

# DFØ AND ELKJØP'S USE OF CLOUD ALM TO REPLACE SOLUTION MANAGER

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SBN 2026

# Who are we?



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90 billions



1000 billions



180+ companies



92 % Customers



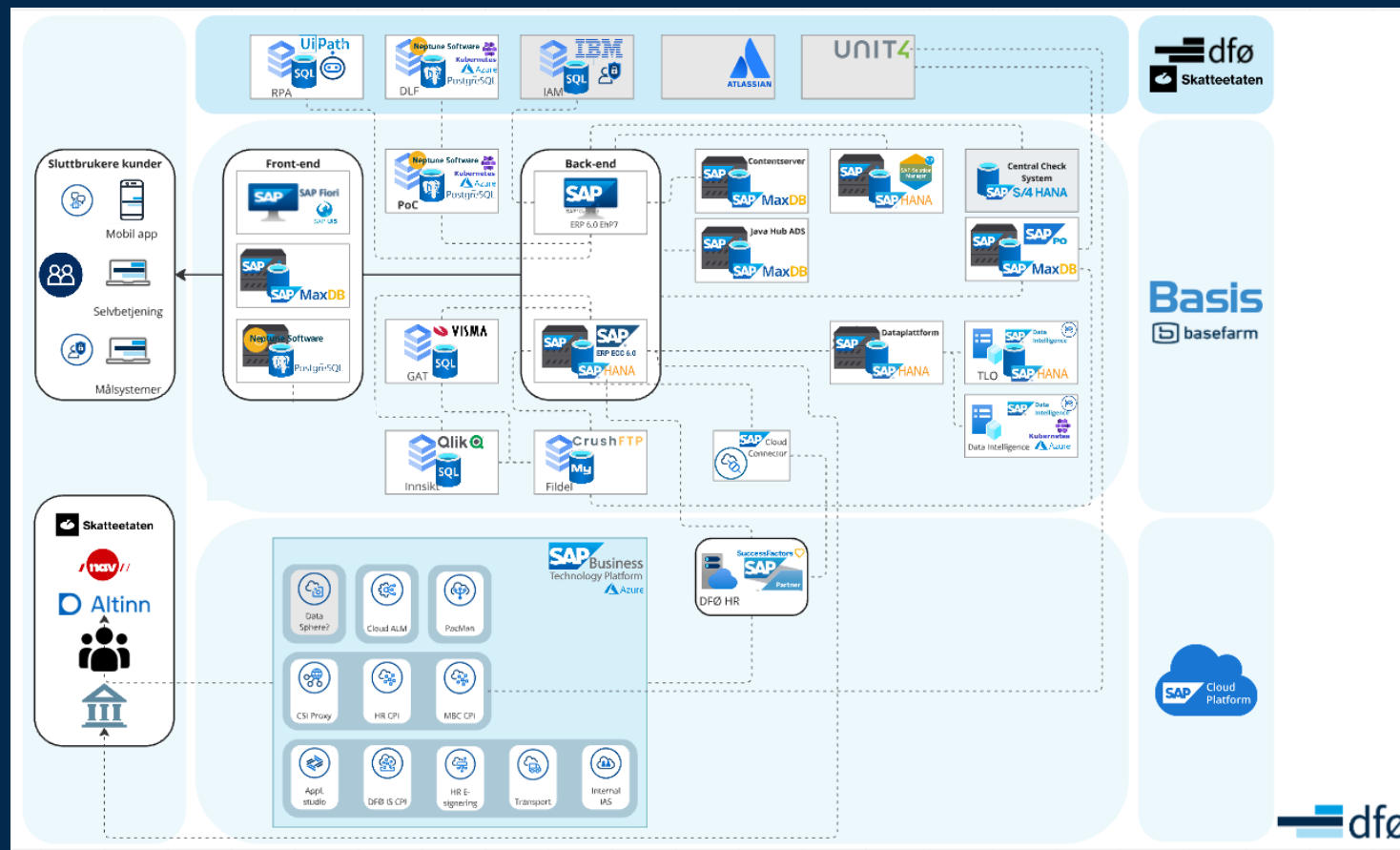
28 productive  
SF instances.  
11 new SF  
customers the  
last 12 months  
and the growth  
will continue



180+ companies  
14 Clients

Will move to SAP RISE in  
2027

# System landscape



Main target to use CALM against all salary related integrations, systems and landscapes.

# THE 2027-WALL

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Oh my...

# LET'S SAY GOODBYE TO:

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SAP Solution Manager

SAP PO

SAP Business Suite 7

and after some time, also goodbye to MaxDB



# 3 key notes regarding Solman sunset

- Function area usage in SolMan
- Data or function migration to CALM
- Clean-up after SolMan in managed systems

# SolMan – a single centralized platform

- Monitoring tool
- ChaRM – Change Request Management
- ITSM – IT Service Management
- STMS - Transports
- LMDB – Landscape Management Database
- SLD – System landscape Directory
- ADS – Adobe Document Service
- Reporting – see next slide
- SolDoc – Solution Documents
- Root Cause Analysis
- Maintenance Planner
- Project Management

# SolMan functions covered by ?

| SolMan funcions     | Replacement                                                                                                    |
|---------------------|----------------------------------------------------------------------------------------------------------------|
| ChaRM               | Partially CALM (many look towards Jira and ServiceNow)                                                         |
| ITSM                | Partially CALM (many look towards Jira and ServiceNow)                                                         |
| STMS                | SAP Cloud ALM (but is built on a totally different philosophy hence why many still use local transport domain) |
| LMDB                | System Data in SAP4Me (via LIS)                                                                                |
| SLD                 | System data in SAP4Me (via LIS)                                                                                |
| ADS                 | Standalone OnPrem, SAP BTP platform (SAP Forms)                                                                |
| SolDoc              | SAP Cloud ALM (via SDT)                                                                                        |
| Root Cause Analysis | SAP Cloud ALM, SAP Focused Run                                                                                 |
| Maintenance Planner | System Data in SAP4Me (via LIS)                                                                                |
| Project Management  | SAP Cloud ALM, SAP Focused Run                                                                                 |
| Monitoring tool     | SAP Cloud ALM, SAP Focused Run                                                                                 |
| Reporting           | See next slide                                                                                                 |

# Self-service Reports in SolMan

- SAP ALM Roadmap Design
- Data Consistency Management Session
- Data Volume Management Session
- Performance Optimization Session
- SAP Early Watch Health Check
- SAP Going Live Check
- SAP Security Optimization
- SAP Technical Performance Optimization
- SQL Statement Tuning
- Security Optimization Service Session
- Transport Execution Analysis Session

# SolMan Self-service reports covered by ?

| SolMan reports                         | Replacement                                                                                                                                                                                                                          |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SAP ALM Roadmap Design                 |                                                                                                                                                                                                                                      |
| Data Consistency Management Session    | Not in scope for CALM, local transactions like SICK, MICE, SA38/SE38, DBACOCKPIT                                                                                                                                                     |
| Data Volume Management Session         | See SAPnote 3670700:<br><b>RISE with SAP Methodology Dashboard</b> (via SAP Cloud ALM)<br><b>AI Assistance for Innovation Adoption</b> (SAP Cloud ALM)<br>Or SAP4Me - see SAPnote 2899458                                            |
| Performance Optimization Session       | SAP Focused Run, SAP4Me via EWA Workspace (data input from local SDCCN to SAP Support Backbone, see SAPnote 2855951)<br>Or use chanel <a href="https://me.sap.com/getsupport">https://me.sap.com/getsupport</a> or Service Offerings |
| SAP Early Watch Health Check           | CQC EWC still need to be ordered via incident on SAP4Me<br>( <a href="https://me.sap.com/getsupport">https://me.sap.com/getsupport</a> or Service Offerings)<br>Tip: SAP4Me/EWA Workspace (check out filter options!)                |
| SAP Going Live Check                   | Going Live Check can be ordered via SAP4me – see SAPnote 2899458 and SAPnote 2360708<br>Use chanel <a href="https://me.sap.com/getsupport">https://me.sap.com/getsupport</a> or Service Offerings                                    |
| SAP Security Optimization              | CALM/Configuration & Security Analysis<br>SAP4Me – via chanel <a href="https://me.sap.com/getsupport">https://me.sap.com/getsupport</a> or Service Offerings                                                                         |
| SAP Technical Performance Optimization | Technical Performance Optimization can be ordered via SAP4me – see SAPnote 2899458 and SAPnote 2360708<br>Use chanel <a href="https://me.sap.com/getsupport">https://me.sap.com/getsupport</a> or Service Offerings                  |
| SQL Statement Tuning                   | DBACOCKPIT, SQLM, see also SAPnote 1969700                                                                                                                                                                                           |
| Security Optimization Service Session  | CALM/Configuration & Security Analysis<br>SAP4Me – via chanel <a href="https://me.sap.com/getsupport">https://me.sap.com/getsupport</a> or Service Offerings                                                                         |
| Transport Execution Analysis Session   | SAP Focused Run, CALM                                                                                                                                                                                                                |

