Whatever projects are now being evaluated and launched within your organization, they require careful planning and execution. Do this and benefits follow: Reduced costs, accelerated time-to-value, productive business users, and the inherent flexibility you need in order to respond to change. Without a sound strategy for managing projects, organizations risk an unnecessary drain of resources, user frustration, and costly project rework. The right way to plan and execute your SAP® projects is the focus of Managing Your SAP Projects. Please join us for this conference, the most important event of the year for professionals who manage and support SAP projects, centers of excellence (COEs), and project management offices (PMOs).

Throughout this three-day event, you have the opportunity to:

- Learn how to optimize limited resources and budgets to complete projects on time, on target, and on budget
- Get best practices from customers and consultants that have successfully completed the same initiatives you are now starting or evaluating
- Get guidelines and updates from SAP on project methodologies, tools, and accelerators
- Learn proven techniques for managing project budgets, timelines, and resources
- Leverage the experiences of your business and project manager counterparts at other companies
- Meet one-on-one with SAP implementation, upgrade, and global rollout experts
- Earn PDU credits

We hope you can join us in Las Vegas for this unrivaled educational and networking opportunity.

Sincerely,

Benny Dicecca
CEO
WIS Publishing, publisher of *SAPinsider*

Jumpstart Day	Conference, October 29–31		
Sunday, October 28	**Monday, October 29**	**Tuesday, October 30**	**Wednesday, October 31**
7:30 am Registration opens	7:00 am Registration opens	7:30 am Registration Opens & Continental Breakfast	7:30 am Registration Opens & Continental Breakfast
9:00 am Morning Jumpstart sessions	8:30 am General Session	8:30 am Breakout Sessions/ Outsourcing	8:30 am Breakout Sessions
12:00 pm Lunch	10:00 am Exhibit Hall Opens	9:30 am Exhibit Hall Opens	9:45 am Refreshment Break
2:00 pm Afternoon Jumpstart sessions	10:00 am Extended Break	9:45 am Refreshment Break	10:00 am Breakout Sessions
	10:30 am Breakout Sessions	10:00 am Breakout Sessions	11:15 am Refreshment Break
	11:45 am Lunch	11:15 am Refreshment Break	11:30 am Breakout Sessions
	1:00 pm Breakout Sessions	11:30 am Breakout Sessions	12:45 pm Lunch
	2:15 pm Extended Break	12:45 pm Lunch	1:45 pm Breakout Sessions
	2:45 pm Breakout Sessions	2:00 pm Breakout Sessions	3:00 pm Conference Concludes
	4:00 pm Break	3:15 pm Extended Break	
	4:15 pm Breakout Sessions	3:45 pm Exhibit Hall Closes	
	4:15 pm Exhibit Hall Closes	3:45 pm Breakout Sessions	
	5:15 pm Exhibit Hall Re-opens	4:45 pm Exhibit Hall Re-opens	
	5:30 pm Opening Night Reception	5:00 pm Cocktail Reception	
	5:45 pm Ask-the-Experts	5:15 pm Ask the Experts	
	7:00 pm Exhibit Hall Closes	6:00 pm Exhibit Hall Closes	

Jumpstart Day • Sunday, October 28

Special pre-conference sessions hosted on this day fortify your understanding of SAP projects, tools, and key concepts, and enhance your learning experience at the main conference. Attend any Jumpstart Day sessions of interest to you. Sessions run from 9:00 am - 12:00 pm and 2:00 pm - 5:00 pm. See pages 5-7 for details.

Conference • October 29-31 • 8 comprehensive tracks

Tools and topics covered in this conference include:

Agile	Microsoft Project	SAP NetWeaver BW
Application Lifecycle Management	Project management offices (PMO)	SAP Solution Manager
ASAP	Project planning	Scrum
Budgeting	Project ROI	Stakeholder management
Centers of excellence (COE)	Risk management	System consolidations
Change management	SAP BusinessObjects BI	Testing
Data migration	SAP Business Suite	Upgrades
Global rollouts	SAP enhancement packages	
Managing global projects	SAP implementations	

6 events — 1 location

Managing Your SAP Projects 2012 is co-located with Reporting & Analytics 2012, Enterprise Mobility 2012, The Solution Manager Seminar, BPC Bootcamp, and HANA Seminar. Attendees of one conference may attend any sessions of interest at all six events at no additional cost. .

Please visit www.sapprojects2012.com, www.reporting2012.com, www.mobileenterprise2012.com, www.solmanseminar. com, www.bpcbootcamp.com, and www.hanaseminar.com **for details.**

For more information and to register, visit **www.sapprojects2012.com** *or call SAPinsider at +***1-781-751-8700**

Educational and networking opportunities

More than 130 educational sessions and forums

Expand your skills and knowledge by learning from the top experts at SAP, independent consultants, and your industry counterparts. Managing Your SAP Projects 2012, Reporting & Analytics 2012, and BPC Bootcamp are co-located. Registration for one event gives you access to more than 130 sessions at no additional cost.

Hands-on labs

Roll up your sleeves and get valuable hands-on experience with the latest technologies from SAP. Experts will guide you through step-by-step exercises to help you develop a comprehensive understanding of each solution's functionality and arm you with skills you can use right away.

Jumpstart Day

Special, pre-conference sessions hosted on Sunday, October 28 offer you the opportunity to explore new trends and strategies and enhance your learning experience at the main conference.

Ask-the-Experts

Sit down one-on-one with the leading experts to ask questions and get detailed, authoritative answers.

Customer case studies

Take away best practices and methodologies taught by the companies that practice them. Learn from highly experienced SAP customers to solidify your own strategies and tactics.

Customer discussion forums

Learn how your peers are solving their toughest project challenges during forums facilitated by expert moderators.

Evening receptions

Interact with the best and the brightest minds working with SAP software. Build a lasting network of peers and meet with leading product and service vendors.

Earn 25 PDUs

At Managing Your SAP Projects 2012, you can advance your professional standing by earning credits from the Project Management Institute (PMI) for the sessions you attend. WIS Publishing, publisher of SAPinsider, has been reviewed and approved as a provider of project management training by the PMI. The project management concepts and terminology found in these sessions utilize SAP-aligned methodologies, which differ from those found in the PMI Project Management Body of Knowledge (PMBOK) Guide. These sessions qualify for 25 PDUs under the PMI Continuing Certification Requirements (CCR) Program.

Join us for Jumpstart Day — Sunday, October 28

Special sessions that enable you to:

- Fortify your understanding of critical SAP technologies and solutions
- Explore new trends and strategies
- Enhance your learning experience at the main conference

By registering for Jumpstart Day, you can:

- Attend any sessions of interest to you
- Benefit from expert-led instruction, demos, guidelines, and dedicated question-and-answer time
- Receive exclusive take-home materials containing the slides from all the day's presentations
- Participate in a networking lunch with other attendees

Jumpstart Day Sessions
Sunday, October 28

Morning Sessions • 9:00 am – 12:00 pm	
A real-world introduction to SAP for beginners - Part 1	**page 6**
A step-by-step guide to building and maintaining a successful super user program - Part 1	**page 6**
Hands-on Lab • 9:00 am – 12:00 pm	
Hands-on lab: **Leveraging SAP Solution Manager to decrease the cost, effort, and time of your next project**	**page 7**
Lunch • 12:00 pm – 2:00 pm	
Afternoon Sessions • 2:00 pm – 5:00 pm	
A real-world introduction to SAP for beginners - Part 2	**page 6**
A step-by-step guide to building and maintaining a successful super user program - Part 2	**page 6**

Full-day Jumpstarts
Part 1 - 9:00 am – 12:00 pm
Part 2 - 2:00 pm – 5:00 pm

A real-world introduction to SAP for beginners

Philip Saltzbart and Rakesh Mehta, Deloitte

Accelerate your understanding of SAP technology and gain real-world insights and proven best practices for SAP utilization, implementations, and more. Take part in interactive discussions that highlight the planning steps, resources, and approaches necessary to be successful with an SAP project.

- Get up to speed on the vision and mission of SAP technology

- Review the entire landscape of SAP's business solutions and components and understand the role of each application and how they work together

- Walk through the basics of SAP technology, including how SAP's technologies come together to facilitate business solutions

- Understand — from a business perspective — what it means to implement SAP, including introductory coverage of SAP's tools and methodologies

- Investigate the fundamentals of defining an effective business case for SAP projects

- Examine the key components of SAP project management, including proper planning, budgeting, scope management, and executive engagement

- Learn about the critical roles and dependencies that are required for a successful project, such as creating the right sized project team, selecting the right skills, and creating high performing teams

- Walk through a real-world SAP implementation project plan

- Learn how to address critical post-go-live considerations, including how to structure and staff for system administration and ongoing SAP operations

- Understand the role that mobile solutions and SAP HANA play in an SAP environment

A step-by-step guide to building and maintaining a successful super-user program

Dr. Doug Whittle, Whittle Consulting Group

Any organization that has implemented SAP quickly realizes that post-implementation support of its end users is a critical element for long-term success. Super-user programs, when implemented and maintained correctly, have proven to be a highly-effective way of meeting those support demands. This full-day workshop provides you with:

- Best practice models, guidelines, templates, and tools to guide you in building and maintaining a successful super-user program

- A roadmap that provides you with guidance for addressing 9 critical areas, including:

    - How to get started
    - Stakeholder identification and engagement strategies
    - Needs assessment
    - Program strategy design and sponsorship
    - Role definition
    - Branding and marketing
    - Compensation and recognition
    - Program maintenance
    - Measurement

- A review of the critical dos and don'ts, cautions, tips, and hints for each area to increase your success and effectiveness when building your program

- A forum to exchange and discuss super-user ideas and strategies that you and other attendees have tried

- A detailed review of successful super-user programs to gain an understanding of how different approaches yield equally successful results

This workshop is intended to be interactive. You will have ample opportunity to think about, discuss, and apply the steps and concepts provided, resulting in a baseline roadmap that will guide you in fully developing your super-user program once you return to your organization.

