and automated testing, and Test plan management for process variants
- Easy setup
Test Suite innovations
Process variants and the Business Process Change Analyzer / Scope and Effort Analyzer

BPCA and SEA analysis improvements
Both Process Management and the Test Suite (including BPCA / SEA) support the new concept of process variants.

Feature details
- **Use Case 2a**: Process variant with assigned end-to-end test case and process diagram
- End-to-end test case is assigned to the process variant
- Process diagram used to derive those process steps (and executable, TBOM) relevant for this process variant
- Note: collaboration diagrams are supported in this example

Benefits
- Change impact Analysis, manual and automated testing, and Test plan management for process variants
- Easy setup
Test Suite innovations
Process variants and the Business Process Change Analyzer / Scope and Effort Analyzer

BPCA and SEA analysis improvements
Both Process Management and the Test Suite (including BPCA / SEA) support the new concept of process variants.

Feature details
- Use Case 2b: Process variant with assigned end-to-end test case and process diagram
- Test cases are assigned to Process Steps
- Process diagram used to derive those process steps (and executable, TBOM) relevant for this process variant
- Note: collaboration diagrams are not supported in this example

Benefits
- Change impact Analysis, manual and automated testing, and Test plan management for process variants
- Easy setup
Test Suite innovations
Manual Test Execution: Review Tester’s Worklist

Review Tester Worklist
Certain authorized persons (e.g. Test Coordinator or Business Process Expert) can login and access worklist of another tester

Feature Details
Once the reviewer uses 'On Behalf of' search query, the reviewer can access worklist of another Tester

Benefits
• The reviewer can use this query to access Test Notes and Test Results of the tester for review
• The reviewer can also execute tests and set status on tester’s behalf.
• The audit trail is maintained in history so that it is clear who executed the Test Case
Test Suite innovations

New Layout
New tab-based layout for testers

Feature Details
- Testers can change the layout to tab-based
- Testers can maintain personalization profiles
- Simplified test note / test result handling
- Reduced number of clicks

Benefits
- Increased usability
- Direct access to set status, comments, and Test Ended
- Static header for easier navigation in longer lists

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Test Suite innovations
Gap and Completeness Reports: TBOMs and Test Cases by Executables

Gap and Completeness Reports
- TBOMs and Test Cases by Executables

Feature details
- Report execution from tile „Test Suite – Test Preparation“ and tile „Test Suite – Analytics“
- The report performs an analysis of the entire Solution

Benefits
- Flexible analysis of Test Case and TBOM assignment to Executables in Solution Documentation
- Dynamic filtering for available or missing Test Cases and TBOMs by type and many attributes

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<th>Type</th>
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<th>Logical Component</th>
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<th>TBOM Type (of Executable)</th>
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</table>
Test Suite innovations
Gap and Completeness Reports: TBOMs and Test Cases by Executables

Feature benefits

Scopes:

- Possible to limit to parts of Solution Documentation to be analyzed
  - Create custom scope by filtering via attributes
    - SAP attributes like person responsible
    - custom attributes
    - and/or select a specific view
  - Result: creates custom report, which can be launched via Solution Documentation – Global Functions - Reports
Test Suite innovations
Gap and Completeness Reports: TBOMs and Test Cases by Executables

Filter: Type

Where TBOMs exist

Multiple Filters

Filter definitions can be saved as a Layout and used in the report where the filter was defined
Test Suite innovations
Gap and Completeness Reports: Test Case assignment to Solution Documentation

**Gap and Completeness Reports**
Test Case assignment to Solution Documentation

**Feature details**
- Report execution from tile „Test Suite – Test Preparation“ and tile „Test Suite – Analytics“
- The report performs an analysis of the selected Solution / Branch / View and identifies available and missing test cases
- Attribute „assignment type“ applied for analysis

**Benefits**
- Available or missing test cases are shown along with the hierarchy of business processes and libraries
- Report can be launched in different modes including
  - Full list
  - Negative list: missing test cases
  - Positive list: available test cases
What’s New with SPS05?

