Simple IT Request for SAP Solution Manager 7.2
Focused Build Standalone Enhancements

SAP Deutschland SE & Co. KG
SAP Solution Manager covers all processes of IT Service Management

- Incident Management
- Problem Management
- Request Management
- Event Management
- Change Management
- Service Asset & Config. Mgmt.
- Release & Deployment Mgmt.
- Knowledge Management
- Service Level Management
- Service Catalogue Management
- Capacity Management
- Availability Management
- IT Service Cont. Management

IT Service Management with SAP Solution Manager
How can End Users benefit from SAP Solution Manager?

End User

SAP Solution Manager

- Incident
- Problem
- Change Request
- Service Order
- Service Request
The Challenge: Communication between End User and IT
IT Service Structure is often designed from IT Perspective – not reflecting the End User Perspective
The Challenge: Variety of Channels
For Incidents, Problems, Change Requests, Service Requests and Service Orders

Selection of the right channel.
Handling of different UIs.
Completing complex forms with the correct and relevant information.

End User

Wizard

WebUI

Mobile
The Challenge: Complexity of ITIL
Conflict between End User and IT Organization
The Solution: SAP Simple IT Request
Single Point of Entry for all ITIL Processes with an intuitive User Interface

End User

Service Catalog
Create Request

Incident
Problem
Change Request
Service Order
Service Request

IT Organization
The Solution: SAP Simple IT Request
IT Service Structure translated from IT Perspective into End User Perspective
The Solution: Simple IT Request

Single Point of Entry for all ITIL Processes with an intuitive User Interface
Simple IT Request
Functions in Detail: Views and Search Function

1. Category and List View

2. Search Function
Simple IT Request
Functions in Detail: Different Sets of Catalog Services based on Authorizations

- The Service Catalog is based on Multi Level Categorization
- Via authorizations different sets of services can be defined for different user groups based on categories
- Single services can be assigned to special authorization groups to further restrict the service access
Simple IT Request
Functions in Detail: Attachments

- Comprehensive template forms or enhanced instructions for IT Services can be added as attachments.
- End Users can complete template forms or easily add attachments such as screenshots.
- Attachments can also be added with mobile devices, e.g., via mobile camera.
Simple IT Request
Functions in Detail: Conversation

- Queries from Service Partners can be answered directly.
- The correct text types and status of the request is set automatically in background with just 1 click.
Simple IT Request
Functions in Detail: My Requests

Search via ID or Description

Direct access to relevant information

Filter

1-Click Actions
Advantages for End Users

- **Simplified Handling for all End Users**
  - Increased user acceptance, less queries, minimized complexity

- **Consistent Look&Feel on all devices**
  - Runs on Desktop Browsers, Tablets and Smartphones

- **Saves Time & Budget**
  - Accelerated service handling, reduced training efforts
The Challenge for Service-Desk Employees

Creating and Maintaining Catalog Services

- **Without Simple IT Request**
  - Creating new Services is time consuming and complex
    (e.g., Configuration of Service Orders and Products)
  - Maintaining existing Services is expensive
  - Often experts or even programmers are required for catalog maintenance

- **With Simple IT Request**
  - New Services are simply defined as templates
  - Avoid errors by predefining service information
  - Creating a new service is done within 2-3 minutes!
Technical Concept of SAP Simple IT Request

Transaction Template ➔ Service Catalog Create Request ➔ Transaction
Creating a New Service
Step 1: Service Header Data

Incident Tmpl SSR: 8000000277, Missing Author

Name of Service
Catalog Entry
Assignment of Processor
Released for Catalog
Creating a New Service
Step 2: Defining the Service Layout

- Enables Attachments for Service Form
- Service Icon
- Fields of the Service Form
- Authorization Group Assignment
Creating a New Service
From creating to consuming a new service in just 2-3 minutes!

Transaction Template
Conclusion

SAP Simple IT Request is a Focused Build Standalone Enhancements for SAP Solution Manager 7.2

– Provides an intuitive user interface for Incidents, Problems, Change Requests and Service Requests
– Consistent handling on all platforms
– Reduces the costs of Service Catalog Management
– Fully integrated into existing ITSM and Change Request Management configurations
Thank you.

Contact information:

Lorenz Möhl
Technology Consultant
Rosenthaler Str. 30, 10178 Berlin
lorenz.moehl@sap.com