

Joule for Consultants (Project Delivery)

COURSE CONTENT

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About Multisoft

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About Course

The Joule for Consultants (Project Delivery) Training by Multisoft Systems provides SAP professionals with practical knowledge of using SAP Joule as an AI-assisted capability throughout consulting engagements. The course covers discovery, requirement analysis, Fit-to-Standard activities, solution design, implementation, testing, issue analysis, documentation, deployment, adoption, and post-go-live support. It also emphasizes responsible AI usage and validation practices, helping consultants understand how Joule can complement professional expertise while supporting efficient and informed SAP project delivery.

Module 1: Introduction to SAP Joule for Consultants

- ✓ Overview of SAP Joule
- ✓ Joule within SAP Business AI
- ✓ Generative AI concepts relevant to SAP consultants
- ✓ Joule's role in enterprise applications
- ✓ Joule capabilities from a consultant perspective
- ✓ Conversational interaction and contextual assistance
- ✓ Typical consulting use cases
- ✓ Opportunities and limitations of AI-assisted project delivery

Module 2: Joule and SAP Business AI in Project Delivery

- ✓ SAP Business AI landscape
- ✓ Position of Joule within the SAP ecosystem
- ✓ Embedded AI versus conversational AI
- ✓ Joule interaction with SAP business applications
- ✓ Role of business context in AI responses
- ✓ Project lifecycle areas supported by AI
- ✓ Consultant responsibilities when using Joule
- ✓ Human oversight in AI-assisted delivery

Module 3: Joule Architecture, Capabilities, and SAP Landscape

- ✓ Conceptual architecture of Joule
- ✓ Joule services and supporting components

- ✓ Interaction with SAP cloud solutions
- ✓ Business application context
- ✓ Data and contextual grounding concepts
- ✓ Identity and authorization considerations
- ✓ Integration considerations
- ✓ Understanding landscape dependencies
- ✓ Availability of Joule capabilities across SAP solutions

Module 4: Joule Setup, Access, Roles, and Prerequisites

- ✓ Understanding Joule enablement prerequisites
- ✓ Tenant and landscape considerations
- ✓ User access requirements
- ✓ Roles and authorizations
- ✓ Identity and authentication considerations
- ✓ Initial enablement concepts
- ✓ Checking Joule availability
- ✓ Consultant access considerations
- ✓ Common setup and access issues
- ✓ Basic readiness validation

Module 5: Joule for Project Discovery and Requirement Analysis

- ✓ Joule in the project discovery phase
- ✓ Understanding business requirements

- ✓ Structuring requirement-related information
- ✓ Exploring business processes using conversational queries
- ✓ Identifying relevant process information
- ✓ Supporting fit-to-standard discussions
- ✓ Preparing workshop questions
- ✓ Summarizing workshop information
- ✓ Identifying clarification points
- ✓ Supporting requirement documentation
- ✓ Using AI outputs as consultant inputs rather than final decisions

Module 6: Joule for Solution Design and Configuration Activities

- ✓ Joule during solution design
- ✓ Exploring SAP functionality through natural-language interaction
- ✓ Finding relevant business and configuration information
- ✓ Supporting solution option analysis
- ✓ Mapping requirements to solution concepts
- ✓ Assisting configuration-related research
- ✓ Understanding dependencies between business processes
- ✓ Preparing solution design discussions
- ✓ Supporting functional specifications
- ✓ Reviewing AI-generated recommendations
- ✓ Validating recommendations against project requirements

Module 7: Joule for Implementation, Testing, and Issue Resolution

- ✓ Joule during implementation activities
- ✓ Using conversational assistance for implementation questions
- ✓ Supporting configuration validation
- ✓ Test preparation with AI assistance
- ✓ Developing test scenario ideas
- ✓ Preparing test cases and expected outcomes
- ✓ Analyzing testing observations
- ✓ Supporting defect investigation
- ✓ Structuring error and issue descriptions
- ✓ Exploring possible causes of issues
- ✓ Troubleshooting assistance
- ✓ Escalation and consultant validation practices

Module 8: Joule for Documentation, Knowledge, and Project Collaboration

- ✓ Joule for project knowledge retrieval
- ✓ Working with contextual business information
- ✓ Summarizing project-related information
- ✓ Supporting functional documentation
- ✓ Preparing configuration notes
- ✓ Assisting with process descriptions
- ✓ Creating structured knowledge content
- ✓ Supporting handover documentation

- ✓ Preparing user guidance
- ✓ Knowledge transfer activities
- ✓ Supporting project communication
- ✓ Maintaining accuracy and consistency of AI-assisted documentation

Module 9: Governance, Security, Responsible AI, and Adoption

- ✓ Responsible use of generative AI in SAP projects
- ✓ SAP AI ethics and responsible AI concepts
- ✓ Data privacy considerations
- ✓ Security and authorization awareness
- ✓ Handling sensitive project information
- ✓ Accuracy and reliability of AI-generated responses
- ✓ Hallucination and incorrect-response risks
- ✓ Consultant verification responsibilities
- ✓ Governance practices for project teams
- ✓ Establishing acceptable usage guidelines
- ✓ User adoption considerations
- ✓ Measuring value from Joule-assisted activities
- ✓ Continuous improvement of AI-enabled working practices

Module 10: End-to-End Consultant Project Delivery Scenarios

- ✓ Joule-assisted project lifecycle walkthrough

- ✓ Discovery and requirement scenario
- ✓ Fit-to-standard workshop support scenario
- ✓ Solution design assistance scenario
- ✓ Configuration research scenario
- ✓ Testing and defect-analysis scenario
- ✓ Documentation scenario
- ✓ Knowledge-transfer scenario
- ✓ Project issue-resolution scenario
- ✓ Reviewing and validating Joule outputs
- ✓ Identifying appropriate and inappropriate Joule use cases
- ✓ Consultant productivity best practices
- ✓ Establishing an AI-assisted project delivery approach