

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"**



Contents



Index



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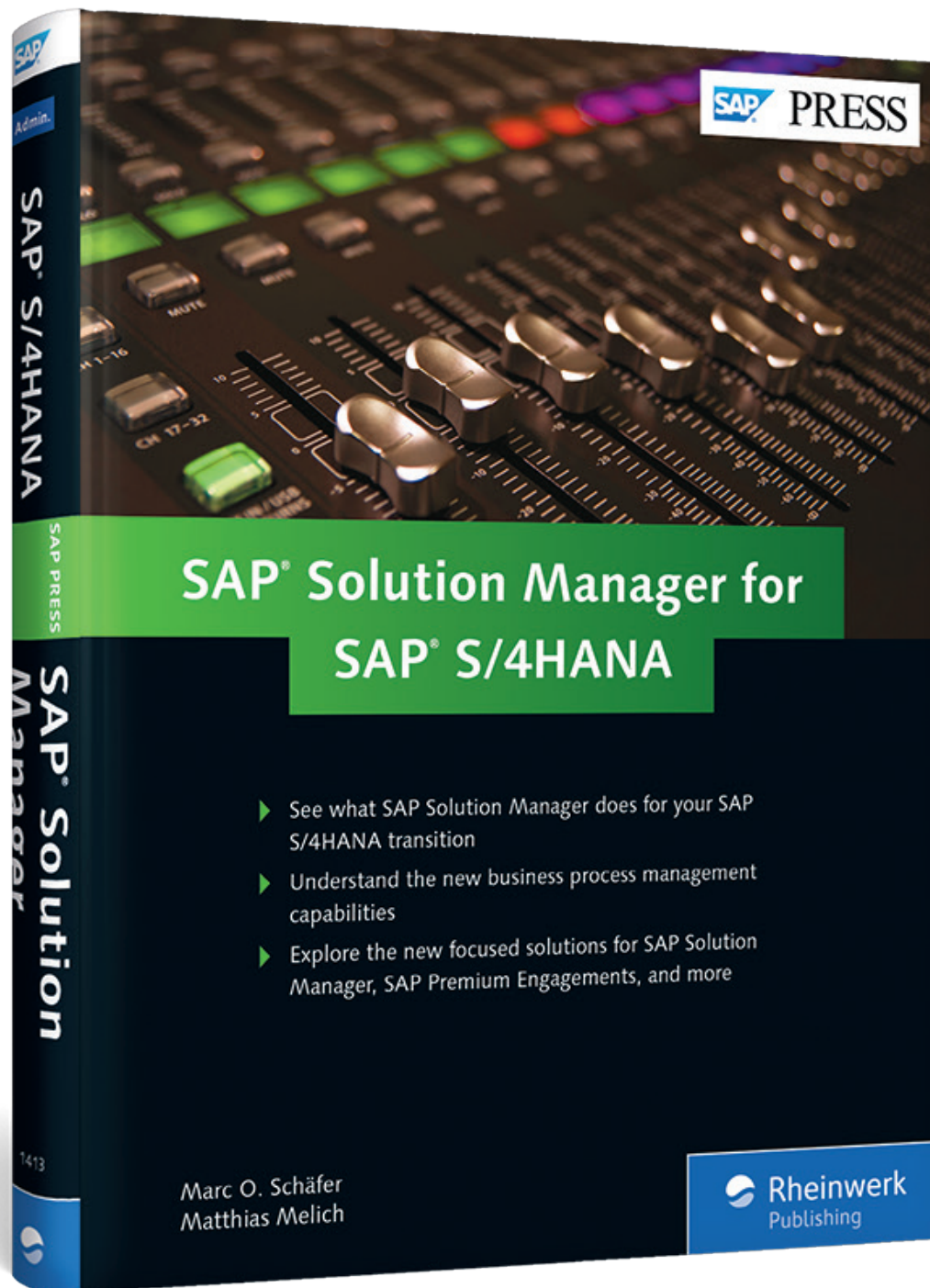
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SAP Solution Manager 7.2 is perfect for implementing and operating SAP S/4HANA. In this chapter, we present an overview of the SAP Solution Manager 7.2 offerings for SAP S/4HANA customers.

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.

