SAP Solution Manager Education Summit
New Fiori Apps in ITSM and ITSM News

Jagmohan Singh Chawla, SAP
Tobias Meinzer, SAP
Jens Eikermann , SAP
Debarati Das, SAP

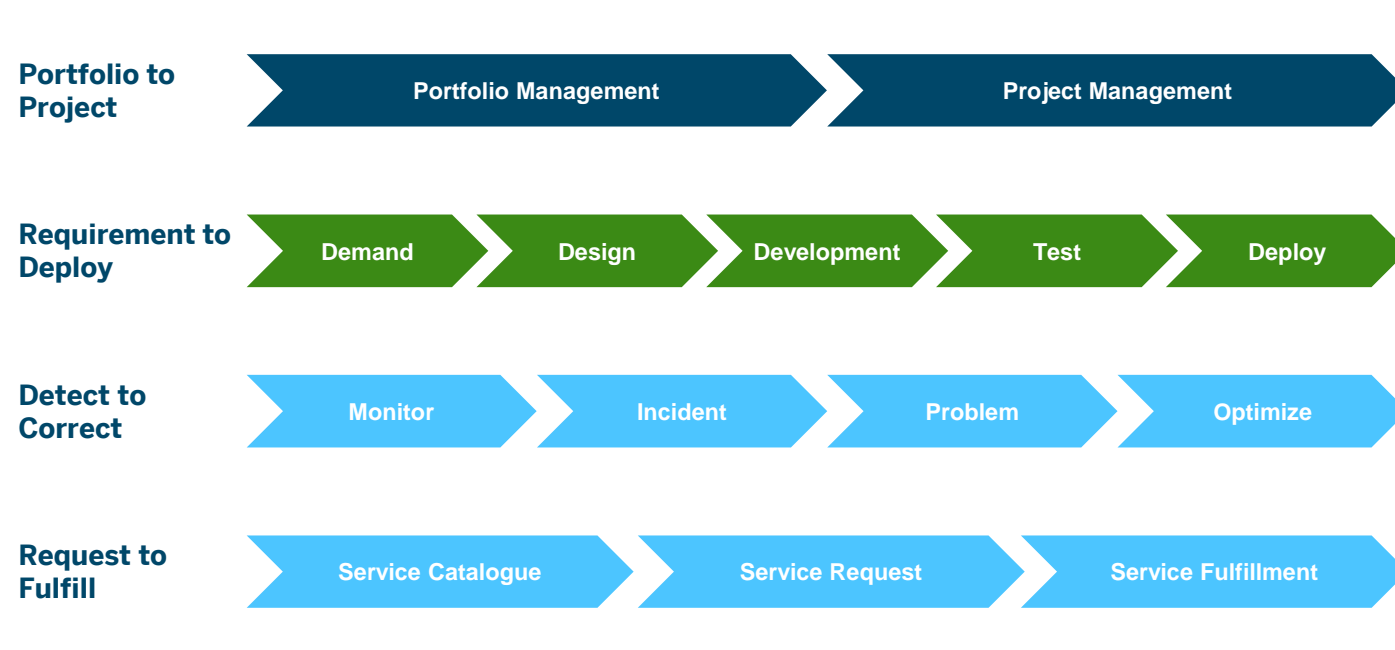PUBLIC

SAP Run Simple

Agenda

Overview of Fiori Apps

- Create Incident
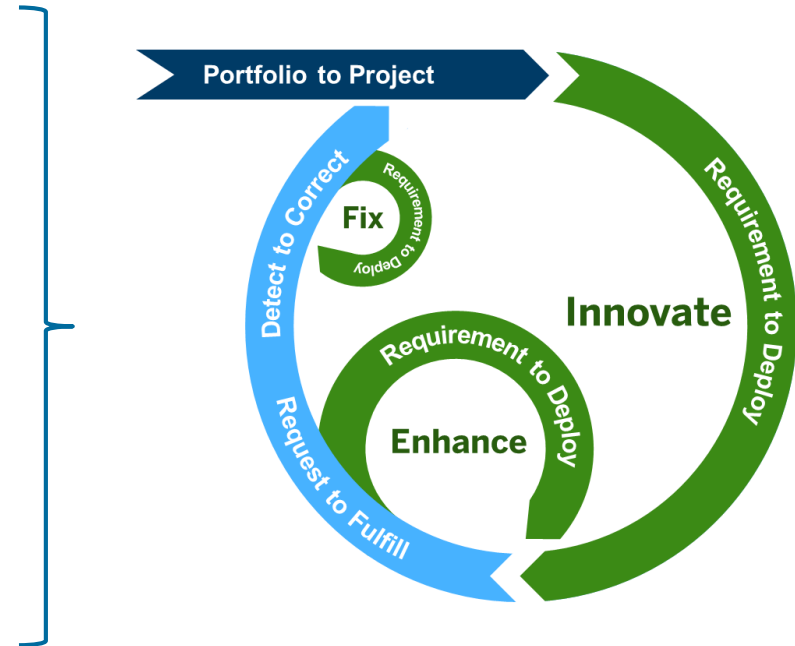- Resolve and Dispatch
- Simple IT Request

ITSM News

News about CRM Connect

SAP Solution Manager Integration Model
Key Value Chains

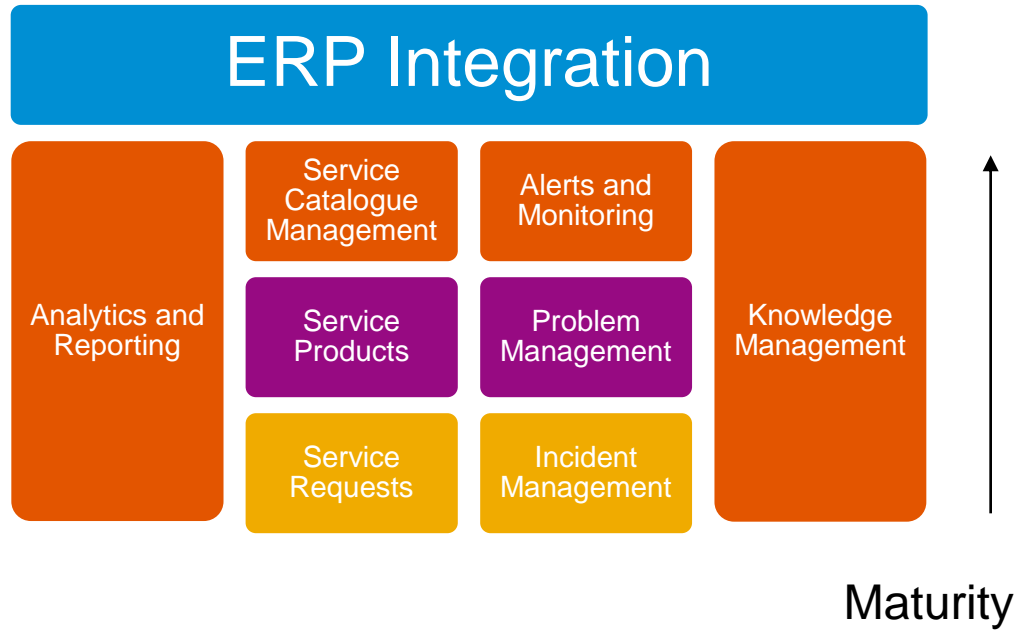**Portfolio to Project**

| Portfolio Management | Project Management |

Requirement to Deploy

| Demand | Design | Development | Test | Deploy |

Detect to Correct

| Monitor | Incident | Problem | Optimize |

Request to Fulfill

| Service Catalogue | Service Request | Service Fulfillment |

Value Chain View

Portfolio to Project

Detect to Correct

Fix

Requirement to Deploy

Request to Fulfill

Innovate

Requirement to Deploy

Enhance

Requirement to Deploy

Lifecycle View

IT Service Management with SAP Solution Manager
For each Use Case

ERP Integration

Analytics and Reporting	Service Catalogue Management	Alerts and Monitoring	Knowledge Management
	Service Products	Problem Management	
	Service Requests	Incident Management	

Maturity

- **Use Incident Management and Service Request Management**

- For Incident Management , perform Root cause analysis and change from reactive to proactive

- For Service Request Management , create Service Products and Service Catalogue

- Analytics, Reporting and Knowledge Management can happen at any level of maturity

- Transition into IT Charging with ERP Integration to increase transparency and justify the value of IT

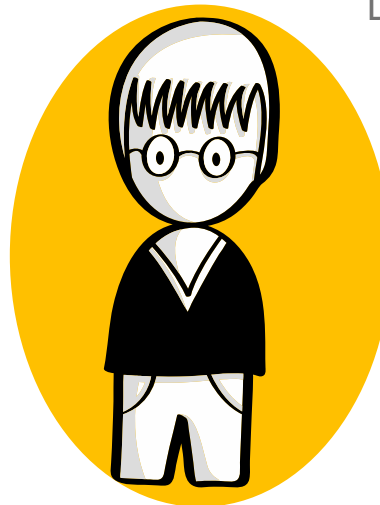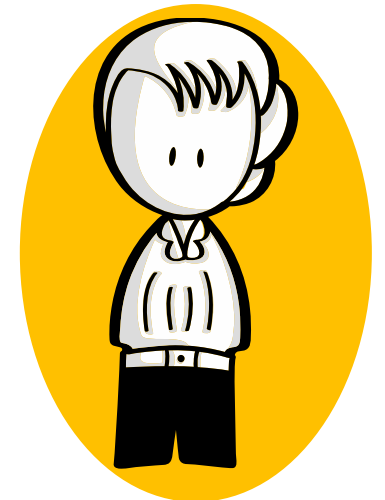# Persona Driven Approach

Persona Driven Approach

Characters
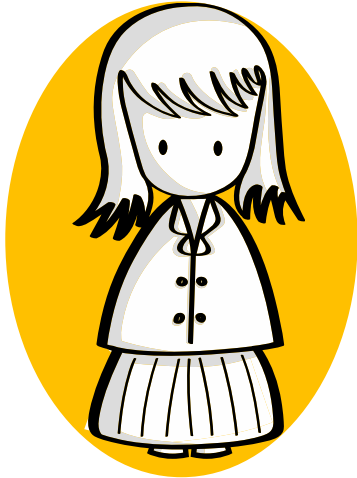
Julie Armstrong
End User

Carmen Wang
Dispatcher

Marco Rossi
Key User

Antonio Ferrari
Message Processor

Create Incident as **End user**

End User's View

Julie wants to update some sales related data , but not able to
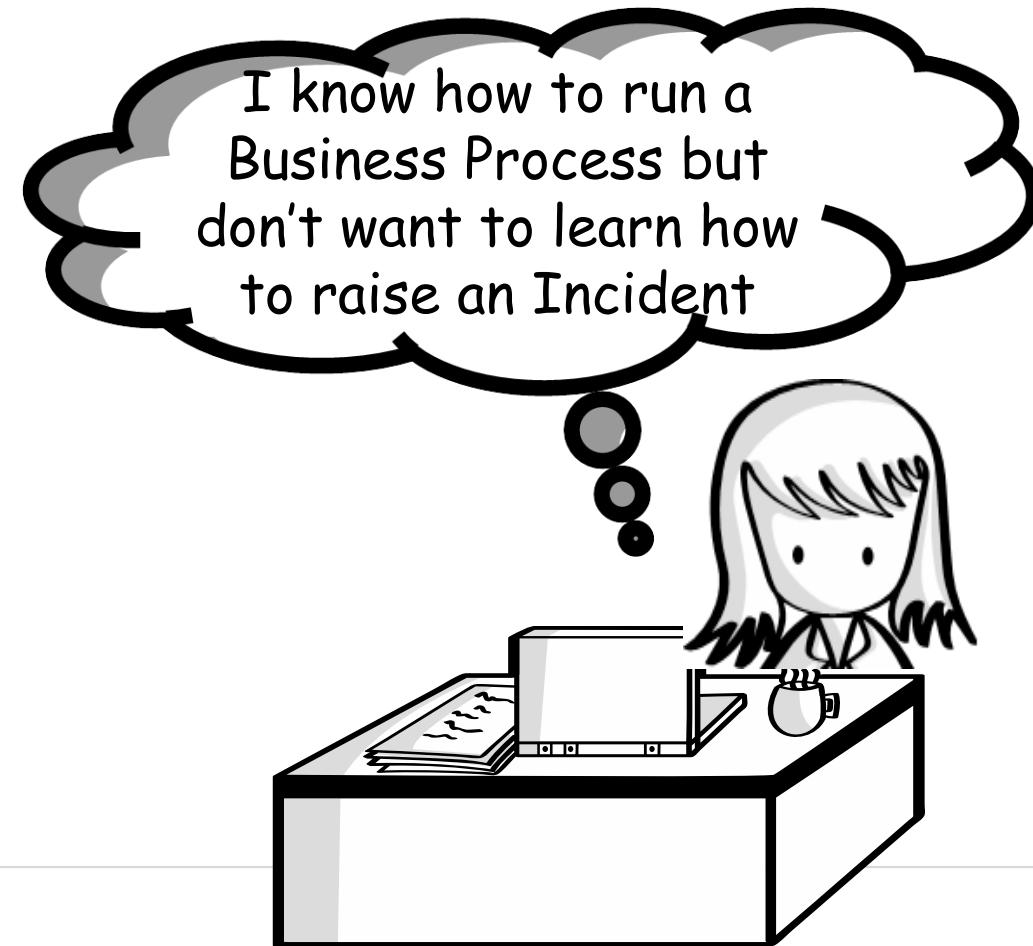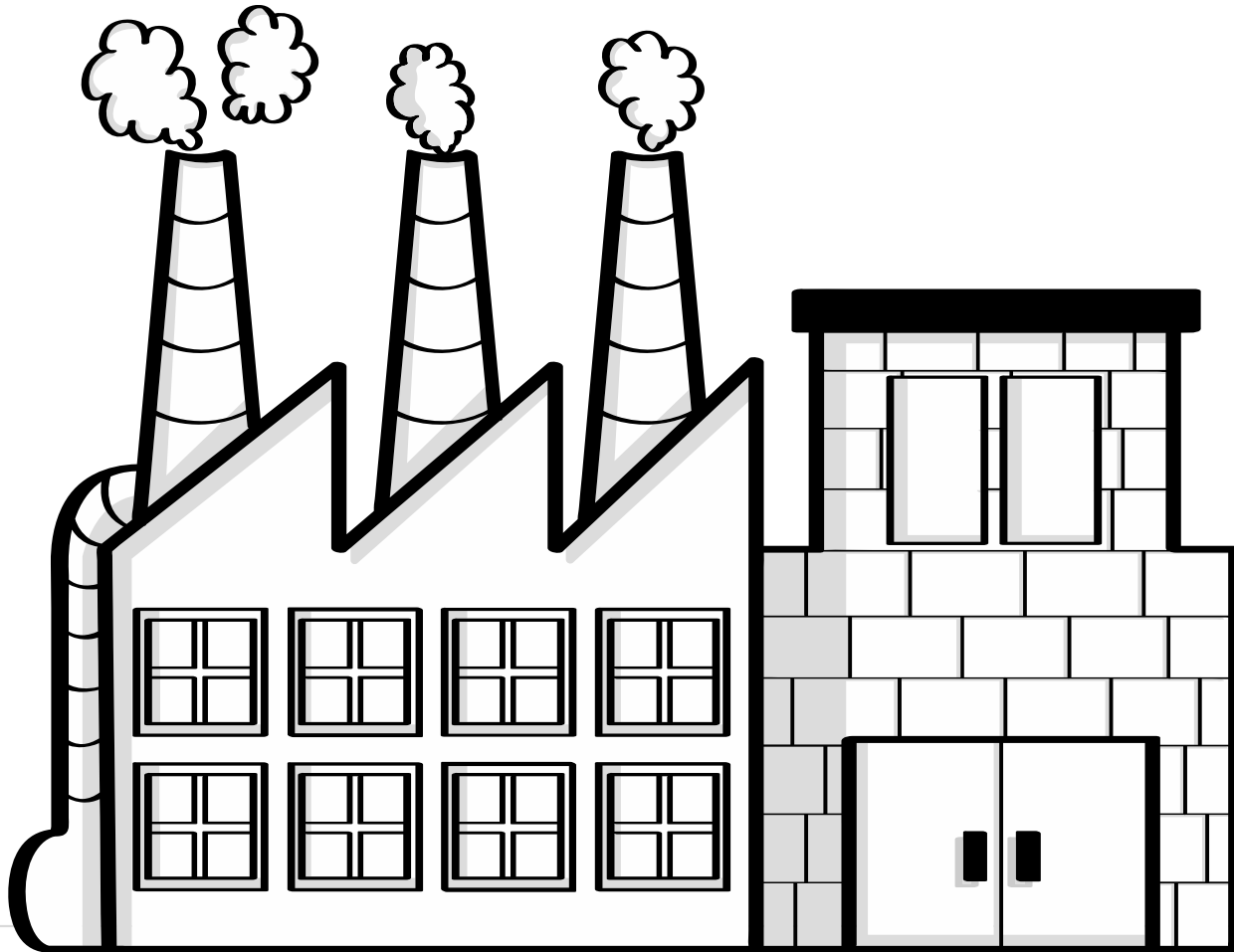update properly, so she wants to create an Incident.

