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Manager. Major Tools in IT Service Management Obtain the background information you need on AIM and ChaRM, understand Incident and Problem Management, learn how to work with requests for change, and much more. Configuration Steps Find explicit, functional configuration instructions and screenshots that will help you get AIM and ChaRM running in your SAP system. Reporting and Analytics Understand how to use key KPI-based reporting features and dashboards to monitor progress and status. SAP Solution Manager 7.0 vs. 7.1 Get the nitty-gritty when it comes to differences between SAP Solution Manager releases. Also, overcome potential trip-ups, and find recommendations and best practices when upgrading. Highlights Include

- Application Incident Management (AIM)
- Change Request Management

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(ChaRM)• SAP CRM Web UI• Application Lifecycle Management integration• Roles and responsibilities• End-to-end setup activities• Approval management procedures• Transport Management System• SAP and non-SAP changes• Deltas between 7.0 and 7.1• Reporting and analytics• Core and extended ITSM features

"1st German edition published 2013 by Galileo Press, Bonn, Germany."

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new monitoring infrastructure• 4th edition, updated and expandedIn the fourth edition of this flagship reference, you'll find updated, expanded, and revised information of the most important administration topics for SAP NetWeaver Application Server ABAP. From getting started with the system, to client administration and authorization concepts, to system monitoring, you'll find all administration tools and practical instructions to optimally configure your system. This book is an essential companion for your daily work.All Concepts ExplainedLearn everything you need to know about the functioning of SAP Basis. After reading this book, SAP specifics such as work processes, authorizations, and monitoring will no longer baffle you.Tools in Practical UseGet to know the function and handling of all administration tools,

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- SAP NetWeaver AS ABAP architecture
- Dialog and background processing
- Accounting and lock management
- Setting up a system landscape
- Client administration
- SAP clients, users, and

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authorizations administration• Software logistics and instance maintenance• System monitoring• SAP Solution Manager

The purpose of this book is to remove the veil of secrecy surrounding SAP upgrade techniques and concepts, and to provide the user with a detailed description of the steps needed for a successful implementation. Today more than 12 million people in 120 countries who are working for 36,200 companies are using SAP on a regular basis. This popular, but very complex software system must be constantly reconfigured and upgraded to accommodate its latest releases. Upgrading SAP provides a complete overview of the process to upgrade from one SAP release to the next one and explains with detailed descriptions, the use of all relevant

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SAP upgrade tools. Along with a technical description of the SAP NetWeaver Application Server (AS), it also discusses personnel issues and the economic ramifications of such an upgrade project. Examples in this book are based on various different SAP products and releases, such as SAP NetWeaver 2004, 2004S (also known as NetWeaver 7.0 and 7.1), and SAP Business Suite 2005 with SAP ERP 6.0, BI, CRM, SCM, and SRM. Conceived as both a teaching book and as a reference manual, it covers all the techniques, background information, notes, tips, and tricks needed for any SAP upgrade project. A CD-ROM accompanies the book with templates and outlines for the upgrading process, as well as third-party SAP-related material.

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Implement a powerful end-to-end SAP administration solution  
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information in this comprehensive resource. SAP Basis  
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certification requirements, and marketable SAP Basis skills  
are also discussed in this practical guide. Essential Skills for  
SAP Professionals: Plan, prepare, and install SAP  
NetWeaver Application Server Set up, configure, and  
troubleshoot Java and ABAP stacks Establish server

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infrastructure and efficiently balance workloads Incorporate transport management and software logistics Resolve performance issues and startup problems Access SAP support infrastructure through SAP Service Marketplace Manage and back up Oracle databases using BR\*TOOLS Perform system copies, stack upgrades, and OS/DB migrations

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

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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

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and Implementation Content - Test Support and E-Learning Management - Planning and Delivery of SAP Services - Integration of Third Party Tools

A guide to SAP R/3 programming covers such topics as data modeling, systems architecture, and systems installation.

This practical guide provides you with comprehensive information on how to develop a concept for central system monitoring and then implement it using SAP Solution Manager. Based on detailed, step-by-step instructions, you'll learn about the configuration of this solution, how to setup the



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monitoring functionality, and how best to utilize the Alert Monitor and central auto-reaction methods. A chapter on performance reporting using SAP NetWeaver BW serves to round out this exceptional book. Central Monitoring Concepts: Learn about the selection of key performance indicators and specification of threshold values. Infrastructure Configuration: Get detailed information on the components and configuration of SAP Solution Manager, satellite system add-ins, users, RFC connections, agents, and solution landscapes. Setting Up System Monitoring: Learn detailed best practices for how to set up monitoring, and how to use the Alert Monitor, monitor Java environments and the central auto-reaction methods. IT Performance Reporting Discover how to monitor your organization's adherence to service level agreements

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using SAP NetWeaver BW and SAP Solution Manager. New Edition, Updated, and Extended The second edition of this book is updated for SAP Solution Manager, Enterprise Edition, and extended with chapters on IT Reporting Suite and Java components, and more.

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