

SAP Applications: R/3, ECC, BW/BI, XI/PI, EP, SCM, SolMan, etc.

☐ **System Monitoring**

- Proactively monitor systems and troubleshoot and document issues as they occur

Offerings:

- ❖ 1 hour
- ❖ 4 Hours
- ❖ 8 Hours
- ❖ 24 Hours
- ❖ 3 Times a day
- ❖ After hours (additional coverage)
- ❖ During an Outage (addition coverage)

☐ **System Monitoring Check List**

- Identify and document key transactions and processes to be routinely monitored

Offerings:

- ❖ Create a daily check list (tailored to your organization)

☐ **Help Desk Support**

- Tier 1, 2, 3 Basis help desk support for end user issue resolution

Offerings:

- ❖ Normal Operations: 7am - 6pm
- ❖ Emergency On-Call support
 - ◆ Weeknight evening support: 6pm - 7am
 - ◆ Weekend coverage: 24 hours
 - ◆ Holiday coverage: 24 hours

☐ **Clone a System**

- Create an exact copy of an SAP system from one host to another

Offerings:

- ❖ Clone an SAP system from one host to another - New Target System (Exact copy same SID)
- ❖ Clone an SAP system from one host to another - Existing Target System (Exact copy same SID)

☐ **Design and Document Clone System Copy Process**

- Design and Document the Clone System Copy Process

Offerings:

- ❖ Create/Design/Document Clone System Copy process - New Functionality OnDemand
- ❖ Modify/Update Existing Clone System Copy process

☐ **Homogeneous System Copy**

- Refresh of one SAP system to another (i.e. PRD -> QAS)

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Offerings:

- ❖ Homogeneous system copy - New Target System (same hardware, database and operating system)
- ❖ Homogeneous system copy - Existing Target System (same hardware, database and operating system)

☐ **Design and Document Homogeneous System Copy Process**

- Design and Document the Homogeneous System Copy Process

Offerings:

- ❖ Create/Design/Document Homogeneous System Copy process - New Functionality OnDemand
- ❖ Modify/Update Existing Homogeneous System Copy process

☐ **Heterogeneous System Copy**

- Migrate one SAP system to another (i.e. different hardware, OS, DB)

Offerings:

- ❖ Heterogeneous system copy - New Target System (same hardware, database and operating system)
- ❖ Heterogeneous system copy - Existing Target System (same hardware, database and operating system)

☐ **Design and Document Heterogeneous System Copy Process**

- Design and Document the Heterogeneous System Copy Process

Offerings:

- ❖ Create/Design/Document Heterogeneous System Copy process - New Functionality OnDemand
- ❖ Modify/Update Existing Heterogeneous System Copy process

☐ **Support Package Stacks**

- Apply Support Stack and Kernel Patches

Offerings:

- ❖ Apply patches to a single non-production system
- ❖ Apply patches to Production system only

☐ **Design and Document Support Package Strategy**

- Design and Document a customized Support Package Strategy

Offerings:

- ❖ Develop/Design Support Package Strategy
- ❖ Maintain/Modify/Update Current Support Package Strategy
- ❖ Audit/Review Current Support Package Strategy

☐ **SAP Installation**

- Install an SAP application server, DB and Central Instance

Offerings:

- ❖ Installation of an SAP Application Server
- ❖ Installation of an SAP Database Instance
- ❖ Installation of an SAP Central System (CI/DB on the same Server)

