

Lead Management

1. What is Lead Management?
2. Configure Lead Management
3. Configure Lead Survey

Marketing Management

1. Configuration of Marketing & Trade Promotion Management (TPM)
2. BP Target Groups
3. HTML template configuration
4. Email Campaigning (Personalized & Mass)

Activity Management

1. Configuration of Activity Management types
2. Activity Categories
3. Appointments and Priorities
4. Activity Monitor

Opportunity Management

1. Features of Opportunity Management
2. Configuration of Opportunity Management
3. Concepts of Pipeline Analysis
4. Discussion on Standard BW Business Content for Pipeline analysis
5. Discussion on SEM

Installed Base

1. Working with Installed Base (Mobile)
2. Customizing the Installed Base based on Organizational Model. (Mobile)

Transactions

1. Configuration of Transaction types for Sales and Service
2. Configuration of Item Categories

Manage Transaction Usability

1. Screen Sequence Control - Java knowledge is must
2. Transaction Variant - Java knowledge
3. Business Server Pages (BSP's) - Java knowledge is must
4. Easy Enhancement Workbench (EEWB)
5. Business Add Ins (BADIs) - ABAP knowledge is must

Mobile Sales and Mobile Service

1. Overview of Mobile Sales and Service
2. Demo of Mobile Sales and Mobile Service

CRM Billing

1. Concepts of CRM Billing
2. E-sales and E-service in different verticals
3. In depth coverage of Sales and Service Scenarios in mySAP

Mentor :

Period :

Fee :

Eminent Special :

Eminent
TECHNOLOGIES PVT. LTD.

my SAP CRM

TRAINING PAR EXCELLENCE



1ST Floor, North Block,
GREEN HOUSE
Ameerpet, Hyderabad.
☎ : 2375 4526, 2375 6159
www.eminenttechnologies.com

CRM 4.0 Industry Solutions

1. Overview of my SAP ERP and my SAP CRM 4.0
2. Features and Functionalities
3. Demonstration of CRM 4.0 Features and Industry Solutions
4. Demonstration of CRM 4.0 with different Industry Verticals

CRM 4.0 Architecture

1. Technical View
2. Business View (Functional view)
3. Component Landscape
4. Development Landscape
5. System Landscape

Start Up

1. Adapters
2. Plug-ins
3. Master data & Transactional data
4. IMG (Implementation Guide) - importance & necessity

Business Partner

1. What is a Business Partner (BP)
2. Roles
3. Groups
4. Relationships
5. BP Classifications
6. Comparison of Classification with R/3 Account
7. Groups BP Enhancements (if already worked with 3.0 or 3.1 versions)
8. CRM Groupings
9. Assignment of Groupings and Number Ranges
10. Mapping of CRM classification with R/3 account groups

11. BP Field Groupings
12. BP Address types
13. BP Address formats

Tools for BP Management

1. Concepts of Business Data Tool Set (BDT)
2. Concepts of Visual Configuration Tool (VCT)
3. Easy Enhancement Workbench (EEWB)
4. Secrets in the successful fulfillment of Customer Business Partner requirements (Analysis of some SAP Success stories taking different industry verticals)

Organizational Management

1. In-depth overview in mySAP CRM Organizational Management
2. Differences between CRM & mySAP ERP Organizational Management
3. Configuration of Organizational Management
4. Determination of Organization elements based on Business process
5. Downloading Organizational elements from R/3
6. Workflow setup for automated Organizational determination

Product Master

1. Concept of Hierarchies and Categories
2. Product Sets
3. Product Attributes
4. Product Relationships
5. Product Structures
6. Product Org. Determination
7. Mapping of CRM Products to R/3 Products

Solution Composer and Solution Manager

1. What is a Solution Composer ?

2. Benefits of Solution Composer
3. Building a Solution Composer based on Client's Project Requirements
4. What is a Solution Manager?
5. Benefits of using Solution Manager
6. Using Solution Manager for a successful project implementation

Web Application Server

1. Highlights of WAS 6.30
2. How to Manage Functional Upgrades

CRM Middleware

1. Overview of CRM Middleware
2. Configuration of CRM Middleware
3. Admin Console (SMOEC)
4. Middleware Portal (SMWP)
5. Error Handling in CRM Middleware
6. Download and upload of Master and Transaction data

