

Встречайте SAP Solution Manager 7.2: особенности и преимущества

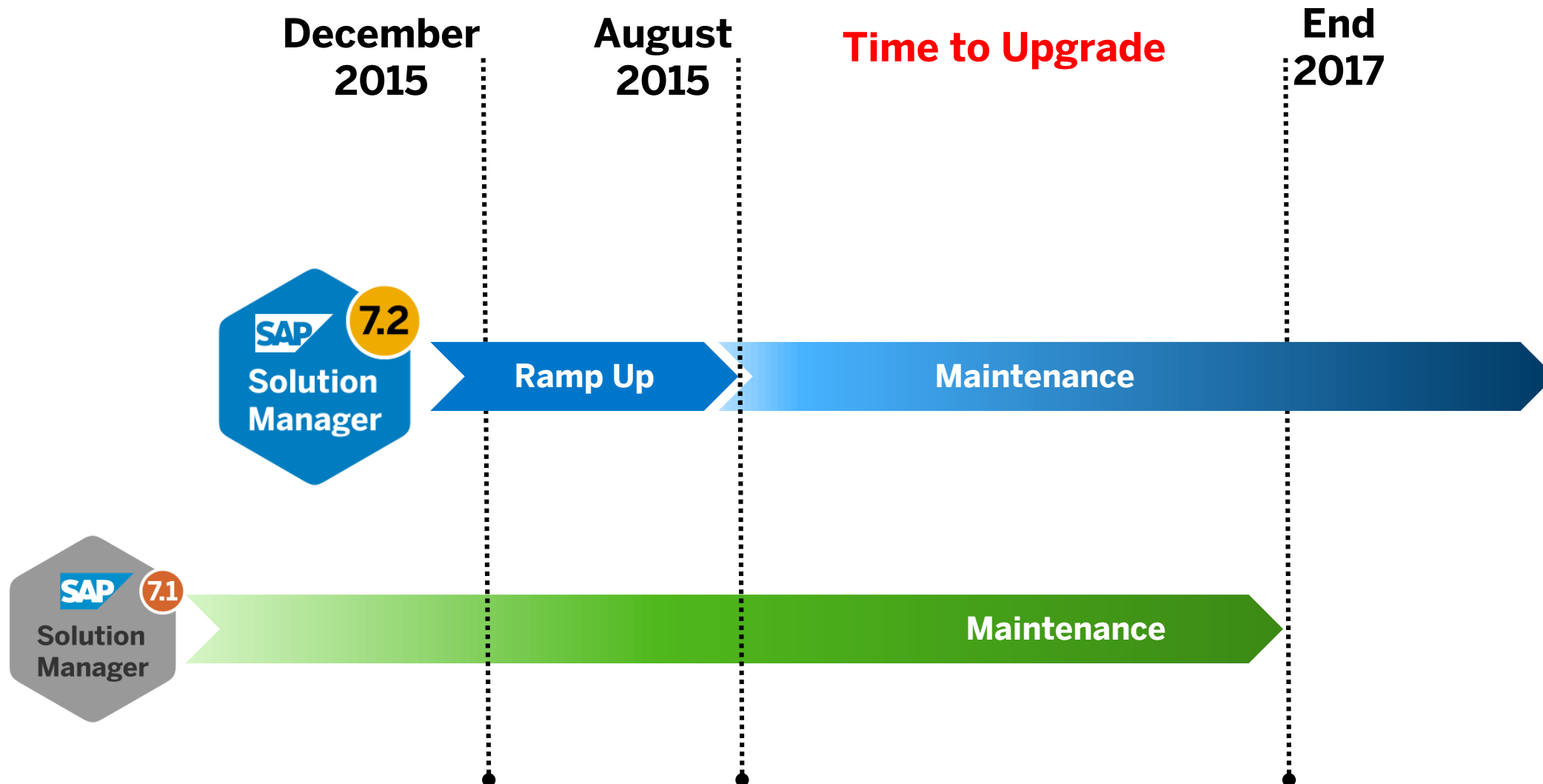
Public



SAP Solution Manager maintenance plan

SAP Solution Manager

Release schedule





New User Interfaces in SAP Solution Manager 7.2

SAP Solution Manager 7.2

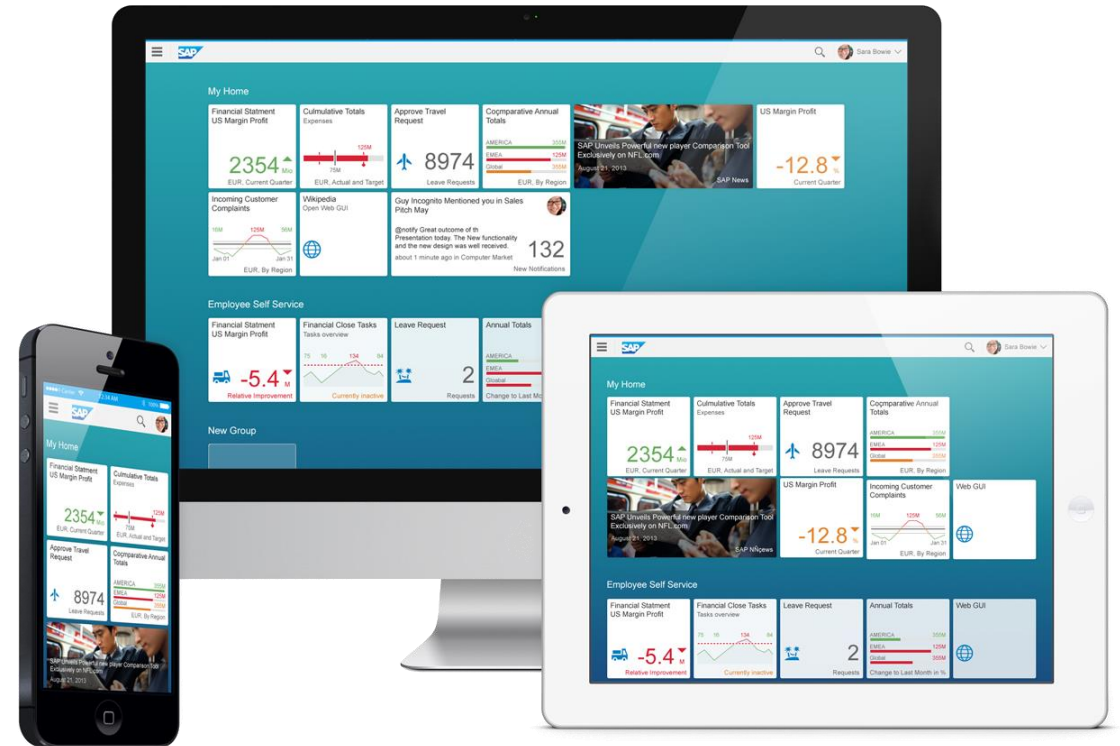
New User Interfaces

Improved user experience

- SAP Solution Manager Fiori Launchpad
- Fiori Apps for dedicated use cases
http://help.sap.com/solman_fiori
- Flash-based dashboards migrated to SAP UI5

Pre-requisites:

- *Embedded Deployment*: ST-UI component is a part of SAP Solution Manager 7.2 and configured via the Mandatory Configuration (TA SOLMAN_SETUP)
- Your web browser must support HTML5.
For a full list of supported web browser versions refer to support.sap.com/pam





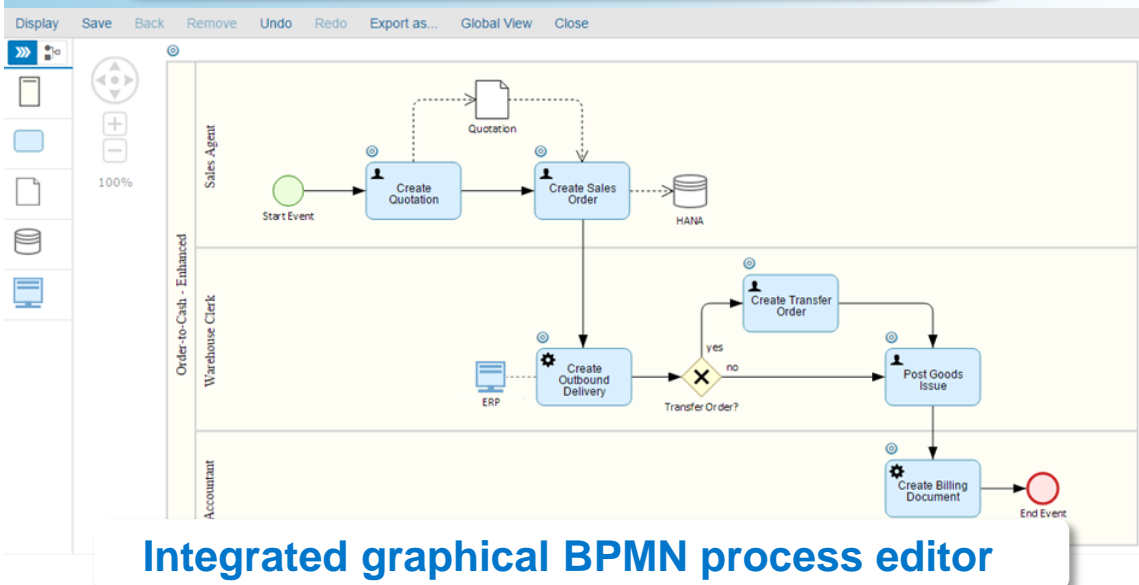
Process Management (Solution Documentation)

SAP Solution Manager 7.2

Process Management

Many customers are challenged with synchronizing business models and processes with IT solution documentation across build and run.

