



SAP Solution Manager 7.1

By Daniel Kloppich

Espresso Tutorials Mrz 2015, 2015. Taschenbuch. Condition: Neu. Neuware - Mit dem SAP Solution Manager können Sie Ihre IT-Services vereinheitlichen, auftretende Störungen schnell bearbeiten und Problemlösungen sowie Änderungen dokumentieren. Im Zentrum dieses Buches steht die Komponente zum Management von Kundenbeziehungen 'CRM WebClient UI' sowie deren an den Solution Manager angepasstes Nutzerinterface. Da das Web UI im ausgelieferten SAP-Standard für die meisten Kundenszenarien unzureichend ist, vermitteln die Autoren Hintergrundwissen zur Konfiguration anhand praktischer Beispiele. Damit spricht das Buch eine sehr breite Zielgruppe an - angefangen bei den Applikationsverantwortlichen, die sich einen Überblick über die Funktionalität des Solution Managers im Bereich IT-Servicemanagement verschaffen wollen, bis hin zu Administratoren und Entwicklern, welche das Web UI an kundenspezifische Anforderungen anpassen. - Benutzerrollen und Zuweisung - Technische Profile - Customizing detailliert erläutert - Anpassung des User Interfaces - Historische Entwicklung - Funktionalitäten im ITSM Daniel Kloppich und Bert Lorenz sind bei der BIT.Group im Bereich Application Lifecycle Management Services für verschiedene Kundenprojekte tätig. Zu ihren Themenschwerpunkten gehören konzeptionelle Analysen, von der Projektdefinition bis hin zur Umsetzung und Nachbetreuung. Daniel Kloppich ist als zertifizierter ITIL-Experte auf das Thema IT-Servicemanagement spezialisiert. Der Fokus von Bert Lorenz liegt im Change Control Management. 225 pp. Deutsch.



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