Internet Pricing Configuration

1. Overview of Installation and configuration of IPC server
2. Concepts of configuration of connections between IPC and CRM server
3. Sales Pricing Engine
4. Sales Configuration Engine

Transactions Design Concepts

1. One Order Management
2. SERM (Structure Entity Relationship Modeling) Concept

5. Types of COM
6. Development of COM using C++
7. COM in process
8. COM & IDispatch (Dual Interfaces)
9. COM & Visual C++
10. COM & In process using VC (ATL)
11. COM Marshalling
12. COM & Out Process using VC(ATL)
13. Containment
14. Aggregation
15. COM Threading Model
16. COM Connection Points
17. COM Events
18. COM +
19. COM+ Development & Deployment
20. DCOM & Configuration

ADVANCED TECHNOLOGIES (10 SESSIONS)

1. Database Connectivity (DAO, ODBC, ADO)
2. Windows Sockets
3. DLLs

4. Working with Windows Registry.
5. Introduction to WIN CE/Pocket PC Programming
 - a) Introduction
 - b) Architecture
 - c) Programming
 - d) Introduction to e VC++

INTRODUCTION TO DEVICE DRIVERS

SPECIAL CLASS on OOAD with UML

Mentor :

Period :

Fee :

Eminent Special :

1. Project
2. Material (1+1)
3. Prepared Material for Adv. Topics
4. FAQ's

Eminent
TECHNOLOGIES PVT. LTD.

VISUAL C++

TRAINING PAR EXCELLENCE



1ST Floor, North Block,
GREEN HOUSE
Ameerpet, Hyderabad.
☎: 2375 4526, 2375 6159
www.eminenttechnologies.com

VISUAL C++

CONTENTS :

C++ (10 SESSIONS)

1. OOP Concepts
2. Classes & Objects
3. Constructors & Destructors
4. Access Privileges
5. Polymorphism
6. Virtual Functions
7. Inheritance
8. Templates
9. Exception Handling

WINDOWS PROGRAMMING (SDK)

(10 SESSIONS)

1. Basic Windows Concepts.
2. Windows Programming Fundamentals
3. GUI Concepts and Rationale.
4. The Multitasking Advantage.
5. Memory Management.
6. Message-Driven Architecture.

7. Creating Simple Windows Application.
8. Processing Messages.
9. GDIs and Device Context.
10. Painting Process.
11. Text and Fonts.
12. Keyboard and Mouse Handling.
13. Menus Handling.
14. Child Window Controls
15. Dialog Boxes

MFC PROGRAMMING (10 SESSSIONS)

1. MFC Basics
2. Collection Classes
3. Basic Programming with MFC
4. Messaging Architecture
5. Drawing in a Window
6. Mouse and Keyboard Handling
7. Menus
8. Common Controls
9. Dialog Boxes

PROGRAMMING USING VISUAL C++

(15 SESSIONS)

1. Visual C++ Environment
2. Creating applications using Visual C++
3. Messaging and Command procedures
4. Dialog Boxes Revisited
5. Common Controls Revisited
6. Advanced Controls
7. Property Sheets / Property Pages
8. Document/View Architecture
9. Multiple Documents / Multiple Views
10. ToolBars , Status Bars.
11. Floating Menus
12. Memory Management
13. Multi-Threading

ACTIVEEX/ COM/COM+, DCOM

TECHNOLOGIES (15 SESSIONS)

1. Introduction to ActiveX Technologies
2. Working with ActiveX Controls
3. Developing ActiveX Controls
4. Fundamentals of COM

ASP.NET Error Handling & Debug.

Error Handling & .NET Runtime

Avoid Errors before they occur

Structured Error Handling

Catching General Exceptions

Catching Specific Exceptions

Throwing Exceptions

Custom Exceptions

Page Level Error Handling

Application Level Error Handling

Debug using CLR Debugger

User Controls

Creating User Controls

Registering User Controls

Properties & Methods

Dynamically loading user controls

Configuring ASP.NET Application

Web Application configuration

Web Application Machine Configuration

Global Assembly Cache

Working with Assembly Info

Web.Config

Machine.Config

Process Model

ASP.NET Web Applications

About Session & Application object

Comparison between Session & Application

Using the Global.asax file

Managing Application State

Application & Session Events

Cache Services

Caching Overview

Advantages of Caching

Comparing with Application & Session var's

Page Output Caching

Page Data Caching

Security

Security Overview

Authentication & Authorization

Windows-based Authentication

Forms-based Authentication

Authorizing Users and Roles

User Account Impersonation

Deployment

Deploying ASP.NET Applications

ASP.NET Web Services

Introducing Web Services

Writing a Simple Web Service

Web Service Type Marshalling

Using Data in Web Services

Using Objects and Intrinsic

HTML Pattern Matching

PROJECT WORK

Mentor :

Period :

Fee :

Eminent Special :

Eminent
TECHNOLOGIES PVT. LTD.

