

Application Operations in SAP Solution Manager

Course Summary

Objectives

At the end of this course, students will be able to:

- Understand and use the Monitoring and Alerting infrastructure (MAI) in SAP Solution Manager.
- Use the SAP Solution Manager Administration work center for regular administration tasks.
- Perform a cross-component root cause analysis with the E2E Diagnostics tools in SAP Solution Manager for performance and functional problems.
- Perform component-specific root cause analysis for ABAP and non-ABAP based systems.
- Use the CA Introscope for operation system and JAVA memory problems.
- Define and use Guided Procedures for documenting administration tasks and solutions of known issues in IT landscapes.
- Use EarlyWatch Alerts and Dashboards for analytics.

Topics

- Application Operations-Process overview
- Monitoring and Alerting Infrastructure (MAI) in SAP Solution Manager for proactive problem detection
- Notification Management
- Work Modes and IT Calendar
- Service Availability Management
- End-to-End Change Diagnostics
- End-to-End Workload Analysis
- End-to-End Trace Analysis
- End-to-End Exception Analysis and Exception Management
- CA Introscope for component-specific diagnostics
- Java Memory Analysis
- Using the Guided Procedures Browser
- Creation of customer own Guided Procedures
- EarlyWatch Alerts for long-term performance analysis
- Application specific Dashboards
- Customer specific Dashboards with the Dashboard Builder
- Extractor Framework and Housekeeping in SAP Solution Manager

Audience

Those who can benefit from this Business Processes in SAP for Utilities course include:

- System Administrators
- Solution Architects
- Application Management Team, especially team responsible to establish problem analysis and resolution
- Service Consultants
- Support Consultants
- Technical Consultants

Prerequisites

Essential:

- Knowledge about SAP AS architecture
- Basic knowledge of SAP Solution Manager

Recommended:

- Digital transformation with SAP Solution
- SAP Solution Manager Configuration

Duration

Five days

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Course Outline

- I. Application Operations-Process overview*
- II. Monitoring and Alerting Infrastructure (MAI) in SAP Solution Manager for proactive problem detection*
- III. Notification Management*
- IV. Work Mods and IT Calendar*
- V. Service Availability Management*
- VI. End-to-End Change Diagnostics*
- VII. End-to-End Workload Analysis*
- VIII. End-to-End Trace Analysis*
- IX. End-to-End Exception Analysis and Exception Management*
- X. CA Introscope for component-specific diagnostics*
- XI. Java Memory Analysis*
- XII. Using the Guided Procedures Browser*
- XIII. Creation of customer own Guided Procedures*
- XIV. EarlyWatch Alerts for long-term performance analysis*
- XV. Application specific Dashboards with the Dashboard Builder*
- XVI. Extractor Framework and Housekeeping in SAP Solution Manager*