

Figure 14: Application Example: Graphical System Monitoring

Application Example: IT Service Management

With IT Service Management, the SAP Solution Manager system provides a central message management and processing instance. It makes it possible for you to contact all the parties involved in a message. This could be all users of your company's system landscape or solutions, such as employees, customers, consultants, or support staff.

The integration between Application Lifecycle Management (ALM) and the SAP Solution Manager system lets you integrate the features of IT Service Management with ALM, as shown in the figure "SAP IT Service Management on the SAP Solution Manager System – Integrated IT Support Processes".



• SAP Solution Manager (with full SAP CRM stack) integrates Application Lifecycle Management and IT Service Management processes on a single platform

- IT Service Management is based on SAP CRM 7.0
- Application Lifecycle Management comes with SAP Solution Manager

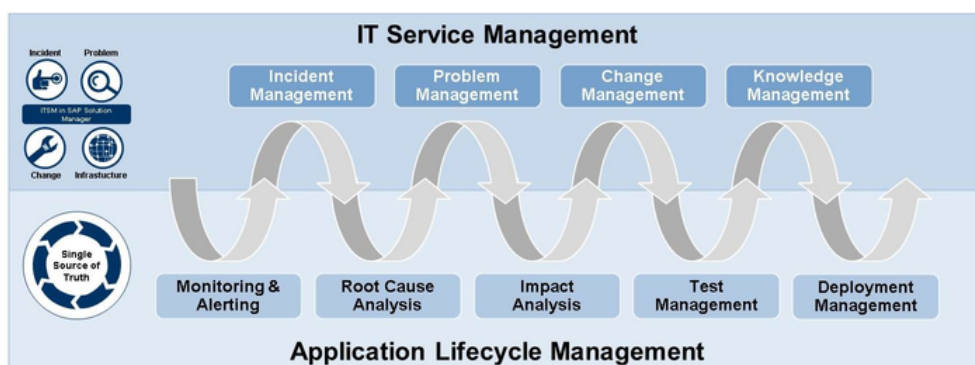


Figure 15: SAP IT Service Management