ASP.NET

TRAINING PAR EXCELLENCE



1ST Floor, North Block,
GREEN HOUSE
Ameerpet, Hyderabad.
☎: 2375 4526, 2375 6159
www.eminenttechnologies.com

MASTERING IN ASP.NET

This course will let you learn and practice the skills needed to develop basic & Advanced Web based business applications using the latest and most wanted Web Development tool Active Server Pages .Net. You will use the advanced ASP.Net tools to build complicated applications very easily. This course bridges the gap between the beginners of Internet with the experienced ASP.Net Programmer. In this course you will learn programming design and creation concepts that you can apply to any web application you may create in future.

P R : Exposure to computers and knowledge of Internet will be an added advantage

TOPICS :

Introduction to Web Applications

Web applications & Desktop Applications

Web applications with Web Server

Web Server role, about IIS, APACHE

Web Browsers, Web Support Languages

Understanding http, TCP/IP, LAN, WAN & O/S role in web development

Scripting & its importance

Client-Side & Server-Side Scripting

Overview of .NET

Platform for the Future

Intro to .NET

Drawbacks of Current Trend

.NET Framework

Key Design Goals

CLR, CTS, MSIL, & Other Tools

Multiple Language Interaction & Support

Moving from Project to Assemblies..

Security Services

Installing & Configuring Visual Studio.NET

Active Server Page.NET Role

Shifting from ASP to ASP.Net

ASP.Net Namespaces

ASP.Net - New Scenario in development -process

with IDE - VS.NET IDE

Web Pages to Web Forms

HTML

HTML Controls, ASP.NET Controls

Client-side & Server-side Controls

Developing a Simple Application

Understanding the Execution Scenario

VB involvement in ASP.NET

ASP.NET Web Forms

Introducing Web Forms

Working with Server Controls

Applying Styles to Controls

Separating Code & Design

New Code behind Techniques

Implementing ASP.NET Server Controls

Web Forms - Input Validation

Validating Form with Validation Controls

Using Requiredfieldvalidator control

Using Comparevalidator control

Using Rangevalidator control

Using Customvalidator control

Create Server-side/Client-side functions for

Customvalidator control

Finally - Validationsummary control

ADO.NET - Database Services

XML, XML to HTML, XML & Databases

XML Schema Definition Tool

Overview of ADO.NET/ XML Support in .NET

Connect/Insert/Update/Delete,Query data-using ADO.NET

Retrieve data with datasets

Data Adapters

Understanding Data tables

Build Data table programmatically

Filter and sort Data table

Data Relations

ADO.NET - II

About OleDbCommand/SqlCommand

Parameters with Command Object

Stored Procedures with ADO.NET using -output parameters

Develop a Registration form using ADO

Presenting Data

Present Data in ASP.Net bound controls

Bind data to Repeater Control

Bind data to Dropdownlist Control

Bind data to hyperlink control

Datalist control

DataGrid Control

SUPERVISOR

Creation of repository

Creation of users and groups

Creation of categories

Defining privileges and profiles

Assigning privileges and profiles to users and groups

DESIGNER

Creation of universes

Setting the universe properties

Creation of DB connection

Extracting table and joins from database

Creation of classes, sub-classes and objects

Defining the object properties like Measure, Dimension or Detail

Creation of derived data, prompts and conditions

Creation of lists

Creation of user defined hierarchies

Checking the integrity

Resolving loops

Using aliases

Using contexts

Creation of linked universes

BUSINESS OBJECTS REPORTER

Overview of OLAP reports

Data Providers

Universe

Freehand SQL

Stored Procedures

VB Procedures

Report generation from different data providers

Formatting the reports

Creation of derived fields, user objects, sorts, filters and alerts

Merging data from multiple data providers

OLAP features like slice, dice, drill down, drill up and drill through.

