












# SAP Solution Manager Education Summit

## September 18-21, 2018

PUBLIC











# SAP Solution Manager Education Summit

## September 18, 2018

8:00-9:00 a.m.		<b>Check-In and Breakfast</b>			
9:00-10:30 a.m.		<b>Welcome and Opening Keynote</b>			
10:35-11:35 a.m.		<b>SAP Solution Manager Cloud Strategy</b>			
11:35-12:00 a.m.		<b>Coffee Break and Networking</b>			
12:00 p.m.		How SAP Solution Manager Supports Development Operations (DevOps)	Leverage SAP HANA as Value Driver for SAP Solution Manager	Scaled Agile Framework (SAFe®) with SAP Solution Manager	Use SAP Solution Manager Without Studying its Documentation
12:45 p.m.			How SAP Solution Manager 7.2 Supports SAP Leonardo	Connect Customers with Development for SAP Solution Manager	SAP Solution Manager Usage Rights
1:30-2:45 p.m.		<b>Lunch and Networking</b>			
2:45-4:15 p.m.		<b>Customer Presentation</b>			
4:15-4:30 p.m.		<b>Coffee Break and Networking</b>			
4:30-6:00 p.m.		<b>Expert Talk:</b> Influencing Cloud Strategy	<b>Expert Talk:</b> Upgrade to SAP Solution Manager 7.2	<b>Expert Talk:</b> SAP Support Backbone Security Update	<b>Expert Talk:</b> Experiences of Circle Members of Focused Build for SAP Solution Manager











# SAP Solution Manager Education Summit

## September 19, 2018

8:30-9:00 a.m.		<b>Breakfast</b>			
9:00-10:00 a.m.		<b>Overview Build Market in SAP Solution Manager</b>			
10:00-11:00 a.m.		<b>Partner Keynote</b>			
11:00-11:30 a.m.		<b>Coffee Break and Networking</b>			
11:30-1:00 p.m.		What's New in Change Request Management SP7	What's New in Process Management SP7	What's New in Test Suite SP7	Customer Presentation: SAP Solution Manager Meets Next-Gen Analytics
1:00-2:30 p.m.		<b>Lunch and Networking</b>			
2:30-4:00 p.m.		Change Request Management for Cloud / Hybrid	Business Process Modelling Notation (BPMN) Conventions for Model Companies: Build and Implementation	Simple IT Request	What's New in Focused Build for SAP Solution Manager
		Business Process Change Analyzer for Updates for SAP S/4HANA		ERP Integration and IT Charging	Implementation Portal for SAP S/4HANA Cloud
4:00-4:30 p.m.		<b>Coffee Break and Networking</b>			
4:30-6:00 p.m.		<b>Expert Talk:</b> Exchange on Change Request Management: Cutover Strategies	<b>Expert Talk:</b> Exchange on Testing	<b>Expert Talk:</b> Exchange on Process Management	<b>Expert Talk:</b> Exchange on Custom Code Lifecycle Management
6:00-00:00 p.m.		<b>Evening Event</b>			









# SAP Solution Manager Education Summit

## September 20, 2018

8:30-9:00 a.m.		<b>Breakfast</b>			
9:00-10:00 a.m.		<b>Overview of Run Market in SAP Solution Manager</b>			
10:00-11:00 a.m.		<b>Focused Run for SAP Solution Manager: Customer Experience, Service Provider</b>			
11:00-11:30 a.m.		<b>Coffee Break and Networking</b>			
11:30-1:00 p.m.		Focused Run for SAP Solution Manager: Overview and Roadmap	What's New in Application Operations and Business Process Operations	What's New in SAP Solution Manager 7.2 SP7: Integration Process Flow and Demo	What's New in Test Suite for Focused Build SP2
				Solution Documentation for Agile Projects	
1:00-2:30 p.m.		<b>Lunch and Networking</b>			
2:30 p.m.		Focused Run for SAP Solution Manager: Advanced Root Cause Analysis	Focused Build for SAP Solution Manager for Innovation Projects	What's New in Custom Code Lifecycle Management	Regional Sessions
3:15 p.m.		Focused Run for SAP Solution Manager: Advanced Integration Monitoring	Project Management in Focused Build for SAP Solution Manager		
4:00-4:30 p.m.		<b>Coffee Break and Networking</b>			
4:30-6:00 p.m.		Focused Run for SAP Solution Manager: Advanced User Monitoring	<b>Expert Talk:</b> The Scaled Agile Framework (SAFe®) Approach with Focused Build for SAP Solution Manager	<b>Expert Talk:</b> Advanced System Management with Focused Run for SAP Solution Manager	Next Generation Support: Live Business Needs Live Support
		Project Management with SAP Solution Manager 7.2			

