



- ◆ Course information for SAP Solution Academy
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## Course Code and Name:

<b>BASIS – SAP NetWeaver - Core Technology (SAP Web AS)</b>	<b>25 workdays</b>
Track Description: Oracle Track: TADM10 + TADM12 + TADM51	
DB2 UDB Track: TADM10 + TADM12 + TADM56	
• TADM10 Web AS Implementation & Operation I	10 workdays
• TADM12 Web AS Implementation & Operation II	10 workdays
• TADM51 Web AS DB Operation (ORACLE)	5 workdays
• TADM56 Web AS DB Operation (DB2 UDB)	5 workdays
<b>BW- SAP NetWeaver 2004- Business Intelligence (BI 3.5)</b>	<b>25 workdays</b>
• TBW10 SAP Business Intelligence - Data Warehousing	5 workdays
• TBW20 SAP Business Intelligence - Reporting & Analysis	5 workdays
• TBW30 SAP Business Intelligence - Data Staging & Extraction	5 workdays
• TBW40 SAP Business Intelligence - Modelling & Authorization	5 workdays
• TBW45 SAP Business Intelligence - Bus.Planning & Simulation	5 workdays
<b>Consultant Profile Strategic Enterprise Management (SEM)</b>	<b>25 workdays</b>
• TBW10 SAP Business Intelligence - Data Warehousing	5 workdays
• TBW20 SAP Business Intelligence - Reporting & Analysis	5 workdays
• TBW45 SAP Business Intelligence - Bus.Planning & Simulation	5 workdays
• TFIN40 Strategic Enterprise Management_	10 workdays
<b>ABAP-SAP NetWeaver 2004 – Application Development Focus ABAP</b>	<b>25 workdays</b>
• TAW10 ABAP Workbench Fundamentals	15 workdays
• TAW12 ABAP Workbench Concepts	10 workdays
<b>Procurement – Solution Consultant</b>	<b>25 workdays</b>
• TSCM50 Procurement I	10 workdays
• TSCM52 Procurement II	10 workdays
• TSCM54 Procurement III	5 workdays
<b>Planning - Solution Consultant</b>	<b>25 workdays</b>
• TSCM20 Planning/Manufacturing I	10 workdays
• TSCM22 Planning II	10 workdays
• TSCM24 Planning III(Case Study)	5 workdays

<b>Manufacturing – Solution Consultant</b>	<b>25 workdays</b>
• TSCM20 Planning/Manufacturing I	10 workdays
• TSCM32 Manufacturing II	10 workdays
• TSCM34 Manufacturing III(Case Study)	5 workdays
<b>Order Fulfillment - Solution Consultant</b>	<b>25 workdays</b>
• TSCM60 Order Fulfillment I	10 workdays
• TSCM62 Order Fulfillment II	10 workdays
• TSCM64 Order Fulfillment III(Case Study)	5 workdays
<b>Human Resource - Solution Consultant</b>	<b>25 workdays</b>
• THR 10 Management/Administration I	10 workdays
• THR 12 Management/Administration II	10 workdays
• THR 14 Managem./Admin. III(Case Study)	5 workdays
<b>Management Accounting- Solution Consultant</b>	<b>25 workdays</b>
• TFIN20 Management Accounting I	10 workdays
• TFIN22 Management Accounting II	10 workdays
• TFIN24 Management Accounting III Case Study	5 workdays
<b>Financial Accounting- Solution Consultant</b>	<b>25 workdays</b>
• TFIN50 Financial Accounting I	10 workdays
• TFIN52 Financial Accounting II	10 workdays
• TFIN54 Financial Accounting III Case Study	5 workdays
<b>XI- NetWeaver 2004 - Exchange Infrastructure &amp; Integration Technology (XI 3.0)</b>	<b>10 workdays</b>
• TBIT40 XI Fundamentals	
• TBIT50 XI Technical Implementation and Operations (part 1)	
• TBIT51 XI Technical Implementation and Operations (part 2)	
<b>PLM - Asset Life-Cycle Management-Plant Maintenance (PM)</b>	<b>20workdays</b>
<b>PLM - Project Management Solution Consultant (PS)</b>	<b>20workdays</b>
<b>TERP10 mySAP ERP-Integrated Business Processes</b>	<b>10workdays</b>
<b>TEP10 SAP Enterprise Portal Implementation and Operation</b>	<b>10workdays</b>
<b>TPLM- Quality Management</b>	<b>25workdays</b>
<b>CRM-Service</b>	<b>14workdays</b>
• TCRM10 CRM - Fundamentals	10workdays
• CR700 CRM Service	4workdays

<b>CRM-Internet Sales</b>	<b>15workdays</b>
<ul style="list-style-type: none"> <li>• TCRM10 CRM-Fundamentals</li> <li>• CR300 CRM Sales</li> <li>• CR800 E-Commerce</li> </ul>	<b>10workdays</b> <b>2workdays</b> <b>3workdays</b>
<b>Development Consultant SAP NetWeaver '04</b>	
– Web Application Development – JAVA (Web AS Java)	<b>20workdays</b>
<b>TSRM10 SRM-Procurement</b>	<b>5workdays</b>

Course Content:

## TADM10 SAP Web AS Implementation & Operation I

### Course Goals

- Perform SAP system administration tasks

### Target Audience

- Technology consultants responsible for the implementation and operation of SAP systems

### Course Content

- Fundamentals of SAP Web Application Server:
  - Introduction to SAP NetWeaver and the application platform, navigation in SAP systems
  - Architecture of SAP Web Application Server
- Fundamentals of SAP system administration:
  - Starting and stopping an SAP system
  - System configuration options in SAP Web AS ABAP
- User administration, system monitors in SAP Web AS Java and SAP Web AS ABAP
- Fundamentals of SAP Web AS Java
- Basic configuration of SAP Web AS Java
- Patching for SAP Web AS Java
- Change management and software logistics for SAP Web AS Java
- Configuration of integrated SAP Internet Transaction Server (SAP ITS) and use of SAP GUI for HTML
- Internet technologies in the SAP environment:
  - SAP ITS, SAP ICM, SAP Web Dispatcher

## TADM12 SAP Web AS Implementation & Operation II

### Course Goals

- Configure the Transport Management System (TMS)
- Understand and apply SAP software logistics (ABAP) concepts and tools
- Plan and perform a simple installation of an SAP ECC system
- Perform other standard SAP system administration activities
- Operate SAP performance monitoring and tuning functions

## Target Audience

- Technology Consultants responsible for the implementation and operation of SAP systems

## Course Content

- Software logistics:
  - Overview of software logistics, configuration of the Transport Management System, performance of transports, client copy tools, OCS Support Packages, and SAP Notes
- Installation of an SAP ECC system:
  - Preparing and performing a Windows 2000 and Oracle-based implementation, post-implementation work
- Other topics: Fundamentals of printing in SAP systems, setting up help , fundamentals of system security, introduction to document archiving, fundamentals of structured troubleshooting, connection of SAP systems to directory services, and configuration of central user administration
- Workload analysis:
  - Introduction to monitors for analyzing load and performance: workload monitor, buffer analysis, database monitor, operating system monitor, statistics
  - Memory management in SAP systems
  - Basic ICM tuning
  - Basic SAP Web AS Java tuning
  - Expensive SQL statements from the perspective of the SAP system and database: identifying expensive selects and initial problem-solving steps
  - Table buffering and interface monitoring

## TADM51 SAP Web AS DB Operation (Oracle)

### Course Goals

- Use your knowledge of database administration with reference to CCMS database tools in SAP systems and BR tools
- Put effective data backup strategies into practice
- Put to practical use SAP knowledge gained from previous courses and from this course in the role of junior consultant in a practical context

## Target Audience

Technology Consultants responsible for the implementation and operation of SAP systems

## Course Content

- Data backups:
  - Backup concepts
  - Backing up data
- Restoring and repairing databases with SAP tools
- Database monitoring:
  - Working with BR tools
  - Working with CCMS tools
- Special features when configuring databases in an SAP environment
- Database storage management
- Database performance monitoring
- Advanced performance analysis topics
- Certification examination for becoming an SAP NetWeaver 2004 ?SAP Web AS for Oracle covering the content of training courses TADM10, TADM12 sowie TADM51

# TADM56 SAP Web AS DB Operation (DB2 UDB)

## Course Goals

This course will prepare you to:

- Understand the deep integration of SAP software with the DB2 Universal Database from a consultant 摺 perspective
- Put to use fundamental knowledge of DB2 UDB administration for SAP systems
- Put to practical use SAP knowledge gained from previous courses and from this course in the role of consultant in a practical context.