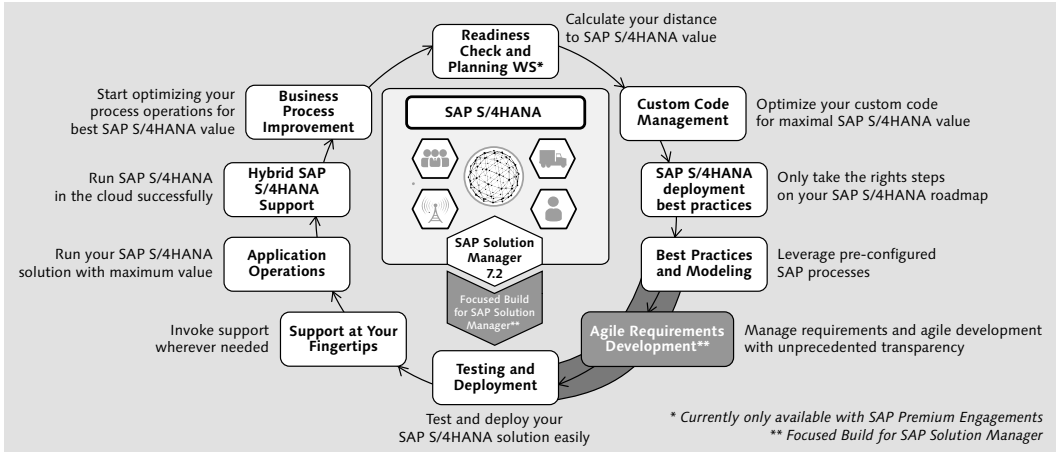


Figure 2.1 SAP Solution Manager 7.2—Made for Your Lifelong SAP S/4HANA Success

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.

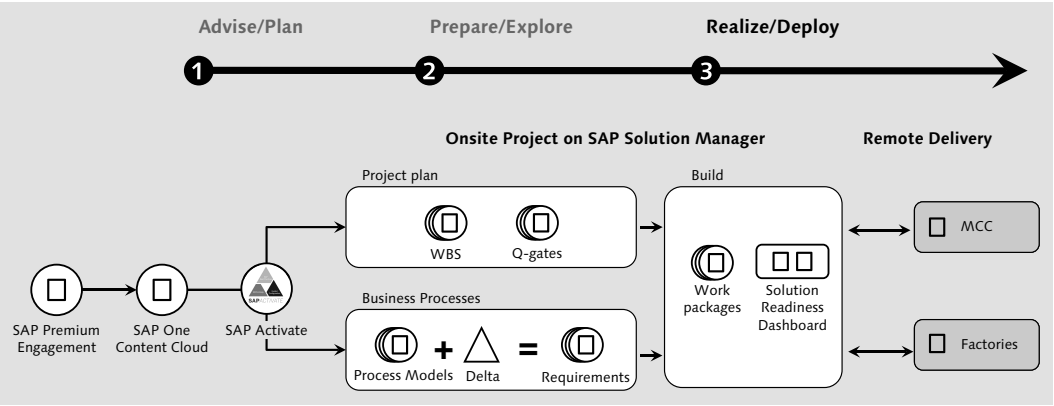


Figure 2.2 SAP Solution Manager as Delivery Infrastructure for SAP S/4HANA

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.

Contents

Foreword by Gerhard Oswald	15
Foreword by Geoffrey Scott	17
Introduction	19
1 Overview of SAP Solution Manager 7.2	23
1.1 Release Overview	24
1.2 Upgrade Impact	25
1.3 Process Management	27
1.4 Content Activation	33
1.5 New User Interface	34
1.6 Content Delivery	36
1.7 Usage Rights	36
1.8 Summary	37
2 SAP Solution Manager 7.2 for SAP S/4HANA	39
2.1 Readiness Check and Planning Service	40
2.2 Custom Code Management	41
2.3 Roadmaps	42
2.4 Process Modeling and SAP Activate	43
2.5 Managing Requirements from Collection to Realization	44
2.6 Testing and Deployment	45
2.7 Support Integration	45
2.8 Monitoring, Root Cause Analysis, and Regular Operational Tasks	46
2.9 Hybrid SAP S/4HANA Scenarios	48
2.10 Delivery Platform for SAP S/4HANA Engagements	48
2.11 SAP Solution Manager 7.2 on SAP HANA	51
2.12 Business Process Improvement	52
2.13 Summary	53
3 SAP S/4HANA Implementation Roadmap	55
3.1 Transition Approach	55
3.2 Roadmaps and Project Plans	56
3.3 Project Management	58

