

SAP Online Learning

Présentation d'une solution

CRM001 - Empower Sales, Service, Marketing with mySAP CRM

Course Goals

This course will prepare you to:

- Describe marketing, sales, service, and analytics scenarios in mySAP CRM (Customer Relationship Management) solution
- Leverage integrated marketing, sales, service, and analytics capabilities of mySAP CRM to effectively perform your activities as customer focused employee.

Target Audience

All customer focused employees such as:

- Sales Managers/Services Managers
- Account Managers/Sales Representatives
- Interaction Center Agents
- Field Service Representatives
- Employees implementing mySAP CRM with prior knowledge of a CRM solution
- People interested in getting insight of using SAP's Customer Relationship Management Solution to empower Sales, Service, and Marketing.

Prerequisites

Essential:

Knowledge of CRM processes

Recommended:

First Experience in SAP Navigation (covered i.e. by e-learning SAP120 SAP Navigation)

Overview of SAP Business Solutions (covered i.e. by e-learning SAP130 Business Solutions

Powered by SAP)

Course Content

§ mySAP CRM – overview, positioning, and components.

§ Benefits of using mySAP CRM from perspective of single roles in Sales, Service, Marketing and Analytics.

§ Features and integration aspects in mySAP CRM illustrated by exemplary business processes throughout Marketing, Sales , and Service including Analytics.

§ Key processes and capabilities in

- Marketing (campaign management, telemarketing),
- Sales (activity, opportunity, and sales order management),
- Service (contract, complaint, and service order management), and
- Analytics (planning, performance analyses).

Notes

Course length : 6 hours

Course content in English.

ERP001 - Management Empowered by mySAP ERP

Course goal

This course will prepare you to:

- Explain how mySAP ERP streamlines and accelerates the business processes of a typical organization.
- Provide an overview of mySAP ERP and its components relevant for Managers, Business and Strategy Consultants.
- Explain how mySAP ERP, powered by SAP NetWeaver, enables integration of various business processes and solutions.
- Explain how mySAP ERP assists an organization in making informed business decisions with accurate data reporting and analytics.
- Explain how SAP BW Business Planning and Simulation (SAP BW-BPS) assists in strategic and operational planning and decision making.
- Give examples of how mySAP ERP Operations increases employee productivity.

Target Audience

- § Executives and Managers
- § Business & Strategy Consultants
- § People interested in mySAP ERP
- § Client Cross Functional Users
- § Project Team Members
- § Super Users

Prerequisite

Essential :

None

Recommended :

- § First Experience in SAP Navigation - (covered i.e. by e-learning SAP120 SAP Navigation)
- § Overview of SAP Business Solutions - (covered i.e. by e-learning SAP130 Business Solutions Powered by SAP or - classroom course SAP01 SAP Overview)

Course content

- § mySAP ERP - Overview, positioning and components
- § mySAP ERP powered by SAPNetWeaver and its components.
- § Highlighted Analytics & Reporting functionality in BW and SEM for improved business decision making and control.
- § Strategic Business Planning in BW-BPS and Planning Integration aspects with other components.
- § Highlight how mySAP ERP helps to increase the user productivity by decreasing efforts through automation, centralization and standardization. This will be explained with several examples like e-Procurement, RFID and Mobile Sales.

Notes

Course length : 4 hours

Course content in English.

ERP020 - Management Empowered by mySAP Financials

Course goal

This course will prepare you to:

- Identify how mySAP ERP Financials addresses the processes involved in running business and explain how it supports business optimization and effective management decisions
- Understand features, which are interesting for every Manager, Decision Makers and Business Consultants, who has integration points to Financials

Target Audience

- § Executives and Managers
- § Business and Strategy Consultants
- § People interested in overview of mySAP ERP Financials
- § Client Cross Functional Users
- § Project Team Members
- § Super Users

Prerequisite

Essential :

- § General knowledge of business processes
- § A basic understanding of the relevance of financials in business Knowledge of the significance of Enterprise Resource Planning for optimizing business

Recommended :

- § First Experience in SAP Navigation - (covered i.e. by e-learning SAP120 SAP Navigation)
- § Overview of SAP Business Solutions - (covered i.e. by e-learning SAP130 Business Solutions Powered by SAP or - classroom course SAP01 SAP Overview)
- § Overview of mySAP ERP - (covered i.e. by e-learning ERP001 Management Empowered by mySAP ERP)

Course content

- § Financials Overview
- § Financials impact during typical processes like Procure to Pay, Plan to Product, Order to cash
- § Impacts on New General Ledger Functionality
- § Financial Supply Chain Management
- § Corporate Governance

Notes

Course length: 2 hours

Please be aware that this e-learning has some overlaps to the classroom course SAPFIN. The goal of this e-learning is not to learn how to configure the system and special transactions, but rather to give you an integrated understanding of mySAP ERP Financials functionality relevant for every Business Manager with touch points to some Financial business aspects.