Change Control Management
Change Control Management innovations
Transport Check Reports

Transport Check Reports
Detect potential conflicts as early as possible

Feature details
ü Before the import into a target system:
  – A set of transport requests is checked for import errors
ü In the ABAP workbench:
  – A notification will show potential conflicts when a developer switches to change mode

Benefits
Avoid disruptions proactively
## Change Control Management innovations

Transport Check Report - cross reference check result

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Change Control Management innovations
Transport Check Report - online import check result

1<sup>st</sup> level: Result aggregated on transport requests

2<sup>nd</sup> level: Critical objects per transport request
# Change Control Management innovations

## Transport Check Report - online import check result

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<td>1.962</td>
<td>3.570</td>
<td>1.962</td>
<td>1.962</td>
</tr>
<tr>
<td>23</td>
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<td>3.544</td>
<td>498</td>
<td>498</td>
<td>498</td>
<td>498</td>
<td>498</td>
</tr>
</tbody>
</table>

### 3rd level: Table accesses per hour of week (or alternatively table changes or report executions)
Change Control Management innovations
Transport-related check framework

Feature benefits:

- Downgrade Protection
- Critical Objects
- ABAP Test Cockpit (ATC)
- Code Inspector
- Custom-specific checks (open framework – you can integrate your own checks)

Downgrade Protection Checks for SAP HANA transports are based on Central Transport System (CTS+) & SAP HANA Transport for ABAP (HTA)
Change Control Management innovations
Transport-related checks upon-saving in the ABAP workbench

**Feature benefits:**

When switching to change mode in the ABAP workbench, potential conflicts will be displayed.

**Checks:**

- CSOL
- Critical objects
- White list objects
- Custom checks

*ABAP Eclipse workbench integration planned.*
Change Control Management innovations
Transport analytics improvements

Predictive Checks for a planned import

Online Import Criticality:
- Checks the online import criticality for a set of transport requests and objects based on usage statistics.

Cross Reference:
- Improvements and additional checks for return code 8 prediction in the target system.
Change Control Management innovations

New Transaction Type: Standard Change

Process low-risk changes without approval

Feature details

ü Perform low-risk changes that are uncritical and frequently used
ü Changes and can be processed without approval
ü Standard change is controlled by authorizations
ü The White list contains the objects that are allowed to be included

Benefits

Avoid effort for low-risk changes
Change Control Management innovations

Urgent Change

Improved Urgent Change
Perform emergency corrections easier

Feature details
- Emergency Changes
- Optimized for fast processing
- Independent from scenario phase
- Approval via 4-eye principle (optional)
- Link to external reference for all kind of changes

Benefits
Reduce business disruptions through accelerated handling of emergency changes
Enhanced Scenario Capabilities
More flexibility in setting up quality gates

Feature details
ü Segregation of duties (4-eye principle) (optional)
ü Single user or group can be assigned for QM / QAB approval
ü Q-Gates can be disabled as required

Benefits
Easier adaption of Quality Gate Management to your quality strategy
Change Control Management innovations
Approval App

New SAP Fiori App
SAP Fiori app for Quality Gate and Urgent Change approvals

Feature details
- Optimized for fast processing
- Fast and easy approval

Benefits
- Enable approvals on mobile devices
- Increase usability
Change Control Management innovations
Workflow Inbox

Display My Messages
Central inbox for displaying all workflow messages

Feature details
- Access items that are assigned to you because they have reached a process status that requires your action
  - For all CRM transaction types

Benefits
Accelerate handling of workflow tasks through easier detection
Change Control Management innovations
Administration Cockpit

Central UI for Administrators
Replaces several SAP GUI transactions

Feature details
- New Task list UI (Web Based!)
- Transport Analysis Features
- Central Place for Import Scheduling
- Enterprise Search enabled