3.4	Deployment Best Practices	60
3.5	Summary	60
4	Calculate the Distance to SAP S/4HANA Value	61
4.1	Engagement Offerings	61
4.2	Readiness Check for SAP S/4HANA	64
4.3	Summary	67
5	Custom Code Management for SAP S/4HANA	69
5.1	Overview of Custom Code Management	70
5.2	Usage of Custom Code	73
5.3	Decommissioning Cockpit	74
5.4	Quality Cockpit	77
5.5	Prepare for SAP S/4HANA	80
5.6	Summary	83
6	Data Volume Management for SAP S/4HANA	85
6.1	Data Volume Management Overview	85
6.2	Data Volume Management during SAP S/4HANA Conversion	86
6.2.1	Premigration Phase	89
6.2.2	Postmigration Phase	90
6.3	DVM Workcenter Applications for SAP S/4HANA Projects	90
6.3.1	Reorganization and Compression	91
6.3.2	Forecast and Simulation	93
6.3.3	Time-Based Data Distribution	94
6.3.4	Guided Self-Service	95
6.3.5	Improvement Projects	96
6.4	Introduction to Data Aging	96
6.4.1	Technical Structure of Data Aging	97
6.4.2	Data Management Strategies for SAP Business Suite powered by SAP HANA and SAP S/4HANA	98
6.5	SAP Fiori Applications in Data Volume Management	98
6.6	Summary	101

7	Process Management	103
7.1	Solution as Single Source of Truth	105
7.2	Documenting a Solution	107
7.2.1	Process Area	109
7.2.2	Libraries	117
7.2.3	Document Types in Documentation Structure	127
7.3	Managing the Solution Lifecycle	130
7.3.1	System Landscape and Change Control Landscapes	130
7.3.2	Branches	133
7.3.3	Sites and Multiple Production Systems	138
7.3.4	One Process for Software Deployment and Documentation Changes	140
7.4	Best Practices for Working with Solutions	143
7.5	Summary	145
8	SAP Best Practices for SAP S/4HANA	147
8.1	SAP Best Practices Content	147
8.2	Implementing SAP S/4HANA, On-Premise Edition	151
8.3	Summary	154
9	Test Management	155
9.1	Accessing Test Suite	157
9.2	Test Case Creation	158
9.2.1	Management of Test Systems and Data	159
9.2.2	Creating Manual Test Cases	161
9.2.3	Creating Automated Test Cases	162
9.3	Test Planning	164
9.3.1	Creating Test Plan Manually	165
9.3.2	Creating a Test Plan via Change Impact Analysis	167
9.4	Test Execution	170
9.4.1	Executing Manual Tests	171
9.4.2	Scheduling Automated Tests	171
9.5	Defect Management	172
9.5.1	Defect Creation	172
9.5.2	Defect Processing	172
9.6	Reporting and Analytics	173

9.7	Scope and Effort Analyzer	174
9.8	Integration with HP ALM by SAP and SAP TAO	175
9.9	Summary	176
10	Change Control Management	177
10.1	Overview of Change Control Management	178
10.2	Coordinate Developments and Transports	180
10.2.1	Change and Transport System	181
10.2.2	SAP Transport Execution Analysis Service	182
10.3	Change Diagnostics	182
10.3.1	Tracing Changes	183
10.3.2	Change Reporting	183
10.3.3	End-to-End Change Analysis	184
10.3.4	Configuration Validation	185
10.4	Central Transport Management and Retrofit	186
10.4.1	Central Transport Management	186
10.4.2	Transport Management Infrastructure of SAP Solution Manager	187
10.4.3	Synchronizing Development Systems	188
10.5	Quality Gate Management	190
10.5.1	Components of Quality Gate Management	191
10.5.2	How Does Quality Gate Management Work?	192
10.6	Change Request Management	193
10.7	Release Management	196
10.7.1	Project Management vs. Release Management	196
10.7.2	How Does Release Management Work with SAP Solution Manager?	197
10.8	Summary	199
11	Focused Build for SAP Solution Manager	201
11.1	Focused Build Overview	203
11.2	Methodology and Quality Governance	207
11.3	Automated Reporting with the Solution Readiness Dashboard	210
11.4	Accelerating Projects with Collaborative Process Design	215
11.5	SAPUI5 Apps for the Build Process	217
11.6	SAPUI5 Apps and Test Management Dashboards	220
11.7	Typical Integration Scenarios	225