# SAP Readiness Check for Cloud ALM

- Prerequisites:
  - SolMan 7.2 SPS03 or higher
  - ST-PI SP21 or higher
  - Implement/update SAPnote 3236443 (please use the latest version)
  - ST03 data – min 6-8 weeks, preferred min 6 months
- Steps in short:
  - SA38 and run /SDF/RC\_ALM\_COLLECT\_DATA to schedule and download data
  - Upload data collection to either SAP4Me or CALM (here we choose CALM)
    - Tip: use SAP4Me if you plan to get assistance from SAP
    - Upload ZIP-file to CALM using the *SAP Cloud ALM / Implementation / Create New Analysis*
  - Explore results using CALM/Implementation/SAP Readiness Check/Analysis (filename)
- Convert findings to Project and tasks i CALM
  - Create a Project, select a template, choose Follow-ups from the items table belonging to the readiness check.

# SDT – Selective Data Transfer

- Prerequisites:
  - SolMan must run on release 7.2
  - From SPS19 – the SDT is built in the solution (t-code SM\_CALM\_DT is available)
  - In SPS15 to 18 -> apply SAPnote 3358439 and upgrade component ST
- Also have a look at document «Selective Data Transfer»
  - Link: [https://help.sap.com/doc/6e3e49d16dc44bce99ca3b950e52934c/7.2.15/en-US/2026-05\\_SelectiveDataTransferGuide\\_SAPSolutionManager.pdf](https://help.sap.com/doc/6e3e49d16dc44bce99ca3b950e52934c/7.2.15/en-US/2026-05_SelectiveDataTransferGuide_SAPSolutionManager.pdf)
  - Good tip from this doc: SolDoc – if your document setup consist of more than 10 levels – please adjust (move upwards to decrease number of levels)

## SAP Solution Manager processes that are out of scope:

- Test Suite
- Requirements Management
- Change Control Management
- IT Service Management
- Reporting

## SAP Solution Manager data that is out of scope:

- Alerting and Analytics Library
- Master data (e.g. landscape, business partners)
- Transactional and project-related data (e.g. test plans, change documents, Focused Build work packages and items)

# SDT – Transition guide

- Source: [Transition to SAP Cloud ALM for Implementation](#)
- The function areas which are marked with yellow are not possible to migrate over til CALM.

## Transition guidance per scenario

- > Process Management
- > Project Management
- > Test Suite
- > Requirement Management
- > Change Control Management
- > Reporting
- > Focused Build
- > IT Service Management (ITSM)
- > Custom Code Management

**Just 2 words regarding Projects in CALM**

# From Readiness Check to Project in CALM

- Activate Readiness Check integration app (if you forgot to activate during zip-file upload)
  - Administration menu/SAP readiness Check Integration
  - Activate both «Scenario» and the correct «Analysis»
  - Be advised to check user role «Readiness Check Analysis Administrator» first

**SAP Readiness Check Integration with SAP Cloud ALM**

Scenario Integration Settings

|                                     |                            |                          |                                     |                                   |                          |
|-------------------------------------|----------------------------|--------------------------|-------------------------------------|-----------------------------------|--------------------------|
| SAP S/4HANA Conversion              | SAP S/4HANA Upgrade        | SAP BW/4HANA Conversion  | SAP Cloud ALM                       | SAP Customer Experience Solutions | SAP SuccessFactors HCM   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> |
| SAP Datasphere, SAP BW Bridge       | SAP Supply Chain Solutions |                          |                                     |                                   |                          |
| <input type="checkbox"/>            | <input type="checkbox"/>   |                          |                                     |                                   |                          |

Analysis Integration Settings

Search  Analysis Scenario:

Analysis List

| Analysis ID | Analysis Name                                                                                   | Analysis Scenario      | Created On                                                                                      | Requirements                        | User Stories                        |
|-------------|-------------------------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| 5000002     |  Usage Check | SAP Cloud ALM          |  1:37:53 PM  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 5000001     |  Usage Check | SAP Cloud ALM          |  10:04:24 AM | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 5000000     |  W/O FI-data | SAP S/4HANA Conversion |  12:01:03 PM | <input type="checkbox"/>            | <input type="checkbox"/>            |

Create a Project:  
Implementation/Projects and Setup  
Select a template:  
SAP Activate Roadmap/Transition to SAP  
Cloud ALM  
Choose Follow-ups from the items table  
belonging to the readiness check and  
link them to the project created

**Finally the clean-up**

# Technical checklist to buypass SolMan

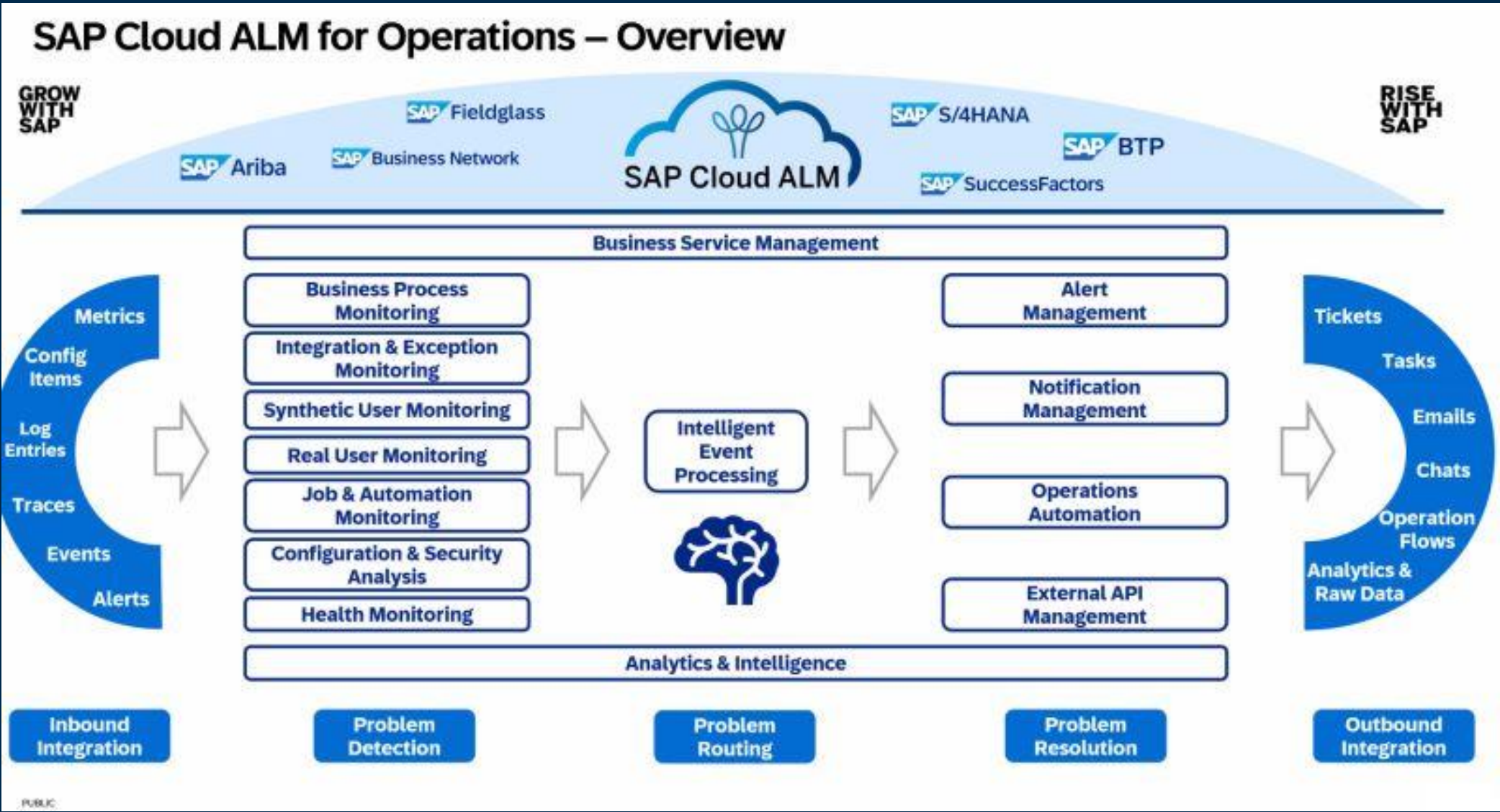
- Certifiat for ALM - DigiCert TLS RSA4096 Root G5
- Make sure you have a Technical Communication User active with needed authorization
- Configure SAP Backbone connection to SAP using SAPnote 207223 or 2827658
- Run t-code STC01 and Task List /BDL/SDCCN\_EWA\_CONFIG and SAP\_BASIS\_CONFIG\_OSS\_COMM to set up SDCCN jobs and HTTPS communication
- Buypass SolMan regarding SLD Data Supplier update to SAP Backbone using SAPnote 2855951
- Uninstall the SMD agent (diagnostic agent for SolMan) on all managed systems (but keep the SAP Host agent!)
- Uninstall Introscope agent (?)
- Update SAP Host agent
- Update ST-PI
- Usage of SDT where applicable
- Evaluate downloading old reports