## Target Audience

Technology Consultants responsible for the implementation and operation of SAP systems

## Course Content

- This workshop is a superset of ADM535 (Database Administration DB2 UDB). The material is covered from an expert 摺 perspective.
- The installation of an SAP software component is performed in project teams using implementation guides. Special emphasis is placed on implementing customer systems, for example, SAP Web AS 6.40.
- Database layout and storage management
- Modifying database layout and storage allocation
- Proactive database monitoring
- Database performance tuning
- Performance tuning of DB2 tools, for example, backup and restore
- High availability options for DB2 UDB databases
- Preventive problem analysis with DB2 UDB
- Certification examination for becoming an SAP NetWeaver 2004 ?SAP Web AS for MS SQL covering the content of training courses TADM10, TADM12 and TADM56

# TBW10 SAP Business Intelligence -Data Warehousing

## Course Goals

- Participants will gain the detailed SAP BI knowledge necessary for successful implementation and administration within a heterogeneous SAP BI system landscape.

## Target Audience

- Solution consultants responsible for implementing SAP Business Intelligence

## Course Content

- Overview of the basic concepts and architecture of SAP Business Intelligence
- Practical experience and exercises with SAP BI tools, focusing on extracting, transforming, and loading data (ETL)
- Introduction to the functions of the SAP BI Metadata Repository

# TBW20 SAP Business Intelligence -Reporting & Analysis

## Course Goals

- Use the SAP BI analysis tools to access, define, and analyze reports (either with the SAP BI tools or on the Web).
- Successfully implement SAP BI tools for Web Reporting

## Target Audience

- Solution consultants responsible for implementing SAP Business Intelligence

## Course Content

- Introduction to using SAP BI analysis tools:
  - Overview of the basic concepts and OLAP functions in SAP BI reporting
  - Use of predefined SAP reports from Business Content
  - Creating and executing query definitions with BEx Query Designer and BEx Web Application Designer
- Introduction to the enhanced functions of the Business Explorer Analyzer:
  - Report-report interface
  - BEx Map as a tool for geographical visualization and analysis
- Introduction to SAP BI Web Reporting:
  - Concepts of Web Reporting
  - Working with the SAP BI Web Application Designer
  - Maintenance and administration of HTML pages in the Web Application Server
- Working with the Reporting Agent
  - Exception Reporting
  - Batch printing
  - Preliminary calculation of Web templates

# TBW30 SAP Business Intelligence -Data Staging & Extraction

## Course Goals

- Use the extraction mechanisms available through the API service for extracting data from SAP components (such as SAP R/3 LO, CO-PA, SAP CRM)
- Use the delta management functions
- Extract data from non-SAP systems
- Explain the extraction, transaction, and loading (ETL) process and the related interfaces

## Target Audience

- Solution consultants responsible for implementing SAP Business Intelligence

## Course Content

- Basics of data extraction:
  - Overview of the various mechanisms for uploading data from different source systems
  - Generic extraction functions
  - Delta mechanisms
  - Function enhancements from extractors
  - Extraction and staging from non-SAP systems
- BW Business Content data extraction:
  - Using BW Business Content and enhancement options

- Data extraction from SAP components, using the example of logistics
- Additional data staging scenarios
  - ETL
  - XML integration
  - Universal data integration
  - SAP BW Java integration
  - BW and XI integration ?Open hub service

## **TBW40 SAP Business Intelligence -Modeling & Authorization**

### **Course Goals**

- Construct a data model and set up its technical implementation in SAP BI
- Implement a security and authorization concept in SAP BI

### **Target Audience**

- Solution consultants responsible for implementing SAP Business Intelligence

### **Course Content**

- Data modeling process (combined with case study elements):
  - Creating a requirements analysis
  - Developing a logical data model
  - Transfer to a physical data model
  - Technical implementation in SAP BI
  - Enhancing the data model
- Introduction to the SAP BI authorization concept:
  - Common features and differences in the SAP R/3 and SAP BI security requirements
  - Creating authorizations for Reporting users, SAP BI administrators, and authorizations for administrative tasks
  - Standard roles and templates that support authorization concept creation
  - Authorizations necessary for linked source systems

## **TBW45 SAP Business Intelligence -Business Planning & Simulation**

### **Course Goals**

- Convert requirements from corporate planning
- Design and customize planning structures and generic planning functions
- Design end-user interfaces
- Use hierarchies and attributes in planning
- Set up a monitoring system for BPS
- Retract data into SAP R/3 applications

### **Target Audience**

- Solution consultants responsible for implementing SAP Business Intelligence

### **Course Content**

- Setting up planning structures
- Manual planning and options for layout formatting
- Defining generic planning functions
- Designing end-user interfaces with the help of planning books and the Web Interface Builder
- Integrating BI hierarchies and attributes
- Retracting data into SAP R/3 applications
- Presenting the status and tracking system as a monitoring tool for planning
- Certification exam for Solution Consultant SAP NetWeaver 2004 ?Business Intelligence based on the content of the following training courses: TBW10, TBW20, TBW30, TBW40, and TBW45 and Delta certification exam based on the content of the training courses TBWD35 and TBW45

## Consultant Profile Strategic Enterprise Management TFIN40 Strategic Enterprise Management

### Course Goals

- Implement and configure Strategic Enterprise Management (SEM)

### Target Audience

- Solution consultants responsible for implementing Strategic Enterprise Management

### Course Content

- SEM overview:
  - Positioning of the key area SEM in the context of the mySAP ERP Financials solution
  - Integration into SAP NetWeaver Business Intelligence
- SEM Corporate Performance Monitor:
  - Data integration and key figure catalog creation with the Measure Builder
  - Strategy management with Balanced Scorecards
  - Performance measurement with the Management Cockpit
  - Analysis and simulation of value driver trees
- SEM business planning:
  - Results planning with hierarchies and variables as part of top-down and bottom-up planning.
  - Balance sheet planning
  - Personnel cost planning
  - Investment planning
  - Liquidity planning and cash flow analysis
- Review and certification preparation
- Certification examination for the Solution Consultant Financials ?Strategic Enterprise Management ?CPM & BPS with mySAP ERP 2004 on the content of this course and about the knowledge required to attend the course.