11.8	Get Focused Solutions for SAP Solution Manager	227
11.9	Summary	228
12	Monitoring, Root-Cause Analysis, and Regular Operational Tasks	229
12.1	Technical Monitoring and Administration	230
12.1.1	System Monitoring for SAP HANA	232
12.1.2	SAP HANA System Replication Monitoring	235
12.1.3	Root-Cause Analysis and Guided Procedure	236
12.2	Workload Analysis and Management	237
12.2.1	SAP EarlyWatch Alert	238
12.2.2	Analyze and Trace Workload in Detail	240
12.2.3	Guide the Tuning of SQL Statements	243
12.3	Security in SAP Solutions	244
12.3.1	Security Maintenance and Security Patch Management	245
12.3.2	Security Configuration Analysis and Monitoring	246
12.4	Summary	248
13	IT Service Management	249
13.1	Best Practices Solution	250
13.2	SAP and IT Infrastructure Library	252
13.3	Connecting Help Desk Systems from Other Manufacturers	254
13.4	IT Service Management in SAP Solution Manager 7.2	255
13.5	New Process for Service Catalog Management	256
13.6	Usage Rights for ITSM	257
13.6.1	Scope	257
13.6.2	Named User Licenses	257
13.6.3	Capabilities	258
13.7	Supporting SAP S/4HANA	259
13.7.1	Embedded Support and SAP Collaboration	259
13.7.2	SAP Fiori UIs to Create and Dispatch	262
13.7.3	SAP Jam Collaboration	263
13.8	Benefits of ITSM on SAP HANA	267
13.8.1	Text Analysis	267
13.8.2	Process Analysis	268
13.9	Summary	271

14	SAP Solution Manager for the Cloud	273
14.1	Private Cloud	274
14.2	Public Cloud	275
14.3	Implementing SAP S/4HANA, Cloud Edition	276
14.4	Application Operations for the Public Cloud	277
14.5	Maintenance	281
14.6	Summary	282
15	Business Process Improvement for SAP Solutions	283
15.1	Benefits of Business Process Improvement for SAP Solutions	283
15.2	Business Process Improvement Methodology	286
15.3	Business Process Improvement Suite in SAP Solution Manager	287
15.3.1	Business Process Analytics	288
15.3.2	Business Process Operations Dashboards	288
15.3.3	Dependency Diagrams	288
15.3.4	Progress Management Board	290
15.4	Out-of-the-Box KPI Content	290
15.5	Business Process Improvement and SAP S/4HANA Capabilities	291
15.5.1	Reduce Data and Memory Footprint for SAP HANA	292
15.5.2	Improve (Transactional) Data Quality	293
15.5.3	Go-Live Hypercare Support	296
15.5.4	Increase Degree of Process Automation	297
15.6	Summary	297
16	Business Process Operations for SAP S/4HANA	299
16.1	Business Process Monitoring	301
16.2	Data Consistency Management	303
16.3	Job Scheduling Management	305
16.4	Summary	307
17	The Maintenance Planner in Landscape Management	309
17.1	SAP Support Portal: Centralizing Landscape Management	310

17.2	Tools in Landscape Management and Their Roles	312
17.2.1	Maintenance Planner	312
17.2.2	Prerequisites of Using the Maintenance Planner	321
17.3	Summary	324
18	Transition to SAP Solution Manager 7.2	325
18.1	Preparation	327
18.1.1	Preparation of Solution Documentation	327
18.1.2	Preparation for Other SAP Solution Manager Scenarios	330
18.2	Upgrade	331
18.3	Content Activation	332
18.4	Postactivation Activities	332
18.5	SAP Solution Manager in SAP Cloud Appliance Library	332
18.6	Summary	333
19	SAP Solution Manager and the SAP Cloud Appliance Library	335
19.1	What Is SAP Cloud Appliance Library?	336
19.2	What Is a Cloud Provider?	337
19.3	Getting Started with SAP Cloud Appliance Library	338
19.3.1	Creating Your Cloud Provider Account	339
19.3.2	Creating your SAP CAL Account	339
19.3.3	Solutions in SAP Cloud Appliance Library	339
19.3.4	SAP Cloud Appliance Library Subscriptions	340
19.3.5	Create Your Own SAP Solution Manager Instance in SAP CAL	341
19.4	Managing SAP Solution Manager in SAP CAL	349
19.5	Accessing the Operating System Level of Your Instance	350
19.6	On-Premise Options for SAP Solution Manager in SAP Cloud Appliance Library	350
19.7	Summary	352
20	SAP Solution Manager in Premium Engagements for SAP S/4HANA	353
20.1	Innovation from SAP and Innovation with SAP	353