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## September 21, 2018

8:30-9:00 a.m.		<b>Breakfast</b>			
9:00-10:00 a.m.		<b>Keynote</b>			
10:00-11:00 a.m.		<b>Next Generation and Simple Support</b>			
11:00-11:30 a.m.		<b>Coffee Break and Networking</b>			
11:30-1:00 p.m.	 	Service Delivery – Continuous Quality Checks – SAP EarlyWatch Alert	Optimize with Artificial Intelligence and SAP EarlyWatch Alert Service	<b>Expert Talk:</b> Exchange on Business Process Change Analyzer	<b>Expert Talk:</b> Integration Monitoring for Hybrid Scenarios with Focused Run for SAP Solution Manager
1:00-2:30 p.m.		<b>Lunch and Networking</b>			
2:30-4:00 p.m.		<b>Keynote with Panel Discussion and Closing Remarks</b>			

# SAP Solution Manager Education Summit

## Session Types



Plenary Session

Overview session for the entire audience.



Lecture

Parallel session on a specific topic.



Expert Talk

Meet SAP experts in the session room and talk about a particular subject.

# SAP Solution Manager Education Summit

## Abstracts September 18, 2018

12:00-1:30  
p.m.

Leverage SAP HANA as Value Driver for SAP  
Solution Manager

Are you curious about SAP Solution Manager 7.2 on SAP HANA? In this session, gain expert and detailed insight about the additional value you can expect when you run SAP Solution Manager on and for SAP HANA, and how choosing SAP HANA can simplify your system landscape such as eliminating the need to install TREX. Learn about the benefits and best practices for installing your SAP Solution Manager 7.2 on SAP HANA or migrating its database to SAP HANA to ensure a successful transition.

Scaled Agile Framework (SAFe®) with SAP  
Solution Manager

The transformation to Industry 4.0 leads to an integration of proven and innovative solutions, tools and implementation concepts. Scaled Agile Framework © (SAFe), one of the fresher implementation concepts is crossing anybody's way sooner or later. After a brief introduction to SAFe, we want to share with you the roadmap, of how Solution Manager can support SAFe.

Connect Customers with Development for SAP  
Solution Manager

Learn how SAP engages with customers to improve SAP Solution Manager. Find out how to influence SAP Solution Manager development by participating in customer connection. See how you can participate in testing new developments during development and how you can test drive innovation before it is released on your own system by leveraging SAP's guided beta program. Share your success story with other customers by becoming a reference customer.

Use SAP Solution Manager without Studying its  
Documentation

Are you overwhelmed reading SAP Solution Manager documentation and never finding the answers to your questions? We've got your answer: Find out how to best leverage videos, Bots, Co-pilot and in app help to get answers when you need them where you need them. Enrich SAP delivered content with own best practices and customer specific information to drive user satisfaction and productivity.

SAP Solution Manager Usage Rights

Get an Overview on the release independent Usage Rights for SAP solution Manager. Learn about the differences between support contracts like SAP Enterprise Support and SAP Standard Support within SAP Solution Manager Usage Rights and gain transparency of what's in with your support contract and what's not.

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4:30-6:00 p.m.	Upgrade to SAP Solution Manager 7.2	Join this expert talk to share the latest experiences, best practices and solutions to challenges to help ensure a smooth and successful upgrade to SAP Solution Manager 7.2.
	SAP Support Backbone Security update	SAP plans to update the SAP Support Backbone to increase the security of customer/SAP communication effective January 1, 2020. This roundtable discusses the implications on customers' SAP Solution Manager systems which need to be considered and planned in advance.
	Experiences of Circle Members of Focused Build for SAP Solution Manager	Focused Build for SAP Solution Manager has been used in several projects in the past months since its initiation. Some customers use it productively, others are still in proof of concept phase. A few SSM partners has started their focus also on the Focused Build for SAP Solution Manager and are supporting already many projects in the implementation but also as coaches in the usage. In this session we want to talk and discuss about the experiences that have been made with Focused Build for SAP Solution Manager either in proof-of-concept or in a real project live. Everybody who has experience with Focused Build for SAP Solution Manager is welcome to share it with others or just simply to drop feedback.