Whether you are just beginning to explore the concept of a super-user program or you are trying to revitalize an existing program, this series will provide you with ideas to try, factors to consider, and steps to follow.

Hands-on Lab
9:00 am – 12:00 pm

Hands-on lab: Leveraging SAP Solution Manager to decrease the cost, effort, and time of your next project

Michael Pytel, NIMBL

9:00 am – 12:00 pm

This hands-on session provides expert guidance to leverage SAP Solution Manager — including solution documentation and test management functionality — to reduce costs and shorten upgrade or enhancement package installation timelines. You will:

- Get strategies for using SAP Solution Manager to manage project blueprinting, configuration, and documentation, and see how this impacts project resources and timelines

- Examine how to leverage the Solution Documentation Assistant to identify existing business processes in your production landscape and see how this helps prevent the time-consuming process of building out your business process repository manually

- Learn how to create your own business processes for documentation and get tips to define project standards and customize settings to conform to your organization's requirements

- Go beyond core functionality of storing project documents in SAP Solution Manager and learn how to leverage the Business Process Change Analyzer to decrease regression testing effort and time

- See how to leverage key integration points between the Business Process Change Analyzer and SAP Solution Manager Test Workbench, including automatic test plan generation and test script reusability

Attendance at this hands-on lab is limited. Pre-registration for an added fee prior to the event is required to assure a seat.

Project strategy and leadership

Organizational project management: Leveraging your PMO to align project strategy with organizational goals and objectives

Larry Bull, Project Management Institute (PMI)

Learn how to use organizational goals and objectives as the basis for developing the strategy for your next project. Get tips for effectively aligning your project deployment and delivery strategy to maximize benefits realization. Gain familiarity with the concept of organizational project management, a framework that integrates leadership and operations and understand its role in improving performance and the capability of your PMO. Get an introduction to the tools and techniques a PMO can put in place to deliver on an organizational project management strategy. Delve into techniques you can utilize to make sure the projects your company selects are the right projects that will help the organization reach its goals while saving time and money along the way.

`Case study`
An inside look at project and portfolio management at SAP America

Raimar Hoeliner and Kevin Furlong, SAP North America

In order to execute projects successfully, SAP's North American PMO has developed a lean and straightforward project environment that is driven by strategic targets and transparent standards. In this session, you will learn from firsthand experience how SAP's North American PMO executes project strategy. See how SAP's delivery enablement organization engages on various levels with regional stakeholders and leverages Agile techniques to get to tangible results in accelerated ways. Find out how in 2011 the North American PMO successfully executed 15 major delivery improvement initiatives, covering project inspection, quality assurance, bid management, contracting, project governance, and talent transformation through leadership, compensation, ASAP adoption, and on-boarding. Examine SAP's approach to not only successfully execute these projects, but also to become a global leader in these areas. Get insight into the importance SAP's PMO places on measurable objectives for project success, shared ownership for organizational transformation, and lean project management in order to deliver projects efficiently.

Ideas for building a project kickoff-event that kicks butt

Dr. Doug Whittle, Whittle Consulting Group

Whether you're just getting started on an SAP project or if you need to re-energize an existing project, this session will give you dozens of ideas that you can use to build a project kickoff "event" that combines the necessary education and training with fun and energizing activities. You will be guided through the process of building the kickoff-event, including identification of objectives, who to include (don't forget the senior executives), examples of possible agendas and itineraries, and ideas for activities that educate and inform your team in a way that is both entertaining and engaging. Based on years of helping teams throughout the world build successful project kickoff-events, the speaker provides a plethora of ideas that are creative, practical, and easy on the budget. Learn how to incorporate your senior executives into the program in a way that allows them to show their support for the project and team and also makes them accessible to the project team. The only prerequisite for this session is an open mind and a willingness to think beyond the traditional boundaries of kickoff-events. Come away motivated and inspired to build your own successful project kickoff-event.

Confessions of an SAP project manager: The truth behind the scenes of successful projects

Dino Nosella, Ea Global Consulting

Do you ever wonder what it would be like if you got a few great SAP project managers in a room and got them to candidly share the truth of how they got through their most difficult projects? To understand what worked and what didn't? This session highlights some creative approaches and tactics that seasoned SAP project managers have used to overcome challenges such as inadequate resources, uncommitted teams, stakeholders with positions of power (and egos to match), and unrealistic deadlines. Understand the techniques successful project managers use to keep their teams focused and productive. Gain insight into the leadership styles effective project managers leverage to ensure project success. Gain advice for dealing with powerful project stakeholders who can derail a project to the point of failure. Master the art of persuasion and influence to help drive projects to success and create a project environment that encourages creativity and team work.

Creative strategies to get the project resources you need from internal teams and external consultants

Dan Wilhelms, Symmetry Corporation

With tight budgets and limited resources, organizations must think creatively in order to assemble project teams, meet key deadlines, and achieve desired business outcomes — all while keeping costs down. Acquire expert advice to negotiate for resources from your non-technical business teams and utilize them smartly. Determine if and when you need to hire outside consulting resources and understand how to go about it wisely with a well-defined RFP and statement of work (SoW). Obtain valuable tips on managing external consultants and outsourced resources. Assess your organization's internal core competencies to ensure you use consultants only to augment — not replace — internal talent. Learn how to proactively manage your upgrade after your consultants leave with a sound training, knowledge transfer, and post-project support strategy. Walk through the four key factors you must consider when deciding whether to outsource development, either onshore or offshore, and understand the potential impact on your realization phase.

Using working styles to build and maintain a high-performance SAP team

Dr. Doug Whittle, Whittle Consulting Group

The very nature of an SAP project requires a team that works well together from the very beginning through the end of the project. Examine how the dynamics of individual styles and preferences will influence the dynamics of your project team. Explore ways to use this knowledge of personal working styles to improve individual and team productivity and ultimately ensure the success of your SAP project. Your personal effectiveness on this team starts with the knowledge of your own individual working and communications styles, after which you need to understand the style of the people with whom you support and work. Examine the ways we interact with each other on SAP projects and how these interactions can impact our personal effectiveness. A practical model and simple language for understanding workplace dynamics, communication differences, and other skills critical for team success will provide for a fun and highly interactive session.

An introduction to SAP technology for non-technical managers: Demystifying the SAP architecture

Dan Wilhelms, Symmetry Corporation

With its buzzwords and technical concepts, understanding SAP architecture can be daunting for non-technical SAP project managers. This session introduces you to SAP terminology and technology in non-technical terms. Get the layman's definition of an SAP environment's many technical components. Learn how to map SAP applications to the underlying physical infrastructure of your system. Examine "must-haves" of SAP technology that can significantly reduce the cost of ownership or complexity of SAP technical operations, including the project management and central monitoring components of SAP Solution Manager. Learn the key differences between the portal- and Web-based interfaces from SAP and the more traditional SAP GUI. Gain insight into the hardware, software, and infrastructure needed to support an SAP project. Obtain insights into emerging technologies like cloud computing and how it will impact your SAP applications. Get a high-level understanding of the route from an end user's SAP desktop through the network, into the server, and back, to better understand what happens when a transaction is executed. Take home a diagram of an SAP technical environment and a list of key SAP terms and definitions.

Tips and best practices for managing your project sponsor

Tanya Lindsay, Ea Global Consulting

This session provides you with a framework for managing your project sponsor, whether that involves managing up or across the organization. Understand the key motivators of project sponsors and how these should impact your overall approach and communication strategy. Hear about the various personality traits that can be displayed by project sponsors and get guidelines for managing and coaching each personality type. Get tips for validating your sponsor's engagement and ownership of the project through communication and feedback. Get examples that illustrate the best ways to a sponsor's difficult questions or requirements, especially those that could lead to scope creep, increased costs, or at worst, project failure. Take home a roadmap of the project phases where sponsor engagement is most critical for project success, and get tips for how to foster that engagement. Learn how to establish credibility with your project sponsor early in the process so you can ultimately get the educated decisions and support you need.

How to develop a comprehensive project governance model that assures consistency and accountability

Brian Wilson, SRA

This session walks you through proven methods for establishing and rolling out a solid project governance model. Learn how successful project managers leverage a governance model to build a consistent level of sponsorship and leadership in support of SAP projects. Find out how to create an effective Responsible, Accountable, Consult, and Inform (RACI) matrix and how to roll it out to your organization. Examine multiple organizational matrix options and the best ways to use them when establishing your governance model. Explore critical governance elements you should consider during the evaluation phase, including project management, change management, data management, technology, and security deliverables. Get tips for being successful in getting all levels of the organization to buy in to your governance model. Take home a sample RACI chart you can use as a tool to establish project governance.

