



SAP Solution Manager Education Summit












November 7-10, 2017

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



SAP Solution Manager Education Summit

November 7, 2017

8:00-9:00 a.m.		Check-In and Breakfast			
9:00-10:30 a.m.		Welcome and Opening Keynote			
10:30-11:30 a.m.		Road Map			
11:30-12:00 a.m.		Coffee Break and Networking			
12:00-1:30 p.m.		Best Practices in Transition to SAP Solution Manager 7.2	Software Logistic for SAP S/4HANA, Cloud Platform – Continuous Integration Deployment	Test Suite - Process and Applications for Handling Change Events of the Type Fix and Enhance	Focused Run for SAP Solution Manager – The Perfect Fit for Service Providers
1:30-3:00 p.m.		Lunch and Networking			
3:00-4:30 p.m.		Prepare SAP S/4HANA Conversion with Custom Code Management in SAP Solution Manager 7.2	Transport Execution Analysis – Improve Import Runtime, Check Transport Sequencing, Perform Online Import Check	Test Suite Process and Applications for Managing Innovation and Transformation Projects	Stand-Alone Enhancements of Focused Build for SAP Solution Manager
4:30-5:00 p.m.		Coffee Break and Networking			
5:00-6:30 p.m.		Best Practices for Content Activation	The Next Generation of Support Services	Organize and Model Business Processes with SAP Solution Manager Process Management	Project Management in SAP Solution Manager
5:00-6:00 p.m.		Expert talk: Quick Sizing SAP Solution Manager		Expert talk: Test Suite	
		Round table: Performance Management for Hybrid Scenarios with Focused Run for SAP Solution Manager		Round table: Focused Build for SAP Solution Manager Stand-Alone Enhancements	










SAP Solution Manager Education Summit

November 8, 2017

8:30-9:00 a.m.		Breakfast			
9:00-10:30 a.m.		Transition to SAP Solution Manager 7.2			
10:30-11:30 a.m.		Portfolio to Project and Requirements to Deploy			
11:30-12:00 a.m.		Coffee Break and Networking			
12:00-1:00 p.m.		Focused Solutions Circle Partner talk about Test Suite	Focused Solutions Circle Partner talk about SAP Solution Manager SaaS	Focused Solutions Circle Partner talk about Focused Build for SAP Solution Manager	Focused Solutions Circle Partner talk about Focused Run for SAP Solution Manager
1:00-2:30 p.m.		Lunch and Networking			
2:30-4:00 p.m.		Manage Agile Transformation Projects using Focused Build for SAP Solution Manager 7.2 SP1 and the Scrum Board Extension	Demo: Change Request Management with Standard Change and News with SP5 and 6	How to Manage Templates in SAP Solution Manager 7.2	
4:00-4:30 p.m.		Coffee Break and Networking			
4:30-6:00 p.m.		SAP Solution Manager 7.2 on SAP HANA and for SAP HANA – What's the Value?	Integrate with Process Management in SAP Solution Manager	Focused Insights for SAP Solution Manager	
4:30-5:30 p.m.		Expert talk: How to Take Advantage of SAP Cloud Appliance Library	Expert talk: Analytics and Dashboards for IT Service Management	Expert talk: Best Practices in Architectural Setup of SAP Solution Manager	
		Round table: Integration Monitoring and Exception Mgmt. for Hybrid Scenarios	Round table: Test Suite – How to Overcome Obstacles in Functional Testing	Round table: New Cycle and Task List Concept in SAP Solution Manager 7.2	
6:00-00:00 p.m.		Evening Event			








SAP Solution Manager Education Summit

November 9, 2017

8:30-9:00 a.m.		Breakfast			
9:00-10:30 a.m.		Detect to Correct			
10:30-11:00 a.m.		Coffee Break and Networking			
11:00-12:30 a.m.		What is New in Focused Build for SAP Solution Manager 7.2 SP1	What is New in SAP Solution Manager 7.2 Operations	New SAP Fiori Apps in IT Service Management	Test Steps and My Test Executions – The New Approach for Manual Testing
12:30-2:00 p.m.		Lunch and Networking			
2:00-3:30		Advanced Application Monitoring with SAP Focused Run for SAP Solution Manager	What is New in Business Process Operations in SAP Solution Manager 7.2	Connected Support – A Simplified Experience	Q&A session: Change Control Management
3:30-4:00 p.m.		Coffee Break and Networking			
4:00-5:00		Expert talk Portfolio to Project and Requirements to Deploy	Expert talk How to Take Advantage of Third-Party Integration	Expert talk Best Practices in Authorizations Management	
		Round table: System Monitoring for On-Premise Products with Focused Run for SAP Solution Manager 7.2	Round table: New Business Performance Monitoring in SAP Solution Manager 7.2	Round table: Process vs. Tools – How to Improve IT Service Management	