Course content in English.

ERP030 - Management Empowered by mySAP ERP Human Capital Management

Course goal

This course will prepare you to:

- Identify how critical management business challenges facing today's Business Manager are addressed and supported by mySAP ERP Human Capital Management.
- Identify the capabilities, functions and related software components that constitute the mySAP ERP HCM solution
- Apply mySAP ERP HCM to typical Human Capital Resources business processes needs"

Target Audience

- § Executives and Managers
- § Business and Strategy Consultants
- § People interested in overview of mySAP ERP Human Capital Management
- § Client Cross Functional Users
- § Project Team Members
- § Super Users

Prerequisite

Essential

Basic understanding of Human Resources Business Processes

Recommended

- § First Experience in SAP Navigation - (covered i.e. by e-learning (SAP120 SAP Navigation)
- § Overview of mySAP ERP - (covered i.e. by e-learning (ERP001 Management Empowered by e-learning ERP001 Management Empowered by mySAP ERP)

Course content

- § Employee and Manager Self-Services
- § Organizational Units
- § Personnel List
- § Profile Match
- § Analytics/Balanced Scorecard
- § Appraisals
- § Training Plan
- § Personnel Development Plan
- § Compensation/Salary/Promotion
- § Recruitment and e-Recruiting

Notes

Course length: 2 hours

Course content in English.

ERP040 - Management Empowered by mySAP ERP Logistics and Operations

Course goal

This course will prepare you to:

- Describe the key benefits and capabilities of logistics and operations management in mySAP ERP.
- Provide an overview of all logistical functions in mySAP ERP and the key capabilities delivered with mySAP ERP.
- Explain how operational efficiencies can be improved through the use of worklists and interactive forms with mySAP ERP.
- Describe the tools available in mySAP ERP to maintain master data consistency throughout an organization.
- Summarize the capabilities of mySAP ERP that help address customer satisfaction and gain efficiency in the product development process.
- Describe the additional capabilities that could be used to make the procurement processes in mySAP ERP more efficient.
- Give examples of the analytics that are available in mySAP ERP to manage daily operations and strategic evaluations.

Target Audience

- § Executives and Managers
- § Business Consultants
- § People interested in overview of mySAP ERP
- § Client Cross Functional Users
- § Project Team Members
- § Super Users

Prerequisites

Essential :

None

Recommended :

- § First Experience in SAP Navigation - (covered i.e. by e-learning SAP120 SAP Navigation)
- § Overview of SAP Business Solutions - (covered i.e. by e-learning SAP130 Business Solutions Powered by SAP)
- § Overview of mySAP ERP - (covered i.e. by e-learning ERP001 Management Empowered by mySAP ERP)

Course content

- § Key processes supported with ERP Operations:
 - Procurement
 - Inventory and Warehouse Management
 - Outbound and Inbound Logistics
 - Transportation and Foreign Trade
 - Production Planning and Manufacturing Execution
 - Enterprise Asset Management
 - Lifecycle Data Management
 - Sales Order Management
 - After Market Sales and Service (Customer Service)

FS200 Overview of SAP for Banking

Course Goals

The course participants gain an overview of SAP for Banking

Target Audience

Prospective customers
New users

Prerequisites

Recommended:

SAP01 SAP Overview

Course Content

- § Analytical Banking
- § Transactional Banking
- § Customer-Centric Banking
- § mySAP ERP
- § ESA for Banking

Notes

Course length: 2 hours

GRC200 Manage Compliance with SAP E-Learning: Introduction to Virsa Compliance Calibrator v5.1

Course Goals

- § Discuss the importance of complying with government mandates, such as the Sarbanes-Oxley Act (SOX), HIPAA, the Turnbull Act, and the Basel Convention
- § Identify the key benefits of Compliance Calibrator™ by Virsa (Compliance Calibrator)
- § Describe the most important features of Compliance Calibrator
- § Identify the sequence and important activities, roles, and features in each phase of the Segregation of Duties and Risk Management Process, and
- § Analyze the ways in which Compliance Calibrator supports each of the major roles during the SOD management process

Target Audience

Anyone who wishes an introduction to Virsa Compliance Calibrator for SAP, or the best-practice SOX compliance methodology it supports.

Prerequisites

None

Course Content

- § Introduction, Process and Product Overview
- § Phase One: Risks and Rules
 - Risk Recognition
 - Rule Building and Validation
 - Phase One: System Simulation
- § Phase Two: Analysis, Remediation, Mitigation
 - Analysis
 - Remediation
 - Mitigation
- § Phase Three: Continuous Compliance
- § Course Review and Summary

Notes

- § Course length: 2 hours
- § Manage Compliance with SAP e-learning provides an introduction to Virsa Compliance Calibrator™, as well as the Segregation of Duties and Risk Management Process. This overview course will be of particular value to current and potential users of Compliance Calibrator, especially before or after product implementation. Users who want to understand the product and its use in a SOX Compliance and remediation process will find this course highly valuable.
- § This course is organized around the story of a corporation's remediation project. The heart of the course is the Segregation of Duties and Risk Management Process, and the Compliance Calibrator features and functions that are used by the major players in each phase.