# Tip if SolMan becomes a read-only

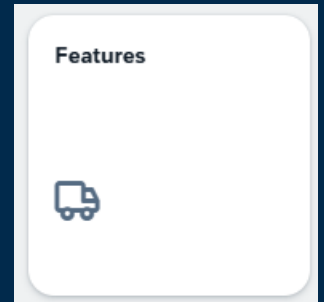
- SAPnote 1952567 - How to remove no longer relevant managed systems from Solution Manager
- SM59 – delete all connections to satellite systems
- SM\_Workcenter – do you need access, could the java instance be shut down?
- Ui – any user interfaces still exposed to internet?
- Ui – any interfaces wrongly activated?
- SU01/SUIM – users to be deleted/locked/profile tuning?
- SCC4 – clients?
- SMGW – reg/secinfo tuning?
- RZ10 – parameters?
- SM37 – batch jobs?
- SCC4 – no changes allowed (read-only)
- SE06 – not modifiable
- Backups?
- Continuous security patching

**Lets do CALM**

# SAP Cloud ALM Operations



# CTMS + Feature = CPI transports



## From Manual Lists to an Automated Workflow

- Feature is now our central tool for managing and tracking CPI transports.
- Integrated with cTMS, it supports a standardized and reliable transport process.
- A Jira → Feature integration allows automated Jira workflows to create new Features when transports are required. Developer-provided metadata and transport details are automatically transferred to Feature records.
- We actively follow new product releases and capabilities to continuously improve our solution.

# Integration & Exception monitoring – custom development

## To succeed with the SAP CPI monitoring in DFØ:

- The standard error details coming from CPI to CALM was not good enough for us to succeed with involving the module expert teams in DFØ.
- Technical staff became a bottleneck having to enter CPI and dive into attachments.
- We wanted to put the module experts in front and make them able to start troubleshooting without our involvement at all.

# Integration & Exception monitoring – custom development

## To succeed with the SAP CPI monitoring:

- We created a dedicated service in CALM: Error Central Prod (CPI) (Unspecific On-Premise System).
- We implemented a centralized error-handling solution in CPI for integration flows.
  - When an error occurs, an Exception Subprocess is triggered within the same flow.
  - A ProcessDirect adapter sends the error message to a central error-handling service, which forwards relevant information to CALM.
- Relevant information includes customer id, detailed error message, module specific info like job requisition id, affected candidate, and other business or module-related context.

*Error Message: Candidate upsert failed: Upserted failed: Filtypen Utvidet søkerliste - Rådgiver CPI test.pdf er ikke i listen over støttede filtyper [PDF] with the index 0@ line 97 in script5.groovy | HttpStatusCode: 200 | companyId: df0hr9960t | jobReqId: 683 | jobAppId: 1018 | candidateName: Terje | iFlow\_name: REC\_IFLOW\_SFtoSF\_UploadCandidateProfileSoekeliste*

# Integration & Exception monitoring

## Monitoring replication between SAP ECC and Success Factors:

- Organization and postions
- Cost centers
- Replaces manual check ups and and «self monitoring»
- Monitor integration between shift management system and SAP ECC

| SAP Integration & Exception Monitoring – SAP Cloud ALM                                                               |                                                              |                    |                                                                               |              |                             |  |        |                          |           |
|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|--------------------|-------------------------------------------------------------------------------|--------------|-----------------------------|--|--------|--------------------------|-----------|
| 572 Last Refresh On : Oct 19, 2026, 8:54:28 AM                                                                       |                                                              |                    |                                                                               |              |                             |  |        |                          |           |
| Alerting Services: TOA.410, QOA.608, TOA.425, SOX.699, TOA.413, TOA.411... Order By: Current Rating, Last Changed On |                                                              |                    |                                                                               |              |                             |  |        |                          |           |
| Alerts (43)                                                                                                          |                                                              |                    |                                                                               |              |                             |  |        |                          |           |
| <input type="checkbox"/>                                                                                             | Alert Name and Message                                       | Managed Components | Object Details                                                                | Worst Rating | Last Changed On             |  | Status | Managed Component Status | Processor |
| <input type="checkbox"/>                                                                                             | Feil i SF Replikering QOA606<br>Feil i SF Replikering QOA606 | QOA.606            | 4 exception(s) detected from 2026-10-19 03:31:47 to 2026-10-19 03:36:47 (UTC) | ✖            | Oct 19, 2026<br>05:36:49 AM |  | Open   |                          |           |
| <input type="checkbox"/>                                                                                             | Feil i SF Replikering QOA606<br>Feil i SF Replikering QOA606 | QOA.606            | 2 exception(s) detected from 2026-10-19 03:01:47 to 2026-10-19 03:06:47 (UTC) | ✖            | Oct 19, 2026<br>05:06:49 AM |  | Open   |                          |           |
| <input type="checkbox"/>                                                                                             | Feil i SF Replikering QOA606<br>Feil i SF Replikering QOA606 | QOA.606            | 2 exception(s) detected from 2026-10-18 18:01:47 to 2026-10-18 18:06:47 (UTC) | ✖            | Oct 18, 2026<br>08:06:49 PM |  | Open   |                          |           |
| <input type="checkbox"/>                                                                                             | Feil i SF Replikering QOA606<br>Feil i SF Replikering QOA606 | QOA.606            | 2 exception(s) detected from 2026-10-18 03:01:47 to 2026-10-18 03:06:47 (UTC) | ✖            | Oct 18, 2026<br>05:06:48 AM |  | Open   |                          |           |

