ADVANCED CUSTOMER COE TRAINING
INFORMATION SHEET FOR SERVICE DELIVERY

The Advanced Customer COE Training enables a Customer COE to work more efficient in terms of the Advanced Customer Center of Expertise (Advanced Customer COE) roadmap approach for a closer collaboration and proactive dialogue between IT and Lines of Business, supporting innovation adoption and continuous improvement.

Training goal is to provide understanding of roles, tasks, objectives, benefits of a Customer COE and its Quality Manager roles plus adequate KPIs for a continuous improvement and continuous innovation. SAP Innovation Control Center and Operation Control Center (ICC and OCC) will be explained as well as the concept of a Single Source of Truth and how to measure and report achievements in a business related KPI language.

The Advanced Customer COE Training will be delivered remotely and contains online classroom training elements and Design Thinking based workshop elements to address customer specific challenges.

The Advanced Customer COE Training will end with an exam for all Quality Managers (QM). If the Customer COE team is striving for the Advanced Customer COE accreditation, the individual training and certification of at least 4 QMs is a mandatory element.

AT A GLANCE

Key Features
- Provide understanding of the Advanced Customer COE Concept and Quality Manager roles, tasks, objectives and benefits
- Identify customer specific challenges and first opportunities and possible KPIs from an Advanced Customer COE perspective
- Understand continuous improvement, related KPIs and Quality Manager roles
- Efficient business communication with Technical and Business related Quality KPIs
- Individual Quality Managers exam (prerequisite for later Advanced Customer COE Audit)

When to use
The Advanced Customer COE Training is most suitable for Customer COE(s) who has been newly introduced or after re-organization, when the focus is on improving own performance in general and on full value out of the new functionalities provided with SAP Solution Manager and SAP Cloud ALM.

In addition the training is a mandatory element of the Advanced Certification roadmap for Customer COEs. In case of the Advanced Customer COE Re-Certification the delivery shall be individualized according to the customer situation and specific problems.
DEVELOPMENT IN DETAIL

The delivery consists of 3 phases: Preparation, Delivery and Follow-Up.

The training is delivered by 2 SAP trainers. The duration of the Advanced Customer COE Training is 3 days remote plus 1 day for preparation and follow up hence the overall effort is 8 days.

**Preparation**
The participation of future Quality Managers (minimum is 4) and their replacement is essential for an optimal training result. The other employees must be selected according to the coverage of all relevant heat map areas.

**Delivery**
The Advanced Customer COE Training will alternate presentations of the Customer COE and Quality Manager concept, roles, tasks, goals and possible KPIs, and focused exercises and discussions on specific topics related to IT processes. Workshop elements give individuals an opportunity to work together, as future Quality Managers, to identify company challenges brainstorm first solutions.

Individual Quality Manager certification (1 – 1,5 hours exam) will be done on the last day, based on individuals who attended the full training only.

The delivery will end with a Wrap Up meeting where SAP will provide (high level) findings collected during the 3-days training and propose some action items, which can be used as a starting point for customer to explore improvements that can be made.

Maximum of 14 participants

**Follow-Up**
The Advanced Customer COE Training will end with a detailed Wrap Up presentation containing identified company challenges as outcome from workshop sessions and first solution suggestions including KPI recommendations.

**PREREQUISITES**

**General**
Being a crucial step in the journey towards the Advanced (Re-)Certification for Customer COE and Quality Management and a key element for the successful COE set up, a key prerequisite is to have clear commitment and executive sponsorship involvement.

It is mandatory that Quality Managers and substitutes attend the whole training completely. If already available, an existing KPI framework as well as the customer specific challenges and Quality Management tasks should be presented during the training by the customer.

**Required Knowledge**
- Basic understanding of SAP Basis and Applications
- Basic understanding of IT Support Processes
- Experience in SAP IT Management
SAMPLE AGENDA FOR DELIVERY

For further information regarding the delivery of the Advanced Customer COE Training, refer to the sample agenda below. All activities will be done remote.

### DAY 1

<table>
<thead>
<tr>
<th>Task / Activity</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kick-off (All)</td>
<td></td>
</tr>
<tr>
<td><em>Customer presentation: Customer COE status / Overview</em></td>
<td></td>
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<tr>
<td>Unit 1: Introduction to Advanced Customer COE and Quality Manager</td>
<td>3 - 4 hours</td>
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<tr>
<td>Unit 2: Quality Manager for Business Innovation &amp; Enablement</td>
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<tr>
<td>Unit 3: Quality Manager for Business Continuity (part 1)</td>
<td>4 hours</td>
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</tbody>
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### DAY 2

<table>
<thead>
<tr>
<th>Task / Activity</th>
<th>Duration</th>
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<tbody>
<tr>
<td>Unit 3: Quality Manager for Business Continuity (part 2)</td>
<td>3 - 4 hours</td>
</tr>
<tr>
<td>Unit 4: Quality Manager for Protection of Investment</td>
<td>4 hours</td>
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### DAY 3

<table>
<thead>
<tr>
<th>Task / Activity</th>
<th>Duration</th>
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<tbody>
<tr>
<td>Unit 5: Quality Manager for Integration Validation</td>
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<tr>
<td>Unit 6: Success Stories, Continuous Improvement &amp; working with KPIs</td>
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</tr>
<tr>
<td>Continuous Improvement and working with KPIs</td>
<td>3 - 4 hours</td>
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<tr>
<td>Unit 7: Control Centers (optional)</td>
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<tr>
<td>Unit 8: Certification of Quality Managers (customer) whilst Wrap Up finalization (SAP)</td>
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<tr>
<td>Wrap Up Session</td>
<td>3 hours</td>
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### SUPPLEMENT

The Advanced Customer COE Training (CRM # 9504846) is part of the SAP Enablement for Customer COE Portfolio (CRM # 9504713) (also part of the MaxAttention Portfolio), which aims at supporting the planning, implementation or optimization of the Customer COE as well as the Advanced (Re-) Certification for Customer COE.

The Customer COE Core Services include:

- **OPW / Extended OPW** (CRM Service Number: 9501141)
- **Advanced Customer COE Training** (CRM Service Number: 9504846)
- **Advanced Coaching for Customer COE** (CRM Service Number: 9504914)
- **Advanced Certification for Customer COE** (CRM Service Number: 9504847)
- **Advanced Re-certification for Customer COE** (CRM Service Number: 9504850)