



# ITIL理念在SAP管理中的应用

**SAP** 中国客户研讨会暨ERP管理者论坛

杭州, 2007



### 实际标准De-facto standard (Gartner)

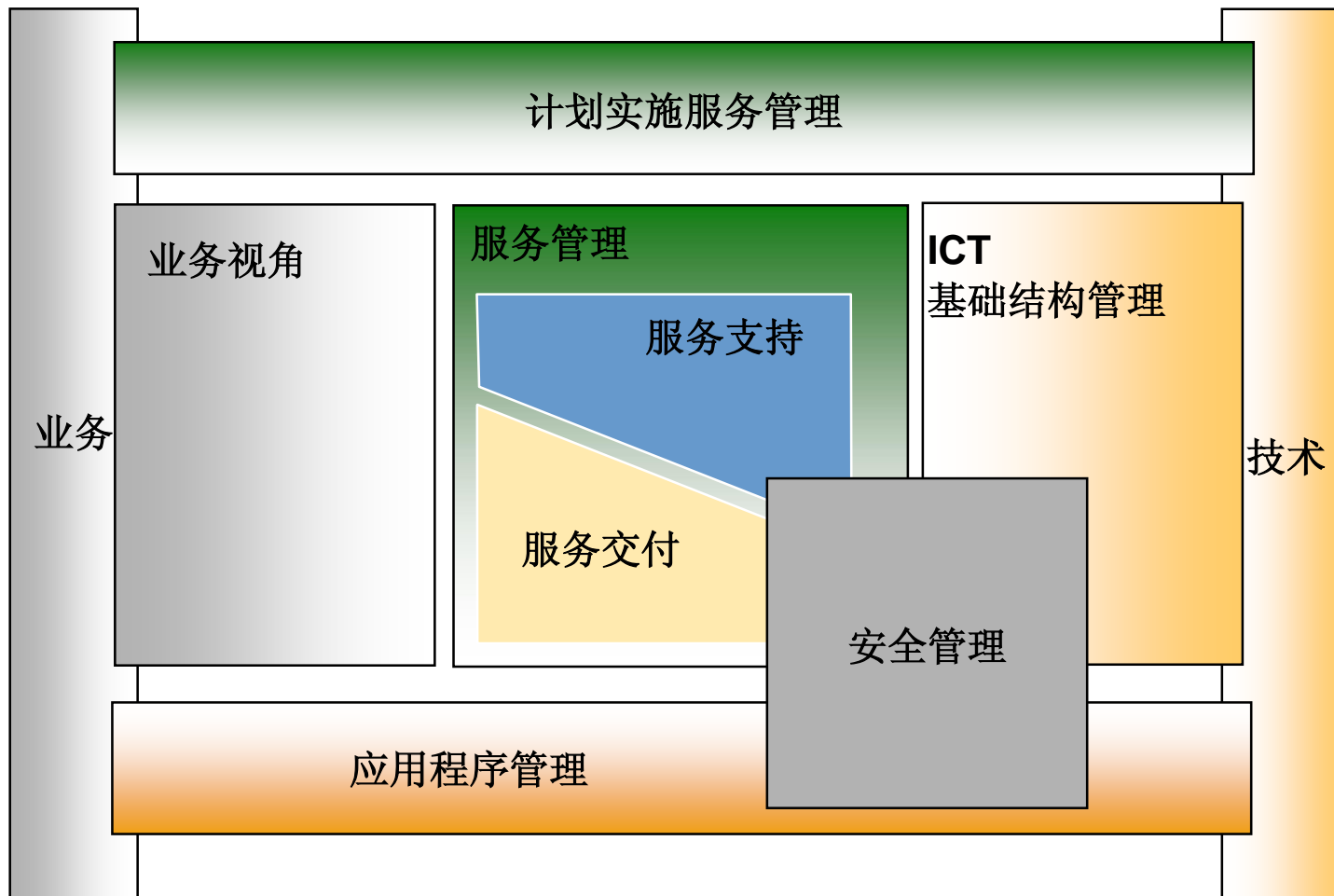
- n 尽管英国政府创建 ITIL，但 ITIL 迅速被世界各地广泛采用，成为提供 IT 服务的最佳做法的标准