SAP Solution Manager 7.2 comes with a **significantly improved solution documentation** capability.



SAP Solution Manager solution documentation

- Web-based documentation experience
- Integrated BPMN process editor
- Multi-level hierarchies (**more than three**)
- Processes assembled from re-use libraries
- Processes are validated and optimized continuously based on real usage

Integrated process experience

- Requirements Management
- IT Project and Portfolio Management integration
- Change and Request Management integration
- Test Management integration
- Business Process Monitoring integration

New Architecture in SAP Solution Manager 7.2



Well defined **Transition of entities.**



Solution



Project



Change Control Management

The New Solution

The **Solution** is the sum of a company's systems and processes. It acts as a container for versions of solution documentation (branches), one of which is the production version.

Real Project Management

Replace "the old" Project Management with full Project Management Suite – integrated into SAP Solution Manager processes.

Change Control Management

Establish central landscape definition with **Logical Component Groups** and **Change Control Landscapes** which allow easy, instant and multiple re-use capabilities.



SAP Solution Manager 7.2 on HANA DB and for SAP S/4 HANA

SAP HANA DB and SAP Solution Manager 7.2



SAP Solution Manager 7.2 Adopts SAP HANA!

Top Five Reasons Customers should choose SAP Solution Manager 7.2 on SAP HANA:

- SAP HANA is everywhere!
- Use SAP Solution Manager 7.2 as your gateway to adopting SAP HANA in your landscape
 - Could be the first system in a general plan to familiarize yourself with SAP HANA
 - Use the SAP Solution Manager 7.2 as your first SAP HANA system for monitoring and administration
- All customers with a valid SAP maintenance agreement can use SAP HANA as database for SAP Solution Manager. There is no additional SAP HANA licensing required (see link for details) ¹
- SAP HANA accelerates embedded search in Solution Documentation and IT Service Management
- SAP HANA reduces the SAP Solution Manager system footprint

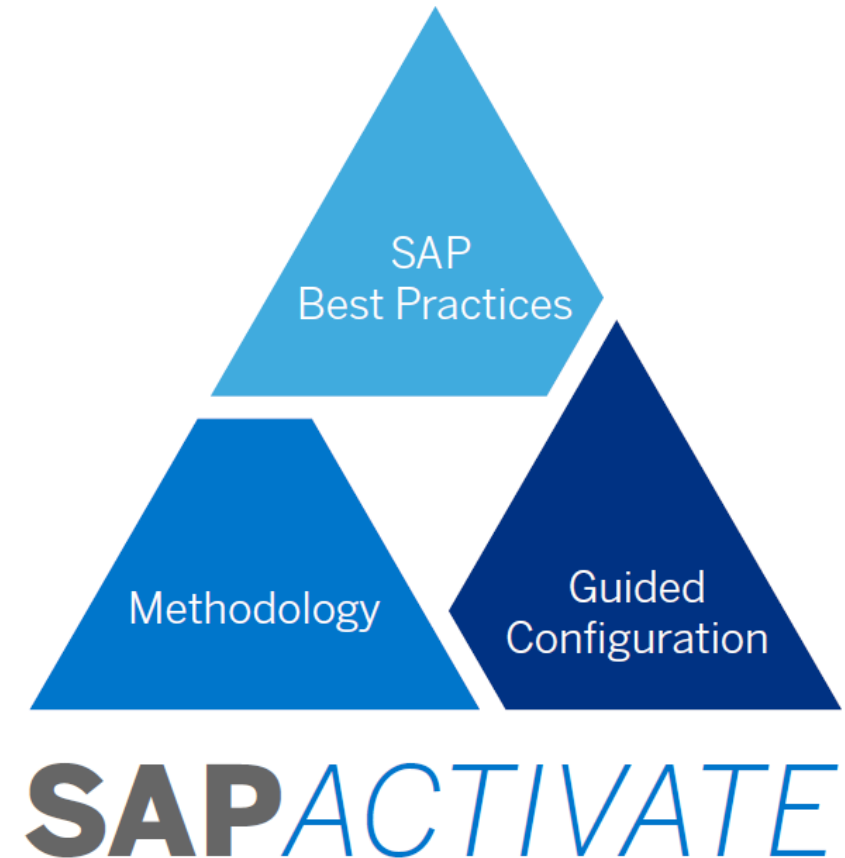
[Link: SAP Solution Manager Usage Rights](#)

1) Does not include any SAP-HANA-related hardware cost.

SAP Activate implementation methodology for SAP S/4HANA

Builds on SAP Solution Manager 7.2

- **SAP Activate content** (Best Practices) will be *fully integrated* into SAP Solution Manager 7.2.
- **SAP Activate methodology** will be *fully integrated* into SAP Solution Manager 7.2.
- All **deployment options** of S4/HANA will be *fully supported* through SAP Solution Manager.
- **The Innovation Control Center (ICC)** will *fully support* S/4HANA.
- **SAP Solution Manager with SAP Activate** provides *best-in-class support* for configuration changes.

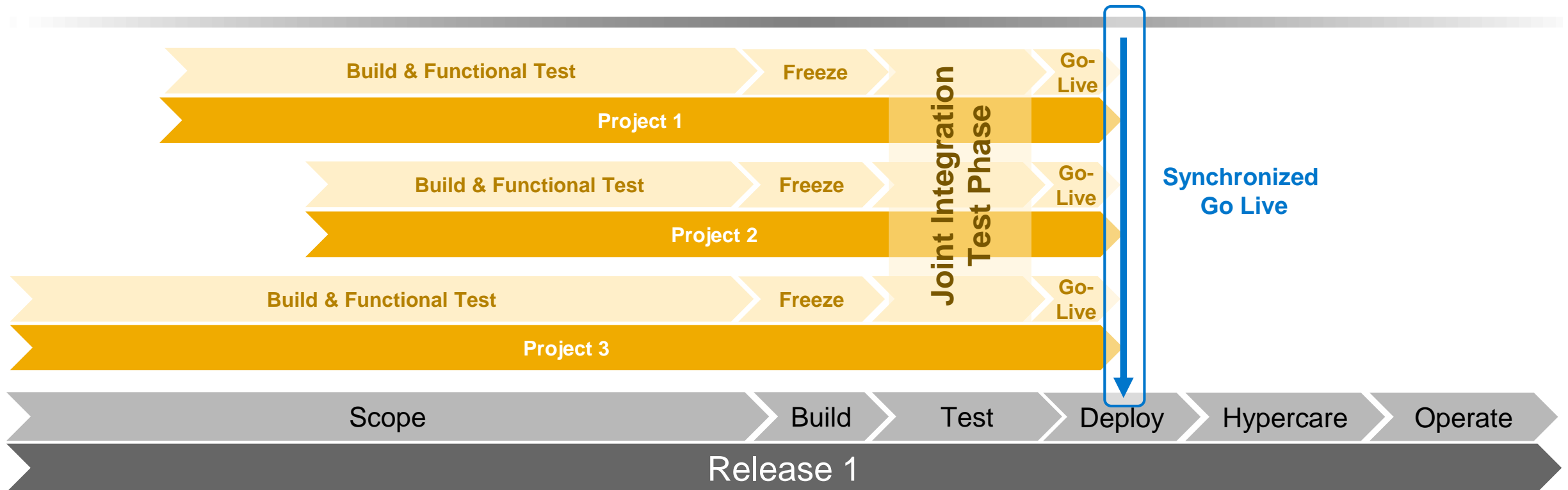




Release Management

Release Management

Synchronize projects and keep them under control



Reduce Risks, Simplify Go-Live Process, and Decrease Test Efforts

SAP Solution Manager 7.2

Introduction to Release Management

Release & Deployment Management is essential to manage successful deployment of all related changes into the productive environment.

Release Management defines dates and schedule for Releases.

Release content is determined by Projects, Requests for Changes, and related Change Documents.

The **Release Cycle** is a technical container and model for the release content.