Seven critical steps for rescuing a troubled project

Tanya Lindsay, Ea Global Consulting

This session outlines best practices and strategies for rescuing an off-track or behind-schedule SAP project. Examine key warning signs of a project's decline, such as scope creep, team apathy, and stakeholder disengagement. Learn the seven steps to project salvation, including a solid, and often difficult, assessment of your project team's skill sets and the organization's support for the project. Explore the unique roles project managers and executive sponsors play in project resurrection and learn the ways these two key roles must interact. Understand key metrics that are needed to monitor the project recovery process both as a communication vehicle and to ensure that issues are immediately addressed. Take home a document outlining the seven steps for rescuing a project, along with a list of quality checkpoints to look for at each step.

An inside look at PMI Certification: What it is, why you should become certified, and how to maintain your certification

Priya Sethuraman, Project Management Institute (PMI)

Whether you are considering taking the next steps beyond PMP® certification, or evaluating the many certification options available from the Project Management Institute (PMI®), this session delves into and explores the importance and the value of PMI certification. Get a comprehensive overview of the PMI certification program, including each type of certification (PMP, PgMP CAPM, PMI-RMP, PMI-SP and PMI-ACP), the eligibility requirements for each certification, and the process one would undergo to apply for a certification. Identify the benefits of obtaining each type of certification and hear who within your organization should (and should not) consider it. Step through the application process and learn how to prepare for the unique steps involved. Explore the key differences between the exam formats for each type of certification. Get tips for maintaining your certification credentials and fully taking advantage of all that PMI has to offer Project Managers.

How Pacific Coast Building Products project teams became trusted advisors to the business through a value-added project management strategy

Wayne Magon, Pacific Coast Building Products

This session explores how Pacific Coast Building Products developed its project management processes and overall standards for engagement with the business to fully support the company's corporate strategy. See how this approach has enabled the project team to become a trusted advisor to the business. Take a look at the tangible actions Pacific Coast took to build a business-centric governance model along with the processes and standards such as clearly defined objectives and goals to ensure the success of its IT and project team. Learn how the company has structured its IT team to be successful when working with the business. Get insight into the governance model and communication steps Pacific Coast takes to make sure its projects provide value and fulfill business goals. Explore the key relationships the project team has built to ensure success through customer service and governance models that promote decision making and prioritization of projects. Take home examples of project charters and kick-off documents Pacific Coast uses to ensure the project team and the business are in sync.

The five top challenges facing SAP project managers today — and real-life solutions from experts who have overcome them

Dr. Doug Whittle, Whittle Consulting Group

Join your colleagues in a lively give-and-take dialogue about the top challenges facing SAP project managers. These challenges will be compiled from focus group data and gathered from the participants. Time will then be allocated for each topic, with the discussion focusing on ways to meet and beat these challenges — solutions, strategies, alternatives, and fixes that you and others have successfully accomplished. This is your opportunity to connect with your colleagues and begin building a network of professionals with whom you can stay connected long after the conference ends. Bring your business cards to swap with others, be prepared to offer your own solutions, and leave with practical ideas from real-life implementations just like yours!

A comprehensive guide to SAP's new delivery approach: SAP Advanced Delivery Management

Raimar Hoeliner, SAP

Get an introduction to SAP Advanced Delivery Management, a new approach to delivering SAP solutions, fully supported by ASAP methodology, that enables faster time-to-value. Learn how this delivery approach enhances and expands the existing Rapid Deployment Solution (RDS) philosophy and how it allows for a modular combination of multiple RDSs, engineered services, and design based components. Learn how understanding business needs and value drivers not only drives the selection of SAP solutions but also the deployment approach. Discover how a cloud based pre-assembly coupled with lean and agile techniques and on; and off; shore delivery facilitates a faster project ramp up, and discover how SAP Advanced Delivery Management help you lower the overall a Cost of Implementation and Operations.

Is your organization ready for SAP HANA? A guide to the new skills and approaches your IT and business organizations will require

Hettie Tabor, Accenture

For many end users, managers, and executives, SAP HANA represents a new way of working. For IT organizations, it changes the administration and support model dramatically, and in some cases, requires new skills. This session helps to prepare you for the transition. Determine the skills your IT team will need depending on which implementation strategy you pursue. Learn how to perform a skills gap analysis to determine early on where your IT organization's abilities need to be augmented. Understand why it's critical to decide who in the organization "owns" SAP HANA after the consultant or SI leaves. Gain insight into the support services and managed services available for maintaining your SAP HANA environment. Find out how to ensure your business users embrace and easily adapt to changes in their reporting and analysis activities. Gather recommendations for establishing a new or updating your existing data and reporting governance strategy. Explore the benefits and tradeoffs of various SAP HANA training options, from hands-on labs and webinars to "train-the-trainer" sessions.

Project methodologies, tools, and accelerators

Using Microsoft Project to manage, track, and report on your SAP project

Vikas Pathak, 3Pro

Learn how to take the capabilities of Microsoft Project to the next level to efficiently manage, track, and report on relevant project deliverables. Review best practices for scheduling an SAP project and identifying deliverables and project milestones. Then, explore how to leverage Microsoft Project to report on these key deliverables with functionality such as Visual Reports and custom reports. Get tips and techniques for tracking key ASAP methodology deliverables, such as business process procedures, strategy documents, custom development objects, and test scripts. Discover how Microsoft Project can facilitate the communication of these deliverables between your organization's Project Management Office (PMO), steering committee, team leads, and end users. Walk through a demonstration of a typical ASAP project schedule and its reorganization using Microsoft Project to create a deliverable-oriented, dynamic schedule. Take home a document listing additional best practices for optimizing Microsoft Project, along with a sample project plan leveraging the techniques discussed.

Case study
How Adobe Systems integrated agile and waterfall methodologies to deliver its implementation project on time and on budget

Elaine Chu, Adobe

Learn how Adobe Systems leveraged both the agile and waterfall methodologies to manage its most recent SAP implementation project. Identify the challenges the company faced integrating both approaches, including testing and delivery alignment, production support involvement, and managing business expectations. Find out why engaging both business and support teams was especially important to successfully deliver in this blended approach. Find out how the company set requirements and prioritized tasks using Scrum principles and see how Adobe Systems technical team worked with end users to maximize their use of the technology. Take a look at the productivity gains the company realized from utilizing this integrated approach and how customer feedback on the project went from bad to good as a result. Find out how capabilities defined by the business were built into the project scope so it was easier to measure and track ROI.

Tips for utilizing Six Sigma and the ASAP methodology to manage large scale SAP projects

Sundar Chandrasekaran, Deloitte

This session provides you with an overview of both Six Sigma and the ASAP methodology and identifies how you can use both methodologies to efficiently manage SAP projects. Understand the most common challenges faced during a large scale SAP project, including building consensus among business, IT, and other stakeholders on key decisions in each of the project phases. Learn how you can utilize the Six Sigma methodology in combination with the ASAP methodology to resolve these challenges. Identify common challenges projects face during blueprint, realization, and go-live, such as alignment between business, IT, and other stakeholders on scope and timeline, business transformation opportunities, cutover and performance strategy, criteria and approach for transitioning to support. Get tips for using Six Sigma and ASAP to assist with establishing a project scope, creating "as is" process documentation, performance, parallel testing, cutover strategy, and support criteria. Take home a sample project roadmap that includes key deliverables for leveraging Six Sigma with ASAP.

A comprehensive guide to adding Project Management Institute (PMI) and ITIL methodologies to your project management portfolio

Brian Wilson, SRA

This session explores how Project Management Institute (PMI) and Information Technology Information Library (ITIL) methodologies and best practices can help promote rapid SAP deployments and successful go-lives. Explore the complexities, limitations, and nuances of the PMI and ITIL methodology that must be balanced with the benefits. Gain an understanding of PMI's Project Management Professional (PMP) and ITIL certification processes and the benefits of having all team members complete the certifications. Walk through the five project management process groups of the PMI methodology — initiating, planning, executing, monitoring and controlling, and closing — to understand the principles of each. Gain an understanding of the relationship between the five process groups and the nine knowledge areas of the Project Management Body of Knowledge (PMBOK). Walk through the ITIL Qualification Scheme. Compare and contrast the PMI and ITIL methodology with the phases and tasks associated with the ASAP methodology. Explore a sample SAP project plan based on the PMI and ITIL methodology and learn how to build a project plan — regardless of project size and or complexity — using the PMI and/or ITIL methodology. Take away tips and tricks to help you pass the PMP and/or ITIL exam on the first try.

Case study

Kanban and Scrum: How utilizing methodologies leads to shorter project lifecycles at Pacific Coast Building Products

Eric Vota and Anton Karnaukhov, Pacific Coast Building Products

Hear how Pacific Coast Building Products is utilizing Scrum and Kanban Agile methodologies to shorten the timeframe of its SAP implementation projects. Get an introduction to the Scrum and Kanban methodologies and see how and why the company is using one approach over the other. Hear about Pacific Coast's journey into the world of agile and how it can be used not only for new development projects, but also for day-to-day operations of your IT department. See why the company has determined that Scrum works better in its environment for small projects while Kanban is more effective on larger projects. Get a detailed look at Pacific Coast Building Products' agile project methodology to help kick-start your own agile initiatives and the tools the company utilizes to support its processes. Take home a document with definitions and examples of Agile, Scrum, and Kanban.

Guidelines to accelerate design acceptance during the project blueprint phase using the best of ASAP 7.2, Agile, and ITIL methodologies

Lorie Volpe, SAP Americas

This session shows you how you can utilize the new ASAP 7.2 iterative solution design methodology, along with Agile and ITIL, to prototype the design of your solution before any coding is completed. Learn how to validate business requirements early in the project lifecycle. Gain insight into how this enables project stakeholders to voice their feedback during the blueprinting phase rather than waiting until user acceptance testing when coding has already been completed. Find out how process modelers and testing teams can leverage SAP Solution Manager to perform unit tests on the project prototype and resolve any user acceptance issues before integration testing begins. Get tips for generating standardized functional specifications more quickly, using the specs to conduct a gap analysis, and leveraging results to validate business requirements before functional specs are developed. Find out how these best practices can significantly reduce the effort and cost associated with custom coding.

