



SAP ALM Roadshow

Oslo, June 22, 2022

SAP Customer Communications & Relations, SAP
Benjamin Schneider, SAP SE

Public

Agenda on-site

Time	Topic	Duration
09:30 - 10:00	Keynote	30
10:00 - 11:00	SAP Cloud ALM for Implementations	60
	<i>Break</i>	15
11:15 - 12:15	SAP Cloud ALM for Operations	60
12:15 - 13:00	Lunch	45
13:00 - 13:15	SAP Cloud ALM for Service	15
13:15 - 14:15	Are you ready for SAP Cloud ALM?	60
14:15 - 14:45	Experience Elkjop	30
14:45 - 15:00	Wrap-Up and closing	15

SAP ALM



The Application Lifecycle Management Product Portfolio of SAP

SAP Solution Manager
for hybrid solutions



SAP Focused Run
for hybrid solutions



SAP Cloud ALM
for hybrid cloud solutions



Three strategic ALM solutions to match customer reality!

SAP Solution Manager



SAP Solution Manager

Strong adoption by customers in all regions

Optimized for the move to SAP S/4HANA

Strong partner eco system

Continuously improved based on customer feedback

Manages hybrid solutions

Maintenance extended in line with SAP Business Suite 7

SAP Enterprise Support assets continuously updated

Usage rights of SAP Solution Manager include SAP Focused Build and Insights



SAP Customer Connection for SAP Solution Manager (incl. Focused Build)

Process Management

72%

Test Suite

65%

Change and Release Management

72%

Last milestone (November 23rd):

Communication of accepted improvement requests during the selection call.

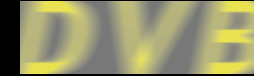
Current activities:

Development of accepted improvement requests

Next milestone (May 2022):

Communication of developed improvement requests during the delivery call.

Enabling Efficient Test Management with Test Suite and Business Process Change Analyzer Functionality in SAP® Solution Manager



Before: Challenges and Opportunities

- Streamline and accelerate regression testing processes following support pack and enhancement package upgrades or after major landscape changes such as implementation projects or migrations
- Support efficient planning and management of testing activities, with a structured testing approach
- Comply with internal and external auditing requirements for tests

Why SAP and Vostura GmbH

- Automated analysis and scoping of testing requirements using business process change analyzer (BPCA) capabilities in SAP® Solution Manager
- Support for the planning and management of tests using test suite capabilities in SAP Solution Manager
- Comprehensive reporting on testing activities
- Deployment support provided by SAP Services and Support and SAP partner Vostura

After: Value-Driven Results

- Significant reduction in the testing scope as a result of automated analysis of testing needs
- Time freed up for IT and line-of-business staff to spend on more-strategic tasks
- Full traceability of testing procedures, fulfilling auditing requirements
- Ability for the IT team to monitor progress and gain insights into recurring issues
- Establishment of a new testing approach that helps speed up the deployment of new capabilities

“Test suite and business process change analyzer capabilities within SAP Solution Manager **substantially enhanced our testing approaches** by optimizing regression test scopes, improving test status reporting, and helping meet requirements for internal and external audits.”

Konstantinos Jantouris, Vice President OS and IT ■ Finance and Transaction Services (IT), DVB Bank SE

80%

Reduction in test scope through automated scoping analysis using BPCA functionality

60%

Reduction in the time spent on testing

Featured Partner

VOSTURA

DVB Bank SE
Frankfurt am Main, Germany
www.dvbbank.com

Industry
Banking

Products and Services
Financial services
provider for international
transport finance

Employees
329

Featured Solutions and Services
SAP Solution Manager and
SAP Services and Support



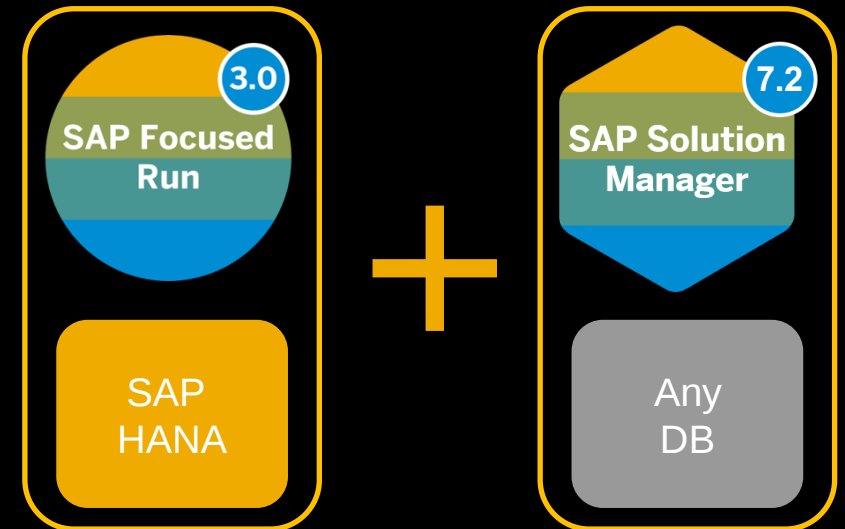
SAP Focused Run



SAP Focused Run

Product description

- Offers Application Operations for service providers and large / very large customers
- Runs side-by-side with SAP Solution Manager
- Uses the full power of SAP HANA
- Features item-level monitoring, prediction and AI use cases
- Automates connectivity and agent management
- Needs to be licensed separately from SAP



“With the SAP Focused Run solution, we achieved our long-lasting wish to monitor our SAP systems with tools directly from SAP. We achieved a very positive financial business case and are now **ready for the future** with cloud and hybrid landscape customer support – which is our core business.”

Jos van der Laan, Business Application Manager, Simac IT NL

As a full-service integration partner, Simac IT NL provides flexible services and solutions to enterprises across a wide range of industries to help customers make the most out of their IT investments. Looking to replace the third-party tool, Avantra (formerly Syslink Xandria), it was using to monitor its SAP® software systems, the company worked with experts from SAP to build a business case for implementing the SAP Focused Run solution. In less than six months, Simac connected 54 customer systems to the solution. Now, it can use one central, scalable, safe, and automated environment to monitor and address customers with advanced needs regarding system management, user monitoring, integration monitoring, and configuration and security analytics.



Picture Credit | Simac IT NL, Veldhoven, The Netherlands. Used with permission.



Simac IT NL
Veldhoven, The Netherlands
www.simac.com

Industry
Professional
services

Employees
1,390

Revenue
€276,314

Featured Solutions and Services
SAP Focused Run



SAP Cloud ALM



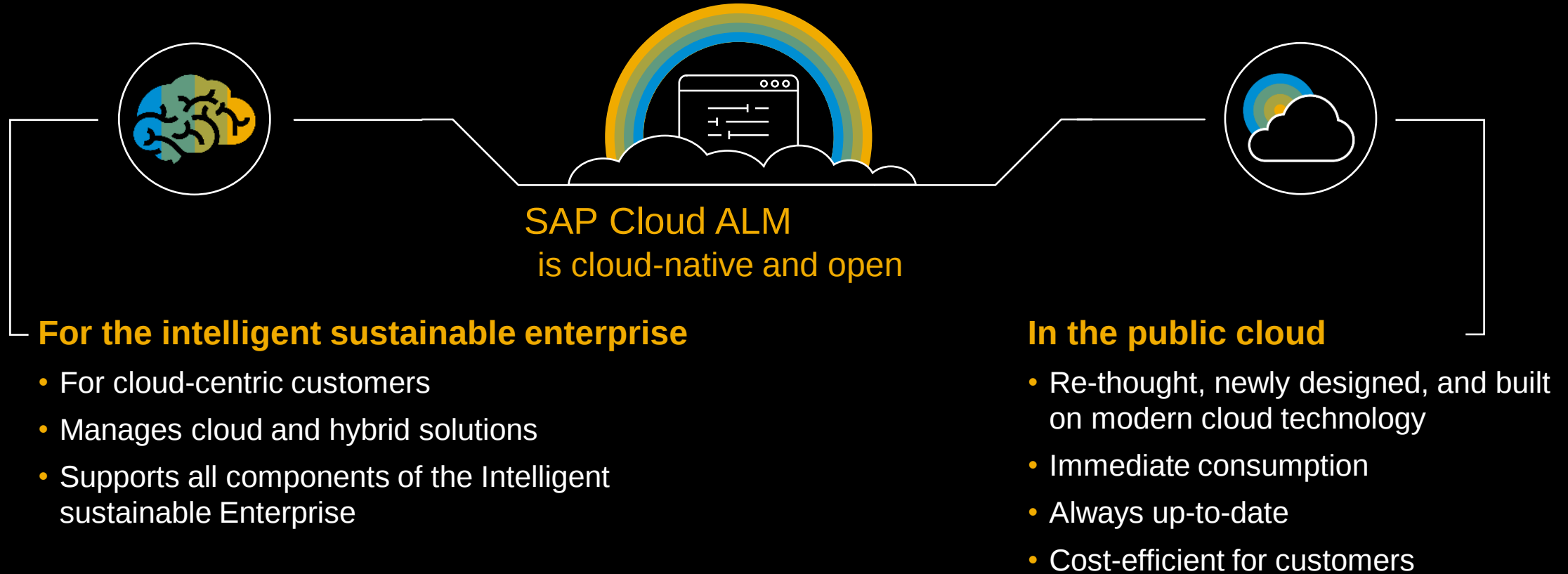
Video SAP Cloud ALM in a minute



<https://www.youtube.com/watch?v=0SKZ1Qa-aRE&list=PLFrwZZeBUtfiqCHJPY5YG-Tihz7zBcq6l&index=3>

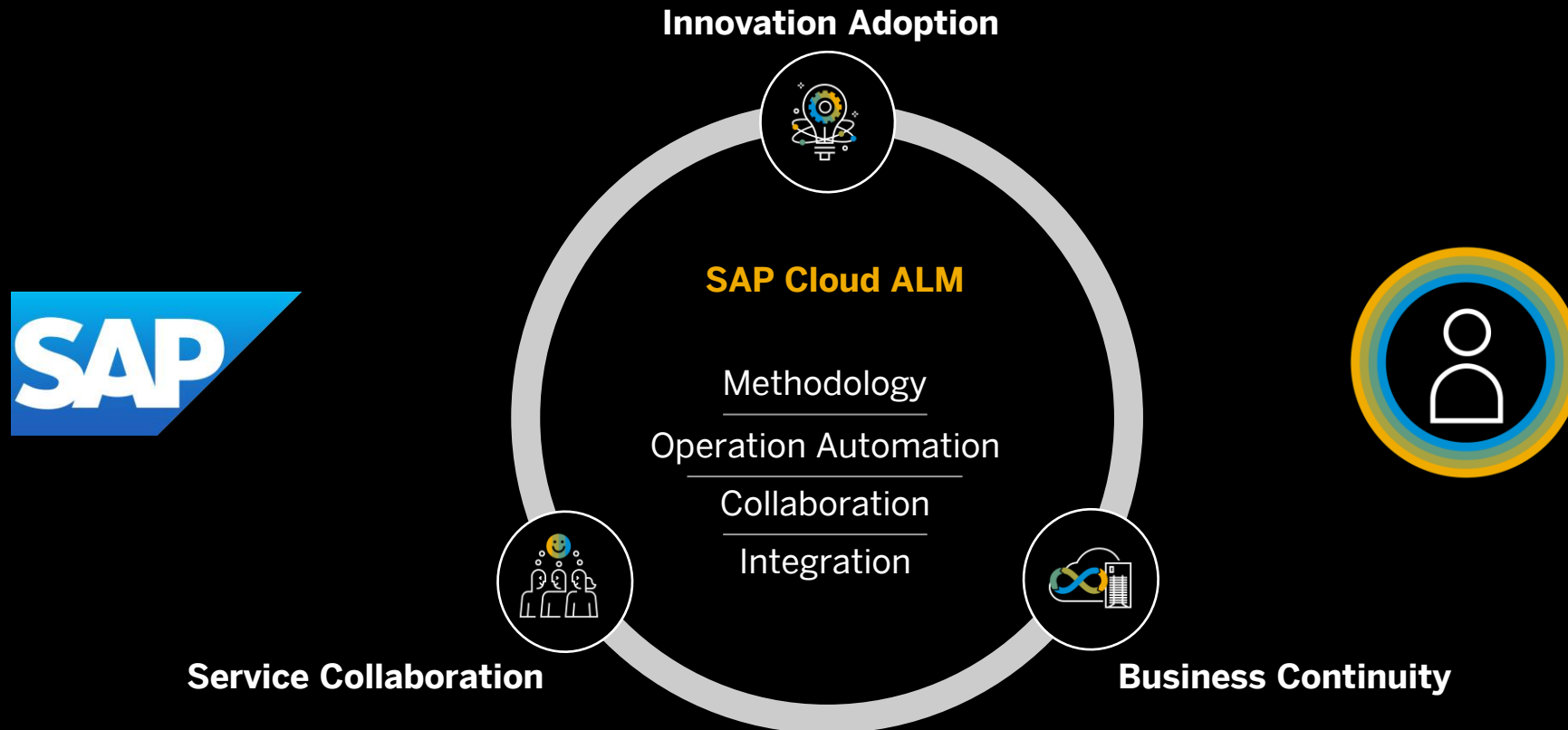
SAP Cloud ALM

Application Lifecycle Management in and for the cloud

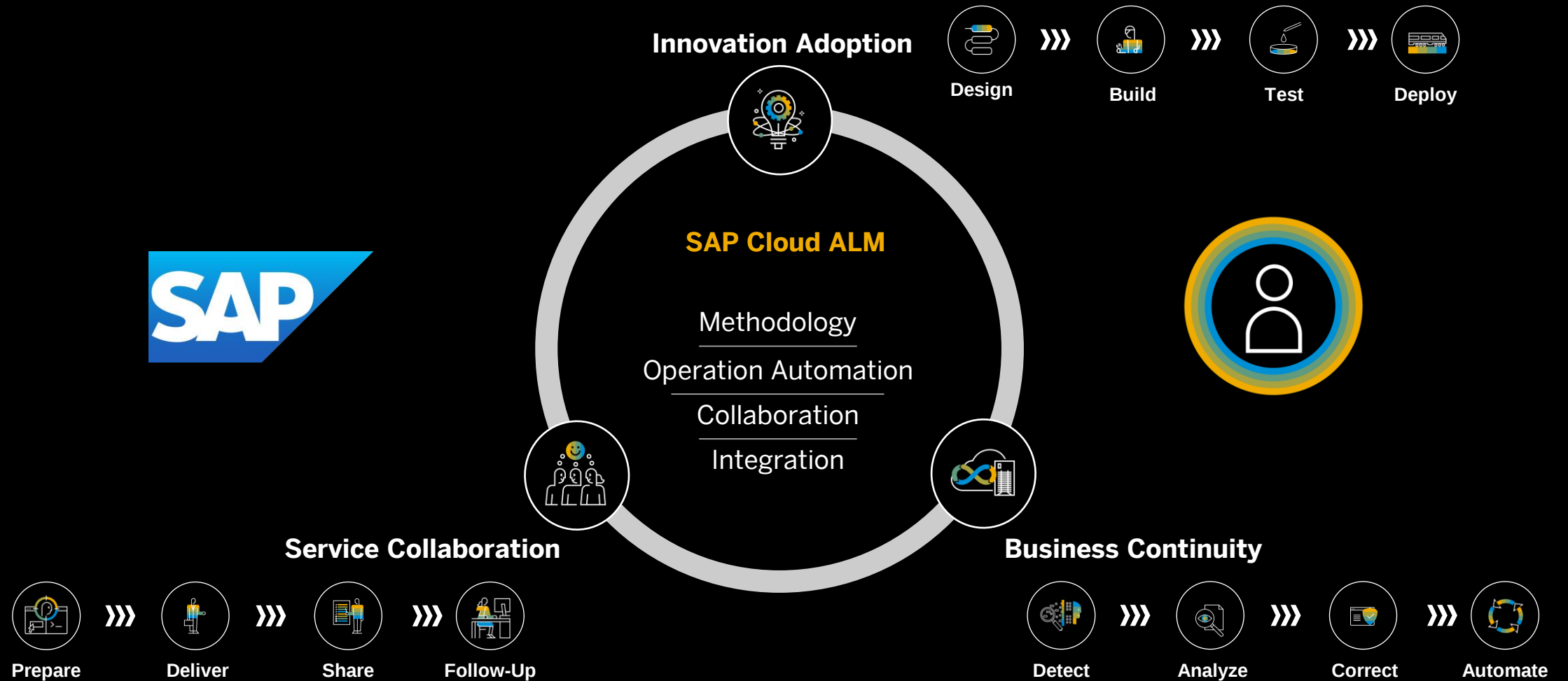


The **Speed** of SAP Cloud ALM: **15min** to provision, **daily** deployment, **biweekly** feature releases

SAP Cloud ALM – building and running intelligent, sustainable enterprises

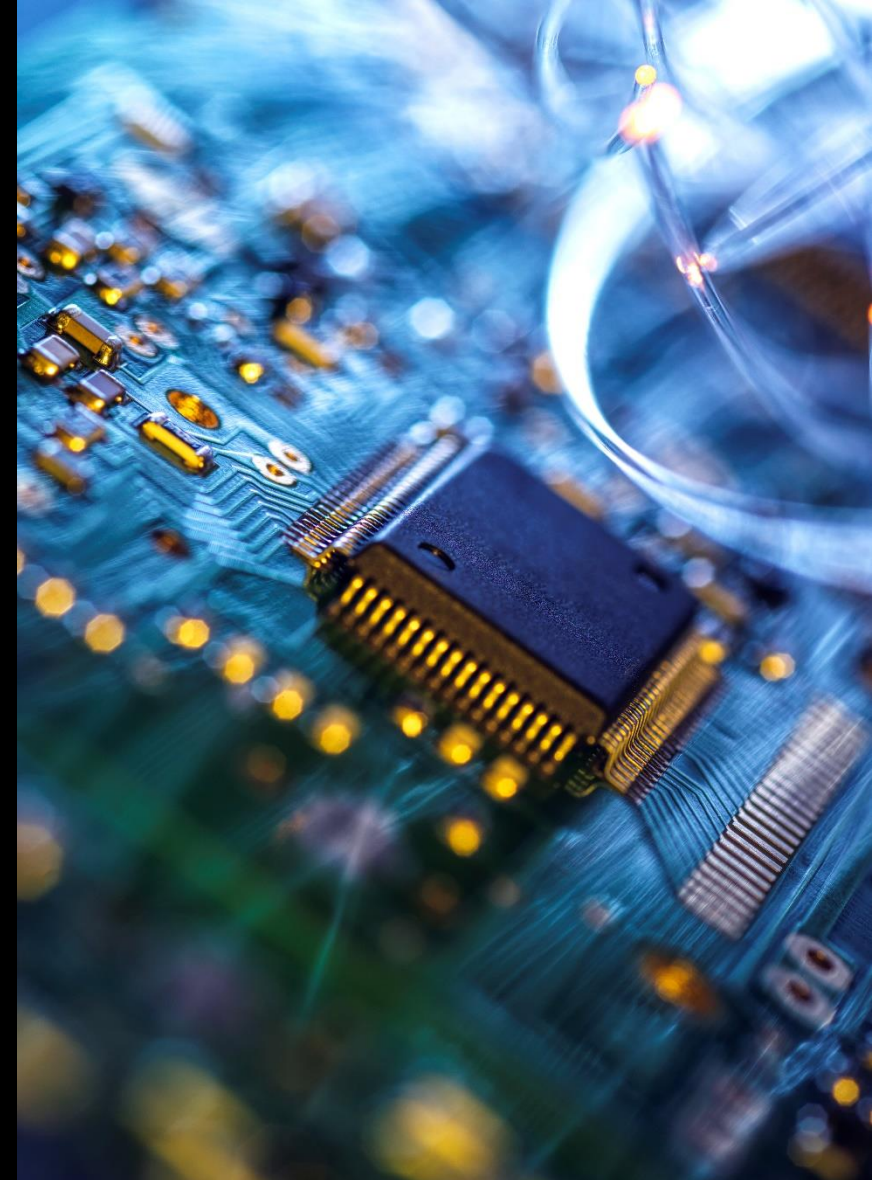


SAP Cloud ALM – What's in the bag



“The SAP Cloud ALM solution, which includes built-in guides and best practices, has been a key enabler to accelerate adoption of cloud solutions from SAP. We help our clients leverage the power of SAP Cloud ALM for **complete lifecycle management of multiple cloud solutions. Our solutions have enabled SAP Cloud ALM to extend across collaboration platforms.”**

Syed Yousuff, Practice Head, Cloud, IT Infrastructure and ALM, Robert Bosch Engineering and Business Solutions Private Limited



Robert Bosch Engineering and
Business Solutions Private Limited
Bangalore, India
www.bosch-india-software.com

Industry
Cross-industry:
High tech and
professional
services

Employees
22,000

Revenue
€1 billion

Featured Solutions
SAP® Cloud ALM
and SAP Services
and Support



Embrace Application Lifecycle Management as a Partner

Endorse

Position ALM value and promote usage

- Roll out material
- Test and Demo environment
- Joint Go to Market

Embed

Use ALM for implementation & operations and integrate with own delivery infrastructure

- Enablement, Certification & Recognition
- Enable authoring of partner content (process, task, test, operations)
- APIs to integrate ALM into partner delivery infrastructure

Extend

Implement and extend ALM, integrate into 3rd-party solutions

- APIs and API Business Hub
- Joint Go-to-market via SAP Store
- Cloud native development best practices for SAP BTP

Partner Edge Build

Partner Edge Run

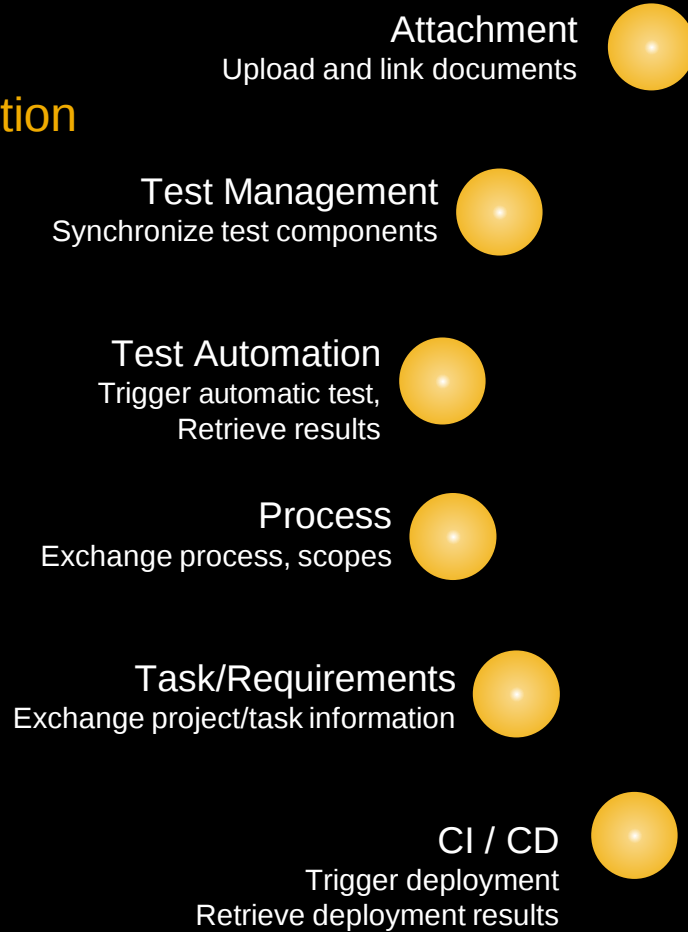
Partner Service

Partner Edge Sell

Extensibility Using APIs for SAP Cloud ALM

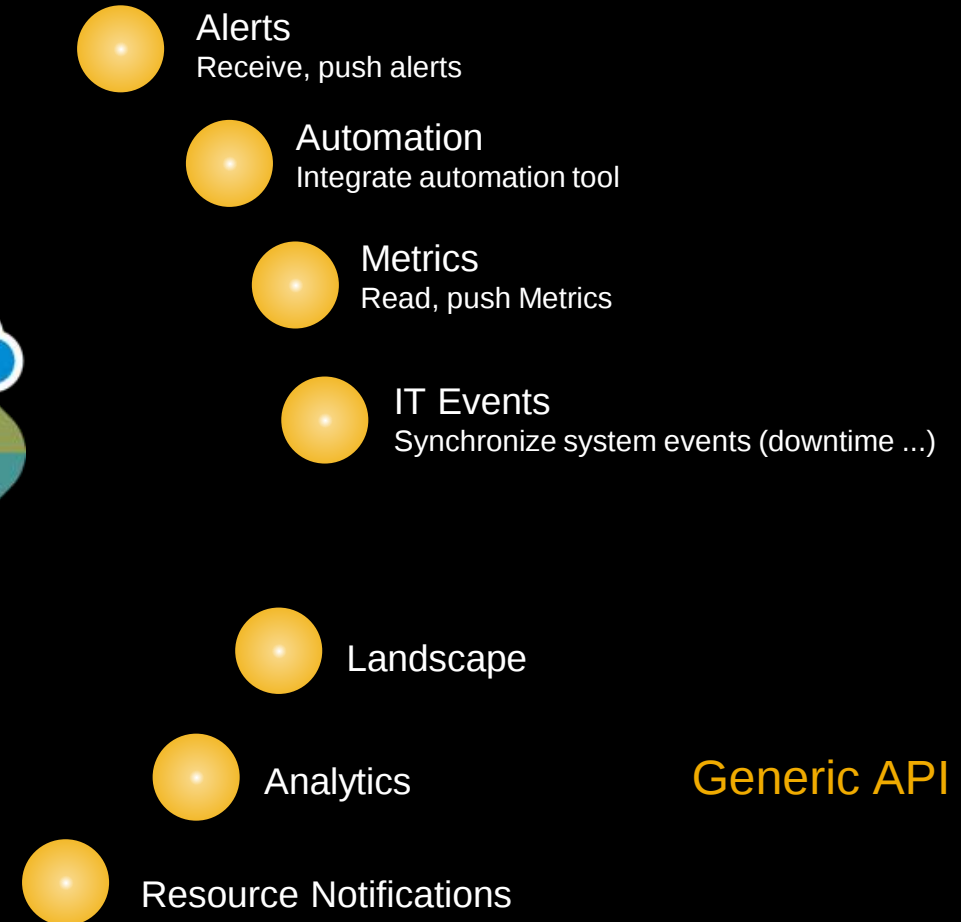
API Catalog

Implementation API

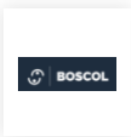


API hub

Operations API



Generic API



BOSCOL: Collaboration App for SAP Cloud Products
by Robert Bosch (BGSW)

Bosch SAP Cloud Collaboration App

Success of Project delivery / Service delivery largely depends on efficient collaboration & planning. BOSCOL enables seamless integration of SAP Cloud Products with MS Teams. Simplifies usage and results in higher adoption.