As an End user she wants to raise an Incident. She does not know

Component , Category etc.

SAP Fiori App for end users helps to create an incident, and end user

simply enters details in a text box.

Alright, I need to raise
an Incident

End User's View

I know how to run a Business Process but don't want to learn how to raise an Incident

End User's View

Create Incident as Key user

Launch the create Incident App

As a key user Marco can create a Incident

IT Service Management   Test Suite   Job Management   SAP Engagement and Service Delivery   SAP

nagem...	Dispatcher IT Service Managem...	Professional IT Service Managem...	Call Center Agent IT Service Managem...	Create Incident	My Inciden

| hboard | Service Order Dashboard | Service Request Dashboard | Configuration Analytics and Dashb... | |

Hey, creating Incident is easy and straight forward!...as simple as sipping a coffee!

Enter the details

He needs to make sure to have right Category,Component and Attachment

I know which category and component to choose. Attachments are very important

Incident (IT Service Management)

Information

*Title: System Error
Priority: 2: High
Additional Contact:

Category: Business Applications
Component:
Configuration Item:

Description

B *I* U S

Hello Support

Getting Error 404
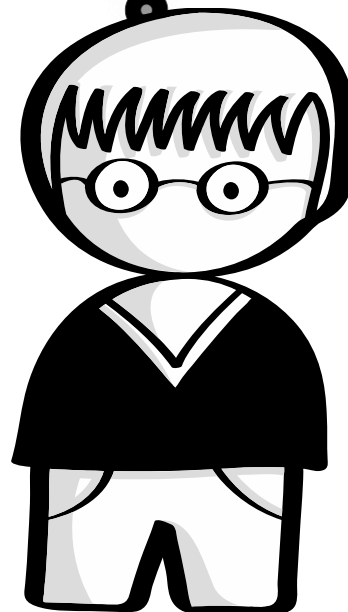
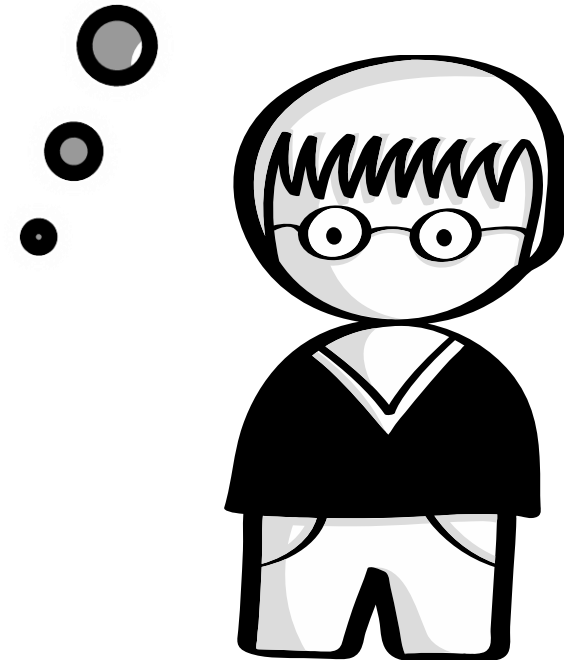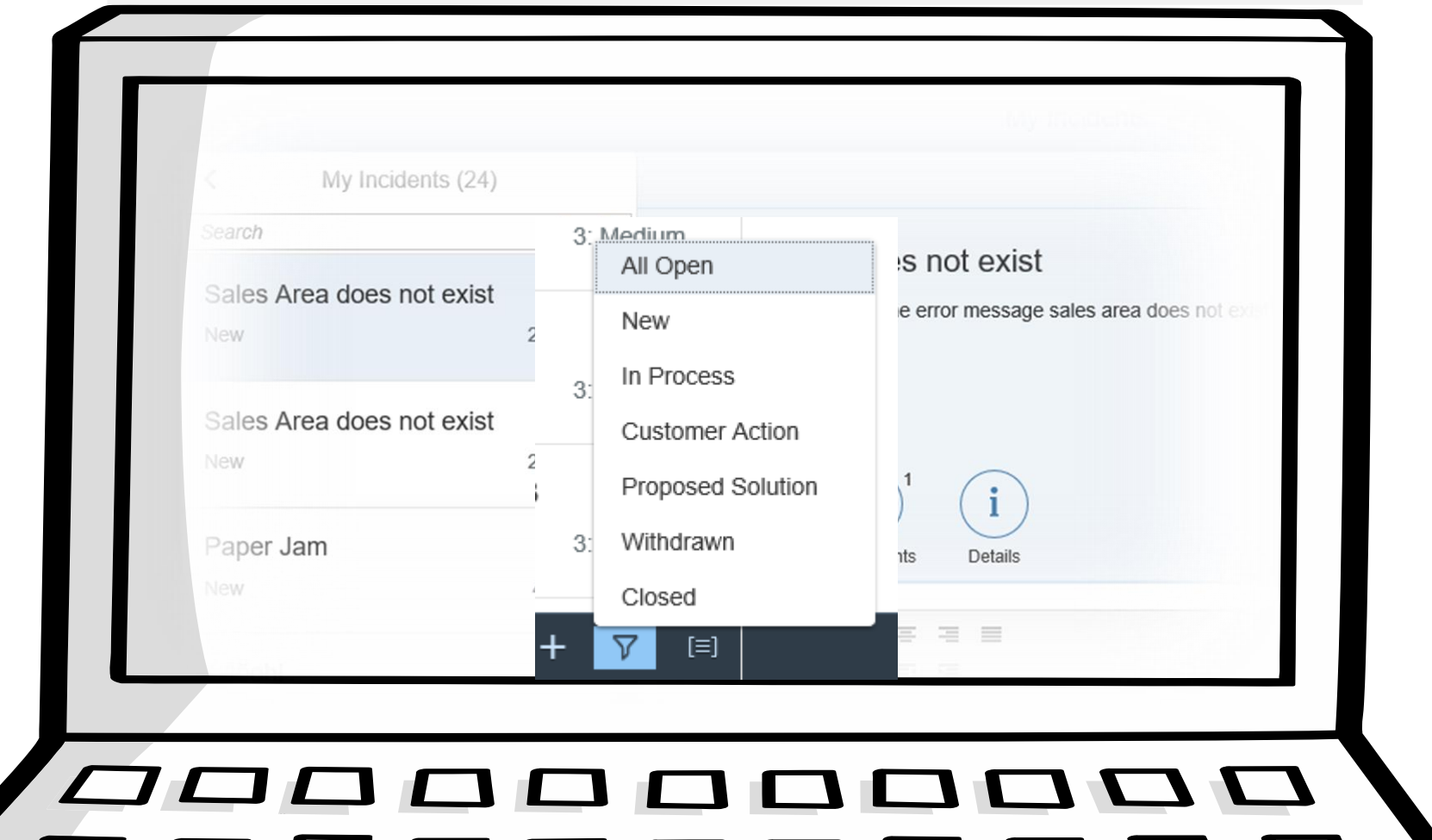# Find the Incident under – My Incidents
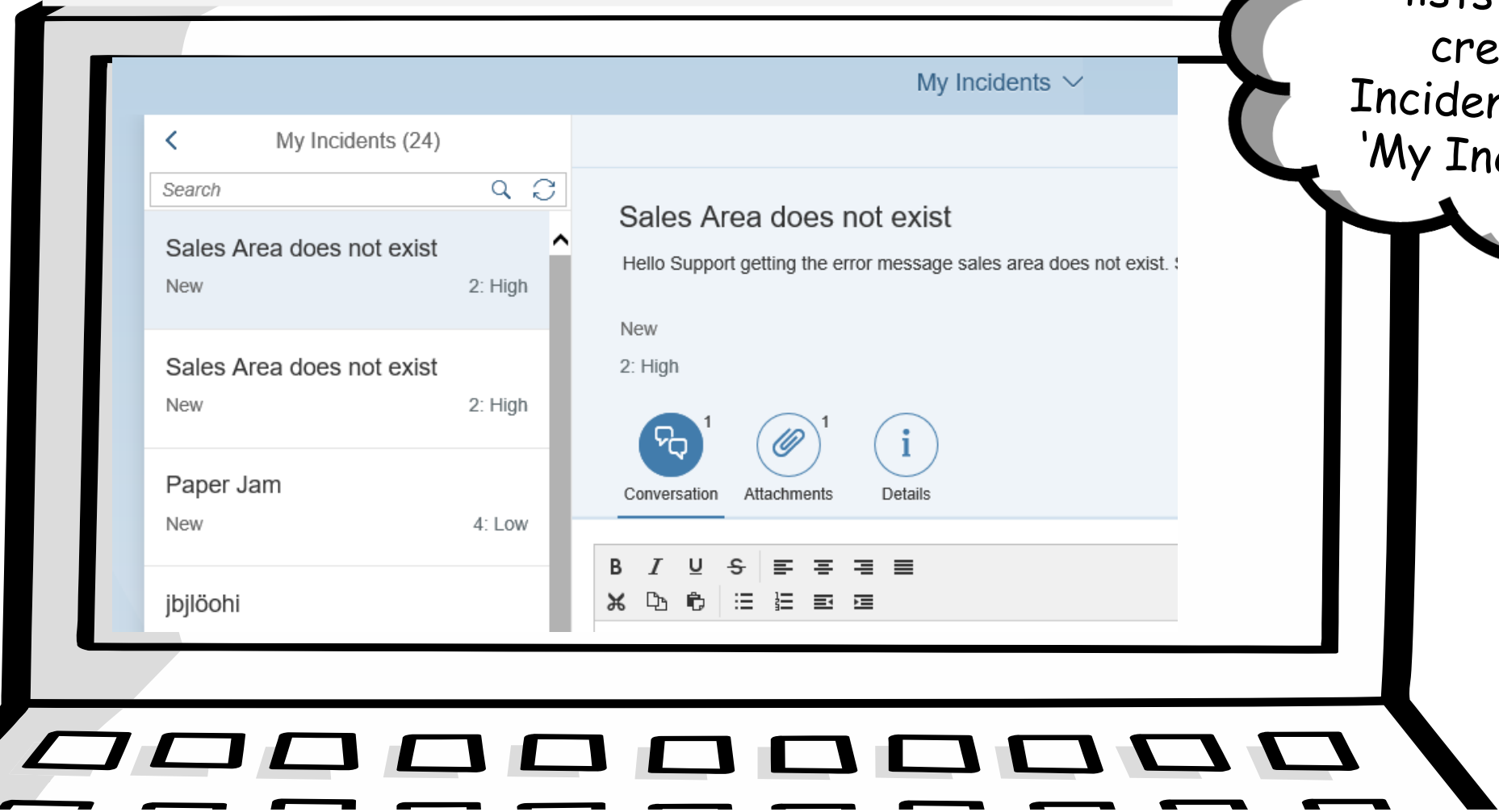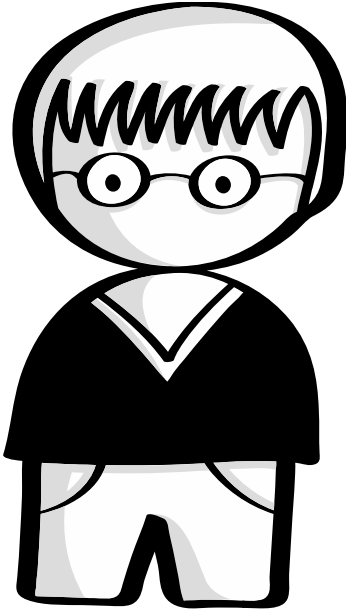
Search by flexible criteria

