

## Reading Sample

*This sample chapter provides an overview of the SAP Solution Manager 7.2 offerings available for SAP S/4HANA. Coverage includes readiness checks, custom code management, testing, deployment, and integration support.*



**"SAP Solution Manager 7.2 for  
SAP S/4HANA"**



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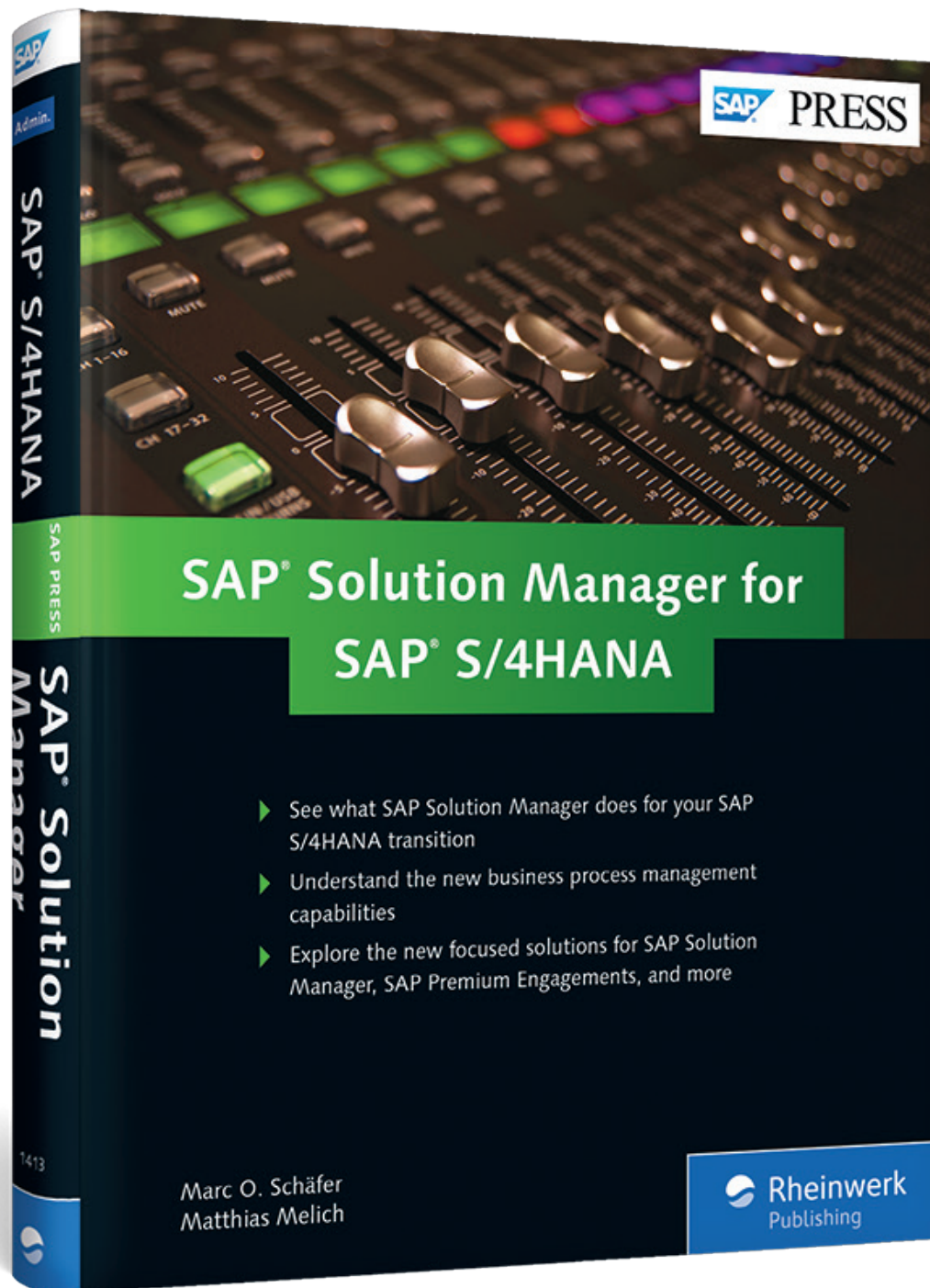
### **SAP Solution Manager for SAP S/4HANA**

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SAP Solution Manager 7.2 is perfect for implementing and operating SAP S/4HANA. In this chapter, we present an overview of the SAP Solution Manager 7.2 offerings for SAP S/4HANA customers.