BRIO

BRIO DESIGNER

Creation of OCE (Open Catalog Extension)

Inserting tables and building relations

Creation of computed items

Creation of sub queries

Creation of Table, Pivot and Chart reports

Custom SQL

Usage of stored procedures

And general reporting functions like limits, sorts, formatting etc.

ORACLE

SQL and PL/SQL walk through

PL/SQL as an ETL

Oracle features for DW

MERGE

INSERT ALL

Bitmap indexes

SQL Loader, UTIL_FILE and External tables

Materialized tables

Table partitioning

Mentor :

Period :

Fee :

Eminent Special :

Eminent
TECHNOLOGIES PVT. LTD.

DATA WAREHOUSING

TRAINING PAR EXCELLENCE



1ST Floor, North Block,
GREEN HOUSE
Ameerpet, Hyderabad.
☎: 2375 4526, 2375 6159
www.eminenttechnologies.com

BASIC CONCEPTS

Data storage methods like FILES, DBMS & RDBMS
OLTP systems
Normalization

DW CONCEPTS

What is Data Warehousing?
Architecture of Data Warehouse
OLTP vs OLAP systems
Data Marts vs Data Warehouse
Enterprise Data Warehouse
Independent and Dependent data marts.
Concepts of staging area, ODS and Presentation layer
Multidimensional Modeling
Design concepts of OLTP and Multidimensional models
Dimensional tables
 Surrogate keys
 Junk, Degenerate & Confirmed dimensions
 Slowly & rapidly changing dimensions
Fact tables
 Factless fact table
 Confirmed facts
 Types of measures like additive, semi additive & non-additives
Star schema vs Snowflake schema

ERWIN (Data Modeling tool) 4.1

Introduction to Data modeling
Overview of modeling tools
Logical & Physical model
Creation of tables and relations
Forward & Reverse engineering
Creation star schemas and snowflake schema
Data model reports in HTML and RTF

INFORMATICA (ETL TOOL) 7.1

ETL architecture
Informatica architecture
Diff. between Power Center and Power Mart servers
Informatica components
 Designer
 Workflow Manager
 Workflow Monitor
 Repository Server
 Informatica Server
Admin functions
 Creation of repository
 Backup and recovery of repository
 Creation of folders
 Creation of users and groups
 Giving privileges on folders to users and groups

DESIGNER

What can be done in designer?
Sources
Targets
Transformations
Maplets
Mappings
Types of Transformations
 Source Qualifier
 Expression
 Lookup
 Aggregator
 Rank
 Sequence Generator
 Sorter
 Stored procedure
 Filter
 Joiner

Router
Update strategy
Normalizer
Transaction control
Union
Mapping parameters and variables
Connected and Unconnected transformations
Active and Passive transformations
Tips to improve the performance in mapping level

WORKFLOW MANAGER

Overview of Workflow Manager
Creation of source and target connections
Creation of tasks
 Session
 Command
 Assignment
 Control
 Decision
 Timer
 Event raise
 Event wait
Creation worklets and workflows
Scheduling the workflows

WORKFLOW MONITOR

Views of monitor
 Task view
 Gantt view
Tasks of workflow monitor like stopping, restarting and scheduling the workflows
Accessing session and workflow logs.

BUSINESS OBJECTS 6.5

Overview of OLAP tools

ADO.NET (Advanced)

Working with ado library

Populating data using XML

Populating data programmatically

Common object

Invoking stored procedures/ functions

From backend...

Threading Support

About threads & their uses

Synchronization

Creating & controlling threads

Object Oriented Concepts

Classes & objects

Abstract & override methods

Instantiate an object

Build process using windows class library

Generate classes for other clients

How to use classes as part of project

Implement an ATM class example

Creating Custom Windows Controls

About user - defined controls

Understanding the control class

Create & implement a windows control

Windows services

Understanding services

Creating windows services

Setting properties

Compile, run & install services

Event log services in win2000

Application Deployment

Packaging code

Configuring the .net framework

Deploying the application

Deploying controls

Web applications using asp.net

Overview of web applications

Asp model

Asp.net model

Comparing asp with asp.net

Designing a web form using webcontrols

Ado.net in asp.net

C

Mentor :

Period :

Fee :

Eminent Special :

Eminent
TECHNOLOGIES PVT. LTD.