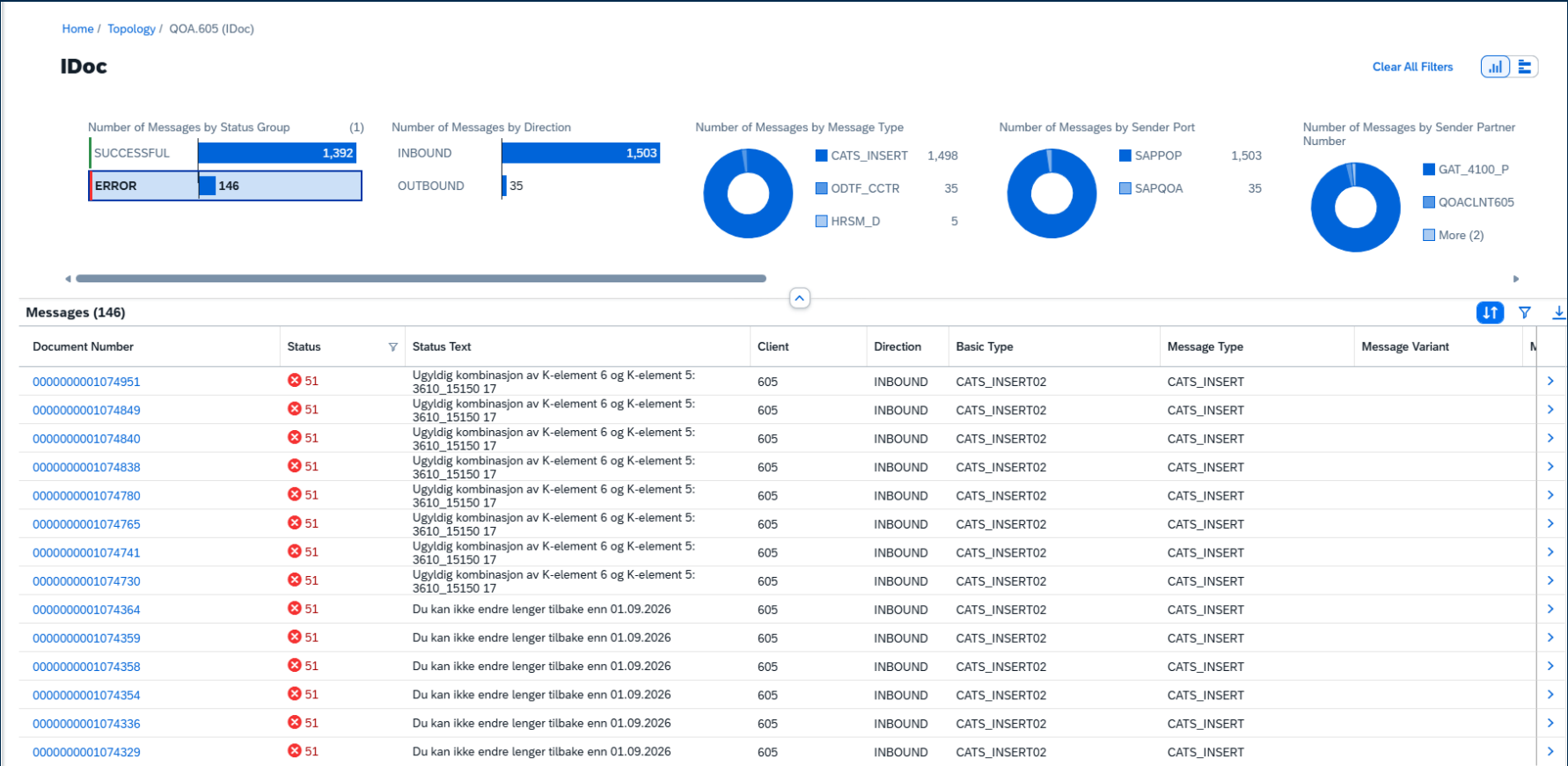
# IDOC Monitoring

Monitoring in and outgoing IDOC.

Only IDOCs posted the last 60 minutes is picked up.

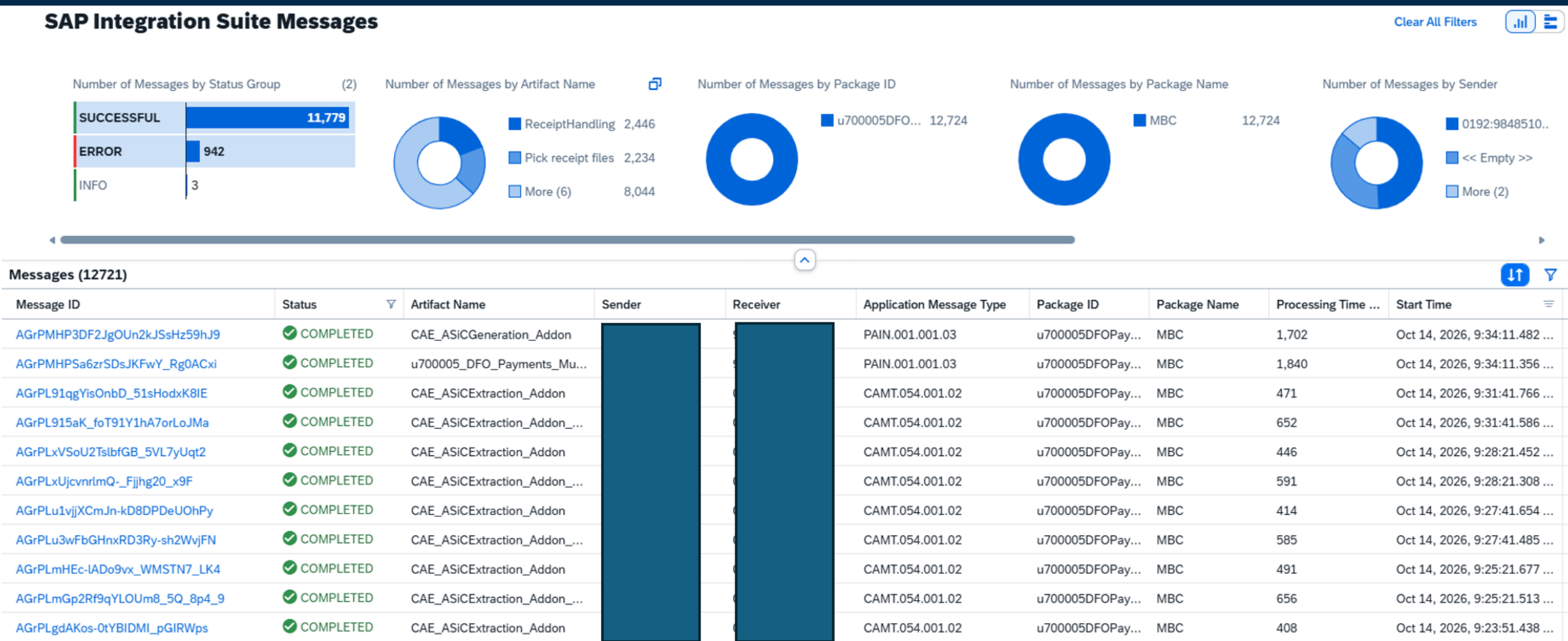
By default the check runs every 5 minutes.

Several possibilites for alerting based on status and sender/receiver.



# Integration & Exception monitoring - MBC

- Critical service delivered by SAP



# NON-SAP - Raw Data Inbound Logs API



- Non-SAP systems with active alerts using CALM nå:
  - RPA
  - GAT

```
{
  "resourceLogs": [
    {
      "resource": {
        "attributes": [
          { "key": "service.name", "value": { "string_value": "GAT_test" } },
          { "key": "service.instance.id", "value": { "string_value": "f68c59df-2b5b-4b4f-84d4-efbf27cf3d6d" } }
        ]
      },
      "resource": {},
      "scopeLogs": [
        {
          "scope": {
            "logRecords": [
              {
                "body": {
                  "stringValue": "{\n\"NormalizedEvents\":{\n\"Category\":\n\"INTEGRATION_MESSAGES\", \"SourceEventTimestamp\":\n\"2024-11-24T13:39:10.000+00:00\", \"EventEndTimestamp\":\n\"2024-11-24T13:39:10.000+00:00\", \"Direction\":\n\"INBOUND\", \"Status\":\n\"ERROR\", \"StatusGroup\":\n\"ERROR\", \"StatusText\":\n\"\", \"TraceId\":\n\"A00ADE1DE68D0700E0066E08A036D692\", \"SpanId\":\n\"AAA4ABCD1234ABCD\", \"ParamId\":\n\"OrderID\", \"ParamValue\":\n\"1234567\", \"DisplayText\":\n\"Order ID\", \"ParamId\":\n\"SupplierName\", \"ParamValue\":\n\"ORBYT\", \"DisplayText\":\n\"Supplier Name\"}\n}"
                },
                "attributes": [
                  {
                    "value": {

```

RPA

Unspecific On-Premise System

...

|            |   |
|------------|---|
| Messages   | 2 |
| Exceptions | 0 |

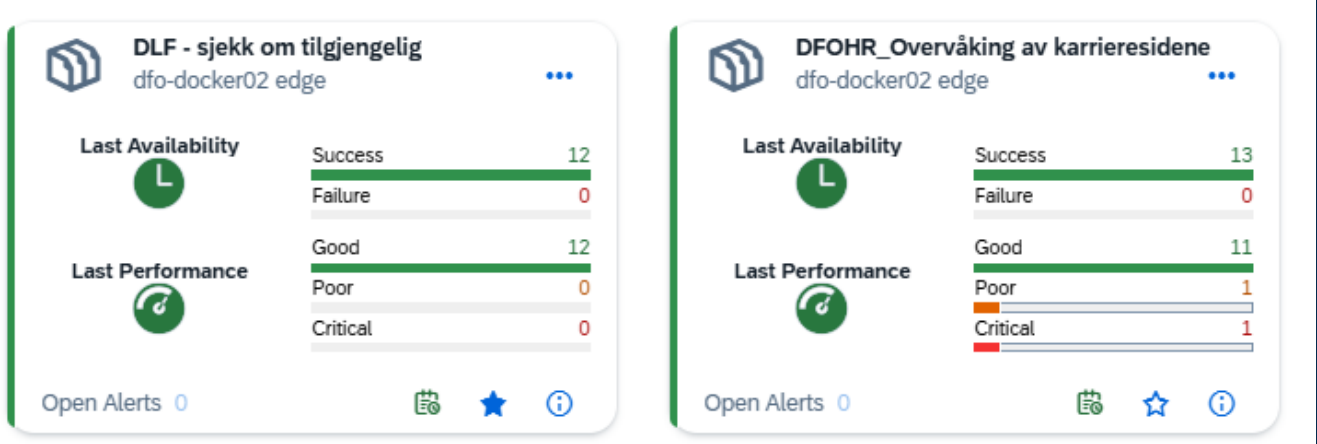
Quality

Open Alerts 0

| Application Data                      |                                               |                                     |
|---------------------------------------|-----------------------------------------------|-------------------------------------|
| Average Runtime:<br>1h0m55.559197894s | Job Key:<br>13154                             | Start Time:<br>2025-10-21T05:16:43Z |
| End Time:<br>2025-10-21T06:42:47Z     | Job Name:<br>REISE_GK1_ProcessClaimsFromQueue |                                     |