## 2 SAP Solution Manager 7.2 for SAP S/4HANA

SAP Solution Manager 7.2 was explicitly designed to best support SAP S/4HANA; as a customer, you receive tools, content, best practices, and methodologies via SAP Solution Manager for your transition to SAP S/4HANA. This support is independent of the transition scenario you chose: a new SAP S/4HANA implementation, a system conversion, or a landscape transformation.

SAP Solution Manager 7.2 delivers support during the complete value lifecycle of SAP S/4HANA. Figure 2.1 summarizes the main deliverables of SAP Solution Manager 7.2 for SAP S/4HANA.

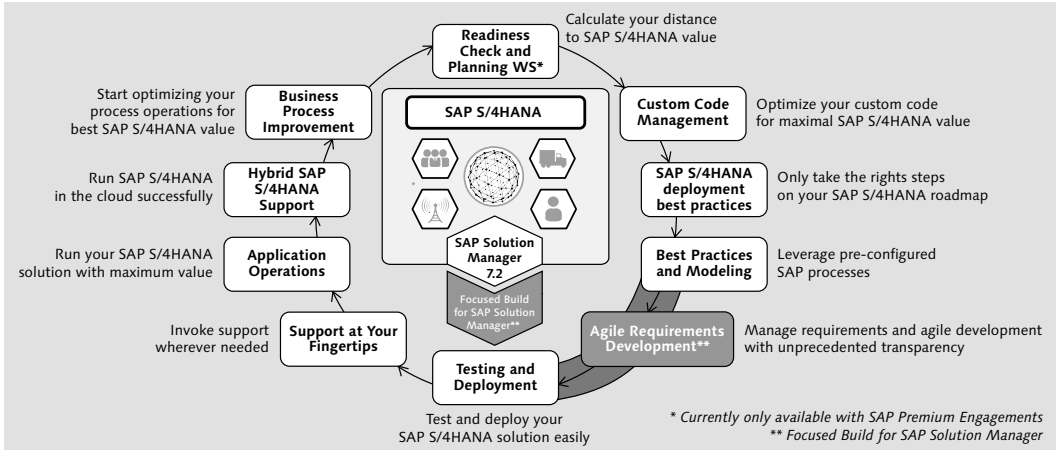


Figure 2.1 SAP Solution Manager 7.2—Made for Your Lifelong SAP S/4HANA Success

In this chapter, we will give you an overview of what SAP Solution Manager 7.2 can do for SAP S/4HANA, from readiness checks and custom code management, to testing, deployment, and integration support.

2.1    Readiness Check and Planning Service

Existing customers who want to use SAP S/4HANA may find themselves asking the following questions. How long will my journey to value be? What are the prerequisites for SAP S/4HANA? This information is important for the transition business case, to plan when the SAP S/4HANA journey is feasible and how to prepare for it. SAP supports existing customers with a readiness check and a planning service.

The readiness check helps you as a customer to, for example, discover problems that will stop your SAP S/4HANA journey, such as add-ons that you may have installed in your existing SAP solution but that are not compatible with the SAP S/4HANA solution. SAP Solution Manager also checks the system and landscape requirements for a successful SAPS/4HANA transition. Because SAP S/4HANA significantly simplifies the storage of business data in comparison to your existing solutions, it is necessary to check before a transition project whether you created your own custom code programs or reports that access data structures, which will be no longer available in SAP S/4HANA. The readiness check also gives you an overview of all your custom code that needs to be adapted to SAP S/4HANA before the transition.