## TAW10 ABAP Workbench Fundamentals

### Course Goals

- Work with the ABAP Workbench tools
- Develop your own simple ABAP programs

- Use object-oriented programming in ABAP Objects

## Target Audience

- Development Consultants who are responsible for developing and customizing ABAP / ABAP Objects programs

## Course Content

- Introduction into mySAP Business Suite (presentation of e-business solutions, overview about SAP Web Application Server, communication and integration technology)
- ABAP Workbench tools
- Fundamentals of programming in ABAP (Basic ABAP syntax elements, user dialogs, techniques of list creation, function modules, program calls and data transfer)
- ABAP Dictionary ?Creation of global objects (data types, tables, views, search helps)
- Object oriented programming with ABAP Objects (classes and objects, inheritance, interfaces, events, exception concept, persistent objects)
- Programming list with the ALV Grid Control
- Advanced programming in ABAP (performance of internal and data base table accesses, dynamic programming)
- Case study (applying the basic knowledge learned in this course in a programming project)

## TAW12 ABAP Workbench Concepts

### Course Goals

- Use the ABAP/ABAP Objects programming language and the ABAP Workbench tools to develop your own business applications or to customize SAP standard software
- Utilize your knowledge directly as a junior consultant in your first period of practice

### Target Audience

- Development consultants who are responsible for the development and customizing of business applications in ABAP/ABAP Objects

### Course Content

- Dialog programming: principles and ergonomics, user interface, screen object attributes, implementation, and processing, context menus, list processing
- Database updates: Open SQL statements, LUW-concept of SAP Web AS, usage of SAP locking concept, database updates from dialog programs using suitable techniques: inline updates, synchronous, asynchronous and local updates in V1 and V2 mode, implementation of complex transactions
- Overview of the SAP implementation tool Solution Manager: e-learning for self-study
- Enhancements and modifications: changing the SAP standard software, personalization, enhancement techniques (Dictionary appends, customer exits, business transaction events, Business Add Ins), modifications incl. modification assistant and adjustment, SAP Note Assistant
- Case study: applying basic knowledge learned in this course in a programming project
- Certification test to become a Development Consultant SAP NetWeaver 2004 ?Web Application Development Focus ABAP on the content of the courses TAW10 and TAW12

# TSCM50 Procurement I

## Course Goals

- The basic functions of external procurement in mySAP ERP
- Consumption-based planning
- Various possibilities for the optimization of purchasing
- Customizing settings relevant to purchasing In addition, you will gain an insight into the interaction between mySAP ERP and mySAP SCM (using an example based on SAP Advanced Planning and Optimization).

## Target Audience

- Solution consultants who are responsible for implementing the procurement functions of mySAP ERP and mySAP Supply Chain Management

## Course Content

- Overview of mySAP Business Suite
- Master data of materials management
- Purchase requisition, request for quotation, quotation, purchase order , goods receipt, invoice receipt
- Procurement of stock material, consumable material, and services
- Automation options in the external procurement process
- Evaluations
- Self-service procurement
- Planning procurement proposals using consumption-based planning, especially the recorder point method
- Creating and managing sources of supplies (for example, outline agreements)
- Sourcing
- Release procedure in procurement
- Document types in purchasing
- Mini case study

# TSCM52 Procurement II

## Course Goals

- Enter goods movements in the SAP system and perform relevant implementations for special functions
- Prepare and perform a physical inventory of warehouse stock
- Create invoices and credit memos in the SAP system with Logistics Invoice Verification

## Target Audience

- Solution consultants who are responsible for implementing the procurement functions of mySAP ERP and mySAP Supply Chain Management

## Course Content

- Goods receipts, goods issues, transfer posting
- Creating material reservations manually
- Special forms of inventory management
- Planning and performing a physical inventory
- Entry of invoices and credit memos
- Document parking
- Tax, cash discount, and invoices in foreign currency
- Invoice block and release

- Invoice reduction
- Semi-automatic and automatic procedures of invoice entry
- Customizing settings for inventory management, physical inventory, \* Logistics Invoice Verification, and account determination
- Overview of SAP Solution Manager
- Review

## TSCM54 Procurement III (Case Study)

### Course Goals

- Directly apply your knowledge as a junior consultant in a practical context using the SAP knowledge that you gained from the previous courses and acquire in constructing a demo company in this course
- Set up enterprise structures in the SAP system
- Map a company's master data and business processes in the SAP system

### Target Audience

- Solution consultants who are responsible for implementing the procurement functions of mySAP ERP and mySAP Supply Chain Management

### Course Content

- Integrated case study:
  - Application of knowledge gained in the previous two courses in an SAP implementation project
  - Implementation of a fictitious demo company in a "new" delivery client of an SAP system using predetermined business processes Implementation in a project team along with participants from other SAP solutions
  - Configuration and mapping of business processes in all enterprise areas with the focus on:
    - Mapping of the enterprise structure
    - Implementation of procurement transactions and so on Integration with other mySAP SCM subareas, as well as with further SAP solutions
- Certification exam Solution Consultant SCM - Procurement (2003) with mySAP ERP 2004 about the content of the courses TSCM50, TSCM52, and TSCM54

## TSCM20 Planning/Manufacturing I

### Course Goals

- Discuss the concepts and business processes in the various planning areas and the manufacturing approaches in mySAP SCM.
- Configure and implement SAP master data in the area of planning and manufacturing (including transfer to SAP APO)

### Target Audience

- Solution Consultants responsible for implementing Supply Chain Planning & Manufacturing with mySAP SCM.

### Course Content

- Overview of mySAP Business Suite
- Overview of Supply Chain Planning:
  - Demand Planning (APO DP)
  - Supply Network Planning (APO SNP)
  - Material Requirements Planning (R/3 MRP)
  - Production Planning and Detailed Scheduling (APO PP/DS)
- Overview of the various types of production:
  - Order-controlled production with production orders and process orders

- Project-oriented production with production lots
- KANBAN
- Maintenance and configuration of SAP master data:
  - Material master
  - Bills of material, overview of variant configuration
  - Work center
  - Routing
  - Production resources/tools
  - Change with and without history, mass change
  - Integration of master data between SAP R/3 and SAP SCM (APO): Architecture of integration, selection and transfer of master data as initial data transfer and change transfer

## TSCM22 Planning II

### Course Goals

- Implement production planning with the help of SAP R/3 Material Requirements Planning (MRP) and SAP APO Production Planning and Detailed Scheduling (PP/DS).

### Target Audience

- Solution consultants responsible for implementing Supply Chain Planning with mySAP SCM.

### Course Content

- Program planning (DM):
  - Maintaining planned independent requirements
  - Calculating planned independent requirements with sales orders, dependent on various strategies for make-to-stock production and make- to-order production
- Production planning in SAP R/3:
  - Creating procurement proposals (planned orders, purchase requisitions) with the help of SAP R/3 Material Requirements Planning (MRP) and SAP R/3 Master Production Scheduling (MPS)
- Production planning in SAP APO:
  - Creating procurement proposals with the help of SAP APO Production Planning and Detailed Scheduling (PP/DS) as simultaneous material planning and capacity planning (finite planning) or infinite planning
  - Processing the planning results
  - Corresponding Customizing settings
- Mini case study
- Overview of SAP implementation tool SAP Solution Manager
- Review and certification preparation

## TSCM24 Planning III (Case Study)

### Course Goals

- Directly apply SAP knowledge you have gained in the previous courses, as well as what you have learned in this course by setting up a demo company, in which you start your work as a junior consultant.
- Map enterprise structures, master data and business processes for an enterprise in the SAP system, and execute the required system configurations.

### Target Audience

- Solution Consultants responsible for implementing Supply Chain Planning with mySAP SCM.