# Synthetic User Monitoring

Selenium IDE scripts + Runners  
A bit concerned about the extension



**DFOHR\_Overvåking av karrieresidene on dfo-docker02 edge** Oct 15, 2026, 9:49:09 AM

Availability OK Good Performance

Response Time 14 sec 574 ms

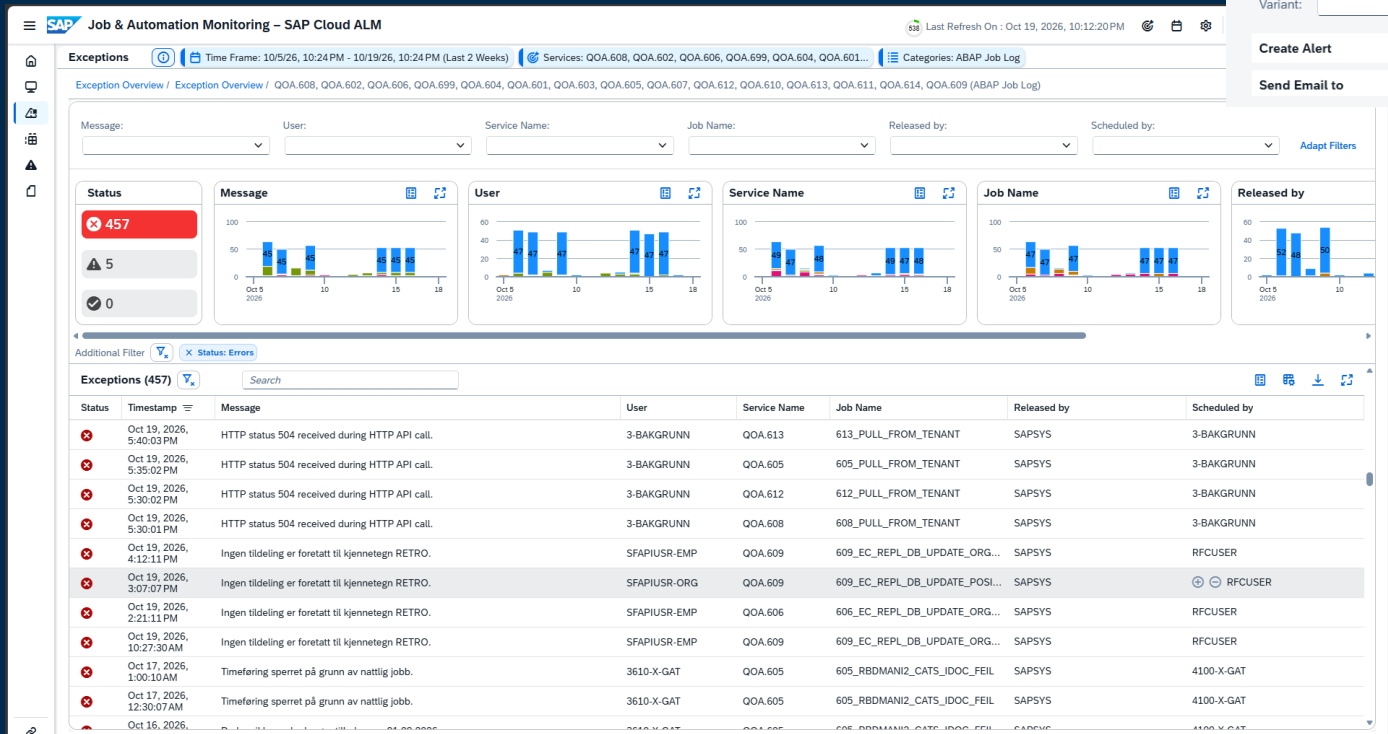
16 sec 150 ms 18 sec 150 ms

Steps Screenshots Metrics Report

| Index | Name | Status       |             | Duration Net | Duration Gross | Response Time |
|-------|------|--------------|-------------|--------------|----------------|---------------|
|       |      | Availability | Performance |              |                |               |
| 1     |      | ✓            | ✓           | 1 sec 107 ms | 1 sec 692 ms   |               |
| 2     |      | ✓            | ✓           | 1 sec 35 ms  | 1 sec 151 ms   |               |
| 3     |      | ✓            | ✓           | 1 sec 84 ms  | 1 sec 153 ms   |               |
| 4     |      | ✓            | ✓           | 1 sec 496 ms | 1 sec 585 ms   |               |
| 5     |      | ✓            | ✓           | 1 sec 6 ms   | 1 sec 92 ms    |               |
| 6     |      | ✓            | ✓           | 1 sec 19 ms  | 1 sec 110 ms   |               |
| 7     |      | ✓            | ✓           | 1 sec 411 ms | 1 sec 494 ms   |               |
| 8     |      | ✓            | ✓           | 962 ms       | 1 sec 46 ms    |               |
| 9     |      | ✓            | ✓           | 976 ms       | 1 sec 54 ms    |               |
| 10    |      | ✓            | ✓           | 1 sec 77 ms  | 1 sec 157 ms   |               |
| 11    |      | ✓            | ✓           | 1 sec 2 ms   | 1 sec 87 ms    |               |
| 12    |      | ✓            | ✓           | 1 sec 49 ms  | 1 sec 126 ms   |               |
| 13    |      | ✓            | ✓           | 666 ms       | 688 ms         |               |
| 14    |      | ✓            | ✓           | 684 ms       | 745 ms         |               |

# Job Monitoring

- Can alert on aborted batch jobs and/or critical application status.
- Runtime statistics.
- Several filter options.
- Possibility to turn of workflow monitoring.



**Monitoring** | **Events**

Events / Critical Execution Status for job detected

**Event Settings**

Event Type: Critical Execution Status

Event Name: Critical Execution Status for job detected

Execution Status Rating: Red or Yellow

Raise Event Action: At New Occurrence

Critical Application Status  
Critical Execution Status  
Critical Runtime  
Critical Delay

**Event Filters**

| Parameter                     | Operator | Value |
|-------------------------------|----------|-------|
| Step / Executable Name        | Is       |       |
| Step Executed By              | Is       |       |
| Job / Automation Name         | Is       |       |
| Job / Automation Type         | Is       |       |
| Job / Automation Scheduled By | Is       |       |