The readiness check provides a solid and comprehensive technical overview inside SAP Solution Manager 7.2 of all steps you have to take to transition successfully to SAP S/4HANA. Because this technical analysis is not immediately actionable for many customers, SAP has decided to bundle the readiness check with an individual planning service. This service allows customers to invoke SAP expertise to translate the readiness check results correctly and sequence them optimally into a set of individual measures, steps, and services required for successful transition.

The readiness check and the planning service are currently available only for customers with premium support engagements. SAP plans to

standardize and generalize the readiness check in the future so that it becomes a self-service that can be consumed by SAP Enterprise Support customers. For a complete overview of the readiness check, see Chapter 4.

2.2    Custom Code Management

Many customers have developed custom code in their existing SAP solutions over the years, usually because they needed to use capabilities that did not exist in their SAP releases at the time and that were required for a successful SAP implementation. SAP recommends the use of as little custom code as possible; it delays upgrades and increases maintenance efforts. For the transition to SAP S/4HANA, custom code needs to be examined in detail; SAP has changed data structures and business processes in SAP S/4HANA, and these changes may prevent custom code programs from running correctly on SAP S/4HANA. To aid with this issue, SAP Solution Manager 7.2 delivers *Custom Code Management*, which helps you as a customer to tackle all potential problems caused by custom code before the transition to SAP S/4HANA in an efficient manner.

Custom Code Management provides you with various tools, best practices, and a methodology to manage custom code. SAP's analyses of many customer systems have revealed that more than 50 percent of customers' custom code is obsolete because it is never executed or its related business requirement changed. Of the remaining custom code objects, SAP detected a high number of custom programs that were cloned and then only minimally enhanced. Custom Code Management in SAP Solution Manager helps you to tackle these two and other types of obsolete custom code. SAP Solution Manager first gathers information about custom code automatically from all connected managed systems into a central repository. Then, in the *Decommissioning Cockpit*, you can easily identify and remove unused custom code. The quality cockpit allows you to evaluate your custom code in the SAP S/4HANA context.

Tools

Custom Code Management tools are available to all customers with SAP Enterprise Support or premium engagements. A complete overview of Custom Code Management can be found in Chapter 5.

2.3 Roadmaps

One of the guiding principles for SAP is to develop new products in such a way that it is relatively easy to manage them for existing customers with their current experience. That is why implementing and operating SAP HANA and SAP S/4HANA is supported by well-known functions in SAP Solution Manager.

However, the new products differ from the existing ones in certain ways, so some additional skill sets are required. It is important for SAP not only to deliver new products, but also to ease the required knowledge transfer. This process is addressed by roadmaps that are part of the *deployment best practices* provided by SAP.

The roadmaps provide an introduction to the architecture of the new products. They explain how customers can move from their existing setups to the new solutions, including by using generic methodologies provided by SAP Activate or product-specific methodologies, such as those in the SAP S/4HANA roadmap. Customers also gain access to best practices experience for how to operate SAP HANA-based solutions.

Knowledge articles Roadmaps are available via the roadmap viewer provided in SAP Solution Manager 7.2, a tool that enables training on the job. Customers can access required knowledge articles directly from the tool they are currently working in; this kind of knowledge transfer is much more efficient than traditional training classes.

Expert guidance In addition to this basic knowledge, expert guidance is offered in the form of meet-the-expert and expert-guided implementation sessions. These sessions can be booked through SAP Enterprise Support Academy, which is accessible for customers with SAP Enterprise Support.

For more information about the roadmaps, see Chapter 3.

2.4 Process Modeling and SAP Activate

SAP supports the adoption of SAP S/4HANA with implementation content delivered through SAP Activate and tools in SAP Solution Manager. The implementation content comprises SAP Best Practices processes, with their proven process diagrams, configuration documents, and settings. Across the different SAP S/4HANA editions, SAP delivers about two hundred processes and 250 diagrams (as of January 2016) and intends to increase this content with each shipment of SAP S/4HANA.