Marco can lists all the Incidents based on Priority,Status & Last Change
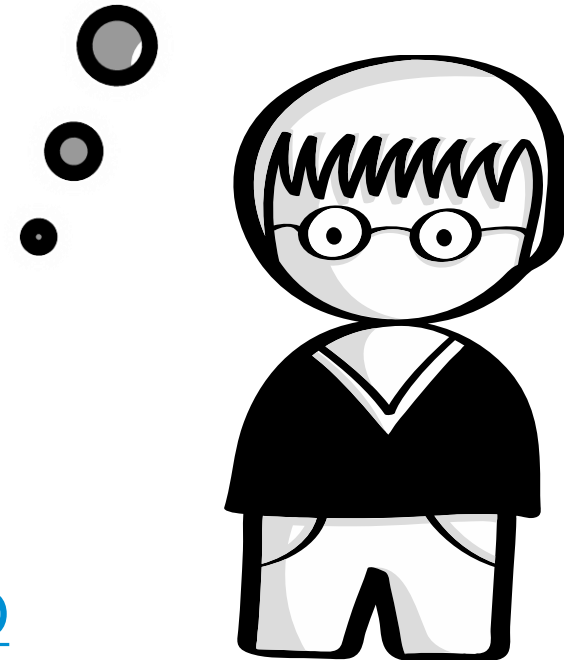
Show me only High Prio.
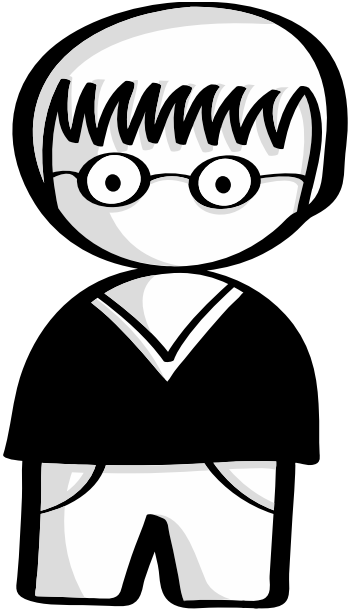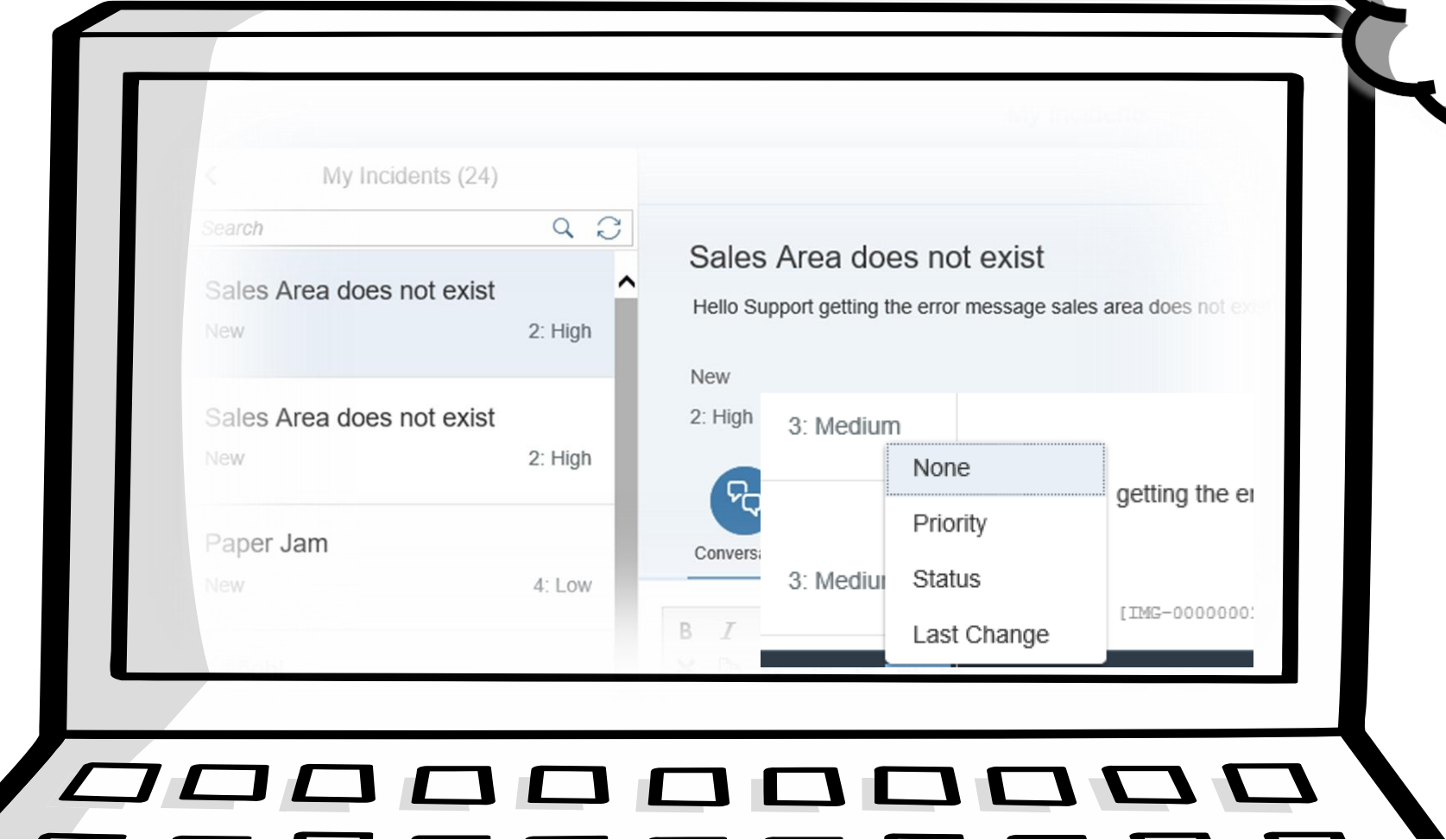
Search by Status

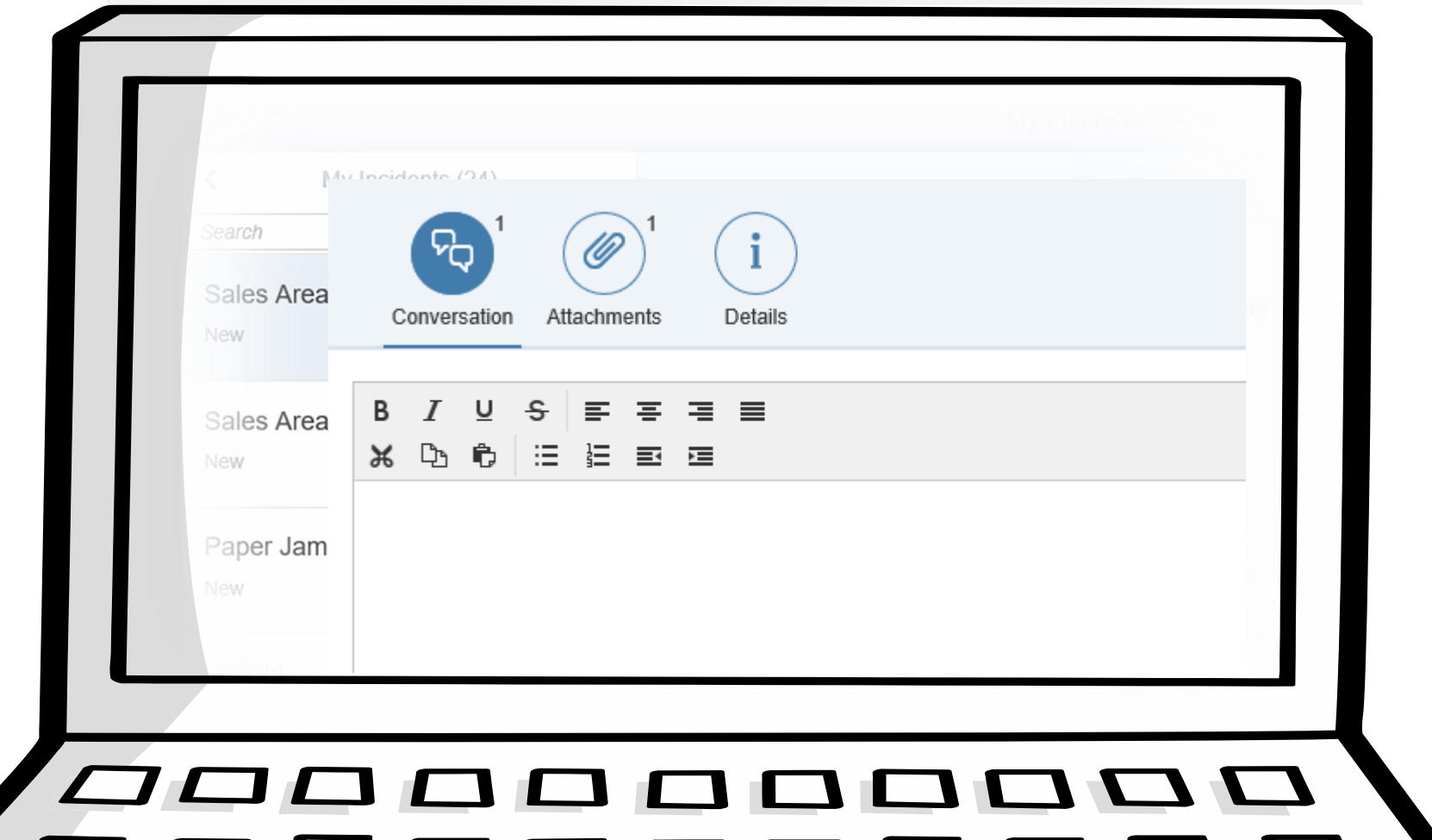Marco can lists all the Incidents based on Priority,Status & Last Change

Look at conversations

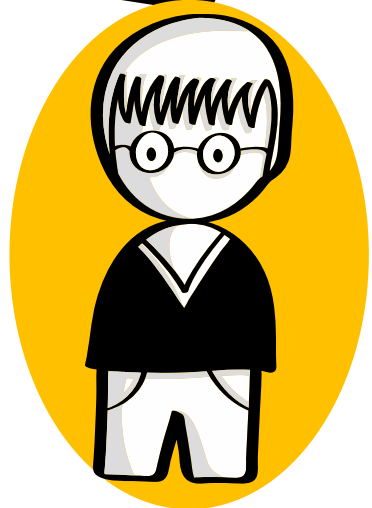**Marco** can lists all the Incidents based on Priority, Status & Last Change

I can see conversations and attachments easily
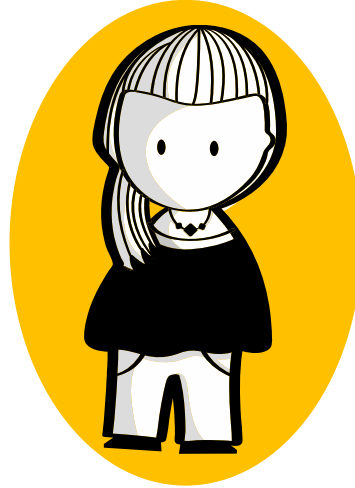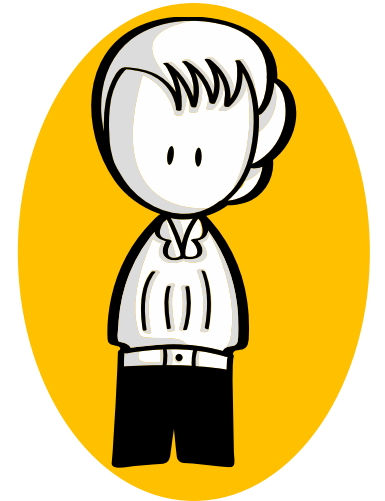
DEMO

