

3. Which tools does the SAP Solution Manager system provide for the operation of business processes?

*Choose the correct answers.*

- ☒ A Root Cause Analysis
- ☒ B IT Service Management
- ☐ C Quick Sizer

Root Cause Analysis and IT Service Management are tools provided by the SAP Solution Manager system. The Quick Sizer tool is available outside the SAP system.

4. Which statements about SAP Support Packages and SAP enhancement packages are correct?

*Choose the correct answers.*

- ☒ A SAP Support Packages contain error corrections and legal changes.
- ☐ B Importing SAP Support Packages is a purely voluntary measure.
- ☒ C SAP enhancement packages are cumulative.
- ☒ D SAP enhancement packages can add new functions to the SAP system.

SAP Support Packages contain error corrections and legal changes. SAP recommends importing SAP Support Packages in the form of Support Package stacks. Imports of SAP Support Packages are not entirely voluntary, due to the need to implement legal changes in the SAP system. SAP enhancement packages can change business processes and may add new functions to the SAP system.