SAP delivers an overall implementation experience for SAP S/4HANA for greenfield customers. Both SAP S/4HANA and SAP Solution Manager 7.2 are available as trial systems in the SAP cloud, where the best practices content provided by SAP Activate is used. This provides customers with the opportunity to evaluate this content in both the SAP S/4HANA system and SAP Solution Manager 7.2.

All the process diagram content was designed with the embedded modeling environment of SAP Solution Manager 7.2. This means that as a SAP S/4HANA customer, you can adapt the preconfigured processes with SAP Solution Manager 7.2 to meet your requirements.

The seamless integration of the SAP Best Practices and SAP Solution Manager 7.2 in combination cloud integration gives you a unique implementation experience for the different SAP S/4HANA deployment scenarios. First, analyze the implementation content that SAP provides. Then, if you want to start a project, you can use SAP Solution Manager 7.2 in the SAP Cloud Appliance Library. This approach is especially attractive for customers who already use SAP Solution Manager 7.1, because they can parallelize the upgrade of their existing installation with their delta scoping activities for SAP S/4HANA, which require release 7.2. Once the cloud-based delta is scoped, the results can be transferred easily from the cloud into the on-premises SAP Solution Manager 7.2. Then, customers can start the build phase of their SAP S/4HANA implementation projects.

For a complete overview of the SAP S/4HANA implementation experience provided by SAP Activate and SAP Solution Manager 7.2, see Chapter 8.

Implementation content and tools

SAP Cloud Appliance Library



2.5 Managing Requirements from Collection to Realization

Some customers have software requirements that go beyond the innovation that SAP S/4HANA already delivers, but for which SAP HANA provides the perfect innovation platform. Customers who are in such a situation usually choose a SAP MaxAttention engagement, which was designed by SAP especially to support customers with special innovation needs.

Focused solutions  
for SAP Solution  
Manager

Experience shows that a major success factor for projects with a high level of innovation is the successful management of requirements from collection until deployment. SAP addresses this topic with a new offering in SAP Solution Manager: Focused Build for SAP Solution Manager. This offering provides a ready-to-run, integrated, tool-supported methodology to manage requirements and software development in large, agile innovation projects. With Focused Build, you organize the collection of requirements from the business and manage these requirements successfully and transparently until you decide whether they will be developed or not. Once a positive development decision has been made, the Focused Build approach provides unprecedented insights into the status of each requirement and the realization rate. The project management office (PMO) can be easily and quickly informed about the overall status of the innovation project without manual effort, because the solution automatically assembles all relevant progress information in an easy-to-understand solution-readiness dashboard. Moreover, Focused Build also supports agile development methods because it allows for organizing the required development work into sprints and waves.

The focused solutions for SAP Solution Manager are a new SAP offering on top of SAP Solution Manager, and go beyond what SAP provides as part of the maintenance contract. Customers who want to benefit from this offering need to license it separately.

You can find a comprehensive overview of the benefits of Focused Build for SAP Solution Manager, one of the aforementioned focused solutions, and its licensing conditions in Chapter 11.

2.6 Testing and Deployment

SAP Solution Manager 7.2 delivers a full-blown testing environment, which is perfect for the implementation and operation of SAP S/4HANA. SAP Solution Manager 7.2 allows you as a customer to test business processes for both the on-premise and cloud SAP S/4HANA editions. SAP Solution Manager 7.2 also enables you to test hybrid scenarios that integrate the on-premise solution with cloud services.

Complete testing  
tools

SAP Solution Manager 7.2 also perfectly integrates SAP S/4HANA into Change Control Management so that you can track all changes for both SAP S/4HANA and SAP Business Suite. SAP Solution Manager 7.2 also delivers automated documentation update for changes. When changes are deployed from the quality assurance environment to the production environment, SAP Solution Manager 7.2 ensures that all documentation describing the changes is updated in the production branch along with the technical deployment. All items that were replaced are versioned and therefore are still available if required.

