Focused Run: The Operations Platform for On-Premise-Centric Customers

CAA210

PUBLIC

Speakers

Las Vegas
September 24–27, 2019

Stefan Lahr

Janko Budzisch

Barcelona
October 8-10, 2019

Stefan Lahr

Bangalore
November 13-15, 2019
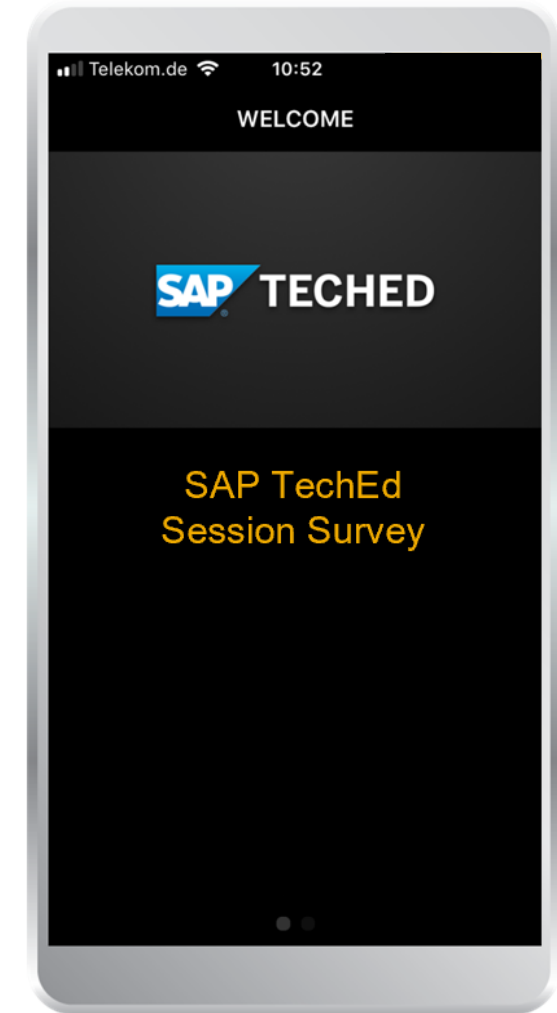
Janko Budzisch

Take the session survey.

We want to hear from you!

Complete the session evaluation for this session
CAA210 on the SAP TechEd mobile app.

Download the app from
iPhone App Store or Google Play.

Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP's intentional or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

Agenda

What is Focused Run?

- Mission statement

What is the functional scope?

- Use cases overview?

How does the architecture look like?

- High level architecture, components & communication

How to get and implement Focused Run?

- Information resources

What is **Focused Run?**

Focused Run – Mission statement

- Is a **powerful solution for customers & partners** to operate their solution **centralized and highly automated with minimal TCO impact**

- **Addresses advanced customer needs** in scalability, data volumes, security, automation, openness, dashboarding & artificial intelligence

- Uses the **full power of SAP HANA as a platform**, including replication, partitioning, predictive analytics, and compression

- Is a **separate installation**, which can run **side-by-side with an existing SAP Solution Manager**

- Provides feature rich and powerful **functionality dedicated to operations of IT solutions**

- Isn't covered by maintenance fee, but **needs to be licensed separately from SAP**

Focused Run and SAP Solution Manager can run side-by-side
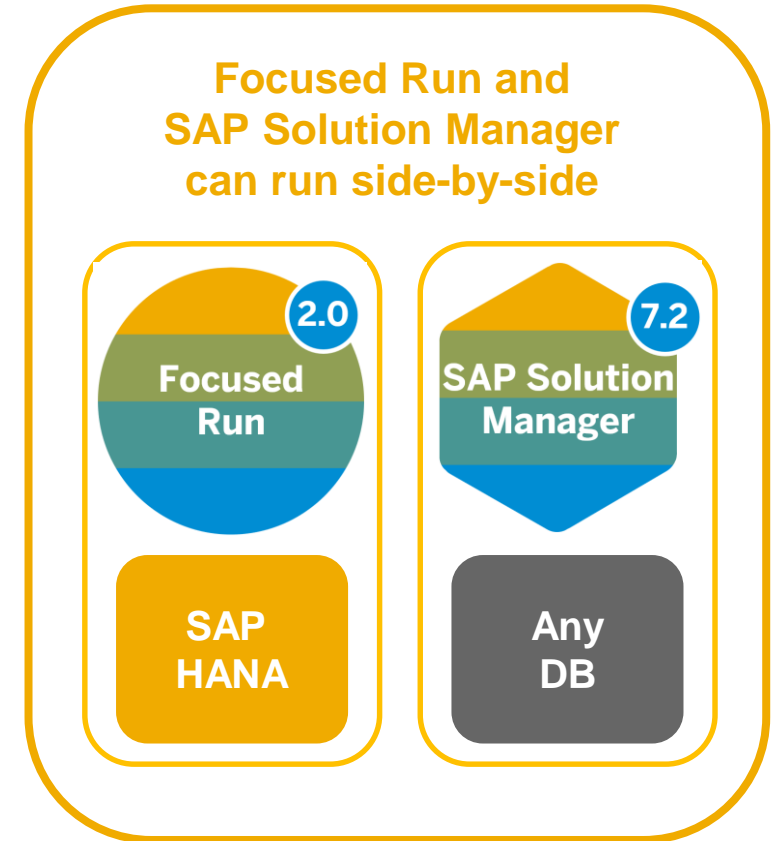
Focused Run in comparison to SAP Solution Manager