SAP Solution Manager 7.2

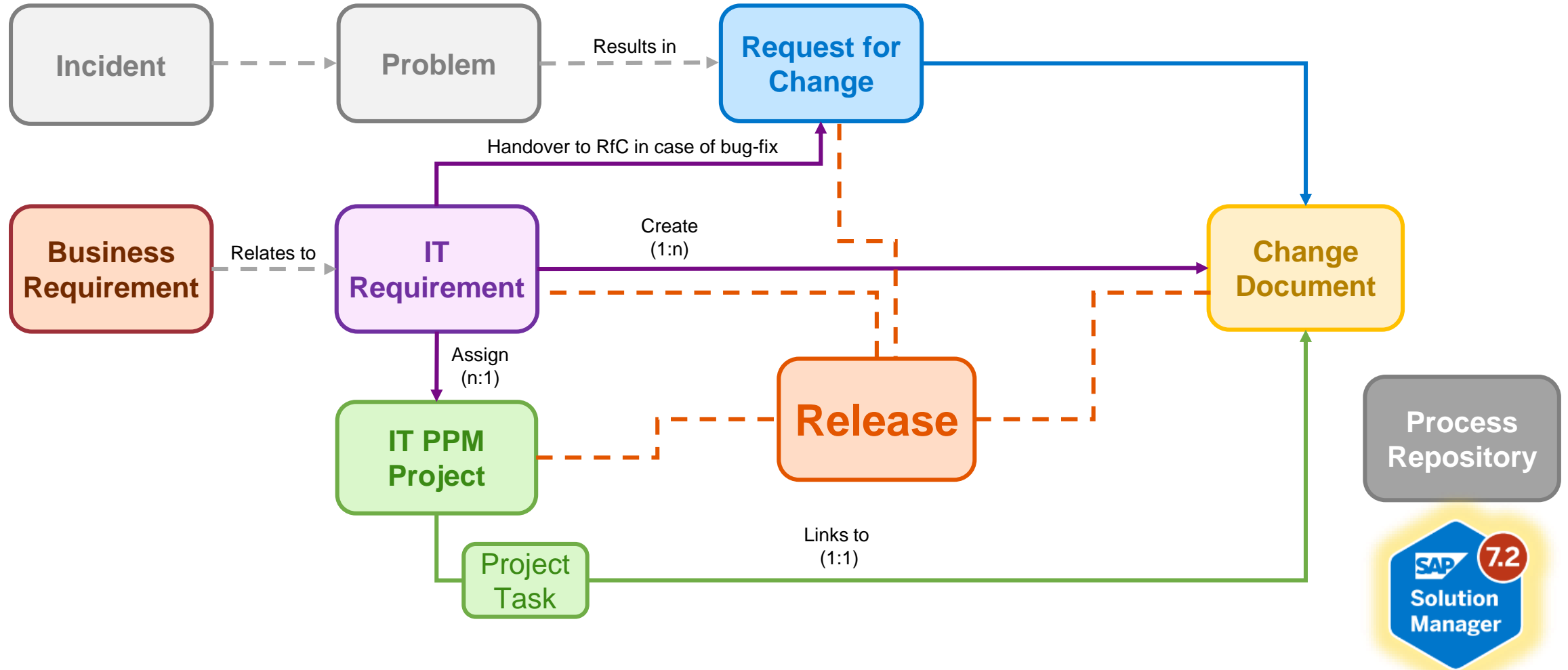
Integrated and guided release planning application

The screenshot displays the SAP Solution Manager 7.2 interface. In the foreground, a dialog box titled 'Neue Releases anlegen' (Create New Releases) is open. It features a 'Change-Control-Landschaft auswählen' (Select Change-Control Landscape) section with a dropdown menu set to 'AT_RT_72_CHARM_TEST_SUB_1'. Below this, there are two columns for 'Major-Release' and 'Minor-Release' configuration. The 'Major-Release' column includes fields for '*Zahl' (Number) set to 1, '*Dauer (Tage)' (Duration in Days) set to 130, '*Branch' set to 'Pseudo Maint-Site Branch 3 - dead end', '*Tag des Produktivstarts' (Productivity Start Tag) set to 'Sonntag' (Sunday), and '*Produktivstartdatum des ersten Major-Re...' (Productivity start date of the first major release) set to '1'. The 'Minor-Release' column includes fields for '*Anzahl der Minor-Releases' (Number of Minor Releases) set to 1, '*Dauer (Tage)' (Duration in Days) set to 60, and '*Tag des Pro...' (Productivity start tag). A calendar widget is visible, showing the month of September 2015, with the 2nd of September highlighted.

In the background, the 'Release Planning' application is visible. It shows a table of release planning data with columns for Name, Status, Go-Live, Branch, Release-Zyklus, and a timeline from January to December 2016. The table lists various releases, including Major Release 2.0.0, Major Release 3.0.0, Major Release 4.0.0, Major Release 5.0.0, Major Release 6.0.0, Major Release 7.0.0, Major Release 8.0.0, Major Release 9.0.0, Major Release 10.0.0, and Minor Release 7.1.0, Minor Release 7.2.0, Minor Release 7.3.0, Minor Release 7.4.0, Minor Release 8.1.0, Minor Release 9.1.0, Minor Release 9.2.0, and Minor Release 10.1.0. The releases are color-coded: blue for Major Releases and light blue for Minor Releases. The timeline shows the release dates and durations for each release.

SAP Solution Manager 7.2

From business requirement to release





IT Service Management

SAP Solution Manager 7.2

IT Service Management improvements

Usability enhancements:

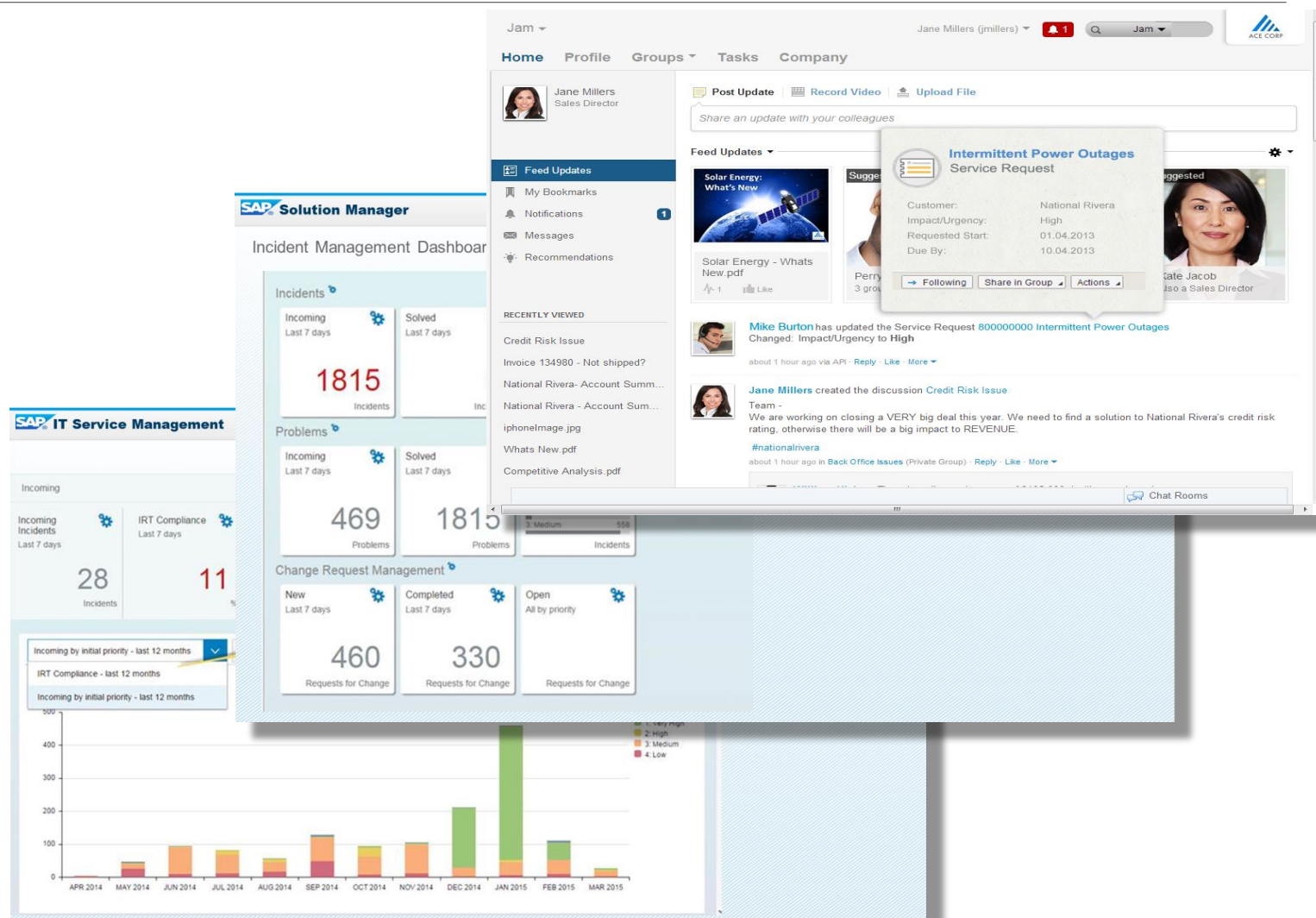
- Service Catalog Management
- Third-party interface improvements
- Checklists and automatic dispatching
- SAP Jam integration
- Improved analytics