Benefits
Usability
Change Control Management innovations
Transport Control

Schedule Import Jobs
Establish central tool to schedule all imports consistently

Feature details
- Full transparency over scheduled jobs
- Define, edit and delete Import jobs system specific
- Check Import Job status

Benefits
Faster and easier scheduling and activation
Change Control Management innovations
Transport Control

Synchronized / parallelized import across uneven technology stacks
Support un-even landscapes

Feature details
- Parallel imports into multiple clients in one or multiple systems
- Allows system-specific import sequence - E.g. SAP ERP and SAP BW

Benefits
Manage transport requests system-specific or across system landscapes
Change Control Management innovations
Extended downgrade protection (DGP) and risk mitigation
Change Control Management innovations
Import Job Scheduler

**Feature benefits:**

Scheduled Import Job improvements:

- Full transparency about scheduled jobs
- Define, edit and delete system-specific import jobs
- Check import job status
Change Control Management innovations
My Messages - Workflow Inbox
Change Control Management innovations
Process visualizer to display transaction flows within SAP Solution Manager

You can use this report to graphically visualize transaction types.
To access this report, call transaction CM_ADM_PROC_VIS.
Change Control Management innovations
Powerful reporting and analytics capabilities
What’s New with SPS05?
IT Service Management
Live Support Expert Chat

Key Benefits

Live channel. Fast and direct resolution.

- Connects you real-time with an SAP support expert
- Offers screen sharing option during the Expert Chat session
- Provides access to the same technical engineers as in the incident channel
- Reduces your project and operational costs
- Resolves your issue efficiently: Information will be gathered to solve the issue during the interaction or transferred by an engineer if deeper investigation is necessary
- Start all interactions with Expert Chat – no matter how complex they are, the problem will be resolved quicker
SAP Support expert chat in the SAP Support Portal is available today!

Knowledge article 2213344 - starting an expert chat with SAP Support (video)

2213344 - Starting an Expert Chat with SAP Support [video]

Version 16 from 13.01.2017 in English

Component: XX-SER
Priority: Normal
Category: How To
Release Status: Released to Customer
17 customer ratings

How can I initiate an expert chat session with a Support Engineer at SAP?

Resolution

SAP is now offering Expert Chat support for specific product components. You can start an Expert Chat session with a technical expert by following these steps or watching the video below.

1. Go to the SAP Support Portal and log in, [https://support.sap.com](https://support.sap.com)
2. First, log into the ONE Support Launchpad with your user ID
3. Click on the View My Launchpad tile
4. Scroll and find the tile for Find a solution
5. Before you can start an Expert chat or log an incident you need to search for a solution in the SAP database.
6. If you don't find a solution, click the blue Contact SAP Support button in the bottom right corner.
7. Fill in your incident details as you normally would
8. The Start Expert chat button will only appear after you've filled in the component you are submitting your incident to. The Start Expert chat button may not appear after filling in your component, this means there are no SAP support engineers online to answer your question at this time.
9. You will be placed in a queue until an engineer is available to take your chat. Look for a message indicating how many people are in the queue ahead of you.
10. Finally, the Expert chat window will be displayed where you can then start asking your support question to the SAP support engineer.
IT Service Management innovations
SAP Support Expert Chat integration

Integrate Expert Chat
Launch a Chat from SAP Solution Manager

Feature details
- Start the chat in the incident wizard
- Start the chat from the SAP Collaboration assignment block

Benefits
Use an additional inbound channel for SAP customers to reach SAP primary support
IT Service Management innovations
Fiori App

New SAP Fiori App
Resolve and Dispatch

Feature details
- Needs of Dispatcher and Resolver addressed
- Embedded search including attachments
- Text updates combined with automatic status setting, simplifying user interaction

Benefits
Simplification of user interaction and higher productivity
What’s New with SPS05?

Application Operations
Application Operations innovations
Hybrid Scenarios

Monitor SAP Cloud Services
Support more SAP cloud offerings

Feature details
- Exception analysis for more SAP cloud services
- Trace analysis for more SAP cloud services
- SAP continuous to instrument new SAP cloud offerings

Benefits
Improved support for SAP-centric hybrid scenarios
What’s New with SPS05?