- ❖ Installation of an SAP Central Instance, Database Instance and Application Server
- ❑ **SAP Application Server Redeployment**
 - Redeploy/move an existing SAP application server
 - Offerings:*
 - ❖ Redeploy an existing SAP Application Server (ie. Move from QAS to PRD)
 - ❖ Migrate/Move an Existing SAP System from one Server to another Server
- ❑ **Client Maintenance**
 - Perform/Optimize Client Copies, Deletes, Imports, and Exports
 - Offerings:*
 - ❖ Create/Refresh/Perform Local Client Copies
 - ❖ Create/Refresh/Perform Remote Client Copies
 - ❖ Export / Import Clients
 - ❖ Delete Clients
 - ❖ Optimize/Tune Client Copies, Client Deletes, Client Exports, Client Imports
- ❑ **Client Strategy**
 - Design and Document Client Usage Strategy
 - Offerings:*
 - ❖ Audit/Review Current Client Strategy
 - ❖ Design/Create/Document Client Strategy
 - ❖ Maintain/Modify/Update Current Client Strategy
- ❑ **Break-fix issue resolution**
 - Identify, analyze and resolve a Break-Fix / Work Stoppage Issue
 - Offerings:*
 - ❖ Analyze/Document/Resolve a Break-Fix Issue
- ❑ **Performance issue resolution**
 - Identify, analyze and resolve a Performance Issue
 - Offerings:*
 - ❖ Analyze/Document/Resolve an ERP Performance Issue
 - ❖ Analyze/Document/Resolve a BI Report Issue
 - ❖ Analyze/Document/Resolve an ABAP Program Issue
 - ❖ Analyze/Document/Resolve a JAVA Instance Issue
- ❑ **Prepare & Schedule EarlyWatch and Go-Live Sessions**
 - Prepare & Schedule EarlyWatch and Go-Live sessions
 - Offerings:*
 - ❖ Prepare, Schedule and Review EarlyWatch and Go-Live sessions
- ❑ **Analyze EarlyWatch and Go-Live Sessions**
 - Analyze, Prioritize and Document EarlyWatch and Go-Live Session Results
 - Offerings:*
 - ❖ Prepare, Schedule and Review Earlywatch/Go-Live sessions
 - ❖ Review/Document/Prioritize Action Items from Existing EWA and Go-Live Reports

- ☐ **Installation of a JAVA Instance**
 - Install a JAVA Instance on a variety of configurations
 - Offerings:*
 - ❖ Installation of an SAP JAVA Instance
 - ❖ Installation of an SAP ADS (Adobe Document Server)
- ☐ **SAP JAVA Instance Redeployment**
 - Redeploy/move an existing JAVA Instance to another server
 - Offerings:*
 - ❖ Redeploy an existing SAP JAVA Instance (Move from QAS to PRD)
 - ❖ Redeploy, Maintain, modify & update ADS (Adobe Document Server)
- ☐ **Performance and Tuning an SAP Instance**
 - Analyze and Optimally Performance Tune an SAP Instance
 - Offerings:*
 - ❖ Tune an SAP ABAP Instance
 - ❖ Tune an SAP JAVA Instance
 - ❖ Tune an SAP Dual Stack Instance
 - ❖ Tune an SAP Database Instance
 - ❖ Tune an SAP Central Instance
 - ❖ Tune an SAP Central Services Instance
- ☐ **OSS: Note Application**
 - Analyze OSS Note, Apply and Test OSS Note
 - Offerings:*
 - ❖ OSS Note Application (Analyze, Download, Apply)
 - ❖ OSS Note Application (Analyze, Download, Apply and Test)
- ☐ **OSS: Maintain Customer Data, Users and Messages**
 - Maintain Connections, Customer Data, Users, Objects and Messages
 - Offerings:*
 - ❖ OSS Messages (Open, Track, Update, Analyze, Apply Correction, Close)
 - ❖ Maintain/Modify/Update Customer data and User Accounts
 - ❖ Register Developers/Objects
 - ❖ Maintain/Update/Open OSS Connections
 - ❖ Maintain/Update System Configuration
- ☐ **Transport Management System Design**
 - Design, Configure and Document the SAP Transport Management System
 - Offerings:*
 - ❖ Design,Configure and Document a Three System Landscape Strategy
 - ❖ Design,Configure and Document a Four System Landscape Strategy
 - ❖ Design,Configure and Document a Complex Four System Landscape Strategy
 - ❖ Train SAP Team on Promote to Production Transport Process
- ☐ **Transport Management System Approval Process**

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- Setup, Configure and Document the Approval Process for TMS

Offerings:

- ❖ Setup and Configure Approval Process
- ❖ Document and Train SAP Team on Approval Process

☐ **Transport Management System Workflow Process**

- Setup, Configure and Document the Workflow Process for TMS

Offerings:

- ❖ Setup and Configure Workflow Process
- ❖ Document and Train SAP Team on Workflow Process

☐ **Transport Management System Design**

- Audit, Review and Document Current TMS Configuration

Offerings:

- ❖ Audit Current system landscape
- ❖ Modify/Update existing landscape strategy - Existing Configuration
- ❖ Maintain/Update/Configure approval process for Current Landscape
- ❖ Modify/Update Transport Workflow - Existing Configuration
- ❖ Document and Train SAP Team on Promote to Production Transport Process

☐ **Transport Request Management**

- Perform, Analyze and Resolve Transport Request Issues

Offerings:

- ❖ Rebundle Transport Requests
- ❖ Export/Import Transport Requests
- ❖ Troubleshoot Transport Request Issues

☐ **Transport Request Management Documents**

- Review and Design Transport Request Form

Offerings:

- ❖ Create a Transport Request Form
- ❖ Modify/Update existing Transport Request Form

☐ **Application Server Strategy**

- Design, Review and Optimize Application Server Strategy

Offerings:

- ❖ Review/Audit Application Server Strategy
- ❖ Setup/Configure/Optimize RFC Server Groups
- ❖ Maintain/Modify/Update RFC Server Groups
- ❖ Troubleshoot/Resolve issues with RFC Server Groups
- ❖ Setup/Configure/Optimize Logon Load Balancing Server Groups
- ❖ Maintain/Modify/Update Logon Load Balancing Server Groups
- ❖ Define and Configure Special Purpose Servers (Batch / Print)
- ❖ Maintain/Modify/Update Special Purpose Servers (Batch / Print)

☐ **SAP Security Administration for Users and Roles**

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■ Maintain SAP Security for Users and Roles

Offerings:

- ❖ Create/Modify/Delete Users
- ❖ Analyze/Audit User Activity
- ❖ Monitor User Activity
- ❖ Create and Design Roles
- ❖ Create and Design Complex Composite Role
- ❖ Maintain/Modify/Update Existing Roles
- ❖ Assign Roles to Users/Positions/Jobs
- ❖ Analyze/Resolve User and Role Security issues
- ❖ Perform Security Trace and Document Results
- ❖ Modify/Update Current Security Matrix

□ **SAP Audit Information System (AIS)**

■ Setup and Configure the Audit Information System

Offerings:

- ❖ Setup/Configure Audit Information System
- ❖ Maintain/Modify/Update Current AIS Environment

□ **SAP Security Strategy**

■ Design, Develop and Document Security Strategy and Matrix

Offerings:

- ❖ Design/Develop/Document Security strategy
- ❖ Create/Design Detailed Security Matrix
- ❖ Audit Current Security Strategy and Matrix

□ **SAP Central User Administration (CUA)**

■ Setup, Configure and Document CUA

Offerings:

- ❖ Setup, Configure and Document CUA
- ❖ Maintain/Modify/Update Current CUA Environment

□ **SAP Security Request Form**

■ Create and Design a Security Request Form

Offerings:

- ❖ Create Security Request Form
- ❖ Maintain/Modify/Update Existing Security Request Form

□ **SAPGUI Rollout Strategy**

■ Design,Develop and Document SAPGUI Rollout and Delivery Strategy

Offerings:

- ❖ Design and Document Rollout Strategy and Delivery Method
- ❖ Review/Audit Current SAPGUI Rollout and Delivery Strategy

□ **Patch SAPGUI**

■ Design, Implement and Document SAPGUI Patch Process

Offerings:

- ❖ Design/Implement/Document SAPGUI Patch Process
- ❖ Review/Audit/Update Current SAPGUI Patch Process

☐ **Troubleshoot Frontend SAPGUI Issues**

- Review, Analyze and Troubleshoot Frontend SAPGUI Issues

Offerings:

- ❖ Troubleshoot Frontend SAPGUI Issues
- ❖ Review/Analyze/Update SAPGUI ini files
- ❖ Review/Analyze/Update SAPGUI hosts/services entries
- ❖ Trace Frontend SAPGUI Issues

☐ **SAP ALE Administration**

- Setup,Configure,Troubleshoot and Document ALE interface

Offerings:

- ❖ Setup/Configure/Troubleshoot an ALE interface
- ❖ Maintain/Modify/Update an ALE interface
- ❖ Optimize/Tune an ALE interface issues