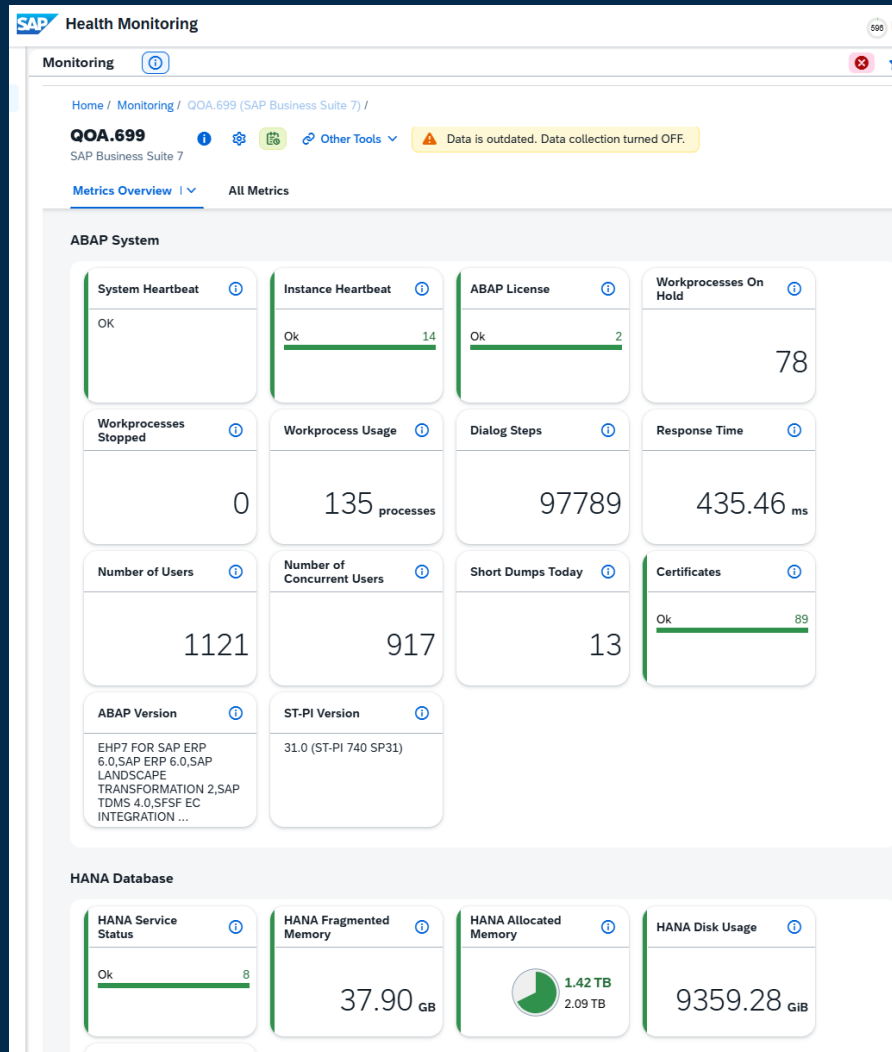
Variant:

Advanced Mode : OFF Save as Variant

Create Alert ON

Send Email to OFF

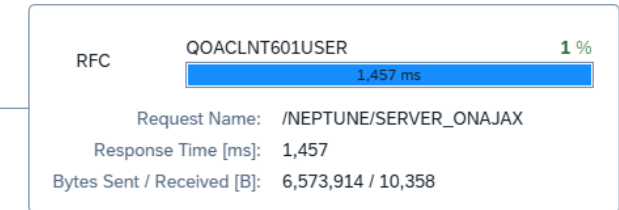
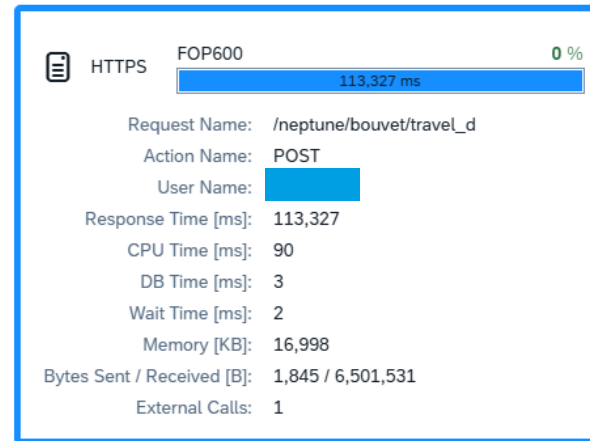
# Health Monitoring



- Used to monitor cloud and OnPrem systems.
- Predefined metrics where you can adjust upper/lower limit.
- Some metrics can create alerts.

# Real user monitoring

Used in error handling to find expensive statements.



SAP Real User Monitoring

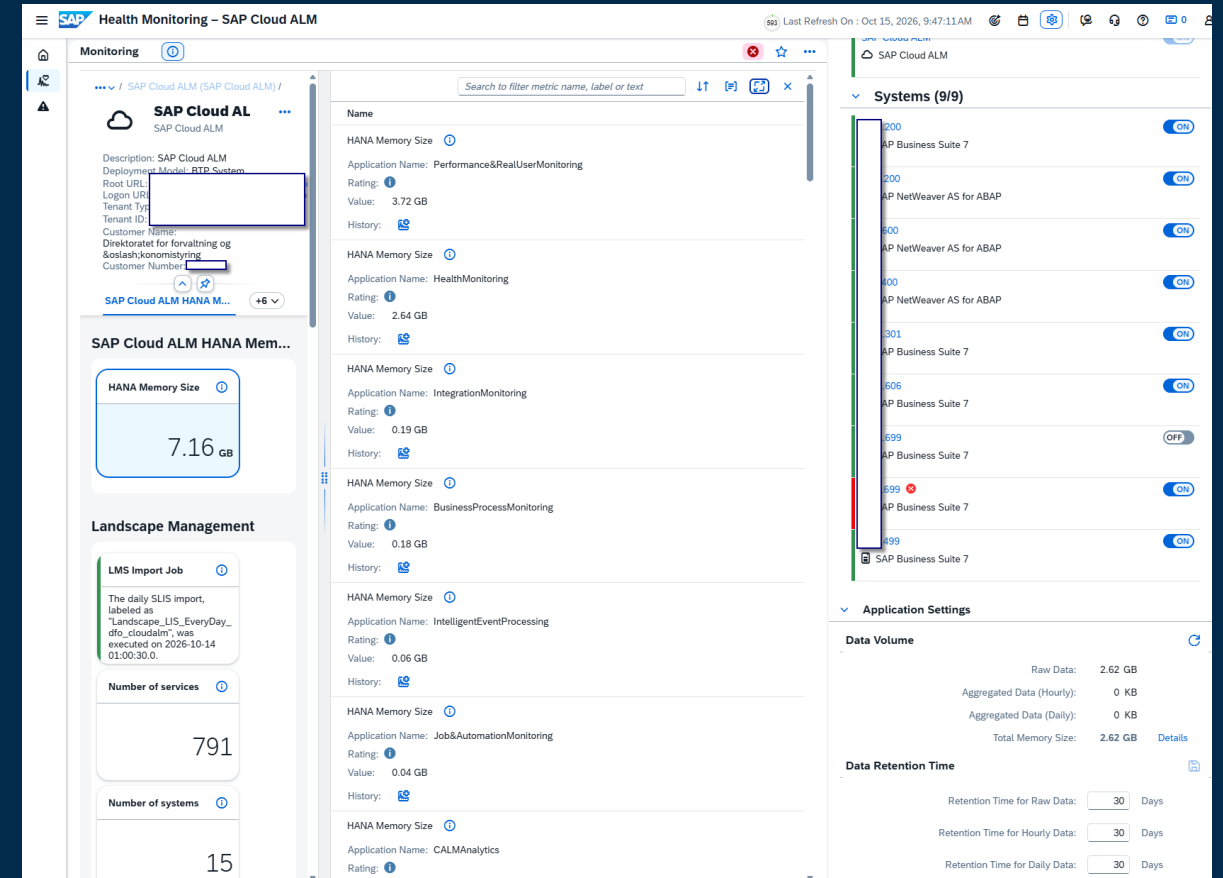
Last Refresh On : Oct 19, 2025, 12:49:31 PM

Requests Time Frame: 10/5/25, 12:50 PM - 10/19/25, 12:50 PM (Last 14 Days) Order By: Total, Descending Services/Systems: FOP600 Display Mode: Default