## Course Content

- Integrated case study:
  - Application of knowledge gained in the previous two courses in an SAP implementation project
  - Implementation of a fictitious demo company in a new delivery client of an SAP system using predetermined business processes
  - Implementation in a project team along with participants from other SAP solutions
  - Configuration and mapping of business processes in all enterprise areas with the focus on:
    - Mapping of the enterprise structure
    - Implementing bills of material, work centers, routings, MRP in SAP R/3 and SAP APO, APO integration, integration with production control and other SAP solutions
- Certification exam as Solution Consultant SCM - Planning (SCM 4.0) based on the content of courses TSCM20, TSCM22, and TSCM24

## TSCM32 Manufacturing II

### Course Goals

- Configure and implement the basic functions of production order processing
- Configure and implement the basic functions of repetitive manufacturing
- Consider capacity planning options in manufacturing

### Target Audience

- Solution consultants responsible for implementing Supply Chain Manufacturing with mySAP SCM

### Course Content

- Production orders:
  - Overview of order types and order categories
  - Order creation and order change
  - Planning interface (SAP R/3 and SAP SCM)
  - Order release, availability checks
  - Printing order documents
  - Material staging and withdrawal
  - Order control (fine-tuned control/PDC)
  - Confirmation of goods receipt, order settlement
  - Information systems (overview)
  - Options for automation, mass processing
  - Collective orders
- Repetitive manufacturing:
  - Master data specific to repetitive manufacturing
  - Planning interface (SAP R/3 and SAP SCM)
  - Maintenance of the bucket- and line-oriented production plan using SAP R/3 and SAP APO planning tools: Printing the production plan (production list), Material staging using the material staging list
  - Confirmation of goods receipt
- Overview of capacity requirements planning
- Overview of SAP Solution Manager
- Review and certification preparation

## TSCM34 Manufacturing III (Case Study)

### Course Goals

- Directly apply SAP knowledge you have gained in the previous courses, as well as what you have learned in this course by setting up a demo company, when you start your work as a junior consultant

- Map enterprise structures, master data and business processes for an enterprise in the SAP system, and make the required system configurations

### Target Audience

- Solution Consultants responsible for implementing Supply Chain Manufacturing with mySAP SCM

### Course Content

- Integrated case study:
  - Application of knowledge gained in the previous two courses in an SAP implementation project
  - Implementation of a fictitious demo company in a "new" delivery client of an SAP system using predetermined business processes
  - Implementation in a project team along with participants from other SAP solutions
  - Configuration and mapping of business processes in all enterprise areas with the focus on:
    - Mapping of the enterprise structure
    - Implementation of bills of material, work centers, routings, production orders, as well as repetitive manufacturing, integration with SAP R/3, SAP APO planning, and other SAP solutions

## TSCM60 Order Fulfillment I

### Course Goals

- Execute the main business procedures involved in sales and distribution processing
- Implement the main functions and customizing settings involved in sales processing

### Target Audience

- Solution consultants responsible for implementing order fulfillment with mySAP SCM

### Course Content

- Overview of mySAP Business Suite
- Organizational structures in sales and distribution
- Working with customer master data and material master data
- Overview of the process chain in sales order processing
- Presales activities, order processing, procurement, delivery, billing, payment
- Introduction to pricing in sales and distribution
- Introduction to the availability check
- Sales and distribution processing with make-to-order production
- Credit memo processing and returns processing
- Introduction to sales and distribution reporting
- Outlook on system installation tools
- Creating and processing sales orders
- Sales document types, item categories, schedule line categories
- Document flow and copying control
- Partner determination
- Contracts and scheduling agreements
- Special business transactions
- Incompletion log
- Material determination, material listing/exclusion, product selection
- Free goods
- Mini case study

## TSCM62 Order Fulfillment II

### Course Goals

- Implement functions and customizing settings in delivery processing, pricing, and billing
- Use functions and customizing settings in general sales and distribution processes such as output and text determination

### Target Audience

- Solution consultants responsible for implementing order fulfillment with mySAP SCM

### Course Content

- Controlling inbound and outbound deliveries (Customizing)
- Creating and processing deliveries
- Processing handling units within delivery processing
- Picking
- Packing
- Goods receipt and goods issue
- Definition and maintenance of prices, surcharges, and discounts
- Setting up condition tables, access sequences, and condition types as part of pricing
- Using prices and other conditions in sales documents
- Promotions and sales deals
- Rebate processing
- Controlling billing documents (Customizing)
- Creation forms and settlement forms for billing documents
- Billing plans and down payments
- Revenue account determination
- Business area account assignment
- Features of the SD-FI interface
- Message determination
- Text determination
- Overview of SAP Solution Manager
- Review and certification preparation

## TSCM64 Order Fulfillment III (Case Study)

### Course Goals

- Directly apply your knowledge as a junior consultant in a practical context using the SAP knowledge that you gained from the previous courses and acquire in constructing a demo company in this course
- Map enterprise structures, master data, and business processes for a company in the SAP system and execute the required system configurations.

### Target Audience

- Solution consultants responsible for implementing order fulfillment with mySAP SCM

### Course Content

- Integrated case study:

- Application of knowledge gained in the previous two courses in an SAP implementation project
- Implementation of a fictitious demo company in a "new" delivery client of an SAP system using predetermined business processes
- Implementation in a project team along with participants from other SAP solutions
- Configuration and mapping of business processes in all enterprise areas with the focus on:
  - Mapping of the enterprise structure
  - Implementing sales transactions and delivery and billing processes , and setting up specific pricing requirements
  - Integration with other mySAP SCM subareas, as well as with further SAP solutions
- Certification exam as Solution Consultant SCM ?Order Fulfillment with mySAP ERP 2004 based on the content of courses TSCM60, TSCM62, and TSCM64

## TFIN20 Management Accounting I

### Course Goals

- Set up Overhead Cost Controlling in mySAP ERP Financials. post actual costs from upstream components and carry out period-end closing activities
- Derive Profit Centers
- Carry out cost center planning in mySAP ERP Financials
- Calculate product cost (both with and without a quantity structure) and carry out co-product planning

### Target Audience

- Solution consultants responsible for implementing Management Accounting with mySAP ERP Financials

### Course Content

- Overview of mySAP Business Suite
- Organizational structures and master data in Overhead Cost Controlling (cost types, cost centers, activity types, statistical key figures, internal orders)
- Assignment of costs to cost centers and internal orders using upstream applications
- Tools for process-related posting inside Overhead Cost Controlling (default account assignment, validation, substitution, transfer, direct activity allocation)
- Periodic allocation methods in Overhead Cost Controlling (periodic transfer, apportionment, payroll, overhead expenses)
- Reconciliation of cost accounting with financial accounting using the reconciliation ledger
- Profit Center master data and assignments
- Planning costs, activities and prices for cost centers
- Planning integration in Management Accounting
- Reference and simulation costing
- Material costing without quantity structure
- Setting up Product Cost Planning
- Material costing with quantity structure
- Costing run (mass processing)
- Transfer control
- Calculation of co-products
- Easy Cost Planning

## TFIN22 Management Accounting II

### Course Goals

- Set up Overhead Cost Controlling in mySAP ERP Financials

- Implement Profitability Analysis in mySAP ERP Financials
- Evaluate posted data with common reporting tools in Business Analytics

### Target Audience

- Solution consultants responsible for implementing Management Accounting with mySAP ERP Financials

### Course Content

- Objects in Cost Object Controlling: Product Cost by Period (for example, product cost collectors), Product Cost by Order (for example, order-related production, process orders), sales orders Valuated sales order stock
- Planning functions: Preliminary costing for product cost collectors, production orders, process orders, sales orders
- Functions for actual costs: Simultaneous costing based on goods issue from the warehouse, purchasing, confirmations, activity allocations, and deliveries
- Period-end closing (template activity allocations, overhead rates, work in process, variance calculation, results analysis, settlement) for Product Cost by Period and Product Cost by Order as well as sales-order-related production (service)
- Defining master data and transactional data tables in Profitability Analysis
- Derivation of profitability segments
- Evaluating value fields with material costing and a calculation procedure
- Account assignment of profitability segments from sales, overhead cost controlling, product controlling, and financials
- Definition of drilldown reports in Profitability Analysis
- Definition of Report Painter reports
- Reports for the Line Manager and the Sales Business Analyst in SAP BW
- Overhead cost controlling in BW (using the Info Cubes provided or by creating queries)
- Overview of SAP Solution Manager

## TFIN24 Management Accounting III (Case Study)

### Course Goals

- Directly apply your knowledge as a junior consultant in a practical context using the SAP knowledge that you gained from the previous courses and acquire in constructing a demo company in this course
- Map enterprise structures, master data, and business processes for a company in the SAP system and execute the required system configurations.