SAP Solution Manager Education Summit

November 10

8:30-9:00 a.m.		Breakfast		
9:00-10:30 a.m.		Request to Fulfill		
10:30-11:00 a.m.		Coffee Break and Networking		
11:00-12:30 a.m.		Execute Projects with SAP Solution Manager	Business Process Operations for Cloud Solutions from SAP	Transition IT to Service Products – Service Catalogue Management
12:30-2:00 p.m.		Lunch and Networking		
2:00-3:00		Round table: DevOps, Continuous Delivery and Agile Implementations	Round table: New Developments for Business Process Improvement	Round table: Guided Procedures for Alert Reactions and Operation Tasks with SAP Solution Manager 7.2, Focused Run
3:00-4:00		Closing remarks		

SAP Solution Manager Education Summit

Session Types



Plenary Session

Overview session for the entire audience.



Lecture

Parallel session on a specific topic.



Round Table

These Sessions bring together a group of people talking about specific topics. One host leads the conversation.



Expert Talk

Meet SAP experts at a contact point and talk about a particular subject.

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12:00-1:30
p.m.

Best Practices in Transition to SAP Solution
Manager 7.2

The new version (7.2) of SAP Solution Manager is available, and few months remain before you encounter a need for customer-specific maintenance with SAP Solution Manager 7.1. Now is the time to plan and start your transition to 7.2. In this session, find out how to prepare for and execute the best transition, and benefit from lesson learned.

Software Logistic for SAP S/4HANA, Cloud
Platform, and SAP Cloud Portal – Continuous
Integration and Continuous Deployment

In today's distributed hybrid landscapes, change control management plays a crucial role for business success. In this session, we will outline what's new in change control management functionality of SAP Solution Manager. The philosophy of two-Speed IT proposes that agile, innovative IT initiatives (SAP Cloud Platform) should be allowed to move forward quickly without being delayed by high quality standards needed to maintain business-critical IT operations (SAP S/4HANA). Terms like "continuous delivery" and "continuous deployment" are closely linked to the tools Git, Nexus, and Jenkins. Change control management builds the bridge between innovation and continuity in hybrid scenarios and bundle artifacts across established and new technologies.

Test Suite - Process and Applications for Handling
Change Events of the Type Fix and Enhance

This session provides an overview of how the test suite capabilities in SAP Solution Manager can be used to organize manual and automated functional tests to verify change events of the types Fix and Enhance. We show how the test scope can be optimized using change impact analysis, and we discuss partners tools that complement the test suite for test automation and test data provisioning. We also show how test suite analytics are used to support the test coordinator during test planning and test execution.

Focused Run for SAP Solution Manager – The
Perfect Fit for Service Providers

Why you shouldn't be able to monitor thousands of systems, databases, and hosts with one central infrastructure? SAP now supports that capability through Focused Run for SAP Solution Manager, the proven solution that's been put to the test through intense utilizations within our cloud solution business. Based on SAP HANA technology, Focused Run for SAP Solution Manager supports extreme scalability as high-performance applications, proven security concepts, and a high degree of automation.

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3:00-4:30 p.m.	Prepare SAP S/4HANA Conversion with Custom Code Management in SAP Solution Manager 7.2	Simplify and improve your custom code situation. Visualize the impact that a conversion to SAP S/4HANA will have on your custom code, and learn how to prepare your SAP S/4HANA conversion using custom code management capabilities in SAP Solution Manager.
	Transport Execution Analysis – Improve Import Runtime, Check Transport Sequencing, and Perform Online Import Check	In many cases, customers import during uptime to avoid frequent, planned downtime (emergency imports, weekly imports, monthly imports, or quarterly imports). While in most cases, this works well or with only minor problems, in some cases, severe problems like productive system restarts or data inconsistencies occur. SAP S/4HANA Cloud is another use case for uptime import. In the cloud you want to import frequently, but without downtime. This session explores how you can check the criticality of transported objects and dependent objects while they are imported during productive system usage and avoid transport errors by checking cross references. .
	Test Suite Process and Applications for Managing Innovation and Transformation Projects	This session provides an overview of how the test suite and focused build capabilities of SAP Solution Manager can be used to organize manual and automated functional tests in the management of innovation and transformation projects. We cover how requirements and the work package are checked to determine whether test cases are available and if not, how they can be easily assigned using "dropdocs." Find out how test plans and related test packages can be generated in an semi-automated way to speed up test planning significantly. Hear how manual SFT and UAT tests can be executed using the new user interface My Test Executions, which includes existing and new manual test tools like "test steps." Status and progress reporting is supported using a comprehensive dashboard.
	Stand-Alone Enhancements of Focused Build for SAP Solution Manager	In this session, we provide an introduction to the stand-alone enhancements coming with Focused Build for SAP Solution Manager.

