



SAP Support & AMS — Complete Course Content

WC Skills • World Class Skills Institute

Duration	Service Guide
Target Audience	SAP application support and AMS professionals
Prerequisites	Basic SAP functional or technical knowledge.

What this document contains

A module-wise training roadmap covering concepts, hands-on labs, project work, assessment checkpoints and interview preparation. The syllabus is designed as a structured course plan for classroom or live-online delivery.

Course Objectives & Learning Outcomes

By the end of this course, learners should be able to explain the core concepts, perform the practical tasks listed in the labs, troubleshoot common scenarios, document their work and complete the capstone with a professional implementation approach.

- Understand the architecture, terminology and end-to-end workflow of the subject.
- Perform guided hands-on exercises using the relevant tools and development/administration environment.
- Apply troubleshooting, testing, documentation and best-practice techniques.
- Build a portfolio-ready capstone demonstrating practical competency.
- Prepare for technical interviews with scenario-based questions and implementation discussions.

Detailed Module-wise Curriculum

Module 1: SAP Support Foundations

- Incident, service request and problem concepts
- Priority and SLA management
- L1/L2/L3 support model
- Ticket lifecycle
- Support documentation

Hands-on Lab: Lab: classify and prioritize a sample ticket queue.

Module 2: Incident Troubleshooting

- Reproduce and isolate issues
- Application logs and dumps
- Authorization checks
- Master/configuration checks
- Evidence collection

Hands-on Lab: Lab: create a structured troubleshooting checklist.

Module 3: Functional & Technical Support

- Common MM/SD/FI/ABAP issues
- Batch jobs and interfaces
- User and authorization issues
- Data consistency checks
- Escalation criteria

Hands-on Lab: Lab: triage cross-module incidents.

Module 4: Change & Transport Management

- Change requests
- Transport workflow
- Testing and approvals
- Emergency changes
- Rollback planning

Hands-on Lab: Lab: prepare a controlled change record.

Module 5: Monitoring & Operations

- System health checks
- Jobs, interfaces and queues
- Performance indicators
- Availability monitoring
- Daily operations

Hands-on Lab: Lab: build an AMS daily operations dashboard checklist.

Module 6: Problem Management & RCA

- Root cause analysis
- 5 Whys and evidence
- Known error database
- Corrective/preventive actions
- Trend analysis

Hands-on Lab: Lab: write a professional RCA.

Module 7: SLA, Reporting & Customer Management

- SLA metrics
- MTTR and backlog
- Weekly/monthly reports
- Stakeholder communication
- Knowledge management

Hands-on Lab: Lab: create an AMS service report.

Module 8: Capstone

- Ticket triage
- Troubleshooting
- Change
- RCA
- Service review

Hands-on Lab: Lab: simulate a complete support shift from incident to closure.

Practical Delivery Plan

Phase	Focus	Expected Evidence
1	Concept + demonstration	Notes, diagrams and guided exercises
2	Hands-on practice	Working configuration/code and screenshots/logs
3	Troubleshooting	Issue reproduction, diagnosis and resolution notes
4	Mini project	Functional solution with test cases
5	Capstone	End-to-end project, documentation and presentation

Assessment & Certification Readiness

Recommended assessment pattern: module quizzes (20%), practical labs (30%), mini project (20%), capstone (20%) and interview/viva (10%). Completion certificates, placement support and any certification claims should follow the institute's current published policy and the relevant vendor's certification rules.

Capstone Requirements

- Problem statement and scope
- Architecture/process diagram
- Implementation or configuration
- Test cases and results
- Troubleshooting notes
- User/technical documentation
- Final presentation and interview questions

Interview Preparation Topics

Learners should be able to answer architecture questions, explain the difference between key concepts, troubleshoot a real scenario, justify design choices, discuss performance/security considerations and walk through the capstone from requirement to deployment/support.

Recommended Learning Resources

Use official product documentation and current vendor guidance for version-specific commands, configuration steps and certification requirements. Validate training examples in a non-production environment before applying them to customer systems.