### Target Audience

- Solution consultants responsible for implementing Management Accounting with mySAP ERP Financials

### Course Content

- Integrated case study:
  - Application of knowledge gained in the previous two courses in an SAP implementation project
  - Implementation of a fictitious demo company in a "new" delivery client of an SAP system using predetermined business processes
  - Implementation in a project team along with participants from other SAP solutions
  - Configuration and mapping of business processes in all enterprise areas with the focus on:
    - Mapping of the enterprise structure
    - Implementation of Management Accounting, integration with other SAP solutions
- Certification exam as Solution Consultant Financials ?Management Accounting with mySAP ERP 2004 covering the courses TFIN20, TFIN22, and TFIN24

# TFIN50 Financial Accounting I

## Course Goals

- Configure and implement the organizational units, master data and documents for Financial Accounting in mySAP ERP Financials
- Configure and implement the SAP business processes (such as payment, dunning and individual closing)

## Target Audience

- Solution consultants responsible for implementing Financial Accounting with mySAP ERP Financials

## Course Content

- Overview of mySAP Business Suite
- Organizational units, master data and documents in Financial Accounting
  - Company code, fiscal year, currencies
  - General ledger accounts
  - Document control, postings, clearing opening items
  - Cash journal
- Special G/L transactions and document parking
- Handling of payments, dunning, interest calculation, correspondence and closing operations in Financial Accounting
  - Automatic payment program with clearing of open items
  - Automatic dunning program for creating dunning notices, interest calculation and correspondence
  - Overview of month and year-end accounting processes in Financial Accounting
  - Balance sheets and P&L
  - Closing entries in the subsidiary ledgers and in the general ledger
  - Technical organizational and documentation steps in individual closing
  - Configuration of periodic financial statements in Financial Accounting

# TFIN52 Financial Accounting II

## Course Goals

- Implement various business processes and periodic tasks in Asset Accounting, manage master data and configure Asset Accounting
- Describe and implement the logic of the new general ledger
- Apply the different reporting options in the Financial Accounting component
- Explain the fundamental mapping options of parallel valuation in the classic general ledger from a Financial Accounting point of view

## Target Audience

- Solution consultants responsible for implementing Financial Accounting with mySAP ERP Financials

## Course Content

- Organizational structures, master data and business processes in Asset Accounting:
  - Chart of depreciation, depreciation area
  - Asset classes, master data
  - Asset transactions, valuation
  - Periodic processing, information system
- The new general ledger:

- The concept of the new general ledger
- System configuration
- Documents and document breakdown
- Integration with the FI subledgers and with CO
- Reporting (use of the new FI drilldown reporting)
- Reporting options in Financial Accounting:
  - Information system and ABAP reports in general ledger accounting, accounts receivable accounting and accounts payable accounting
  - Report variants, selection variables in variants, List Viewer
  - Accounts receivable/accounts payable information system
  - Sample reports using drilldown reporting and BW reporting
- Parallel accounting from a Financial Accounting viewpoint:
  - Development trends
  - Fundamental mapping options of parallel accounting in the SAP system
  - Mapping of reporting requirements
- Overview of SAP Solution Manager

## TFIN54 Financial Accounting III (Case Study)

### Course Goals

- Directly apply your knowledge as a junior consultant in a practical context using the SAP knowledge that you gained from the previous courses and acquire in constructing a demo company in this course
- Map enterprise structures, master data, and business processes for a company in the SAP system and execute the required system configurations.

### Target Audience

- Solution consultants responsible for implementing Financial Accounting with mySAP ERP Financials

### Course Content

- Integrated case study:
  - Application of knowledge gained in the previous two courses in an SAP implementation project
  - Implementation of a fictitious demo company in a "new" SAP system using predetermined business processes
  - Implementation in a project team along with participants from other SAP solutions
  - Configuration and mapping of business processes in all enterprise areas, with a focus on mapping the enterprise structure, implementing Financial Accounting and integration with other SAP solutions
- Certification exam as Solution Consultant Financials ?Financial Accounting with mySAP ERP 2004 covering the courses TFIN50, TFIN52, and TFIN54

## THR10 Management/Administration I

### Course Goals

- Explain the basic processes of human resources
- Adjust personnel administration data for customer-specific requirements
- Configure roles and authorizations

### Target Audience

- Solution consultants who are responsible for implementing Personnel Administration with mySAP ERP Human Capital

## Course Content

- Overview of mySAP Business Suite
- mySAP ERP HCM overview:
  - Navigation and structures in human resources
  - Employee Self-Service, Manager 3 Desktop
  - Personnel Administration, Time Management
  - Reporting tools for human resources
  - Recruitment, personnel development
  - Personnel cost planning
  - Training and Event Management
  - Preview: Travel Management & Planning
- Configuration of human resources master data:
  - Enterprise, personnel and organizational structure
  - Default values and features
  - Payroll data: pay scale and wage type structure
  - Pay scale reclassification and increase
  - Work flows and user interfaces: such as screen modification, setting up personnel actions
  - Management of global employees
- Authorizations in human resources:
  - Setting up general authorization checks
  - Structural authorization checks
- Mini case study

## THR12 Management/Administration II

### Course Goals

- Explain how Payroll is organized, and perform payroll runs
- Adapt fundamental aspects of time data
- Configure Organizational Management
- Perform reporting in human resources

### Target Audience

- Solution consultants responsible for implementing Payroll, Time Evaluation, Organizational Management, and Reporting with mySAP ERP Human Capital Management (mySAP ERP HCM)

### Course Content

- Organization of Payroll:
  - Payroll procedure, retroactive accounting recognition
  - Payroll reports
  - Transfer to accounting, bank transfers and payment
- Configuration of Time Management:
  - Overview of Time Management and its integration with other applications
  - Work schedule concept and planned working time specification
  - Attendances, absences and their payments
  - Time quotas and their deductions
  - Time Manager 3 Workplace (TMW)
- Organizational Management:
  - Concept and customizing of Organizational Management
  - Maintenance of organizational structure, matrix organization and structures in general
  - Reporting and reporting tools
  - Manager's Desktop and Manager Self Service (Enterprise Portal)
  - Integration with other HR components

- Reporting in human resources:
  - Information systems
  - Ad hoc query
  - SAP Query
  - Payroll infotypes and simulated infotypes of Time Management
  - Human resources in Business Information Warehouse
- Overview of SAP Solution Manager
- Review and certification preparation

## THR14 Managem./Admin. III (Case Study)

### Course Goals

- Map enterprise structures, master data, and business processes for a company in the SAP system and execute the required system configurations.
- Directly apply your knowledge as a junior consultant in a practical context using the SAP knowledge that you gained from the previous courses and acquire in constructing a demo company in this course.

