

Nützliche Internetadressen

In diesem Dokument finden Sie eine Zusammenstellung der in dem Buch »IT-Service-Management mit dem SAP Solution Manager« angegebenen Internetverweise. Die URL-Adressen sind nach Kapiteln und in der Reihenfolge ihrer Nennung im Buch angeordnet.

Kapitel 1: IT-Service-Management

IT Infrastructure Library

<http://www.itil-officialsite.com>

<http://www.itil-officialsite.com/home/home.asp>

Kapitel 2: SAP Solution Manager 7.1

SAP Solution Manager Sizing Kit

<http://service.sap.com/solman-sizing>

SAP Quick Sizer

<http://service.sap.com/Quicksizer>

Wiki zum SAP Solution Manager – Konfiguration

<http://wiki.sdn.sap.com/wiki/display/SMSETUP/Maintenance+of+Product+in+the+System+Landscape>

SAP Solution Manager – Grundeinrichtung

<http://service.sap.com/solutionmanager>

IT-Service-Management – Lizenzierung

<http://service.sap.com/solman-baseline>

SAP Security Guide

<http://service.sap.com/instguides/>

Wiki zum SAP Solution Manager – Berechtigungen

<http://wiki.sdn.sap.com/wiki/display/SMAUTH/Home>

<http://wiki.sdn.sap.com/wiki/display/SAPITSM/Configuration+and+Administration+of+ITSM>

Berechtigungen

<http://service.sap.com/user-admin>

<http://service.sap.com/instguides>

Service Marketplace

<http://service.sap.com/solutionmanager>

SAP-Onlinehilfe

<http://help.sap.com>

Online Learning Map

<http://service.sap.com/rkt-solman>

Wiki zum SAP Solution Manager – ITSM

<http://wiki.sdn.sap.com/wiki/display/SAPITSM/ITSM+Homepage>

Wiki zum SAP Solution Manager – Application-Lifecycle-Management

<http://scn.sap.com/community/it-management/alm>

SAP-Trainingsangebote

<https://training.sap.com/de/de>

<https://service.sap.com/solutionmanager>

Webinar von Bautzen IT Consulting

<http://www.bautzen-it.de/webinar>

Kapitel 3: Incident-Management

ITSM-Schalter

http://help.sap.com/saphelp_crm700_ehp01/helpdata/en/46/22e6e9ed6c5872e10000000a11466f/content.htm

http://help.sap.com/saphelp_crm700_ehp01/helpdata/en/0d/531976ded8475b8d29e36b4f771f58/content.htm

http://help.sap.com/saphelp_crm700_ehp01/helpdata/de/e2/894f2c642c410081f4ec8bdfd742af/frameset.htm

http://help.sap.com/saphelp_crm700_ehp01/helpdata/de/af/d4253b07934481b3c7f1ff5c407ac8/frameset.htm

http://help.sap.com/SCENARIOS_BUS2010/helpdata/EN/f2/384a9d5dbb43b5b19fc127ca8595e3/content.htm

http://help.sap.com/saphelp_crm700_ehp01/helpdata/de/ef/bf73280d-b94a5ebbbedb52069d2f14/frameset.htm

SAP Store

<http://store.sap.com>

Meldungserstellung im Work Center

http://help.sap.com/saphelp_nw70ehp2ru/helpdata/en/31/8dd113b8ba4832a eaafb4b756e1eed/frameset.htm

Multi-Level-Kategorisierung

<http://wiki.sdn.sap.com/wiki/display/SAPITSM>

http://help.sap.com/saphelp_crm70/helpdata/EN/48/bbe9add6b-3356be1000000a421937/frameset.htm

SAP IT Infrastructure Management

<http://service.sap.com/instguides>

Volltextsuche

wiki.sdn.sap.com/wiki/display/SAPITSM/

SLA-Eskalation

<http://help.sap.com>

<http://wiki.sdn.sap.com/wiki/display/SAPITSM>

SAP Solution Manager – Webservice

https://websmp201.sap-ag.de/~form/sapnet?_FRAME=CONTAINER&_OBJECT=011000358700000409292011E

E-Mail-Response-Management-System

http://help.sap.com/saphelp_sm40/helpdata/de/83/0a94734da3439fabcd079cee3f3c72/frameset.htm

TREX

<http://www.service.sap.com/trex>

Service Provider

<http://service.sap.com/var-partner>

Expert Guided Implementation

<http://www.service.sap.com/solutionmanager>

Software-Partner

<http://service.sap.com/sw-partner>

CRM Web UI

<https://websmp209.sap-ag.de/~sapidb/011000358700000409422011E>

<http://scn.sap.com/community/crm>

<http://wiki.sdn.sap.com/wiki/display/CRM/CRM+Web+Client+UI+Framework>

BRFplus-Aufruf

<http://scn.sap.com/docs/DOC-4551>

Support-Team-Findung

<http://www.sdn.sap.com/irj/sdn/nw-rules-management?rid=/webcontent/uuid/d00df7db-c783-2b10-aa97-ccfeacc19fcb>

http://help.sap.com/saphelp_nw70ehp2/helpdata/en/cc/85414842c8470bb19b53038c4b5259/frameset.htm

<http://scn.sap.com/docs/DOC-20055>

Kapitel 4: Problem-Management

CRM Web UI – Konfiguration

<http://wiki.sdn.sap.com/wiki/display/SMAUTH/CRM+Web+Client+Adjustments>

<http://wiki.sdn.sap.com/wiki/display/SAPITSM/ITSM+Homepage>

Kapitel 5: Service-Request-Management und Service-Request-Fulfillment

Konfiguration

<http://wiki.sdn.sap.com/wiki/display/SAPITSM/ITSM%20Homepage>

Workflow-Einstellungen

<http://wiki.sdn.sap.com/wiki/display/SAPITSM/ITSM%20Homepage>

Kapitel 6: Change-Request-Management

Konfiguration

<http://service.sap.com/solutionmanager>

SAP Tutor Sessions

<http://service.sap.com/rkt-solman>

Kapitel 7: Test-Management

SAP Service Marketplace

https://websmp206.sap-ag.de/~form/sapnet?_SHORT-KEY=01100035870000711194&_SCENARIO=01100035870000000202&

Lizenzen

<http://www.service.sap.com/hp-qtg>

Test Automation Framework – Konfiguration

<http://www.service.sap.com/hp-qtg>

Anhang

SAP-Online-Hilfe

<http://help.sap.com>

SAP Developer Network

<https://www.sdn.sap.com/>

SAP Service Marketplace – SAP Solution Manager

<http://service.sap.com/solutionmanager>

SAP Service Marketplace – Customer Relationship Management

<http://service.sap.com/crm>

SAP Service Marketplace – SAP-Tutorials

<http://service.sap.com/rkt-solman>

Change-Control-Management

<http://service.sap.com/changecontrol>