Data Volume Management
New Fiori Apps
Enhance analysis for identifying data reduction potentials

Feature details
- Data aging
- Unused data
- SAP BW
  - Data to be archived in near-line storage
  - Temporary and administration data

Benefits
- Improve system performance
- Reduce hardware cost
What’s New with SPS05?

Custom Code Management
Custom Code Management innovations
Quality Cockpit

Enhanced Worklist for Quality Cockpit
Display results of the quality projects in more depth

Feature details
• List quality projects
• Drill down to view more details about individual analysis projects
  – Analysis history
  – Object statistics
  – Object selection (filtering)

Benefits
Ease and accelerate improvement of code quality
What’s New with SPS05?
SAP Solution Manager Configuration
SAP Solution Manager Configuration innovations
Streamlined Setup

Managed System Configuration
Easier configuration of managed systems

Feature details
- Improvements for automatic managed system reconfiguration
- Assign users to user groups in automatic users creation

Benefits
Accelerated configuration
SAP Solution Manager Configuration innovations
Streamlined Setup

Activate Usage Logging
Activate UPL and SCMON centrally

Feature details

- Enable activation of
  - Usage and Procedure logging (UPL)
  - SAP ABAP Call Monitor (SCMON)
- Central access for multiple systems
- Moved to cross scenario configuration

Benefits

Ensure that usage logging is activated already when it is needed

- e.g.: Test Management, Custom Code Management, Transition to SAP S/4HANA
To find out about new developments in SAP Solution Manager 7.2, please visit the SAP Help Portal. In every functional area you will find detailed information about new and changed functionality for each support package stack.

https://help.sap.com/viewer/10e6d9cb3bc740e6a4c41588d9fc07a3/7.2.latest/en-US
SAP Customer Connection
With SAP Customer Connection we continuously improve SAP Solution Manager based on customer Feedback

As our customer you:
• Provide clear guidance where we need to invest
• Share a precise list of requested improvements from the worldwide customer community (user groups)
• Prioritize the requests through voting
• Collaborate with SAP Solution Manager development to ensure we deliver what you need

How to engage with us?
• Follow the SAP Solution Manager projects
• Submit requests
• Vote for requests
• Discuss requests with other customers and SAP
• No restriction on number of participants

Where to find Customer Connection results

Find & use delivered enhancements consistently – made by SAP Customer Connection projects:

Accessible under https://sapimprovementfinder.com

Innovation Discovery- Solution Manager
What’s next for the SAP Customer Connection in 2019?

Adopt the newly delivered improvements in your productive environment

Share your experience with us - take part in our SAP Listens survey

Engage in Customer Connection!

- Log on to the influence platform
- Get updates automatically
- Review existing requests
- Listen to the past recordings

Get prepared for the next round and join the Kick Off Webinar in CW 2 / 2019:

SAP Customer Connection Solution Manager 2019:
Additional information
SAP Support Backbone Update
Impact on SAP Solution Manager and Focused Run

SAP's Support Backbone is the central infrastructure located at SAP to provide technical support to our customers.

The Support Backbone infrastructure has been updated, but the legacy infrastructure remains in place to allow a safe transition for SAP customers. Customers using SAP Solution Manager or Focused Run must transition to the new infrastructure before January 1st 2020 to ensure continuous connectivity by performing the following actions:

- **SAP Solution Manager**: Upgrade to SAP Solution Manager 7.2 SPS07 or SPS08* (preferred)
- **Focused Run**: Upgrade to Focused Run 2.0

If these activities are not performed, SAP Solution Manager and Focused Run will lose connectivity to the SAP Support Backbone.