User Experience with SAP Fiori option:

- Button configuration
- Save Personalization
- Colors in results lists

Foundation:

- SAP HANA-enabled
- SAP CRM 7.0 EhP3
- SAP NetWeaver 7.40



SAP Solution Manager 7.2

Incident details

Rabia

My Incidents (5)

Search

Missing authorization for system

8000000830 2014 In Process
Very High

Printer is broken

8000000831 2014 Author Action
Medium

Need a User in the System

8000000832 2014 New
Medium

How to backup Snagit files

8000000833 2014 Proposed Solution
Medium

Need Licensed Software

8000000834 2014 Confirmed
Medium

Incident Details

Missing Authorization for System FP7

In Process

3

Conversation

3

Attachments

1

Details

April 30, 2015 09:30:00

Dear Rabia,
We would like to check your system. Could you kindly provide us the user and password information?
Kind regards, Axel

April 29, 2015 13:46:01

Rabia
Attachments added.
[Brief Role Description.txt](#)
[Authorization Concept behind our Roles.doc](#)
[Screenshot of Errors on Screen.jpg](#)

April 29, 2015 13:45:01

Rabia
Hi,
I have set the priority to very high. You can very well imagine the consequence of unauthorized users in a production system. We have checked our roles on our site by role comparison. From our side all is ok.

April 29, 2015 13:36:00

Rabia
FP7 is our production system. Reduced roles and authorizations are causing major problems.



Change Control Management

Pick your Change & Release Management strategy!

Continual Deployment



Development and Imports may happen either individually or bundled (on demand / daily / weekly)

However:

- No phases, no gates!

Phase Driven Deployment



All changes and transports of a cycle will be imported together (Import All)

Mostly relevant for Project- or Wave-based transport and change management

Release Management



Based on Release Planning according to ITIL definition

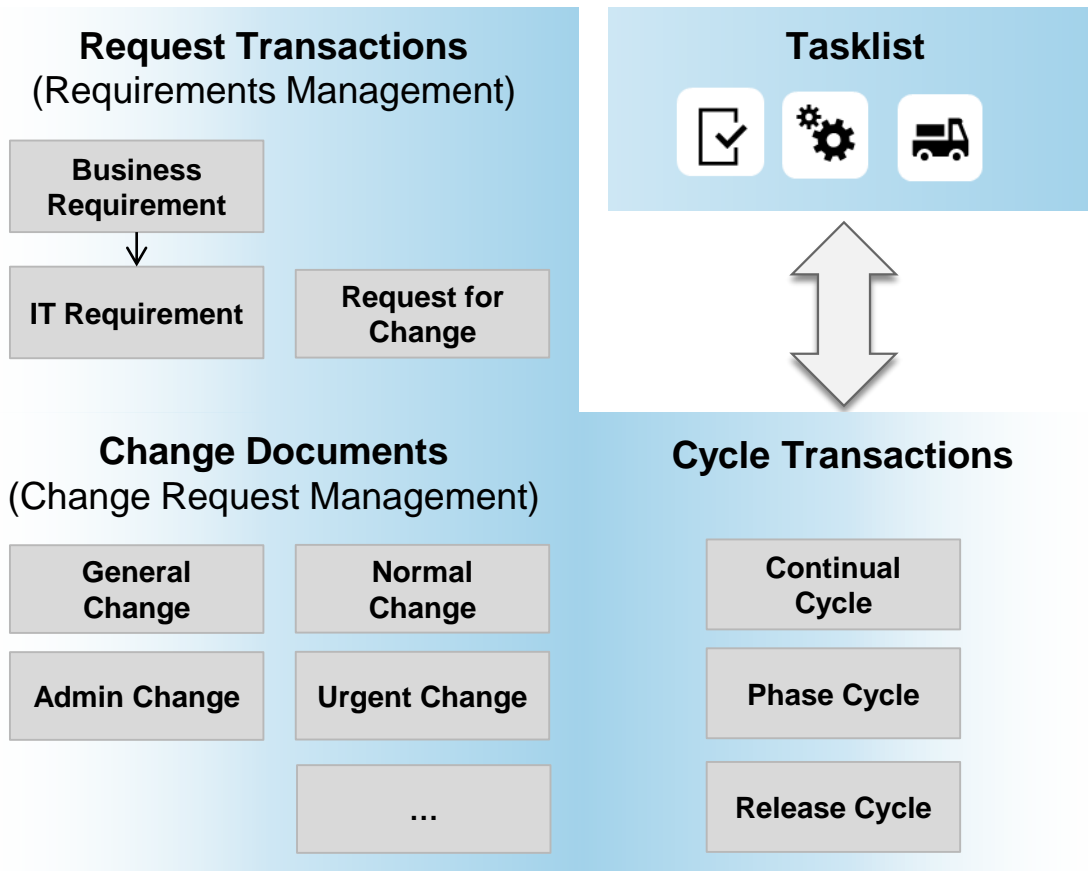
Defined Relationships and dependencies between each Release

Import job for the entire Release content

Additionally, no risk changes can be imported bundled

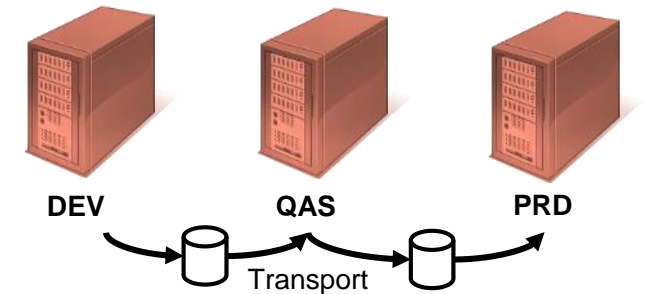
Integrated Change Management & Process Management

Requirements Management and ChaRM



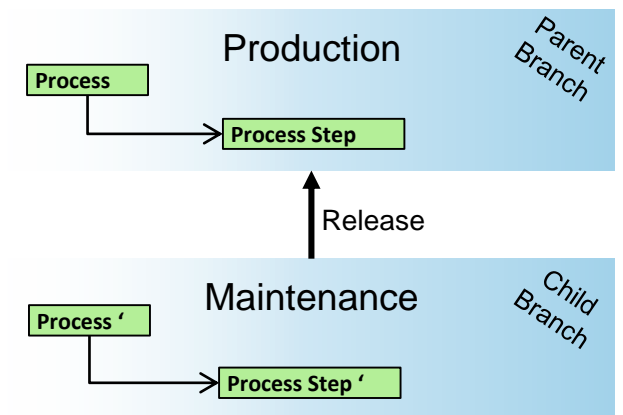
Triggers and controls SAP CTS

(Physical-) System Landscape



Triggers and controls the solution documentation lifecycle.

Solution





Test Management (after GA)

SAP Solution Manager 7.2

Test plan management

Planned innovation

Overview

Solution Documentation

TBOM Worklist

Business Process Change ...

Scope and Effort Analyzer

Test Plan Management

Tester Worklist

Executions

Test Repository

Analytics

Administration

▼ Common Tasks

Extended Test Automation

Test Plan Management

Active Queries


Test Plans **My Test Plans (7)** My Favorite Test Plans (0) Editable Test Plans (0) Executable Test Plans (0) All Test Plans (1)

Test Plans - My Test Plans

Show Quick Criteria Maintenance

Change Query Define New Quer

View:

	Solution Description	Branch Description	Test Plan Description	Planned Start Date	Planned End Date	Release Schema	Release Status
	SAP Business Suite & SAP SolMan	Maintenance	AT SAP SolMan Test Mgmt 7.2 SP01	01.04.2015	31.07.2015	DEFAULT	REOPEN_URGENT
	SAP Business Suite & SAP SolMan	Innovation	MW 23 June 2015 XL SFT + generic	01.05.2015	31.07.2015	DEFAULTS	RELEASED
	SAP Business Suite & SAP SolMan	Innovation	XXL Test Plan entire Solution with Executables	01.06.2015	31.07.2015	DEFAULT	REVIEW_URGENT
	SAP Business Suite & SAP SolMan	Maintenance	Regression Test Plan for SAP ERP	01.04.2015	30.06.2015	DEFAULT	NEW
	SAP Business Suite & SAP SolMan	Innovation	MW Fire-drill Regression Test ERP + CRM	01.06.2015	31.07.2015	DEFAULT	NEW
	SAP Business Suite & SAP SolMan	Maintenance	Test Plan 2015 June 03	03.06.2015	31.07.2015	DEFAULT	NEW