Get It Now



Solution Types Works with
Extensions and Add-ons SAP S/4HANA

SAP Cloud ALM: Facts and figures

License and cost

Included in SAP Enterprise Support and Subscription

- Maintenance and operations by SAP
- Included memory: 8 GB
- API usage: 8 GB outbound data transfer per month

Supported Solutions

Designed for cloud and hybrid customers

- Manages cloud solutions from SAP
- Additionally supports SAP S/4HANA and SAP Business Suite

Delivery and update model

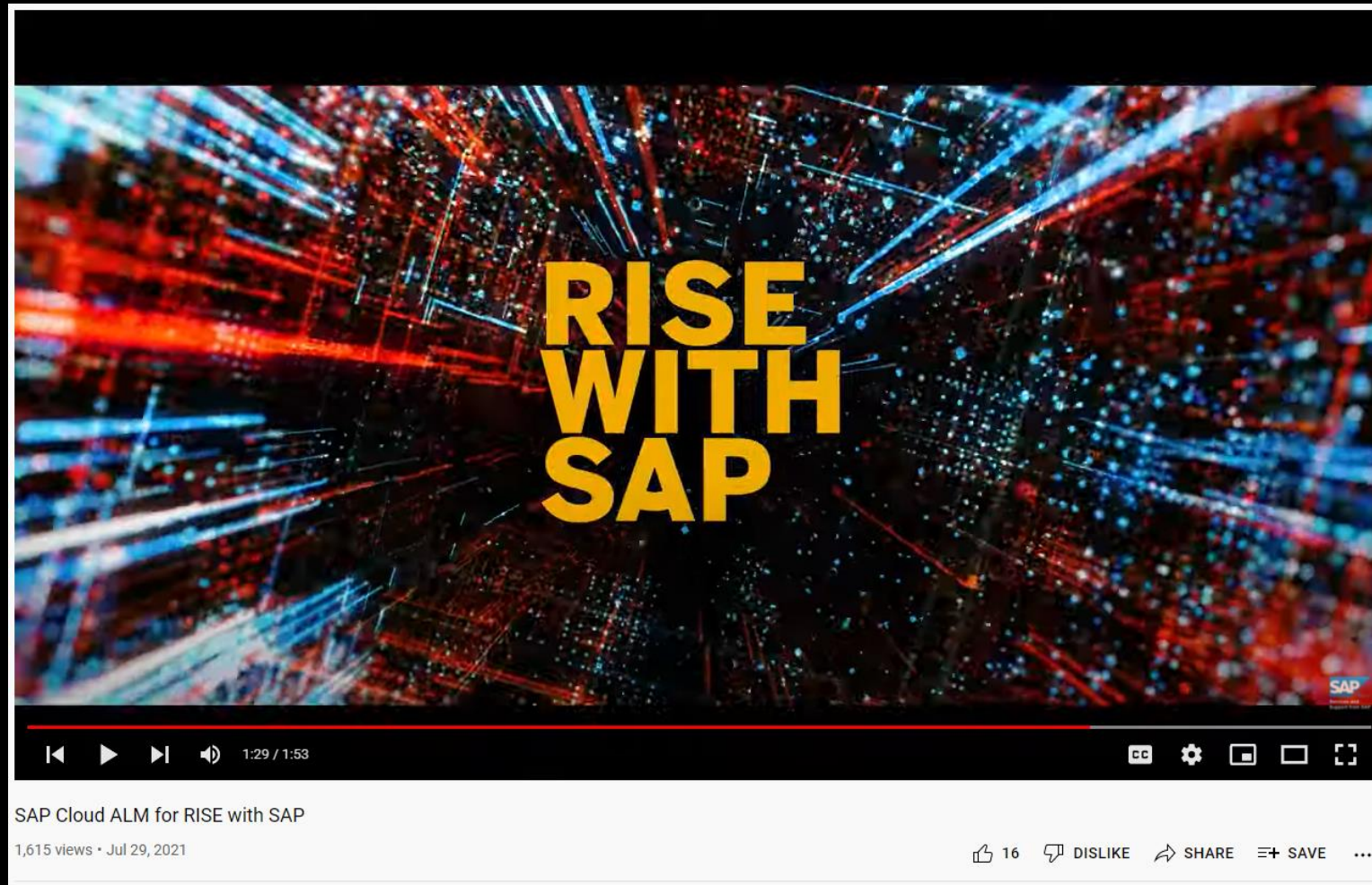
Cloud-native

- Customer managed SaaS
- Available in 15 minutes
- Daily automated delivery
- Bi-weekly feature release

SAP Cloud ALM for Implementation



Video: SAP Cloud ALM for RISE with SAP



https://www.youtube.com/watch?v=q__c46UWGV8&list=PLFrwZZeBUtfiqCHJPY5YG-Tihz7zBcq6l&index=2

Introduction

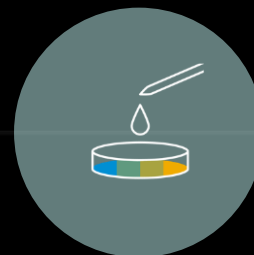
Out-of-the-Box, Integrated, Traceable



Design



Build



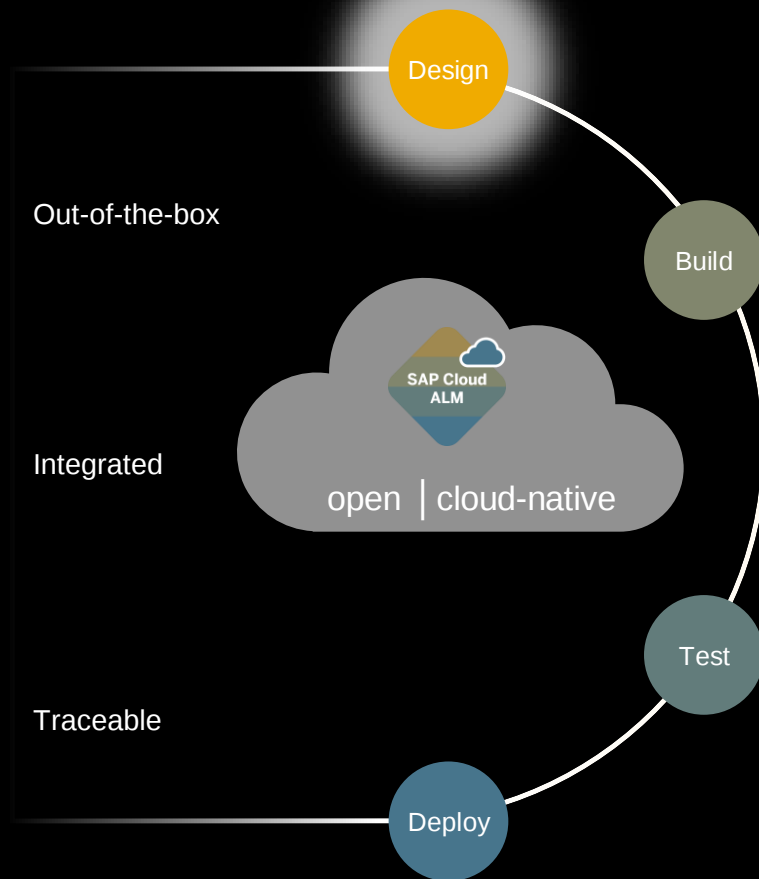
Test



Deploy

SAP Cloud ALM provides the harmonized implementation experience for the intelligent enterprise, covering all relevant SAP solutions for all customers

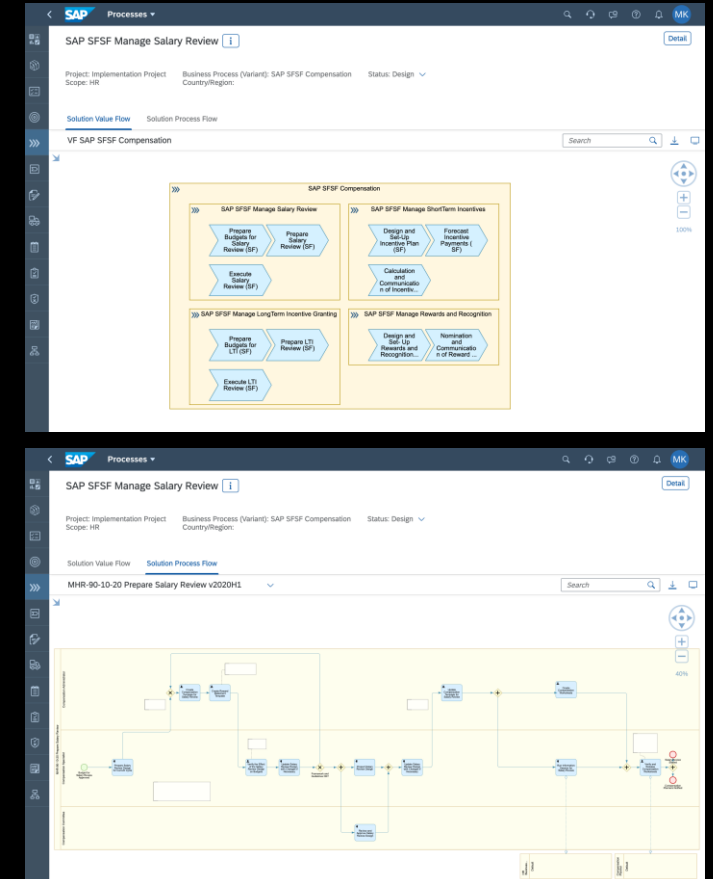
Designing the to-be solution



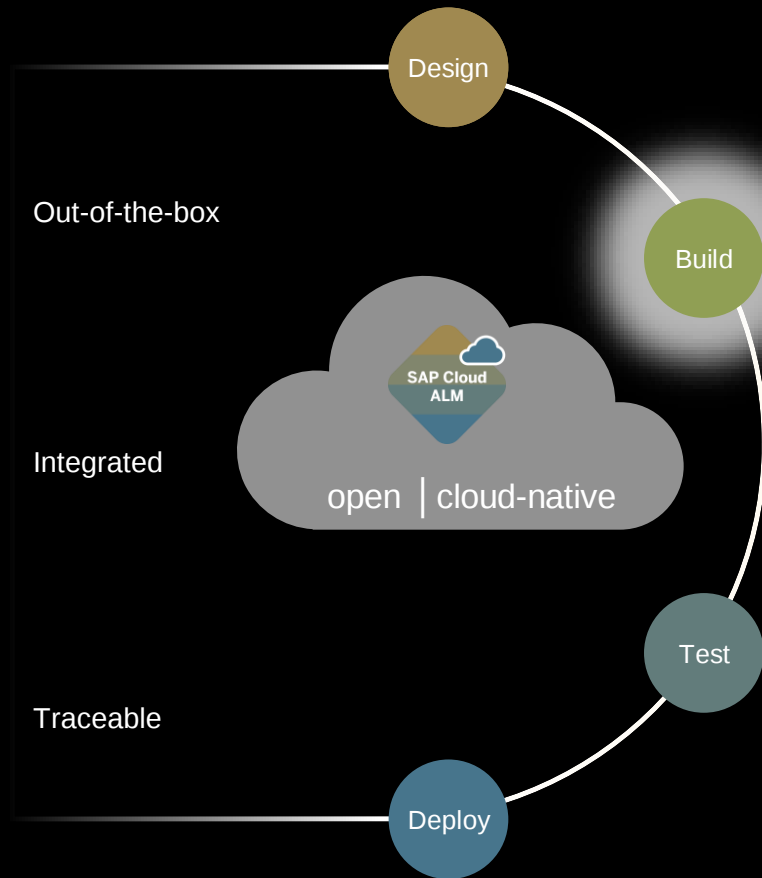
- Start with SAP Standard Content (Best Practices & Intelligent Enterprise scenarios)
- Following the SAP EA model
- Model custom solution processes
 - Value flows
 - BPMN diagrams
- Manage to Fit-to-Standard Workshops
- Capture and manage requirements along solution processes
- **New:** SAP SuccessFactors (Best Practice & Process Library)

Upcoming:

- SAP Ariba
- SAP S/4HANA On-Premise
- Customer documentation



Manage all build activities



- Start with the SAP Activate Methodology roadmaps
- Define phases, sprints and milestones for agile projects
- Break down requirements into user stories and tasks
- Provides a Gantt to analyze dependencies
- Integrated analytics showing always up-to-date information project
- Upload results of SAP Readiness Check to manage follow-up in a conversion project

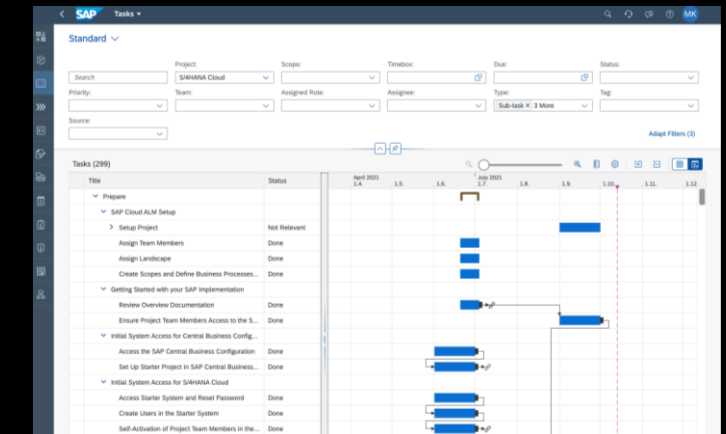
SAP Tasks - Standard

Search: SAPANA Cloud Scope: Timeline: Due: Status: Priority: Team:

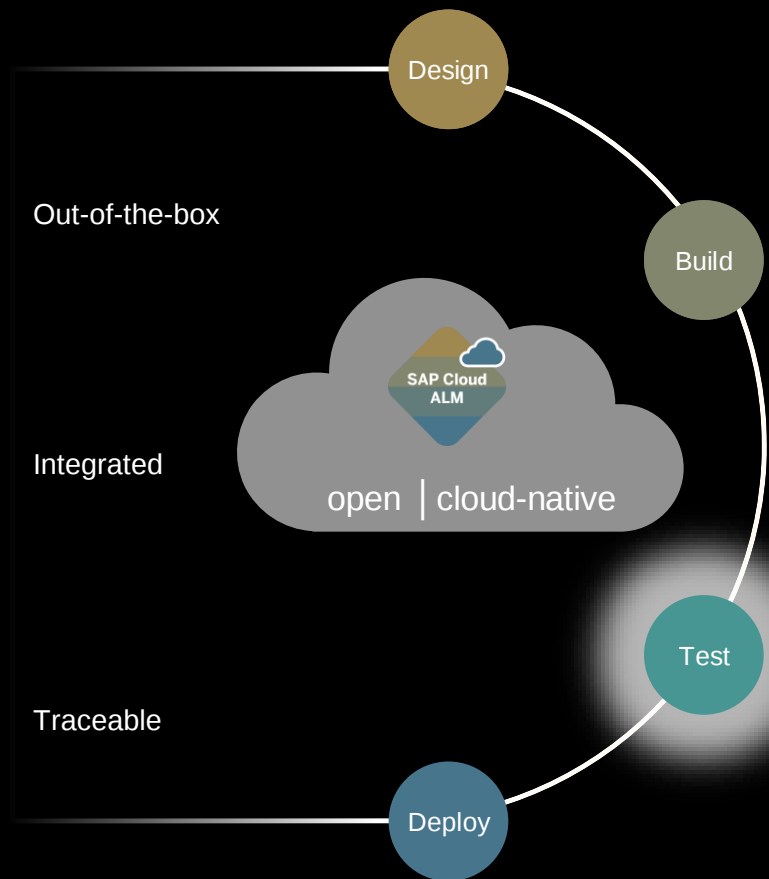
Assigned Role: Assignee: Type: Tag: Adapt Filters (2)

Tasks (111)

Title	Type	Status	Timeline	Due	Team	Assignee
Deliverable: SAP Cloud ALM Setup						
Setup Project	Template Task	Not Relevant	Sprint 01	Sep 30, 2021	Not Assigned	Not Assigned
Assign Team Members	Template Task	Done	Prepares	Jul 9, 2021	Not Assigned	Not Assigned
Assign Landscape	Template Task	Done	Prepares	Jul 9, 2021	Not Assigned	Not Assigned
Create Scopes and Define Business Processes	Template Task	Done	Prepares	Jul 9, 2021	Not Assigned	Not Assigned
Test	Sub-task	Open	Sprint 01	Sep 30, 2021	Not Assigned	Not Assigned
Deliverable: Starting Started with your SAP Implementation						
Review Overview Documentation	Template Task	Done	Prepares	Jul 9, 2021	Not Assigned	Not Assigned
Ensure Project Team Members Access to the SAP Support Portal, SAP Best Practices Explorer, and SAP Customer Communities	Template Task	Done	Sprint 01	Sep 30, 2021	Not Assigned	Not Assigned
Deliverable: Initial System Access for Central Business Configuration						
Access the SAP Central Business Configuration	Template Task	Done	Sprint 01	Jun 30, 2021	Not Assigned	Michael Krieger
Set Up Starter Project in SAP Central Business Configuration	Template Task	Done	Sprint 01	Jun 30, 2021	Not Assigned	Maria Berthold
Deliverable: Initial System Access for SAPANA Cloud						
Access Starter System and Reset Password	Template Task	Done	Sprint 01	Jun 30, 2021	Not Assigned	Not Assigned
Create Users in the Starter System	Template Task	Done	Sprint 01	Jun 30, 2021	Not Assigned	Gerold Wickman
Self-Activation of Project Team Members in the Starter System	Template Task	Done	Sprint 01	Jun 30, 2021	Not Assigned	Not Assigned



Manage all tests in one central place



- Manage all tests from user acceptance to integration tests
- Prepare test cases for manual testing
- Integration of automatic test execution engines for SAP S/4HANA test automation tool
- Planned integration of test automation tool by Tricentis via open interface
- Test preparation and execution analytics
- Up-/Download of test cases

Upcoming:

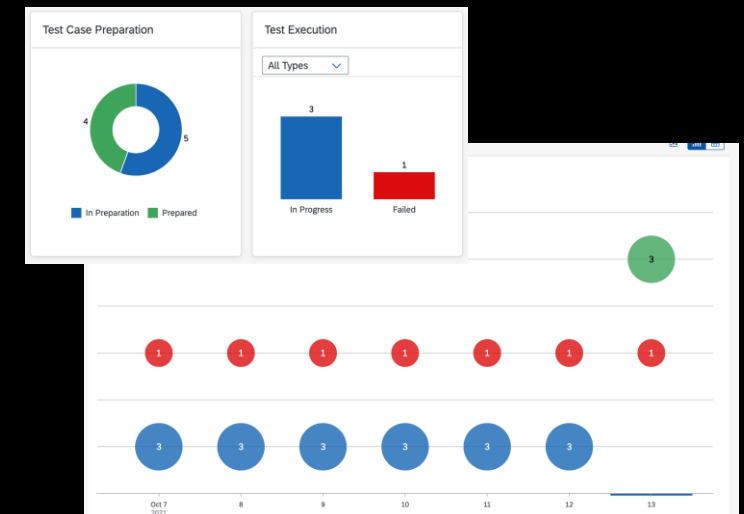
- Integration of Tricentis test automation
- Defect Management
- Test Plans

SAP Test Execution

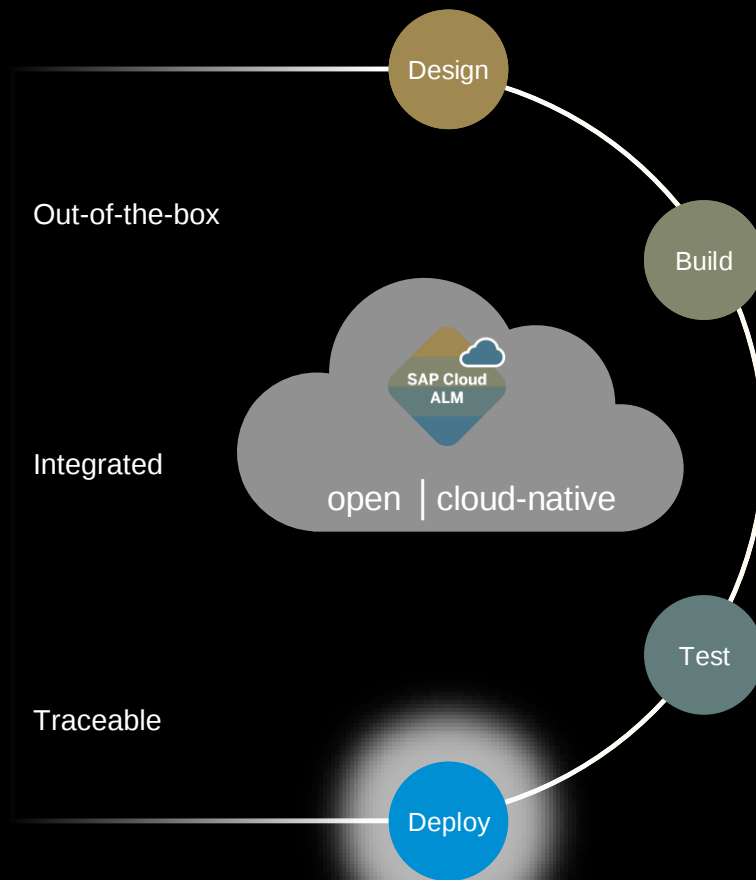
Test Run: BD9 - 01 - Sell from Stock

Overall Status: ❌

Status	Title	Instructions	Expected Result	Application
1. Logon	1.1 Logon and start application	Logon to the system	You should see the necessary tiles in the launchpad	Pass
2. Create Sales Order	2.1 Create new sales order	Create a new sales order	An empty sales order should be created	Pass
	2.2 Add line item	Add a line item to the sales order	You can see the line item added to the list of line items	Fail - Application Issue
3. Check Sales Order	3.1 Check sales order	Check the created and posted sales order	The sales order should be created successfully	Set to Pass



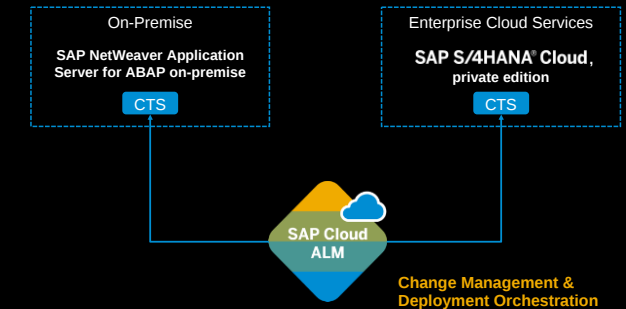
Deploy consistently to production



- Ensure consistent deployment of software to production
- Integration of ABAP transport management for SAP S/4HANA on-premise and private cloud editions
- Orchestration of deployments across multiple deployment providers
- Traceability supporting
 - Process based
 - Requirements based

Upcoming:

- Integration of Cloud TMS for BTP based transports
- Integration of transports for SAP S/4HANA Cloud
- SAP & Customer release management
- Support for CI/CD deployments



Baseline Configuration for S/4HANA Cloud

Project: SAP @ Acron Heating Inc. Status: In Realization

Scope: Plant India

Workstream: Application Design and Configuration

Priority: Medium

Description Transports

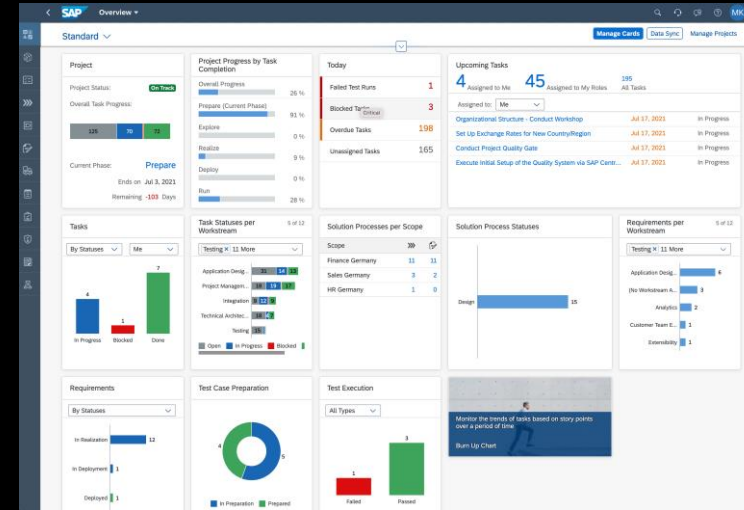
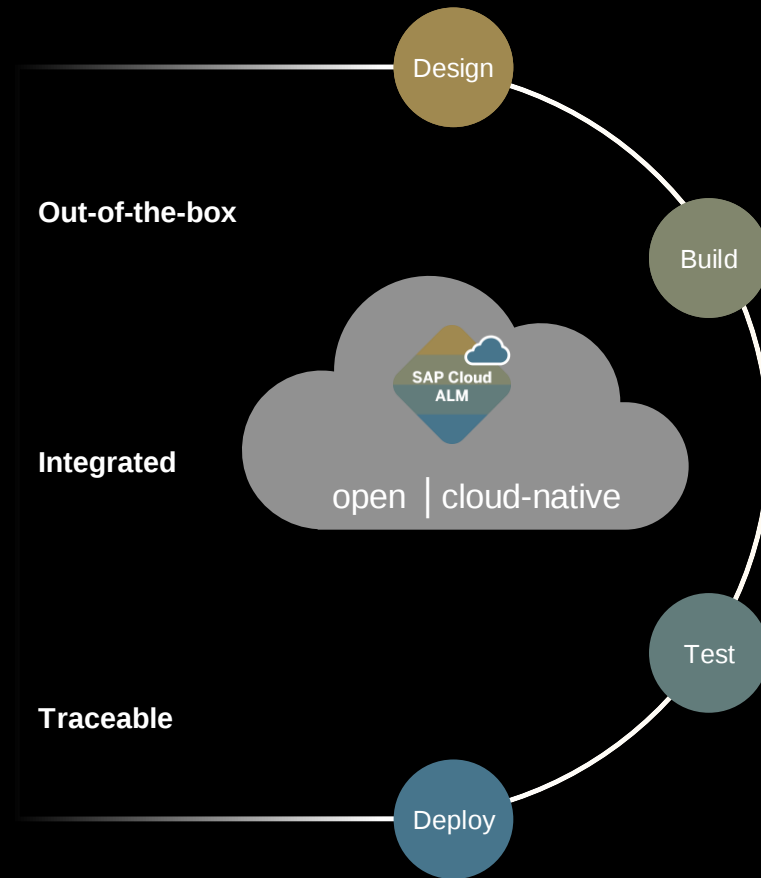
Configuring the baseline for S/4HANA Cloud wrt the Activate Roadmap.