☐ **SAP IDOC Administration**

- Monitor,Troubleshoot,Optimize, Tune IDOC Issues

Offerings:

- ❖ Monitor/Troubleshoot/Resolve IDOC issues
- ❖ Optimize and Tune IDOC processing

☐ **SAP IDOC Interface**

- Create,Maintain,Optimize,Troubleshoot qRFC Queues

Offerings:

- ❖ Create/Configure/Troubleshoot qRFC Inbound/Outbound Queues
- ❖ Maintain/Modify/Update qRFC Inbound/Outbound Queues
- ❖ Optimize and Tune qRFC processing
- ❖ Monitor/Maintain/Troubleshoot tRFC Issues

☐ **SAP Interfaces**

- Create,Maintain,Optimize,Troubleshoot an SAP Interface

Offerings:

- ❖ Audit/Review Interface Issues
- ❖ Create new Interface Specification
- ❖ Create/Configure/Troubleshoot Shell scripts for interface
- ❖ Optimize/Tune/Troubleshoot Interface issues

☐ **SAP RFC Interface**

- Setup,Configure,Optimize,Troubleshoot RFC Issues

Offerings:

- ❖ Setup/Configure/Troubleshoot an RFC interface
- ❖ Maintain/Modify/Update an RFC interface

- ❖ Troubleshoot/Resolve RFC interface
- ❑ **SAP Archiving**
 - Setup, Configure, Maintain, Optimize, Troubleshoot Archiving Issues
 - Offerings:
 - ❖ Setup/Configure Archiving object
 - ❖ Maintain/Modify/Update Archiving objects
 - ❖ Troubleshoot/Resolve Archiving Issues
 - ❖ Identify and Document Table Reorgs and Runstats per Archive Job
 - ❖ Review/Audit Archiving Strategy
 - ❖ Create and Document Archiving Strategy
- ❑ **ABAP Programming (Reports/Transactions/BAdI/Userexits)**
 - Design, Develop, Implement and Document an ABAP program
 - Offerings:
 - ❖ Develop a Custom ABAP report
 - ❖ Develop a Userexit or BAdI
 - ❖ Develop a Custom on-line Dialog program
 - ❖ Develop a Custom Transaction
 - ❖ Develop a Custom BI report
 - ❖ Develop customize BI Extractors
 - ❖ Design a program specification
 - ❖ Develop a SAPScript Form
 - ❖ Develop Adobe PDF Forms
 - ❖ Create LSMW program(Conversions/Legacy workbench)
 - ❖ Create Custom load programs (go-live/cut-over)
 - ❖ Assist/Consult/Troubleshoot Existing Developer Coding Issue with Custom ABAP
 - ❖ Assist/Consult/Troubleshoot Basis related Coding Issues
 - ❖ Review/Optimize Existing Developer Performance Issue with Custom ABAP
 - ❖ Review/Optimize Basis related Performance Issues
- ❑ **ABAP Performance Tuning (Reports/Transactions/BAdI/Userexits)**
 - Optimize and Tune a poorly running ABAP program
 - Offerings:
 - ❖ Assist/Consult/Troubleshoot Existing Developer Coding Issue with Custom ABAP
 - ❖ Assist/Consult/Troubleshoot Basis related Coding Issues
 - ❖ Review/Optimize Existing Developer Performance Issue with Custom ABAP
 - ❖ Review/Optimize Basis related Performance Issues
- ❑ **Administer SAP Printers**
 - Create, Modify, Troubleshoot SAP Printers
 - Offerings:
- ❑ **SAP Printer Strategy**
 - Design, Create, Develop, Implement SAP Printing Strategy

Offerings:

☐ **SAP Printer Documents**

- Design/Develop/Document Printer Administration Documents

Offerings:

- ❖ Design/Develop Printer Request Form
- ❖ Maintain/Modify/Update Printer Request Form
- ❖ Design/Develop Printer Support Matrix
- ❖ Maintain/Modify/Update Printer Support Matrix

☐ **TemSe Administration**

- Maintain,Optimize,Troubleshoot TemSe Issues

Offerings:

- ❖ Maintain/Optimize/Troubleshoot TemSe Issues

☐ **Saprouter**

- Setup,Configure and Document Saprouter

Offerings:

- ❖ Review/Audit Saprouter/Saproustab Configuration
- ❖ Setup/Configure Saprouter
- ❖ Maintain/Modify/Update Saprouter
- ❖ Troubleshoot Saprouter Issues
- ❖ Setup/Configure Secondary Saprouter

☐ **ABAP Queries**

- Analyze, Troubleshoot and Optimize ABAP Queries

Offerings:

- ❖ Create,Desing,Develop an ABAP Query
- ❖ Optimize/Tune an ABAP Query
- ❖ Administer ABAP Query Groups and Infosets

☐ **Install SAP Online Documentation**

- Install and Configure a Local Copy of the SAP Documentation

Offerings:

- ❖ Setup/Configure Local Installation of SAP Online Documentation
- ❖ Maintain/Modify/Update Local Installation of SAP Online Documentation
- ❖ Troubleshoot Local Installation of SAP Online Documentation

☐ **Configure SAP Online Documentation**

- Configure the Remotely Accessed SAP Online Documentation

Offerings:

- ❖ Setup/Configure Remote SAP Online Documentation
- ❖ Maintain/Modify/Update Configuration to Remote SAP Online Documentation
- ❖ Troubleshoot Configuration to Remote SAP Online Documentation

☐ **Background Job Administration**

- Create,Modify,Schedule,Troubleshoot Background Jobs

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Offerings:

- ❖ Create/Modify/Delete background jobs
- ❖ Schedule/Release Background Jobs
- ❖ Troubleshoot Background Job Issues
- ❖ Maintain/Modify/Update Background Job Schedule

☐ **Background Job Schedule/Matrix**

- Create,Modify,Troubleshoot Background Job Schedule/Matrix

Offerings:

- ❖ Create/Design Detailed Background Job Schedule/Matrix
- ❖ Maintain/Modify/Update Background Job Schedule/Matrix

☐ **Background Job Request Form**

- Create,Modify,Troubleshoot Background Job Request Form

Offerings:

- ❖ Create/Design Background Job Request Form
- ❖ Maintain/Modify/Update Background Job Request Form

☐ **Batch Input Sessions**

- Analyze and Troubleshoot Batch Input Sessions

Offerings:

- ❖ Monitor/Administer Batch Input Sessions
- ❖ Troubleshoot/Resolve Batch Input Session Issues

☐ **SAPConnect**

- Setup/Configure/Document SAPConnect Interface

Offerings:

- ❖ Create new SAPConnect interface (FAX / SMTP)
- ❖ Maintain/Modify/Update SAPConnect interfaces (FAX / SMTP)
- ❖ Troubleshoot SAPConnect issues

☐ **SAP Basis SLA's**

- Define Basis SLA's

Offerings:

- ❖ Review/Audit current SLA's
- ❖ Create and Document new SLA's
- ❖ Review/Audit Escalation procedures
- ❖ Define and Document Escalation Procedures

☐ **Optimize/Tune SAP Number Ranges**

- Optimize and Tune SAP Number Ranges for Performance

Offerings:

- ❖ Review, Analyze and Document Number Ranges Optimizations
- ❖ Review, Analyze and Document Number Range Performance Problems
- ❖ Maintain/Modify/Update Number Range Buffering Objects/Type

☐ **Optimize/Tune/Troubleshoot SAP Extractors for BW**

- Optimize and Tune SAP Extractors for BW (ERP System)

Offerings:

- ❖ Optimize and Tune SAP Extractors for BW (ERP System)

☐ **SAP Netweaver Development Infrastructure (NWDI)**

- Design,Configure and Document NWDI

Offerings:

- ❖ Setup/Configure NWDI - New Configuration
- ❖ Modify/Update NWDI - Existing Configuration

☐ **Change Pointers**

- Analyze, Cleanup, Optimize and Document Change Pointer Issues

Offerings:

- ❖ Analyze/Cleanup/Optimize/Document Change Pointer Issues

☐ **Enhancement Packages**

- Installation and documentation of SAP Enhancement Packages (EhP)

Offerings:

- ❖ Install Enhancement Packages to a single non-production system
- ❖ Install Enhancement Packages to Production system only

☐ **Database Server Software Installation**

- Install Database Server Software

Offerings:

- ❖ Install Database Server Software

☐ **Database Client Software Installation**

- Install Database Client Software

Offerings:

- ❖ Install Database Client Software

☐ **Patch Database Software**

- Patch the Database Server Software

Offerings:

- ❖ Patch the Database Server Software

☐ **Upgrade the Database Software**

- Upgrade and Document the Database Server Software

Offerings:

- ❖ Upgrade the Database Server Software

☐ **Performance/Tune the Database Server**

- Optimize and Tune the Database Server

Offerings:

- ❖ Performance/Tuning Database Manager/Instance Parameters and Registry Variables

☐ **Database Backups**

- Backup and Verify the Database

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Offerings:

- ❖ Backup and Verify the Database
- ❖ Optimize/Tune Database Backups

☐ Database Backup Strategy

- Design and Document the Database Backup Strategy

Offerings:

- ❖ Design/Implement/Document New Backup strategy
- ❖ Maintain/Modify/Update Current Backup strategy

☐ Database Restores

- Restore and Verify the Database

Offerings:

- ❖ Restore a Database - New Target System (New Hardware/DASD)
- ❖ Restore a Databases - Existing Target System (Existing Hardware/DASD)
- ❖ Optimize/Tune Database Restores

☐ Disaster Recovery Database Restore Strategy

- Design and Document the Database Disaster Recovery Procedure

Offerings:

- ❖ Design/Implement/Document Restore / DR strategy
- ❖ Maintain/Modify/Update Current Restore / DR strategy

☐ Table Maintenance

- Create,Modify,Update,Delete Database Tables

Offerings:

- ❖ Design and Create Custom Tables
- ❖ Maintain/Modify/Update Custom Tables
- ❖ Review/Audit Custom tables

☐ Index Maintenance

- Create,Modify,Update,Delete Database Indexes

Offerings:

- ❖ Analyze Access Plan and Recommend Secondary Indexes
- ❖ Design and Create Secondary Indexes
- ❖ Maintain/Modify/Update Secondary Indexes

☐ Export/Import Data from Tables

- Export and Import data from Tables

Offerings:

- ❖ Import / Export data from tables

☐ Reorg and Runstat Strategy

- Design and Document Table Reorg and Runstat Strategy

Offerings:

- ❖ Design/Implement/Document New Reorg and Runstats strategy
- ❖ Maintain/Modify/Update Current Reorg and Runstats strategy

- ☐ **Database Design and Layout**
 - Design, Optimize, Document the Database Layout
 - Offerings:*
 - ❖ Design/Test/Implement/Document New Database Layout
 - ❖ Maintain/Modify/Update Existing Database layout
- ☐ **Database Capacity Planning**
 - Analyze and Forecast Capacity Based on Database Growth
 - Offerings:*
 - ❖ Analyze/Forecast Capacity (Database Growth)
- ☐ **Optimize/Tune Expensive SQL Statements**
 - Optimize and Tune Expensive SQL Statements
 - Offerings:*
 - ❖ Design/Tune/Optimize SQL queries
- ☐ **Move Tables to New Tablespaces**
 - Move Large Tables to New Tablespaces
 - Offerings:*
 - ❖ Design/Implement/Document Move a Table to New Tablespace
 - ❖ Maintain/Modify/Update Moving a Table to New Tablespace
- ☐ **Convert Pool Table to Transparent Table**
 - Convert an SAP Pool Table to an SAP Transparent Table
 - Offerings:*
 - ❖ Convert SAP Pool Table to Transparent Table
- ☐ **Reorg and Runstat Tables**
 - Reorganize Tables and Update the Statistics for the Optimizer
 - Offerings:*
 - ❖ Reorg and Runstat Tables
- ☐ **Locking Issues**
 - Analyze/Resolve/Document Database Locking Issues
 - Offerings:*
 - ❖ Identify/Resolve locking issues (deadlock, lock timeout)
- ☐ **Custom Utilities**
 - Design/Implement/Document Custom Utility Scripts
 - Offerings:*
 - ❖ Design/Implement/Document Custom Utility Scripts
 - ❖ Maintain/Modify/Update Existing Custom Utility Scripts
- ☐ **Database Monitoring**
 - Monitor the Database
 - Offerings:*
 - ❖ Monitor the Database Server