



SAP Solution Manager

By Marc O. Schäfer, Matthias Melich

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This unique book helps administrators and IT managers to quickly understand the full functionality of SAP Solution Manager, release 4.0. Readers get a thorough introduction in the areas of Implementation and Operations, especially in the scenarios Project Management, Service Desk, Change Request Management, and the brand new function Diagnostics (root cause analysis). The integration capabilities with third-party tools from the areas of Help Desk and Modelling, as well as the relation between the functionality and ITIL Application Management are also dealt with in detail. The book is based on the latest information derived from the ramp-up experience of release 4.0, and makes extensive use of invaluable customer success stories.

Highlights include:

- SAP Solution Manager and ITIL
- Support in the Application Management Phases
- End-to-End Solution Support
- Change Request Management
- Solution Monitoring and Reporting
- Solution Manager Diagnostics (Root Cause Analysis)
- Issue Management and Service Desk
- Roadmaps and Implementation Content
- Test Support and E-Learning Management
- Planning and Delivery of SAP Services
- Integration of Third Party Tools

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Editorial Review

About the Author

Marc Oliver Schäfer studied English and German Literatures and Languages at the University of Tübingen and worked with DaimlerChrysler as a language and intercultural trainer for two years. He joined SAP in 2000 as a product manager for the Customizing Tools development team. In 2005, Marc became part of the Service Solution Management organization as a senior product manager where his responsibilities lie with compliance, Change Request Management and Service Desk topics in SAP Solution Manager. He can be reached at marc.oliver.schaefer@sap.com.

Dr. Matthias Melich studied English Literature at the University of Rochester (New York), and Mathematics and English Philology at the University of Cologne. He also received his Ph.D. in Computer-Based Language Learning at the University of Cologne in 1993. He joined SAP in 1995 as a member of the Common Objects and Modeling team, and a year later joined the Archiving Solutions team. In 1998, Matthias became responsible for Product Management of Customizing Tools. In January 2005, he became part of the Service Solution Management organization where he is Director of the Global SAP Solution Manager Product Management team. He can be reached at matthias.melich@sap.com.

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