Integration into  
Change Control  
Management

With SAP Solution Manager 7.2, SAP also provides full-blown Release Management. Customers who run multiple SAP S/4HANA projects in parallel can now easily move project deployments that did not meet the planned deadline or did not pass all quality criteria into a later release. SAP Solution Manager 7.2 manages all potential conflicts that may arise through such a shift, either automatically if possible or by prompting administrators for action.

Release Manage-  
ment

For a complete overview of testing and deployment in SAP Solution Manager 7.2, see Chapter 9 and Chapter 10.

2.7 Support Integration

Many customers liked the integration of support capabilities into SAP applications. Users could open a support ticket in the SAP Solution Manager Service Desk directly from the application screen where an issue occurred. This feature provided better support integration with the customer's support personnel as well as with end users, because SAP

Solution Manager automatically logged the technical system context at the moment of ticket creation. This information often allowed support personnel to locate the root cause of the problem faster, which in turn resulted in higher end user satisfaction with support.

**Support for SAP Fiori** The availability of this feature depends on the SAP UI. For SAP S/4HANA customers, SAP also provides the support integration feature for SAP Fiori applications with SAP Solution Manager 7.2, so SAP customers who use the SAP Solution Manager IT Service Management (ITSM) now also have this support option.

**SAP Jam integration** In addition to support integration for SAP Fiori, SAP has also invested in additional Incident Management capabilities that support the implementation and operations of SAP S/4HANA. SAP Jam integration, for instance, makes it easier for a customer’s support personnel to solve issues collaboratively. This may prove especially helpful if the implementation of SAP S/4HANA is the support organization’s first contact with SAP’s in-memory technology, because it is easy for a message processor to call upon other experts in the organization.

The new checklists, which can be attached to support messages in SAP Solution Manager 7.2, allow support to have a standardized and guided process to fulfill IT services in an optimal way. New dispatching functionalities based on predefined rules allow an efficient ticket flow between the support teams. These features help to reduce message ping-pong between end users and support staff significantly, which contributes to speedy and successful problem solving.

For a complete overview of the Incident Management capabilities in SAP Solution Manager 7.2, see Chapter 13.

**2.8 Monitoring, Root Cause Analysis, and Regular Operational Tasks**

Business users always expect to have a stable and well-performing business environment, and this is true as well for SAP S/4HANA. SAP S/4HANA combines multiple technology stacks: the SAP Fiori UI layer, the ABAP

application layer, and the SAP HANA platform layer. SAP Solution Manager 7.2 provides a holistic view across all of these layers; it is fully equipped with all operations tools required and therefore provides the single point of truth for all SAP S/4HANA technologies. This makes it especially easy for existing users of SAP Solution Manager to incorporate their new SAP S/4HANA system into their existing and proven operations concept.

SAP invested in fully integrating SAP HANA into the monitoring and alerting framework of SAP Solution Manager 7.2. All alerts that the SAP S/4HANA system raises are available in the SAP Solution Manager 7.2 unified inbox, which thus becomes the central working environment for system administrators. All issue-resolution tools that SAP provides are fully integrated into the inbox; administrators are not only informed about existing or potential issues, but also can launch the appropriate resolution tools.

SAP Solution Manager 7.2 both helps to identify potential and existing issues and suggests how to solve them. If SAP HANA raises an alert, for instance, then SAP Solution Manager will, at the same time, suggest one or more guided procedures that administrators can use to solve the issue. This assistance is especially beneficial to support organizations that are in an SAP S/4HANA Early Adopter Care phase. The guided procedures can be scheduled and assigned to organizational teams to execute, and the local customer support organization can adapt them via the SAP Solution Manager 7.2 guided procedure authoring environment if required. Typical and regular operation tasks are supported with standardized, preconfigured guided procedures.