Transports

ID	Title	Status	Target Tenant	Deploy	Assign	Refresh
J9HK300169	note for SPRAU	Failed in ATR				✕
J9HK300448	Test for Language change	Failed in J9H-000	J9H-000			✕
J9HK300500	Configuration change for currency settings	Deployed in ATR-000	ZM3-000			✕
J9HK300502	New sales org	Deployed in J9H-000	J9H-000			✕

Integrated Analytics, end-to-end traceability

This is the current state of future vision and may be changed by SAP at any time.

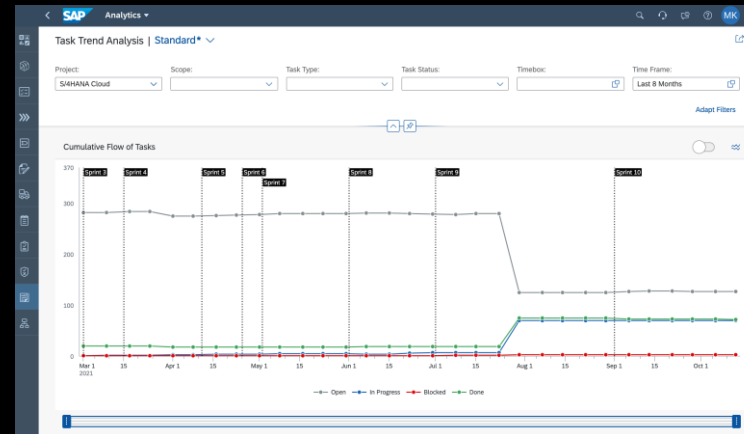


SAP Analytics Solution Process Traceability | Standard

Search: SAHANA Cloud

Adapt Filters

Solution Processes (15)	Solution Process Status	Requirements	Test Preparation	Test Execution
Accounts Payable (AR) - Germany	Design	1	1	1
Accounts Payable (AR) - Germany	Design	1	1	1
Accounts Receivable (AR) - Germany	Design	1	1	1
Accelerated Customer Returns (BKP) - Germany	Design	1	1	1
Accounting and Financial Close - Group Ledger (IRS 10A) - Germany	Design	1	1	1
Accounting and Financial Close (JRI) - Germany	Design	1	1	1
Sell from Stock (BGR) - Germany	Design	1	1	1
Accelerated Customer Returns (BKP) - Germany	Design	1	1	1
Accelerated Third-Party Returns (L2S) - Germany	Design	1	1	1
Accelerated Third-Party Returns from Seller to Supplier (200) - Germany	Design	1	1	1
Accounting and Financial Close - Group Ledger US GAAP (ZVA) - Germany	Design	1	1	1
Accounting for Incoming Sales Orders (PFO) - Germany	Design	1	1	1
Actual Costing (200) - Germany	Design	1	1	1
Advance Compliance Reporting (L2) - USA	Design	1	1	1
Central Sourcing with Ariba	Design	1	1	1
Time Recording (104) - Germany	Design	1	1	1



SAP Analytics Requirement Traceability | Standard

Search: SAHANA Cloud

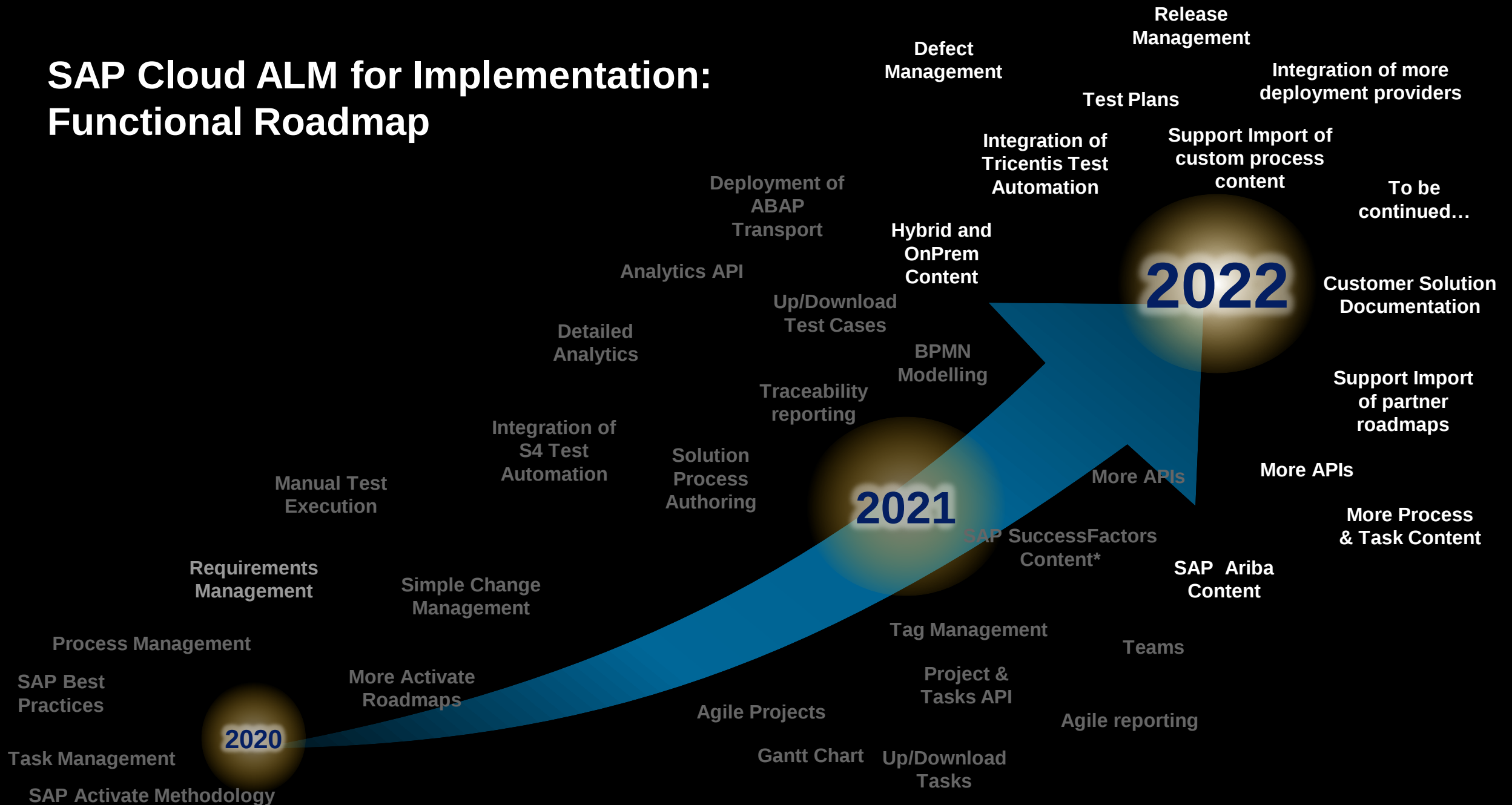
Adapt Filters

Requirement (14)	Requirement Status	User Story	Project Task
Kontingenzanspruch für XXX	In Realization	1	1
Test für 02 Call	In Realization	2	1
Report needed for XXX	In Realization	1	1
Requirement for Approval Workflow (Optional)	In Realization	1	1
Requirement for Create Return Order	In Realization	1	1
Requirement for Invoice Entry for One-Time	In Realization	1	1
Test Michael	Deployed	1	1
Custom learning maps for end users	In Realization	1	1
Requirement for 03 - Invoice Reporting	In Realization	1	1
Requirement for 04 - Invoice Management	In Realization	1	1
Reporting	In Deployment	1	1

Demo

SAP Cloud ALM for Implementation

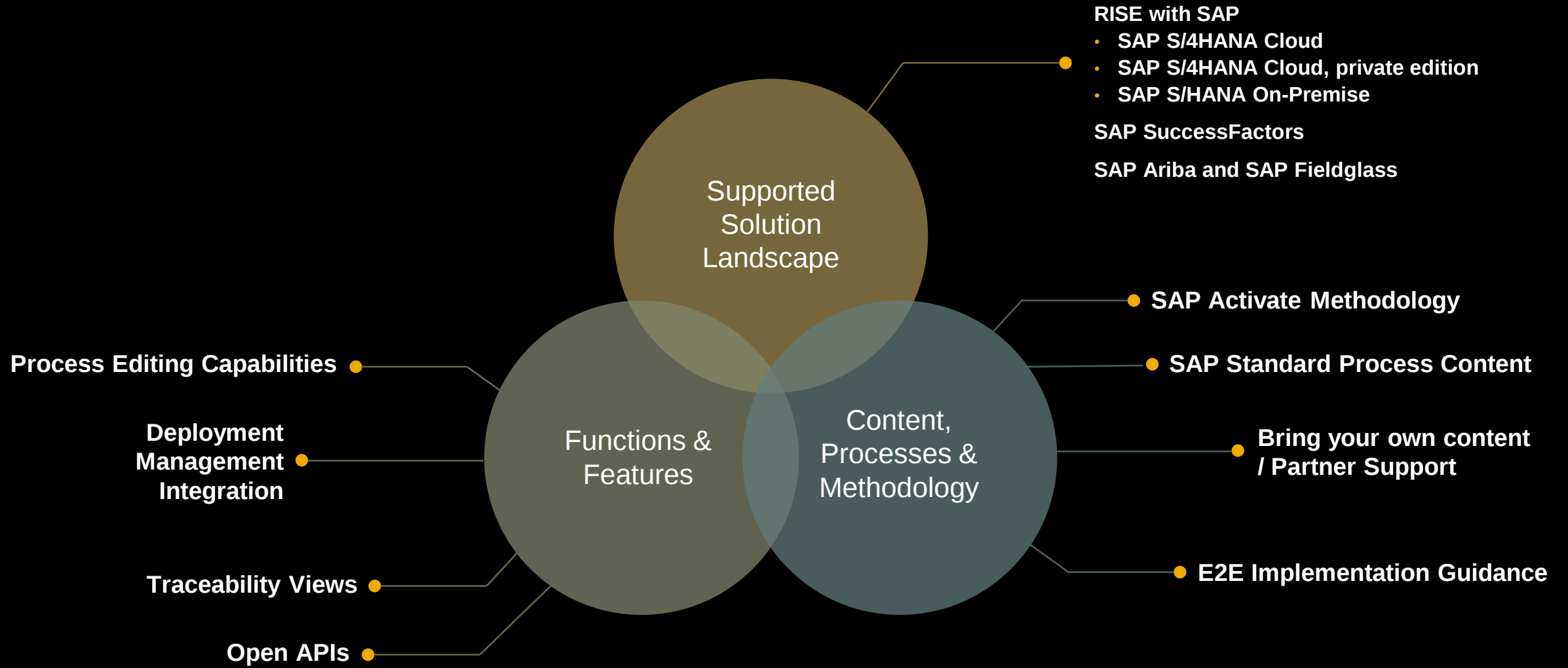
SAP Cloud ALM for Implementation: Functional Roadmap



SAP Cloud ALM for Implementation – Content roadmap

Currently available		Planned for 2022
Task Management – SAP Activate Roadmap	SAP S/4HANA Cloud SAP S/4HANA Cloud, private edition SAP S/4HANA (On-Premise) SAP SuccessFactors	SAP Ariba Network SAP Fieldglass
Process Management – Best Practice Content	SAP Marketing Cloud SAP S/4HANA Cloud SAP SuccessFactors	SAP S/4HANA Cloud, private edition SAP S/4HANA (On-Premise) SAP Ariba Network SAP Fieldglass
Test Automation Integration & Delivery of test cases	SAP S/4HANA Cloud	SAP S/4HANA (On-Premise)* SAP S/4HANA Cloud, private edition* SAP SuccessFactors* SAP Ariba Network* SAP Fieldglass*
Transport mechanism & Integration of deployment providers	SAP S/4HANA Cloud, private edition SAP S/4HANA (On-Premise)	SAP BTP (Cloud TMS) SAP S/4HANA Cloud

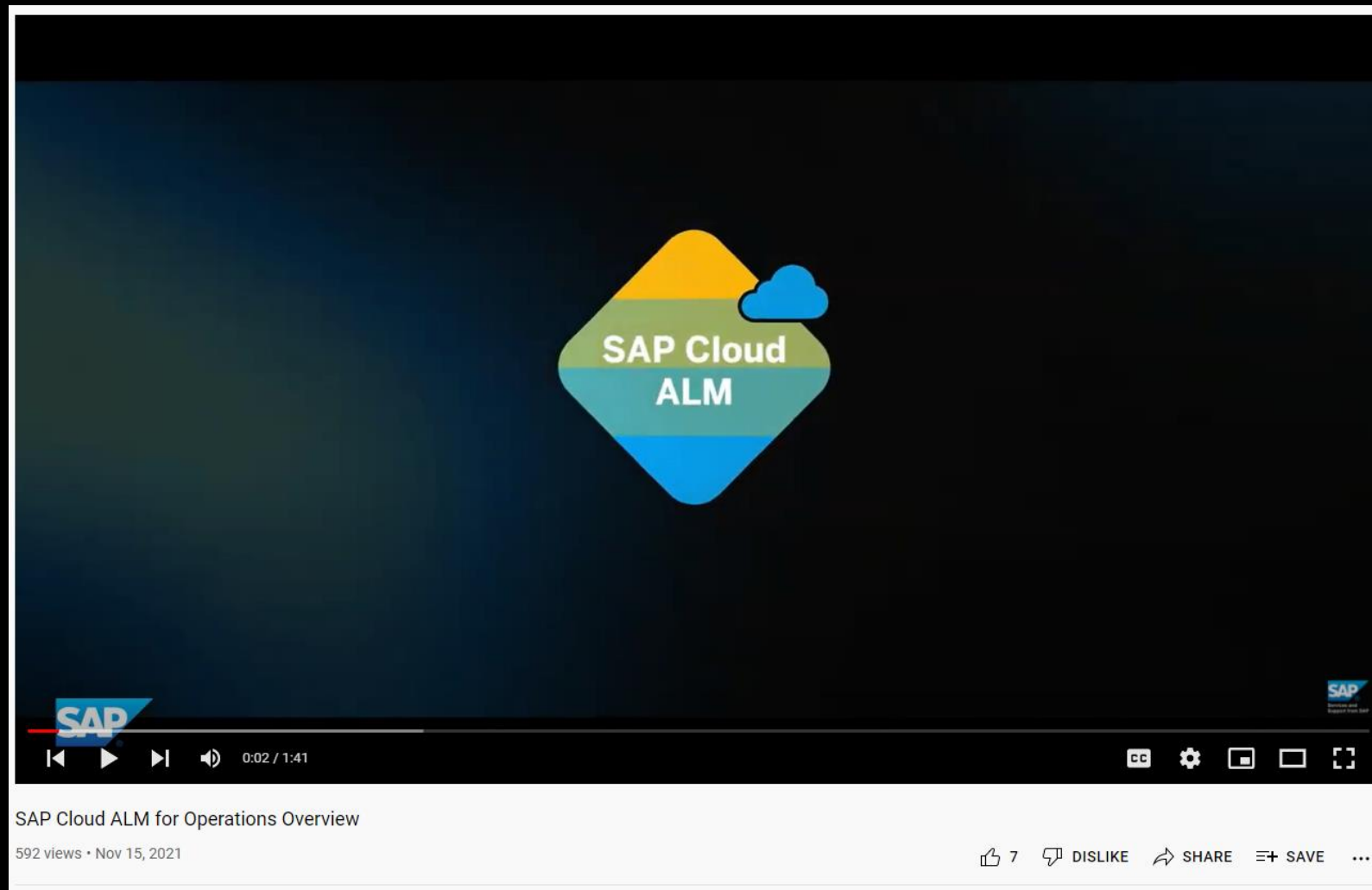
2022 - SAP Cloud ALM for Implementation is ready for prime time...



SAP Cloud ALM for Operations



Video SAP Cloud ALM for Operations



<https://www.youtube.com/watch?v=PCEXK97i648&list=PLFrwZZeBUtfiqCHJPY5YG-Tihz7zBcq6l&index=1>

SAP Cloud ALM for Operations – Value Proposition

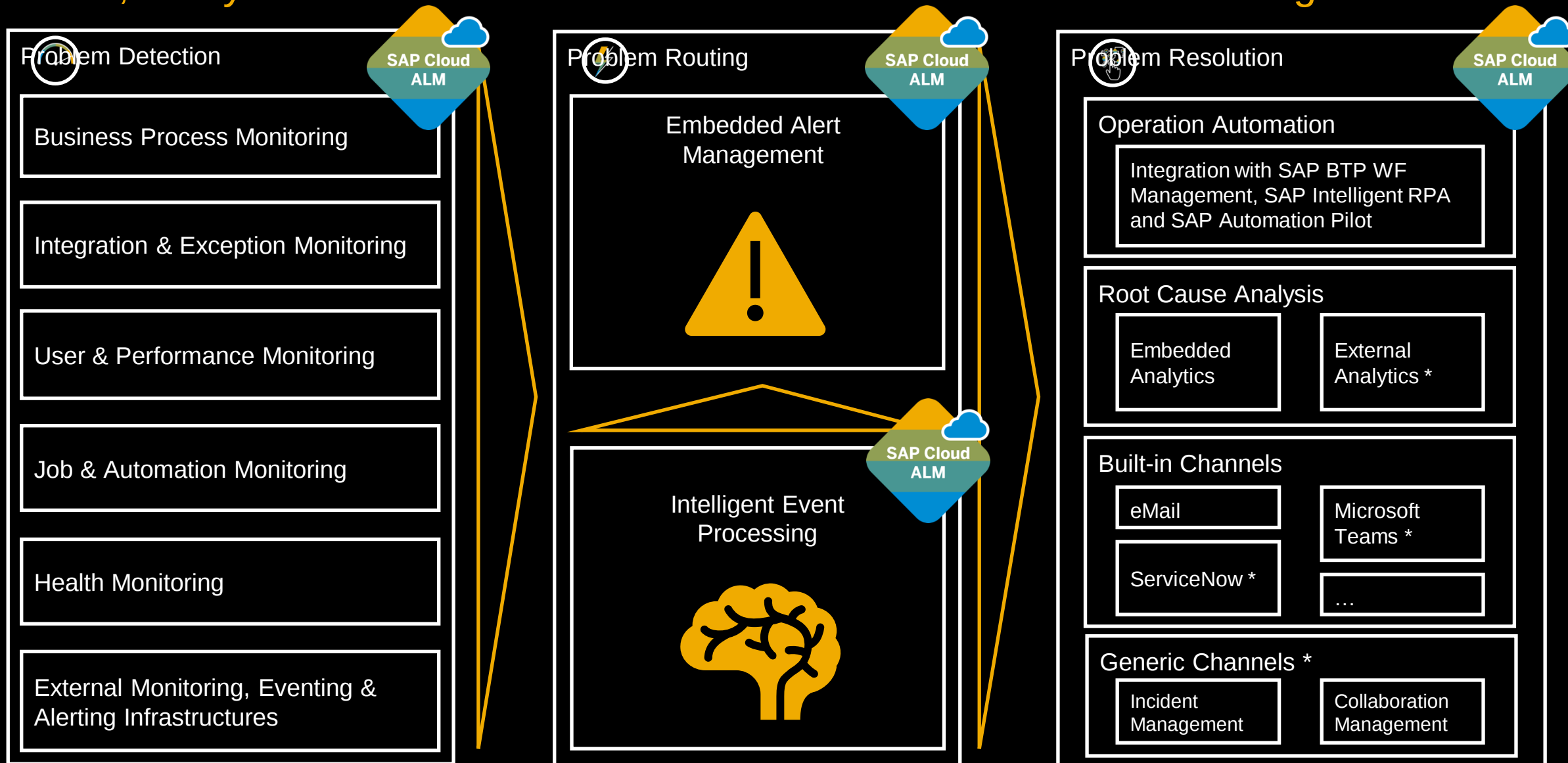
Ensures business continuity - Keeps the lights on - Increases operations efficiency - Predicts critical situations - Provides service availability information for business users - Reduces TCO

- SAP Cloud ALM empowers customers to **understand health of SAP business solutions**:
 - Provides **full stack monitoring and alerting** covering business processes, integration, users, applications, and health of cloud services and systems
 - Allows to conduct **root cause analysis** on different levels
 - Acts as **collaboration platform between LOB and IT**
- SAP Cloud ALM enables operations automation by **integration of different automation solutions**
- SAP Cloud ALM introduces **intelligent event processing** to enable **event correlation** and **more intelligent alerting**
- SAP Cloud ALM provides **transparency regarding availability of business services** including event calendar and service level management