### Target Audience

- Solution consultants responsible for implementing human resources with mySAP ERP HCM

### Course Content

- Integrated case study:
  - Application of knowledge gained in the previous two courses in an SAP implementation project
  - Implementation of a fictitious demo company in a "new" delivery client of an SAP system using predetermined business processes
  - Implementation in a project team along with participants from other SAP solutions
  - Configuration and mapping of business processes in all enterprise areas, focusing on mapping the enterprise structure, setting up the personnel and organizational structure, organization of Payroll, setting up Time Management and the information systems in Human Resources
- Certification test as Solution Consultant Human Resources - Management/Administration with mySAP ERP 2004 covering courses THR10, THR12 and THR14.

## TBIT40 XI Fundamentals

### Course Goals

- Understand the core concepts of the SAP Exchange Infrastructure.
- Understand the basics of each XI component.
- Implement basic and moderately complex business scenarios using XI 3.0, based on real-life use cases.

### Target Audience

- Technology Consultants responsible for the implementation and operation of SAP XI
- Development Consultants responsible for configuration of SAP XI scenarios

### Course Content

- Introduction to SAP XI 3.0
- System Landscape Directory

- Integration Repository
- Integration Directory
- Runtime
- Runtime Workbench
- Adapter Framework
- Business Process Management
- Basic server administration
- Security
- B2B and Industry Standards

## TBIT50 XI Technical Implementation and Operations (part 1)

### Course Goals

- Perform the administration and monitoring tasks relevant to the specific components covered in the course.

### Target Audience

- Technology Consultants responsible for the implementation and operation of SAP XI

### Course Content

- XI technical architecture overview
- Exchange profile
- SLD
- Runtime workbench
- IB administration
- SW logistics
- Network considerations\*
- Operations\*
- XI tuning

## TBIT51 XI Technical Implementation and Operations (part 2)

### Course Goals

- Perform the installation, administration and monitoring of all XI technical components

### Target Audience

- Technology Consultants responsible for the implementation and operation of SAP XI

### Course Content

- XI Installation and patching:
  - XI preparation and installation
  - Post-installation and configuration
  - Patching
- User management and connections + security:

- User Management
- Security
- Integration Engine
  - Integration Engine XML processing
  - Integration Engine Configuration
- BPE Administration
- CCMS Integration
- Use case: msg troubleshooting
- AF Administration
- Certification test Technology Consultant SAP NetWeaver 7.4 Exchange Infrastructure & Integration Technology

## PLM - Asset Life-Cycle Management - Plant Maintenance

### Course Goals

- Explain the Asset Life-Cycle Management component of PM
- Identify how the essential maintenance management business processes are represented
- Explain how Asset Life-Cycle Management is integrated with other R/3 applications
- Outline the processes in preventive maintenance
- Explain in detail the time-based and performance-based maintenance processes
- Explain the integration between Plant Maintenance and Quality Management and the regular procurement of services based on maintenance plans
- Make all the changes necessary to the settings in the Implementation Management Guide (IMG) for maintenance processing
- Use application-specific functions such as approvals and permits, workflows, and time confirmation via CATS
- Explain in detail the controlling aspects of maintenance order processing
- Identify the relevant settings for the controlling aspects of maintenance order processing in the Implementation Management Guide(IMG)
- Explain the various options for cost planning and budgeting
- Explain the options for analysis and evaluation information using the Plant Maintenance Information System (as part of LIS) and Business Information Warehouse (BW)
- Directly apply your knowledge as a consultant in a practical context using the SAP knowledge that you gained from the previous courses and acquire in constructing a demo company in this course

### Target Audience

- Project leaders
- Project team
- Solution consultants responsible for implementing plant maintenance with mySAP PLM

### Course Content

- Organization of Plant Maintenance
- Technical Objects
- Breakdown Maintenance
- Corrective Maintenance
- Spare Parts
- Preventive Maintenance (Maintenance Plan)
- Project-oriented Plant Maintenance (Short Overview)
- Work Clearance Management (Short Overview)
- Mobile Solutions (Short Overview)
- Reporting and Analysis
- Management of Task Lists

- Maintenance planning with one cycle
- Maintenance planning with strategy: time-based
- Maintenance planning with strategy: performance-based
- Maintenance planning with cycles of different dimensions
- Maintenance plan-based sales of services
- Condition-based maintenance
- Maintenance plan-based test equipment management
- Internet and intranet access to plant maintenance functions (portals)
- Notification (notification type, catalogs, catalog profile)
- Planning (order type, work center, capacity planning)
- Scheduling (availability check, scheduling, approvals, workflows, printing)
- Completion (completion confirmation, history, CATS)
- Costs in the Maintenance Process (estimated costs, planned costs, actual costs)
- Settlement of Orders
- Budgeting and Cost Planning (individual budgets, maintenance projects, investments)
- Plant Maintenance Information System (info structure, update)
- Key figures and queries in Business Information Warehouse relevant to Plant Maintenance
- Directly apply your module knowledge as part of a case study by setting up a model company using given business processes
- In the case study, the project team implements the following processes :
  - Corrective maintenance, preventive, maintenance, refurbishment, controlling of orders
- Preparation for the certification examination
- Certification examination as Solution Consultant PLM Asset Life-Cycle Management Plant Maintenance (2003) based on the content of the previous courses and TPLM30 (Asset life-Cycle Management Plant Maintenance (Case Study))

## PLM - Project Management Solution Consultant (PS)

### Course Goals

- Explain the different functions of the SAP Project System
- Explain the different project structures
- Explain and demonstrate the creation and editing of project structures
- Identify the required Customizing settings for project structures.
- Explain how projects are planned and controlled from the logistics point of view Detail the required customizing settings for a project from the logistics point of view
- Understand the accounting processes for managing customer-oriented projects.
- The course demonstrates a project with networks and WBS.
- Understand the accounting processes for managing expense and investment oriented projects.
- Understand Budgeting and Integration to Investment Management using cost and investment projects
- Gain an overview on network calculation.
- Participants learn how to evaluate important key figures using the information systems in SAP Project System.

### Target Audience

- Project managers
- Project team members
- Consultants

### Course Content

- Work breakdown structures
- Networks

- Project Builder and project planning board
- Scheduling
- Resource planning
- Materials in projects
- Cost Planning and revenue planning
- PS cash management
- Budgeting
- Actual data and commitments
- Period end closing (Scheduling Manager)
- Information systems
- Integration to other applications
- Work breakdown structures (WBS)
- Activities and networks
- Milestones
- Documents
- Project Builder and project planning board
- Claim Management
- Project simulations and project versions
- Standard project structures
- Assembly processing
- Tools (mass change, validation and substitution, Open PS, variant configuration)
- Archiving
- Scheduling projects
- Capacity planning and workforce planning
- Confirmation of activities
- Cross Application Time Sheet (CATS)
- Project workflow
- External services and services (general)
- Material procurement (purchasing and production)
- Preliminary requirements
- Requirements grouping
- Delivery from projects
- ProMan
- Progress tracking
- Cost Planning
  - Networks
  - Overview of Easy Cost Planning
- Revenue Planning
- Commitment Management
- Project Stock (valuated/non-valuated)
- Actual costs
  - Purchasing
  - Production
  - Activity allocation
  - CATS
- Actual Revenue
  - Resource-related billing
  - Milestone billing
- Period-end closing - Schedule Manager:
  - Overhead Calculation
  - Activity Based Costing
  - Interest Calculation
  - Results Analysis
  - Settlement
- Cost Planning
  - Structure Planning