VB .NET

TRAINING PAR EXCELLENCE



1ST Floor, North Block,
GREEN HOUSE
Ameerpet, Hyderabad.
☎: 2375 4526, 2375 6159
www.eminenttechnologies.com

MASTERING IN VISUAL BASIC.NET

This course will let you learn and practice the skills needed to develop basic & Advanced Client/Server windows based business applications using the latest and most wanted front-end by MNC's i.e. Visual Basic.Net. You will use the advanced VB.net tools to build complicated applications very easily. This course bridges the gap between the beginners in IT with the experienced .Net programmer. In this course you will learn programming design and creation concepts that you can apply to any windows application you may create in future.

Prerequisite

Exposure to computers and knowledge of any GUI package will be an added advantage.

Topics:

Overview of .NET

Platform for the future Intro to .Net
Drawbacks of Current Trend .Net Framework
Key design goals
CLR, CTS, MSIL & other tools.
Multiple Language Interaction & support Moving from Project to Assemblies..
Security services
Installing & configuring Visual Studio.Net

Visual Basic.NET

What is visual basic.net
Why vb.net not 100% compatible
Upgrading to visual basic.net
Architecture Recommendations

Working with VB6.0 & VB.net
Client/Server projects, , browser-based & console based applications
Single Tier applications
visual basic.net IDE – Common IDE
Using IDE – Create and save application
Finally full-fledged OOPS implementation

Programming in visual basic.net

Programming Structures in .NET
.Net data types
Programming Recommendations
Constructors & Destructors
Function Overloading
Inheritance- Cross
Language Inheritance
Virtual Methods
Namespaces – System namespace
Arrays, Stacks, Threading

Error Handling

Unstructured error handling support
Structured error handling
Error categories
Debugging the application
Debug and Trace classes
Code Optimization
Testing and strategies

Windows Forms – I

VB forms to windows forms
Class hierarchy
New forms strategy – form as a class
Layout enhancements, changes & additions

Windows forms – buttons, check boxes, radio buttons, panels, group boxes, list boxes, picture boxes..

Windows Forms – II

Menus
Built-in dialog boxes and printing
Toolbars, status bars and progress bars
A new MDI forms strategy
Inheritance with forms

ADO.Net – new Db Libraries (Code)

Overview of XML & XML support
ADO.NET architecture / namespaces
Difference between ado nad ado.net
XML schema, definition tool
Connected layer
Disconnected layer
SQL Server/Oracle Managed providers
Remoting
Data controls

ADO.NET (Implementation)

Ado.net, Objects & their uses
Managed providers
Data adapters
Dataset object model with its child objects
Dataset relation with XML
Dataview and data reader objects
Data controls
Data grid
Data list
Data repeater
Working with data binding object

BEANS

What is a BEAN

BEAN architecture

Events model

Properties, Methods, Events.

Persistence

JSP with BEANS

RMI (Remote Method Invocation)

Features of RMI

Architecture of RMI

RMI stubs & Skeletons

Database connectivity in RMI

Boot Strapping

Passing objects as parameters.

Building WAR, JAR and EAR

Part - III

J2EE

EJB

Overview & Architecture

Session Beans (Stateful & Stateless)

Entity Beans (BMP, CMP, Activation & Passivation)

Writing Deployment Descriptors

Connection Pooling

Multipooling

Distributed Transaction Support

Message Driven Beans

Java Messaging Server

Java Mail

EJB Query Language

JTS

XML

Basics, Schemas & DTD's

DOM & SAX Coverage

JAXP (Java API for XML Processing)

Web Services

Tomcat 5 & JWS 2.0

Weblogic 8.0

Design Patterns

Struts Framework

MVC Architecture

Working with Eclipse

Hyper Text Markup Language (HTML)

Creating Web Pages in HTML

Java Script

Mentor :

Period :

Fee :

Eminent Special :

Eminent
TECHNOLOGIES PVT. LTD.