Problem Management Powered by SAP Cloud ALM

Detect, Analyze and Resolve Problems Based on Full Stack Monitoring

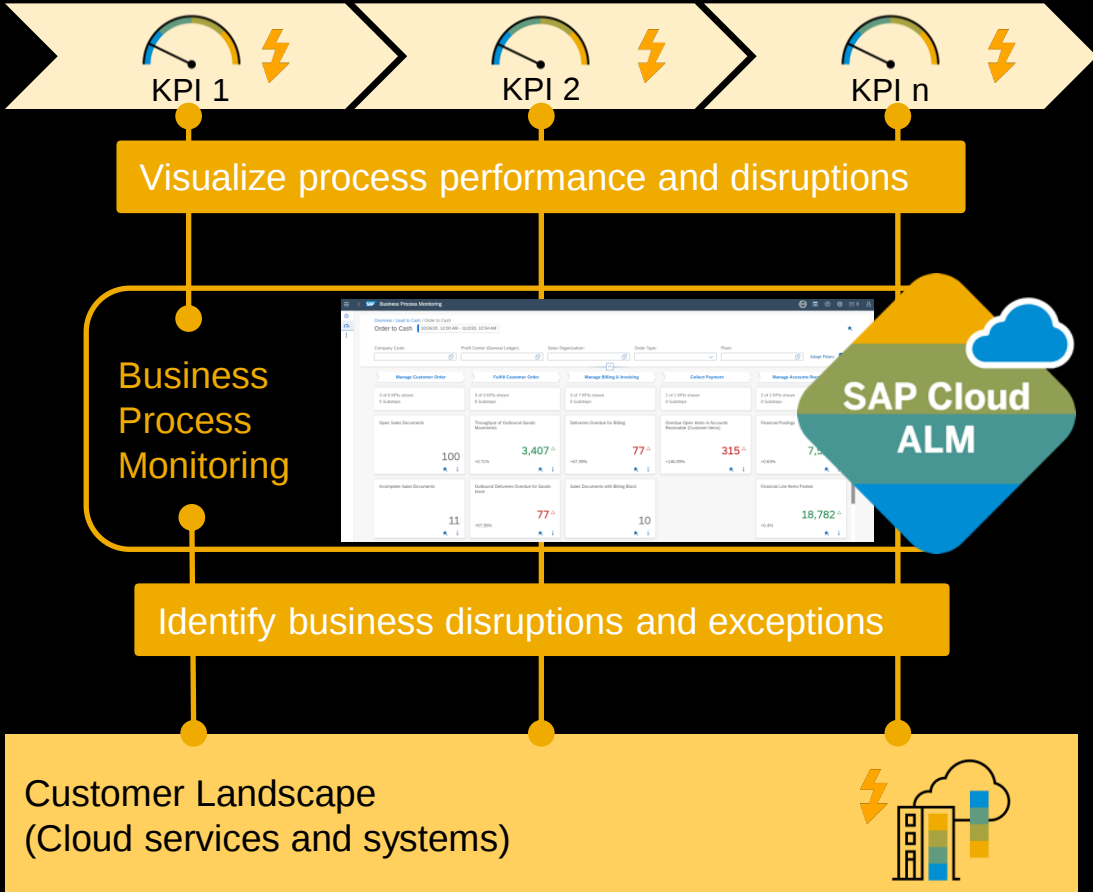


* Planned functionality

Business Process Monitoring

Detect Operational Issues in Business Process Execution and React to It

Business Processes of the Intelligent Suite



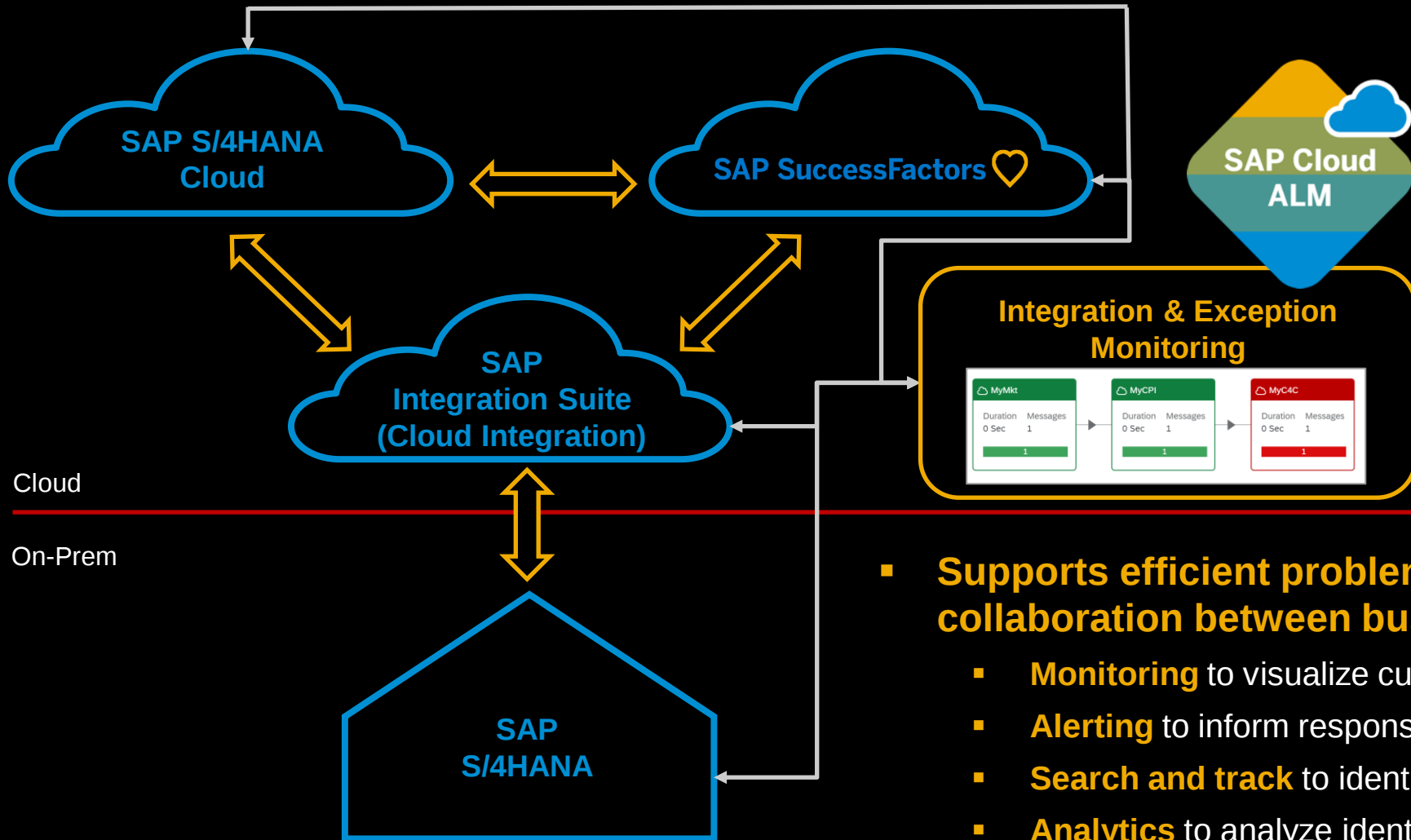
- Provides **transparency on end-to-end business processes** within a distributed solution landscape
- Ensures **business continuity** to increase business process execution quality and performance
- **Monitors processes' health and detect anomalies** during process execution including **drill down into business documents**
- **Alerts users directly on process disruptions** including **automated problem resolution**
- Delivers **pre-defined process content** including **auto-discovery of relevant business process KPI's** to be switched on

Demo

Business Process Monitoring for SAP Success Factors

Integration & Exception Monitoring

Ensure Reliable Data Exchange between Cloud Services and Systems

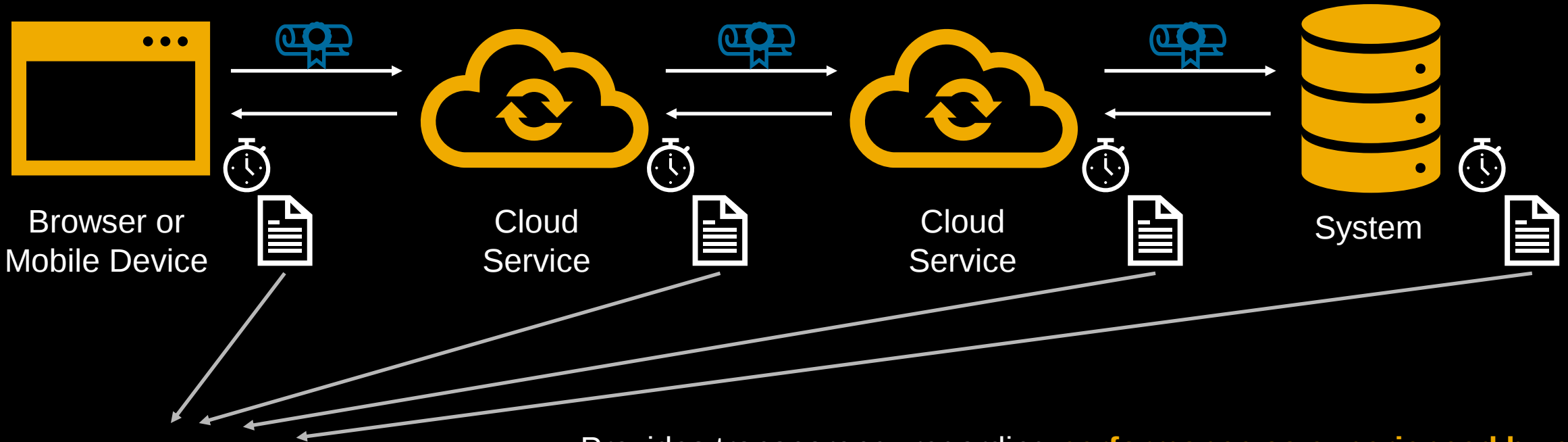


- **End-to-End monitoring** by correlating single messages to **end-to-end message flows** across cloud services and systems
- Monitoring of **integration related exceptions**
- Support of **peer-to-peer interfaces** as well as **orchestrated integration**

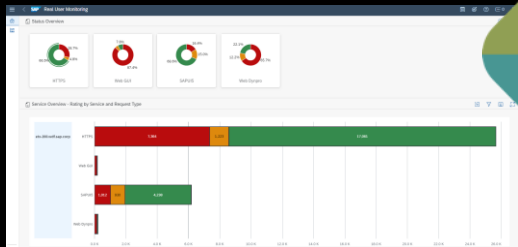
- **Supports efficient problem resolution process** and **collaboration between business and IT**:
 - **Monitoring** to visualize current integration status
 - **Alerting** to inform responsible persons in business and IT
 - **Search and track** to identify business driven problems
 - **Analytics** to analyze identified critical issues
 - **Operation automation** to trigger corrective activities

User & Performance Monitoring

Allow to Understand Performance and Utilization from End User Perspective



User & Performance Monitoring



SAP Cloud
ALM

- Provides transparency regarding **performance as experienced by end users** as well as **utilization of business functionality**
- Measurement at frontend and server side to **identify actual root cause of performance problems** (frontend, network, cloud services and/or systems)
- Utilization of SAP Passport technology allows to **correlate performance data** measured at frontend, cloud service and/or system side

Job & Automation Monitoring

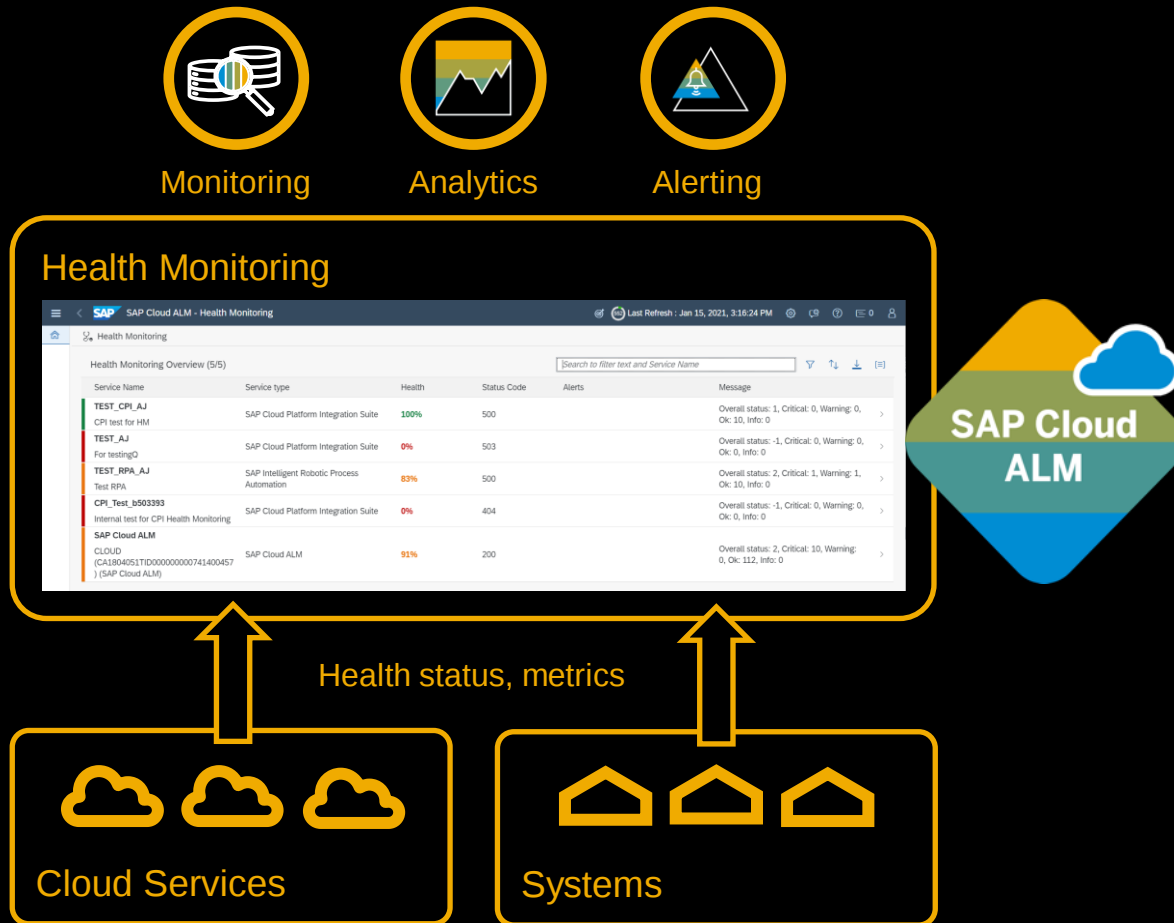
Provide Transparency regarding Job Executions & Automated Activities



- **Monitoring** ensures efficient **job and automated task execution**:
 - by monitoring **job/task executions health** and **detection of anomalies**
 - by providing **details at job/task execution level** to enable root cause analysis
 - by **reducing configuration efforts** by making use of historical execution information
- **Alerting** embedded in Job & Automation Monitoring **enables notification of business and IT users** on job/task related disruptions and exceptions
- **Analytics** embedded in Job & Automation Monitoring allows to **analyze root causes and trends** based on historical data

Health Monitoring

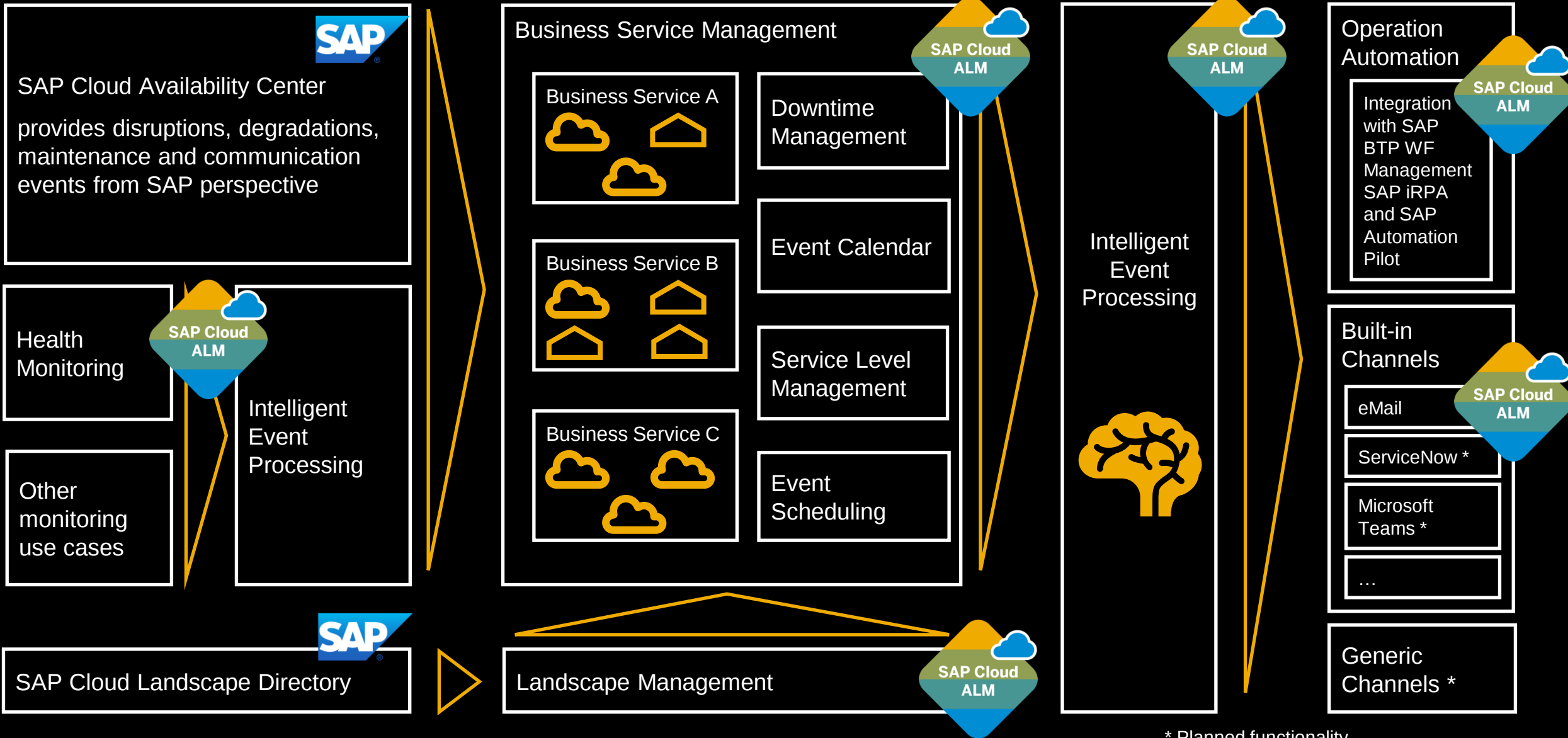
Check Application Health of Cloud Services and Systems



- **Monitoring of technical metrics and events** for cloud services and systems:
 - By executing **application health checks for SAP built cloud services**
 - By delivering **technical metrics and events for customer applications** built at SAP Business Technology Platform
 - By providing metrics for **light-weight system monitoring for SAP ABAP** based systems
- Provides **embedded alerting** including the capability to trigger notifications and corrective actions
- Allows **embedded analytics** to analyze trends and root causes for discovered problems

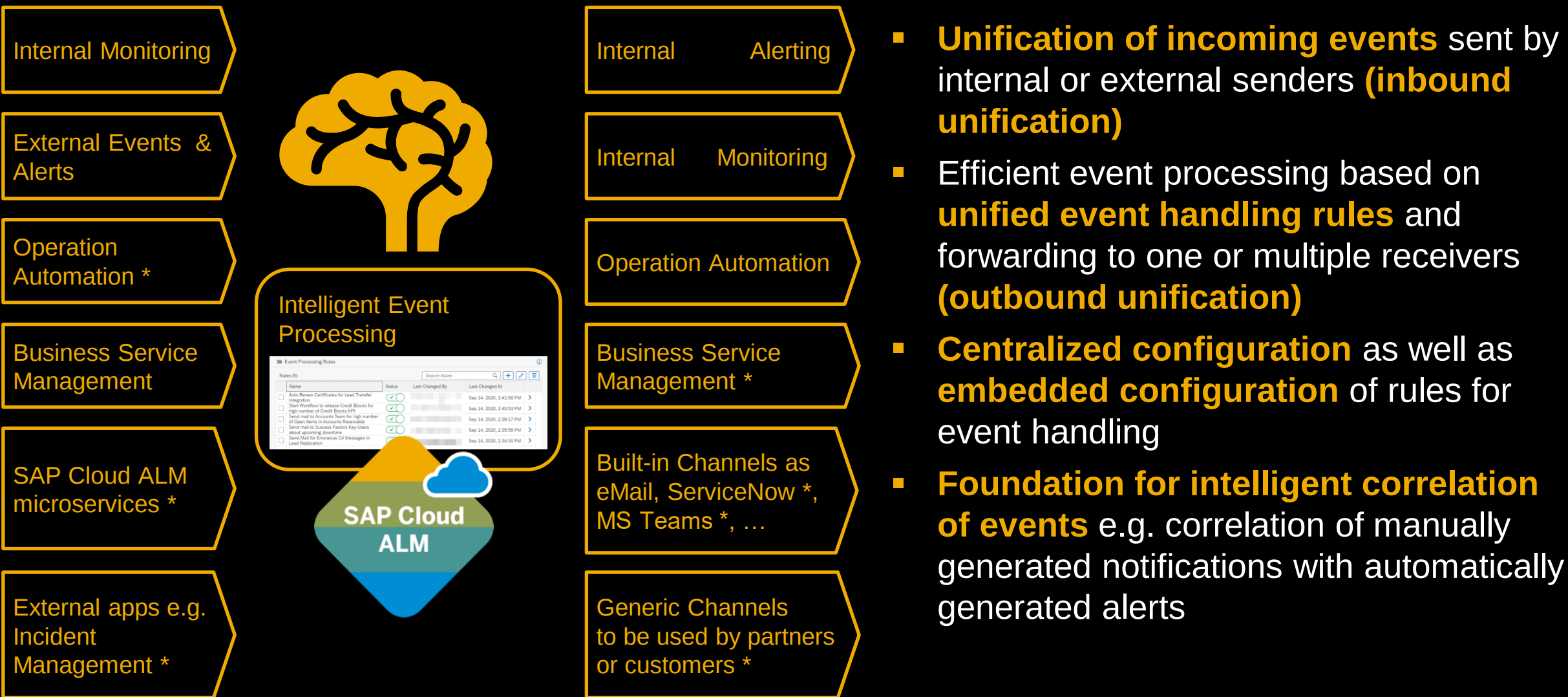
Business Service & Event Management Powered by SAP Cloud ALM

Manage Business Service Availability and IT Events



Intelligent Event Processing

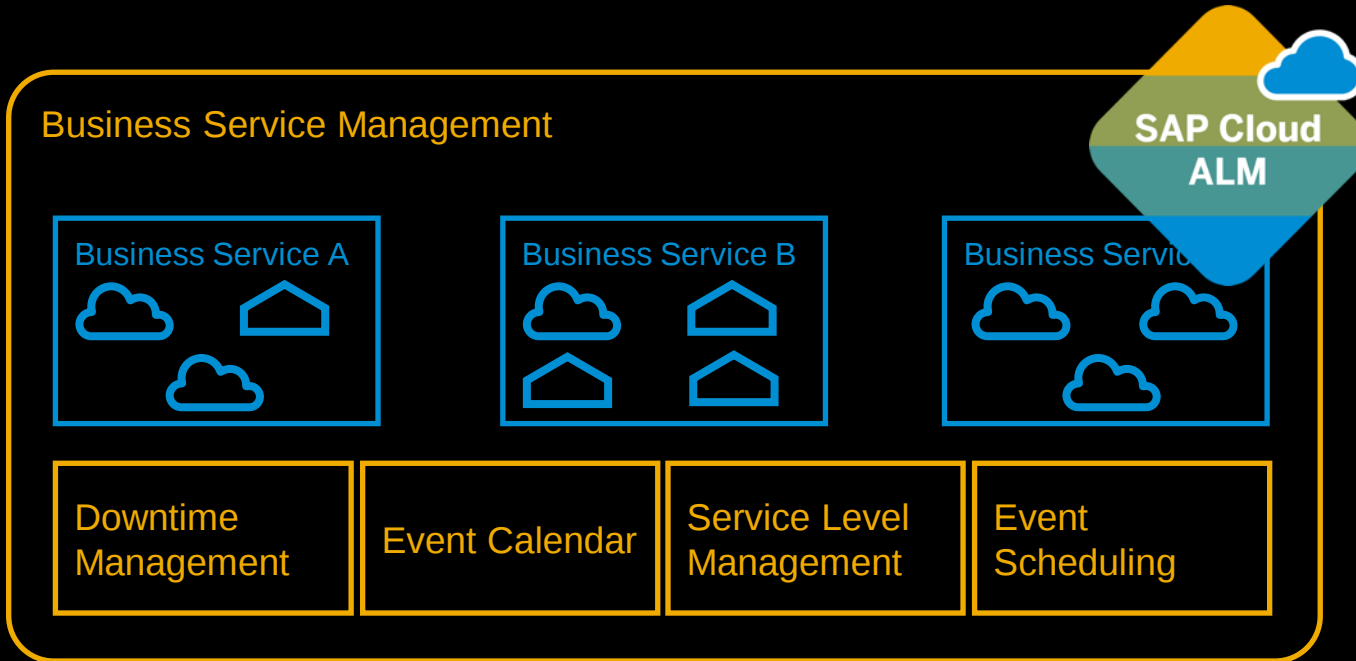
Process Events from Different Sources in An Unified and Efficient Way



* Planned functionality

Business Service Management

Expose IT Related Information to Be Understood by Business Users



- Business Service Management
 - Business Service A
 - Business Service B
 - Business Service C
 - Downtime Management
 - Event Calendar
 - Service Level Management
 - Event Scheduling
- SAP Cloud ALM
 - Business service as **collection of cloud services and systems** to represent certain business functionality
 - Processing of **maintenance, disruptions, degradation and communication events** provided by **SAP Cloud Availability Center** or **SAP Cloud ALM monitoring use cases Propagation** of received events **from cloud services and systems to business services**
 - Definition of **customer events** at business service and cloud service / system level
- Service Level Management:**
 - Calculation of **unplanned down times** for cloud services / systems
 - Consolidation** of availability information to **business services**
 - Embedded **service level reporting**
 - Definition of **availability objectives** at business service level

SAP Cloud ALM for Operations – Content roadmap

Currently available			Planned for 2022	
Business Process Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA	SAP Business Suite SAP SuccessFactors	Further KPI's for all editions of SAP S/4HANA and SAP Business Suite SAP SuccessFactors (further KPI's)	SAP Ariba
Integration & Exception Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA & SAP Business Suite SAP Marketing Cloud SAP Sales & Service Cloud SAP Integration Suite (CI) SAP Master Data Integration SAP BTP NEO (custom) SAP BTP ABAP (custom/SAP)	SAP Event Mesh SAP Mobile Services SAP SuccessFactors & EC Payroll SAP Ariba SAP Concur & SAP Fieldglass SAP Intelligent Asset Management SAP Field Service Management SAP Order Management foundation SAP Integrated Business Planning	SAP Business ByDesign	SAP Analytics Cloud SAP Logistics Business Network SAP BTP CF (custom) SAP Data Intelligence SAP Consumers Industry Cloud SAP Omnichannel Promotion Pricing
User & Performance Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite SAP Sales & Service Cloud	SAP Marketing Cloud SAP Integrated Business Planning SAP BTP ABAP (custom/SAP) SAP BTP NEO (custom) SAP SuccessFactors EC Payroll		SAP Analytics Cloud SAP BTP CF (custom)
Job & Automation Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite SAP BTP ABAP (custom/SAP)	SAP Marketing Cloud SAP Intelligent RPA SAP Integrated Business Planning SAP Business Warehouse SAP SuccessFactors EC Payroll	SAP Job Scheduler Service (custom) SAP Business Workflow (ABAP)	SAP Data Privacy Management SAP Resource Management SAP Workflow Management
Health Monitoring	SAP Cloud ALM SAP Intelligent RPA SAP Integration Suite (CI) SAP BTP NEO/CF (custom)	SAP S/4HANA SAP S/4HANA PCE SAP Business Suite SAP BTP ABAP (custom/SAP)	SAP Integration Suite (API Mgmt.) SAP HANA Cloud SAP S/4HANA Cloud	SAP Marketing Cloud SAP Integrated Business Planning SAP Cloud Connector SAP Data Intelligence

SAP Cloud ALM for Service



Why SAP will change the way we conduct our Service Delivery

SAP is innovating the Service Delivery Process by leveraging the capabilities of SAP Cloud Technology

- ✓ **Introduce a cloud-based solution** operated and maintained by SAP
- ✓ **Introduce a Collaboration Platform** to share deliverables, action items and results with all people being involved in the End-to-End Service Delivery Process
- ✓ **Increase Efficiency** in collaboration during the Service Delivery End-to-End Process
- ✓ **Standardize and Digitize** the format of the Service Results for easier consumption



SERVICE DELIVERY for PREMIUM ENGAGEMENT & ENTERPRISE SUPPORT

What SAP will change in the way we conduct our Service Delivery

SAP is supplying THREE NEW Capabilities on our SAP Cloud ALM Product



**Service
Delivery Center**

Use a harmonized User Experience to **easily access all relevant information and assets**

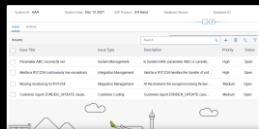
Have **transparency** on the Service Delivery: history, current and scheduled Services



Service Results

Share Service Results in a **digitized format**

Easy Drill Down to the different detail levels of the Service Results



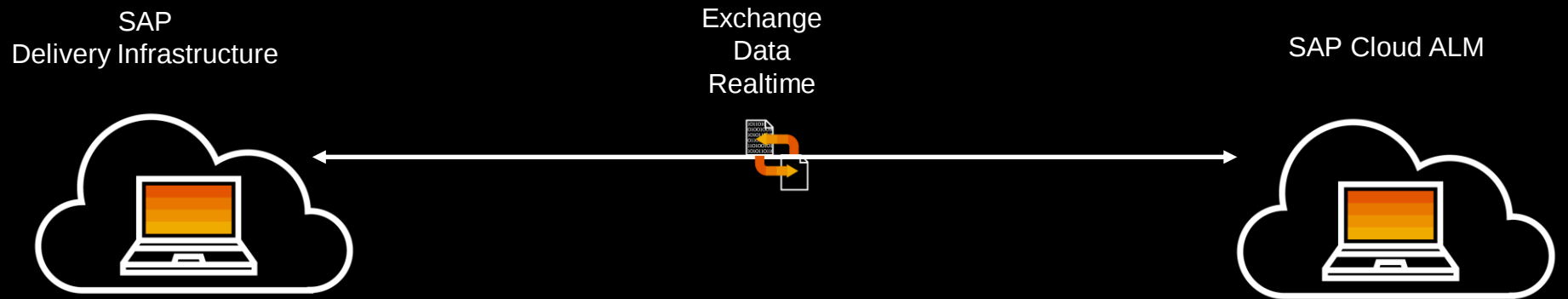
**Issues &
Actions Mgmt.**

Simplified tracking of all action items along the End-to-End Service Delivery Process



How will it work

Accessing your SAP Cloud ALM Tenant and start the Collaboration



Service Delivery Center

Load Data from SAP internal systems

Joint View on all Service Delivery Sessions

Seamless Navigation to all Applications



Service Results

Load Data from Analytics Tools and SAP Solution Manager

Share digitized Service Reports

Easy Navigation to the various levels of details of the analysis and results



Issues & Actions Mgmt.