20.1.1	Better Outcomes for the Business and IT	354
20.1.2	Long-Term Strategic Partnership	354
20.1.3	Value and Innovation Management	355
20.1.4	Vision, Readiness, Resources: The Control Center Framework	356
20.2	The Simplicity You Need for Innovation	358
20.3	Summary	361
21	SAP Solution Manager Usage Rights	363
21.1	SAP Standard Support vs. SAP Enterprise Support	364
21.2	What Does This Mean for SAP Solution Manager?	365
21.2.1	Usage Rights: Functional Scope of SAP Solution Manager	365
21.2.2	Compliance	366
21.2.3	SAP Database for SAP Solution Manager	367
21.2.4	SAP Solution Manager for the Cloud	367
21.2.5	Licenses for External Parties	369
21.2.6	User Licensing	369
21.3	Summary	371
22	SAP Solution Manager on SAP HANA	373
22.1	SAP HANA Hardware Requirements	374
22.1.1	New Installation	375
22.1.2	Upgrade and Migration of an Existing SAP Solution Manager System	376
22.2	Upgrade and Migration Procedure	378
22.3	SAP HANA Training Offerings and Reference Material ...	380
22.4	Notes and Documentation	382
22.5	Summary	383
A	Glossary	385
B	The Team	391
	Index	407

Index

A

- ABAP, 73, 304
 - stack*, 170, 243
 - statement*, 241
- ABAP Test Cockpit (ATC), 79
- ABAP Workbench, 181
- Access points, 344
- Activation phases, 326
- Addressable space, 101
- Age footprint, 94
- Agile software engineering, 204
- Alerting library, 126
- Amazon Web Services (AWS), 337
- Analytics, 126
- Analytics library, 127
- AP User Experience Monitoring, 232
- Application landscape, 109
- ASUG, 33
- Authorization objects, 330

B

- Basis administrators, 309
- Branch, 103, 106, 135, 329
- Build phase, 217
- Business Configuration Sets, 189
- Business process, 216
- Business Process Analytics, 25, 127, 168, 283, 285, 286, 301, 366
- Business Process Change Analyzer (BPCA), 168, 246, 366
- Business process diagrams, 332
- Business process documents, 148
- Business process improvement, 52
- Business process improvement for SAP solutions, 283, 285, 286
- Business Process Model and Notation (BPMN), 30, 107, 113, 332
- Business Process Monitoring, 105, 115, 137, 283, 288, 300, 301, 330
- Business Process Operations, 299, 307

C

- CCMS, 330
- central Change and Transport System (cCTS), 186
- Central Transport Management, 180
- Change
 - document*, 195
 - transaction*, 194
- Change and Transport System, 180
- Change Control Management, 25, 151, 173, 177, 220, 277
- Change Diagnostics, 179, 183
- Change Reporting Data Viewer, 184
- Change Request Management, 26, 179, 193
- Change Review Board, 173
- Cloud provider, 282, 337, 338
- Common Information Model (CIM), 311
- Compliance, 366
- Component group, 115
- Component-Based Test Automation (CBTA), 162
- Composite interface, 124
- Compression, 91
- Configuration and change database (CCDB), 184
- Configuration building blocks, 148
- Configuration library, 122
- Configuration Management, 253
- Configuration repositories, 183
- Configuration unit, 122
- Configuration validation, 179, 185, 248
- Content activation, 325, 332, 379
- Content Activation Guide, 326
- Continual cycle, 194
- Continual deployment, 180
- Corporate guideline, 88
- Cross-Database Comparison (CDC), 303
- Cross-System Object Lock (CSOL), 187
- Cross-system scenario, 123

Custom code, 69, 78, 80
 analysis, 77
 objects, 75
Custom Code Lifecycle Management (CCLM), 75, 79
Custom Code Management, 41, 65, 69, 76, 366
 tools, 71
Custom Code Migration Worklist, 82
Custom development, 71
Custom Development Management Cockpit, 82
Custom objects, 121
Customer relationship management, 104

D

Data aging, 96
 technical structure, 97
Data Allocation Statistics, 91
Data archiving tasks, 90
Data Consistency Management, 301, 303, 305
Data flow, 322
Data management
 strategies, 98
Data model, 90
Data reduction, 377
Data Volume Management, 85
 work center, 86
Database Administration Cockpit (DBA Cockpit), 230
Data-reduction measures, 94
Decommissioning Cockpit, 41, 74, 76
Defect, 221
Defect correction, 221
Defect management, 172
Defect processing, 172
Developer solutions, 340
Development close date, 198
Development library, 121
Development management, 175
Development system, 188
Downgrade Protection, 187
Download basket, 320
DropDoc, 219

DSAG, 33
Dual-system landscapes, 188
DVM Guided Self-Service (DVM GSS), 91
Dynamic tiering, 234, 380

E

E2E Change Analysis, 236
E2E Exception Analysis, 237
E2E Trace Analysis, 237
E2E Workload Analysis, 240
Educational solutions, 340
End-to-end process, 110
Enterprise resource planning, 104
Exceptions, 280
Executable library, 119, 159
Executables, 148

F

Fail-over scenarios, 236
FIT (functional integration tests), 158
Flow variation, 117
Focused Build, 44, 201, 217
 role groups, 206
Focused solutions for SAP Solution Manager, 44, 201, 202
Functional analysis, 65