SAP Solution Manager 7.2

Test planning linked to the new solution documentation

Planned innovation

Display Test Package: Q3 2015 FIT TPACK

Save Cancel Edit

General Data Settings Dates Test Case Selection Testers Status

Test Package ID: Q3 2015 FIT TPACK
Description: Q3 2015 Functional Integration Tests Test Package
Person Responsible: 1541
Priority:
Test Plan ID: Q3 2015 FIT MAINT Q3 2015 Functional Integration Tests Maintenance

Process Documentation

Solution: Business Solution
Branch: Maintenance
View: Default View
System Role ID: Quality Assurance System

System Landscape

SAP System ID	Client ID	System
FBT	200	FBT on lddtbit
XUQ	800	XUQ on xupdc00
YAZ	800	YAZ on dwdtdg01569
ESU	300	ESU on lddbesu

Creation / Change

Created By:
Created On: 01.09.2015 18:26:23
Changed By:
Changed On: 01.09.2015 18:26:23

Edit Test Package: Q3 2015 FIT TPACK

Save Cancel Edit

General Data Settings Dates Test Case Selection Testers Status

Show Details Apply Filters

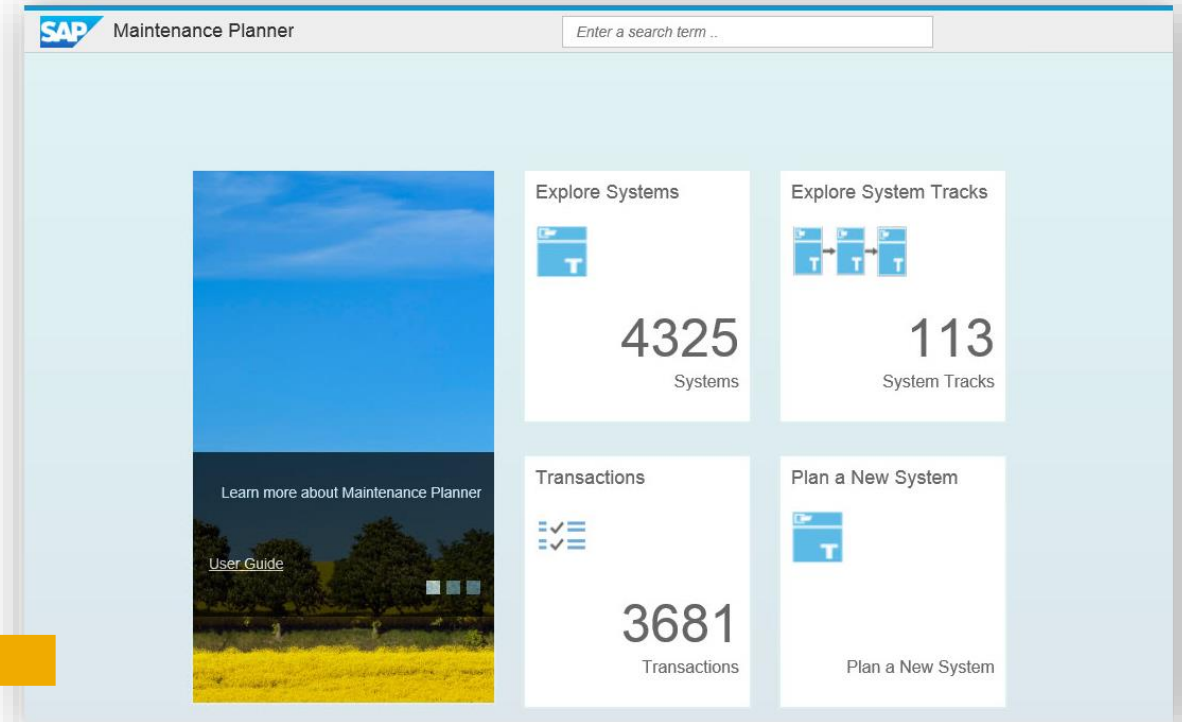
	Selected	Priority	Test Classification
▼ Solution	<input checked="" type="checkbox"/>		
▼ Business Processes	<input checked="" type="checkbox"/>		
▼ Operational Processes	<input checked="" type="checkbox"/>		
▼ Order to Cash	<input checked="" type="checkbox"/>		
▼ Order to Cash - Standard	<input checked="" type="checkbox"/>		
Order to Cash - Standard - E2E	<input checked="" type="checkbox"/>		

SAP Solution Manager 7.2

Scope and Effort Analyzer (SEA) enhanced by existing Maintenance Planner

SEA Changes with SAP Solution Manager 7.2

- SAP Maintenance Optimizer is replaced by **SAP Maintenance Planner**, no second Wizard will be required to enter target SP or EHP
- SAP Maintenance Planner is a service provided by the SAP Support Portal:
Link: <https://apps.support.sap.com/sap/support/mp>



SAP Maintenance Planner



SAP Maintenance Planner – User Guide



Application Operations

SAP Solution Manager 7.2

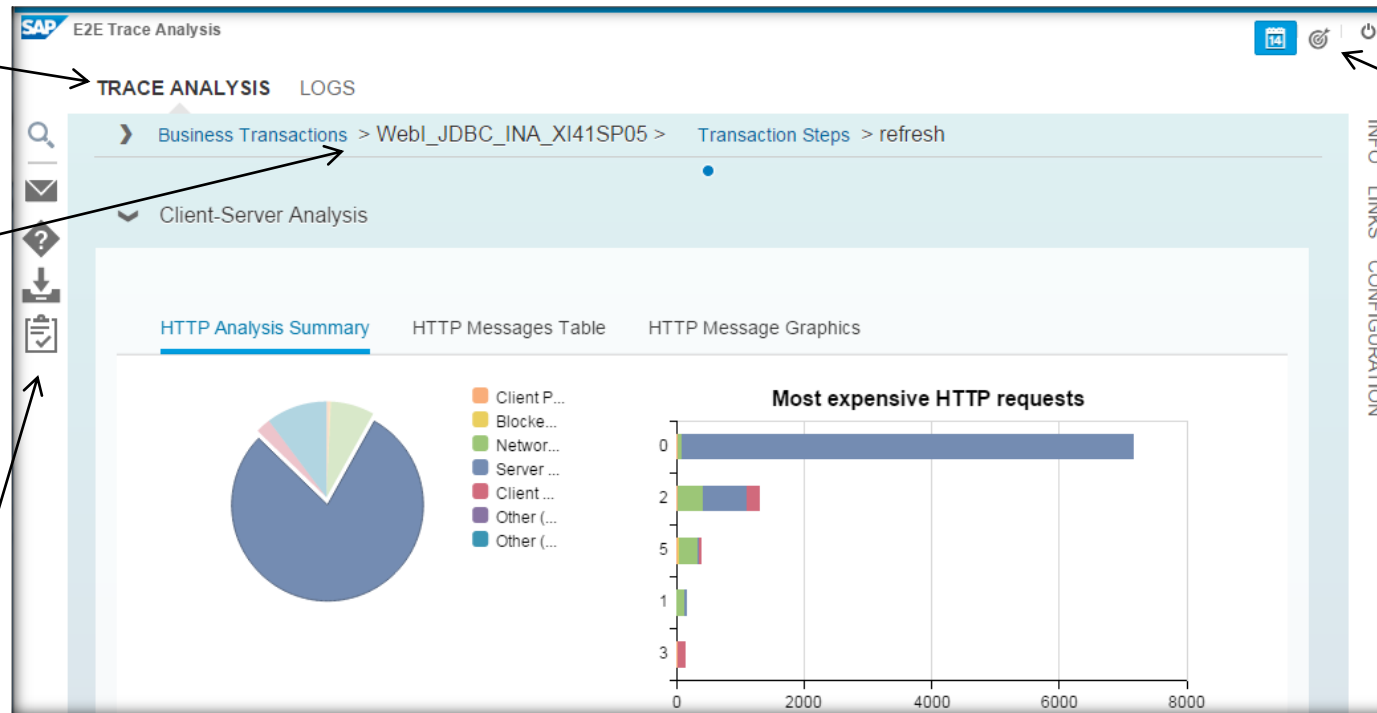
Unified OCC shell (UOS) based on SAPUI5 for Run SAP like a Factory applications

Applications embedded in Unified OCC Shell providing a **recognizable navigation** paradigm and containing **reusable UI components** shared across applications:

Tabs for 1st level navigation

Bread crumb navigation inside content area

Toolbar for reusable tools like global search, Guided Procedures integration, incident & notification creation, ...



Header items area for global selections like time frame selection, scope selection (Technical Systems/Scenarios), ...

Expandable **Pane Bar** for **personalized** settings, Tabs & Views management, related links, ...