Create issues and track Status and completeness

Collaborate on tasks

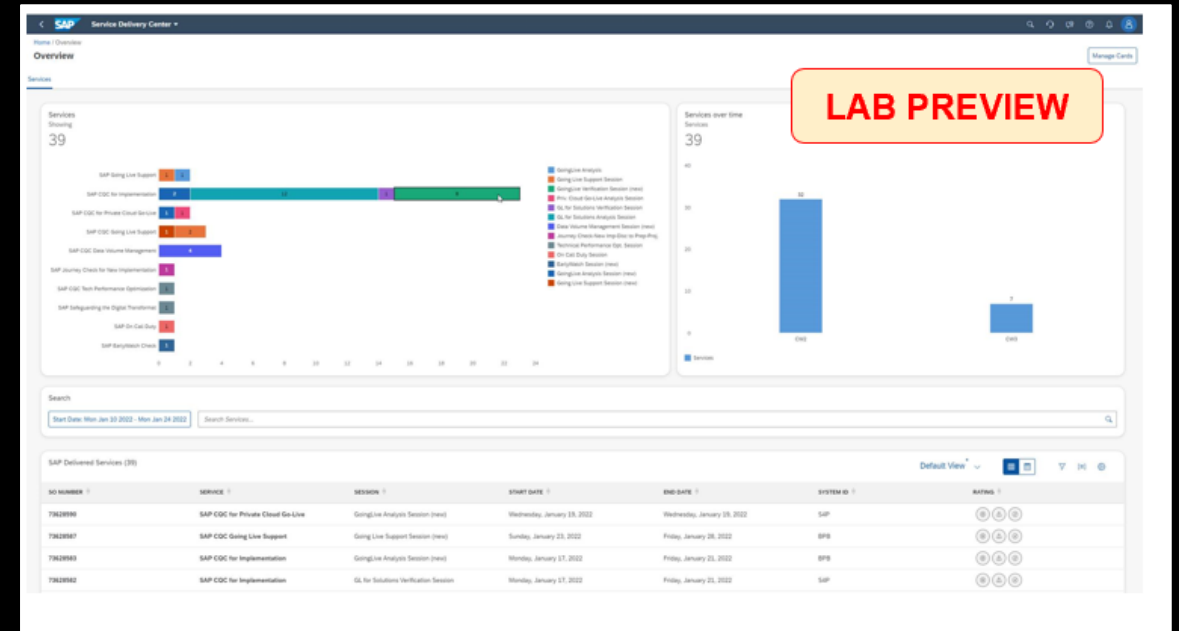
Create and track Status and completeness of tasks

SERVICE DELIVERY CENTER

Easy access to all relevant information

Key Capabilities of the Service Delivery Center:

- **Easy Access and Transparency Across** service delivery related information
- **Shared View** on all related information for Customers and SAP
- **Seamless Navigation** to all information that is needed
- **Facilitate the End-to-End Service Delivery Process**
 - **Prepare Service Delivery**
 - **Monitor Service Delivery Status**
 - **See Action Items based on Recommendation**

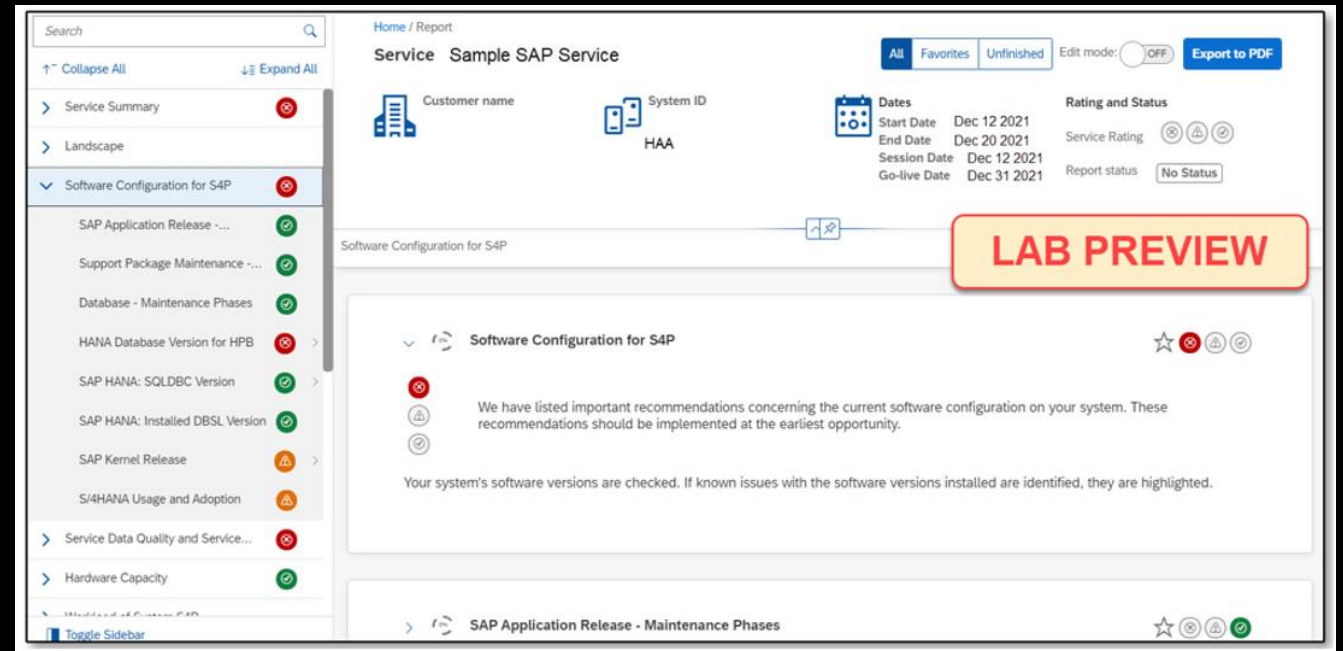


SERVICE RESULTS

Consume results in the level of detail needed

Key Capabilities of the Service Results:

- **Share** service results in digitized format
- **Accelerated Provisioning** of service results
- **Easy to Consume** format – navigate to details if required



ISSUES & ACTIONS MANAGEMENT

Manage all tasks during service delivery

Key Capabilities of the Issues & Actions Management:

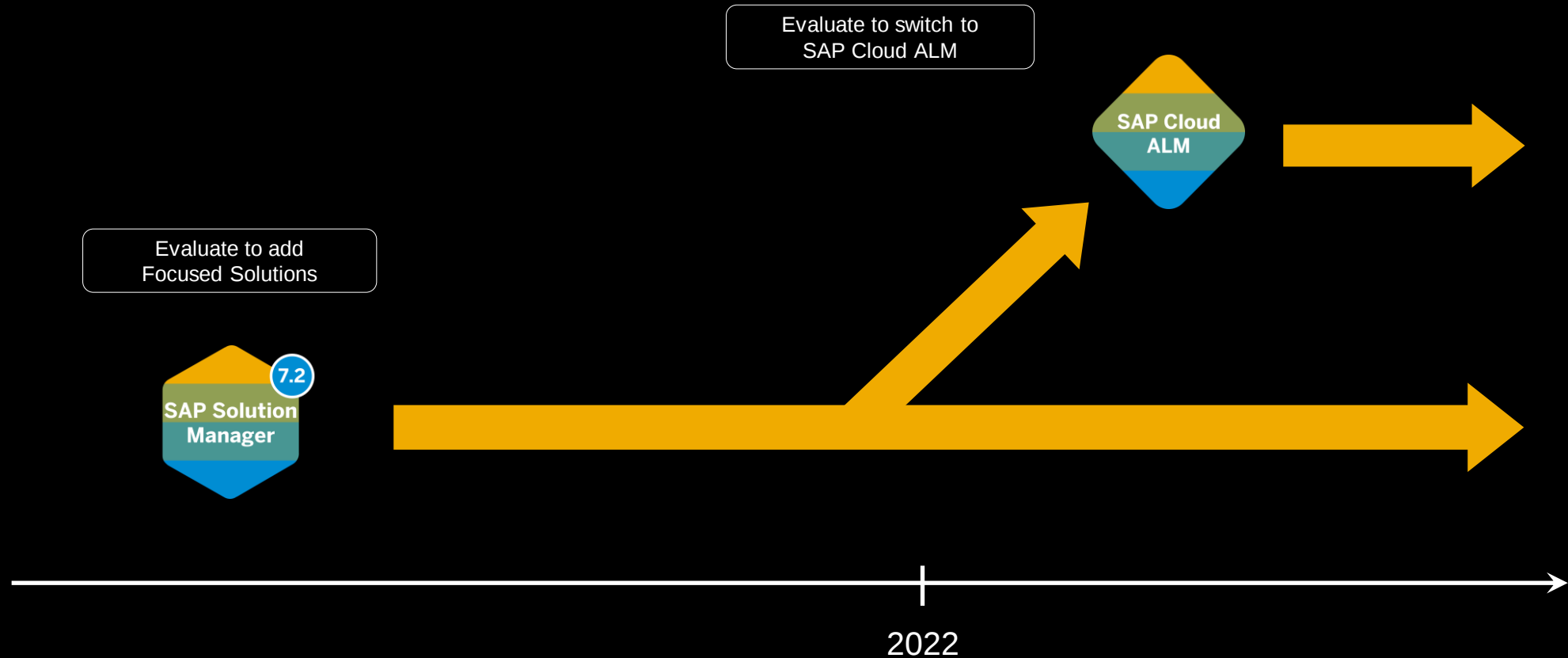
- **Effective Consumption** of issues and actions
- **Simplified Tracking** of issues and actions with integrated notifications
- **Manage** the End-to-End Service Delivery Process
 - Assign Tasks
 - Monitor the Status of the Task
 - Send notifications

System ID: HAA		Session Date: Dec 12 2021	SAP Product: S/4 Hana	Database Version:	Database ID:
LAB PREVIEW					
Issue Actions					
Issues					
Search					
☐	Issue Title	Issue Type	Description	Priority	Status
☐	Parameter ABC incorrectly set	System Management	In System HAA, parameter ABC is currently...	High	Open
☐	Interface IF01234 continuously has exceptions	Integration Management	Interface IF01234 handles the transfer of ord...	High	Open
☐	Missing monitoring for IF01234	Integration Management	At the moment, the exceptions being thrown ...	Medium	Open
☐	Customer report ZORDER_UPDATE cause...	Customer Coding	Customer report ZORDER_UPDATE caus ...	Medium	Open

How to find the right ALM solution



What can SAP Solution Manager customers do NOW?



SAP Solution Manager is a strategic ALM platform with mainstream maintenance until 2027 and further maintenance options then.

SAP ALM Maintenance Strategy

SAP Solution Manager follows the maintenance strategy of the SAP Business Suite. If you need to extend maintenance for SAP Business Suite, extended maintenance for SAP Solution Manager (process management, test suite, change & release management, ITSM) is also included.

SAP Cloud ALM is designed to support ALM for the Intelligent, Sustainable Enterprise, including SAP S/4HANA (all deployments).

SAP Cloud ALM is attractive for SAP Solution Manager customers: cost of operation and maintenance, functionality, ease of use and adoption, foundational support for today's customer landscape (SAP Business Suite, SAP PI/PO)

SAP Cloud ALM is the next generation ALM platform for SAP customers. SAP Cloud ALM is an independent new product line and is not the successor of SAP Solution Manager.

SAP has not decided about a successor to SAP Solution Manager 7.2. SAP has currently no planning for that.

SAP S/4HANA: the right fit for every organization

ONE Data Model • ONE Semantic • ONE User Experience

As a Service

As a Product



SAP S/4HANA Cloud

Complete, modern, SaaS ERP

Our strategic choice for companies ready to embrace the future of ERP with a **new implementation and predefined processes**



SAP S/4HANA Cloud, private edition

Cloud value, traditional flexibility & full scope

Designed to provide innovation and cloud value while allowing customers to retain their investments by **converting their existing system(s)**



SAP S/4HANA on premise

Total control and individualization

Innovative, intelligent ERP for customers that require **maximum control of their ERP system**

with existing
IaaS partnerships

in own
data centers

Public cloud

Private cloud

Private cloud

On premise

Recommendations for customers moving to the cloud

	SAP S/4HANA Cloud	SAP S/4HANA Cloud, private edition	SAP S/4HANA SAP Business Suite (on-premise with service provider)
Conversion / Transition	n/a	SAP Solution Manager or SAP Cloud ALM*	SAP Solution Manager
Implementation	SAP Cloud ALM		
Operations		SAP Cloud ALM	SAP Cloud ALM

* Evaluate SAP Cloud ALM for [available](#) and [upcoming](#) functions



Service providers can monitor the customer landscapes centrally with SAP Focused Run

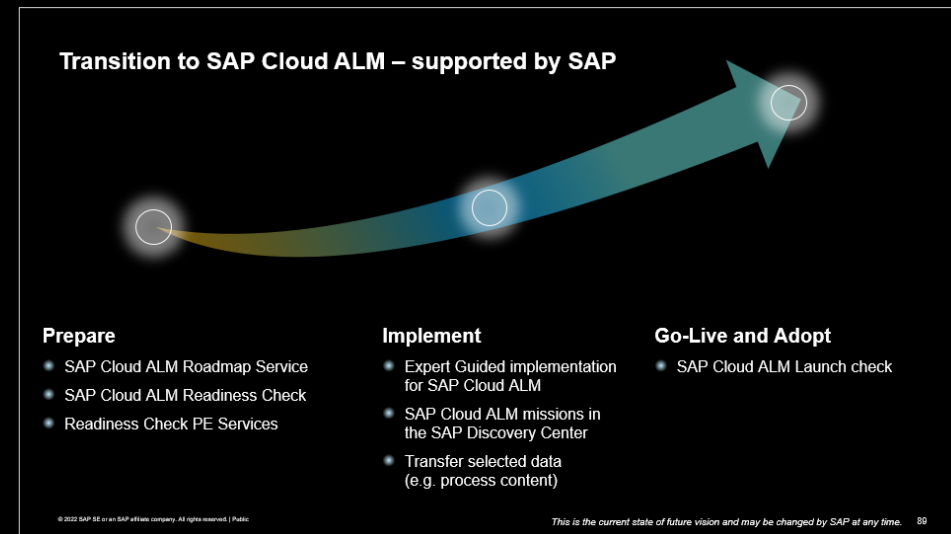
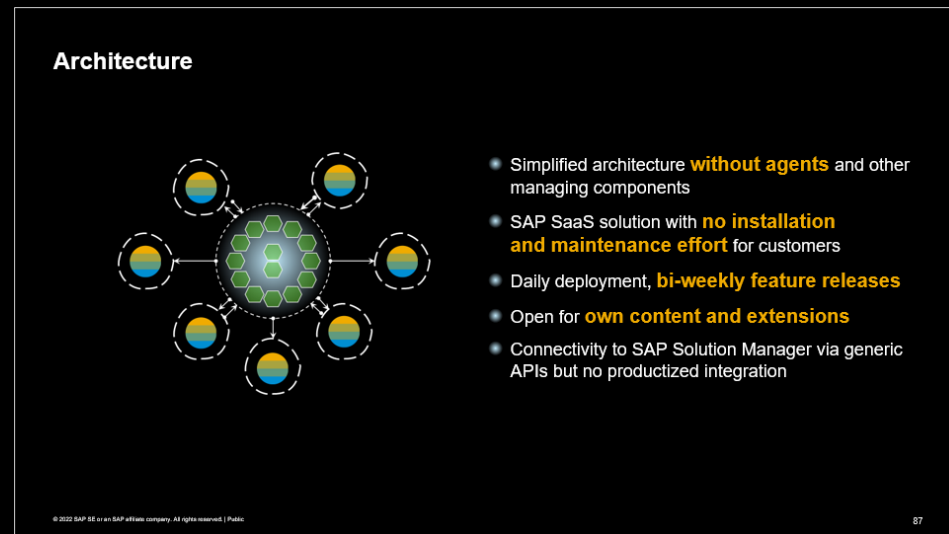
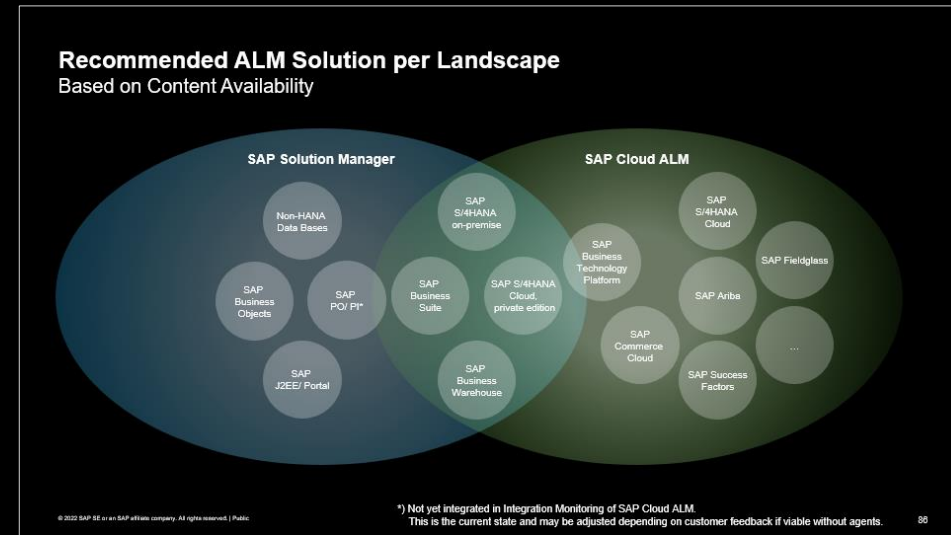
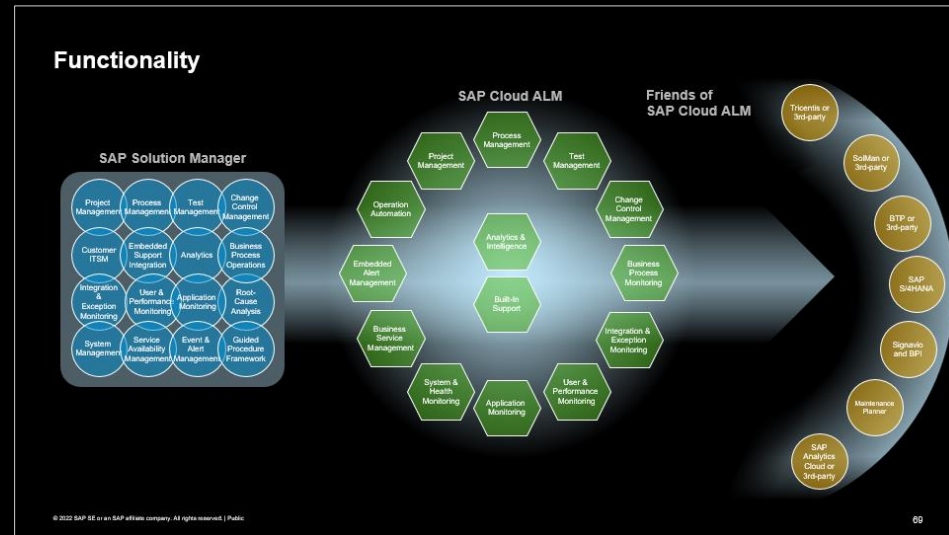
New SAP Community Blog Series:

ALM for SAP S/4HANA Cloud – SAP Cloud ALM or SAP Solution Manager?

Planned blog posts:

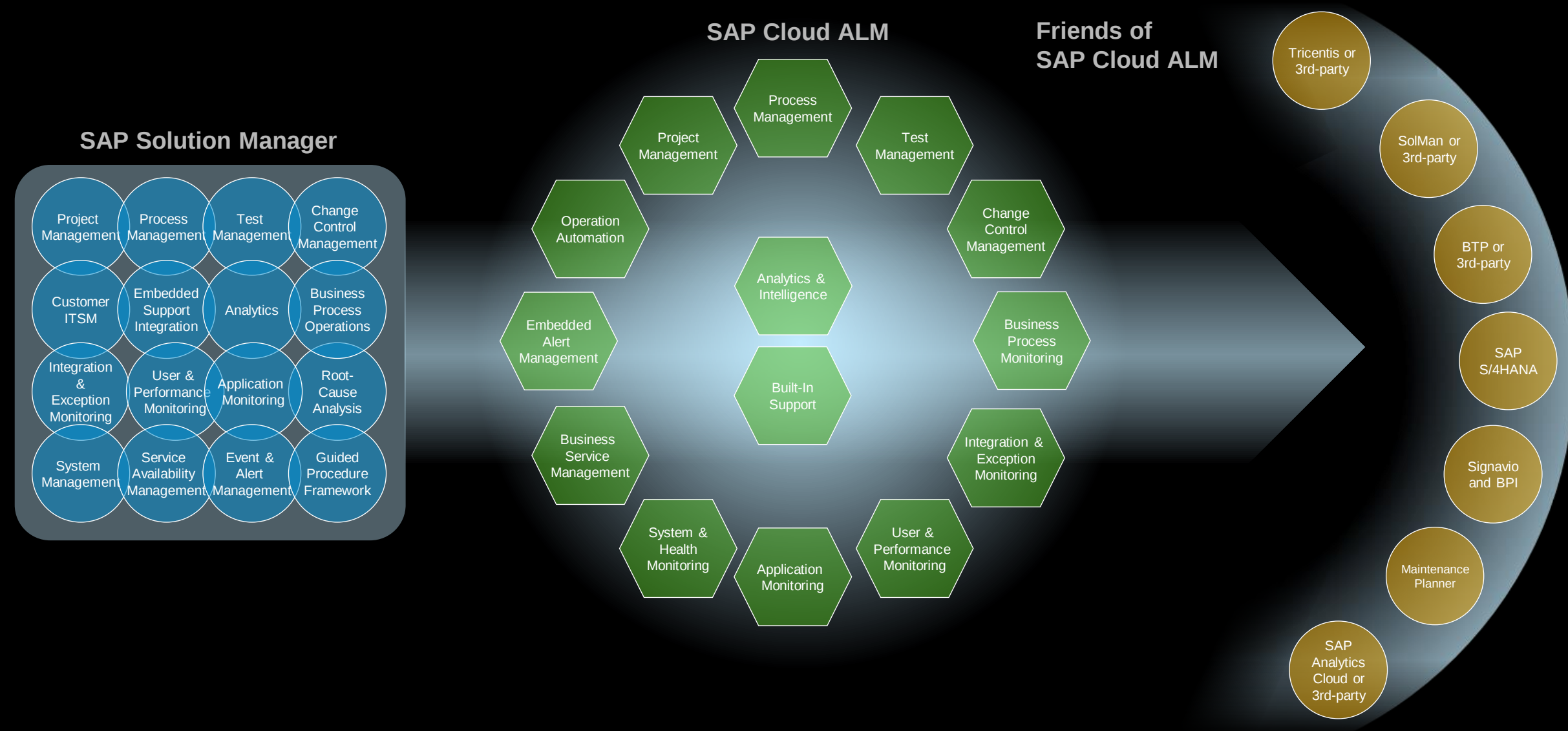
- [ALM for SAP S/4HANA Cloud – SAP Cloud ALM or SAP Solution Manager?](#)
- [ALM for SAP S/4HANA Cloud – What Fits to Your Solution?](#)
- [ALM for SAP S/4HANA Cloud – What Are the Costs?](#)
- [Task and Requirement Management – SAP Cloud ALM or SAP Solution Manager?](#)
- [Process Management – SAP Cloud ALM or SAP Solution Manager?](#)
- [Managing Custom Code – SAP Cloud ALM or SAP Solution Manager?](#)
- Test Management – SAP Cloud ALM or SAP Solution Manager?
- Technical Change Control – SAP Cloud ALM or SAP Solution Manager?
- Analytics – SAP Cloud ALM or SAP Solution Manager?
- Application Operations – SAP Cloud ALM or SAP Solution Manager?
- Business Process Operations – SAP Cloud ALM or SAP Solution Manager?
- IT Service Management – SAP Cloud ALM or SAP Solution Manager?
- Support Services – SAP Cloud ALM or SAP Solution Manager?