Resolve and Dispatch

The Cycle

Launch the Resolve and Dispatch App

Assign the Resolver

Take over the Incident

Take over the Incident

Propose Solution

Demo

Personalize

Dispatch

Resolve
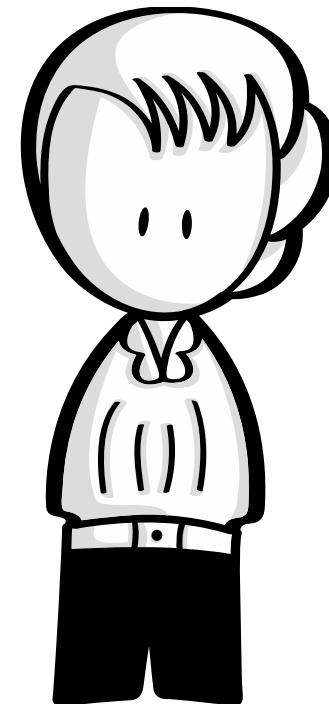
Incident is Resolved

Marco can analyze if his pain point is addressed
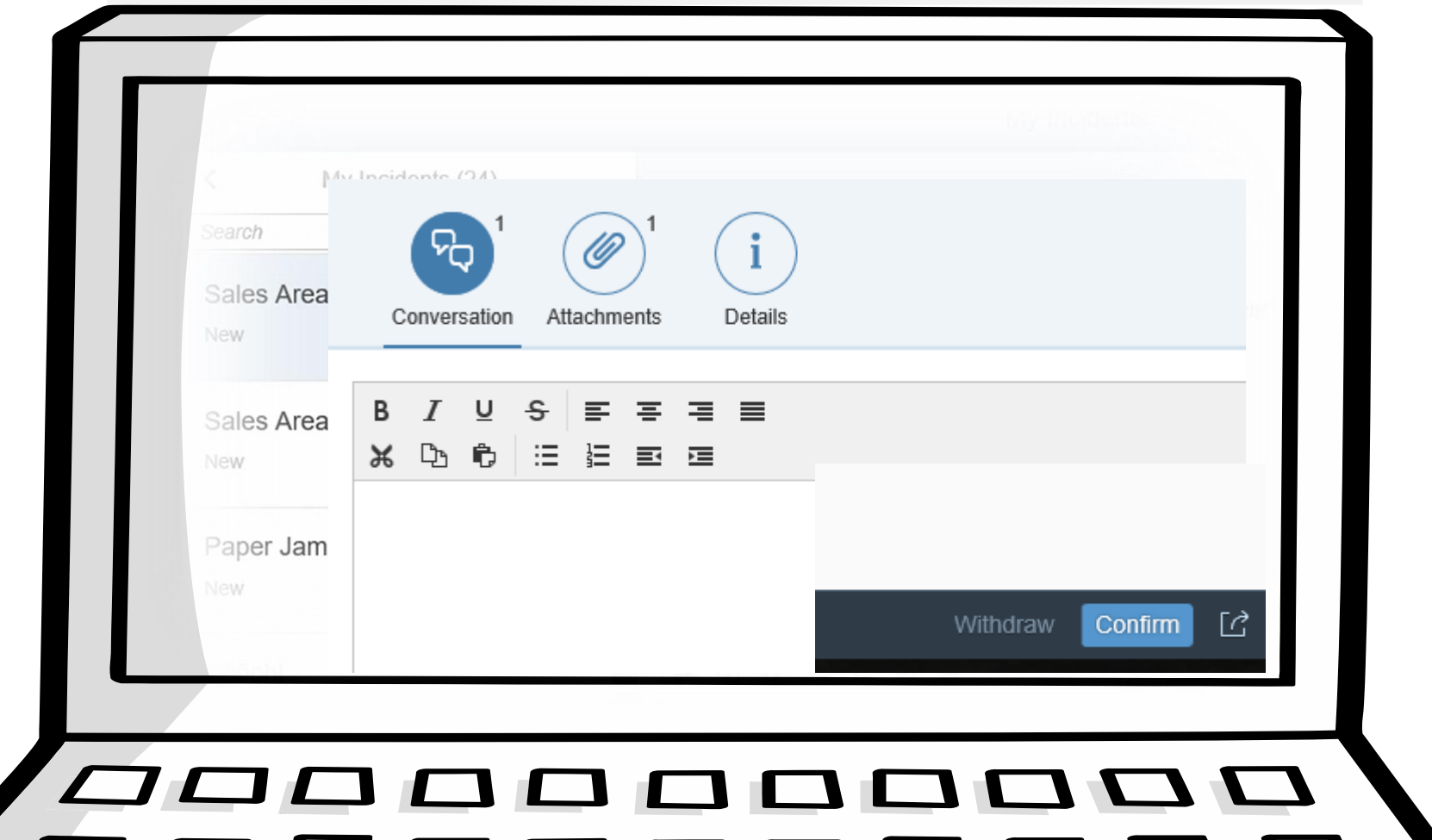
Simple IT **Request**

Simplifying IT
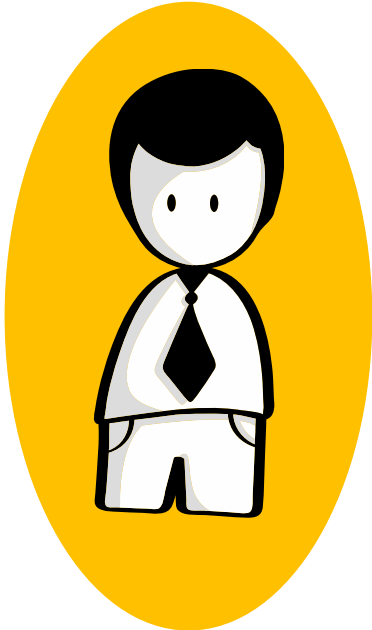
Rahul Ghosh
IT Operator
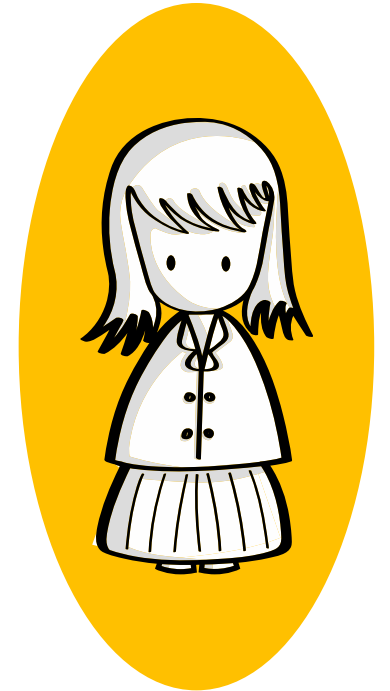
Julia Armstrong
End User

The IT Operator Problems
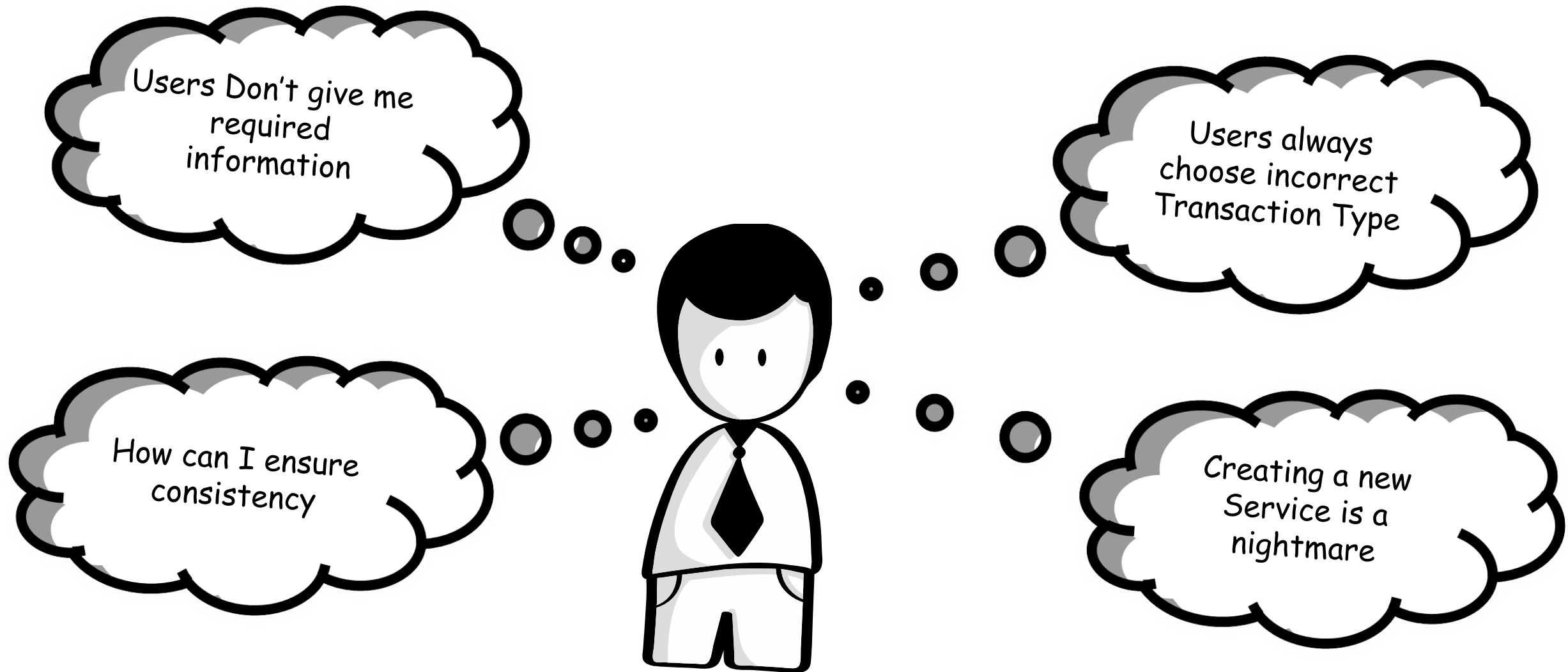
The End User Problem
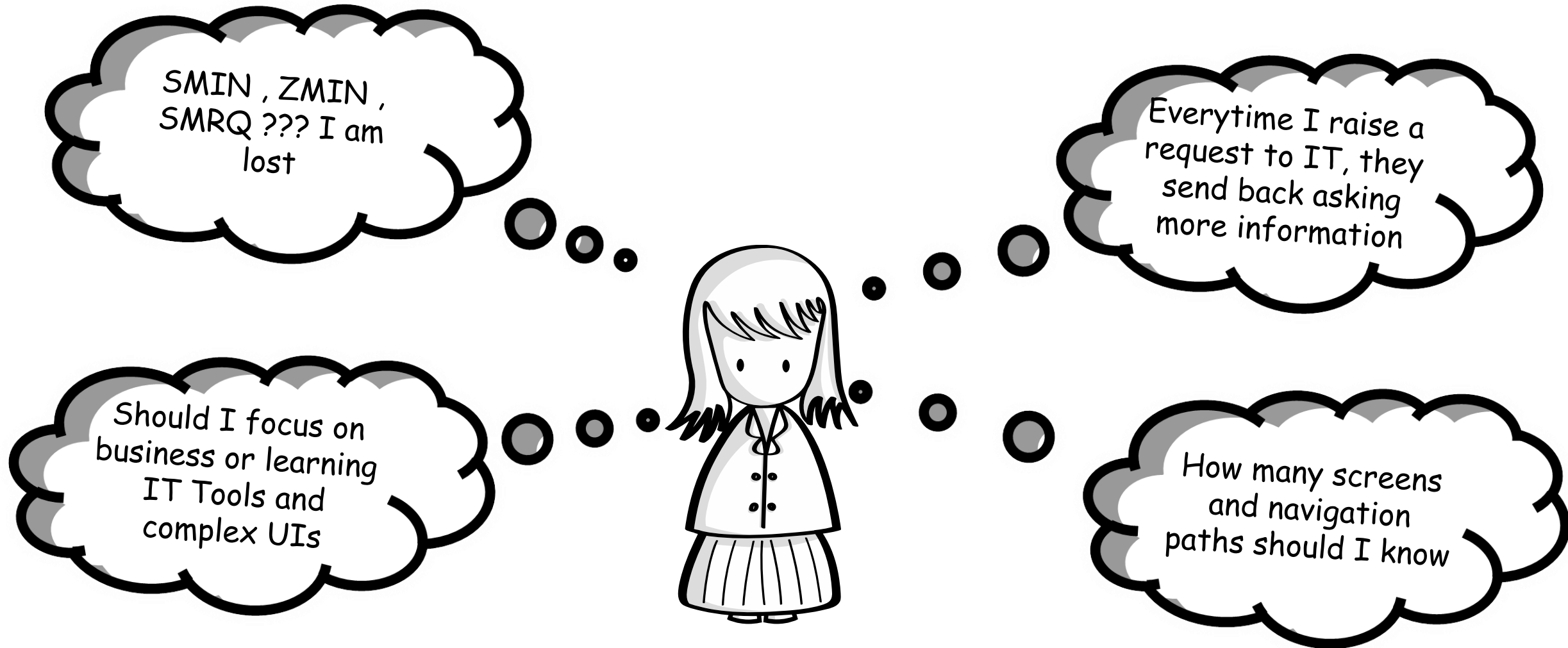
Solution – Simple IT Request

Rahul uses Simple IT Request (which is a Focused Build
Standalone Enhancement for SAP Solution Manager 7.2)

Rahul finds

Simple IT Request

has **simplified** and **intuitive**
user interface for Incidents, Problems,
Change Requests and Service Requests

Consistent handling on all platforms

I am just loving it.
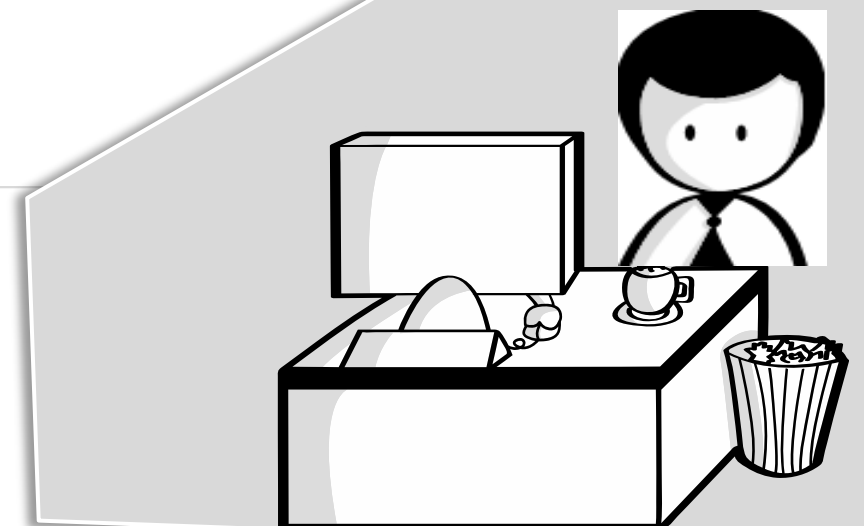
Configure Service Templates