### 指导原则

- n 重视质量和质量改进
- n 重视实用性
- n 所有机构都可以使用的通用模型
- n IT 仅支持业务
- n 流程和工具
- n 最佳实践和实施建议

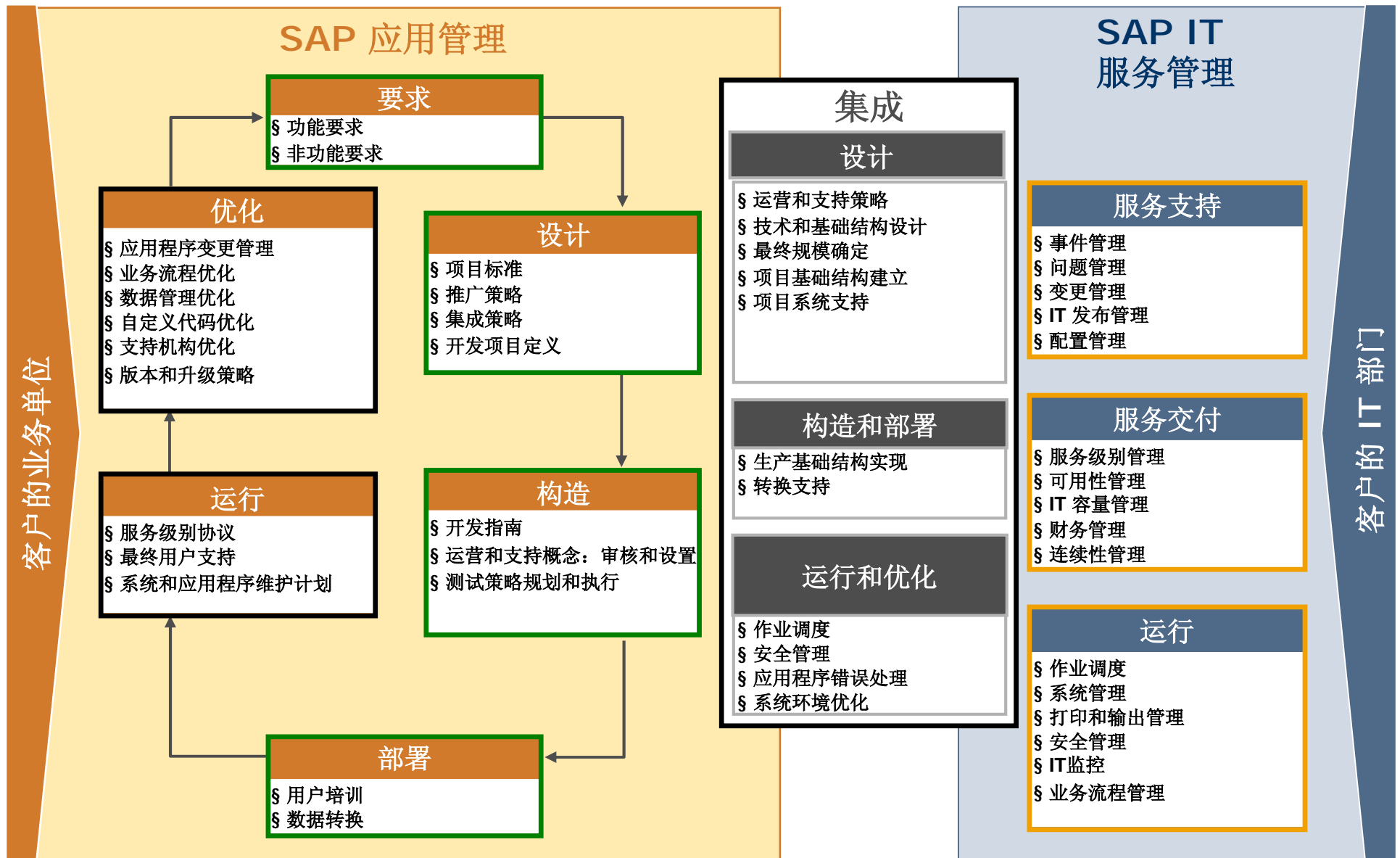
## IT 基础结构库 (ITIL)