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5:00-6:30 p.m.	Best Practices for Content Activation	In addition to the technical upgrade to SAP Solution Manager 7.2, some transitions require content activation to adopt and make the scenario and data available again in SAP Solution Manager 7.2. This is a 7.1-to- 7.2, transition-specific procedure that should be prepared and tested well before productive execution. In this session, we share our experiences and present best practices.
	The Next Generation of Support Services	In this session, you will experience how SAP ONE Support Launchpad and various new Support Services support you in your Digital Transformation. Join us to gain a first-hand insight into brand new Services and Applications, such as live support channels, a holistic view on your incidents, an overall overview of your systems, a dashboard view of the current status on your cloud solutions, and many more.
	Organize and model Business Processes with SAP solution Manager Process Management	In this session, you will learn how to organize and model your process hierarchy and libraries with SAP Solution Manager process management. You will see how you can use universal diagrams and BPMN process diagrams to model you process hierarchy effectively. You will also understand how concepts such as process variants or deployments help to avoid double documentations.
	Project Management in SAP Solution Manager	This session provides step-by-step instructions for working with project management functionality in SAP Solution Manager.

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9:00-10:30 a.m.	Transition to SAP Solution Manager 7.2	Time is running out. Standard maintenance for SAP Solution Manager 7.1 is coming to a close at the end of 2017. In this session, you learn why, and how to make a successful transition to SAP Solution Manager 7.2. Take advantage of this opportunity to benefit from collected experiences.
10:30-11:30 a.m.	Portfolio to Project and Requirements to Deploy	Get an overview of "portfolio to project" and "requirements to deploy" value streams with SAP Solution Manager 7.2, including the overall integration model of SAP Solution Manager, combining the offerings available in standard and focused build. Learn how to leverage the existing packages and services of SAP S/4HANA, and see demos that show you the complete flow and value.
2:30-4:00 p.m.	Manage Agile Transformation Projects using Focus Build for SAP Solution Manager 7.2 SP1 and the Scrum Board Extension	SAP Solution Manager 7.2 has seen a massive investment in the build side of the lifecycle and is now the platform of choice for outcome-based delivery. IT needs to deliver outcome to the business iteratively and in fast innovation cycles. Focused Build for SAP Solution Manager 7.2 offers all methodologies and tools required to support outcome-based delivery. With this smart delivery platform, SAP Solution Manager 7.2 complements SAP Model Company service and SAP Activate methodology to facilitate your digital transformation journey. In this session, you learn how to get the most from SAP Solution Manager for build projects.
	Demo: Change Request Management with Standard Change and News with SP5 and 6	The goal of the change management functionality in SAP Solutions Manager is to minimize the risk and impact a change can have on business operations by establishing standard procedures for managing change requests across hybrid scenarios in an agile, efficient manner. Changes are preapproved changes that are considered relatively low risk, are performed frequently, and follow a documented (and change-management approved) process. In this hands-on session, you learn how to use the new "change request management standard change" function to speed up your continuous delivery. Learn about current and planned features for change request and release management in SAP Solution Manager 7.2.
	How to Manage Templates in SAP Solution Manager 7.2	This session provides an overview on how to manage templates from a process management and solution documentation point of view.

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4:30-6:00 p.m.	SAP Solution Manager 7.2 on SAP HANA and for SAP HANA – What's the Value?	SAP Solution Manager 7.2 can be operated with SAP HANA. What can you expect when you run SAP Solution Manager on and for SAP HANA? How and when should you migrate to SAP HANA? In this session, we show and discuss best practices and benefits.
	Integrate with Process Management in SAP Solution Manager	This session provides an overview of the SAP Solution Manager ecosystem. See how modeling tools such as ARIS, SAP Enterprise Architecture Designer, and SAP PowerDesigner enable you to exchange processes with SAP Solution Manager. We also show how the SAP Enable Now solution can be used to create learning material aligned with the process hierarchy used by the process management capabilities of SAP Solution Manager.
	Focused Insights for SAP Solution Manager	Learn how to use and configure Focused Insights for SAP Solution Manager. Discover the new features available with the 7.2 SP1 version.
4:30-5:30 p.m.	Round table: Integration Monitoring and Exception Management for Hybrid Scenarios with SAP Solution Manager 7.2 and Focused Run for SAP Solution Manager	
	Round table: Test Suite - How to Overcome Obstacles in Functional Testing	This session focuses on the obstacles for functional tests and how they can be resolved using the test suit capabilities in SAP Solution Manager and using integrated partner solutions.
	Round table: New Cycle and Task List Concept in SAP Solution Manager 7.2	This session explores the new cycle and task list concept that is part of the change request management functionality in SAP Solution Manager 7.2.
	Expert talk: Analytics and Dashboards for IT Service Management	Find out about the revamped analytics in Focused ITSM for SAP Solution Manager. Learn how to use Focused Insights for SAP Solution Manager to gain deeper insights.