How to manage SAP projects by integrating SAP Solution Manager and Microsoft Project: Getting the best of both worlds

Vikas Pathak, 3Pro

This session explains how to integrate the key functionality of SAP Solution Manager and Microsoft Project to more efficiently manage an SAP project. Walk through the project management features within these tools, such as deliverable management, scheduling, budgeting/costing, resource allocation, tracking, and reporting, and identify the appropriate use cases for each. Explore the functional integration points between SAP Solution Manager and Microsoft Project, such as process tracking. Gain an understanding of how to merge key processes, such as scoping, resource allocation, and change requests, to provide managers with a big-picture view of project progress. Learn how to align these integrated processes with the Project Management Institute's defined process areas. View a simple scoping and scheduling process that utilizes both SAP Solution Manager and Microsoft Project. See a demonstration of how to leverage Microsoft Project for business blueprint tracking. Take home a list of integration points and best practices for using these tools in your project initiatives.

Guidelines for utilizing SAP Rapid Deployment solutions and preconfigured scenarios during your next SAP project

Marian Harris, SAP Labs

This session examines SAP's newest implementation approach and accelerators since the ASAP methodology. Hear how you can create fast, predictable, and successful go-lives using SAP Rapid Deployment solutions for SAP Business Suite solutions (including SAP ERP), SAP HANA, analytic and mobile solutions, and SAP solutions for enterprise information management (EIM). Learn what a preconfigured scenario includes and get advice for deploying it in your SAP landscape. Take a look at the newest SAP data migration tools and learn when and how to use these tools during your next project. Determine if SAP Rapid Deployment solutions fit your project's requirements and your company's project culture. Take home sample project schedules and a new step-by-step project methodology for mobile, SAP HANA, and analytics RDS solutions.

Implementations, upgrades, and enhancement package projects

The top 10 SAP tools and offerings to simplify your upgrade and innovation projects

Lois Dick, SAP America

Project success can be attributed to using the right tools at the right time. This session takes a critical look at tools you can use to simplify your upgrade and manage projects. Get an introduction to the Continuous Quality Check (CQC) portfolio and learn which CQCs should be used during specific project phases to help mitigate overall project risk, and assess the readiness of your production environment to start it and subsequently go live. Identify the top 10 tools and accelerators you can utilize to discover new business functions available in SAP enhancement packages, such as the SAP Improvement Finder, Solution Browser, the Business Function Prediction, and Accelerated Innovation Enablement. Learn how the SAP Solution Manager Pulse Check, a new self-service tool, pinpoints the SAP Solution Manager capabilities you should be utilizing based on your unique pain points. Find out how you can quickly identify upgrade dependencies using the Upgrade Dependency Analyzer and identify the impact to your business processes during an upgrade or implementation of a new business functions. Take home a document outlining the tools mentioned in this session with suggestions for when to use which tool.

Choosing the best methods and tools to minimize downtime and accelerate your upgrade or SAP enhancement package project

Lon Blake, Emergys Corporation

Deadline and downtime are two of the most critical benchmarks used to measure the success of any upgrade project. Through lecture and demonstration, become familiar with dozens of tools that help you conquer these objectives, whether you are performing a simple upgrade project or an upgrade along with an SAP enhancement package implementation. Learn how to utilize the solution browser tool to identify functional deltas in your SAP ERP system. Understand the benefits of automated testing. See how the upgrade dependency analyzer works to uncover dependencies that could affect other SAP components in your landscape when you upgrade. Get expert advice to deftly navigate the Upgrade Information Center to get the information you need, when you need it.

Critical steps and considerations to succeed throughout your upgrade lifecycle: Technical upgrade, functional upgrade, and ongoing enhancement package maintenance

Lon Blake, Emergys Corporation

Walk through the pros and cons of each upgrade approach, and gather recommendations to help you make the right long-term decision for your organization. Get a firm understanding of how technical upgrade, functional upgrade, and SAP enhancement package installation projects differ in terms of cost, time, resources, and benefits. Determine whether a purely technical upgrade project truly reduces expenses and risks and what the tradeoffs are in terms of long-term ROI and support for the business. Explore the major financial, HR, logistics, and corporate functional deltas between SAP R/3 and SAP ERP releases and SAP enhancement packages and understand prerequisites for activating new functionality. Find out how technical upgrades, functional upgrades, and enhancement package projects have varying effects on testing and downtime. Determine when you should include an SAP enhancement package installation and activation with your upgrade. Understand the prerequisites for using various pieces of functionality in SAP ERP 6.0.

Guidelines and best practices for integrating a newly acquired company into your existing SAP environment

Gerald Metzger, PwC

This presentation provides you with best practices, lessons learned, and guidelines for overcoming the challenges and accelerating the value of integrating a new acquisition into an existing SAP landscape. Get insight into and solutions for typical challenges faced during this type of project, including technical integration, data integration, resource management, competing initiatives, leadership integration, and change management. Find out how to set realistic and relevant objectives for your project up front, from standardizing business processes across the acquired company to reducing the number of separate systems. Explore your options for setting up the project governance and reporting structure. Examine proven governance models that ensure quick decision making and solution buy-in by the acquired company. Get best practices for using this project as a driver for change, efficiency gains, process improvements, and greater cross-company collaboration. Learn how other companies who have been through this type of project have benefitted from a shared leadership approach and a clearly defined post-go-live support model. Take home a sample governance model and work breakdown statement for an acquisition project.

A comprehensive methodology for building a project template for your next global SAP rollout

Anindya Sengupta, Capgemini US

Explore the common issues typically encountered in global SAP projects, including process harmonization across systems and regions, difficulty in managing project scope, ineffective requirements management, inefficient governance models, and the lack of a global template. Learn a robust methodology for building a template for your next global rollout, and learn how to leverage a global template solution for standardizing worldwide business processes. Get tips for implementing an enterprise-wide business process requirements traceability framework in a validated project environment. Get tips for differentiating between global and local business processes. Receive practical lessons for building a global process library to address both global and local requirements. Examine key criteria for developing an effective engagement and governance model for global process owners. Take home ready-to-use requirements management templates, process owners engagement models, template roll-out use-case scenarios, process governance models, what-if scenario process flows, and process KPI maps.

Case study

Lessons learned from Johns Hopkins 2012 data archiving project

E. Zachary Rose, Johns Hopkins

This session explores how Johns Hopkins planned and managed its data archiving. Get insight into the timeframe for the project, the staffing required, and the overall effort by the organization. Walk through each phase of the project in detail and find out how the organization evaluated and selected third-party solutions prior to the implementation. Learn what key design decisions had to be made in order to facilitate a successful experience for end users, including specific security and role requirements. See how Johns Hopkins was able to create a consistent approach across the organization for accessing archived data. Find out where the organization noticed the most significant areas of improvement, including database size reduction and initial performance improvement. Learn what specific dependencies exist across functional areas and systems. Take a look at lessons learned from a project that required significant coordination between consultants, the in-house Basis team, functional support staff, and end users from Finance, Supply Chain, and HR.

How to effectively manage reports, interfaces, conversions, enhancements, and forms (RICEF) during your SAP project

Ingo Kiesewetter, itelligence

This session explores methods and tools for effectively managing reports, interfaces, conversions, enhancements, and forms (RICEF) development in all stages of an SAP implementation project, from the creation of the solution design and estimation of effort, to resource and task planning, to the execution of the plan using Microsoft Project and Project Server. Learn how both classic waterfall and Agile methods can be used to keep your RICEF project on track. Identify the unique challenges RICEF poses to project managers and the PMO, including how the overall effort cannot be estimated early in the project since detailed requirements are not yet known. See why once the development project tasks are defined, they often change, and how they are executed in a non-linear manner (i.e., one developer works on several objects at the same time). Find out how off-site resources many time zones away are used effectively. Get best practices for accurately estimating RICEF development and assessing the risk involved. Learn how to effectively track the progress of development and how to identify problems early on. Take home a sample project plan for managing reports, interfaces, conversions, enhancements, and forms during your SAP implementation.

Strategies for a successful SAP HANA rollout based on real-world project lessons

Hettie Tabor, Accenture

This session examines the pros and cons of various SAP HANA implementation strategies and methodologies and provides advice for achieving success and avoiding pitfalls, no matter which path you take. Delve into the pros, cons, and tradeoffs of four different project staffing approaches — doing it all on your own, hiring a consultant or systems integrator (SI) to manage the project in its entirety, taking a hybrid approach that combines consultants with your own IT staff, or offshoring. Get an understanding of timelines, testing, and key tasks, and see how these vary depending on the implementation approach you choose. Understand how SAP HANA projects differ from other SAP implementations or upgrades you may have done in the past. Get recommendations for choosing the right implementation methodology (Hint: Typical project methodologies like ASAP may not be ideal). Find out how to ensure proper knowledge transfer when using outside consultants. Get an overview of rapid-deployment solution offerings for SAP HANA and guidance for determining when it makes sense to leverage them. Identify project resources from SAP and partners and understand their benefits and tradeoffs. Get tips for navigating SAP Service Marketplace to easily find the SAP HANA resources you need. Come away with an inventory of items that must be assessed and resolved prior to go-live — such as testing, quality assurance, user knowledge and training, and support team composition.