| Request Name                                     | Request Type | Status Summary         | Red Executions | Total Executions | Avg. Response Time [ms] | Users  |
|--------------------------------------------------|--------------|------------------------|----------------|------------------|-------------------------|--------|
| /neptune/native/z_dfo_start                      | HTTPS        | <div><div></div></div> | 1,396          | 590,722          | 63                      | 31,804 |
| /neptune/native/neptune_ajax                     | HTTPS        | <div><div></div></div> | 4,963          | 262,287          | 164                     | 32,230 |
| /neptune/                                        | HTTPS        | <div><div></div></div> | 824            | 180,150          | 64                      | 31,813 |
| /sap/bc/bsp/sap/znad_onbrd_new/startApp.do       | HTTPS        | <div><div></div></div> | 173            | 160,828          | 27                      | 31,806 |
| /neptune/native/timewriting_m                    | HTTPS        | <div><div></div></div> | 1,298          | 148,599          | 353                     | 22,622 |
| /neptune/native/z_travel_expense_bouvet          | HTTPS        | <div><div></div></div> | 211            | 63,297           | 989                     | 4,792  |
| /IWBEP/FM_MGW_READ_ENTITYSET                     | RFC          | <div><div></div></div> | 686            | 63,216           | 79                      | 11,424 |
| /neptune/bouvet/travel_d                         | HTTPS        | <div><div></div></div> | 598            | 58,304           | 1,057                   | 1,832  |
| /neptune/neptune_ajax                            | HTTPS        | <div><div></div></div> | 1,134          | 55,844           | 371                     | 11,481 |
| /sap/opu/odata/UI2/INTEROP/PersContainers        | HTTPS        | <div><div></div></div> | 144            | 50,584           | 63                      | 11,342 |
| /SDF/IS_PROXY                                    | RFC          | <div><div></div></div> | 0              | 48,790           | 128                     | 1      |
| static                                           | HTTPS        | <div><div></div></div> | 0              | 47,228           | 62                      | 14,151 |
| /sap/bc/bsp/sap/znad_desk_logon/start.do         | HTTPS        | <div><div></div></div> | 41             | 43,900           | 29                      | 11,098 |
| /sap/opu/odata/sap/ZTASKPROCESSING_EXT_SRV/...   | HTTPS        | <div><div></div></div> | 573            | 36,025           | 115                     | 11,399 |
| /neptune/native/z_leave_request_bouvet           | HTTPS        | <div><div></div></div> | 504            | 31,697           | 381                     | 2,679  |
| /sap/bc/ui2/start_up                             | HTTPS        | <div><div></div></div> | 8              | 30,326           | 59                      | 11,476 |
| /sap/bc/bsp/sap/znad_desk_logon/openLaunchpad.do | HTTPS        | <div><div></div></div> | 9              | 30,136           | 10                      | 11,085 |
| /sap/opu/odata/sap/ZTASKPROCESSING_EXT_SRV/...   | HTTPS        | <div><div></div></div> | 158            | 27,976           | 211                     | 1,392  |
| /sap/opu/odata/UI2/INTEROP/FeedbackLegalTexts    | HTTPS        | <div><div></div></div> | 46             | 19,494           | 49                      | 11,454 |
| /neptune/native/z_travel_expense_form_bouvet     | HTTPS        | <div><div></div></div> | 321            | 16,320           | 741                     | 1,767  |
| /neptune/native/z_timeacc_balances_bouvet        | HTTPS        | <div><div></div></div> | 185            | 15,754           | 272                     | 9,046  |

# Housekeeping in CALM

- One tenant for all environments
- A default CALM tenant comes with 24 GB storage and 24 GB of outbound API consumption.
- Could cause challenges building up long time statistics for big systems.
- The first hit is free 😊



# Moving on?

- Implementation – Project, RISE
- Jira, expand the integration.
- Product owners are challenging us. «Could we get this and this alert»

## SAP CLOUD ALM FIRST IN DFØ

- In all new developments, all new systems etc CALM should be seen as an option.

# CLOUD ALM <-> JIRA SERVICE MANAGEMENT

How Elkjøp connected SAP Cloud ALM to JSM –  
and Grafana

20/10-26

Daniel Linna Mo – SAP Consultant Elkjøp Nordic

# AGENDA

- Why connect ALM and Grafana to JSM?
- What did we use to build this?
- ALM Alert
- Grafana Alert
- Why Grafana and not ALM?



# WHY?

SOME ALERTS ARE MORE CRITICAL THAN OTHERS

- Accenture

- Technical monitoring
- Decommissioning deprecated monitoring tools
- Integrated On-Call Schedules and call system
- Transparency of alerts to entire teams
- Fast alerting

- Elkjøp

- Application monitoring
- SolMan EOL 2027
- Jira is heavily used within company
- “Non-Critical” events
- Different metrics across platforms



# WHAT DID WE USE?

ROME WAS NOT BUILT IN ONE DAY... NOR BY ONE TOOL

- Atlassian community posts
  - Blogs
  - Documentation
- SAP
  - Community posts
  - Documentation
- Claude
  - Reading through documentation
  - JSON Mapping



# CHALLENGES?

YOU NEED TO CRACK A FEW EGGS TO MAKE AN OMELET

- Subscription mapping
  - No «out of the box» solution that fit our requirements
- Avoiding duplicates from and in ALM
  - Grouping
  - Alias mapping
- AI as a non-developer
  - Critical to output
- Automation in JSM
  - Priority adjustment
  - Alert routing

Operations / Alerts / #823251

## [Accenture] [ERROR] CSP.100 (System not responding)

P2 High Signal Create incident Link work item

### Description

Description: SAP Cloud ALM for Operations

Alert: [ERROR] CSP.100 (System not responding)  
Service: CSP.100  
Type: SAP S/4HANA  
Reported: 2026-09-19T19:42:16.492350149Z UTC  
Rating: ERROR  
Priority: P2  
Status: New

Instance:  
Hostname:  
SID:  
Metric: ABAP.System.Heartbeat  
Value:  
SubType: ABAP.System.Heartbeat

Raw Detail: Sid=CSP|Rating=ERROR|Value=Heartbeat is missing for: 11 minutes  
Environment: [Accenture] [ERROR] CSP.100 (System not responding)

### Past similar alerts

### Activity

Show: Notes Activity log Responder states

 Add a note

 SAP Cloud ALM September 19, 2026, 10:39 PM  
Alert closed from SAP Cloud ALM.  
Service: CSP.100  
Rating: OK  
Updated: 2026-09-19T20:39:17.574Z  
Edit · Delete

# FINAL RESULT FROM CALM

NOT PERFECT, BUT IT'S A START



Operations / Alerts / #823251

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P2 High

Signal

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SAP Cloud ALM September 19, 2026, 10:39 PM

Alert closed from SAP Cloud ALM.

Service: CSP.100

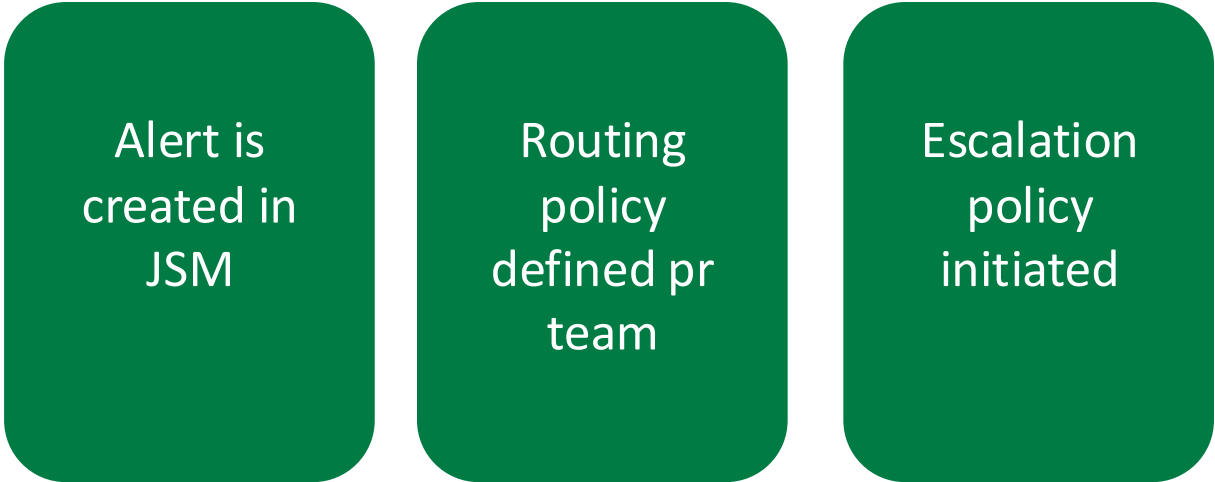
Rating: OK

Updated: 2026-09-19T20:39:17.574Z

Edit · Delete

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NOT PERFECT, BUT IT'S A START