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9:00-10:00 a.m.	Overview Build Market in SAP Solution Manager	Get an overview and roadmap of the build market in SAP Solution Manager 7.2, including the overall integration model of SAP Solution Manager, combining the offerings available in standard, Focused Build for SAP Solution Manager and cloud. Learn how to leverage the existing packages and services of SAP S/4HANA, and see demos that show you the complete flow and value.
11:30-1:00 p.m.	What's New in Change Request Management SP7	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 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 SP7.
	What's New in Test Suite SP7	Find out the new features provided by the Solution Manager Test Suite in 7.2 SP7.

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2:30-4:00 p.m.	Change Request Management for Cloud / Hybrid	In today's distributed hybrid landscapes, Change Request Management/Quality Gate Management play a crucial role for business success. In this session we will outline what's new in Change Control Management. 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, Jenkins. Change Control Management builds the bridge between innovation and continuity in hybrid scenarios and bundle artifacts across established and new technologies.
	Business Process Change Analyzer for Updates for SAP S/4HANA	Get an overview of how a change impact analysis for SAP S/4HANA systems can help you to identify business processes impacted by SAP S/4HANA upgrades. You will learn what Simplification items are good for and how to define a specific test scope for SAP S/4HANA upgrades.
	Business Process Modelling Notation (BPMN) Conventions for Model Companies: Build and Implementation	Understand how Business Process Modelling Notation (BPMN) conventions in Process Management are used to build Model Companies by SAP. Furthermore understand how to adopt them and use them during Model Company implementation projects.
	Simple IT Request	How a Simple Fiori UI and a harmonized Catalogue for end users can harmonize experience for creating an IT Request of type Change, Incident or Service Request.
	What's New in Focused Build for SAP Solution Manager SP2	Get an overview on what is new in Focused Build for SAP Solution Manager SP02. Focused Build is out of its fledgling stage and used in several projects. The customer feedback we get is constantly incorporated to improve the requirement to deploy process. UI and usability simplifications as well as process round-ups are part of Focused Build for SAP Solution Manager SP02.
	Implementation Portal for SAP S/4HANA Cloud	With the implementation portal for SAP S/4HANA Cloud we provide a new offering that leverages existing content items like the best practice processes from SAP Activate and allows you to perform a self-guide implementation of a SAP S/4HANA Cloud system in just a few weeks. Learn in this sessions about the offerings we have right now and the near future roadmap.

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4:30-6:00 p.m.	Exchange on Change Request Management: Cutover Strategies	Discuss the latest Change Control topics and have look into Cutover Strategies (Walk trough, Short Track and Flip Flop).
	Exchange on Testing	Share experience, best practices and pain points on Test Suite in SAP Solution Manager 7.2. Especially in the area of test plan management, test execution (manual and automated).
	Exchange on Process Management	Share your experience, best practices and pain points on using Process Management in SAP Solution Manager 7.2.
	Exchange on Custom Code Lifecycle Management	Let's talk about custom code and how we can support you in this case on your way to the cloud and/or SAP S/4HANA.

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9:00-10:00 a.m.	Overview Run Market in SAP Solution Manager	This keynote provides the newest information regarding the current status and future plans for the RUN Market section. Learn about related mega trends and how the challenges are addressed by newly developed features and applications.
10:00-11:00 a.m.	Focused Run for SAP Solution Manager: Customer Experience, Service Provider	Get a first hand impression about usage of Focused Run for SAP Solution Manager at customer side.
11:30-1:00 p.m.	Focused Run for SAP Solution Manager: Overview and Roadmap	Focused Run for SAP Solution Manager is designed specifically for businesses that need high-volume system and application monitoring, alerting, and analytics. It's a powerful solution for service providers and customers with advanced expectations. The session gives an introduction regarding currently developed features and applications but gives also an outlook regarding future directions for the product.
	What's New in SAP Solution Manager 7.2 SP7: Integration Process Flow and Demo	Overview and demo on improvements coming with Solution Manager 7.2 SP7 with focus on the new integration flow between Project Management, Process Management, Change Request Management and Test Suite.
	Solution Documentation for Agile Projects	How to be effective at the creation and maintenance of documentation with Focused Build for SAP Solution Manager in Agile Projects.
	What's New in Test Suite for Focused Build SP2	Find out the new features provided by Focused Build for SAP Solution Manager SP2 for the Test Suite, such as improved test steps design and execution or the enhancements of the traceability matrix.