GRC220 Compliant Provisioning with SAP E-Learning: Introduction to Virsa Access Enforcer v5.1

Course Goals

- § Identify the key features and benefits of Access Enforcer by Virsa
- § Examine each phase of the Provisioning Management Process
- § Configure Access Enforcer system, roles, and workflows
- § Use Access Enforcer to request and approve access
- § Distinguish important Access Enforcer user roles

Target Audience

Anyone who wishes an introduction to Virsa Access Enforcer for SAP, or the best-practice Provisioning Management methodology it supports.

Prerequisites

None

Course Content

- § Introduction
- § Process and Product Overview
- § Phase One: Build Workflows
 - Configure System
 - Workflow Components
 - Workflow Settings
- § Phase Two: Provision Access
 - Access Enforcer for Requestors
 - Access Enforcer for Approvers
 - Ongoing Maintenance
- § Course Review and Practice
- § Test Your Knowledge

Notes

- § Course length: 3 hours
- § Compliant Provisioning with SAP e-learning provides an introduction to Virsa Access Enforcer™, as well as the Provisioning Management Process. This overview course will be of particular value to current and potential users of Access Enforcer, especially before or after product implementation. Users who want to understand the product and its use in security administration will find this course highly valuable.
- § This course is organized around the story of a corporation's efforts to implement and efficiently manage their compliant provisioning process. The heart of the course is creating and using workflows in the request and approval process, and the Access Enforcer features and functions that are used by the major players in each phase. Students who pass this course will come away with the skills and knowledge necessary to create moderately complex workflows, designate approvers, and manage the request approval process.

NW001 - Technology Solutions Powered by SAP Solutions–

Course goal

- § Identify and pursue opportunities to use SAP NetWeaver integration tools and solutions to improve the way your business implements key processes.
- § Provide a conceptual overview of the NetWeaver stack and the included components.

Target Audience

- § People interested in SAP Technology
- § Technical Implementation Team members including:
 - System Administrators
 - Software Developers
 - System Integration Technologists
- § Business Warehousing Experts
- § Web Technologists
- § Project Team Members
- § Consultants

Prerequisites

Recommended:

- § First Experience in SAP Navigation (covered i.e. by e-learning SAP120 SAP Navigation)
- § Overview of SAP Business Solutions (covered i.e. by e-learning SAP130 Business Solutions Powered by SAP)

Course Content

- § Introduction to NetWeaver
- § Unveiling the Application Platform
 - Java: Developing a Web Application
 - ABAP: Using Business Logic
 - Uncovering the Core Architecture
 - Integrating Business Processes
 - Accessing Exchange Infrastructure
 - Using Integration Builder
 - Managing Business Processes
- § Leveraging Business Information
 - Introducing Data Warehousing
 - Collecting and Consolidating Data
 - Decision-Making and Analysis
 - Managing Intellectual Assets
 - Master Data Management
- § Streamlining Access to Information and Tools
 - Using the Portal to Simplify Access
 - Configuring the Portal Platform
 - Configuring Portal Content
 - Configuring Portal Navigation
 - Assigning Portal Content to Users through Roles
 - Leveraging Expertise through Collaboration
- § Making business processes mobile
 - Embracing the Future
 - Managing Technology Life Cycle
 - Extending Functionality
 - Combining Technologies

Notes

Course length : 8 hours

The e-learning includes several demos using NetWeaver 2004 components (BW 3.5, EP 6.0 on Web AS 6.40, XI 3.0, etc.). This e-learning contains examples of common technology demands and how SAP NetWeaver meets those demands. The goal is not to learn how to use all the aspects of the NetWeaver stack, but rather to give you an integrated understanding of NetWeaver functionality and how all the component work together to provide an integrated business solution to technology demands.

Course content in English.

SM001 - Introduction to SAP Solution Manager

Course Goals

This course will prepare you to:

- Define the concept of the SAP Solution Manager
- Discuss the tools provided by the SAP Solution Manager

Target Audience

Consultants
Project Managers
Project Team Leads
Project Team Members
IT Service Desk Managers
IT Service Desk Members

Prerequisites

Essential:

Basic knowledge of SAP systems

Course Content

This course is meant to familiarize you with the principles and terminology of the SAP Solution Manager. You will be introduced to the benefits of using the SAP Solution Manager during the implementation of your SAP solutions and during ongoing support and operations.

Notes

Course length: 2 hours
Course content in English.