BI implementations, upgrades, rollouts, and enhancements

An in-depth look at McKesson's SAP BusinessObjects 4.0 upgrade: Key business drivers, decision criteria, and deployment considerations

Gabriel Orthous, McKesson

Go behind the scenes with McKesson and explore the strategies and tools it leveraged during every phase of its recent SAP BusinessObjects BI 4.0 upgrade, from project scoping and requirements gathering to installation and deployment. Hear how the company determined which upgrade strategy — staged or incremental versus a "big-bang" approach — was most appropriate for its BI landscape and requirements. Obtain lessons for migrating SAP BusinessObjects BI content from the development and testing phase to the production environment, including what needs to be done differently when moving objects to a newly upgraded landscape. Examine the key components of McKesson's SAP BusinessObjects BI security model and hear how it ensured data and infrastructure security during the upgrade. Step through demos that show how McKesson leveraged virtual technology to deploy its upgraded SAP BusinessObjects BI 4.0 to more than 1,000 internal and external end users. Come away with detailed documentation to assist in planning and deploying an SAP BusinessObjects BI 4.0 upgrade, including proven enterprise benchmarks for implementing a lean and flexible BI solution.

SAP NetWeaver BW 7.3: If, when, and how to upgrade

Dr. Bjarne Berg, COMERIT

This session explores the new features of SAP NetWeaver BW 7.3 and helps you gauge whether an upgrade makes sense for your organization. View the new automated partitioning of InfoProviders using pre-delivered step-by-step Wizards, and learn how to monitor database usage and performance in the improved administration cockpit. Explore how SAP NetWeaver BW 7.3 improves hierarchy handling through integration into process flows, and allows for the loading of hierarchies from flat files using DataSources. Examine the new transformation options to support semantic groupings, along with the currency and unit conversions now available for data store objects (DSOs) and InfoSources. Gain insight into the technical and human resources required to upgrade to this new release, best practices for scoping, and potential challenges along the way, such as query conversions, security conversion, and Unicode conversion, and how to overcome them. View a sample upgrade plan to reference during your own SAP NetWeaver BW 7.3 initiative.

Best practice guidelines for using and integrating SAP BusinessObjects BI within your overall SAP landscape

David Hudgins, Consultancy by Kingfisher

This session offers a technical overview of SAP BusinessObjects BI 4.0 solutions, the reporting and analysis capabilities they offer, and deployment options for running them within an SAP NetWeaver BW landscape. Understand technical prerequisites for getting started with SAP BusinessObjects BI 4.0 and explore key differences between integrating various tools, from SAP BusinessObjects Dashboards and SAP Crystal Reports for Enterprise to SAP BusinessObjects Analysis and SAP BusinessObjects Explorer. Explore the various data connectivity and integration options between the SAP BusinessObjects BI suite and SAP NetWeaver BW environments — including required software and available data sources — and evaluate the impact each has on the security, performance, and usability of your front-end BI tools. Learn how to connect to and leverage your existing metadata in SAP BusinessObjects BI 4.0, and evaluate new options for user management and content lifecycle management.

Case study

Enabling self-service and mobile BI at Konica Minolta with SAP BusinessObjects BI 4.0

Dave Anderson, Konica Minolta

This session explores Konica Minolta's decision to deploy SAP BusinessObjects BI 4.0 tools on top of an SAP NetWeaver BW system — including the need for self-service report creation and mobile BI — and shares lessons learned and key considerations for SAP BusinessObjects adoption. First, explore how the company identified an appropriate mix of SAP BusinessObjects BI tools — including SAP BusinessObjects Web Intelligence and SAP Crystal Reports — to align with specific business and user requirements. Examine critical success factors that enabled Konica Minolta to develop and deliver a comprehensive self-service BI strategy that allows greater end-user access to data, faster, and provides managers a clear view of all business-critical data with robust ad hoc reporting capabilities both at their desks and via mobile devices. See how the company leverages SAP BusinessObjects Web Intelligence for ad hoc querying, and view demos that show how it makes data available in an easy-to-understand format. Explore how SAP Crystal Reports are used to improve report presentation and user satisfaction.

Case study

Lessons from Arizona Chemical's dual implementation of SAP NetWeaver BW and SAP BusinessObjects BI

David Szweda, Arizona Chemical

Gain firsthand insight into the methodology and standards that Arizona Chemical used to implement SAP NetWeaver BW and SAP BusinessObjects BI solutions. Understand how utilizing ASAP and Scrum methodologies streamlined the BI implementation. Learn critical success factors for implementing this dual ASAP and Scrum methodology for rapid BI back-end and report deployment, such as a well-defined project scope and business involvement. Understand the pros and cons of rolling out BI content in a phased approach, and why Arizona Chemical chose a two-phase approach. Learn how Arizona Chemical utilized user roles like data owners, report owners, and super users to leverage business area expertise during the BI project. Get tips and recommendations for success from lessons learned, such as how they gained significant cost saving by limiting customizations and utilizing a single global process.

20 questions to ask when formulating a BI strategy and roadmap

Dr. Bjarne Berg, COMERIT

This session examines critical questions to ask when developing and delivering a BI strategy and roadmap. Get lessons to plan, scope, assign resources to, and assess the financial impacts of future BI initiatives. Examine the key components of a BI roadmap — including stakeholder and management buy-in, research initiatives, and implementation approach — and obtain best practices for enterprise-wide execution. Identify critical considerations for picking the right implementation partner. Learn how to write effective service level agreements (SLAs) that cement expectations between your company and your partner. Explore critical components for picking appropriate BI tools, including tips to assess how comfortable your user community is with various SAP or SAP BusinessObjects reporting solutions. Find out when it makes sense to leverage a self-service BI model or an in-memory computing platform. Get recommendations for creating a milestone plan and determining performance targets. Obtain best practices for managing new requirements and user expectations after go-live.

Managing global SAP projects

Best practices for working efficiently with an international project team: Tips and tricks to move from chaos to success

Rosemary Lavoie, HCL

This session provides strategies for project managers and team leads to effectively work with team members in different geographies and time zones, across diverse backgrounds and cultures. Learn how to communicate formally and informally with project members in any location. Understand the limitations and effectiveness of using multimedia to bring your international team together. Find out how project meetings can be adjusted to fit multiple cultures, for example, what team building exercises you can use that are universally acceptable and how formal your meeting should be. Learn how to adjust your management style and expectations when working with a remote team. Walk through the top 10 dos and don'ts for managing an international project team, including lack of project and meeting structure, what you need to learn about the culture of your teammates, and why you must include some face time. Take home a list of basic holidays, vacation practices, and working hours for Canada, India, Europe, and South America. Save time and money, lower project stress levels, and lead a successful project with the strategies discussed in this session.

Successfully prepare for and manage the business and cultural complexities of a global SAP project

Ulrine Olivier, Deloitte

Ensure a successful global project with this comprehensive review of the top issues that can occur regarding project structure, localized business processes, and cultural nuances. Understand the causes and consequences of the most common global project management pitfalls, including over-committing resources, lack of process ownership or data governance, and poor understanding of cultural differences. Learn how performing key activities in the early stages of an SAP project, such as establishing a practical but effective project management structure and incorporating risk management techniques, can help prevent potentially costly mistakes. Discover the specific cultural factors your team should research before initiating a project, and hear why establishing and engaging local contacts or liaisons is a must for a successful global rollout. Examine strategies for incorporating data cleansing and data migration into your global project. Take home global information and data gathering sheets you can use to jumpstart your SAP global design workshops.

A comprehensive methodology for building a project template for your next global SAP rollout

Anindya Sengupta, Capgemini US

Explore the common issues typically encountered in global SAP projects, including process harmonization across systems and regions, difficulty in managing project scope, ineffective requirements management, inefficient governance models, and the lack of a global template. Learn a robust methodology for building a template for your next global rollout, and learn how to leverage a global template solution for standardizing worldwide business processes. Get tips for implementing an enterprise-wide business process requirements traceability framework in a validated project environment. Get tips for differentiating between global and local business processes. Receive practical lessons for building a global process library to address both global and local requirements. Examine key criteria for developing an effective engagement and governance model for global process owners. Take home ready-to-use requirements management templates, process owners engagement models, template roll-out use-case scenarios, process governance models, what-if scenario process flows and process KPI maps.

Case study
How Microsoft coordinates its annual disaster recovery project across a global team with minimal downtime and disruption to its business

Sachin Ghorpade, Microsoft Corporation

Get real-world insights on how Microsoft builds and executes disaster recovery (DR) activities, from project planning to post-mortem action items. Review the drivers behind Microsoft's Disaster Recovery process and how the company included the SAP landscape in its scope. Get details about Microsoft's processes including engaging all required teams in advance, having a proven technical DR document for execution, and ensuring appropriate data being replicated, and find out what tools the company uses to allow failover to a DR site with minimal downtime and data loss, all while remaining transparent to interfaces and end users. Learn Microsoft's golden rules for DR and see which adjustments are made in the SAP system configurations and user connectivity to enable a quick failover and failback exercise. Take home examples of the tools and processes in place to maintain a hot standby DR site all year long, detailed checklists used to check system health prior to, during, and post failover, and steps for coordinating and assigning the correct resources to all aspects of the disaster recovery project.

