

When a defined threshold value is exceeded in monitoring, for example, an incident can be generated. The tools of the SAP Solution Manager system (such as root cause analysis) can then be used to fix the incident.



Note:

Many processes of the SAP Solution Manager system, such as *Incident Management*, *Service Request Management*, *Problem Management*, *Change Request Management*, and *Service Level Management*, have been externally certified and are compliant with the IT Infrastructure Library (ITIL) processes.



#### LESSON SUMMARY

You should now be able to:

- List the Tools in the SAP Solution Manager System for Business Process Operations