G

GANTT chart, 198
Gap and completeness reports, 173
Gateway, 116
Global Service & Support, 56
Governance model, 88
Graphical modeling, 27
Graphical process models, 31
Graphics-based environment, 28
Green city model, 72
Guided procedure, 344, 382

H

Hand-over to test status, 213
Hasso Plattner, 83

Historical data, 97
Housekeeping, 377
HP ALM by SAP, 175
Hybrid solution, 279
Hypercare support, 296

I

IDocs, 98
Implementation roadmaps, 56
Implementation strategy, 63
Incident and Problem Management, 195
Incident Management, 46, 249
Infrastructure as a service (IaaS), 337
Innovation control center (ICC), 357
Innovation Discovery, 310
Instance, 338
 suspension, 346
 termination, 346
Integration Monitoring, 279
Interactive Continuous Improvement Dashboard (ICI Dashboard), 96
Interface, 124
Interface and Connection Monitoring, 280, 305
Interface library, 123
IT architects, 309
IT calendar, 281
IT Infrastructure Library (ITIL), 179, 250, 252
IT Project and Portfolio Management (ITPPM), 330
IT Service Management (ITSM), 25, 249

J

Job Scheduling Management (JSM), 195, 305
 Health Check, 306

K

Key performance indicators (KPIs), 211, 275, 290, 355

L

Landscape management, 309, 312
Landscape Management Database (LMDB), 311, 377
 Product System Editor and Verification, 312
Landscape transformation, 56, 151
Library, 108, 117
Lights-out tests, 171
Line of business (LoB), 309
Logical component groups, 130, 329
Logical components, 131
Long tail, 201
Low touch users, 369

M

Maintenance, 281
Maintenance conflict, 136
Maintenance intervals, 25
Maintenance Optimizer, 310
Maintenance planner, 310, 312, 320, 331
Managed systems, 186
Master password, 344
Material requirements planning (MRP), 293
Microsoft Azure, 337
Middleware transfer, 258
Migration, 378
Milestone, 209
Mission control center (MCC), 357
Modeling tools, 30
Modular process, 111
Monitoring and Alerting Infrastructure (MAI), 27, 301, 330
MRP Cockpit, 293
Multiple production systems, 138

N

N+1 landscape, 188
New implementation, 56

O

Operations control center (OCC), 357
Order-to-cash, 110

P

Paid subscription, 340
Phase cycle, 194
Phase-driven deployment, 180
Phases, 208
PinkVerify seal, 252
Planning service, 40
Platform as a service (PaaS), 275
Postprocessing, 297
Premium Engagements services, 49
Private cloud, 274, 367
Process area, 109
Process definition, 110
Process deviations, 269
Process diagrams, 30, 113, 147
Process issues, 268
Process layer, 193
Process management, 27, 103, 217
Process step library, 108, 117, 159
Process step originals, 118
Process variant, 116
Procure-to-pay, 110
Product availability matrix (PAM), 310, 378
Product maintenance dependencies, 315
Progress Management dashboard, 286
Project execution, 59
Project Management, 105, 212, 277
Project management office (PMO), 44
Project plan, 57
Project planning, 58
Project planning phase, 87
Project reporting, 59
Public cloud, 275, 368

Q

Q-Gates, 50, 59, 191, 209, 212
Quality Cockpit, 41, 77

Quality Gate Management, 179, 190
Quick Sizer, 375

R

Readiness check, 40, 64
Regression tests, 159, 169
Release, 208
Release build, 196
Release cycle, 195
Release Management, 45, 60, 179, 196
Release management, 180, 208
Release manager, 196
Remote factories, 205
Requirement, 215
Restriction notes, 64
Retrofit, 179, 188, 189
Return on investment (ROI), 284
Reusable interface, 125
Reusable libraries, 31
Roadmaps, 42
Roles, 205
Root cause analysis, 232, 236, 365

S

SAP Activate, 36, 43, 147, 149, 215, 276, 360
SAP ActiveEmbedded for functional implementation of SAP S/4HANA, 62, 359
SAP ActiveEmbedded for functional implementation of SAP S/4HANA, 49
SAP ActiveEmbedded for planning and safeguarding of SAP S/4HANA, 49, 61, 359
SAP ActiveEmbedded for technical implementation of SAP S/4HANA, 49, 62, 359
SAP Application Performance Standard (SAPS), 376
SAP Ariba, 48, 273, 368
SAP Best Practices, 36, 43, 137, 143, 153, 158, 250, 277, 361
for SAP S/4HANA, 147