提供 IT 服务管理最佳实践的实际标准

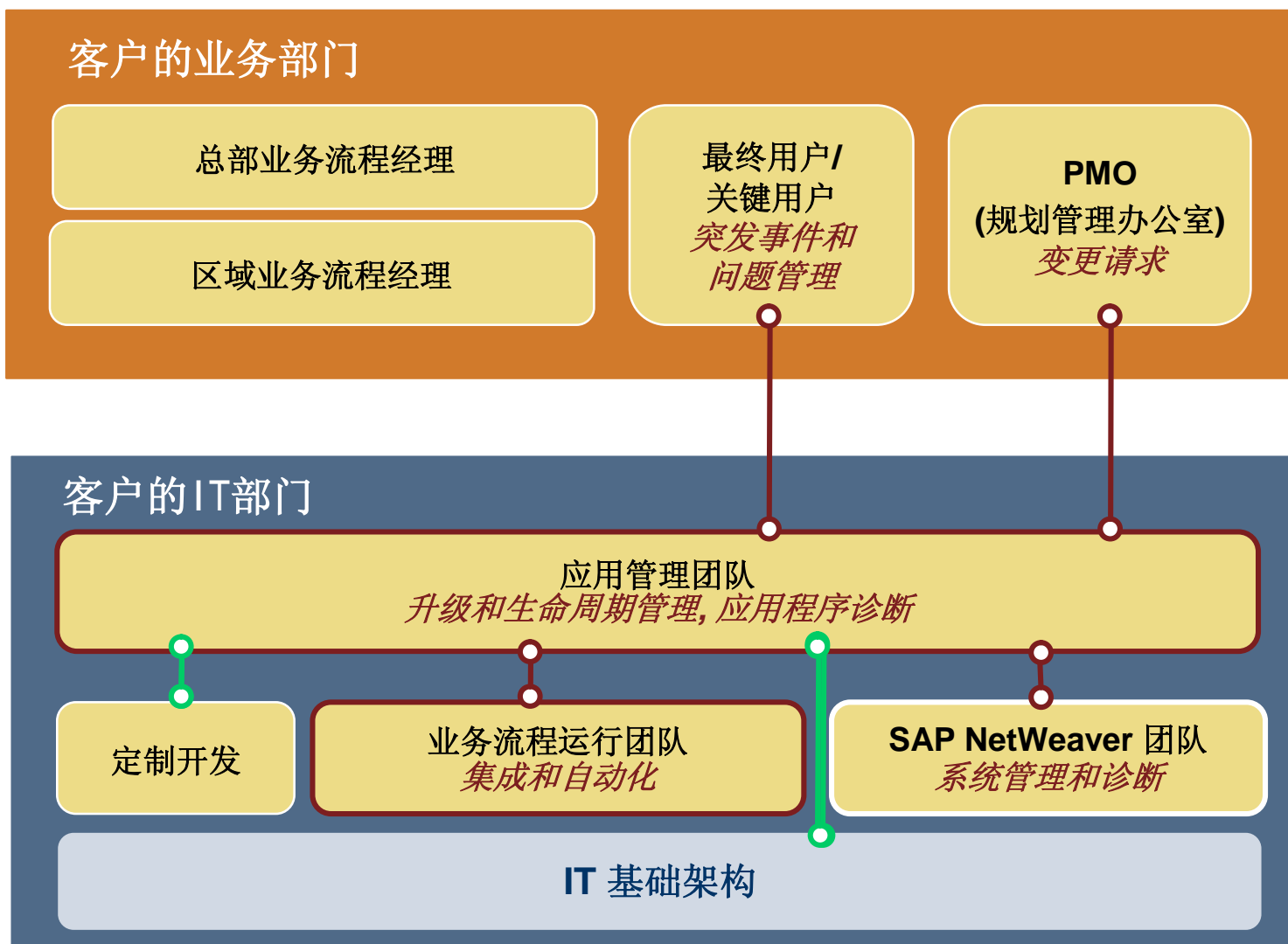


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# SAP IT 服务和应用管理



# SAP 解决方案运维标准-E2E支持组织模型

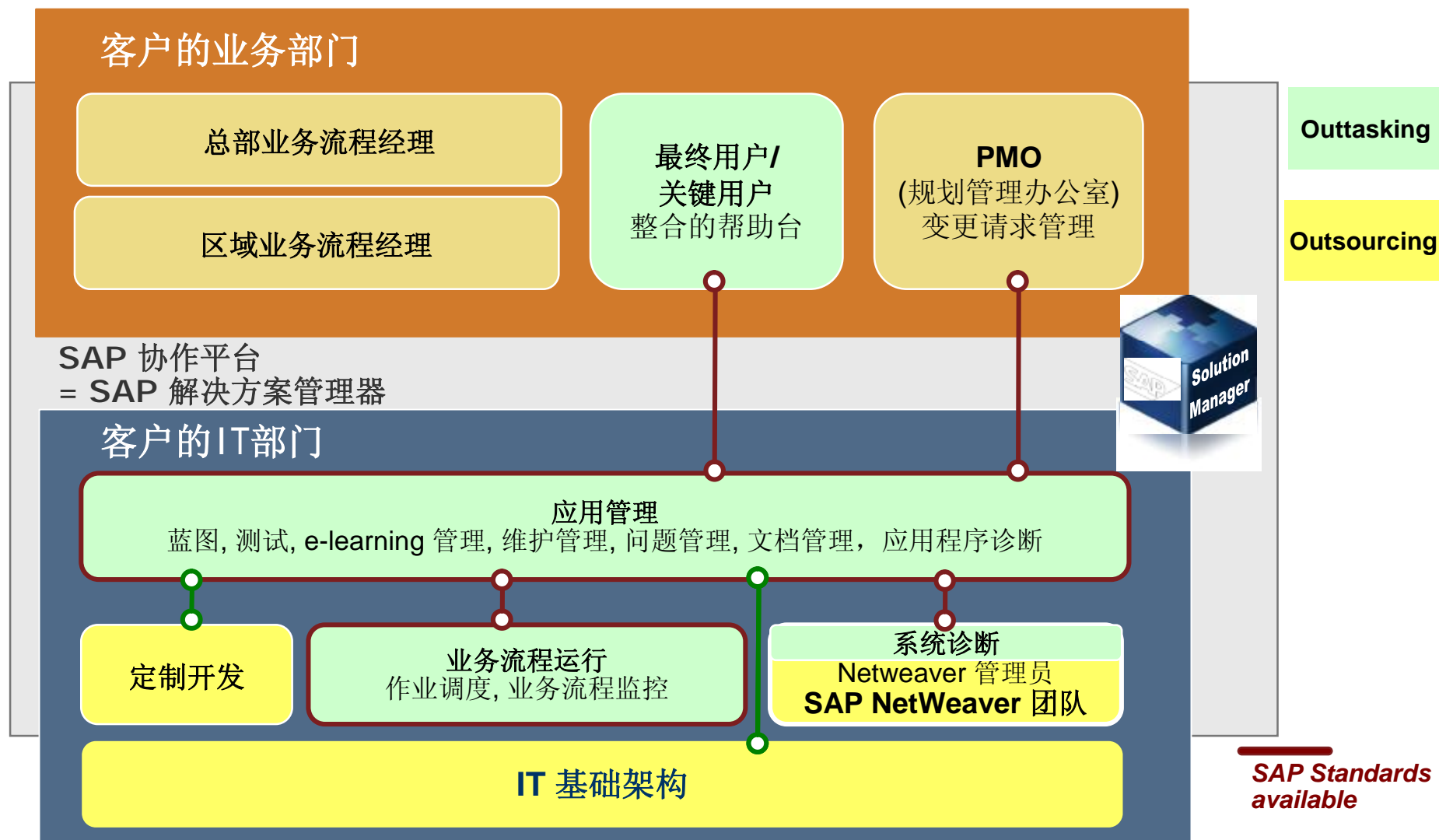


SAP 运营标准降低运营总成本，支撑企业关键使命

SAP Standards  
available

Defined SAP  
interfaces

# SAP 解决方案运维标准——协作平台和外包服务



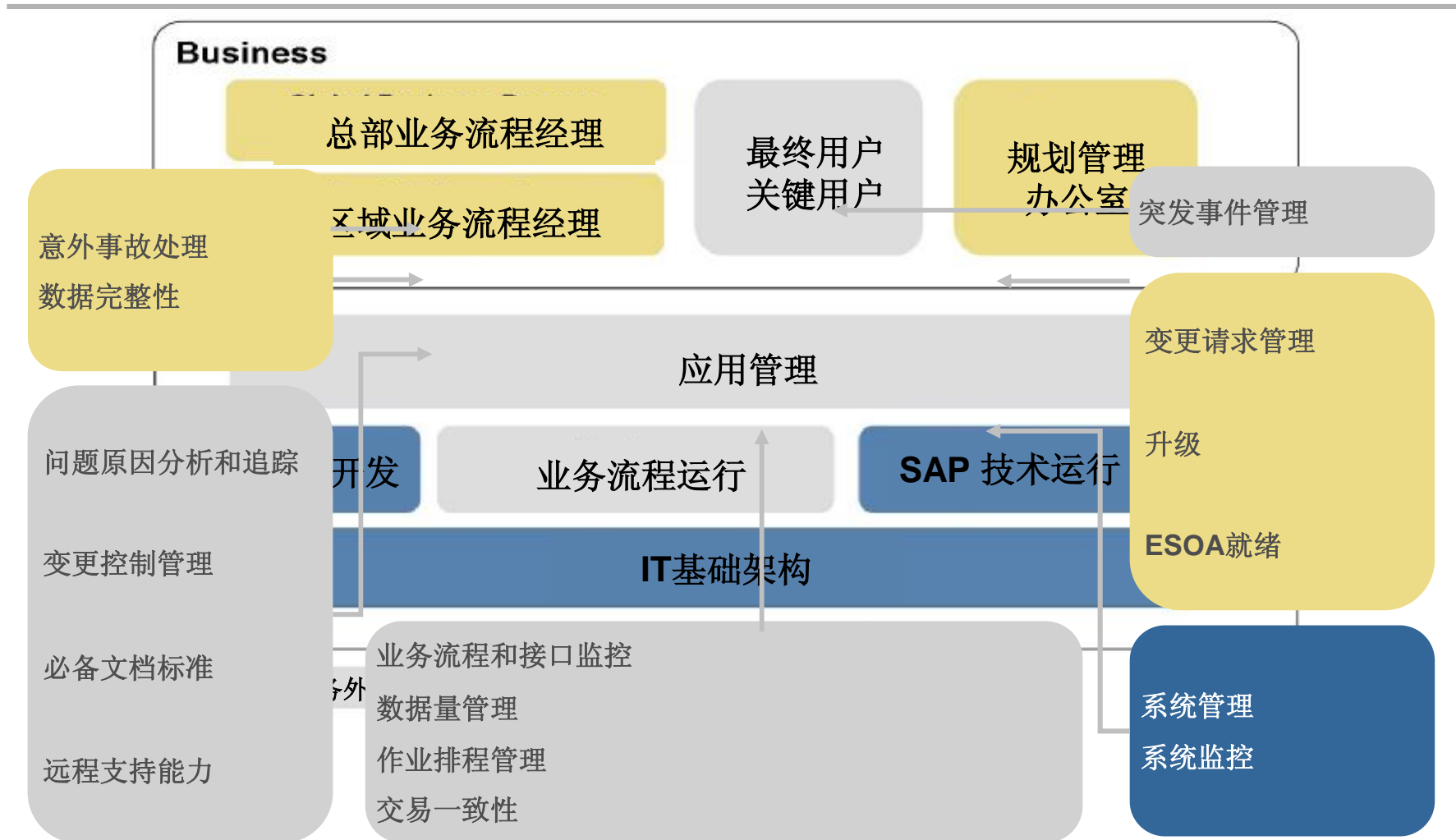
**SAP 运营标准降低运营总成本，支撑企业关键使命**

**SAP Standards available**

**Defined SAP interfaces**

## SAP 解决方案运维标准是基于典型的客户内部支持组织模型的

### SAP解决方案运维标准所定义的运维流程



# 流程映射：ITSM、SAP解决方案管理器

## ITIL/ITSM

## SAP SolMan

### 服务支持

服务台  
事件管理  
问题管理  
变更管理  
IT 发布管理  
配置管理

支持台  
变更管理  
升级管理  
集中管理系统数据和定制

### 服务交付

服务级别管理  
可用性管理  
IT 容量管理  
连续性管理  
财务管理

服务级别报告  
EWA, Quick Sizer  
解决方案监控  
服务台费用计算



现在是您的时间-讨论话题:

n 贵公司现有**SAP**支持组织和**E2E**支持组织模型之间的异同

n 实施**ITIL**或**SAP CCC**的经验和体会

n 如何解决**SAP**支持组织中业务部门和**IT**两方面的协作问题

n 如何管理内部**SAP**支持服务的质量或绩效

n **SAP**支持团队的能力培养和职业发展问题

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