SAP Solution Manager

What every customer now needs to know about SAP Solution Manager 7.1

John Krakowski, SAP America

This session provides insights into how organizations are using SAP Solution Manager to manage applications throughout the entire lifecycle, from initial implementation project through maintenance to retirement. Take a look at the integrated core processes and business-centric monitoring, alert, and reporting functionality contained in SAP Solution Manager 7.1. Learn where to find critical support standards, best practice process documents, and application help to update and improve your training materials. Come away with a solid understanding of the new enhancements available in SAP Solution Manager 7.1, including:

- SAP IT Service Management framework functions for improved business support and change request management (ChaRM)
- Business-focused management dashboards
- Mobile apps that complement SAP Solution Manager standard scenarios
- Comprehensive business process analysis
- Integrated SAP IT Infrastructure Management
- A comprehensive management platform for mobile landscapes

Upgrade or re-implement: The most efficient way to migrate to SAP Solution Manager 7.1

John Krakowski, SAP America

Planning an SAP Solution Manager 7.1 project? This session provides you with detailed information for installing or upgrading to the latest SAP Solution Manager 7.1, starting with the planning of your implementation, to the installation and upgrade process, configuration, and ongoing operations tasks. Get insight into the impact the new SAP IT Service Management solution may have on your existing incident or change management processes. Learn what you need to take into consideration when upgrading Change Request Management (ChaRM). Recognize the impact of an upgrade and when you should consider a brand new installation based on your existing use of SAP Solution Manager. Find out what tools, services, and best practices are available within the SAP ecosystem to support your project and a smooth transition to SAP Solution Manager 7.1.

Guidelines for validating and documenting your business processes

Nathan Williams, Enowa

Learn how to automate the creation of your SAP solution documentation and get tips for saving time on your documentation process. Whether you have already started to document your SAP solution, business scenarios, processes, and transactions in SAP Solution Manager or you are still in the evaluation phase, this session will walk you through the latest tools available in SAP Solution Manager 7.1 to get results quickly. See how the new analysis content can help you build a new business process structure and how you can use the enhanced Solution Documentation Assistant functionality to validate your current business process structure. Find out how to identify which SAP transactions are actively used by your end-user community. Learn about the options available to document not only processes and transactions, but also custom code elements.

Dashboards, mobile, and new UI enhancements: How to ensure a user-friendly experience with SAP Solution Manager

John Krakowski, SAP America

This session provides up to date information about how to leverage and access key SAP Solution Manager 7.1 application lifecycle management (ALM) and Run SAP Like a Factory (RSLAF) processes by user interfaces unique for SAP Enterprise Support. Harness the power of management dashboards and interactive reporting to track the success of your SAP project. Learn how to protect your investment in business process analytics with management dashboard applications. See how to enable graphical business process modeling for end-to-end processes. Get an introduction to the enhancements in SAP Solution Manager 7.1 that bolster change request management and ITSM scenarios. Take a look at how the SAP IT Change Approval mobile application offers the possibility to view and approve or reject change requests assigned to the user. See how the SAP IT Incident Management application offers access to SAP Solution Manager in order to view and create incidents. Learn how end users can manage their own incidents and service requests using a predefined Web self-service CRM UI.

Tips for leveraging SAP Solution Manager to improve project blueprinting, configuration, and documentation

Dr. Heiko Hecht, IBIS America

This session examines how to leverage the features and functionality of SAP Solution Manager to better manage project blueprinting, configuration, and documentation. Learn how the solution documentation assistant can be used to streamline the creation of business blueprint structures by utilizing the RBPD (Reverse Business Process Documentation) content. Examine how you can realize quick wins and gain further insight into your SAP systems by customizing the business blueprint structure to your requirements, assigning your custom transactions, and modeling and comparing different process variants, and get further insights into your SAP systems. Get a comprehensive framework for re-evaluating existing project structures. Hear how SAP Solution Manager can help you increase the acceptance of your business process structure, reduce the amount of time and effort needed to keep it up to date, and truly establish a single point of truth for your project. See a demo of how to set up a business blueprint structure in SAP Solution Manager and learn how you can evaluate the process results with the solution documentation assistant.

Tips to prevent your projects from spinning out of control (or, why SAP Solution Manager is a project team's best friend)

Winni Hesel, Enowa

Whether you've been live on SAP for a number of years or you just started with SAP, learn how you can utilize SAP Solution Manager to efficiently run and document projects. This session provides you with an overview of the latest features in SAP Solution Manager 7.1 that will help you keep your SAP project in check, including business process documentation, template management, a built-in ASAP roadmap, a support methodology, and test management. Learn how SAP Solution Manager 7.1 helps you support your project standards. Get tips and best practices to more efficiently utilize improved functionality in SAP Solution Manager 7.1 for SAP implementation and enhancement package projects. Learn what type of training project team members will need to utilize SAP Solution Manager efficiently in their day-to-day project activities. See a demo of the key project features, including how to build a business process hierarchy, how to work with templates, and how to manage development activities in your project.

Case study

How Fairfax Water implemented and is utilizing the service desk/incident management functionality in SAP Solution Manger to manage and measure support

Tammy Powlas, Fairfax Water

Gain insight into the strategy behind and lessons learned from Fairfax Water's implementation of the service desk/incident management functionality in SAP Solution Manager. See how and why the organization was able to implement this functionality without the help of external consultants. Explore the SAP processes the organization used during the implementation. Understand the role prototyping played in Fairfax Water's project and understand the benefits of doing so. Learn how the company successfully enlisted super users to champion the project. Find out how the organization is now moving from SAP Solution Manager 7.0 to SAP Solution Manager 7.1 and identify the impact this upgrade has on the service desk functionality training and authorizations. Learn how Fairfax Water measures the effectiveness of its internal SAP support, defines KPIs, and manages support resources. Take home SAP Solution Manager 7.0 service desk and SAP Solution Manager 7.1 incident management configuration documents. Take home white papers and recordings of SAP BusinessObjects Analysis navigation tips and tricks.

Tools and strategies to ensure effective testing

Winni Hesel, Enowa

This session introduces you to the latest testing tools and capabilities within SAP Solution Manager 7.1, and provides strategies and best practices to evaluate and improve the testing procedures for your next project. Gain an understanding of several testing approaches — some manual, some automated — and get expert recommendations of when each is a best fit. Get a handle on end-to-end scenario testing, individual function tests, and integration testing between non-SAP and SAP applications. Find out how the business process change analyzer can better focus your regression testing efforts by identifying exactly what needs to be tested and to determine the impact of configuration changes or SAP service packs on your existing business processes. Walk through the best ways to organize and store test cases and relate them to relevant business processes or process steps. Hear how the test workbench tool will guide you through your testing efforts, providing a consistent means to track test progress and results. Take a closer look at the interaction between SAP Solution Manager and commonly used third-party testing tools, such as HP Quality Center and Worksoft's Certify. Understand how the new user interface in SAP Solution Manager 7.1 improves the efficiency of testers and allows you to get testing done more quickly. See a demo of the key test management features in SAP Solution Manager 7.1.

How to utilize templates and other functionality to ensure project governance

Marci Braybrooks, IBIS America

This session presents a tool-based approach to project governance that ensures compliance and helps you manage change across multiple project teams. Get an understanding of templates, projects, and solutions available in SAP Solution Manager that can be used to facilitate project governance. Explore how SAP Solution Manager 7.1 accelerators can be utilized to maintain a single source of truth about the status of your project. Find out how to set up a global template to govern and communicate to distributed implementation teams. See how you can utilize a maintenance project to capture and implement production support requirements for your solution. Learn how to automate updates to solution documentation. See how to communicate and document process change using compare and adjust functionality.

Improve end-to-end solution support with the comprehensive and integrated SAP IT Service Management (SAP ITSM) capabilities in SAP Solution Manager 7.1

John Krakowski, SAP America

This session provides you with an overview of the features and functions of SAP IT Service Management (SAP ITSM) in SAP Solution Manager 7.1. Explore the incident and problem cross features such as text log history, text templates, incident duration, consolidated audit trail, and document attachments. Find out how knowledge articles help to process incidents and allow you to create, represent, and distribute knowledge within your organization. See how you now have the option to directly assign any process or process steps based on the solution documentation. Understand how you can utilize the SAP collaboration guided procedure to help ensure fast processing of SAP support messages. Find out how to improve project success with transport management best practices and a central infrastructure. Get tips for avoiding and managing risks associated with application changes during your project. See how SAP ITSM is integrated with application lifecycle management processes for one central process to control change execution.

SAPexperts LIVE
Architecting a document strategy for SAP Solution Manager

Marci Braybrooks, IBIS America

Don't miss this opportunity to personally meet Marci Braybrooks, Senior Project Manager and Solution Manager Consultant, IBIS America, and engage in discussion about one of her most widely read articles from Solution Manager Expert — the leading publication and knowledgebase for organizations that leverage SAP Solution Manager. This session demonstrates the key steps to establishing a methodology for documenting your business processes in SAP Solution Manager. Discover the benefits of a process-oriented approach to storing documents in SAP Solution Manager. Understand how to leverage the business blueprint structure to organize your documentation of processes, configuration, technical specs, test scripts, and training documents. Learn how to architect a documentation strategy using SAP Solution Manager to ensure consistency and continuity to support SAP project initiatives and change management. Get an introduction to new functionality available in SAP Solution Manager 7.1 that can be used to accelerate solution documentation. You'll receive a copy of the article free of charge and engage with peers who have the same interests and priorities.