When to use SAP Solution Manager?

- Customers who have to operate BUILD and RUN in **one shared infrastructure** (integration first)

- Customers who have to operate a **medium size landscape** with reasonable effort

- Customers who are **satisfied with the functional scope** as today provided by SAP Solution Manager

- Customers who are **not interested to consume the latest innovations** coming from development
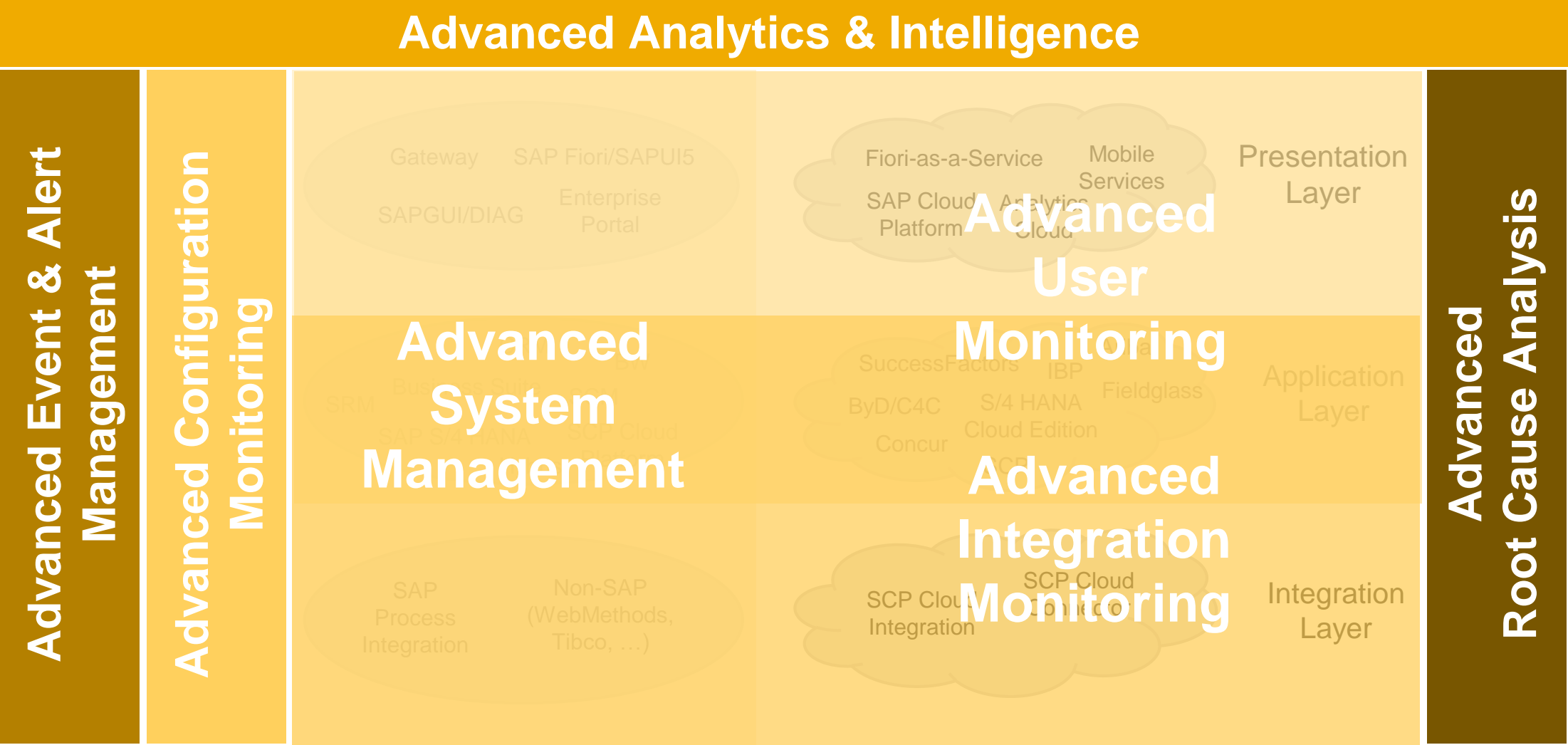
When to use Focused Run?