SAP Solution Manager 7.2

Customizable monitoring applications

Users can build their own Monitoring Views according to personal requirements, screen size or taste:

Default & Customer
Specific Tabs

Resizable &
Arrangeable Views

The screenshot displays the SAP EEM End User Experience Monitoring - Realtime Monitor interface. The main area is titled 'MY VIEWS' and contains two primary widgets: 'Status Overview' and 'Alert Ticker'. The 'Status Overview' widget shows four categories: Info (5), Success (5), Warning (0), and Error (4). The 'Alert Ticker' widget displays a red alert icon with the number 8 and the text 'Propagation from Script-Execution to Script' and 'ZEEEM VERI NOTIF2'.

Below these widgets is a 'Script tree' table showing a list of scripts and their response times. The table has columns for 'Script', 'St...', and 'Response time'. The response times are displayed as horizontal bars with color-coded indicators (red for error, green for success).

On the right side of the interface is a 'PERSONALIZATION' sidebar. It includes a 'UI Personalization' section with 'Save', 'Reload', and 'Restore to default' buttons. Below this is a 'Tab Management' section with 'Add New Tab', 'Split', 'Public', 'Selected tab name', 'Show Available Tab', 'Hide Tab', 'Copy Tab', and 'Delete Tab' options. At the bottom is a 'View Management' section with 'Selected view name' and 'Delete View' options.

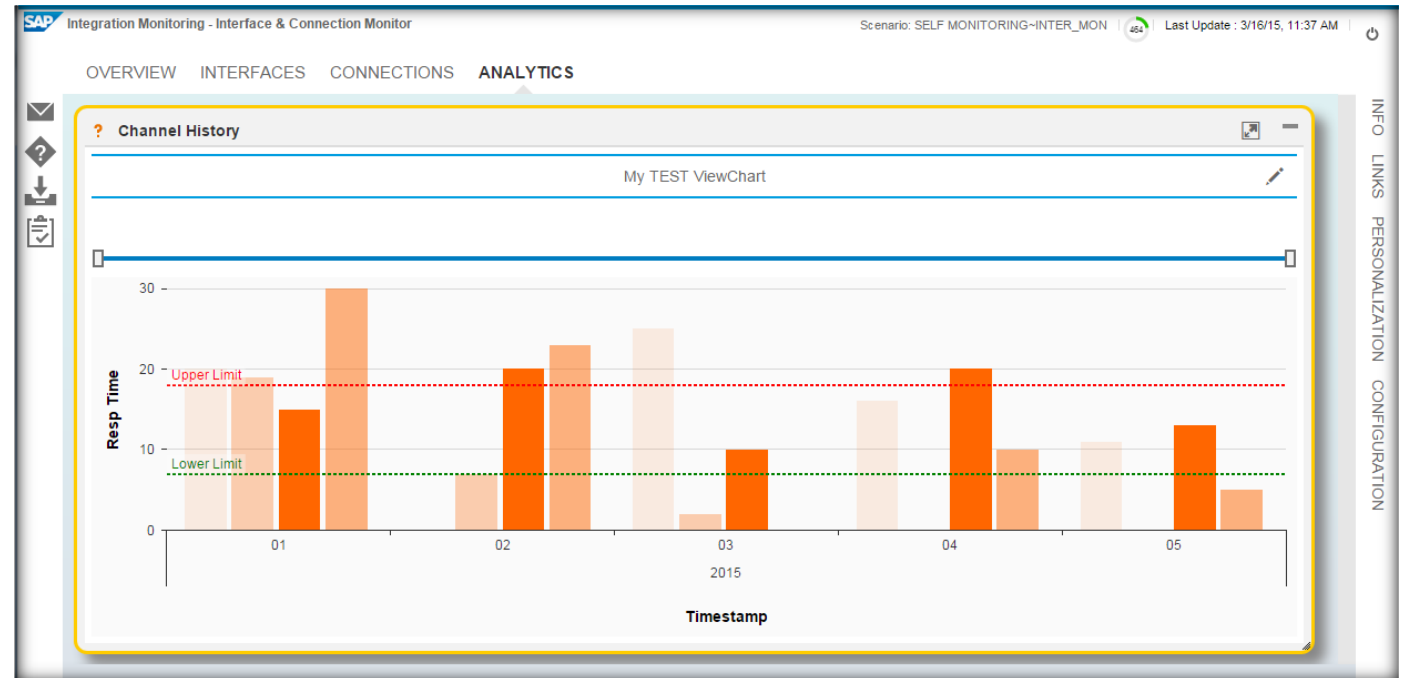
Script	St...	Response time
10:28:08	1719 ms	
Login Page	53 ms	
Login to E...	394 ms	
HTTP	87 ms	
Idcifa7...	52 ms	
Trace En...	1238 ms	
List Tech...	24 ms	
Logoff		
HTTP	87 ms	
Idcifa7_F...	52 ms	
10:23:08	1621 ms	

Customizable
Tabs & Views
Management

SAP Solution Manager 7.2

Seamless integration between monitoring, alerting and reporting

- No BW Web Templates nor Flash applications required:
 - ➔ **One** UI technology for Monitoring, Alerting & Reporting Views
- No separation between monitoring, alerting and reporting applications anymore:
 - ➔ **Embedded Analytics** Views tightly integrated amongst Monitoring Applications





Business Process Operations

SAP Solution Manager 7.2

New Business Process Monitoring application

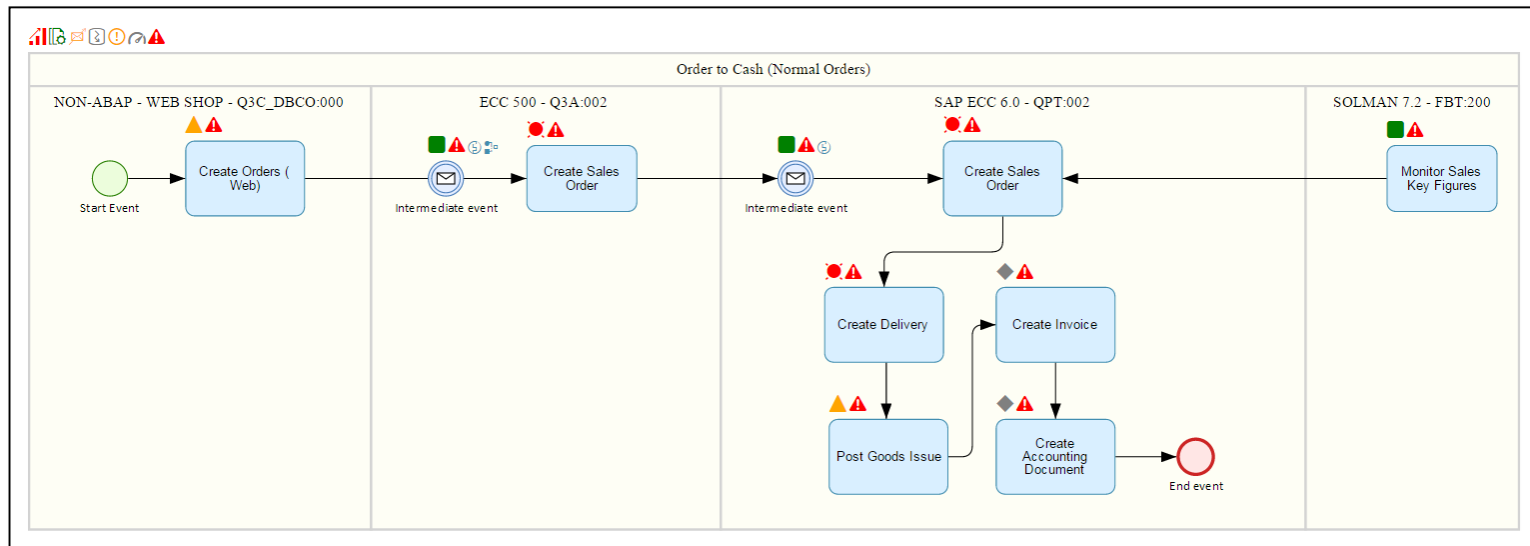
Business Process Monitoring x

Solution - Branch: BPO Test Solution - System Role: Production System - Solution - Co...: All Business Processes

Name								
▼ Sales								
» » Order to Cash (Normal Orders)								18
» » Order to Cash (Urgent Orders)								2
» » Process (Sub)								
▼ Procurement								
» » Procure to Pay								1
» » Prototype Planning and Releasing								14

See the status of the last data collection for your business processes in a simplified tabular display, optionally per step or interface.

In addition, you can see a graphical representation of your business process flow. This makes use of the new process graphic from the solution documentation.



From both screens you can navigate to the details of the collected metrics (e.g. last measured value or detail list).