SAP Best Practices Import, 149
SAP Business Suite, 89, 98, 151, 292
SAP Business Warehouse (SAP BW), 73, 86, 133, 184
SAP BusinessObjects, 231
SAP call monitor (SCMON), 73
SAP Cloud, 50
SAP Cloud Appliance Library (CAL), 43, 150, 227, 332, 336, 380
account creation, 339
solutions, 339
SAP Community Network, 324, 327
SAP Correction Workbench, 189
SAP Customer Relationship Management (SAP CRM), 197
SAP DB Control Center, 233
SAP EarlyWatch Alert, 233, 238
report, 243
SAP Enterprise Support, 36, 41, 257, 284, 364
SAP Enterprise Support Academy, 42, 381
SAP Fiori, 35, 63, 85, 99, 162, 229, 232, 255, 276
applications, 230
launchpad, 26, 104, 157, 262
UI, 46
UIs, 262, 276
SAP Gateway, 238
SAP GUI, 34, 162
SAP HANA, 230, 358, 366
hardware requirements, 374
simulation engine, 294
troubleshooting, 241
SAP HANA Cloud Integration (HCI), 279
SAP HANA Cloud Platform (HCP), 177, 275, 336, 357
SAP HANA Cockpit, 233
SAP HANA Enterprise Cloud, 89
SAP HANA licensing, 373
SAP HANA smart data access, 234
SAP HANA smart data streaming, 234
SAP HANA Studio, 233
SAP HANA System Replication (HSR), 235

SAP HANA System Replication Monitoring, 232
SAP Host Agent, 233
SAP Jam, 259, 263
SAP Landscape Transformation (SLT) Replication Server, 304
SAP Managed Cloud Delivery, 274
SAP MaxAttention, 44, 203, 354, 355, 357, 364
SAP MaxAttention for innovation with SAP S/4HANA, 49, 62, 359
SAP NetWeaver, 73, 86, 238, 258, 316
SAP NetWeaver Application Server (AS) ABAP, 310
SAP NetWeaver Application Server (AS) Java, 310
SAP NetWeaver Portal, 197
SAP Note, 245
SAP PowerDesigner, 27
SAP Process Integration (SAP PI), 197, 279
SAP Process Mining software by Celonis, 268
SAP Product Support for Large Enterprises (PSLE), 364
SAP public cloud, 48
SAP Rapid Prototyping, 357
SAP S/4HANA, 23, 35, 39, 70, 215, 237, 265, 292, 301, 317
SAP S/4HANA Best Practices, 168
SAP S/4HANA Finance, 98
SAP S/4HANA implementation phases, 56
SAP S/4HANA, cloud edition, 276
SAP S/4HANA, on-premise edition, 303
SAP Service and Support, 359
SAP Solution Builder, 148
SAP Solution Manager 7.1, 24, 33, 43, 92, 107, 322, 352
SAP Solution Manager 7.2, 23, 230, 322, 352
Master Guide, 330
SAP Solution Manager as a managed service (SMaaS), 369
SAP Solution Manager, enterprise edition, 370

SAP Standard Support, 36, 363, 364
SAP Store, 227
SAP SuccessFactors, 48, 273, 280, 368
SAP SuccessFactors Employee Central, 305
SAP Support Portal, 310, 313, 322, 324, 381
SAP Test Acceleration and Optimization (TAO), 175
SAP Test Data Migration Server (TDMS), 160
SAP Transport Execution Analysis Service, 182
SAPUI5, 34, 162, 224, 262
SAPUI5 application, 217
Scale out, 380
Scale up, 380
Scenario, process, process step, 30
Scope and Effort Analyzer (SEA), 174, 321, 323
Secure area, 262
Security maintenance, 245
Security Optimization Service (SOS), 248
Security patch management, 245
Service Catalog Management, 256
Service design, 252
Service Desk, 26, 45, 249, 365
Service operation, 252
Service Request Management, 195
Service result document, 65
Service strategy, 252
Service transition, 252
SERVIEW Certified Tool quality seal, 252
SFT (single functional tests), 158
Single functional test, 127
Site, 106, 139
Software Change Management, 140
Software deployment, 140
Software Logistics (SL) Toolset, 326, 351
Software Provisioning Manager (SWPM), 312
Software Update Manager (SUM), 312
Solution, 133, 329, 337
Solution Administration, 149
Solution documentation, 25, 28, 135, 140, 152, 195, 219, 325, 327
 content, 106
 content activation, 343
Solution Documentation Overview report, 328
Solution landscape, 216
Solution Readiness Dashboard, 205, 210
Special upgrade procedure activation, 33
Sprint, 208, 210
SQL
 statement, 243
SQL Monitor (SQLM), 241
Stack split, 331, 379
stack.xml, 320
Status and progress analytics, 173
System conversion, 55
System data container, 164
System ID (SID), 313
System landscape, 106, 109, 130, 139, 327
System Landscape Directory (SLD), 311
System Monitoring, 232
System requirements, 64
System usage, 33
System, Host, and Database Analysis, 237