Leverage SAP Solution Manager 7.1 for end-to-end change control management

Nathan Williams, Enowa

This session provides you with tips and guidelines for utilizing SAP Solution Manager 7.1 to manage end-to-end change control management activities. Learn how SAP Solution Manager can help deploy effective processes for managing application changes, transports, and business process modifications by aligning capabilities to SAP IT Service Management disciplines. See how to use Change Request Management (ChaRM) to efficiently handle all types of changes to improve day-to-day operations related to production support. In addition to production support capabilities, learn how you can utilize Quality Gate Management (QGM) for distributing project changes and how it is fully integrated with ChaRM as of 7.1. Learn how SAP Solution Manager extends control beyond ABAP systems with the Enhanced Change and Transport System (CTS+) and see how it is integrated into ChaRM to manage changes associated with your Java systems. Find out how you can utilize maintenance management to centralize the way you access and distribute licenses and maintenance certificates, and learn how to activate or deactivate automatic license distribution and download capabilities. Find out how to compare and validate configuration between a reference system and your target systems to identify inconsistencies with configuration validation.

Putting it all together: Strategies for ongoing monitoring and maintenance of SAP systems and business processes

John Krakowski, SAP America

Understand what's new in application operations with SAP Solution Manager 7.1 that provides all capabilities for central monitoring, alerting, analysis, analytics, and administration of your SAP solution landscapes. Learn how the business process monitoring and business process analytics tools in SAP Solution Manager 7.1 work hand in hand, bringing strategic and operational levels together. Discuss the advantages of the new monitoring and alerting infrastructure in SAP Solution Manager 7.1. Understand the end-to-end alerting architecture and how the SAP Solution Manager 7.1 open infrastructure allows different alerting options, such as the alert inbox and the notification engine. Walk through key features of the technical monitoring work center, including system monitoring, the alert inbox, and interactive reporting. Learn how to ensure that your implemented business processes are running stably from a technical perspective, for example interface failures, performance, and functional errors. Find out how to help your business organization realize improvements running business processes at an optimum according to the initial plan and walk through business process trend analysis, benchmarking, and age structure information examples.

From project completion to go-live: Testing, data migration, and change management

Proven methods for designing and optimizing your Center of Excellence (COE)

Jeff Devine, Q Data USA

This session is designed to help you determine if and how a Center of Excellence (COE) could help your SAP team more efficiently manage and optimize SAP implementation, upgrade, maintenance, and training initiatives. Step through a list of tips, best practices, and corresponding cost implications for establishing a COE. Examine cost-effective approaches for constructing a COE, such as leveraging your internal resource skills, capitalizing on the abilities of external providers, and making the value-based business choices regarding projects. Learn how to accurately access and scope the business needs and requirements of your COE. Explore techniques for managing the design, setup, and the transition to your COE. Get tips for minimizing the impact to end-user support, change management, application management, business process operations, custom code, and technical support. Come away with practical advice to identify and address problems that can arise in a COE's lifecycle, such as inefficiencies, lack of control, and system corruption.

Guidelines for auditing your next project for quality assurance and value realization

Michael DiGiandomenico, Accenture

Defining the value you expect from your SAP investment and achieving it are two different things. Learn how to quickly identify and overcome challenges of complex, cross-application solutions coupled with smaller, more fragmented project teams to reduce program risk. See how to perform an unbiased assessment of your project activities focused on one thing — value realization. Learn how to set up and use a holistic process to identify and formally document key risks across your project. See how to use QA process outputs to transcend corporate boundaries and obstacles to risk identification and mitigation. Learn the latest trends and common pitfalls identified from over 100 audits at each stage of the implementation process.

A guide to SAP tools and services to support the data management aspect of your next project

Oren Shatil, SAP

Eighty percent of project delays are caused by bad data and challenges with data migration. In this session, you will learn how you can address the full data migration lifecycle with tools and content from the robust SAP Rapid Deployment solutions powered by SAP Best Practices, which utilize multiple XIF IDocs to load data into SAP. Know what new project tools and data migration content (business objects, validation rules, mapping templates and more) SAP provides for managing data migration, including what's available for free for your project on the SAP Service Marketplace. Identify the SAP solutions that contain out-of-the-box data migration content. Learn how SAP Data Services allows direct data extraction from a slew of sources: XML, flat files, data streams, and direct database access. See how the SAP Data Services staging area provides a sound mapping technique enhanced with reports, testing tools, validation services, and correction capabilities. Take home data migration mapping templates and a sample project plan for data migration tasks. Walk away from this session with tips and tricks for managing your data migration processes on your next project.

Case study
How Microsoft manages technical changes across a complex global SAP landscape

Dhananjay Tripathi, Microsoft

Hear how the Microsoft Corporation manages technical changes and change requests across an extensive global SAP landscape that includes SAP ERP (HR, SD, and FI), SAP APO, SAP Global Trade Services, SAP NetWeaver BW, SAP e-Recruiting, and SAP Solution Manager. Witness the inner workings of Microsoft's change management team, and find out how the corporation defines team roles and responsibilities. See how Microsoft manages cross-component projects, performs daily maintenance, maintains support pack levels, and applies Microsoft security patches across its global SAP landscape. See Microsoft's quarterly release process and the automated tools and processes that manage changes, both large-scale and minor. Explore rules and methodologies to introduce critical code changes, coordinate SAP support pack levels, and enforce pre-established downtime windows. Walk through a demo of a sample change management schedule that Microsoft utilizes to showcase the amount of detail and preparation put into every quarterly release.

A comprehensive guide to managing the testing phase of your project

Javier Gomez, Capgemini

This session provides a methodology for properly performing testing during your SAP project. Increase your understanding of the various types of testing and testing tools, including unit, regression, user, stress, and volume testing. Get expert advice to plan your testing strategy, including determining the right number of testing cycles, structuring your team, assigning roles and responsibilities, and scheduling tests. Obtain expert recommendations to ensure efficient infrastructure support for testing. Learn the best ways to handle process reviews, data management, and defect management. Walk through the steps necessary to close a testing cycle, including readiness assessment, tollgates, deferral, and sign off. Learn how to leverage multiple testing tools, including HP Quality Center, HP Quick Test Professional, SAP Test Accelerator & Optimizer, SAP Solution Manager, and HP Load Runner to manage and automate various aspects of testing.

Minimize project risk with an effective, actionable, and repeatable data migration strategy

Yosh Eisbart, NIMBL

Explore a standardized and proven approach to planning, designing, and implementing a sound data migration strategy. Step through detailed examples to understand how proper data conversion minimizes project risk, improves data quality, optimizes system resources, and helps keep projects on time and on budget. See how to address the key components of a holistic data migration strategy, such as a focused data migration team, data migration protocols, and repeatable testing phases. Walk through the full data conversion lifecycle — from up-front business process analysis, to loading the data into your SAP production system. Explore the most effective ways to design, create, and use data validation and reconciliation scripts. Learn various data cleansing approaches, the importance of data normalization, and techniques for proper data staging. Take home guidelines and technical considerations for planning an SAP data migration, and sample documents detailing functional and technical data migration design.

Conducting a post-mortem evaluation — Project review tools, tips, and templates that support your SAP continuous improvement strategy

Dr. Doug Whittle, Whittle Consulting Group

How do you capture all the lessons learned from your current SAP project and apply that valuable information to future projects? A critical, but often overlooked component of SAP initiatives is the end-of-project (post-mortem) evaluation, in which the project team gathers data to determine how to improve and be even more successful in future projects. This session will provide you with specific tools, templates and guidelines for conducting effective project evaluations, incorporating both quantitative and qualitative methods. Learn which stakeholders to include in the feedback process, ways to increase their participation, and ideas for gaining concrete, useful information. Participate in a quick hands-on demonstration of one of the recommended feedback processes. Receive tips for facilitating the data collection and feedback process, guidelines for following up with participants who have provided input, and ideas for prioritizing and sharing the feedback data to ensure you carry through with the most important recommendations.

Best practices for achieving end-user adoption through efficient SAP training and communication

Eric Kimberling, Panorama Consulting Solutions

This session explores proven methodologies for effectively training end users on your newly implemented or upgraded SAP system and simplifying employee adoption. Walk through the critical components of a successful SAP training strategy, including process-based training and organizational change management. Take a look at SAP training best practices for utilizing the following approaches: train-the-trainer, pre-go-live business process training, and alternative training techniques to augment classroom-based training. Obtain key performance indicators to determine which methodologies would be most beneficial to your users. Find out what key resources are needed to manage the training phase of your SAP project, including roles and responsibilities and accountability measures. Take home a white paper outlining ten tips for successful training during an SAP implementation.

Use a data-driven approach to enable on-time and on-budget project delivery

Chad Montgomery, Deloitte

This presentation outlines a data-focused methodology for successfully making project decisions and completing projects efficiently. Identify the benefits of gathering, maintaining, and utilizing project data sets for enhanced project management leading to on-time and on-budget project delivery. Get best practices for version control, options for shared space solutions, developing a single source of truth, and enabling team and client buy-in. See how project data sets are subject to analysis that leads to commoditized value within and beyond the project, including financial analysis and optimization of resources, costs, performance, expense management, and applied cost/benefit templates for scope changes. Learn how you can successfully build a data-driven culture within your next project and identify what the ideal use of data and analytics will be in your organization. Leave this session with a clear understanding of the role data can play in increasing the efficiency of your project through greater transparency, accountability, and confidence in managing projects.