SAP Solution Manager 7.2

Alert Inbox

Active Queries

Navigation Query

Throughput & Backlog (29)

Job (8)

Interface (7)

Consistency (4)

Exceptions (19)

Performance (0)

Navigation Query - Throughput & Backlog

Show Quick Criteria Maintenance

View: [Standard View]

Confirm

Show Action Log

Change Configuration

Postponement

Print Version

Export

Alert for	Managed Object	SID	Client ID	BP Operations Area	Current	Worst	Last Change Triggered
Sales Documents	Sales Documents - Created Orders	QPT	002	THBL			31.08.2015 14:16:02
Deliveries	OB Deliveries Overdue for GI MPR	QPT	002	THBL			31.08.2015 08:11:52
Generic Table Entry Counter for remote DB	Non-ABAP Table Entry Counter for remote DB	Q3C_DB	000	THBL			30.07.2015 13:38:52
Sales Documents	Sales Documents Different System Roles IIb	Q3A	002	THBL			27.08.2015 19:43:58
Transportation Lanes	Transportation Lanes	Q1P	001	THBL			25.08.2015 00:17:10
Sales Documents	[BPOTEST_30]Open&Overdue Sales Documents	Q3A	002	THBL			31.08.2015 09:39:00
Document Volume	Document Volume	FBT	200	THBL			26.08.2015 23:20:06
MM Invoices (AP)	MM Invoices (AP)	Q3A	002	THBL			06.07.2015 17:17:24
MM Invoices (AP)	MM Invoices (AP)	Q3A	002	THBL			06.07.2015 17:25:28
Sales Documents	Test Sales Documents Open	QPT	002	THBL			31.08.2015 07:12:59

Last Refresh 01.09.2015 11:17:42 CET Refresh

Use the solution context information to restrict the display of alert information.

Only open alerts are displayed (alerts still requiring user interaction). You can use the predefined queries for the alert display or define your own queries.

For each alert you can navigate to the alert details and execute the alert processing (e.g. execute guided procedures for error handling).

SAP Solution Manager 7.2

Changes for Job Scheduling Management

There are several changes for Job Scheduling Management coming with SAP Solution Manager 7.2.

- Integration of Job Documentation into Solution Documentation in 7.2
- Central Job Overview
- Job Scheduling Assistant
- Job Resource Analysis
- Monitoring of all jobs in SAP CPS
- Improvements to Job Documentation and Job Request handling and configuration

Benefits from SAP Solution Manager 7.2

New functionality

■ New:

- Process Management (Solution Documentation)
- Business and IT Requirement

■ Improved:

- IT Service Management
- Change Control Management
- Business Process Analytics

New User Experience

■ Fiori meets SAP Solution Manager:

- SAP Solution Manager launchpad for personalized user experience
- Fiori Apps for dedicated use cases
(http://help.sap.com/solman_fiori)

Latest technology

Also run on SAP HANA as a database:

- License for SAP Solution Manager included in support contract
- Migrate SAP HANA to consolidate all applications on HANA
- Build up experience in running HANA

Stack Split

- SAP Solution Manager 7.2 runs 2 single stacks
- Split is done after upgrade

Stay in maintenance

■ Receive mainstream maintenance beyond 2017:

- Packaged corrections (notes, support packages)
- Technology updates (new databases and operating systems)



Test Drive SAP Solution Manager 7.2 in the Cloud

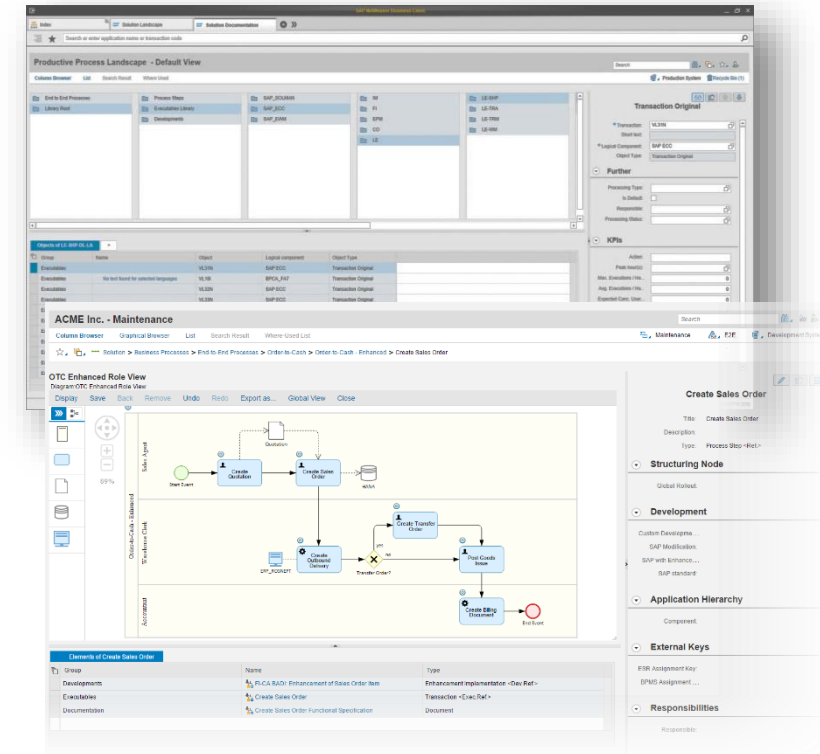
Experience SAP Solution Manager 7.2 in CAL

Test-drive for a nominal fee in your own private cloud with personalization

SAP Solution Manager product management plans to make SAP Solution Manager 7.2 available in the **SAP Cloud Appliance Library (CAL)** as a free trial demo system by the start of ramp-up.

SAP plans to preload the 7.2 appliance with helpful sample projects which customers can use for their evaluation and activation efforts.

SAP provides the powerful appliance without CAL charges. Customers only need an Amazon Web Services (AWS) account to test drive the SAP Solution Manager cloud appliance for as a free trial for 90 days.



SAP CAL – Your Highway to SAP Solution Manager 7.2 success!



Additional Information and support

SAP Solution Manager Upgrade to 7.2

Consulting Service

Service Description

This service allows customers to execute technical and functional upgrade of their SAP Solution Manager 7.1 SP10+ to new version 7.2 SP03 before end of maintenance.

Prerequisites

- SAP Solution Manager 7.1 SP10+
- No errors in SP, BC and MSC guided procedures
- No errors in guided procedures of scenarios are planned for upgrade
- Note 2324520 implemented

Scope

Option 0 (mandatory): Technical upgrade of SAP Solution Manager landscape

Option 1: Functional upgrade of IT Service Management scenario

Option 2: Functional upgrade of Change Request Management or Quality Gate Management scenario

Option 3: Functional upgrade of Test Management Option 1 scenario

Option 4: Functional upgrade of Application Operations scenario

Option 5: Functional upgrade of Solution Documentation scenario (aka “content activation”)

Details

Duration: 6-12 weeks dependent on selected scope options

Service price: dependent on selected scope options

Contact: Dmitry Blinov

Conditions

- Customer adapts all its own custom code

Преимущества и особенности SAP Solution manager 7.2: программа Учебного центра SAP

Знакомство с новыми возможностями SAP Solution manager 7.2 и подготовка к переходу на новую версию

SAP Solution Manager 7.2 для SAP S/4HANA >
12 октября

Обновленный сценарий «Управление процессами» и методология Активации контента

Активация контента и управление процессами в SAP Solution Manager 7.2 >
13-14 октября

Связаться с командой SAP Education CIS
+7 (495) 725 43 26
education.russia@sap.com
[Полное расписание семинаров 2016 >](#)

Узнайте больше о **SAP Enterprise Support** от экспертов SAP и научитесь использовать решение еще эффективнее на семинарах Учебного центра!

Available MTE Sessions for SAP Solution Manager 7.2

<https://support.sap.com/solution-manager/training-services.html> → MTE Portfolio → Next live webinars in calendar view.

