

## **SM255: Change Request Management with SAP Solution Manager - Configuration.**

### **Course Outline**

#### **Course announcements**

In this course, you will get to know the different elements of SAP Solution Manager Change Request Management. Then, you will configure the SAP standard processes of the Change Request Management scenario. Additionally, you will outline the different adaption capabilities of these processes to your needs. The theoretical lessons are supported by hands-on activities.

#### **Course Duration**

5 Days

#### **Delivery Format**

Classroom, Virtual Live Classroom, Hybrid

#### **Course Fee**

Please contact us for details

#### **Goals**

This course will prepare you to:

- Describe the various elements of SAP Solution Manager Change Request Management
- Configure the SAP standard process for the Change Request Management scenario
- Outline how to customize the Change Request Management process according to your needs

#### **Audience**

- Change Manager
- Program/Project Manager
- System Administrator
- Technology Consultant

#### **Content**

- Overview Change Request Management
- Basic Setup Steps for Change Request Management
- Master Data
- Defining the Landscape for Change Request Management
- The Change Request Management Processes
- Monitoring
- Retrofit
- Customizing Change Request Management