SAP Solution Manager 7.2 also provides support for SAP S/4HANA customers who need to run their systems in high-availability mode. In this scenario, a second SAP S/4HANA shadow system runs in parallel with the main system. SAP Solution Manager allows customers to monitor this shadow system to make sure that it performs well in a fail-over scenario.

For a complete overview of the monitoring capabilities in SAP Solution Manager 7.2, see Chapter 16.

Guided procedures

Monitoring of failover scenarios

2.9 Hybrid SAP S/4HANA Scenarios

Many customers plan to operate their SAP S/4HANA solution in combination with SAP public cloud offerings, like SAP SuccessFactors or SAP Ariba. SAP invested heavily to include management functions for the SAP public cloud in SAP Solution Manager 7.2. The major use cases that SAP Solution Manager 7.2 delivers for SAP on-premise products are also available for the cloud. This makes it extremely easy for customers who are using SAP Solution Manager 7.1 already to extend its use to hybrid landscapes.

As a customer, you can easily integrate the SAP public cloud and SAP Solution Manager with a guided procedure that SAP delivers with SAP Solution Manager 7.2. All capabilities are technically available as soon as the cloud service is registered in SAP Solution Manager. Note that for some SAP Solution Manager scenarios additional configuration activities may be required.

If you plan to consume SAP S/4HANA in the cloud, SAP Solution Manager 7.2 delivers availability and performance monitoring. Further operations use cases are planned.

For a complete overview of the hybrid support capabilities in SAP Solution Manager 7.2 for SAP S/4HANA, see Chapter 19.

2.10 Delivery Platform for SAP S/4HANA Engagements

SAP offers four engagements to support customers who want to implement SAP S/4HANA, ordered according to the engagement level that a customer wants—from a standard engagement level to a highly customer-specific SAP MaxAttention engagement. Each engagement contains all deliverables of all lower-level engagements; that is, for example, SAP MaxAttention includes the services of all three lower-level engagements. The engagements are as follows:

► SAP ActiveEmbedded for planning and safeguarding of SAP S/4HANA

In this engagement, SAP develops an innovation roadmap and an implementation strategy with the customer and delivers the readiness check and the planning workshop. During the project, SAP delivers technical safeguarding services to minimize risks and ensure a successful go-live.

► SAP ActiveEmbedded for technical implementation of SAP S/4HANA

In this engagement, SAP also performs technical implementation services. In case of a system conversion, SAP migrates the existing customer database to SAP HANA. If the customer chooses to implement SAP S/4HANA from scratch, SAP will perform the technical installation. Customers who go through a landscape transformation are also supported, depending on their specific transformation scenario.

► SAP ActiveEmbedded for functional implementation of SAP S/4HANA

In this engagement, SAP adds the implementation of preconfigured SAP Best Practices processes provided by SAP Activate and configures SAP Fiori UIs for SAP S/4HANA business scenarios.

► SAP MaxAttention for innovation with SAP S/4HANA

In this engagement, SAP coengineers customer-specific solutions on top of SAP S/4HANA. The goal of SAP MaxAttention for SAP S/4HANA is to realize unique business models by helping customers transform their companies.

All engagements are delivered with SAP Solution Manager 7.2, which provides all tools, content, and methodologies required by the onsite delivery teams and a connection to SAP's mission control center, which orchestrates all services and provides all necessary expertise from the worldwide network of SAP internal experts. Figure 2.2 illustrates the delivery of SAP S/4HANA service packages.