- Customers & Partners who have to **operate large size landscapes** with advanced needs in terms of scalability, performance, security, and automation

- Customers & Partners who are interested in **advanced functionality** as high data volume monitoring and AI use cases

- Customers who like to establish **different release cycles** for BUILD and RUN functionality (segregation of duties)

- Customers & Partners who are interested in **co-innovation based on SAP HANA**

What is the functional scope?

Focused Run – Use cases in scope

Advanced Analytics & Intelligence

Advanced Event & Alert Management

Advanced Configuration Monitoring

Advanced System Management

Advanced User Monitoring

Advanced Integration Monitoring

Advanced Root Cause Analysis

Gateway　　SAP Fiori/SAPUI5

SAPGUI/DIAG　　Enterprise Portal

Fiori-as-a-Service　　Mobile Services

SAP Cloud Analytics Platform　　Cloud

Presentation Layer

SRM　　Business Suite

SAP S/4 HANA　　SCP Cloud

SuccessFactors　　IBP

ByD/C4C　　S/4 HANA Cloud Edition　　Fieldglass

Concur

Application Layer

SAP Process Integration　　Non-SAP (WebMethods, Tibco, …)

SCP Cloud Integration　　SCP Cloud Monitor

Integration Layer

Advanced System Management

Benefit from ultimate scalability, performance, security, and automation

Manage landscapes with thousands of systems with minimal operations costs

- Detailed **System Monitoring** for modelled and auto-discovered SAP based systems
- **Open Component Monitoring** as low-barrier monitoring for unmodeled systems and services
- **Monitoring of auto-discovered SAP standard jobs**
- **IT Calendar, Work Mode Management** and **Service Availability Management** to enable efficient IT event and Service Availability management
- Regular **System Health Check** to provide health status for systems **completely automatically**
- **License & Maintenance Certificate Management**
- **Maintenance Planner** enabling & data collection for **SAP EarlyWatch Alert** for ABAP, J2EE, and BO/DS
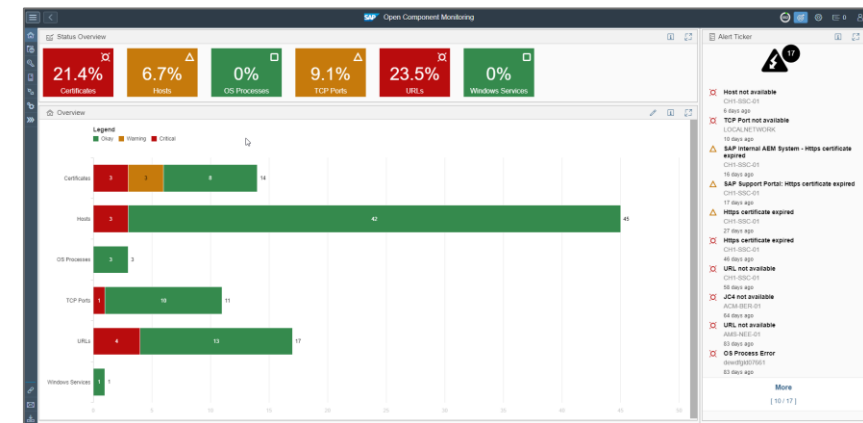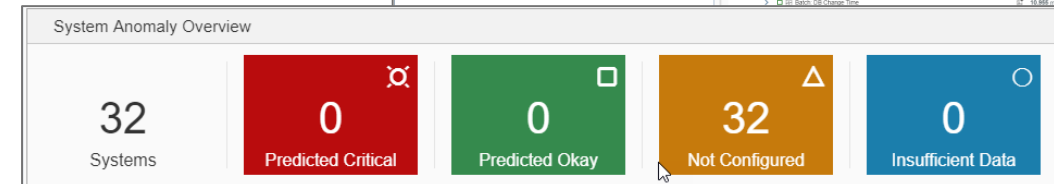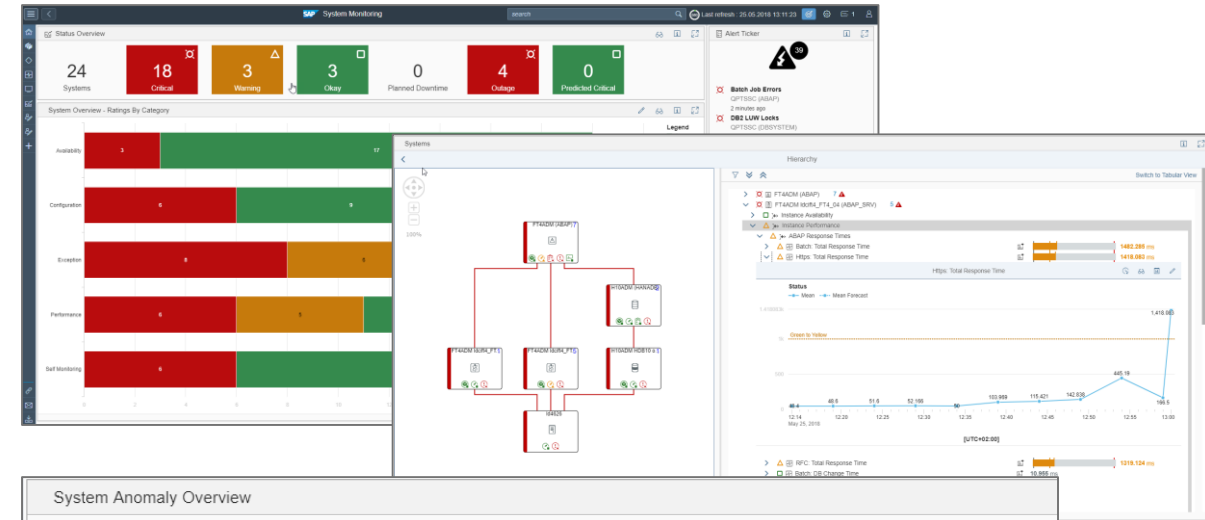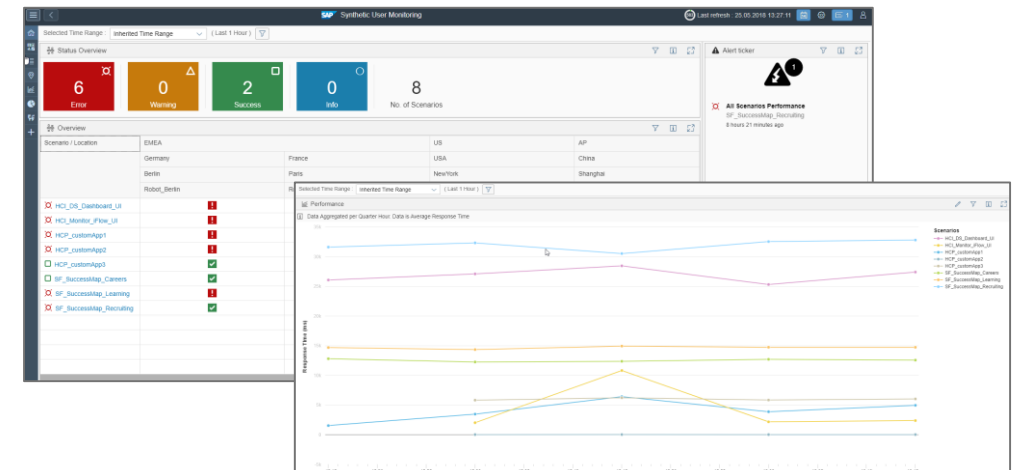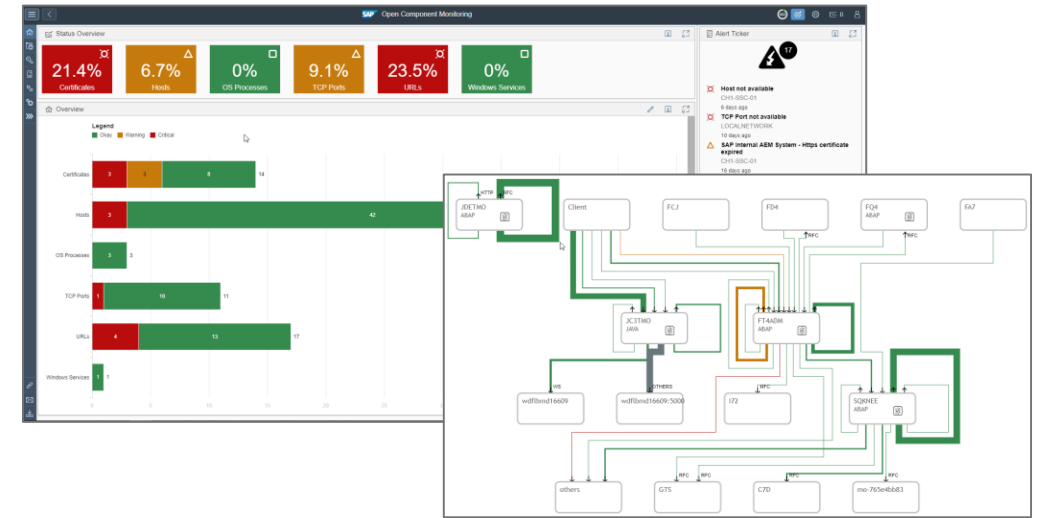
Advanced User Monitoring