Aspects of the transition from SAP Solution Manager to SAP Cloud ALM



The Modularization of ALM

Functionality

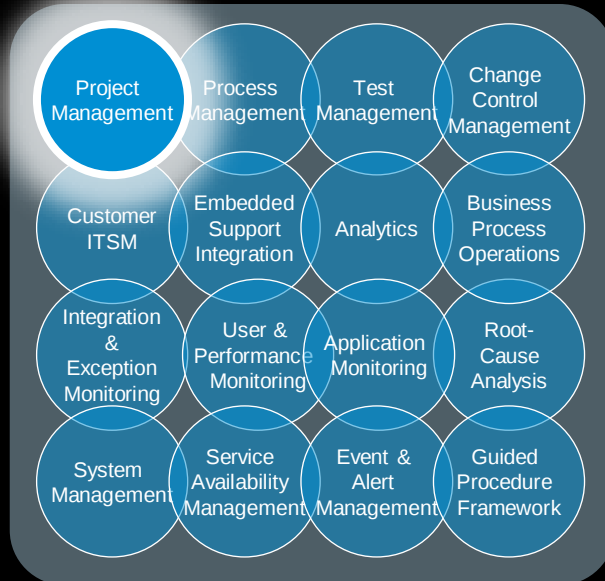


Project Management

SAP Cloud ALM

Friends of
SAP Cloud ALM

SAP Solution Manager



Financials &
Resource Planning



- Full cProjects project management with Financials, Resourcing, Staffing
- Cross-project Management

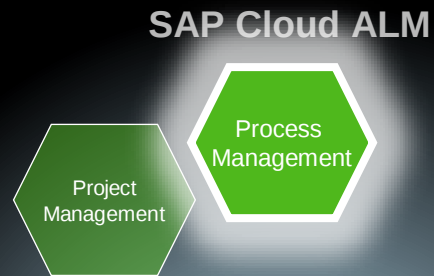
- Focus on Build project management
- Integration to SAP S/4HANA for financial and resource planning *

*) This is the current state of future vision and may be changed by SAP at any time.

Process Management



- Solution driven process management
- Solution Documentation
- Business driven process management and Process Portal partly available



- Focus on Solution driven process management
- Simple library and version management *

Friends of SAP Cloud ALM

Document Management

BTP or 3rd-party

EPPM and Cloud for Projects

Business-driven process management
Process Portal

Signavio or 3rd party

*) This is the current state of future vision and may be changed by SAP at any time.

Test Management

SAP Solution Manager



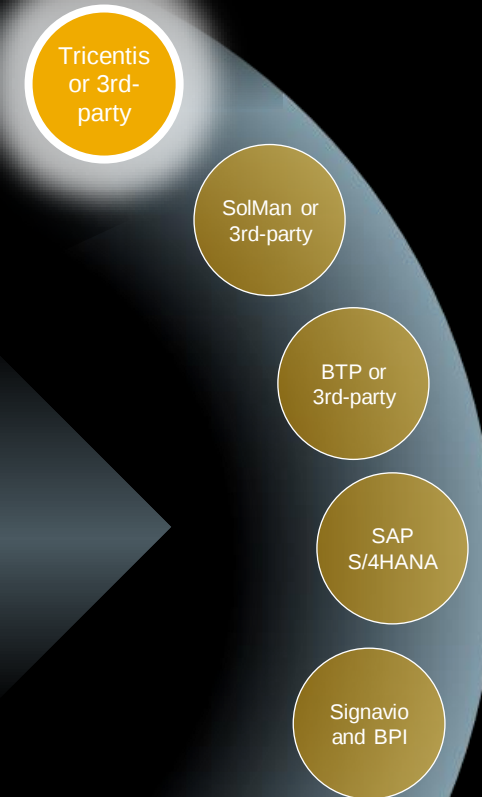
- Test planning, manual testing, defects
- Own test automation (CBTA) or 3rd party
- Own test data management, Test system refresh

SAP Cloud ALM

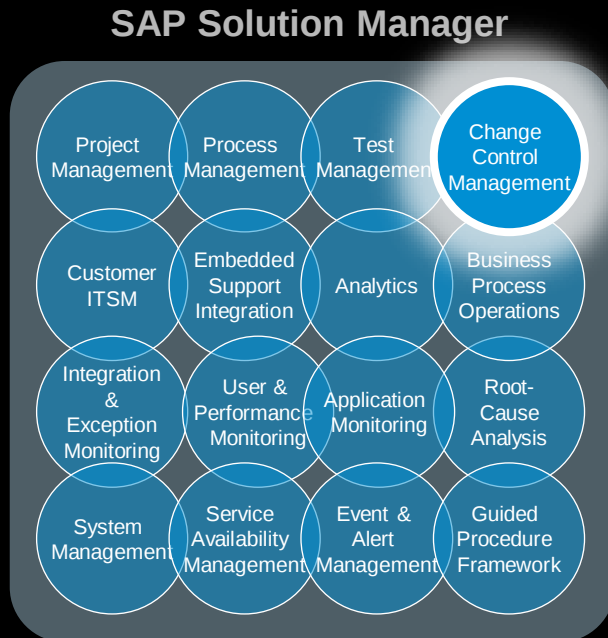


- Test planning, manual testing, defects
- Test automation by SAP S/4HANA cloud, Tricentis or 3rd party

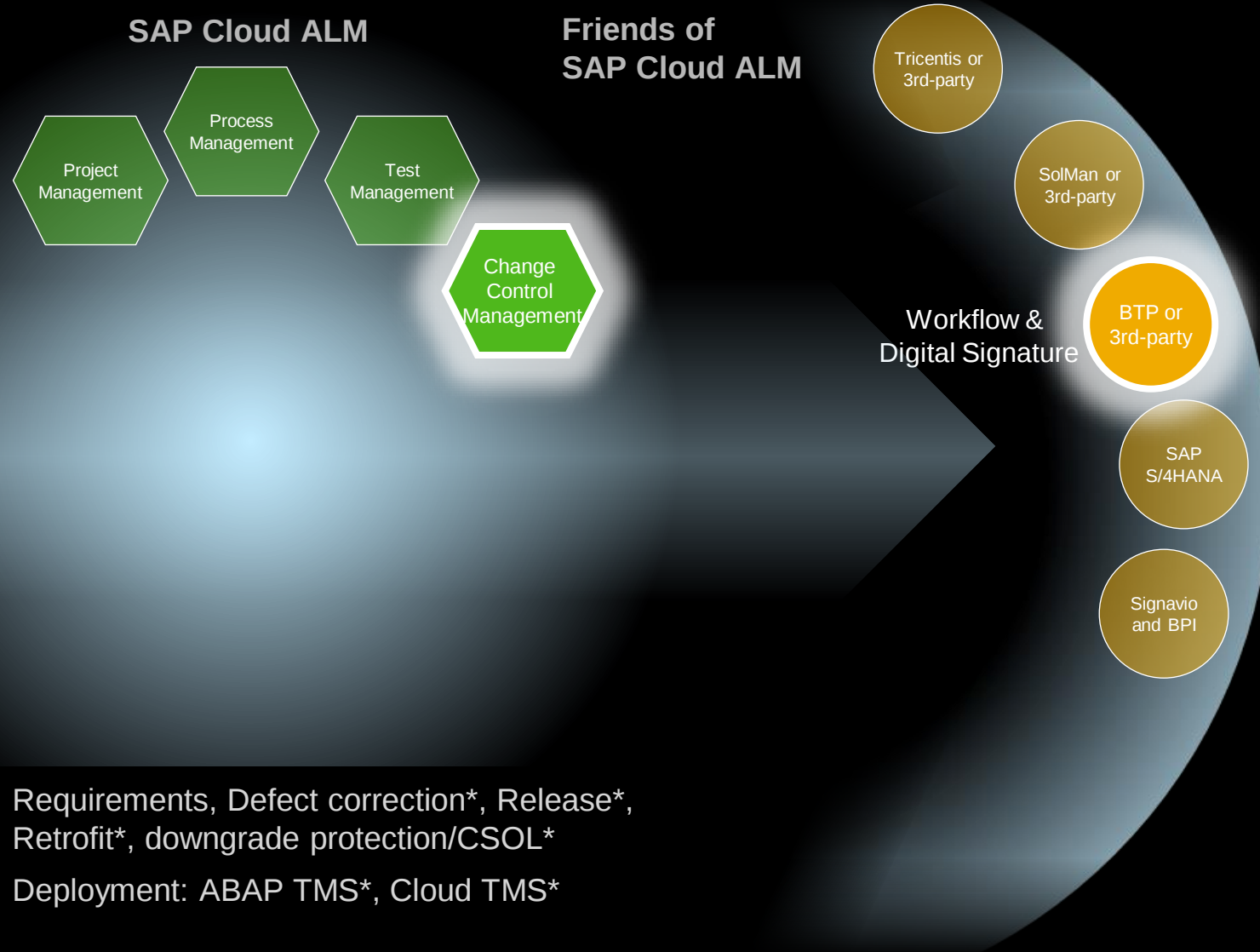
Test Automation



Change Control Management

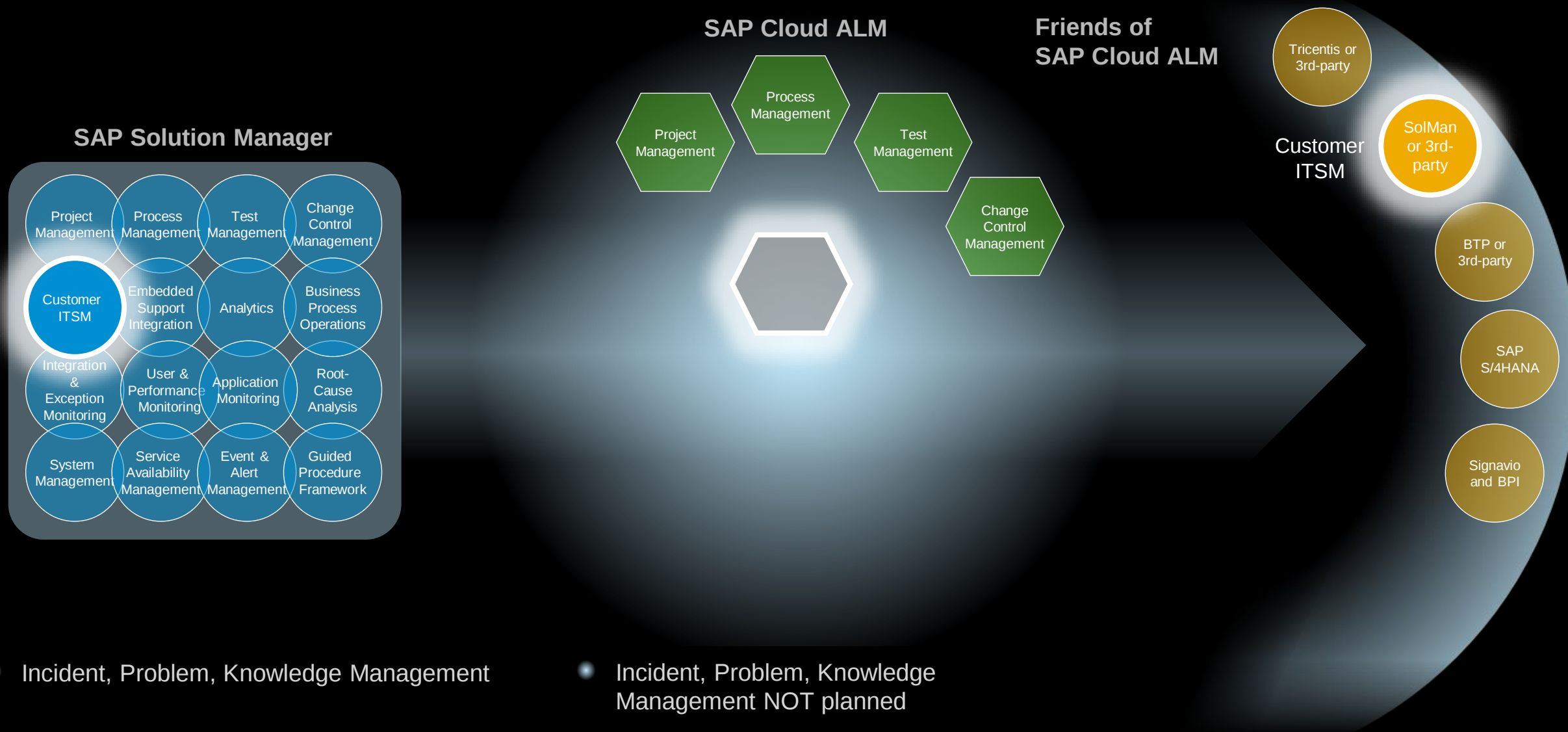


- Requirements, Change Workflow (urgent, standard), Defect correction, Release, Retrofit, Downgrade protection/CSOL
- Deployment: ABAP TMS, Cloud TMS, cCTS, CTS+, gTMS

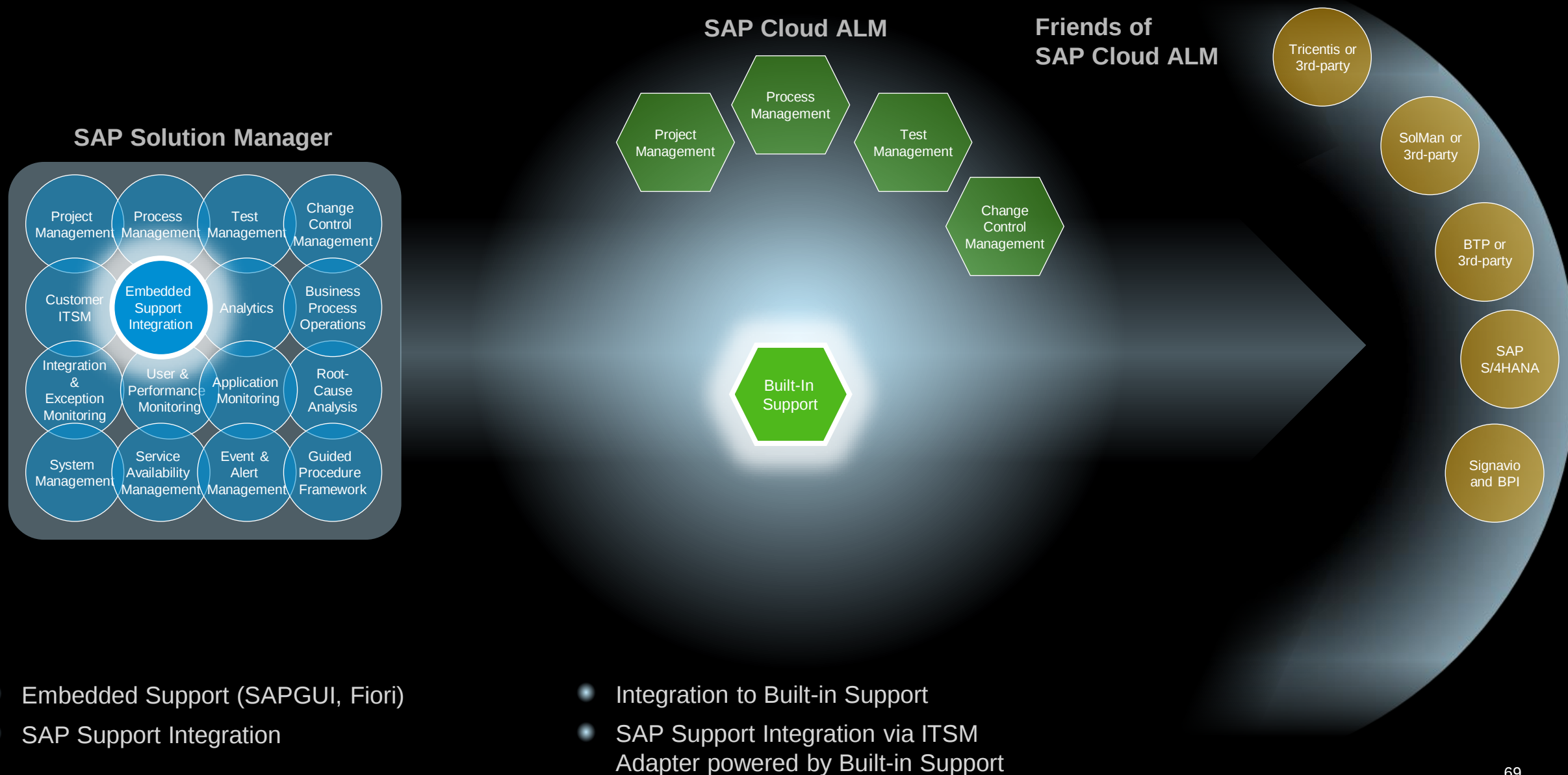


- Requirements, Defect correction*, Release*, Retrofit*, downgrade protection/CSOL*
- Deployment: ABAP TMS*, Cloud TMS*

Customer IT Service Management



Integration into SAP Support Backbone



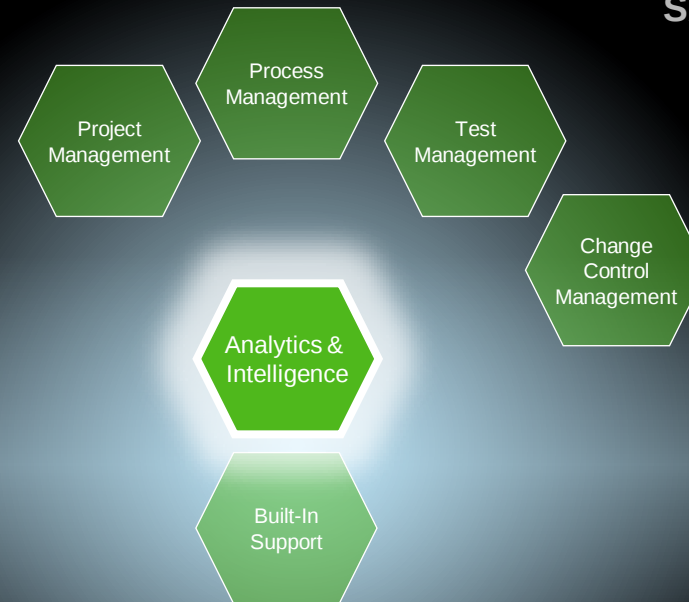
Analytics

SAP Solution Manager



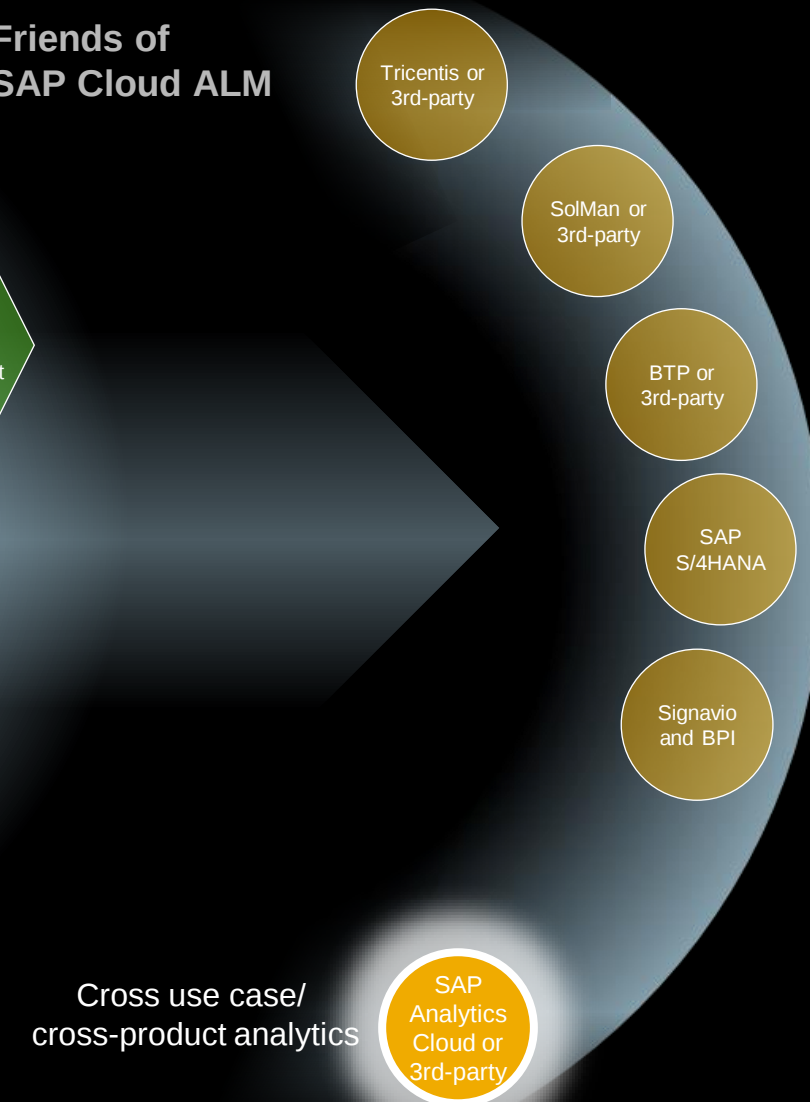
- Embedded analytics
- Cross use case analytics (Focused Insights)

SAP Cloud ALM



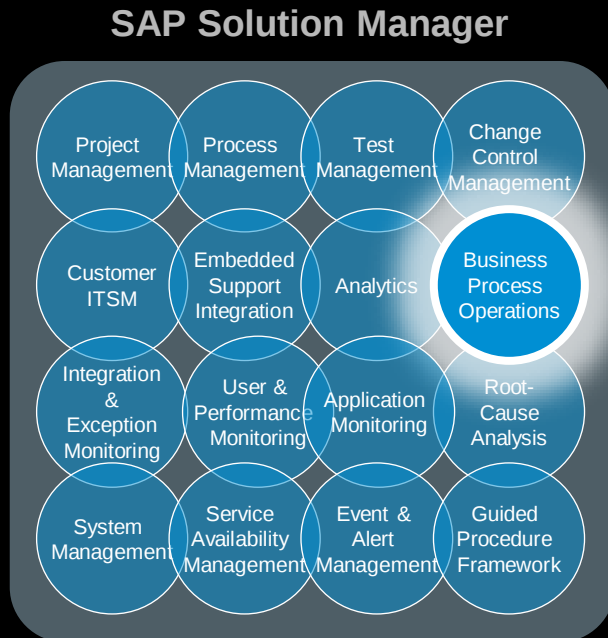
- Embedded analytics
- Cross use case and cross product analytics via SAP Analytics Cloud