Harmonize Schemas
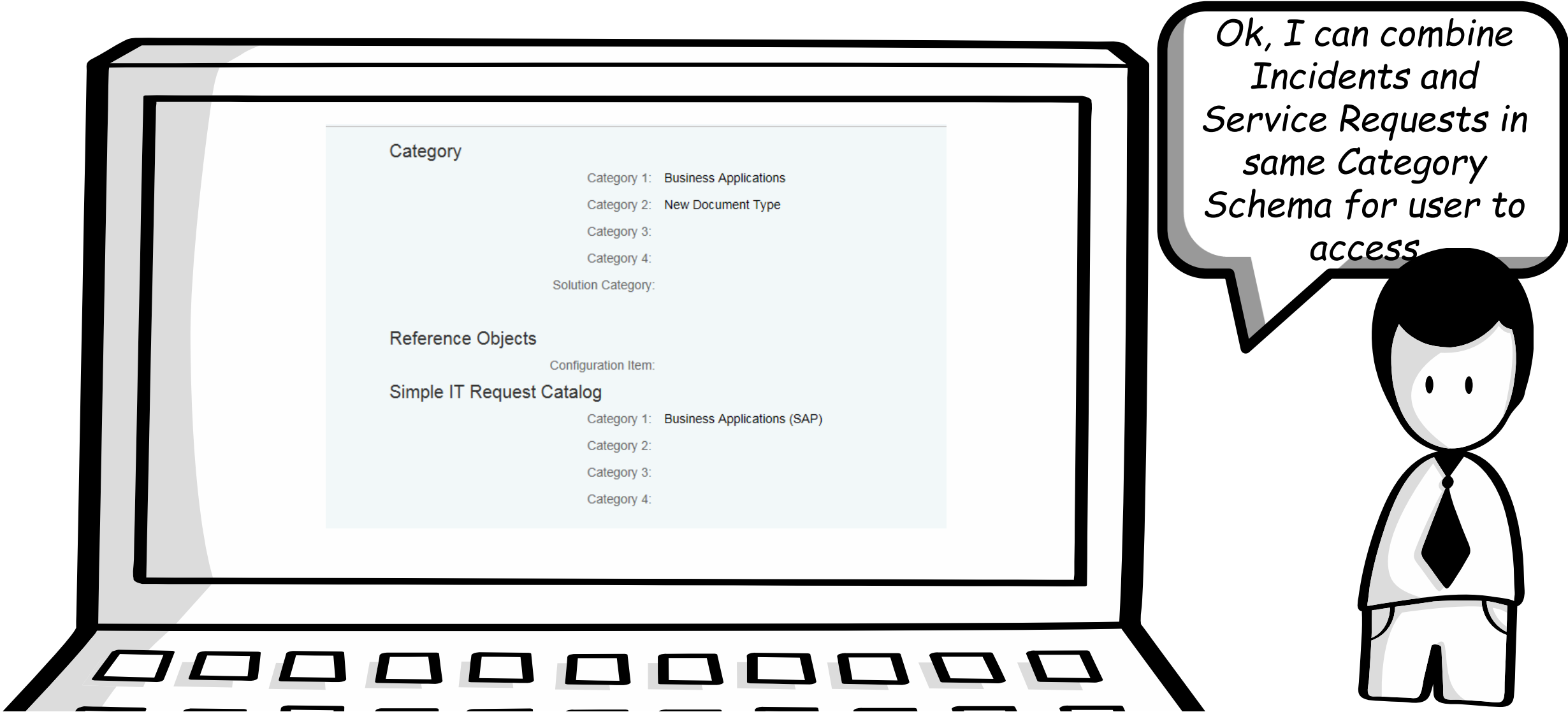
End User Schema vs IT Reporting Schema
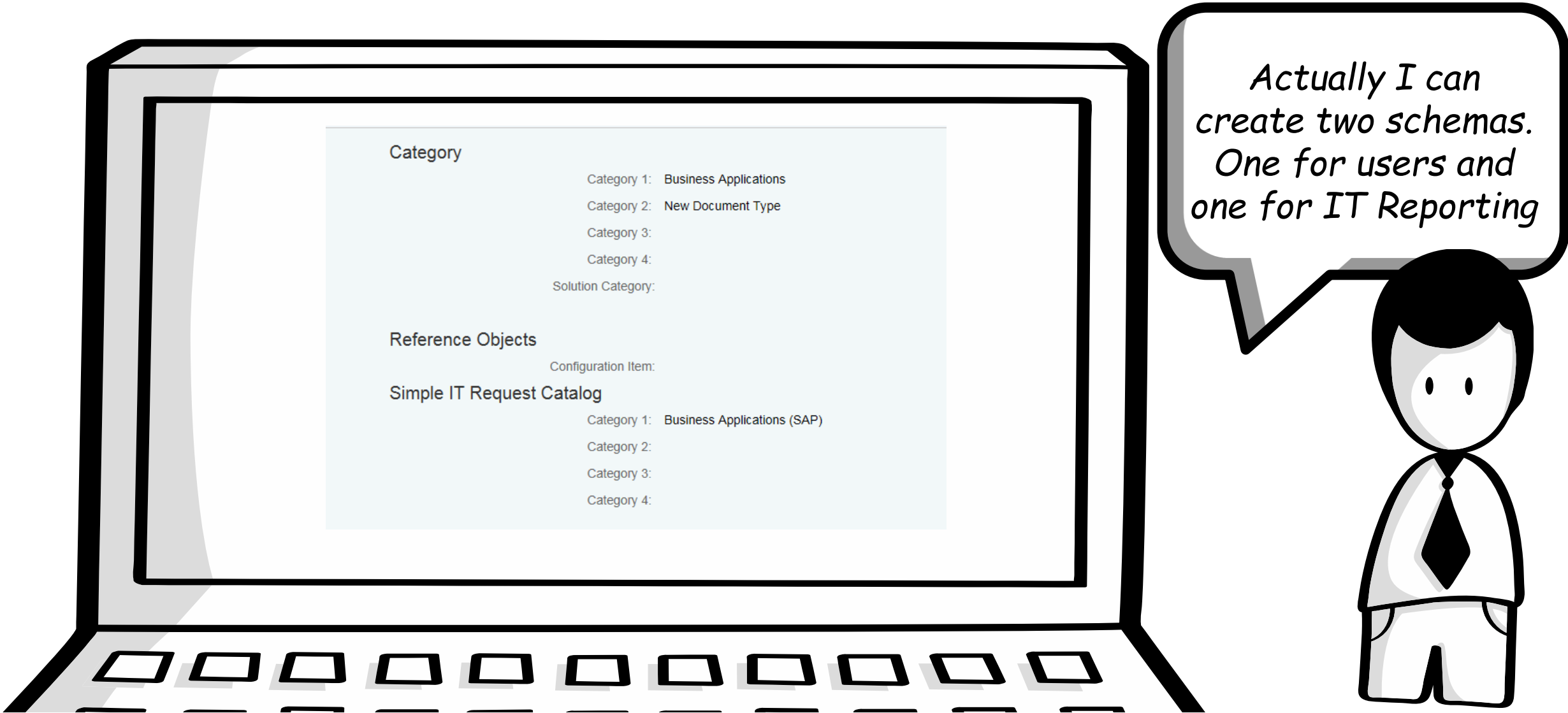
Single point of Entry
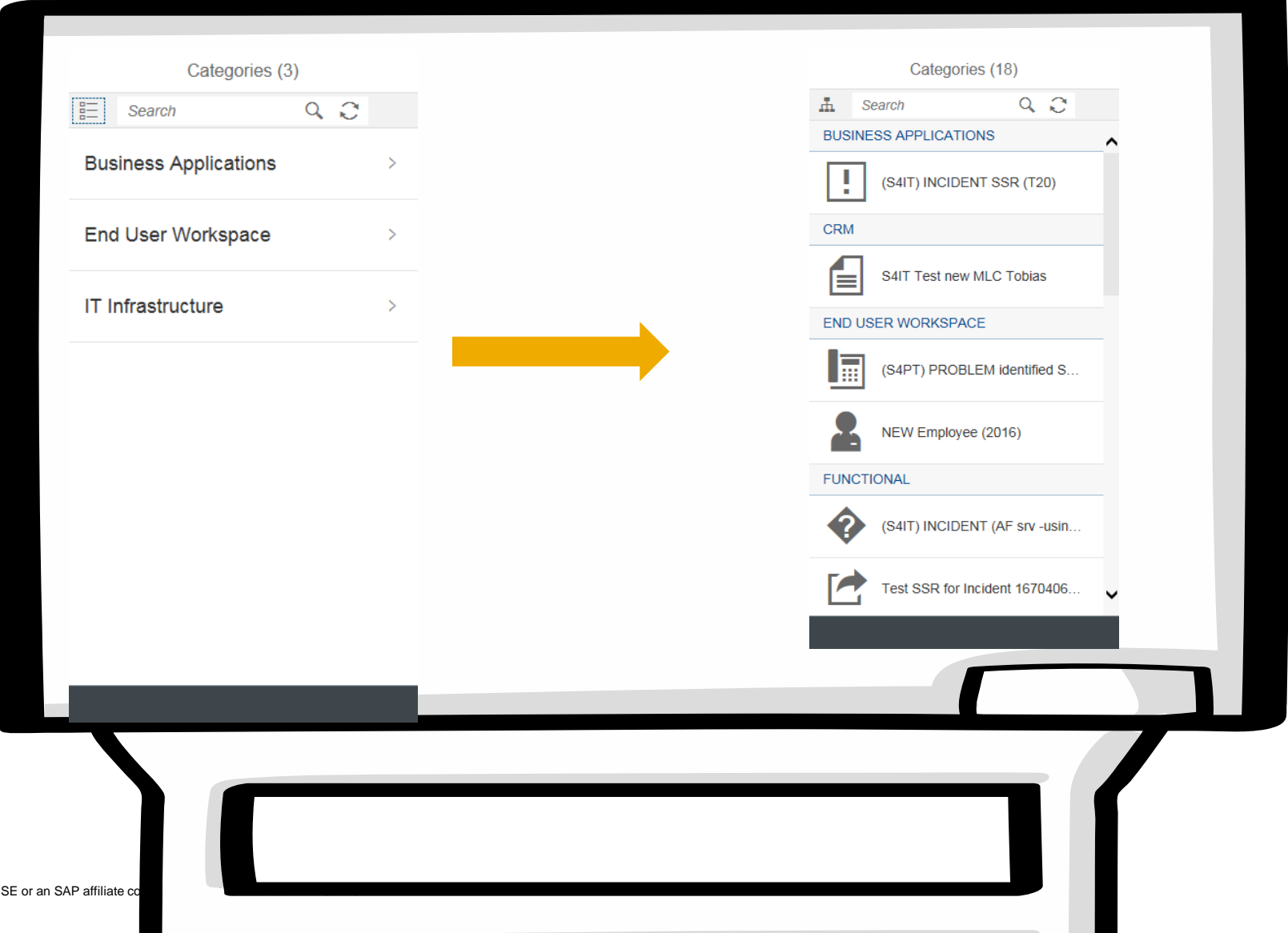
Simple Forms with Mandatory inputs

DEMO

THE END

New Features in ITSM

ITSM in SAP Solution Manager 7.2
Latest Features

Support Package Stack 6

- PPM Project integration
- Extended Description

SAP Notes 2397249 / 2400327

- Usage of Knowledge Article application with HANA without need for a TREX server

Support Package Stack 5

- SAP Fiori App Resolve and Dispatch Incidents
- Expert Chat integration
- Changed status handling when follow up Request for Change is closed

Support Package Stack 3

- SAP Fiori App Create Incident
- Visibility of assigned Incidents in Solution Documentation
- Changed display of Test Management data

Support Package Stack 6
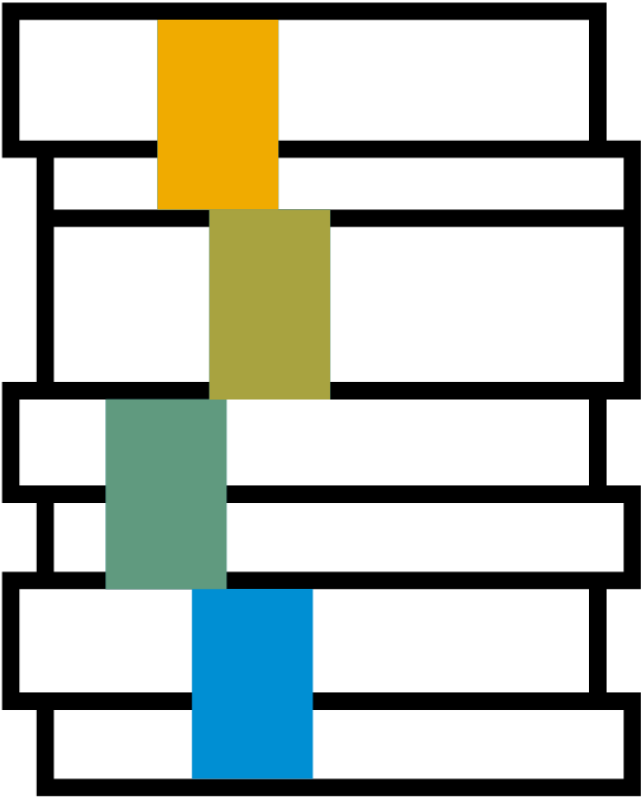
ITSM in SAP Solution Manager 7.2 – New with SPS6

PPM Project Integration

PPM Project assignments to Incidents - Visibility in CRM Web UI SOLMANPRO

Assign Projects and Project Phases
- in Assignment Block Related Projects
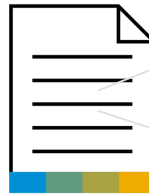
Assignment block Related Projects		
Project	Project Number	Project Phase
S/4HANA EMEA North	IP-2017-4711	setup in sandbox

Search for
- incidents assigned to projects and phases

Search Criteria		
Related Project (Incidents)	is	S/4HANA EMEA North
Related Project Phase (Incidents)	is	

ITSM in SAP Solution Manager 7.2 – New with SPS6

Extended Description

New Description field with an extended length of 120 characters

| * Description: | Incident to S/4HANA Project 123456789012345678901234567890123 | up to 120 characters |

- as alternative to the standard CRM description field (40 characters)

| * Description: | Incident to S/4HANA Project 123456789012 | up to 40 characters |

- Check that implementation *AI_SAVE_EXT_DESCR* of BAdI ORDER_SAVE is active
- explicitly add the field to the active UI configurations and remove the old field

Search Criteria

| Related Project (Incidents) | ▾ | is | ▾ | S/4HANA EMEA North | ▾ |
| Related Project Phase (Incidents) | ▾ | is | ▾ | | ▾ |