Scheduled live sessions:

SAP Enterprise Support Academy – Learning Studio

Back Home

Search Catalog Go

Search Filters Reset

Delivery Method

- ☐ All
- ☒ Meet the Expert
- ☐ Expert Guided Implementations

Language

- ☒ All

Region

- ☐ All
- ☐ APJ
- ☒ EMEA
- ☐ Latin America
- ☐ North America

Subject Area

- ☐ All
- ☐ SAP Enterprise Support (+)
- ☒ SAP Solution Manager (+)
- ☐ Topic by Market Category (+)
- ☐ Topic by AGS Service Portfolio (+)
- ☐ Support in General (+)
- ☒ Product Category (+)

Role

- ☒ All

Month Week

March 2016

Refresh

Course	Language	TH	FR	MO	TU	WE	TH	FR	MO	TU	WE	TH
DVM for SAP Process Integration/SAP Exchange Infrastructure Data	EN	17	18	21	22	23	24	25	28	29	30	31
Implementing SAP Jam Collaboration with SAP Cloud Identity												
Practical Guide for Implementing Collaborative Learning												
Rapid Data Migration to SAP Business Suite 4 SAP HANA, on-premise												
SAP Enterprise Support Value Map - SAP Solution Manager Set-Up: Onboarding	DE											
SAP Solution Manager 7.2: Installation, Upgrade and Maintenance	EN											
System Recommendation in SAP Solution Manager 7.2												

Available recorded sessions in Reply Library:

Prepare Solution Documentation for SAP Solution Manager 7.2 Share / Get Link
Meet the Expert - Replay Library
Recommendations to prepare SAP Solution Manager 7.1 systems for the next release
Add to Bookmarks

Roadmap SAP Solution Manager 7.2. Share / Get Link
Meet the Expert - Replay Library
Preview of the highlights coming with SAP Solution Manager 7.2.
★★★★★ (3 Rated)
Add to Bookmarks

SAP Solution Manager 7.2: Installation, Upgrade and Maintenance Share / Get Link
Meet the Expert - Replay Library
Recommendations and best practices to prepare and upgrade to SAP Solution Manager 7.2
Get an overview about recommended and necessary steps (procedure, tools, stack split HANA Migration (optional), scenario-dependent activities)
★★★★★ (1 Rated)
Add to Bookmarks

Solution Manager 7.2 Demo: Solution Documentation Share / Get Link
Meet the Expert - Replay Library
A comprehensive overview into the refined Solution Documentation experience.
How processes can be reused and structured in n-levels.
How processes can be captured using graphical BPMN process diagrams.
★★★★★ (3 Rated)
Add to Bookmarks

System Recommendation in SAP Solution Manager 7.2 Share / Get Link
Meet the Expert - Replay Library
System Recommendations Introduction
Setup System Recommendations in SAP Solution Manager 7.2
★★★★★ (0 Rated)
Add to Bookmarks

Guided Discovery Tutorials

You will find Guided Discovery Tutorials under <http://support.sap.com/esacademy> → Delivery Formats

The screenshot displays the SAP Enterprise Support Academy website. On the left is a navigation menu with categories like 'Support Programs & Services', 'Support Offerings', 'Support Programs & Strategy', 'Support Services', 'Methodologies', 'Customer Center of Expertise', 'SAP Customer Quote Program', and 'About the SAP Support Portal'. The main content area is titled 'SAP Enterprise Support Academy' and 'Delivery Formats'. It describes the academy's offerings and lists several learning formats: Guided Self-Services (GSS), Expert-guided Implementations (EGI), Accelerated Innovation Enablement (AIE), Meet-the-Expert sessions (MTE), Meet-the-Expert Replay Library, QuickIQs, Continuous Quality Check & Improvement Services (CQC & IS), Best Practices, and Guided Discovery Tutorials (GDT). Each format includes a brief description and a 'Browse' button. The 'Guided Discovery Tutorials (GDT)' section is highlighted with a red box, and a red arrow points from it to a larger, detailed callout box on the right.

SAP Enterprise Support Academy

Delivery Formats

SAP Enterprise Support Academy offers learning content and services in several formats, supporting different learning styles and needs, from ad hoc problem solving to structured, long-term knowledge acquisition.

Portfolios

- EGIs, EKTs, GDTs
- Meet the expert

Guided Self-Services (GSS)

Self-services, embedded in the SAP Solution Manager application management solution, to analyze and optimize your system landscape (for example, business process analysis, security optimization).

[Browse GSS >](#)

Expert-guided Implementations (EGI)

Workshop-style, multiday remote sessions with experienced SAP service engineers, enable you to implement customized settings and execute complex activities in your own system landscape.

[Browse EGIs >](#)

Accelerated Innovation Enablement (AIE)

Live sessions with SAP solution architects to evaluate the innovation capabilities of the latest SAP Business Suite software and how they may be deployed for your business process requirements.

[Browse AIEs >](#)

Meet-the-Expert sessions (MTE)

Live webinars focusing on SAP Enterprise Support services, SAP Solution Manager, and the support aspects of the latest SAP technologies. Recorded sessions are available in the replay library for self-paced consumption.

[Browse MTEs >](#)

Meet-the-Expert Replay Library

Library of recorded meet-the-expert sessions

[Browse Replay Library >](#)

QuickIQs

Short and concise video tutorials on how to make or change system settings for topics such as customizing or integration.

[Browse QuickIQs >](#)

Continuous Quality Check & Improvement Services (CQC & IS)

Continuous quality checks and the SAP improvement services connect you with SAP experts who analyze your system and/or situation based on real life data from your systems and/or solution.

[Browse CQCs & ISs >](#)

Best Practices

Library of how-to guides for typical operations-related tasks for products, databases, and operating systems (for example, checklists for performing a backup).

[Browse Best Practices >](#)

Guided Discovery Tutorials (GDT)

Short demonstrations to get a theoretical and practical impression of small pieces within the application lifecycle management using SAP Solution Manager 7.2.

[Browse GDTs >](#)

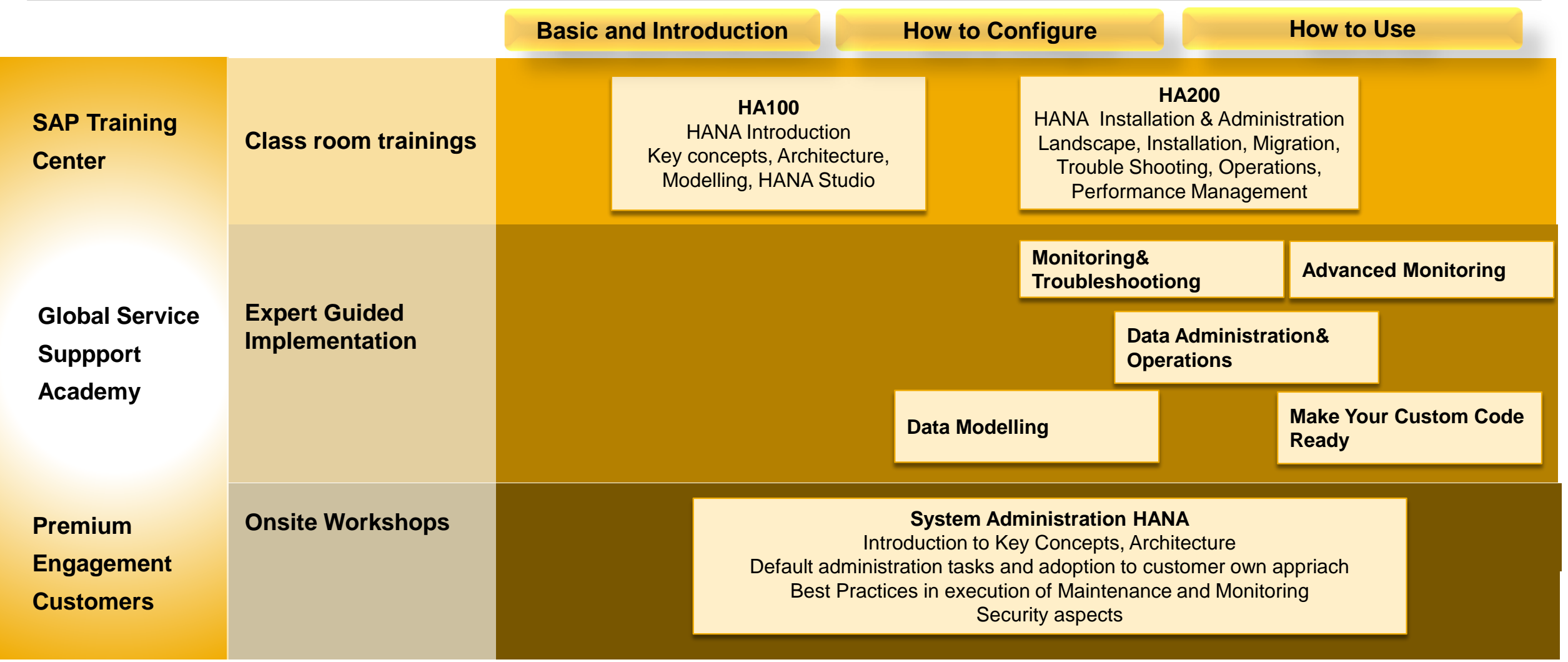
- Focused on a very restricted topic
- Duration between some minutes and hours
- Rollout of theory, practice and hands on
- Get the first touch and feel without real system access
- Repeat viewing whenever wanted and needed
- No standby demo system needed

Guided Discovery Tutorials (GDT)

7.2 Short demonstrations to get a theoretical and practical impression of small pieces within the application lifecycle management using SAP Solution Manager 7.2.

[Browse GDTs >](#)

Available Knowledge Transfer Products for HANA



Instant Access to SAP Solution Manager Expert Knowledge

SAP Solution Manager expert knowledge is provided in SCN WIKIs

- Best Practices, How-Tos, ...

The content is hosted and maintained by responsible Solution Management and Product Management teams

You can find the WIKIs via a central entry screen. Click on a topic to access the corresponding WIKI.



<http://scn.sap.com/docs/DOC-47361>

