When to use:
- When you want to plan the optimization of your CCOE, including not only efficient E2E solution operation processes in your IT landscape and support organization (covered by the SOPW), but CCOE Strategy, Governance & Organization, as well
- Or when you are interested in the Advanced CCOE (ACCOE) Program and Certification, and you want to know your current operational maturity level and what should be done to be ready to get the ACCOE certification in a wider perspective taking also into consideration CCOE Strategy, Governance & Organization

What will be done:
- Open interactive interviews on all areas of agreed scope
- Fit/Gap analysis of CCOE Strategy, Governance & Organization, and of SAP solution operations relevant topics
- Discussion around the setup of an efficient CCOE including CCOE Quality Management
- Detailed recommendations how to fit the gaps detected (in the wider eSOPW scope) and how to start establishing and optimizing your CCOE and your SAP solution operations

Deliverables:
- Wrap Up presentation, which includes high-level summary, findings and recommendations, maturity level evaluation and Value Benchmark
- Service Report, which includes detailed findings, recommendations and actions to close the identified gaps within each topic area, links to detailed useful documentation and initial recommendations on ACCOE setup

Delivery Model:
- The actual delivery consists of 3 phases: Preparation, Onsite Part / Workshop and Follow-Up activities.
- The onsite workshop (assessment) is an interactive open discussion and friendly collaboration between the SAP team and your key players for each topic area (Strategy, Governance & Organization, IT processes and tools, workforce & skills)

Prerequisites:
- Customer has clear commitment and executive sponsorship involvement (C-Level management, or next level below, participation recommended for both KickOff meeting and Wrap Up presentation)
- E2E IT process owner and customer E2E IT experts (functional experts) participation required for each assessment session / IT Process (the “right people" for the “right session“)
- Customer is willing to share information on current SAP solution operations


For more information and clarifications, please send an email to: COE.Program@sap.com