- Detailed Planning
- Easy Cost Planning
- Networks (only overview)
- Investment Management
- Budgeting
  - Cost Projects
  - Investment Projects
  - Availability Checking
- Actual costs
  - Execution Services
  - CATS
  - Purchasing
  - Networks
- Period-end closing:
  - Overhead Calculation
  - Activity Based Costing (Template-Calculation)
  - Settlement
  - Schedule-Manager
- Information system structures
- Information system controlling
  - Hierarchy reports:
  - Cost element reports
  - Line item reports
- Progress Analysis:
  - Progress value determination
  - Milestone trend analysis
- Area controlling:
  - Project summarization
  - Interface in Profitability Analysis and Profit Center Accounting
  - Business Information Warehouse

## TERP10 mySAP ERP-Integrated Business Processes

### Course Goals

- Work together with the responsible consultants and project team members in the individual ERP areas and make decisions efficiently
- Explain how the fundamental integrative business processes interact within mySAP ERP in the areas of Operations (core logistics processes), Financials, Human Capital Management, and Analytics
- Explain how mySAP ERP streamlines and accelerates the business processes of a typical organization.
- Provide an overview of mySAP ERP and its components relevant for Managers, Business and Strategy Consultants.
- Explain how mySAP ERP, powered by SAP NetWeaver, enables integration of various business processes and solutions.
- Explain how mySAP ERP assists an organization in making informed business decisions with accurate data reporting and analytics.
- Explain how SAP BW Business Planning and Simulation (SAP BW-BPS) assists in strategic and operational planning and decision making.
- Give examples of how mySAP ERP Operations increases employee productivity.

### Target Audience

- Solution architects, project managers, and solution consultants who want to gain a broad fundamental understanding of the processes, business interrelations, and integration of the individual business areas within the mySAP ERP solution.

### Course Content

- Overview of enterprise resource planning (ERP) based on SAP R/3 Enterprise
- SAP NetWeaver as the technical platform of mySAP ERP
- Integrated logistics scenarios, from sales order entry through production planning, external procurement, and inventory

management or project processing to delivery or activity output

- Integration of Financials (financial accounting and controlling) for documenting value chains and cash flow within a company  
Cross-company planning scenarios in mySAP ERP
- Supporting business processes using the SAP Product Lifecycle Management components
- Supporting business processes with the help of integrated Human Capital Management
- Quick and efficient use of information with the help of analytical components such as SAP Business Information Warehouse (SAP BW) and SAP Strategic Enterprise Management (SAP SEM)
- Highlighted Analytics & Reporting functionality in BW and SEM for improved business decision making and control.
- Strategic Business Planning in BW-BPS and Planning Integration aspects with other components.
- Highlight how mySAP ERP helps to increase the user productivity by decreasing efforts through automation, centralization and standardization. This will be explained with several examples like e-Procurement, RFID and Mobile Sales.

## TEP10 SAP Enterprise Portal Implementation and Operation

### Course Goals

- Understand the concepts and make use of SAP Enterprise Portal
- Install, configure, and administer SAP Enterprise Portal

### Target Audience

- Technology consultants responsible for the implementation and operation of SAP Enterprise Portal

### Prerequisites

#### Essential:

- TADM10 SAP Web AS Implementation & Operation I for consultants with no experience in SAP Web AS ABAP & JAVA administration or alternative administration experience
- TADM5 Delta Implementation & Operation SAP Web AS 6.20 - SAP Web AS 6.40 (Java & ABAP) for consultants with experience in SAP Web AS ABAP administration, but no experience in SAP Web AS Java
- Experience in operating system administration (Windows or UNIX)

### Course Content

- Fundamentals
  - Overview from an end-user perspective
  - Technical infrastructure and security
  - Portal platform content
- Knowledge management and collaboration
  - Features, concepts, and architecture
  - Configuration of content management
  - Search and classification (TRES)
  - Collaboration
- Implementation
  - Implementation methodology
  - Sizing and distribution
- Installation and patching
- System administration
  - User management and security
  - Integrating enterprise applications
  - Solution management
- Certification examination for Technology Consultant for SAP NetWeaver 2004 ?Enterprise Portal & Knowledge Management and Collaboration. This examination covers the content of both this course and the prerequisite courses (see certification description for more details).

# TPLM- Quality Management

## Course Goals

- Explain how the mySAP PLM Quality Management functions are integrated in the supply chain
- Use mySAP PLM Quality Management
- Explain how mySAP PLM Quality Management can be implemented quickly and efficiently
- Explain inspection planning in detail and how QM-specific basic data is maintained
- Use basic data in various task lists, and explain how this data affects inspection lots
- Explain and demonstrate the general inspection process
- Overview the evaluation methods for QM data
- Use quality notifications in procurement, production, and for processing customer problems
- Use general notifications and the possibilities for processing notifications over the Internet to demonstrate the flexibility of notifications in mySAP PLM Quality Management
- Explain how quality management is integrated into materials management
- Explain the quality management functions included in the procurement process
- Explain quality assurance in production
- Link inspection operations to work scheduling
- Inspect with inspection points
- Create partial lots.
- Outline the methods of statistical process control (SPC) and the functions in test equipment management
- Use mySAP PLM Quality Management in the process industry
- Identify important functions from related applications
- Integrate quality management processes with sales and distribution
- Explain the various methods of inspection processing in sales and distribution, and the planning and creation of quality certificates

## Target Audience

- Project leaders and project team members
- Employees responsible for quality management

## Course Content

- Integration of mySAP PLM Quality Management in the supply chain:
  - QM in procurement
  - QM in production
  - QM in sales & distribution
- Overview of QM functions
  - Quality planning
  - Quality inspections
  - Quality certificates
  - Quality notifications
  - Quality control
  - Stability study
  - Test equipment management
- Implementation of mySAP PLM Quality Management in a company
- Management of QM-specific basic data
- Sampling procedures; Dynamic modification rules; Master inspection characteristics; Inspection methods; Catalogs
- Inspection planning
- Material specification; Inspection plans; Engineering Workbench; Engineering change management
- Process flow of quality inspections
- Inspection lot creation; Results recording; Defects recording; Usage decision
- Standard evaluations of inspection results
- Information system; Inspection reports

- Maintenance of QM catalogs (defect catalog, cause catalog, activity catalog)
- Editing and processing of quality notifications and general notifications
- Integration of quality notifications in the logistics supply chain:
  - Complaints against vendors
  - Internal problem notifications from production
  - Processing of customer complaints
- Interaction of quality notifications and SAP Business Workflow
- Costs recording for quality notifications
- Using the solution database
- Evaluation options
- Customizing of quality notifications
- Inventory management with QM
- Controlling the procurement process
  - Vendor release
  - Model processing
  - Invoice block
  - Vendor's QM system
- Procurement documents and certificates on the Internet
- Appraisal costs in goods receipt
- Evaluation and vendor evaluation
- Warehouse Management and QM
- Special processing:
  - Manufacturer parts in QM
  - Handling Unit Management in QM
- Integration of QM in production processes
- Inspection-point processing with reference to time or quantity
- Use of SPC methods
- Inspection processing for production versions and external processing
- Partial-lot processing and inspecting goods receipts from production
- Test equipment management and integration in mySAP PLM Asset Lifecycle Management (Plant Maintenance)
- Basics of the classification system in connection with QM
- Basics of batch management in connection with QM
- Sample management
- Integration of QM in the production process
  - Master recipe and QM
  - Process order and QM
  - PI sheet and QM
- Basics of certificate processing
- Batch monitoring using recurring inspections
- QM-specific requirements in the process industry:
  - Digital signature
  - Electronic batch log
- Integration of QM in Sales & Distribution
- Planning and creation of quality certificates for finished products including linking of materials from the production chain
- Inspection processing during delivery
- Inspection specifications from variant configuration
- Customer complaints and returns
- QDI electronic quality data exchange
- Quality certificates on the Internet