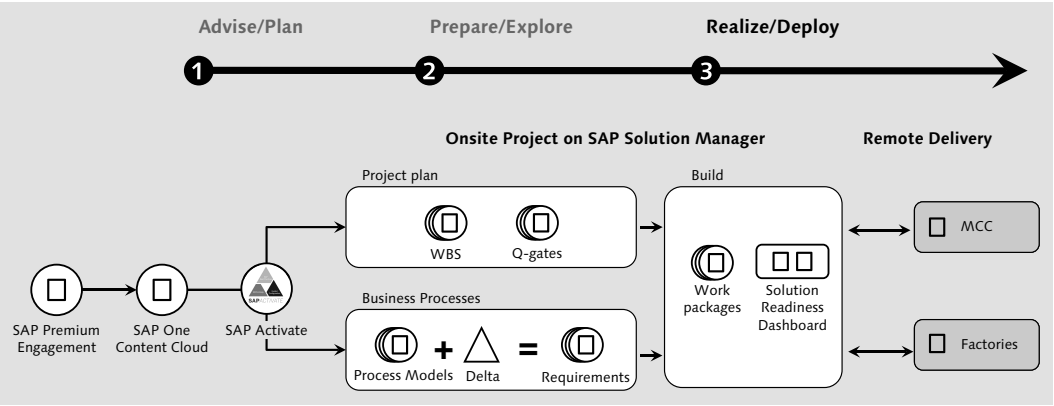


Figure 2.2 SAP Solution Manager as Delivery Infrastructure for SAP S/4HANA

SAP Solution Manager is the delivery infrastructure for SAP S/4HANA. Once a customer has signed up for Premium Engagements service, SAP Solution Manager 7.2 performs the following activities:

- ▶ Downloads a project plan from SAP Cloud, which is adapted to the customers' needs during the planning workshop
- ▶ Orchestrates the service delivery
- ▶ Synchronizes Q-Gates with SAP's back office

In the prepare/explore phase, SAP Solution Manager 7.2 does the following:

- ▶ Imports business processes from the SAP Cloud for build and design
- ▶ Manages delta scoping using a live SAP S/4HANA trial system with fully activated configuration
- ▶ Manages customers' business requirements from collection to decision

In the realize/deploy phase, SAP Solution Manager 7.2 does the following:

- ▶ Slices requirements into work packages and assigns them to waves
- ▶ Hands over work packages to agile build teams who develop in sprints
- ▶ Reports the build progress automatically.

For a complete overview of the SAP S/4HANA Premium Engagements services delivered by SAP Solution Manager 7.2, see Chapter 20.

2.11 SAP Solution Manager 7.2 on SAP HANA

SAP Solution Manager 7.2 is the first release that leverages the SAP HANA database, so you now can choose to use a standard database management system, as in previous releases of SAP Solution Manager, or you can deploy SAP Solution Manager on SAP HANA. For existing SAP Solution Manager customers, SAP offers a one-step migration during the upgrade; that is, customers can combine their upgrade to version 7.2 with an SAP HANA migration.

Using SAP HANA is attractive for many customers, for various reasons: **Benefits**

- ▶ **Performance**  
Especially for extensively used and large SAP Solution Manager systems, the main memory processing of SAP HANA results in an essential performance increase. SAP HANA integrated text search functionality is dramatically faster than former functionality in SAP Solution Manager 7.1. This raises very new opportunities to work with documents, service reports, or searching in ITSM tickets, for example.
- ▶ **Licensing**  
SAP includes SAP HANA for SAP Solution Manager in the maintenance contract, so SAP HANA for SAP Solution Manager does not need to be licensed separately. For more details, see Chapter 21.
- ▶ **SAP HANA only**  
Many customers have decided to use SAP HANA as the sole platform in their enterprise. For these customers, SAP HANA under SAP Solution Manager 7.2 is the perfect lifecycle management platform.
- ▶ **First SAP HANA experience**  
Customers with an SAP HANA strategy sometimes are looking for a system in which their technical teams can gain experience. SAP Solution Manager on SAP HANA is well-suited to this task, because for some customers it is a management system with limited impact on the customer's business.



Experience shows that customers welcome the availability of SAP Solution Manager 7.2 on SAP HANA. During the Early Adopter Care phase, more than 80% of all participating customers selected SAP Solution Manager on SAP HANA.

For a complete overview of SAP Solution Manager 7.2 on SAP HANA, see Chapter 22.

