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Typographic Conventions

American English is the standard used in this handbook. The following typographic conventions are also used.

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TARGET AUDIENCE
This course is intended for the following audiences:

- Application Consultant
- Business Process Architect
- Business Process Owner/Team Lead/Power User
- Help Desk/CoE Support
- Technology Consultant
Lesson 1: General Introduction: Support Offerings and ALM Support

Lesson Objectives
After completing this lesson, you will be able to:

● Get an Overview about the SAP Solution Manager 7.2
● Understand Support Offerings
● Understand the structure of the training
● Understand the training system landscape

Lesson 2: Application Operations-Process Overview

Lesson Objectives
After completing this lesson, you will be able to:

● Get an Overview about the process behind Application Operations
● Understand the triggers for Root Cause Analysis

Lesson 3: SAP Solution Manager Launchpad including Authorization Concept

Lesson Objectives
After completing this lesson, you will be able to:

● SAP Solution Manager Launchpad
● Understand the new SAP Solution Manager Launchpad
● Understand the authorization concept
Lesson 1: Introduction to the Monitoring and Alerting Infrastructure

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the architecture of Monitoring and Alerting Infrastructure (MAI)
- Recite the main advantages of MAI
- Understand the core components of the MAI
- Name the task of data providers and their main types

Lesson 2: Monitor Template Creation and Activating Technical Monitoring

Lesson Objectives
After completing this lesson, you will be able to:

- Explain how to create a custom template
- Adjust default settings
- Activate monitoring for selected managed objects

Lesson 3: Technical Monitoring: Usage

Lesson Objectives
After completing this lesson, you will be able to:

- Use the tools, like System Monitoring UI and Alert Inbox
- View current status of monitored systems
- Analyze, process and close alerts
- Perform alert resolution

Lesson 4: Technical Monitoring for HANA

Lesson Objectives
After completing this lesson, you will be able to:
• Create HANA custom template
• Explain the meaning of different HANA templates
• Analyze HANA alerts
• Execute Guided Procedure
Lesson 1: Introduction to Technical Administration
Lesson Objectives
After completing this lesson, you will be able to:
- Explain the capabilities for Technical Administration in SAP Solution Manager
- Know how to access the different functionalities of Technical Administration in SAP Solution Manager

Lesson 2: Central Notification Management
Lesson Objectives
After completing this lesson, you will be able to:
- Use Notification Management to administer the Global Recipient Pool
- Create individual recipient lists
- Maintain your own Notification Settings

Lesson 3: Work Mode Management and IT Calendar
Lesson Objectives
After completing this lesson, you will be able to:
- Define and configure technical Workmodes like Planned Downtimes in the central IT Calendar
- Customize Metrics and Alerts for System Monitoring based on Workmodes

Lesson 4: Use of Guided Procedures
Lesson Objectives
After completing this lesson, you will be able to:
- Explain the concept of Guides Procedures.
- Use the Guides Procedures Browser to find a suitable Guided Procedure.
- Define your own Guided Procedure.

Lesson 5: Using IT Task Management
Lesson Objectives
After completing this lesson, you will be able to:

- Explain the concept of IT Task Management.
- Plan single and recurring administration tasks as Guided Procedures.
- Use the Task Inbox to execute assigned Guided Procedures.

Lesson 6: Service Availability Management (SAM)

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the capabilities of Service Availability Reporting in SAP Solution Manager.
- Define contractual data in regards to availability like available hours and SLA thresholds for specific services in Service Availability Management.
- Use the Service Availability Management application to categorize and review planned and unplanned outages for your system landscape.
Lesson 1: Introduction into E2E Root Cause Analysis

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the architecture and purpose of the End-to-End Workload Analysis
- Use the End-to-End Workload Analysis Tool in SAP Solution Manager
- Use the different tools for component specific Workload Analysis

Lesson 2: System Landscape Analysis with the Change Reporting tool

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the Motivation for End-to-End Diagnostics
- Describe the architecture of the change diagnostics tools in SAP Solution Manager
- Know how to start Change Reporting in SAP Solution Manager Diagnostics
- Display actual and historical values of change items in the Change Reporting Viewer
- Know how to use the different comparison possibilities in the Change Reporting Comparison Tool

Lesson 3: End-to-End Change Analysis

Lesson Objectives
After completing this lesson, you will be able to:

- Know how to start End-to-End Change Analysis in SAP Solution Manager Diagnostics
- Get an overview of the amount of changes per day for specific configuration stores for different productive instances
- Know how to navigate from the overview in End-to-End Change Analysis to detailed information of individual change items in the Change Reporting Viewer

Lesson 4: Configuration Validation (optional)

Lesson Objectives
After completing this lesson, you will be able to:

- Use Configuration Validation to validate if all systems in the landscape are compliant with a compared reference system
- Know the principle steps to create and edit a target system for compliance reporting
Lesson 1: End-to-End Workload Analysis

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the architecture and purpose of the End-to-End Workload Analysis
- Use the End-to-End Workload Analysis Tool in SAP Solution Manager
- Use the different tools for component specific Workload Analysis

Lesson 2: Introduction to CA Introscope

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the architecture and tools of CA Introscope
- Do an Operating System Analysis with the help of CA Introscope
- Explain the tools for Host Analysis in the Root Cause Analysis Work Center

Lesson 3: Java Memory Analysis

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the basics of Java Memory Management
- Analyze memory problems in CA Introscope
- Analyze memory problems in E2E Workload Analysis
- Explain further expert methodologies of analyzing Java Memory Problems

Lesson 4: Java Thread Dump Analysis

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the purpose of Java Thread Dump Analysis
- Use the Thread Dump Analysis tool in SAP Solution Manager
Lesson 5: Workload analysis using CA Introscope

Lesson Objectives
After completing this lesson, you will be able to:

- Analyze a performance problem with CA Introscope

Lesson 6: Database Analysis with DBA Cockpit

Lesson Objectives
After completing this lesson, you will be able to:

- Get an overview of the tools for database analysis in SAP Solution Manager and Solution Manager Diagnostics
Lesson 1: End-to-End Trace Analysis

Lesson Objectives
After completing this lesson, you will be able to:

- Create an End-to-End Trace for a complex system landscape using the SAP Client Plugin
- Create an End-to-End Trace in SAPUI5 based application using the SAPUI5 Diagnostics Tool
- Analyze an End-to-End Trace in the Root Cause Analysis Work Center

Lesson 2: CA Introscope Transaction Tracer

Lesson Objectives
After completing this lesson, you will be able to:

- Create a trace in a Java based system using the CA Introscope Transaction Tracer
- Analyze a trace created by the CA Introscope Transaction Tracer
Lesson 1: End-to-End Exception Analysis

Lesson Objectives
After completing this lesson, you will be able to:

- Know how to start the End-to-End Exception Analysis application in SAP Solution Manager Diagnostics
- Use the E2E Exception Analysis to get an overview of dumps and error messages in Java and ABAP based installations
- Navigate from the E2E Exception Analysis into the Java log viewer and relevant ABAP transactions to get details of individual error messages

Lesson 2: Exception Management

Lesson Objectives
After completing this lesson, you will be able to:

- Use the Exception Management Cockpit to analyze single exceptions
- Use the Exception Management Cockpit to monitor multiple-step processes
- Activate and customize Exception Management
Lesson 1: Introduction to the Solution Manager Administration Work Center

Lesson Objectives
After completing this lesson, you will be able to:

- Understand the capabilities of the Solution Manager Administration Work Center.
- Navigate to the Agent Administration Infrastructure.
- Start the Self-Diagnosis-Check.

Lesson 2: The Extractor Framework

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the Extractor Framework
- Check the status of individual Extractors
- Activate and Release Extractors

Lesson 3: Housekeeping in SAP Solution Manager

Lesson Objectives
After completing this lesson, you will be able to:

- Explain Housekeeping in SAP Solution Manager
- Understand the Twin-Cube concept
- Change Housekeeping settings
Lesson 1: EarlyWatch Alerts

Lesson Objectives
After completing this lesson, you will be able to:

- Explain how to schedule and access the SAP EarlyWatch Alert reporting.
- What to consider for SAP EarlyWatch Alert after the Upgrade from SAP Solution Manager 7.1 to 7.2

Lesson 2: Service Level Reporting

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the Service Level Reporting Functionality in SAP Solution Manager
- Setup a basic Service Level Report in SAP Solution Manager

Lesson 3: Dashboard Management

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the Dashboard Strategy in SAP Solution Manager
- Use the Dashboard Builder including the KPI Catalog
- Explain the possibilities for dashboards in Focused Insights