Detailed information regarding impacts can be found here: [https://support.sap.com/backbone-update](https://support.sap.com/backbone-update)

*SPS08 is required for partners*
Free Demo System Landscape for SAP Solution Manager 7.2

SAP offers an integrated SAP Solution Manager demo landscape for the entire SAP ecosystem: customers, SAP partners and SAP employees.

If you are searching for opportunities to learn more about SAP Solution Manager features or to demonstrate functionalities to other people, if you want to play video-like demos or work in a real system for demonstration purposes or if you need a private system for a proof of concept, then your search ends here!

The SAP Solution Manager demo system landscape provides a comprehensive demo library, a demo system available 24x7 and the opportunity to get your own copy of this preconfigured system in the SAP Cloud Appliance Library (SAP CAL).

https://support.sap.com/ † SAP Solution Manager † Overview † Demo System Landscape
Experience SAP Solution Manager 7.2 in SAP CAL
Test-drive for a nominal fee on your own private cloud with personalization

SAP Solution Manager 7.2 is available in the SAP Cloud Appliance Library (CAL) as a free trial demo system.*

SAP provides the powerful appliance without SAP CAL charges. Customers only need an Amazon Web Services (AWS) or Microsoft Azure account to test drive the SAP Solution Manager cloud appliance for a free trial period of 30 days (extension possible via subscription.) Solutions can be accessed from http://cal.sap.com

You can practice the content activation process to move your existing 7.1 solution documentation to the new SAP Solution Manager 7.2 process management capability, review sample SAP S/4HANA Best Practice content provided by SAP Activate, and explore 7.2 demo scenarios.

*SAP Cloud Appliance Library – Your Highway to SAP Solution Manager 7.2 success!

*Amazon Web Services and Microsoft Azure charges apply.
SAP Solution Manager Learning Resources Overview

Build up your knowledge and skills

Available Learning Resources

From Interest to Expert Knowledge

Management Competence (Introduction)
- Public Videos & Playlists
- Overview Publications
- Introduction Information
- SAP Solution Manager Homepage (support.sap.com/solutionmanager)
- Overview, Processes, Product and Release Info

Core Competence (Key Value Chains)
- Expert Publications
- Monitoring and Operations with SAP Solution Manager
- Technical Information
- Supported languages, browsers, and data bases

Expert Competence (Functional Areas)
- Expert WIKIs
- Functional Areas Expert Content
- Expert WIKIs
- Supported languages, browsers, and data bases

- System Landscapes
- Private Evaluation System (CAL), Public Demo System
- Expert WIKIs
- Functional Areas Expert Content

- SAP Solution Manager Community
- Blogs & Questions

- System Landscapes
- Private Evaluation System (CAL), Public Demo System
- Live Expert Sessions & e-Learnings
- EGI, MTE, GDT, AIE, BP

- Product Documentation
- Application Help, Release Notes, Upgrade, Installation, Security Guides

- Classroom Trainings*
- SMx (Setup & Config), E2Ex (Functional Overview)

- SAP Solution Manager Media Center
- Product Videos, System Demos, Tutorials

- SAP Demo Systems
- SAP Community
- SAP ES Academy
- SAP Education
- SAP Help Portal

- SAP Books
- SAP.com
- SAP Support Portal
- Media Center

- SAP Solution Manager Learning Resources Overview

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Key links for more information
For customers and partners

Key links

- SAP Road Maps: http://www.sap.com/roadmaps
- SAP Community Network: http://www.sap.com/community.html
- IT Planning Resources: https://wiki.scn.sap.com/wiki/x/ggvRGg
- SAP Innovation Discovery: http://www.sap.com/innovationdiscovery
- SAP Solution Manager Homepage: http://support.sap.com/solution-manager
- Focused Solutions for SAP Solution Manager: http://support.sap.com/focused
- SAP Support Backbone Update: https://support.sap.com/backbone-update

Where to go to provide product feedback and ideas

- SAP Idea Place: https://ideas.sap.com
- Influence programs: http://service.sap.com/influence
- SAP User Groups: http://www.sapusergroups.com/
Thank you.