- available only in the CRM WebClient UI

SAP Notes 2397249 / 2400327
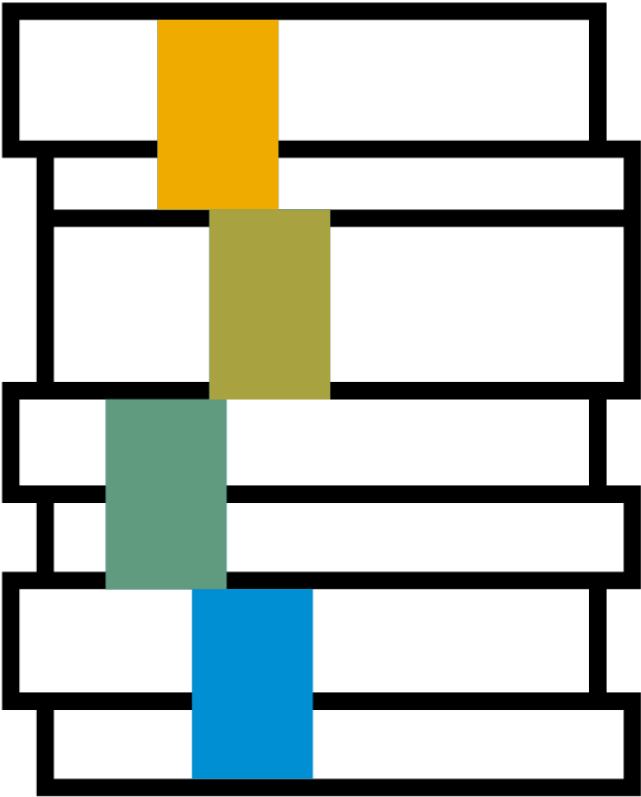
ITSM in SAP Solution Manager 7.2 –New with SAP Notes 2397249 / 2400327

Usage of Knowledge Article application with HANA without need for a TREX server
TREX is no longer required for customers running SAP Solution Manager 7.2 on SAP HANA
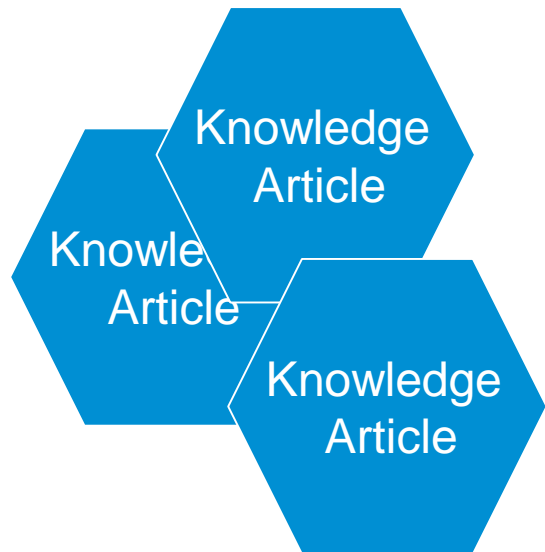
SAP Notes 2400327 and 2397249
eliminate the need for a TREX installation by enabling
Enterprise Search also for SAP Knowledge Base Articles
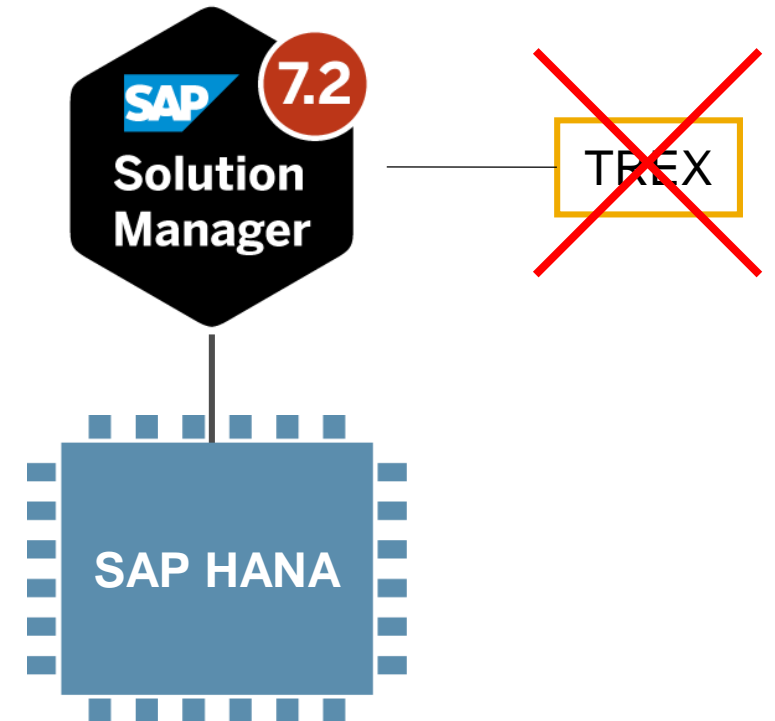
Support Package Stack 5
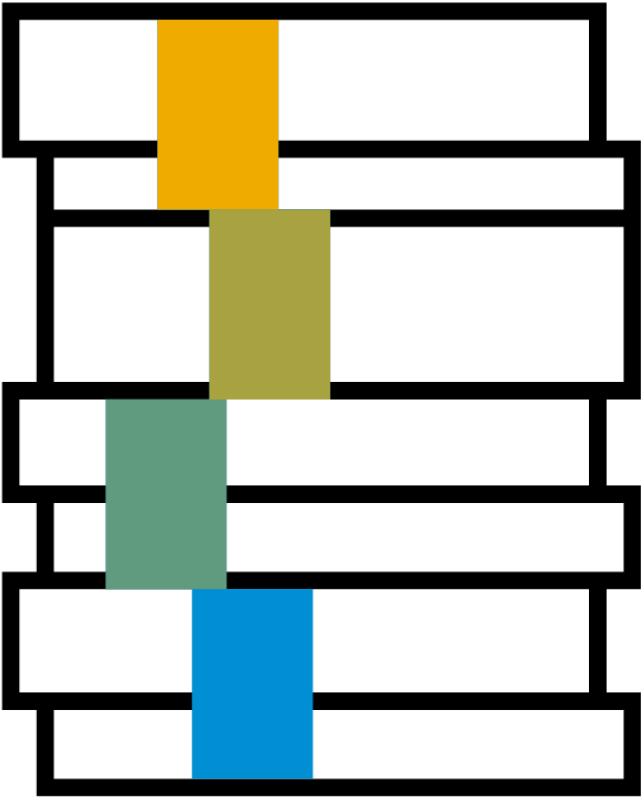
ITSM in SAP Solution Manager 7.2 – New with SPS 5

SAP Fiori App Resolve and Dispatch Incidents   1/2

SAP Fiori App Resolve and Dispatch Incidents to perform the initial processing of incidents

Resolve & Dispatch Incidents

Dispatcher

send incidents back to the reporter with an immediate solution

request further information from the reporter

Dispatch incidents to other support teams

ITSM in SAP Solution Manager 7.2 – New with SPS 5
SAP Fiori App Resolve and Dispatch Incidents 2/2

1 Select

2 Take over or Edit

3 Verify and add Details and Attachments

4 Select Action

49

ITSM in SAP Solution Manager 7.2 – New with SPS 5

Expert Chat   1/3

The **SAP expert chat** provides an additional inbound channel for SAP customers to get in touch with SAP support

Processor   SAP Support

Integrated in assignment block SAP Collaboration

ITSM in SAP Solution Manager 7.2 – New with SPS 5

Status handling when follow up Request for Change is closed

Changed status handling for incidents and problems:

If you create a request for change as follow-up from an incident or problem and switch the request for change to status Closed the status of the incident or problem will be set to Proposed Solution

Follow up transaction

Closed

Request for Change

Status update

Proposed solution
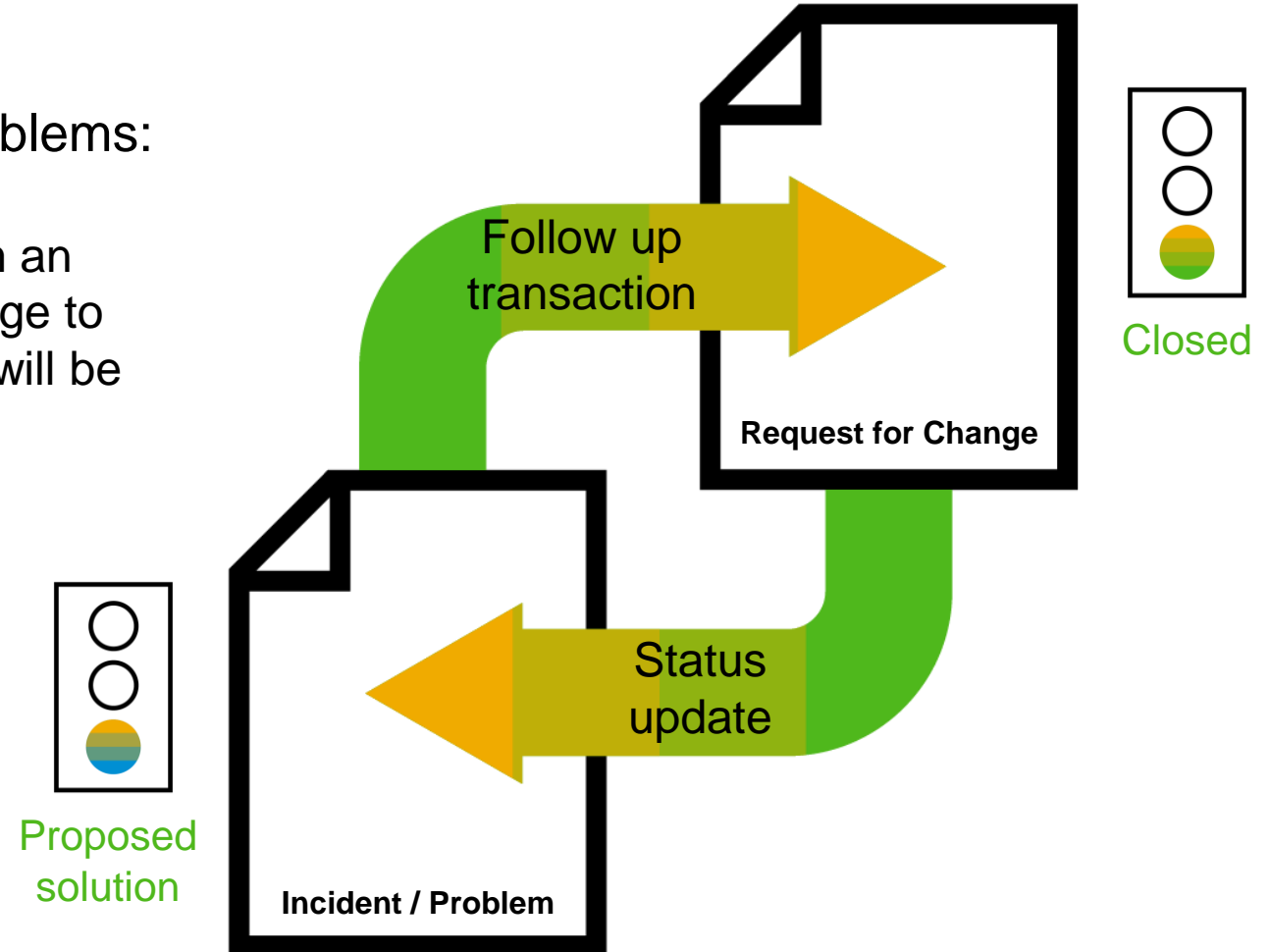
Incident / Problem

Support Package Stack 3
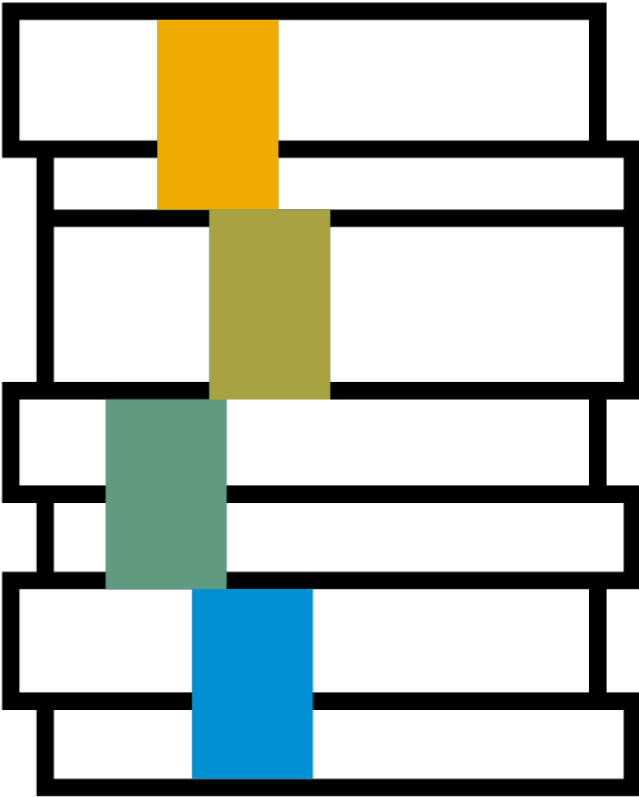
ITSM in SAP Solution Manager 7.2 – New with SPS 3

SAP Fiori App Create Incident

SAP Fiori App Create Incident provides additional fields in comparison to the My Incidents app:

Create Incident

End User
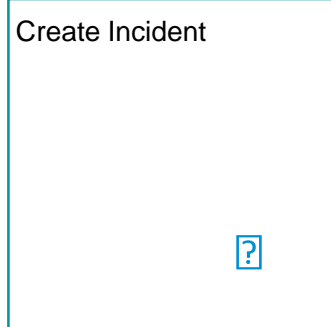
 Additional Contact

 Category

 Configuration Item

 Attachment

ITSM in SAP Solution Manager 7.2 – New with SPS 3
SAP Fiori App Create Incident

ITSM in SAP Solution Manager 7.2 – New with SPS 3
Visibility of assigned Incidents in Solution Documentation - Where