JAVA / J2EE

TRAINING PAR EXCELLENCE



1ST Floor, North Block,
GREEN HOUSE
Ameerpet, Hyderabad.
☎: 2375 4526, 2375 6159
www.eminenttechnologies.com

Part I

CORE JAVA:

Why java
Features of java
JDK, JRE & JVM
Version differences 1.0, 1.1, 2 and 5
Data Types & Operators
Control Statements
Variables & Arrays
Type Casting
Modifiers & Identifiers
Package Access
Classes & Objects

OOP Concepts

Encapsulation
Abstraction
Polymorphism
Method Overriding
Method Overloading
Inheritance

Abstract Classes

Interfaces

Differences in Abstract Classes & Interfaces

Inner classes

Static & Final

Dynamic Binding

Constructors

Object life

Garbage collection
Initialization

String & String Buffer

Wrapper Classes

Exception Handling

Hierarchy of exceptions
Throw & Throws
Thread Life Cycle

Input-output streams

Byte Streams
Character Streams
Object Serialization

Multithreading

Multi Tasking
Multi process
Multi Threading
Synchronization
Dead Lock
Implements
Extending
Priorities

Applet Programming

Event handling

Util package

Collections Framework
String Tokenizer
Locale Class
Observable & Observer

Abstract Windowing Toolkit (AWT)

Part II

ADVANCE JAVA

JFC (Swings)

JDBC

Version differences in JDBC
Statement
Prepared Statement
Stored procedures

Server Side Scripts

SERVLETS

Servlets-replacements to CGI
Generic & HTTP Servlets class
Passing html info
Servlets to database connectivity
Server side includes (SSI)
Passing parameters to Servlets
Applet to Servlets communication
Persistent cookies
Session tracking
Servlets chaining

JSP

Writing jsp code
Writing scriptlets jsp
Expressions, variables and declarations
Jsp life cycle
Custom tags
JSTL
Deployment

SAP - ABAP

TRAINING PAR EXCELLENCE



Mentor :

Period :

Fee :

Eminent Special :

1ST Floor, North Block,
GREEN HOUSE
Ameerpet, Hyderabad.
☎: 2375 4526, 2375 6159
www.eminenttechnologies.com

ABAP

SESSION 1:

Introduction to ERP
Introduction to SAP
Features of ABA/4
ABAP/4 EDITOR
Structure of an ABAP Program
Data types & Data Objects
Arithmetic Operations
String Operations
Field String
Internal tables
Open SQL -Select Insert, Update
Data Dictionary

SESSION 2:

Modularization Techniques
Sample Reporting
Section Screen
Events
Logical Data Base
Messages
VARIANTS
Refining Data
Interactive Reports
Concepts of Transaction

SESSION 3:

Introduction to Screen printer
Flow Logic

Screen Designing

Sub Screen

FIELD VALIDATION

Step Loops

Table Control

INTRODUCTION TO BDC

File Handling

BDC Interface Program with session method

SESSION 4:

Writing BDC Interface Program with call transaction method
Error handling in Cap transaction & recording method
Introduction to SAP script
Standard Text
STYLES
Layout Sets
Modifying lay outsets
Calling Script via report program

SESSION 5:

Object oriented ABAP
Cross Browser

SESSION 6:

Enhancement
· User Exits
· Field Exits
· BADI /BTE

SESSION 7:

SAP modification and Repair
· Modification Assistant

SESSION 8:

ABAP Debugger

Module II :

CROSS APPLICATIONS:

- Overview on Integration Architecture
- ALE/Idoc/EDI
- BAPI
- OLE
- CFW(Control Framework)

SAP - SD

TRAINING PAR EXCELLENCE



Mentor :

Period :

Fee :

Eminent Special :

1ST Floor, North Block,
GREEN HOUSE
Ameerpet, Hyderabad.
☎: 2375 4526, 2375 6159
www.eminenttechnologies.com

SALES AND DISTRIBUTION

1. **SAP R/3 Architecture**

2. **Mater Data in SD**

- Organizational Structure
 - a In SD
 - b In Accounting
 - c In MM
- Customer Master
- Material Master
- Customer Material Information
- Condition Master

3. **Sales**

- Sales Document Types
- Item Categories
- Schedule Line Categories

4. **Basic Functions**

- Free Goods
- Partner Determination
- Material Determination
- Material Listing / Exclusion
- Revenue Account Determination

5. **Pricing & Conditions**

6. **Bills Of Material**

7. **Variant Configuration & Variant Pricing**

8. **Special Sales Order**

9. **Shipping**

10. **Billing**

11. **Availability Check & Requirements in SD**

12. **Scheduling Agreements**

13. **Customer Contracts**

14. **Incompletion Procedure**

15. **Internet Scenarios**

16. **CATT (Computer Aided Testing Tool)**