Obtain end-to-end views across systems and technology

Monitor real as well as synthetic user requests across systems and technology

- **Real User Monitoring** to monitor every single user activity including resource consumption:
  - Enable efficient triage of performance problems based on **end-to-end correlation mechanism**
  - Supports SAPGUI, WebDynpro, WebGUI and SAPUI5 (browser running at desktop as well as mobile) as frontends
  - Supports SAP Gateway, SAP ABAP, SAP J2EE and SAP Cloud Platform as backends
  - Allows to map user requests to organizational information

- **Synthetic User Monitoring to monitor recorded user scenarios on regular basis:**
  - Monitoring of communication **from different locations** within a IT landscapes based on synthetic probes
 - Supports **most relevant protocols** as HTTP(S), SAPGUI, RFC, and WS

Advanced Integration Monitoring

Monitor high volumes of single interface calls and message flows

Manage complex landscapes with millions of interface calls and/or message flows

- Support of **message flows** processed by SAP PI/PO, SAP Data Hub, SAP MII and/or SAP Cloud Platform Integration

- Support of **peer-to-peer interface technologies** as IDOC, RFC, AIF, Rest and Web Service

- **Dashboard based visualization** with Systems / Cloud Services or Integration Scenarios as entry point

- **Monitoring of exceptions** for Cloud and On Premise products based on advanced dashboard capabilities

- **Message and document search** to identify integration artifacts related certain business context

- **End-to-End Monitoring** to follow single message flows and interface cross components and technologies