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2:30-4:00 p.m.	Focused Run for SAP Solution Manager: Advanced Root Cause Analysis	Learn here, how Focused Run for SAP Solution Manager supports the effective and efficient analysis of upcoming problems. In addition to permanently running system and application monitoring, Focused Run for SAP Solution Manager helps you to dig deeply in particular problem resolution scenarios.
	Focused Run for SAP Solution Manager: Advanced Integration Monitoring	Integration & Cloud Monitoring covers all aspects to monitor Cloud to Cloud, On-Premise to On-Premise and Cloud to On-Premise integration scenarios. Here we show you how Focused Run for SAP Solution Manager can be used to monitor high volumes of single interface calls (peer-to-peer integration) or simple message flows (orchestrated integration).
	Focused Build for SAP Solution Manager for Innovation Projects	Focused Build for SAP Solution Manager 7.2 as tool , together with SAP Activate as methodology, perfectly support you in innovation projects such as SAP S/4HANA implementations. Focused Build is an add-on solution for SAP Solution Manager 7.2 containing preconfigurations for agile project usage and enables you to jump-start with an implementation tool for your innovation project. The biggest benefits are: providing best practice content, a workflow-supported methodology for all project phases and a project transparency about all activities.
	Project Management in Focused Build for SAP Solution Manager	Get an overview on how Project Management can be used in the context of Focused Build - Requirements-to-Deploy. Update on improved usability to setup and maintain Focused Build Projects as well as the new Risk Matrix which is part of the Solution Readiness Dashboard.
	What's New in Custom Code Lifecycle Management	Get an overview on Custom Code Management in SAP Solution Manager 7.2: it's now time to consume and leverage this powerful application. The Custom Code Lifecycle Management offers transparency of your custom code to improve quality of your custom code and retire unused custom code. Visualize, monitor and consolidate custom code information, ATC and usage results of your custom code in one single place: CCLM in SAP Solution Manager 7.2. Additional integration of the new blacklist monitor and results from an ATC-Hub within CCLM can help to get transparency and prepare your SAP S/4HANA conversion.

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## Abstracts September 20, 2018

4:30-6:00 p.m.	Focused Run for SAP Solution Manager: Advanced User Monitoring	Integration & Cloud Monitoring covers all aspects to monitor Cloud to Cloud, On-Premise to On-Premise and Cloud to On-Premise integration scenarios. Here we show you how Focused Run for SAP Solution Manager can be used to monitor high volumes of single interface calls (peer-to-peer integration) or simple message flows (orchestrated integration).
	Project Management with SAP Solution Manager 7.2	Get an overview on Project Management in SAP Solution Manager with updates on the new project header based integration to Process Management, Test Suite and Change Request Management vs. existing task based integration.
	The Scaled Agile Framework (SAFe®) Approach with Focused Build for SAP Solution Manager	Scaled Agile SAFe® is a comprehensive concept to scale agile collaboration up through different enterprise levels – cross IT and Business with the aim to maximize 'Time to Value'. The approach that we have started with Focused Build is mapped to typical SAFE advantages such as: <ul style="list-style-type: none"><li>- IT-Solution and Prioritization is driven by business</li><li>- The breakdown from portfolio into Program Increments down to scrum teams</li><li>- Strong collaboration cross IT and Business based on defined Business process models</li></ul> We would like to discuss if this SAFe® approach is reflecting the trends of our customers. Which role DevOps plays in the area of ALM and how the current SSM covers already the frameworks of SAFe and DevOps.
	Advanced System Management with Focused Run for SAP Solution Manager	Join this expert talk to discuss how the Focused Run for SAP Solution Manager applications like system monitoring, IT calendar, work mode management, and automated system health checks can be used to optimize operational tasks for huge IT system landscapes.
	Next Generation Support: Live Business Needs Live Support	Understand how SAP is re-imagining support to be suited for the digital enterprise. See SAP's real time support channels Expert Chat and schedule an Expert in action for fast SAP Solution Manager incident resolution and prevention. Learn about self-service support options and how the support know-how is structured. See how Guided Answers helps you find solutions step by step. Get all the information you need to access the SAP's comprehensive knowledge base on common issues - including SAP Knowledge based articles (KBAs) also through Google search, SAP Community and social media (WhatsApp, Twitter...).

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## Abstracts September 21, 2018

11:30-1:00  
p.m.

Exchange on Business Process Change Analyzer

Share experience, best practices and painpoints on using Business Process Change Analyzer in SAP Solution Manager 7.2.

Project Management with SAP Solution Manager 7.2

Get an overview on Project Management in Solution Manager with updates on the new project header based integration to Process Management, Test Suite and Change Request Management vs. existing task based integration.

Advanced System Management with Focused Run for SAP Solution Manager

Join this expert talk to discuss the features of Integration & Cloud Monitoring. Learn how this Focused Run for SAP Solution Manager use case can help you to manage complex landscapes with millions of interface calls or message flows and supports the monitoring of high volumes of single calls for orchestrated and non-orchestrated interfaces.