

SM255 Change Request Management with SAP Solution Manager Training

COURSE CONTENT

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About Multisoft

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About Course

The SM255 Change Request Management with SAP Solution Manager training offered by Multisoft Systems is designed to equip SAP professionals with the expertise required to manage and control change processes efficiently within an SAP environment. This comprehensive course focuses on the capabilities of the Change Request Management (ChaRM) functionality embedded in SAP Solution Manager, helping participants streamline IT change control processes, reduce risks, and ensure compliance.

Module 1: Introduction & Overview

- ✓ Overview of SAP Solution Manager
- ✓ Purpose and benefits of Change Request Management (ChaRM)
- ✓ ChaRM architecture and integration with SAP landscape

Module 2: Basic Setup of Change Request Management

- ✓ Technical prerequisites
- ✓ Initial configuration steps
- ✓ Connecting ChaRM with SAP Solution Manager
- ✓ Setting up transport routes

Module 3: Master Data

- ✓ Business Partners in ChaRM
- ✓ Organizational data setup
- ✓ Roles and responsibilities in ChaRM
- ✓ Maintaining master data consistency

Module 4: Landscape Definition

- ✓ Defining system landscapes
- ✓ Logical components and solution documentation
- ✓ Landscape setup for ChaRM
- ✓ Assigning systems to solution landscapes

Module 5: ChaRM Processes

- ✓ Standard ChaRM process overview
- ✓ Request for Change (RfC)
- ✓ Change Documents (Normal Change, Urgent Change, General Change, etc.)
- ✓ Approval and release workflows
- ✓ Transport management and sequencing

Module 6: Monitoring and Reporting

- ✓ Monitoring ChaRM processes
- ✓ Tracking requests and transport progress
- ✓ Dashboards and reporting tools
- ✓ KPIs for Change Management

Module 7: Retrofit

- ✓ Purpose of retrofit in dual landscapes
- ✓ Configuration of retrofit
- ✓ Handling retrofit conflicts
- ✓ Best practices for parallel development systems

Module 8: Customizing ChaRM

- ✓ Adapting ChaRM workflows
- ✓ Customizing approval steps
- ✓ Adding fields and enhancing UI
- ✓ Integration with other ITSM processes (incident, problem, service requests)