



# **SAP Solution Manager Education Summit**

## **December 3–6, 2019**

# December 3, 2019

8:00 a.m.–9:00 a.m.	<b>Check-In and Breakfast</b>			
9:00 a.m.–9:30 a.m.	<b>Enabling the Next Generation of Customer Success</b>			
9:35 a.m.–11:05 a.m.	<b>The Integrated Intelligent Enterprise – The Future of Application Lifecycle Management and Service and Support</b>			
11:05 a.m.–11:30 a.m.	<b>Coffee Break and Networking</b>			
	<b>Implementation</b>	<b>Operations</b>	<b>Service &amp; Support</b>	<b>Cloud</b>
11:30 a.m.–12:15 p.m.	What's New in Test Management in SAP Solution Manager and Focused Build for SAP Solution Manager	What's New in the Operations Part of SAP Solution Manager	“Action Required!” How to Prepare Before 2020 to Ensure Your Systems Stay Connected to SAP	Introduction to Cloud Technology from SAP for Application Lifecycle Management Professionals
12:20 p.m.–1:05 p.m.	Test Management and Deployment Management in SAP Cloud ALM	What's New in Focused Run for SAP Solution Manager	SAP Enterprise Support Reporting Cockpit	Introduction to Extensions for SAP Cloud Platform with SAP Cloud SDK and SAP API Business Hub
1:05 p.m.–2:35 p.m.	<b>Lunch and Networking</b>			
2:35 p.m.–3:20 p.m.	What's New in Process Management in SAP Solution Manager and Focused Build	Advanced Analytics and Intelligence with Focused Run for SAP Solution Manager	A New Support Experience in the SAP ONE Support Launchpad	Integration Scenarios with SAP Cloud ALM
3:25 p.m.–4:10 p.m.	What's New in Change Request Management in SAP Solution Manager	Advanced Alert Management with Focused Run for SAP Solution Manager	New SAP Enterprise Support Services for the Cloud	Workflow with SAP Cloud Platform
4:10 p.m.–4:30 p.m.	<b>Coffee Break</b>			
4:30 p.m.–5:30 p.m.	<b>Today and Tomorrow</b>			

# December 4, 2019

8:30 a.m.–9:00 a.m.	<b>Breakfast</b>			
9:00 a.m.–10:00 a.m.	<b>Status and Outlook: SAP Solution Manager, Focused Build for SAP Solution Manager and SAP Cloud ALM from an Implementation Perspective</b>			
10:05 a.m.–11:05 a.m.	<b>Status and Outlook: SAP Solution Manager, Focused Run for SAP Solution Manager and SAP Cloud ALM from an Operations Perspective</b>			
11:05 a.m.–11:30 a.m.	<b>Coffee Break and Networking</b>			
	<b>Implementation</b>	<b>Operations</b>	<b>Service &amp; Support</b>	<b>Cloud</b>
11:30 a.m.–12:15 p.m.	What's New in Focused Build for SAP Solution Manager	Advanced Job Management with Focused Run for SAP Solution Manager	Artificial Intelligence–Powered Support	Cross-Application Lifecycle Management Reporting with SAP Cloud Analytics
12:20 p.m.–1:05 p.m.	Retrofit Support for Migration to SAP S/4HANA	Advanced Integration Monitoring for Hybrid Scenarios with Focused Run for SAP Solution Manager	Financial Data Quality Service	SAP Cloud ALM Onboarding and User Management
1:05 p.m.–2:35 p.m.	<b>Lunch and Networking</b>			
2:35 p.m.–3:20 p.m.	Customer and Partner References for Focused Build for SAP Solution Manager	Advanced User Monitoring with Focused Run for SAP Solution Manager	The SAP Preferred Success Service Offering	Partner Influence Session: What Do Partners Expect from SAP Cloud ALM for Their Business?
3:25 p.m.–4:10 p.m.		Advanced Configuration Monitoring with Focused Run for SAP Solution Manager	Service & Support connectivity for Customers with a small, standard SAP landscape	
4:10 p.m.–4:30 p.m.	<b>Coffee Break and Networking</b>			
4:30 p.m.–5:30 p.m.	<b>Guest Key Note by Tom Raftery Global VP, Futurist &amp; Innovation Evangelist, SAP SE</b>			
5:30 p.m.–Midnight	<b>Evening Event</b>			

# December 5, 2019

8:30 a.m.– 9:00 a.m.	<b>Breakfast</b>			
9:00 a.m.–10:20 a.m.	<b>Status and Outlook: SAP Service and Support</b>			
10:25 a.m.–11:05 a.m.	<b>Cloud Fundamentals</b>			
11:05 a.m.–11:30 a.m.	<b>Coffee Break and Networking</b>			
	<b>Implementation</b>	<b>Operations</b>	<b>Service &amp; Support</b>	<b>Cross</b>
11:30 a.m.–12:15 p.m.	How to Manage Maintenance in the Fix Pace with Focused Build for SAP Solution Manager	Integration Monitoring with SAP Cloud ALM for Operation	SAP Preferred Success Center	What's New in Focused Insights for SAP Solution Manager
12:20 p.m.–1:05 p.m.	Manage Requirements-to-Deploy with SAP Solution Manager and Focused Build: Overview and Best Practices	Business Process Operations with SAP Cloud ALM for Operation	The Next Generation of Support Automation	Usage Rights for SAP Solution Manager, SAP Cloud ALM, and Focused Solutions
1:05 p.m.–2:35 p.m.	<b>Lunch and Networking</b>			
2:35 p.m.–3:20 p.m.	Change Control Management: Building the Bridge for Continuous Delivery in Agile and Hybrid Solutions	Monitoring of Non-SAP Components with Focused Run for SAP Solution Manager	Custom Code Analytics	Discover the Relationship Between SAP Solution Manager and SAP Cloud ALM
3:25 p.m.–4:10 p.m.	How to Perform Backlog Planning for Agile Projects with Focused Build	Advanced Root Cause Analysis and Health Checks with Focused Run for SAP Solution Manager	Data Volume Management	Update from SAP Customer Connection for SAP Solution Manager
4:10 p.m.–4:30 p.m.	<b>Coffee Break</b>			
4:30 p.m.–5:30 p.m.	<b>Closing Remarks</b>			

# December 6, 2019

Hands-On Workshops				
	Implementation	Operations	Service & Support	Cloud & Cross
9:00 a.m.–10:00 a.m.	Get Your Hands on SAP Cloud ALM for Implementation	Get Your Hands on Focused Run for SAP Solution Manager Advanced User Monitoring	Built-In Support: A New In-Solution Support Experience	
10:05 a.m.–11:35 a.m.	Process Management and Test Suite in Focused Build for SAP Solution Manager	Get Your Hands on Focused Run for SAP Solution Manager Advanced Integration Monitoring	Hands-On SAP EarlyWatch Alert Workspace	Get Your Hands on Cross-Application Lifecycle Management Reporting
11:35 a.m.–Noon	<b>Coffee Break and Networking</b>			
Noon–1:00 p.m.	Agile Requirement and Project Management with Dashboards in SAP Solution Manager and Focused Build	Get Your Hands on Focused Run for SAP Solution Manager Advanced Root Cause Analysis		
1:00 p.m.	<b>Lunch to Go</b>			