Visibility in Solution Documentation
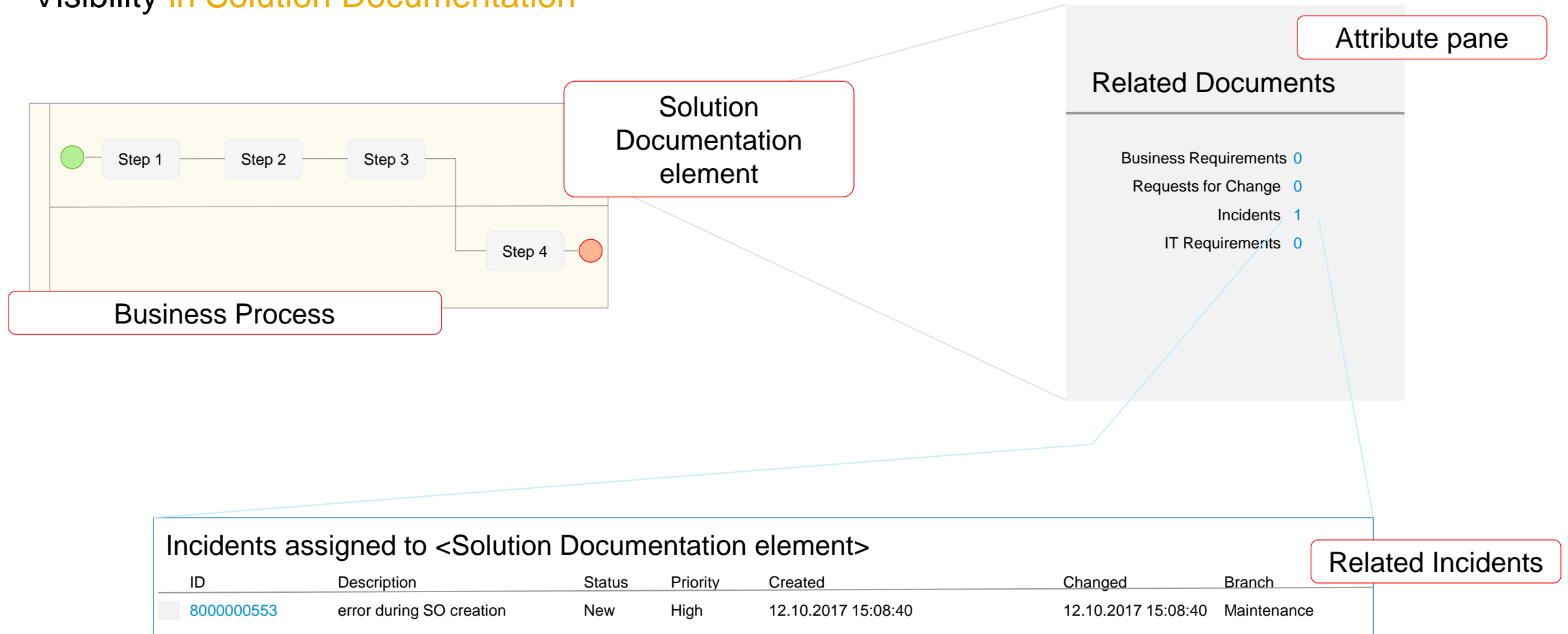
Attribute pane

Solution Documentation element

Business Process

Related Documents

Business Requirements	0
Requests for Change	0
Incidents	1
IT Requirements	0

Step 1 — Step 2 — Step 3

Step 4

Related Incidents

Incidents assigned to <Solution Documentation element>

ID	Description	Status	Priority	Created	Changed	Branch
8000000553	error during SO creation	New	High	12.10.2017 15:08:40	12.10.2017 15:08:40	Maintenance

ITSM in SAP Solution Manager 7.2 – New with SPS 3

Visibility of assigned Incidents in Solution Documentation - What

What is displayed in Related Documents ?

Which document types are considered is controlled by
implementations of **BAdI** BADI_SMUDE_LCO_INTEGRATION

Attribute pane

Related Documents

Business Requirements	0
Requests for Change	0
Incidents	1
IT Requirements	0
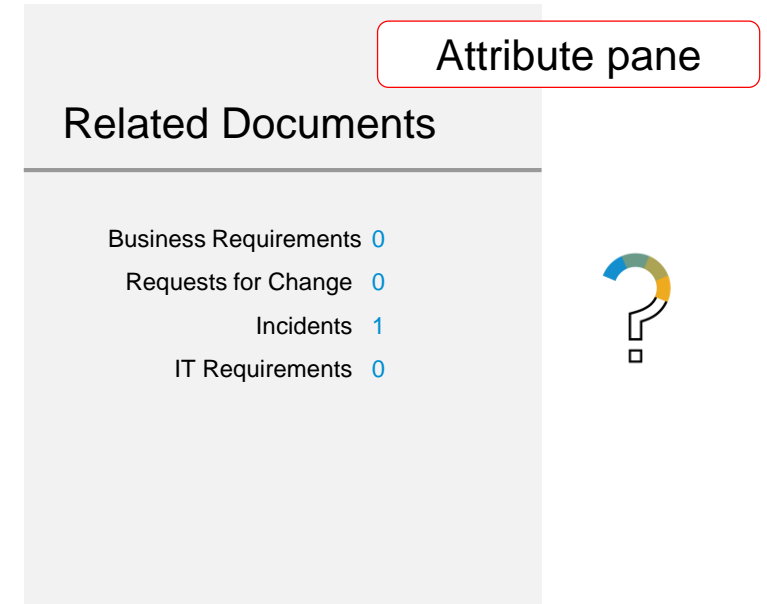
SOLMAN_SETUP – Process Management – 5 Configure Solution Documentation Model – Activity
Define Related Documents Visible at Attribute Pane

ITSM in SAP Solution Manager 7.2 – New with SPS 3
Visibility of assigned Incidents in Solution Documentation – CRM WebUI

Visibility in Incident - CRM WebUI SOLMANPRO
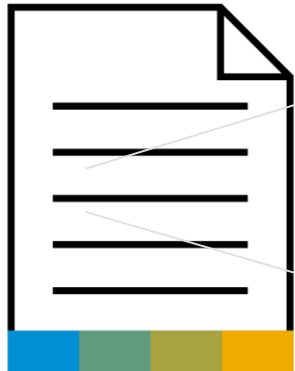
Assignment block Solution Documentation			
☐ Single Element	☐ Multiple Element		
Element Description	Element Type	Path	Branch
Create Sales Order	Transaction <Exec.Ref.>	/Solution/Libraries/Process Step Library/Sales/Sales	Maintenance
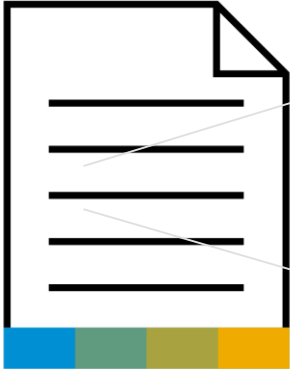
ITSM in SAP Solution Manager 7.2 – New with SPS 3

Changed display of Test Management data

Display of Test Management data in Incidents - CRM Web UI SOLMANPRO

Assignment block Related Test Case

Solution Name	Branch Name	Test Plan Description	Test Package Description	Test Case Title	Te
Corporate Solution	Import	Test Plan Order to Cash	Test Package 1: xxxxx	E2E_OTC_Sale-from-Stock Direct Sales	Te

Available information:

- Solution Name
- Branch Name Test Plan Description
- Test Package Description
- Test Case Title
- Test Case Description
- Test Case Priority

- Test Case Variant
- Test Object
- Note Available (check box)
- Status (traffic light)
- Tester ID
- Tester Name

Introduction to Customer Connect CRM 2018

Customer Connection Program
CRM 2018

Improvement

↓

Today's solutions

↓

Improvements and enhancements

↓

Customer Connection
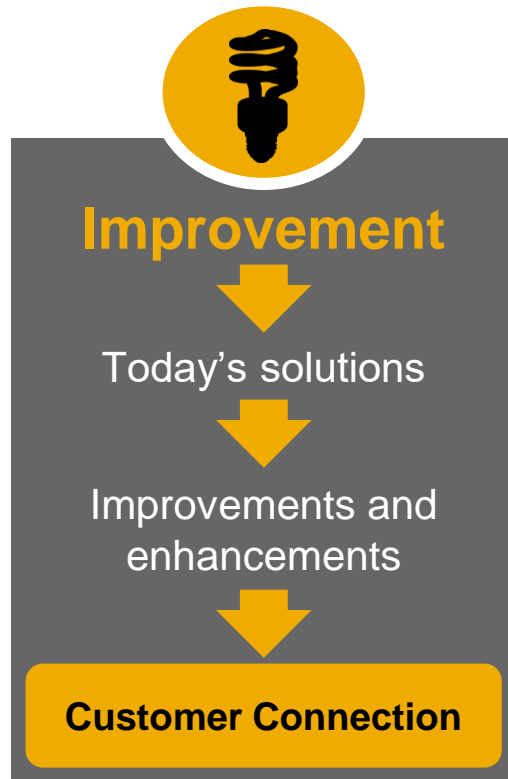
Focus on:

Functional and usability improvements/roundups related to core marketing-, sales-, service-, and interaction center processes for all releases in mainstream maintenance
(CRM 7.0 and higher Enhancement Packages).

Out of Scope
Older Releases < CRM 7.0
Industry specific scenarios and processes e.g. Trade Promotion Management, Integration request into Spare Parts Management.

In order to facilitate and accelerate the evaluation process of improvements requests please do not create multiple sub-requests within a single improvement request. Create multiple improvement requests instead!

Customer Connection Program
Project Timeline

Submit improvement requests, **subscribe** for IR prioritization

Customers

Provide feedback in development & support testing

Provide feedback on productive use

Kick-Off	Final Call	Selection Call	Delivery Call
Oct. 17 & 18, 2017	**Mid Nov. 2017**	**~ Mid Feb. 2018**	**~ Q4 2018**

Speaker's Corner Sessions

Collect — **Select** — **Develop** — **Use**

open project workspace Oct. 16

Close project workspace Nov. 30

Collection of Improvement Requests	**Selection** of improvement requests for implementation	Improvements' **development** (delivery as notes/SP)	Productive **use** in customers' systems

Follows, moderates and comments on improvement request

Detailed analysis and decision on implementation **– qualification threshold 10 votes**

Development and delivery of notes and support packages

Continuous improvement of the Customer Connection process

SAP Project Team

Customer Connection Program
Role of Customer

Improvement request owner	Voter	Followers
▪ Submits improvement request ▪ Acts as point of contact for SAP ▪ Supports development phase during specification, test, and validation	▪ Votes to improvement requests (1 vote per company) ▪ Plans to use improvement productively ▪ *Optional:* supports development phase during specification, test, and validation	• Follows project activities ▪ Receives e-mail notification from Customer Influence site to stay informed
§ Feedback Agreement / DSAG AGBs required for participation in specification reviews and test workshops	§ Feedback Agreement / DSAG AGBs required for participation in specification reviews and test workshops	

Customer Influence – NEW TOOL for collaboration
Powered by SAP Innovation Management

Contribute and Influence

Global co-operation of customers in the projects via the collaboration site **Customer Influence:**

- **Search** and **Vote** for improvement requests

- **Submit** your own improvement request

- Comment on improvement requests

- **Follow project** to receive blog posts

- Follow improvement requests (get notified)

- Choose your areas of interest to get notification on any projects that might interest you in the future.

- Collaboration language is English

https://influence.sap.com/CRM2018
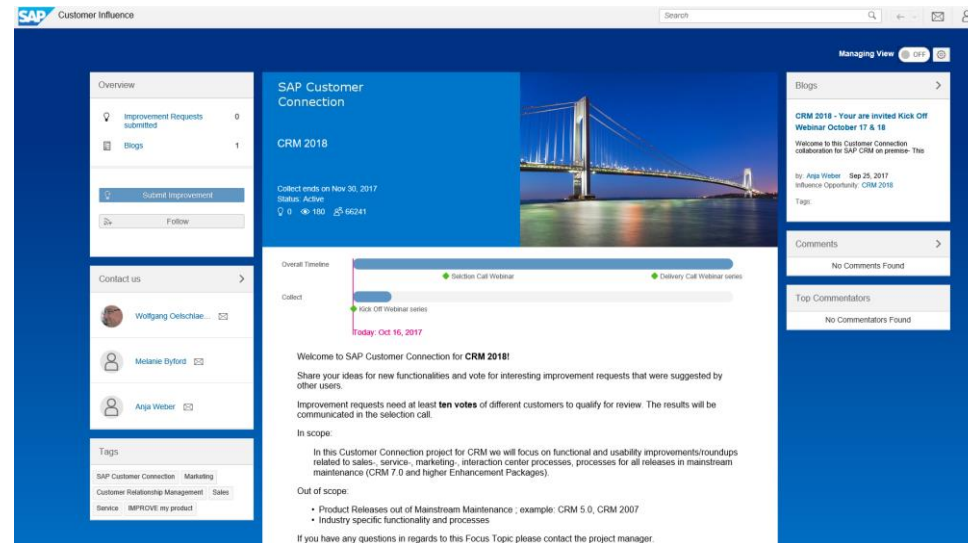
Next steps

- **Log on to** Customer Influence site – https://influence.sap.com/CRM2018
- **Follow** project to receive blog posts
- **Submit** new Improvement Requests
- **Vote** and comment on Improvement Requests
- Make **use** of the Speaker's Corner sessions: promote your requests and discuss with other customers on requested improvements

