

Rating*	Colour Legend	
6	Certified	SAP certified
5	Expert, Consultant	Many years of experience, several time implemented
4	Many years of practice	Implemented more than 1 time
3	Hands-on experience	Good Knowledge of the End-user-processes
2	Educated	Educated but not much practice
1	In education	Planned to get know-ledge in these processes
0	No experience	

> Application Management

Business process	Process step	R*	SPC know-how
Solution Implementation	With SAP Solution Manager, organizations can implement new or adapted applications. IT organizations can analyze current solutions, design specifications for new solutions, manage project documentation, and guide project members through the configuration tasks required for implementing the involved applications.	4	<p>Educated in the Solution Manager.</p> <p>> Many years of experience.</p> <p>Good experience for</p> <ul style="list-style-type: none"> • Business Blueprint and • Configuration
Service Desk	With SAP Solution Manager, IT organizations can reduce the time required to manage error messages, process incidents, and user problems. With service-desk functionality, users can create and submit incidents which are automatically directed to the appropriate person within the support organization. This enables the support organization, working in close collaboration with SAP Active Global Support, to resolve problems as quickly as possible.	3	Years of knowledge. Using as Consultant for OSS-Support processing.
Change Control & Solution Testing	With SAP Solution Manager or SAP NetWeaver, IT organizations can manage software and configuration changes without disruption of ongoing processes. IT organizations can improve software maintenance processes, integrate changes with minimal impact on service quality, manage testing of changes before go-live, and provide tracking and transparency of changes.	3	Tested business processes in a huge company with the Solution Manager Testing Tool.