- Integration in **Event & Alert Management**
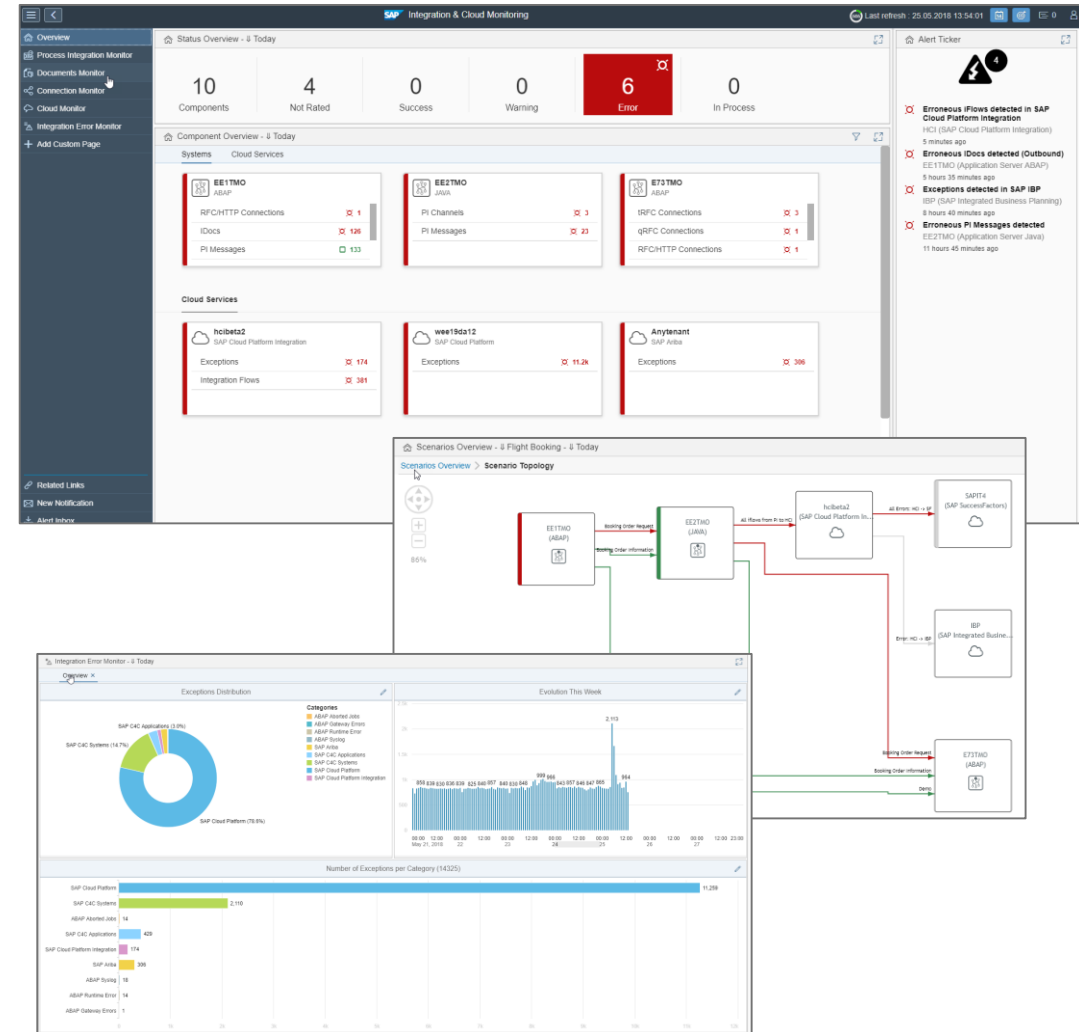
Advanced Event & Alert Management

Manage high volumes of alerts efficiently

Efficiently operate thousands of system, user, and integration alerts, including integrated IT infrastructure events

- **Dashboard-oriented and intuitive alert inbox** as central access point for all monitoring use cases

- **Alert Search, Alert Reporting** and **Alert Correlation** for efficient handling of high volumes of alerts

- Automated guided procedure execution for **alert problem context collection** and follow-up actions

- **Inbound integration** to receive metrics and events from external monitoring tools as IT Infrastructure Management tools e.g. Nagios

- **Bi-directional Outbound integration** for customer specific integration with ticket management systems e.g. ServiceNow