Friends of SAP Cloud ALM

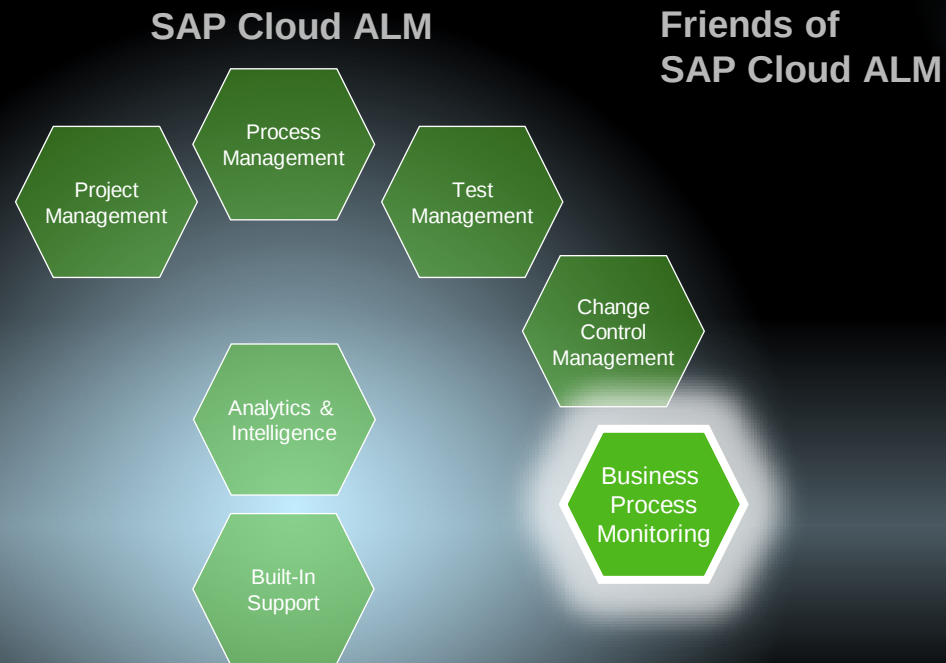


Cross use case/
cross-product analytics

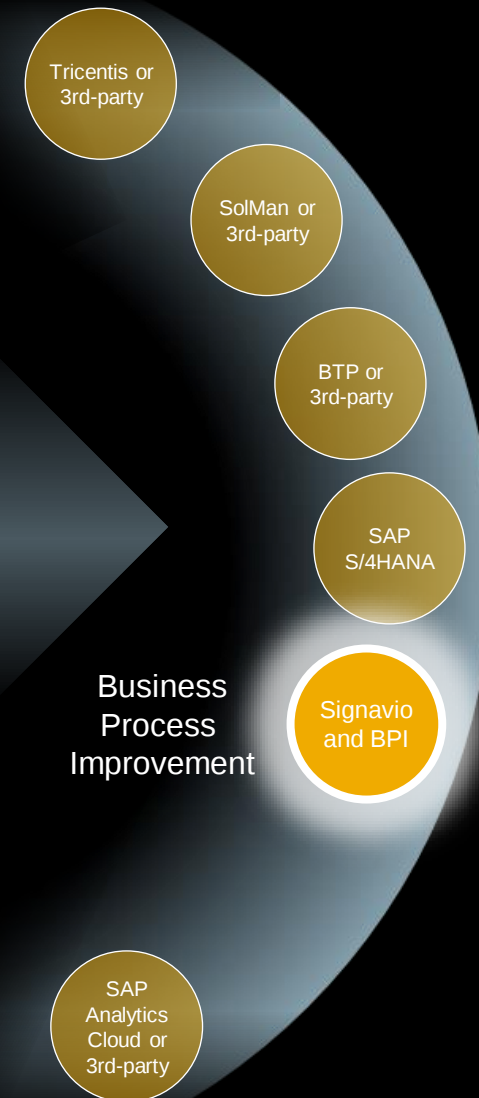
Business Process Operations



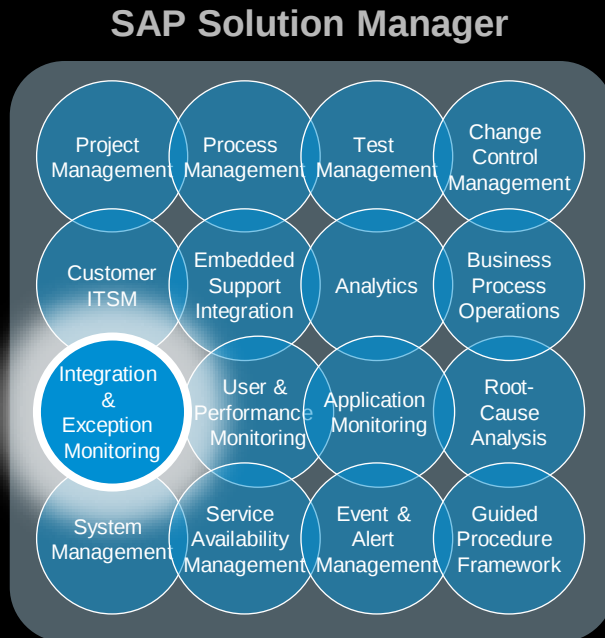
- Business Process Monitoring and Improvement
- Solman has broader KPI scope for S4 and Business Suite



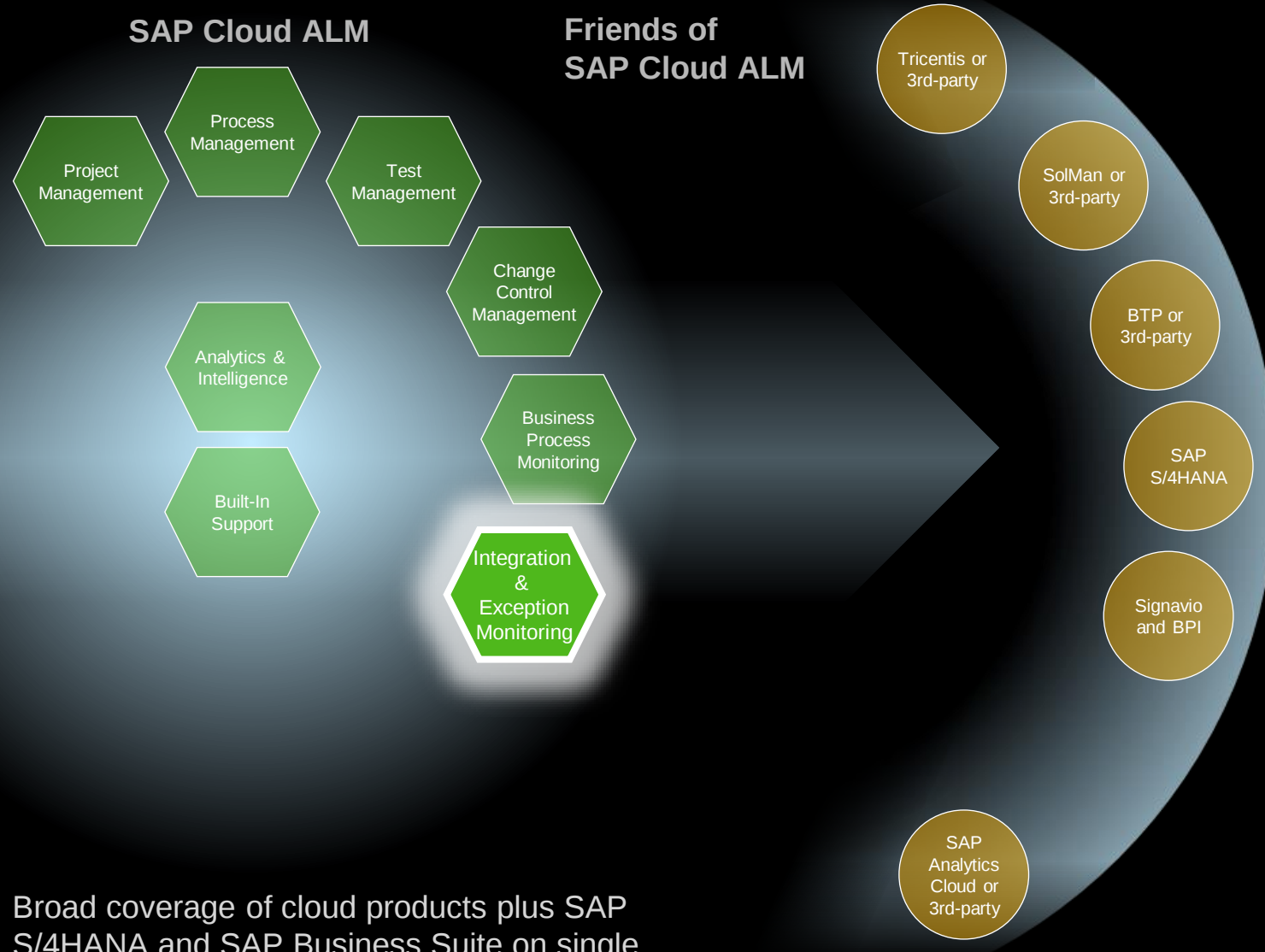
- Focus on Business Process Continuity Monitoring
- Focus on KPIs for SAP cloud products



Integration & Exception Monitoring

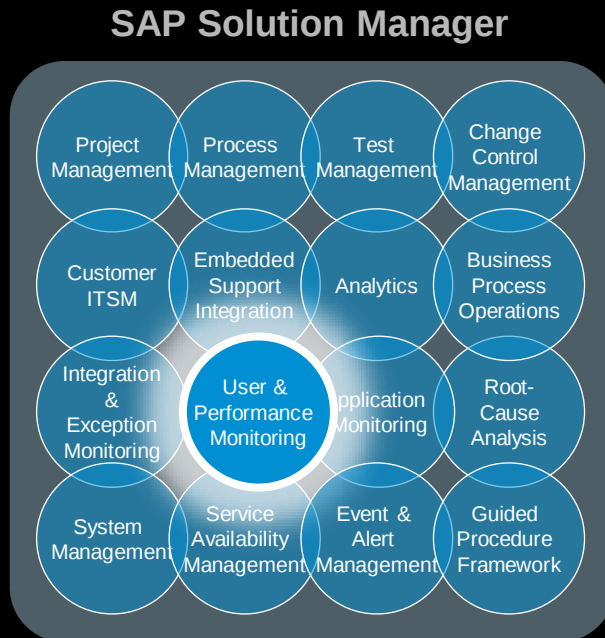


- Focus on on-premise products on statistical level
- Connection monitoring for on premise

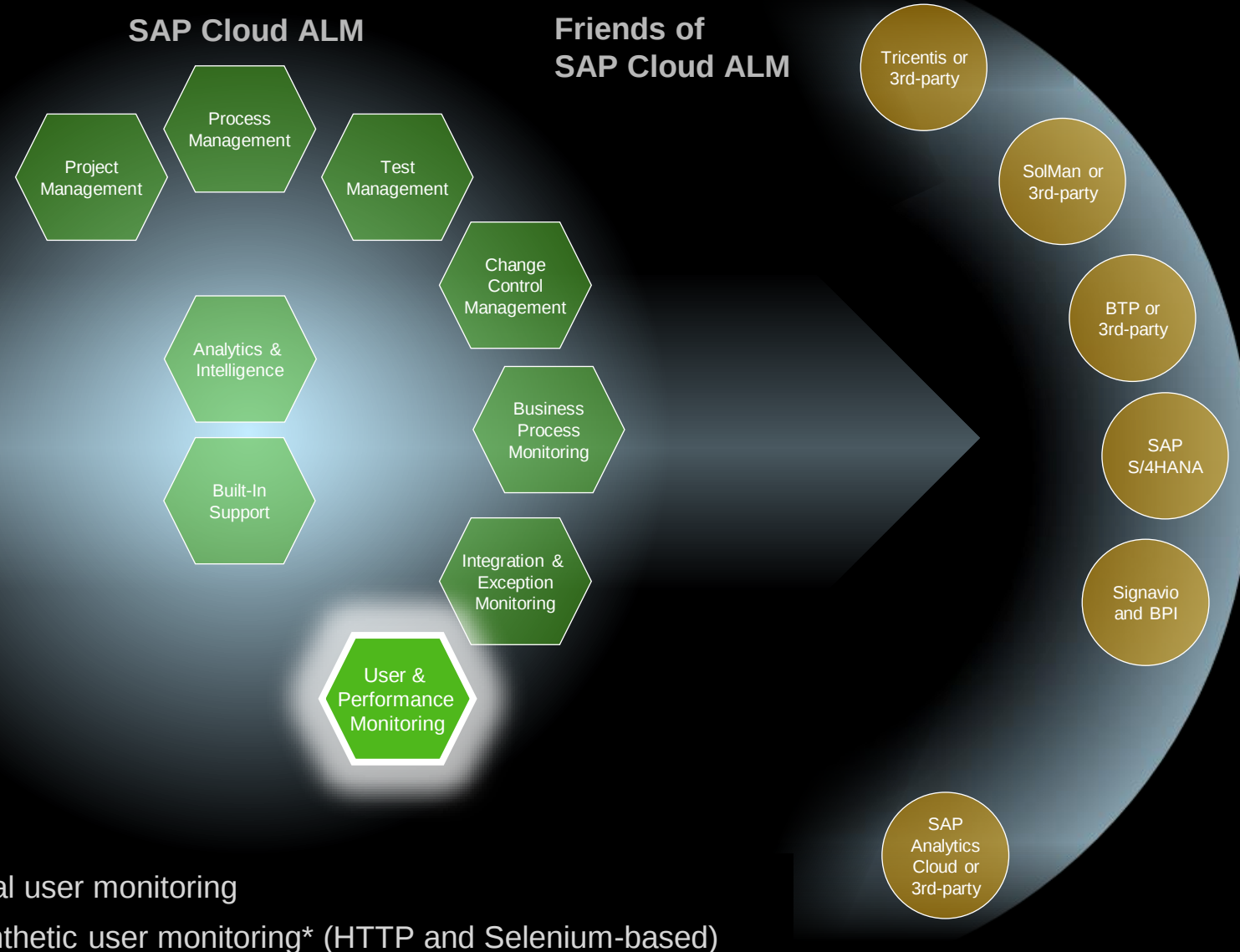


- Broad coverage of cloud products plus SAP S/4HANA and SAP Business Suite on single message level

User Monitoring



- Synthetic user monitoring (only HTTP based)

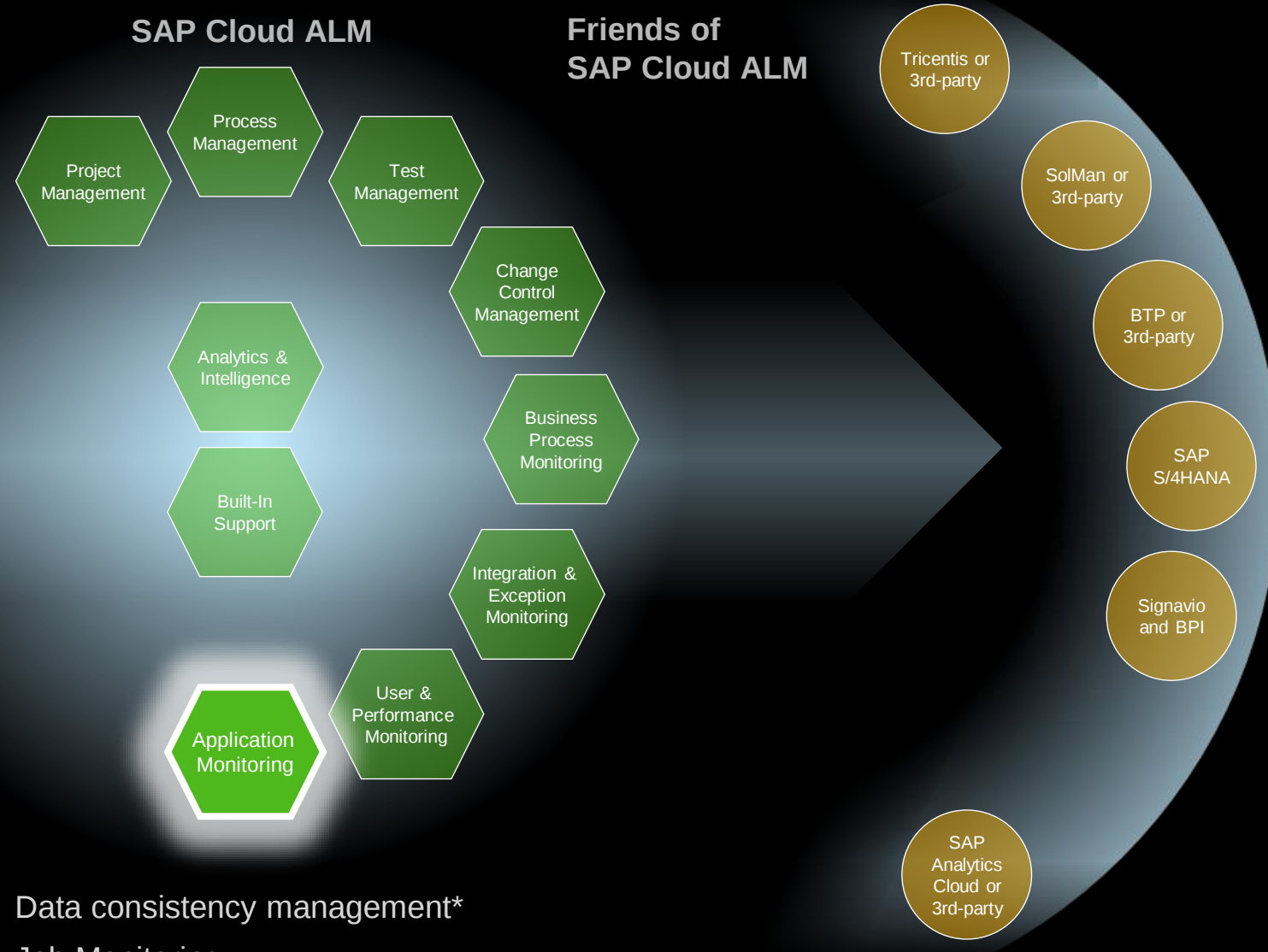


- Real user monitoring
- Synthetic user monitoring* (HTTP and Selenium-based)

Application Monitoring

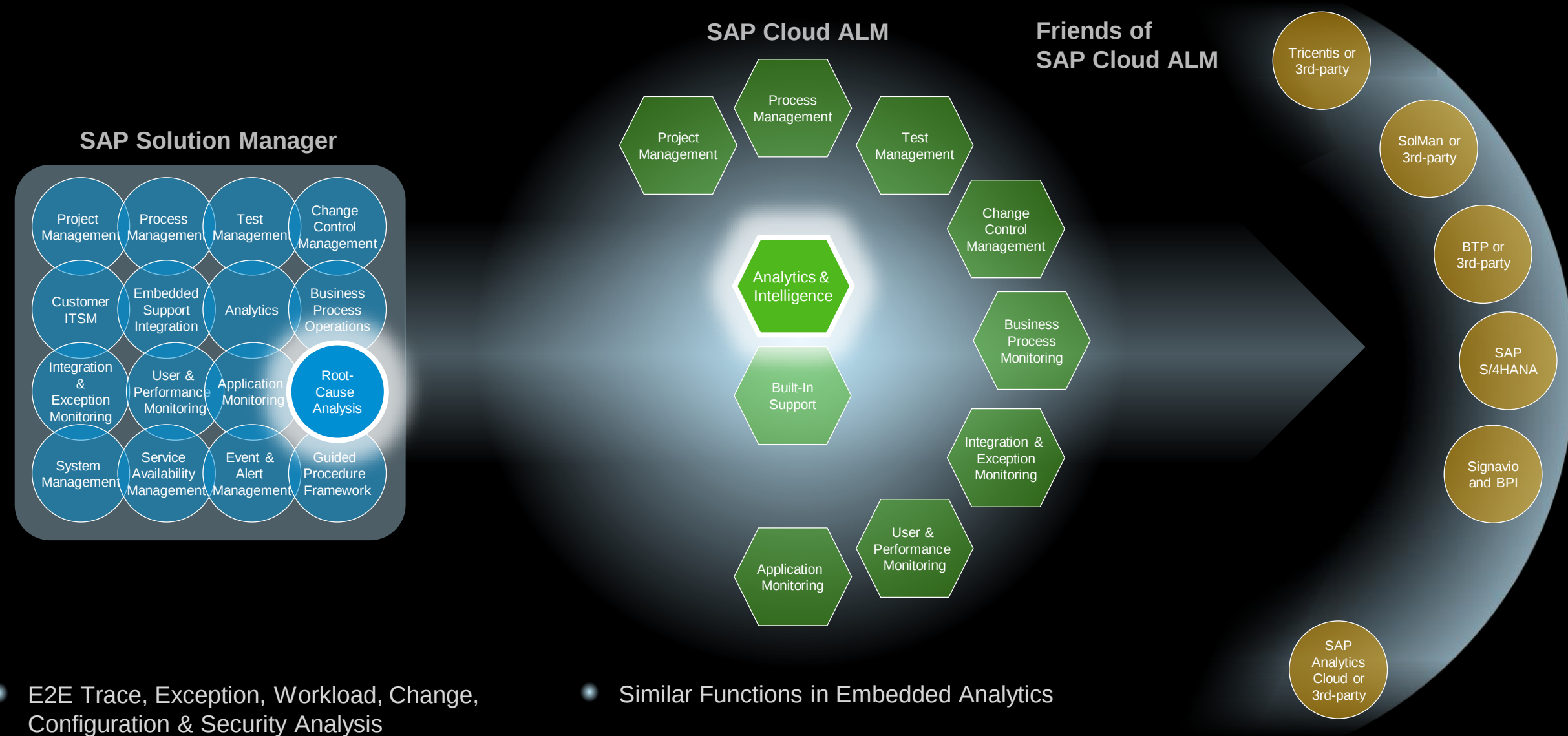


- Data consistency management
- Job Management



- Data consistency management*
- Job Monitoring

Root-Cause Analysis



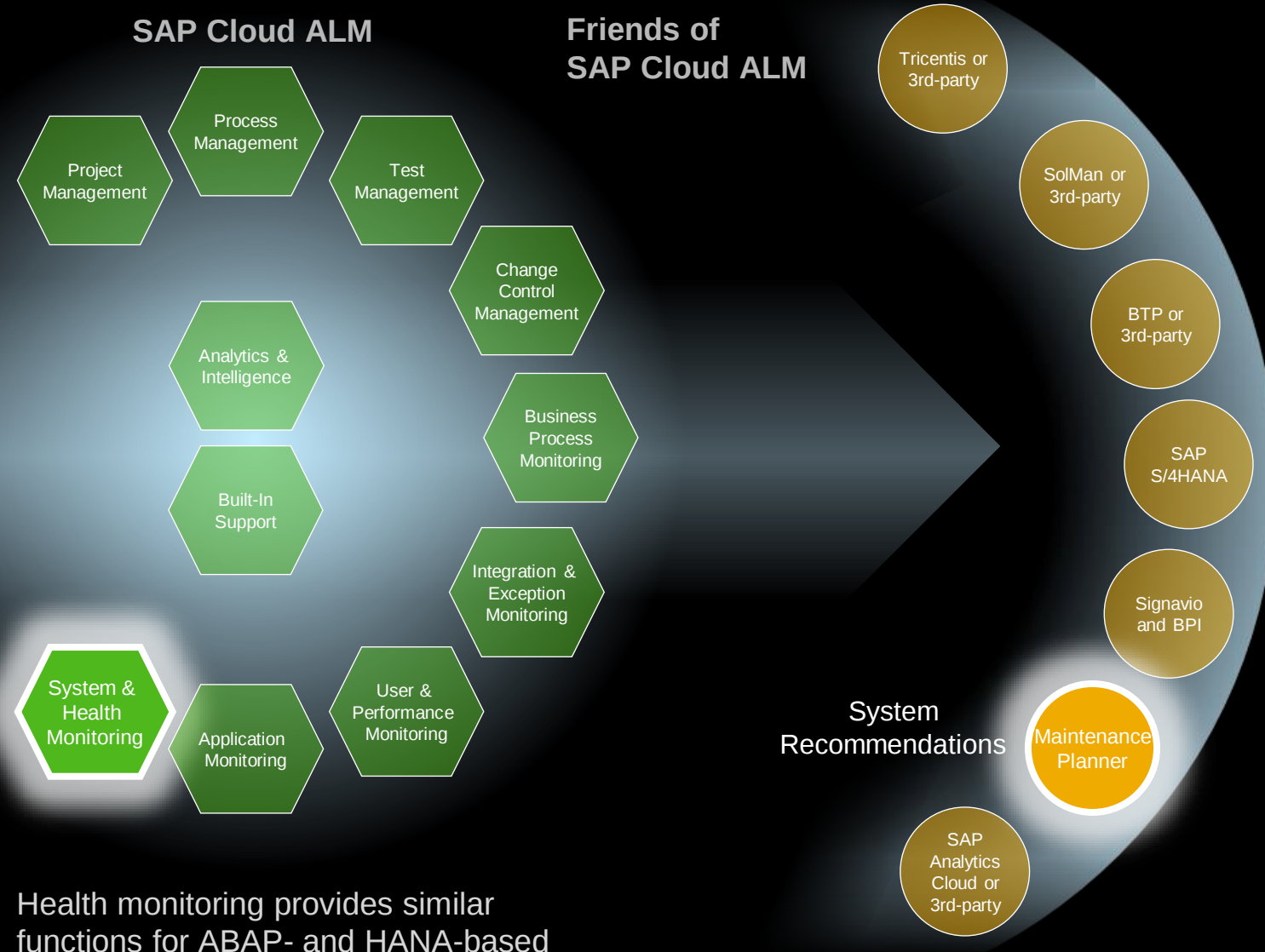
- E2E Trace, Exception, Workload, Change, Configuration & Security Analysis

