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Supporting SAP R/3

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The Essential Guide
to Supporting an SAP
Business Environment

Supporting
SAP R/3

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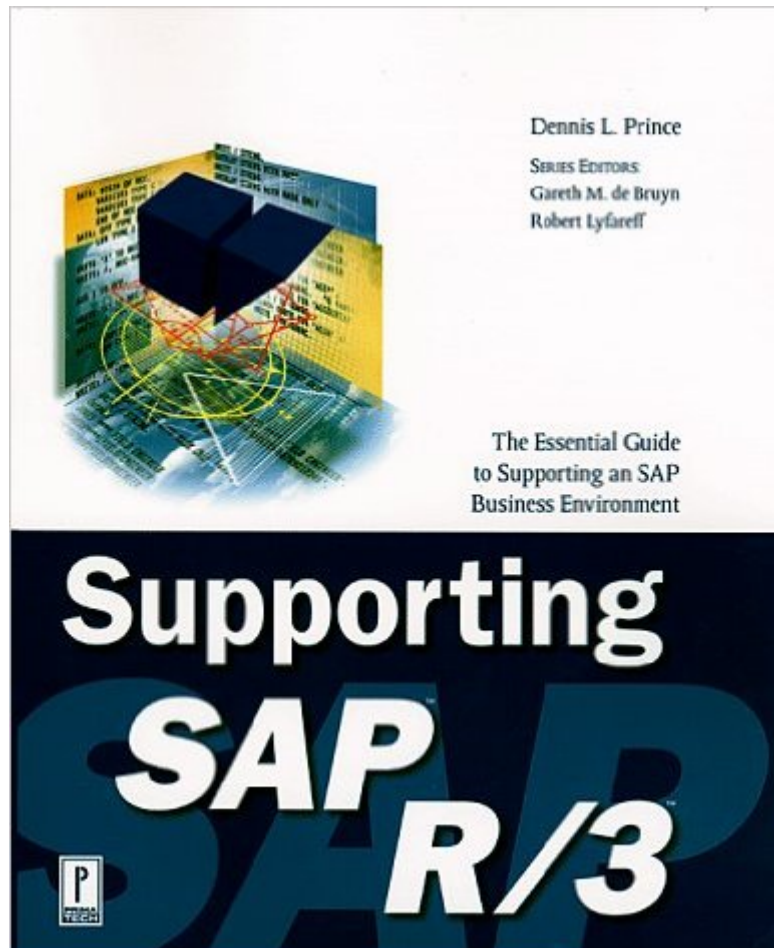
Synopsis

This book on Systems Applications Products in data processing (Release 3) provides usable, real-world methods and strategies for supporting a live SAP R/3 installation. Through screen captures, custom spreadsheets, and working templates, Supporting SAP R/3 increases your support staff's efficiency and productivity. Key emphasis is placed on helping individuals and businesses manage a new user base and generating their confidence in the SAP R/3 application.

Book Information

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Customer Reviews

Although this book was written for IT/IS professionals who will be tasked with post-implementation support of SAP R/3, the information in this book applies to any enterprise application. I am making this statement based on experience in launching and supporting a wireless telecommunications billing system, which is a completely different application than R/3. The point is most of the information contained in this book is solid and addresses service delivery and support for enterprise applications that work.Some key strengths of this book include: (1) a clear view applications delivery milestones of R/3 before it is ready to be released into production. This is provided in Parts II and III and shows what production support personnel needs to be aware of while the development and implementation is in progress. I especially liked the chapters on stabilizing the application and preparing for hand-off into production. Also, the chapter on building a support domain was filled with excellent information that embodies best practices in service support. (2) Part IV, Supporting the live

environment, is specific to SAP R/3, but can be used as a model for support processes for any ERP system (Baan, PeopleSoft, etc.) because the major production support issues are addressed. The best chapters in this section cover job scheduling (often overlooked, but can wreak havoc with meeting service level objectives), transaction and performance support and disaster recovery planning (another support area that is too often overlooked).If you are tasked with supporting SAP R/3 this book is essential.

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