- **Fuzzy search** for alerts based on alert name, associated managed object and/or processor
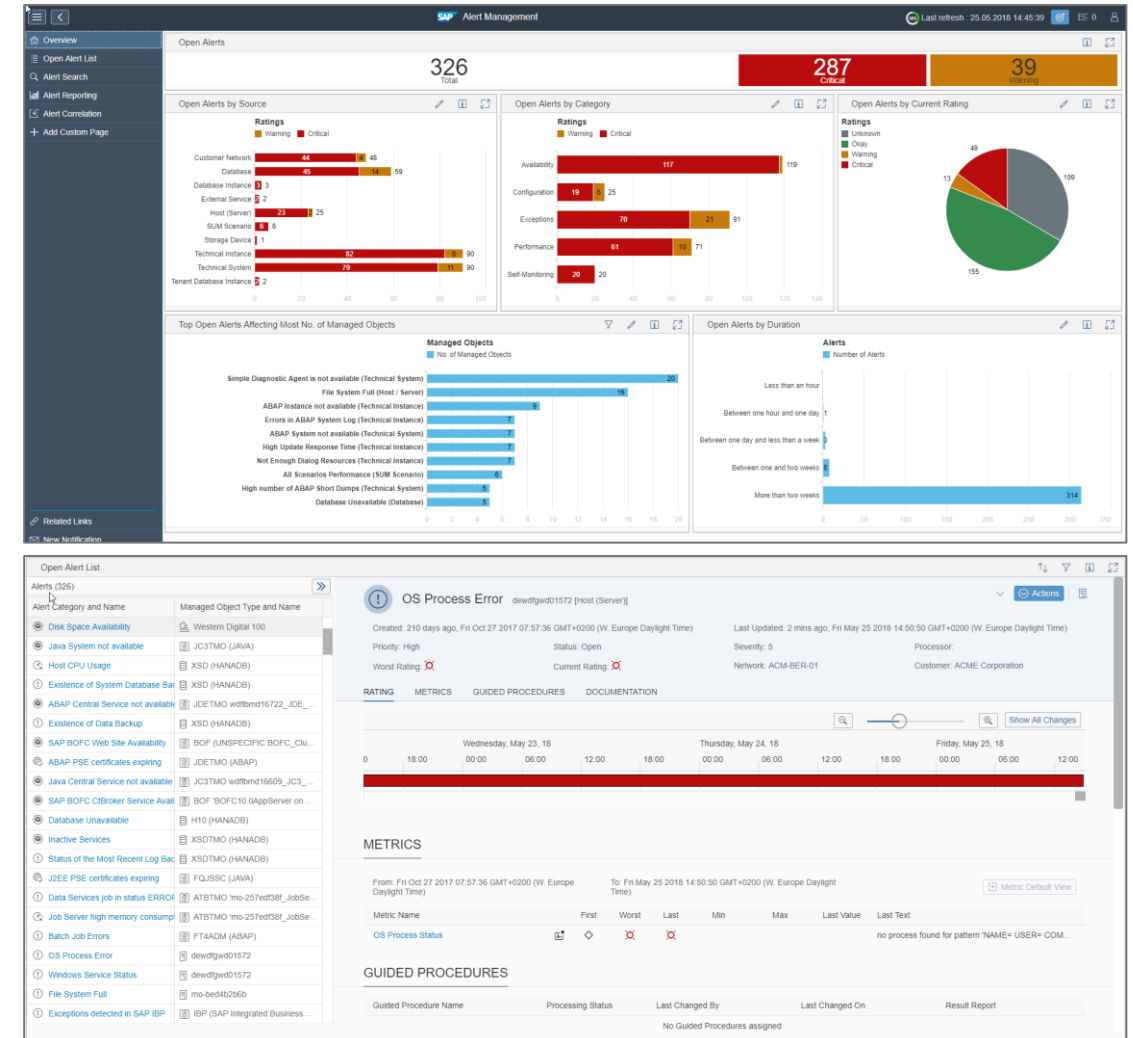
Advanced Configuration Monitoring

Ensure transparency and compliance in huge system landscapes

Enable central governance of software levels and configuration settings

- Enforces validation of configuration & security settings by automated **comparison of TO-BE with AS-IS situation**

- TO-BE situation is defined in so-called **policies** which are derived from **configuration templates or security hardening guides**

- **Policy maintenance** via intuitive management tool and **distributions of policy templates** via GitHub

- **Efficient browsing and searching** within high volumes of configuration items

- **Analysis of software and parameter changes** which maybe the root cause for critical issues

- Support of configuration items at **system, database and operating system level** ➔ **Continuous delivery of new content** based on customer feedback