## TCRM10 CRM - Fundamentals

### Course Goals

- Use the basic knowledge a CRM Solution Consultant requires for all consultant profiles

## Target Audience

- Solution consultants responsible for implementing Customer Relationship Management with mySAP CRM

## Course Content

- Overview of the mySAP CRM solution
  - Fundamentals and architecture
  - Overview of key areas (Analytics, Marketing, E-Commerce, Channel Management, Sales, Interaction Center, Service, Field Applications, mySAP CRM for industries, implementation and operation)
- Customizing fundamentals for CRM
  - CRM basic data (business partner, organizational model, territory management, product master, plus the accompanying Customizing)
  - CRM business transactions (overview of the generic functions in business transactions, activity management, essentials of Customizing)
  - Transaction monitoring and determination (partner determination, overview of pricing in CRM, message determination, CRM billing)
  - SAP Solution Manager (project preparation phase, Business Blueprint phase, implementation phase)
- CRM middleware (basic concepts of CRM middleware, replication administration, data exchange, monitoring, and error handling)
- Fundamentals of Internet Pricing and Configurator (application scenarios (introduction), technical architecture, Sales Configuration Engine, Sales Pricing Engine)
- People-centric CRM (fundamental elements and functions, implementation , overview of the technical infrastructure and Customizing)
- Case study (implementing example scenarios)

## CR700 CRM Service

### Course Goals

- Get the knowledge of the service processes in CRM Service
- Perform the relevant customizing settings for CRM Service

### Target Audience

- Customers and members of the project team involved in the implementation of CRM Service
- SAP consultants and partners working with CRM customers.

### Course Content

- Installed Base Management
- Individual Object
- Service Order Management
- Case Management
- Product Service Letter
- Resource Planning
- Planned Services
- Service Confirmation
- Amount Allocation
- Billing
- Controlling Integration

- Logistic Integration
- Service Contracts and Entitlement
- In-House Repair
- Complaints and Returns
- Enterprise Intelligence
- e-Service
- Service Analytics

## CR300 CRM Sales

### Course Goals

- Provide course participants with a good understanding of CRM sales functionality.

### Target Audience

- Customers and project team members wishing to gain in-depth knowledge of CRM Enterprise sales scenarios.
- SAP consultants and partners

### Course Content

- Introduction to Sales Scenarios
- Opportunity Management
- Copy Control
- General Quotation and Order Management Process
- Quotation Management
- Order Management
- Special functions of Quotation and Order Management
- Contract Management
- Overview of Incentive and Commission Management

## CR800 E-Commerce

### Course Goals

- Apply mySAP CRM E-Commerce process knowledge
- Perform the individual customizing settings for CRM E-Commerce

### Target Audience

- Customers and members of project teams involved with the implementation of SAP CRM E-Selling /E-Service
- SAP consultants and partners

### Course Content

- (The course includes the new CRM 3.1 and CRM 4.0 E-Commerce features)
- E-Commerce scenarios
- E-Commerce architecture and components

- E-Commerce in the Solution Manager
- Web shop management
- SuperUser / User Management
- Product Catalog (Views, Dokuments, BADIs, Export, external Catalogs, web-based maintenance ?
- Price determination using the Internet Pricing Configurator (IPC)
- Marketing Features Up/Down, Cross Selling
- Bestsellers
- Personalized Product Recommendations
- E-service
- Solution Search
- Service Request Management
- Complaints and Returns Management
- Additional Features
- Ebay Integration
- ATP Check
- E-Analytics
- Contract Negotiation
- Live Web Collaboration
- Batches,
- Product determination,
- Request for Quotation

## **Development Consultant SAP NetWeaver '04 – Web Application Development - JAVA**

### **Course Goals**

- Using a Java application specially developed for this course, the participants will learn about:
  - The properties, unique features and syntax of the Java language
  - The Java Development Kit (JDK) development tools
- The focus will be on communicating:
  - Basic knowledge of object-oriented (OO) programming
  - Knowledge of the Application Programming Interface (API)
- Develop J2EE applications based on the SAP NetWeaver Application Server Java
- Develop Java applications that integrate with other systems.
- Use the Java development Infrastructure for your development projects
- Develop advanced Web-GUIs based on SAP Web Dynpro technology
- Use the features of SAP Persistence Framework for your applications.
- Use advanced EJB programming techniques for your applications.
- Help you understand and choose the right java persistence technology for you.

### **Target Audience**

- Developers
- Project managers
- Consultants
- Development Consultants responsible for developing in Java applications

### **Course Content**

- Introduction

- Data types
- Expressions and statements
- Object-oriented programming with Java
- Inheritance and interfaces
- Exceptions
- Java 1.3 Packages (the Collection Framework, threads, internationalization, among others)
- Java I/O: input and output options
- Design pattern
- Overview of the SAP NetWeaver Application Server Java system architecture
- Administration tools: Visual Administrator, SAP Management Console
- SAP NetWeaver Development Infrastructure (NWDI)
- Overview of Enterprise JavaBeans
- Introduction to the SAP persistence framework
  - SAP Java Dictionary
  - Open SQL for Java
  - Overview of supported persistence models: JDBC, SQLJ, entity beans, and JDO
- SAP Web Dynpro Java (introduction)
- Servlets, JSP (introduction)
- Programming Java application clients and Web clients for EJBs
- SAP Enterprise Connector (JCo)
- Java Connector Architecture (JCA)
- JCo RFC Provider ?ABAP > Java Communication
- Java Message Beans (JMS) and Message Driven Beans (MDB)
- Web Services ?Use and Creation
- Protocols of Web Services (SOAP, WSDL, UDDI)
- Component Model
- Software Deployment Manager (SDM)
- JDI from a programmers point of view
  - Design Time Repository (DTR)
  - Component Build Service (CBS)
  - Change Management Service (CMS)
- Overview
- Advanced Concepts
  - Views
  - Controllers
  - Models
  - Context
  - UI Elements
  - Dynamic Programming
- Adobe Interactive Forms
- Intro to Business Graphics
- Structuring your Web Dynpro Application
- Java Dictionary
- JDBC
- SQLJ
- JDO
- Java Transaction API JTA
- Configuration Manager
- EJB Security
- Certification test Development Consultant SAP NetWeaver 2004 - Web Application Development Focus Java
- SAP Consultant Certification  
Development Consultant SAP NetWeaver '04 – Web Application Development - JAVA

# TSRM10 SRM-Procurement

## Course Goals

- Create technical and application-specific basic knowledge to be able to participate successfully in an SAP Enterprise Buyer implementation.
- Customizing procurement processes with SAP SRM server

## Target Audience

- Consultants and project team members who are implementing SAP Enterprise Buyer or mySAP Supplier Relationship Management (mySAP SRM)

## Course Content

- Enterprise Buyer and SRM server overview
- Backend integration and configuration
- Organization
- Workflow
- Master data
- Catalog management
- Self-service procurement
- Sourcing
- Plan-Driven Procurement
- Bidding Engine
- Annex