T

Target operating model, 216
Target release, 207
TeamWork, 226
Technical analysis, 65
Technical bill of material (TBOM), 119, 168
Technical layer, 193
Test Automation Framework (TAF), 162, 163
Test cases, 161
Test configuration, 163
Test cycle, 174
Test Data Container (TDC), 160, 164
Test execution analytics, 173
Test Management, 155, 161
 reporting and analytics, 173

Test Management dashboard, 221
Test package, 167
Test plan, 164
Test plan generation, 221
Test Plan Management, 165
Test scope, 158
Test scripts, 148, 163
Test sequence, 171
Test Suite, 220
Tester worklist, 171
Testing, 45
Text Analysis, 267
Text-based environment, 28
Time recording, 258
Time-based data distribution, 94
Total cost of ownership (TCO), 283
Transaction, 65
 DB02, 377
 SOLAR family, 325
 ST03, 241
 VA01, 32
Transactional data quality, 293
Transport, 191
Transport Execution Analysis, 179
Transport management, 142
Transport Management System (TMS), 181
Transport Organizer, 181

U

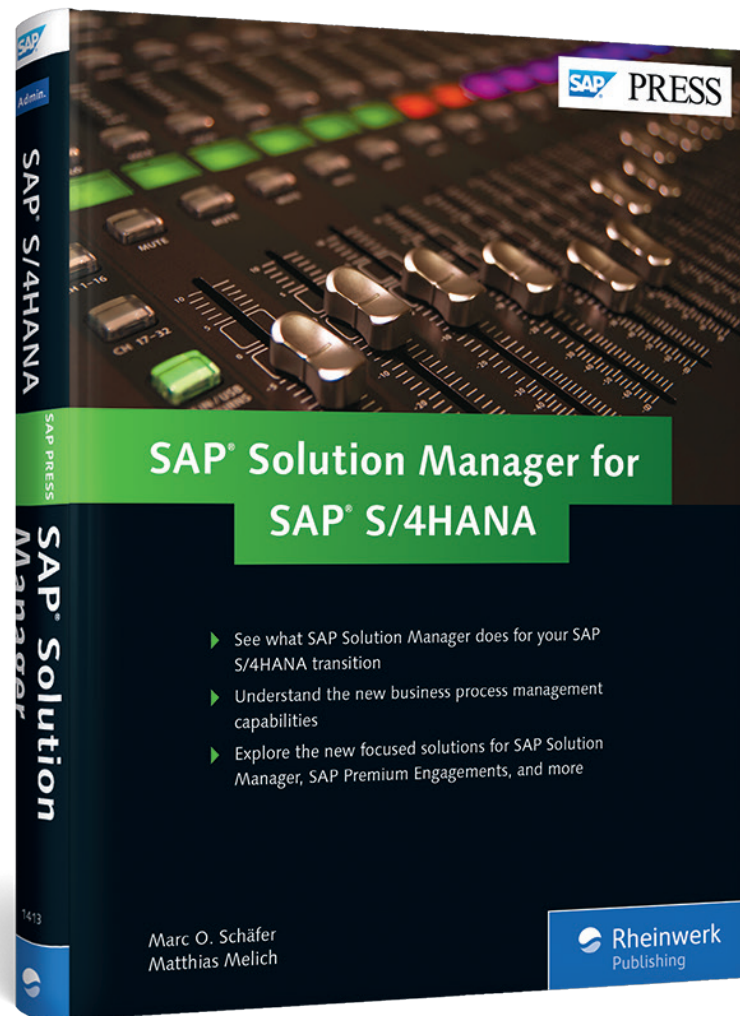
UAT (user acceptance tests), 158
Unified directory, 379
Unused data, 99
Upgrade, 378
Upgrade Dependency Analyzer (UDA), 310, 321
Usage data, 74
Usage procedure logging (UPL), 73, 246
Usage rights, 36, 257, 365
User experience (UX), 224
User Experience Monitoring, 278, 279, 365

V

Value chain diagram, 115
Virtual private network (VPN), 274

W

Wave, 209
Web Client UI, 255
Web Dynpro ABAP, 122, 162
WinSCP, 338, 350
Work package, 217
Workload Monitor, 241
WRICEF, 218



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