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9:00-10:30 a.m.	Detect to Correct	This session provides an introduction to the key value chain "detect to correct." This process area covers the monitoring, detection, analysis, and resolution of critical events that impact a production IT solution. We include an overview of how to use key capabilities for application operations and business process operation, with minimal setup efforts, to maximize the value realized.
11:00 a.m.-12:30 p.m.	What is New in Focused Build for SAP Solution Manager 7.2	This session provides an overview of how to use Focused Build for SAP Solution Manager 7.2 as an overall delivery platform. We provide an overview of the complete functionality and dig a little deeper into areas related to the enhanced functionality coming with SP1.
	What is New in SAP Solution Manager 7.2 Operations	In this session, we present an overview of the latest "Run SAP Like a Factory" functionality provided with SAP Solution Manager 7.2.
	New SAP Fiori Apps in IT Service Management	Join this session to find out how a simplified user experience provided by SAP Fiori UX and SAPUI5 helps users connect with SAP Solution Manager.
	Test Steps and My Test Executions – The New Approach for Manual Testing	This session highlights a new innovative approach for manual testing. The new manual test tool avoids MS Office documents and instead uses a SAPUI5 application to create and execute manual tests and thus providing an excellent usability especially for casual users that need to tests SAP and non-SAP applications.

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2:00-3:30 p.m.	Advanced Application Monitoring with SAP Focused Run for SAP Solution Manager 7.2	Why shouldn't you be able to monitor every single end-user click or every single interface call? Focused Run for SAP Solution Manager provides the perfect solution for monitoring end-user behavior and integration scenarios at very deep level of detail. Capabilities for advanced user monitoring allow you to monitor every single end-user click (user-to-machine communication). Capabilities for advanced integration monitoring allow you to monitor every execution of an interface call or message flow (machine-to-machine communication). Join this informative session to learn more about these advanced capabilities.
	What is New in Business Process Operations in SAP Solution Manager 7.2	This provides an overview of the latest capabilities for operating, monitoring, and improving business processes in your SAP-centric landscape. In addition, we provide some insight into the future road map supporting business process operations, focusing especially on how the SAP Cloud portfolio is driving future developments in this area.
	Connected Support – A Simplified Experience	In this session, we explore how support can change from being reactive to proactive. Learn how a multichannel and mobile-enabled support platform can help customers.
	Q&A Session: Change Control Management	
4:00-5:00 p.m.	Round table: New Business Performance Monitoring in SAP Solution Manager 7.2	In this round table discussion, we share information on a new application provided through the SAP Cloud Platform as an extension to SAP Solution Manager 7.2. The purpose of this new application is to help one visualize business process performance based on critical throughput metrics and to provide transparency into how technical events or business document backlogs impact business throughput.
	Round table: Process vs. Tools – How to Improve IT Service Management	Discover how organizational structure and processes impact end-user satisfaction. Find out what role a tool can play in improving satisfaction.

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9:00-10:30	Request to Fulfill	This session focuses on how IT services are provisioned and delivered. Find out about best practices that an IT company can adopt for service fulfillment.
11:00 a.m. – 12:30 p.m.	Execute Projects with SAP Solution Manager	In this session, you learn how to use the best-practice branch setup of SAP Solution Manager to execute multiple projects. Gain an understanding of how your project landscape is continuously updated with changes coming from the production and maintenance landscapes. See how the cut-over can be organized. We also discuss how you can ensure maximum alignment of documentation and code while keeping the flexibility needed to react quickly.
	Business Process Operations for Cloud Solutions from SAP	This session focuses on the current capabilities and content supporting business process operations functionality for cloud solutions from SAP. We also invite you to provide your input and feedback to influence future improvements and enhancements.
	Transition IT to Service Products – Service Catalogue Management	Join this session to discover how a company can improve user satisfaction by transitioning from IT services to IT products.
2:00-3:00 p.m.	Round table: New Developments for Business Process Improvement	This session focuses on the latest methods for improving your business processes using the functionality for business process improvement in SAP Solution Manager. Please join our session to discuss this topic with the experts.