2.12 Business Process Improvement

Focus on  
data quality

SAP HANA provides many advantages to both existing and new SAP customers. For existing customers, the ability to fully preserve existing business data during the transition to SAP HANA is important, because it saves them the extra effort of migrating data between systems. If you take a look at the transition from a business perspective, however, the transition cannot address business data quality issues, so old, unprocessed documents in the legacy SAP system remain old, unprocessed documents in the new SAP S/4HANA system. SAP Solution Manager 7.2 business process improvement addresses this data quality issue for core SAP S/4HANA benefit cases like soft close or material requirements planning. For example, with SAP Solution Manager 7.2, customers can close unprocessed documents so that they can be archived. This makes material requirements planning results more accurate and accelerates period-end closing.

The business process improvement capabilities in SAP Solution Manager 7.2 are available for both SAP Business Suite and SAP S/4HANA. SAP recommends that customers launch projects to improve business data quality before the transition to SAP S/4HANA. SAP Solution Manager Business Improvement is thus a perfect example of how SAP Solution Manager helps you prepare for your successful SAP S/4HANA start.

Business process improvement capabilities are restricted to SAP Enterprise Support. For a complete overview of business process improvement capabilities delivered by SAP Solution Manager 7.2, see Chapter 16.

2.13 Summary

SAP Solution Manager 7.2 is the perfect value companion for SAP S/4HANA because it supports customers in all phases of the life cycle. SAP therefore strongly recommends that you use SAP Solution Manager 7.2 during your transition to SAP S/4HANA, and beyond.

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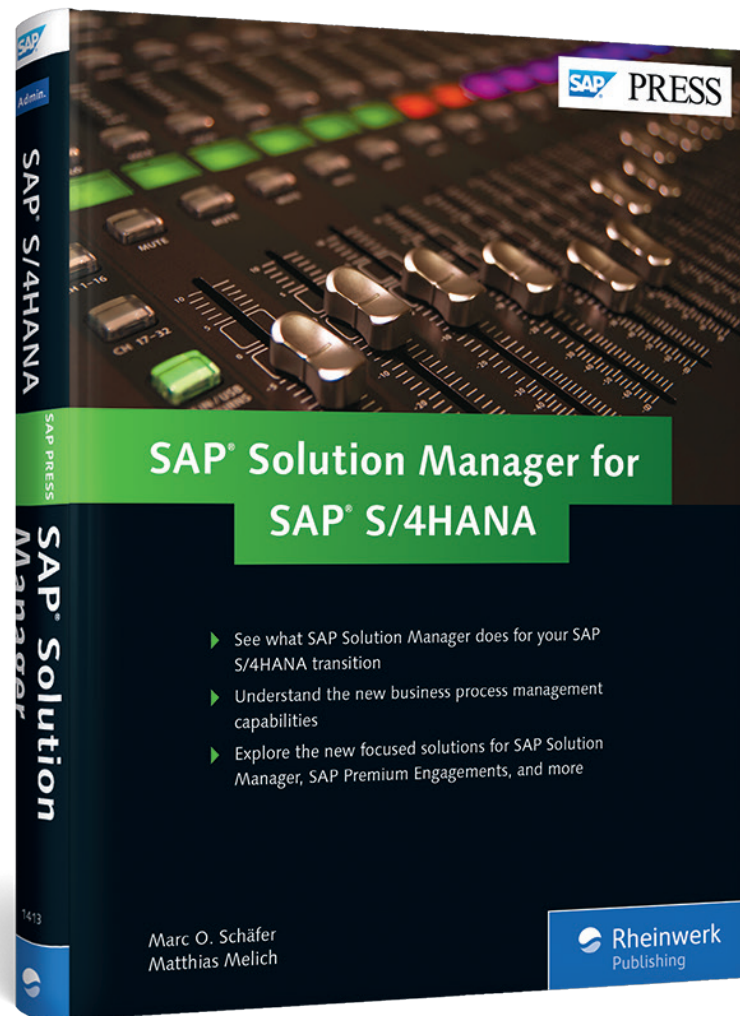
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