Set yourself up to thrive post-go-live with proven training and change management techniques

Kerry Brown, SAP

In this session, you will learn how to build a flexible, sustainable training, education, and change management strategy to drive user adoption and improve performance post go-live. Uncover key methods to identify important training and education requirements as they relate to your SAP project (pre- and post-go-live). Learn how to keep yourself and your teams informed about the latest SAP trends, including social learning and mobility, and what they mean to your training approach. Get insight into the impact of poor or insufficient training. Learn how to measure the impact of training (or the lack of training) in your organization. Take a look at examples of successful training programs and the tools used by customers to succeed. Walk away with best practices for enabling and empowering your end users to understand and better facilitate your business processes, ultimately sustaining your investment in SAP.

Testing and go-live best practices for a successful dashboard rollout

Dr. Bjarne Berg, COMERIT

Create an inventory of items that must be assessed and resolved prior to dashboard roll-out — such as testing, quality assurance, user knowledge and training, and support team composition. Find out how the size of your user base will drive key rollout decisions. Get tips for maintaining optimal dashboard performance during high-volume deployments. Address unique Xcelsius — now SAP BusinessObjects Dashboards — requirements, including system upgrades and migration planning. Obtain best practices for testing your SAP BusinessObjects Dashboards landscape — from a unit, system, integration, volume, and stress perspective — to assure smooth navigation, optimal performance, and proper data integration long after your project ends. Take home sample test case forms for volume, stress, and user acceptance testing, as well as organization charts for creating a sustainable support organization. Determine when to roll your dashboards out via a phased approach, and when a "big bang" rollout makes more sense. Understand how rapid application development (RAD), joint application design (JAD), and extreme programming (XP) project methodologies can be leveraged for deploying dashboards. Take home a checklist of key variables that must be addressed before rolling out your new or newly-upgraded dashboard.

How to prepare your business users and IT organizations for dashboards

Dr. Bjarne Berg, COMERIT

This session provides proven strategies and actionable advice to plan and execute important support, change management, and continuous improvement activities — from a people, processes, and systems perspective — that occur once your dashboards are live. Step through real-world examples of organizational readiness strategies that have helped other SAP customers boost user adoption and accelerate the time-to-value of their dashboard initiatives. Discuss proven strategies for facilitating ongoing communication between all stakeholders involved in your dashboard project — management, IT, project managers, end users, partners, and vendors. Learn the best ways to develop a proactive change management strategy so that your team isn't blindsided by evolving user requirements. Obtain best practices for building a support organization to enhance and support users with new functionality after go-live. Gain insight into how your change management strategy will vary, depending on whether you're upgrading, enhancing, or implementing Xcelsius (now SAP BusinessObjects Dashboards) from scratch. Get tips for overcoming common barriers to dashboard adoption — such as lack of proper user training and failure to maintain ongoing communication with stakeholders. Weigh the pros and cons of various training approaches that can get your users up to speed quickly with dashboards. Take home training templates, examples, and "train-the-trainer" guides for ensuring seamless knowledge transfer and a checklist to assess the readiness of your business users for dashboards.

Mobile and cloud projects

5 critical factors that could make or break your SAP enterprise mobility project

Steven Crooke, ExpertIG

This session highlights the ways in which enterprise mobility projects differ from traditional projects and provides best practices for success. Get an introduction to the key decisions that need to be made up front in order to select the right strategy for your project, including determining the appropriate business scenarios for mobile and the support model needed after go-live. Learn how to set proper expectations for ROI and how to communicate that to the business. Get insight into the most common reasons mobility projects fail, including single- and multi-use application design choices, no repetitive release strategy, and a poor staffing strategy. Take a detailed look at the role of change management in a mobility project and get best practices for managing this overwhelmingly important part of the project. Take home a survey containing the top 10 questions you should ask your organization to determine if they are ready for an enterprise mobility project.

Defining and executing a successful cloud migration project

Frank Powell, Symmetry Corporation

This session takes you through a step-by-step guide of recommended check points and best practices for successfully migrating to a cloud-based environment. Find out how to prepare for a cloud migration project and how to best utilize your cloud partner for project work, including clearly defining your objectives for the migration. Get a clear understanding of how a cloud migration requires an approach different than an on-premise project, in the areas of testing, downtime, costs, defining and realizing return on investment, investment, and getting recommendations for each area. Get tips for building your own project plan for your cloud migration and gauging the time and resources required to successfully migrate. See examples of detailed project plans and a migration schedule from a recent cloud migration project.

Unique project management approaches for a cloud migration

Jason Szemborski, group:basis

Get tips for migrating your SAP system from a clustered physical environment to a cloud environment. Identify what needs to be taken into consideration when planning the project, including database size, your current infrastructure, resources, timelines, and testing strategies. Get insight into what can be done during the planning stage to speed up your migration effort, including OS upgrades, DB upgrades, options, and more. Take a detailed look at strategies and best practices for approaching hardware selection and sizing. Learn how to avoid the most common pitfalls during your migration. Identify how the testing phase of a cloud project differs from an on-premise project and why the number of users using the cloud-based environment has a big impact on performance. Leave this session with an understanding of how to manage a private cloud migration project and how this type of project differs from a traditional hardware-based project. Take home a sample project plan for transitioning from a hardware-based solution to the cloud.

Case study

Enabling self-service and mobile BI at Konica Minolta with SAP BusinessObjects BI 4.0

Dave Anderson, Konica Minolta

This session explores Konica Minolta's decision to deploy SAP BusinessObjects BI 4.0 tools on top of an SAP NetWeaver BW system — including the need for self-service report creation and mobile BI — and shares lessons learned and key considerations for SAP BusinessObjects adoption. First, explore how the company identified an appropriate mix of SAP BusinessObjects BI tools — including SAP BusinessObjects Web Intelligence and SAP Crystal Reports — to align with specific business and user requirements. Examine critical success factors that enabled Konica Minolta to develop and deliver a comprehensive self-service BI strategy that allows greater end user access to data, faster, and provides managers a clear view of all business-critical data with robust ad hoc reporting capabilities both at their desks and via mobile devices. See how the company leverages SAP BusinessObjects Web Intelligence for ad hoc querying, and view demos that show how it makes data available in an easy-to-understand format. Explore how SAP Crystal Reports are used to improve report presentation and user satisfaction.

Case study

Lessons learned from McKesson's mobile BI deployment

Gabriel Orthous, McKesson

In this session, McKesson discusses decision criteria, best practices, and lessons learned from its recent mobile BI deployment. Get recommendations from the company to build and prove a solid business case for mobile BI, including tips to help quantify ROI on mobile technology investments and recommendations for selling and branding mobility as a product. Obtain recommendations for scoping mobile BI projects and navigating through the different choices for deployment. Explore the company's decision process for determining delivery device — bring-your-own-device versus enterprise-provided devices. Learn from firsthand experience about the technical and business requirements needed to provide robust enterprise benchmarks for implementing a flexible mobile BI solution. Identify the tools and processes McKesson used to monitor, enforce, and secure its mobile assets, including encryption, application security, and remote wipe requirements. Learn how to execute front-end strategies in order to optimize mobile user adoption, such as re-usability of SAP BusinessObjects reports.

Case study

Lessons from Pacific Coast Building Products' mobility pilot project

Laurie Smith and Melody Frinzell, Pacific Coast Companies

This session explores how Pacific Coast Building Products created a pilot project using two mobile applications — a custom application utilizing native functionality and the Sybase Unwired Platform and a standard SAP time keeping application built on SAP NetWeaver Gateway and Sybase Unwired Platform. Get insight into Pacific Coast's iterative approach to mobile application development. Learn how the company implemented and is utilizing Sybase Unwired Platform in conjunction with third-party tools to develop and deploy its mobile solutions. Take a detailed look at many of the lessons learned during this project, including the key differences between a mobile and a traditional project, how the physical features and capabilities of mobile devices should be considered, and how important caching location is for mobile devices. Take home a list of key questions to be sure you ask before you begin your mobility project.

Valuable take-home resources and demos

As a Managing Your SAP Projects 2012 attendee, you will receive take-home materials and online access to conference presentations, and expert guidelines and recommendations that will expedite your activities throughout 2012 and into 2013.

All conference attendees will receive instructions prior to the event for joining Insider Learning Network. Membership is free. By joining, you can access, download, or print all the conference presentations and take-home resources.

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This list is just a sample of some of the invaluable take-home resources available to conference participants:

- A diagram of an SAP technical environment, and a list of key SAP terms and definitions

- A roadmap of the project phases where sponsor engagement is most critical for project success

- Responsible, Accountable, Consult, and Inform (RACI) chart you can use as a tool to establish project governance

- A document outlining the seven steps for rescuing a project, along with a list of quality checkpoints to look for at each step

- Examples of project charters and kick-off documents used to ensure the project team and the business are in sync

- A sample project roadmap that includes key deliverables for leveraging Six Sigma with ASAP

- Sample project schedules and a new step-by-step project methodology for mobile, SAP HANA, and analytics RDS solutions

- A sample governance model and work breakdown statement for an acquisition project

- Ready-to-use requirements management templates, what-if scenario process flows, and process KPI maps

- SAP Solution Manager 7.0 service desk and SAP Solution Manager 7.1 incident management configuration documents

- Data migration mapping templates and a sample project plan for data migration tasks

- Guidelines and technical considerations for planning an SAP data migration

- A white paper outlining 10 tips for successful training during an SAP implementation

- A survey containing the top 10 questions you should ask members of your organization to determine if they are ready for an enterprise mobility project

- A sample project plan for transitioning from a hardware-based solution to the cloud

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