- Similar Functions in Embedded Analytics

System Management

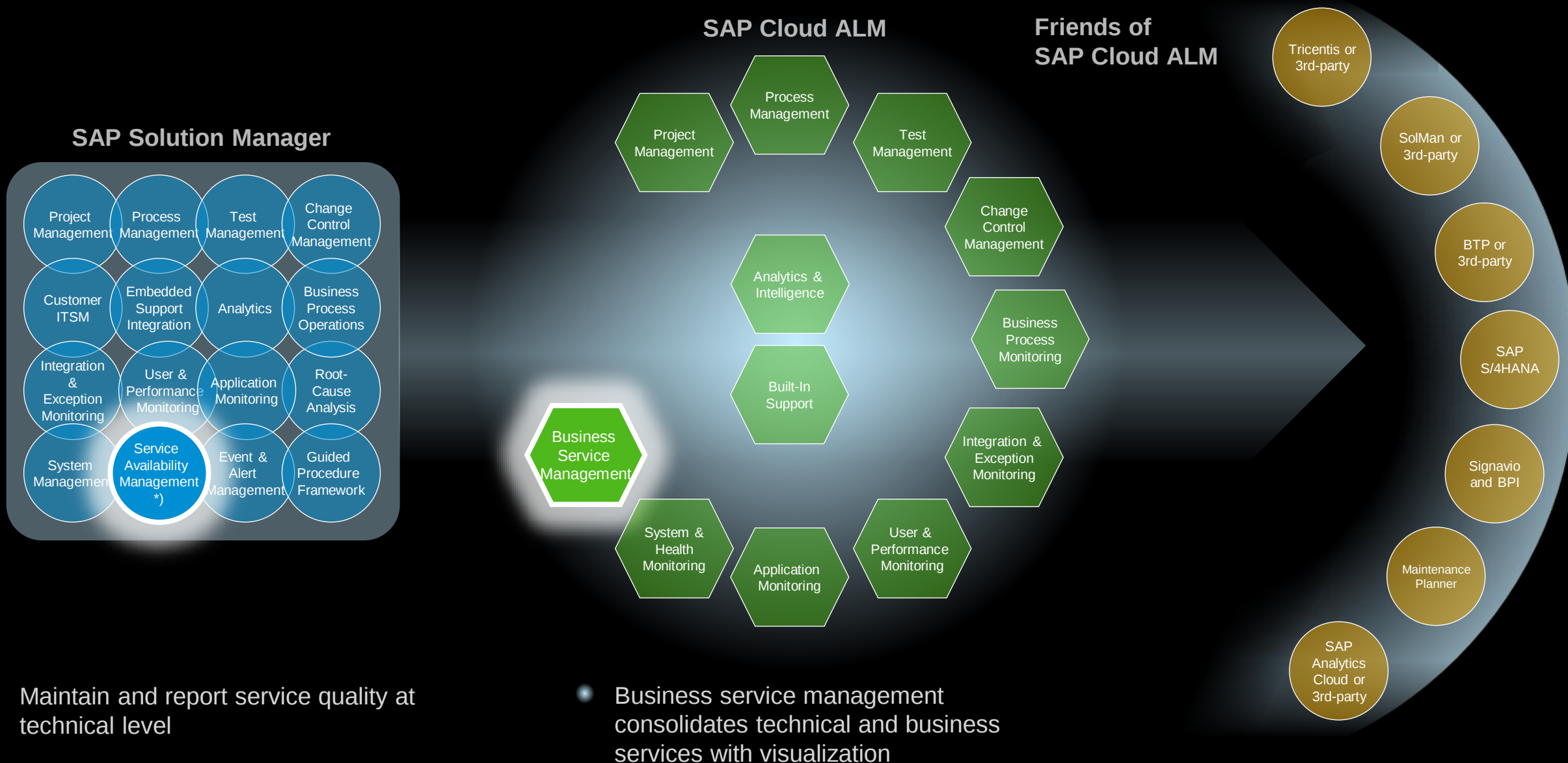


- Broad scope of system monitoring for on-premise landscapes

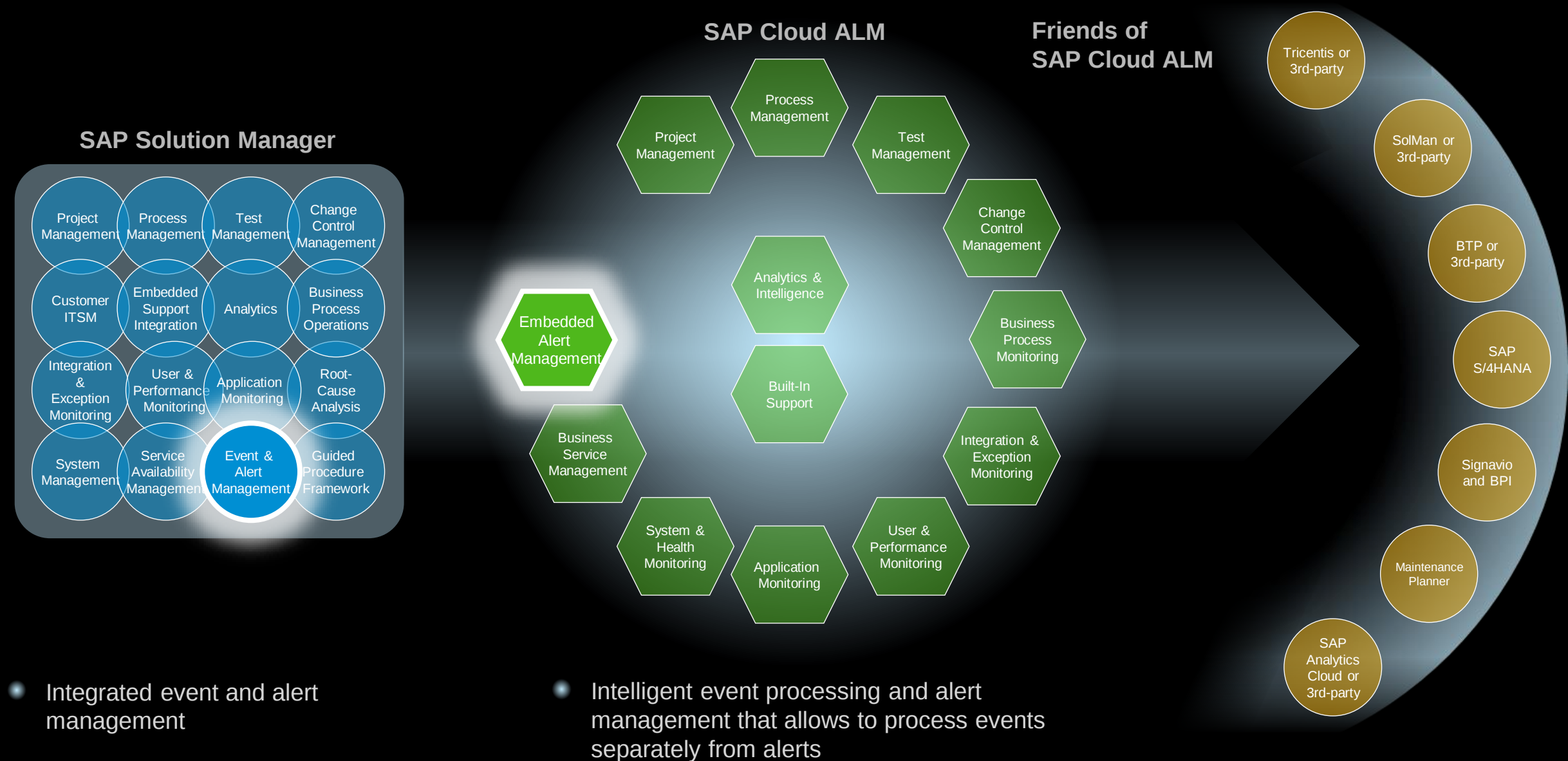


- Health monitoring provides similar functions for ABAP- and HANA-based components

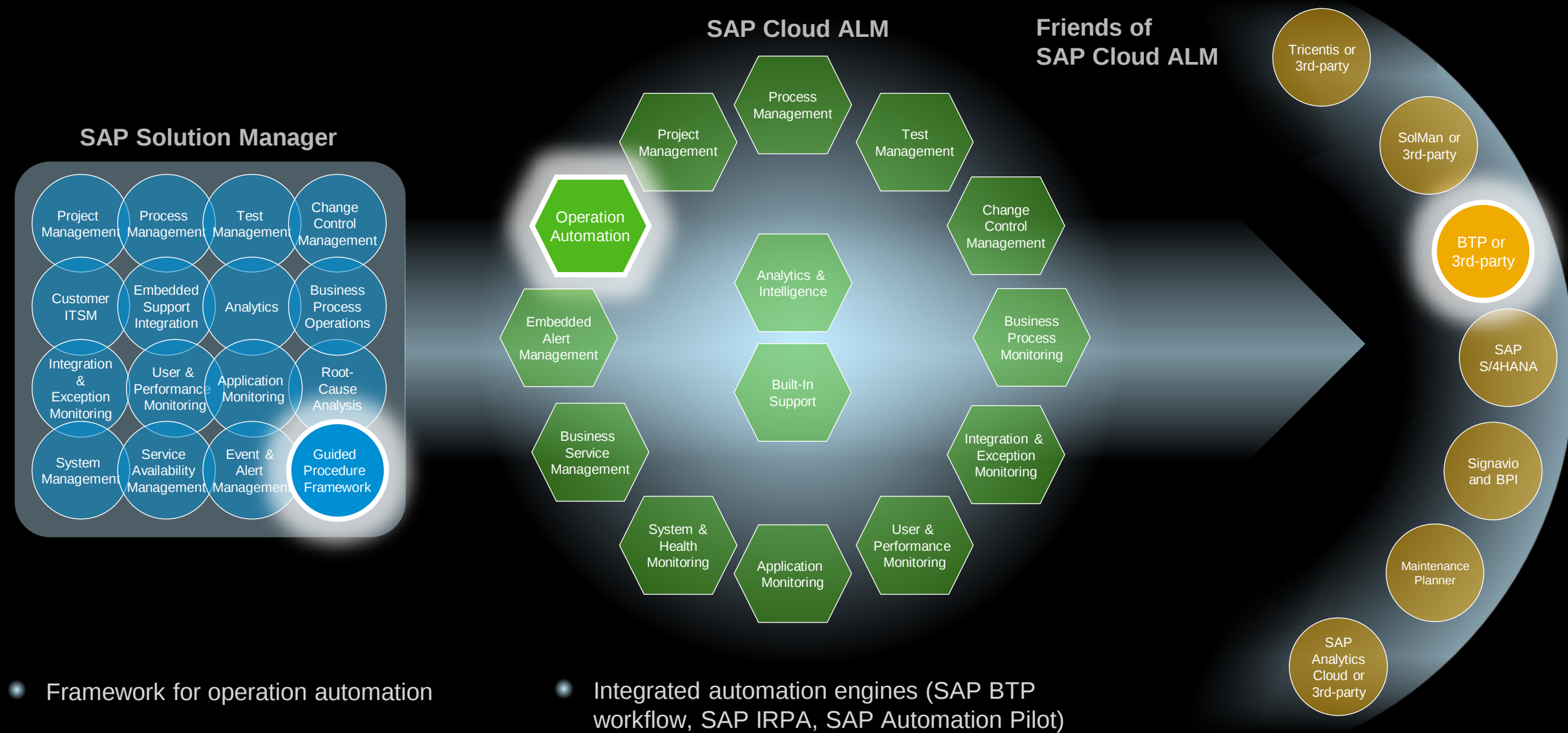
Service Availability Management*)



Event & Alert Management

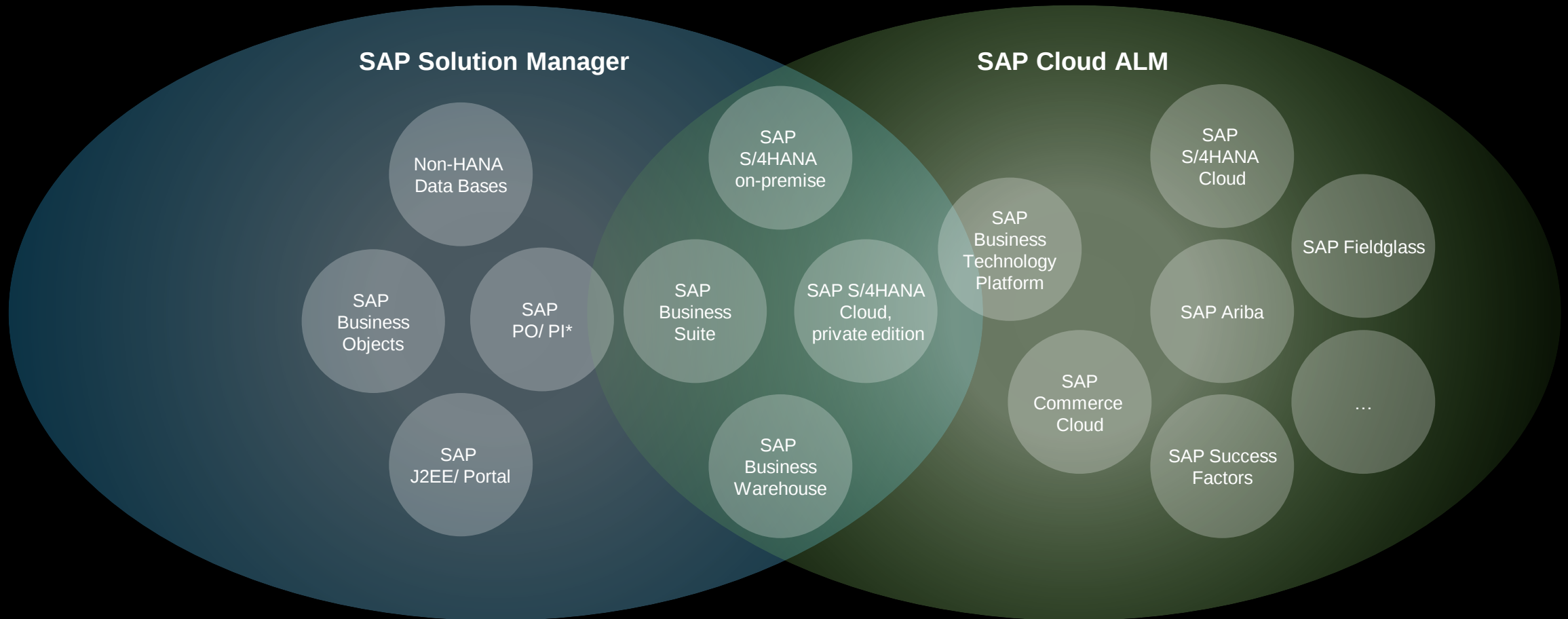


Guided Procedure Framework

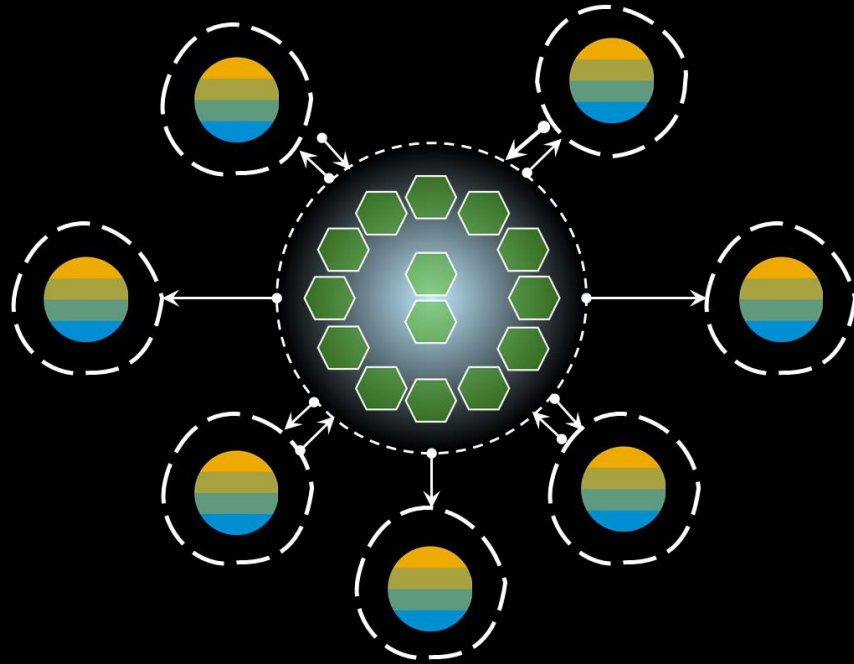


Recommended ALM Solution per Landscape

Based on Content Availability



Architecture



- Simplified architecture **without agents** and other managing components
- SAP SaaS solution with **no installation and maintenance effort** for customers
- Daily deployment, **bi-weekly feature releases**
- Open for **own content and extensions**
- Connectivity to SAP Solution Manager via generic APIs but no productized integration

Summary: What's the best ALM solution for you?

Finding the best ALM solution for you is depending on multiple aspects:

Your ALM strategy

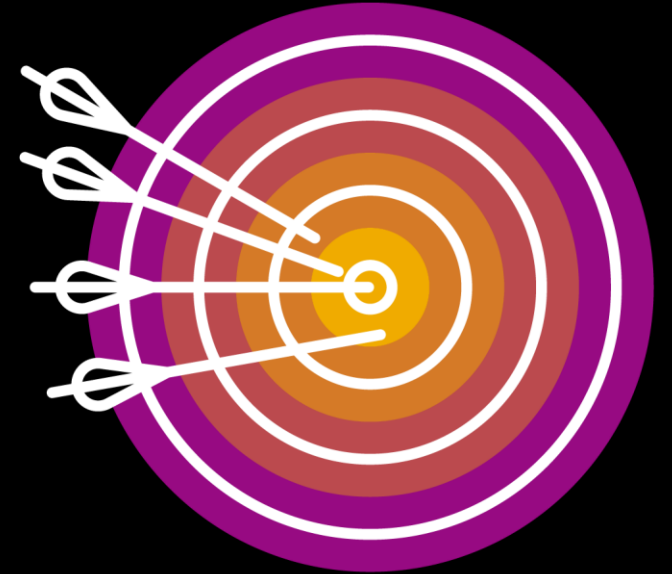
What are your required ALM features?

Your landscape strategy

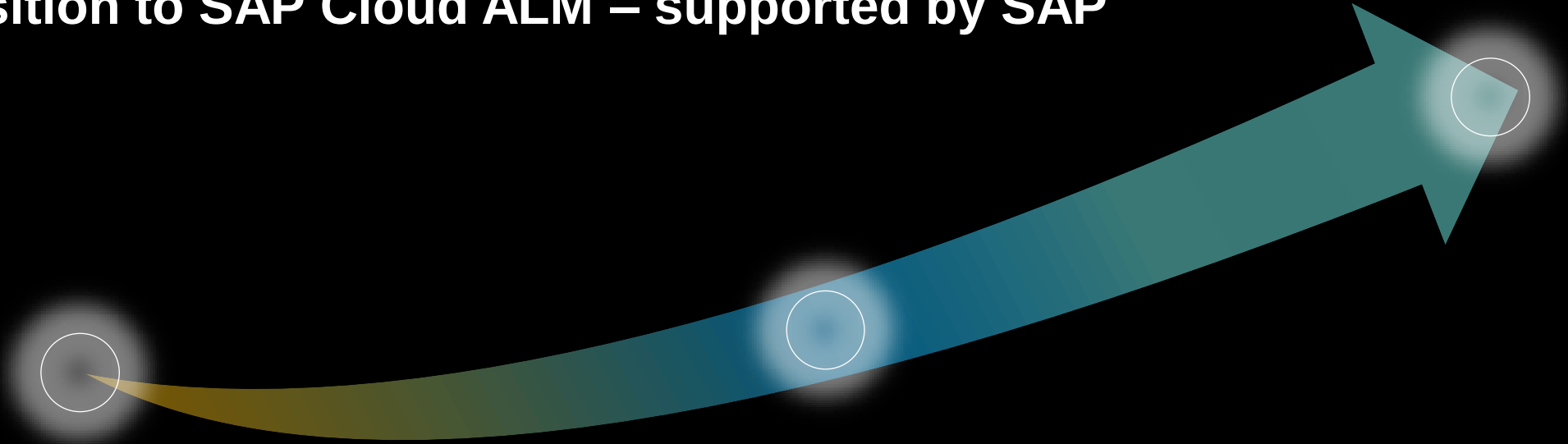
Do you move to the cloud? If yes, public or private?

Your (cloud) mindset

Do you follow a fit-to-standard or a fit-gap approach?



Transition to SAP Cloud ALM – supported by SAP



Prepare

- SAP Cloud ALM Roadmap Service
- SAP Cloud ALM Readiness Check
- Readiness Check PE Services

Implement

- Expert Guided implementation for SAP Cloud ALM
- SAP Cloud ALM missions in the SAP Discovery Center
- Transfer selected data (e.g. process content)

Go-Live and Adopt

- SAP Cloud ALM Launch check

Summary & Wrap-Up



Key Takeaways



Go for SAP Cloud ALM

- Implement SAP S/4HANA Cloud, SAP Success Factors
- Operate SAP S/4HANA, SAP Business Suite and cloud solutions from SAP agentless
- Save maintenance efforts



Add SAP Focused Run

- Outsource on-premise application operations to internal or external service provider



Protect SAP Solution Manager investments

- Leverage individualized ALM
- Manage on-premise landscapes with extensive custom extensions
- Complete your SAP S/4HANA implementation

SAP ALM Summits 2022

Shape your future ALM strategy!

July 26 - 29: APJ (virtual)

October 18 - 21: EMEA (in-person)

November: NA (tbd)

[Info & Registration](#)

Shape your future ALM strategy!

- Benefit from 4 packed conference days with 50+ sessions.
- Learn from our customers about their ALM experiences, challenges and successes.
- Leverage our partners' experience with ALM projects.
- Discuss and share your plans face-to-face with our ALM experts.
- Make use of countless networking possibilities in a charming event location.

EARLY BIRD TICKET	REGULAR TICKET
1.350 € + 19% VAT (until July 31, 2022)	1.650 € + 19% VAT (starts on July 1, 2022)
REGISTRATION CLOSE: OCTOBER 17, 2022	

See you there!

Early
Bird until
July 31!

ALM Summit EMEA 2022

October 18– 21, 2022

Manufaktur Mannheim, Germany

Stay Updated: ALM Newsletter

Stay updated about the latest news in
Application Lifecycle Management!

Register now for our brand-new monthly
ALM newsletter here:

[Register here](#)



ALM Events

SAP ALM Events & Webcasts

Learn everything you need to know about Application Lifecycle Management, get the latest news, and have your questions answered with our various ALM event formats!



ALM Roadshows

Virtual 4-hour ALM overview events for a local or regional target group.

Upcoming Roadshows:

- ✓ April 6, 2022: Helsinki, Finland ([register here](#))
- ✓ April 2022: Netherlands (tbc)
- ✓ May 2022: Sweden (tbc)
- ✓ June 2022: Oslo, Norway (tbc)

[Info & Registration](#)



SAP Community Calls

Monthly 1h-sessions covering ALM topics, including extensive Q&A possibility.

Next Community Calls:

- ✓ **April 6:** SAP Community Call for SAP Cloud ALM Experts
- ✓ **April 20:** SAP Community Call for ALM
- ✓ **May 4:** SAP Community Call for SAP Cloud ALM Experts
- ✓ **May 18:** SAP Community Call for ALM

All calls start at 4pm CET.

[Info & Registration](#)



What's New Calls

Webcasts showing new and improved features of recent ALM software releases.

Next Webcasts:

- Calls for SAP Solution Manager and Focused Solutions after each release
- What's New in SAP Cloud ALM quarterly updates
- Calls for SAP Focused Run after each release

[Info & Registration](#)



SAP ALM Summits

Large-scale virtual events with keynotes and expert sessions on all ALM topics.

ALM Summits 2022:

- ✓ LAC: Mar.30 / Apr. 7&8
- ✓ APJ: July 26-29*
- ✓ EMEA: Sep./Oct.*
- ✓ NA: November*

(*dates are in planning and subject to change)

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Exclusive SAP ALM Partner Event

SAP ALM Partner Conference EMEA | May 17 - 18, 2022 | SAP St. Leon-Rot, Germany | [Register here](#) (SAP Partners only!)

<https://support.sap.com/alm-events>

Stay in touch with ALM

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Join our regular “[What’s new](#)” webinars!



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Questions? Contact
SAP_ES_Academy@sap.com

SAP Solution Manager 7.2 SPS11 Overview

This event celebrates the launch of SPS11 for SAP Solution Manager 7.2. Learn from our experts about the highlights for build and run in this feature-packed release.

Goals:

- Learn about the highlights of SPS11 for SAP Solution Manager 7.2.

more

1.5^{HOURS}
DURATION

1.5^{HOURS}
DURATION

3 categories more

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You may also:
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Want to stay up to date?

See the “[What’s New](#)” section in the help portal!

What's New in SAP Cloud ALM

Find out about new features in SAP Cloud ALM.

The table below provides an overview of new features, with the most recent features at the top. You can search through the table and filter content by area and availability date.

Available	Area	Service	Feature	Description
Filter	Filter	Filter	Search within the column	Search within the column
2020-09-22	Implementation	Processes	SAP Best Practices content and Lead-to-Cash content	SAP Best Practices content and Lead-to-Cash content are now available.
2020-09-22	Operations	Integration Monitoring	Remove deleted services from configuration	You can distinguish the services that you have deleted in landscape management and

Want to get regular updates?

Join our monthly [SAP Community Call for ALM](#) and our [SAP Community Call for SAP Cloud ALM Experts](#)!

SAP Cloud ALM Expert Community Call

Join us every month to interact with experts and your peers as they share news, lessons learned and best practices about SAP Cloud ALM for implementation and operations.

Application Lifecycle Management Community Call

The free monthly webinar provides everything you need to know about SAP's Application Lifecycle Management (ALM) offerings. Get the latest news directly from SAP's topic experts!

Thank you.

Benjamin Schneider

Product Expert for ALM, SAP SE

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