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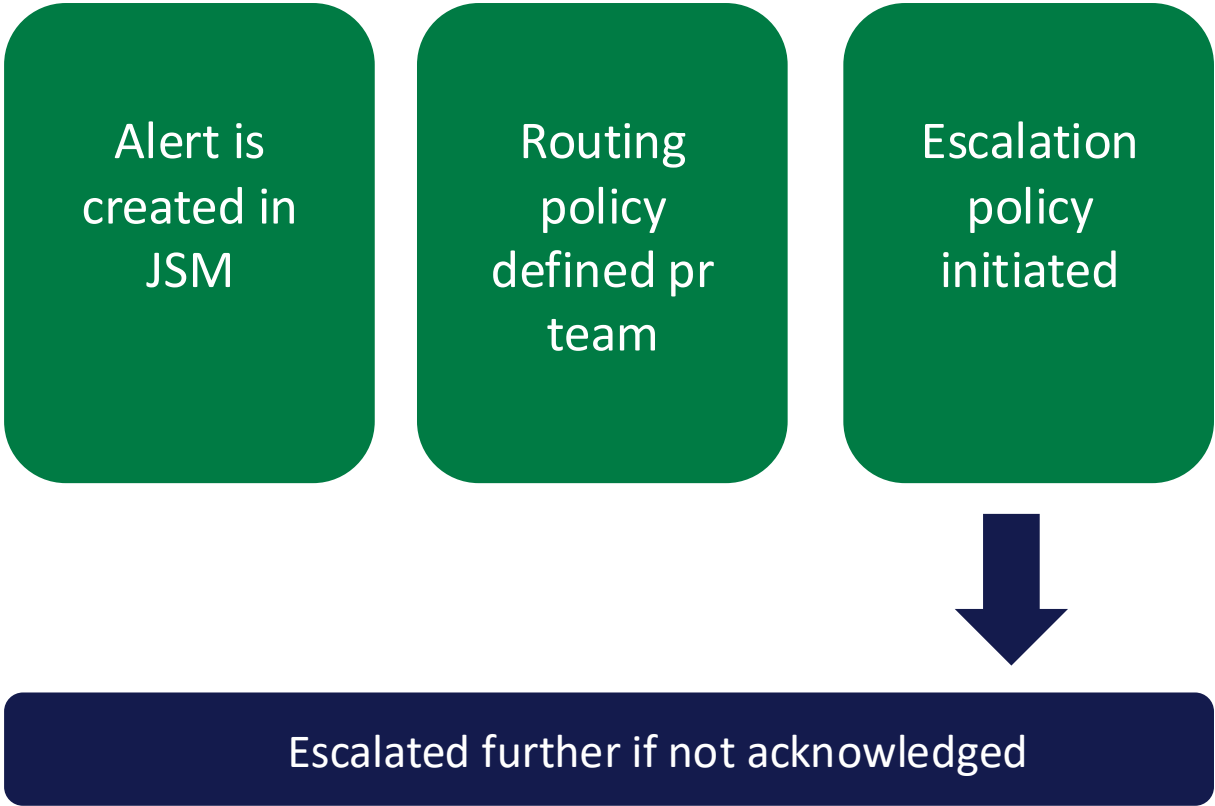
Rating: OK

Updated: 2026-09-19T20:39:17.574Z

Edit · Delete

# FINAL RESULT FROM CALM

NOT PERFECT, BUT IT'S A START



Operations / Alerts / #823251

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**Past similar alerts**

**Activity**

Show: Notes Activity log Responder states

Add a note

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Alert closed from SAP Cloud ALM.  
Service: CSP.100  
Rating: OK  
Updated: 2026-09-19T20:39:17.574Z  
Edit · Delete

# FINAL RESULT FROM GRAFANA

LESS IS NOT ALWAYS MORE

Custom  
description  
for each  
alert rule

Links to  
panels

Operations / Alerts / #823262

## [FIRING:1] Accenture: Total records pending to SLT SAP/PUBLIC (Accenture)

P3 Moderate ▾

▲ Signal

⚠ Create incident

🔗 Link work item ▾

💡 Suggest ▾

📎 Attach

### Description

[FIRING:1] Accenture: Total records pending to SLT SAP/PUBLIC (Accenture)

<https://metrics.itds-prod.elkjop.com/alerting/list>

**\*\*Firing\*\***

Value: A=1, B=724482

Labels:

- alertname = Accenture: Total records pending to SLT
- Label = Accenture
- grafana\_folder = SAP/PUBLIC

Annotations:

- description = Records pending has been over 500,000 for more than 30mins. Please check SLT to see if we are replicating or not
- summary = SLT has over 500,000 records pending

Source: <https://metrics.itds-prod.elkjop.com/alerting/grafana/cfra2sxpnbpc0a/view?orgId=1>

Silence: <https://metrics.itds-prod.elkjop.com/alerting/silence/new?>

alertmanager=grafana&matcher=\_\_alert\_rule\_uid\_\_%3Dcfra2sxpnbpc0a&matcher=Label%3DAccenture&orgId=1

Dashboard: <https://metrics.itds-prod.elkjop.com/d/davmh7b?from=1789844390000&orgId=1&to=1789848023363>

Panel: <https://metrics.itds-prod.elkjop.com/d/davmh7b?from=1789844390000&orgId=1&to=1789848023363&viewPanel=173>

### Past similar alerts

### Activity

Show: **Notes** Activity log Responder states



Add a note

Save

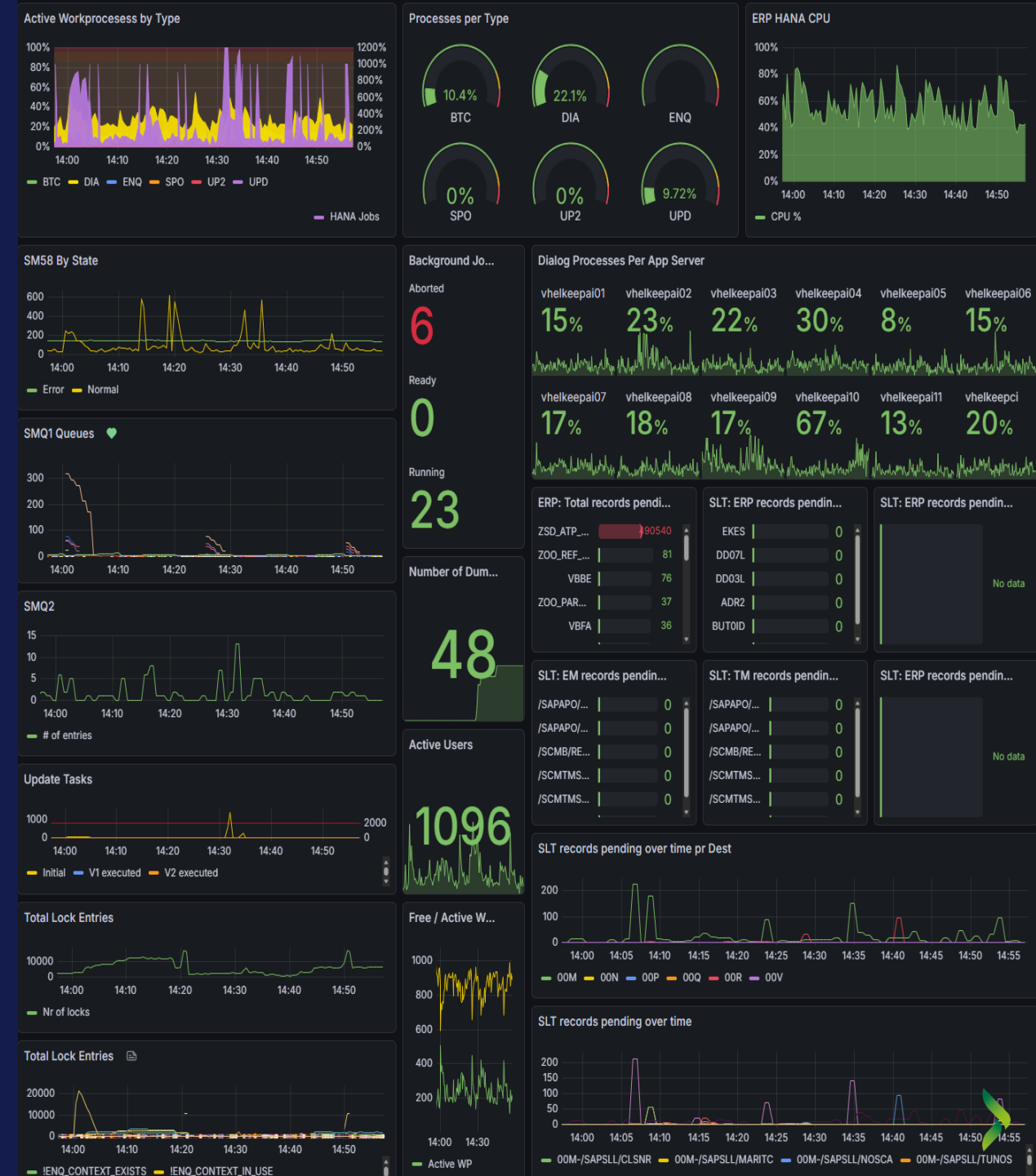
Cancel



# WHY GRAFANA AND NOT ALM?

DIFFERENT METRICS, DIFFERENT PLATFORMS

- Importance of fresh data
- Long response time from SAP
- Easy to spot check
- Metric values not in ALM
  - Eg. Pending records in SLT
- Easy to implement new metrics compared to ALM
  - Eg. More than 5000 iDocs in 64 older than 2 hours



THANK YOU!





Direktoratet  
for forvaltning og  
økonomistyring