Speaker's Corner November | **Final Call Mid. November, 2017** | **Selection Call** | **Delivery Call**

| Collect | Select | Develop | Use |

End of collect phase Nov. 30, 2017

| **Collect** improvement requests and prioritize by **voting** | **Select** improvement requests to implement | **Develop** improvements **Deliver** as SAP Notes or in support package | **Use** productively in customer software |
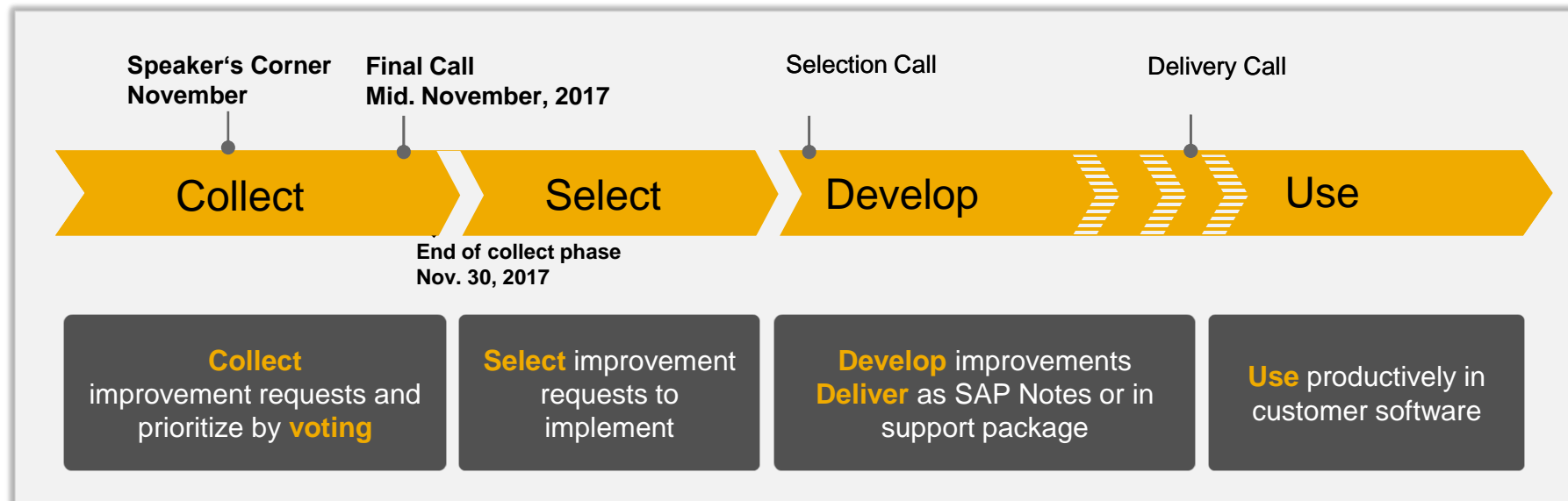
Select Release – SAP Solution Manager 7.2

Demo **Landscape**

Demo System Landscape
for SAP Solution Manager
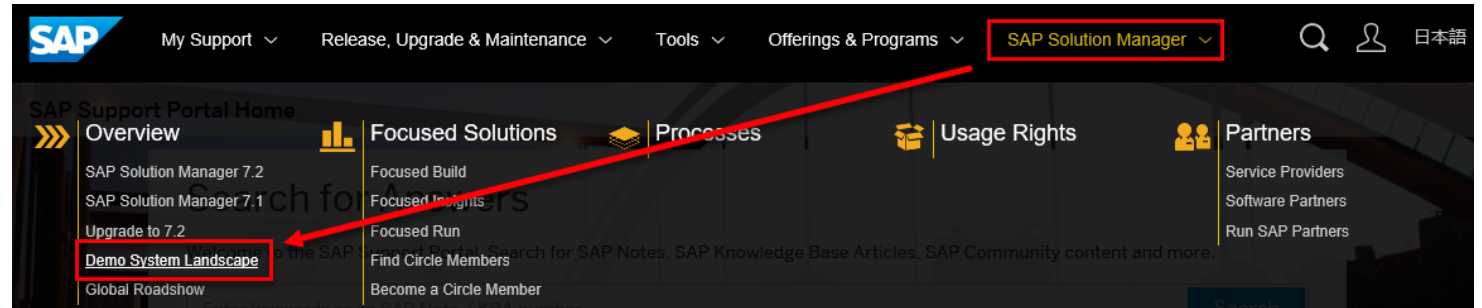
https://support.sap.com/ → SAP Solution Manager → Overview → **Demo System Landscape**
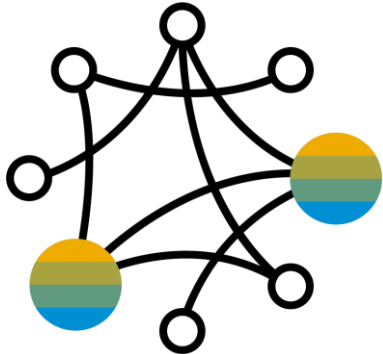
SAP offers an integrated SAP Solution Manager demo landscape for the entire SAP ecosystem: customers, SAP partners and SAP employees.

If you are searching for opportunities to learn more about SAP Solution Manager features or to demonstrate functionalities to other people, if you want to play video-like demos or work in a real system for demonstration purposes or if you need a private system for a proof of concept, then your search ends here!

The SAP Solution Manager demo system landscape provides a comprehensive demo library, a demo system available 24x7 and the opportunity to get this preconfigured system in the private cloud. In the following three sections you will find more details.

Demo System Landscape
for SAP Solution Manager

Media Center

Internet Demo System

Private Cloud System

You are searching demo material for various SAP Solution Manager functionalities and features?

- Navigate through a virtual demo environment at your own pace
- Discover new functionality of SAP Solution Manager 7.2
- Practice when and as often as you want
- Free trial unlimited, without any additional costs.

You want to play with a pre-configured public demo system?

- Use the Internet Demo System to play with SAP-provided data on a pre-configured public demo system in the internet.
- Experience a fully-configured SAP Solution Manager 7.2 including Focused Build and Focused Insights.
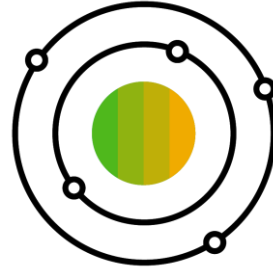- Understand how SAP Solution Manager 7.2 interacts with SAP S/4HANA.
- Free trial unlimited, without any additional costs.
- Regular system refresh, system governed by SAP.

You want to experience SAP Solution Manager in private cloud?

- Use the SAP Cloud Appliance Library (SAP CAL) a pre-configured private demo system in the cloud.
- Test the content activation before executing the upgrade to 7.2.
- Prepare and explore the transition to SAP S/4HANA and transfer results to your SAP Solution Manager.
- Get a 30-day free trial. In addition, you need a cloud provider account (Amazon Web Services (AWS) or Microsoft Azure).
- No system refresh, system governed by yourself.

SAP Solution Manager
Media Center

Management Competence

Core Competence
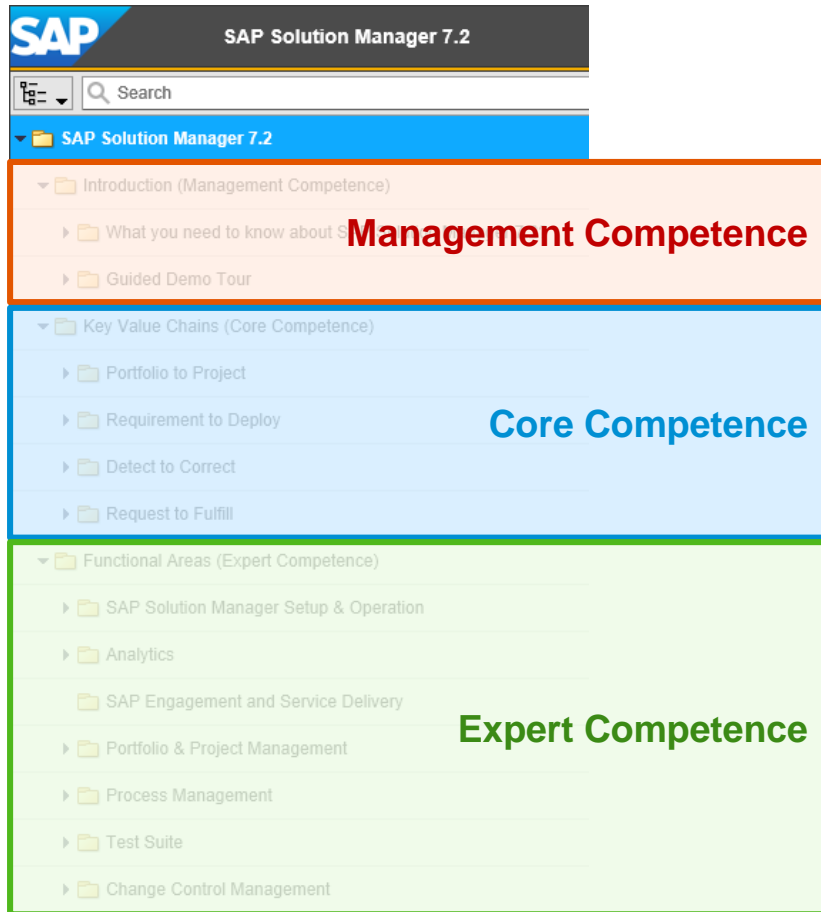
Expert Competence

Media Center provides demo and info material in three different sections:

- Introduction

All news about SAP Solution Manager will be shown here. This content is focused on **Management Competence** (such as level 0 or level 1).

- Key Value Chains

Here you will find all demos based on Key Value Chains (aligned with ITIL). This end-to-end demo content is primarily focused on **Core Competence**.

- Functional Areas

SAP Solution Manager can be structured into different scenarios and functionalities. The sub structure of this section is aligned with the SAP Solution Manager LaunchPad framework and is focused on **Expert Competence**.
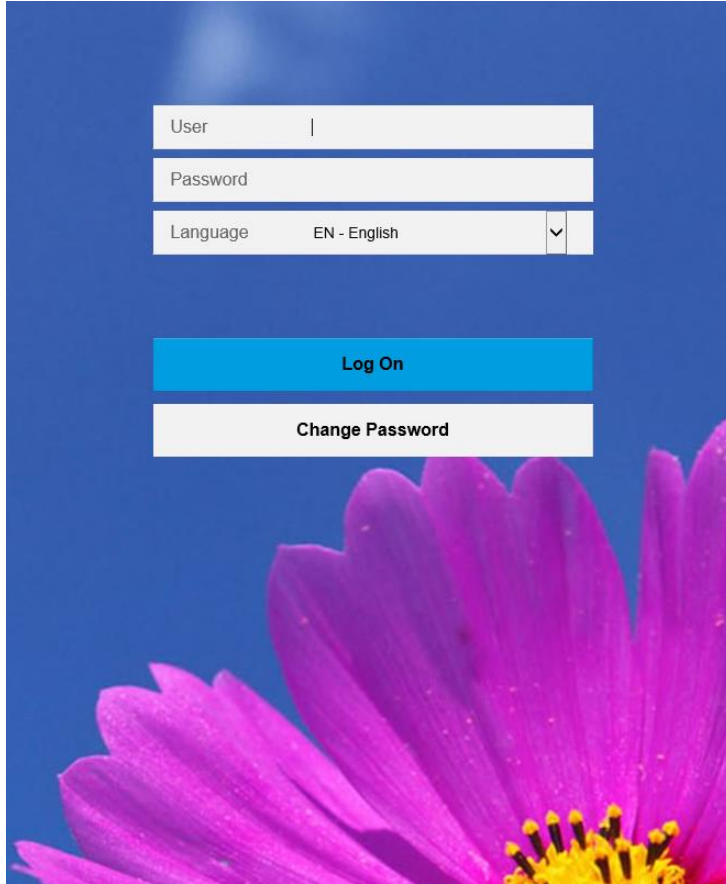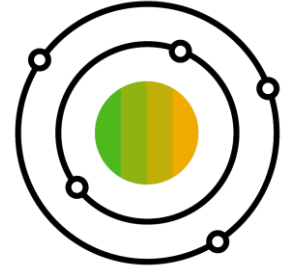
Link in SAP Support Portal: https://support.sap.com/en/solution-manager/demo-systems/media-center.html
Direct Link: https://wpb101101.hana.ondemand.com/wpb/wa/wa/~tag/published/index.html?show=group!GR_267560D84F4CD84

SAP Solution Manager
Internet Demo System

The **Internet Demo System**

- is a pre-configured demo system in public cloud
- can be reached by everybody
- is concurrently used by multiple people
- is refreshed by SAP on a regular basis
- can be directly accessed via SAP Solution Manager LaunchPad

Link in SAP Support Portal: https://support.sap.com/en/solution-manager/demo-systems/internet-demo-system.html
Direct Link to LaunchPad: https://www.sapsolutionmanagerdemo.com/sap/bc/ui5_ui5/ui2/ushell/shells/abap/FioriLaunchpad.html

SAP Solution Manager
Private Cloud System

SAP Cloud Appliance Library (SAP CAL) provides an **online** repository of the latest, pre-configured SAP solutions that can be instantly consumed **in the cloud**. It is for all customers that want to operate in **own private environment** with their own data and own demo system to get hands-on experience of SAP Solution Manager 7.2.

Available SAP Solution Manager solutions in SAP CAL:

- SAP Solution Manager 7.2 & Focused Solutions Demo System with SAP S/4HANA
  This system contains a configured SAP Solution Manager 7.2 (incl. Focused Build and Focused Insights) and a SAP S/4 HANA system. Customers can experience the new functionality of SAP Solution Manager 7.2 and get insights on how the management platform supports the transition to SAP S/4 HANA. It even includes the turn-key solution of Focused Build which makes implementation projects with SAP Solution Manager fast and cost-effective.

- SAP Solution Manager 7.2 SPS05 for Content Activation Evaluation of a Customer's Own Documentation
  In this system customers can simulate and prepare their content activation for the upgrade to 7.2 with their own data using the upgrade preparation services for content upload.

Link in SAP Support Portal: https://support.sap.com/en/solution-manager/demo-systems/private-cloud-system.html
Direct Link to SAP Cloud Appliance Library: https://cal.sap.com/

Focused Solutions / Focused Build for SAP Solution Manager
Further Information

Application Help

IT Service Management

https://help.sap.com/viewer/0611cd2e5d1e403c9ee7b6efad89e81b/7.2.05/en-US

SAP Solution Manager WIKI

IT Service Management

https://wiki.scn.sap.com/wiki/display/SAPITSM/ITSM+Wiki+-+IT+Service+Management+and+ChaRM+Wiki+Homepage

Media Center - SAP Solution Manager 7.2

Key Value Chains – Request to Fulfill

https://wpb101101.hana.ondemand.com/wpb/wa/wa/~tag/published/index.html?library=library.txt&show=group!GR_267560D84F4CD84#group!GR_C753BF3F84BAF390&show=group!GR_267560D84F4CD84&library=library.txt

Functional Areas – IT Service Management

https://wpb101101.hana.ondemand.com/wpb/wa/wa/~tag/published/index.html?library=library.txt&show=group!GR_267560D84F4CD84#group!GR_DB11A3EC13C6E293&show=group!GR_267560D84F4CD84&library=library.txt

SAP Support Portal

SAP Solution Manager Usage Rights

https://support.sap.com/solution-manager/usage-rights.html

Thank you.

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