Advanced Root Cause Analysis

Deep dive root cause analysis on request

Deep detailed root cause analysis capabilities tailored to your needs

- Advanced Root Cause Analysis capabilities as **System Analysis, Trace Analysis** and **File System Brower**
- **System Analysis:**
  - Intuitive and contextually linked dashboards enabled **guided root cause analysis**
  - **Standard content** is provided out-of-the-box for HANA, ABAP, J2EE, BO, Apache Tomcat, and OS
  - Additional high volume **data collection can be switched on demand** e.g. in specific hyper care phases
  - **Open KPI Store** to integrate 3rd party data sources as APM tools or Infrastructure Management tools
- **Trace Analysis** allows **dynamically to switch on** deep detailed component specific traces **across system and technology**
- **File System Browser** gives secure read-only **access to remote file systems** for diagnosis purposes
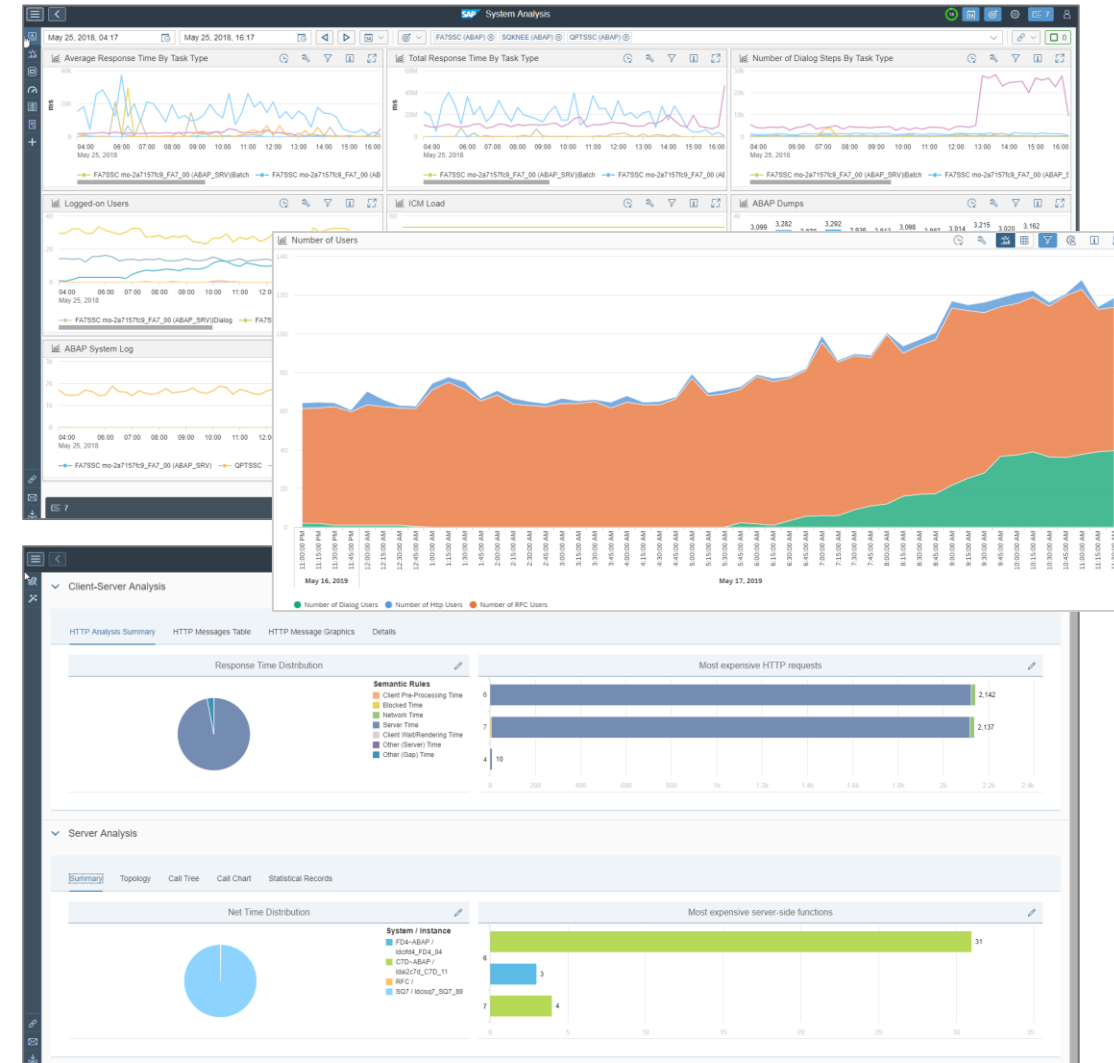
Advanced Analytics & Intelligence
Enabling of openness, flexibility and prediction

Use SAP's out-of-the-box Analytics & Intelligence capabilities

- Usage of **unified UI shell cross all applications** to enable **one-stop user experience** for monitoring & alerting including embedded analytics
- Out-of-the-box **delivery of configurable dashboards** using data from different use cases:
  - **Tactical dashboards** to get an landscape overview
  - **Operation Control Center (OCC) dashboards** to define purpose oriented expert like dashboards
  - **Supported data sources:** System Monitoring, Real User Monitoring, Synthetic User Monitoring and Open Component Monitoring
- Usage of SAP's advanced AI capabilities:
  - **Forecasting of metric** behavior in future
  - **System Anomaly Prediction** to identify critical situations before actual occurrence based on pre-defined and pre-delivered ML models

Focused Run for SAP Solution Manager

Product road map overview – Key innovations

Recent innovations	2019 – Planned innovations[1]	2020 – Product direction[1]	2021 – Product vision[1]

System mgmt./configuration monitoring
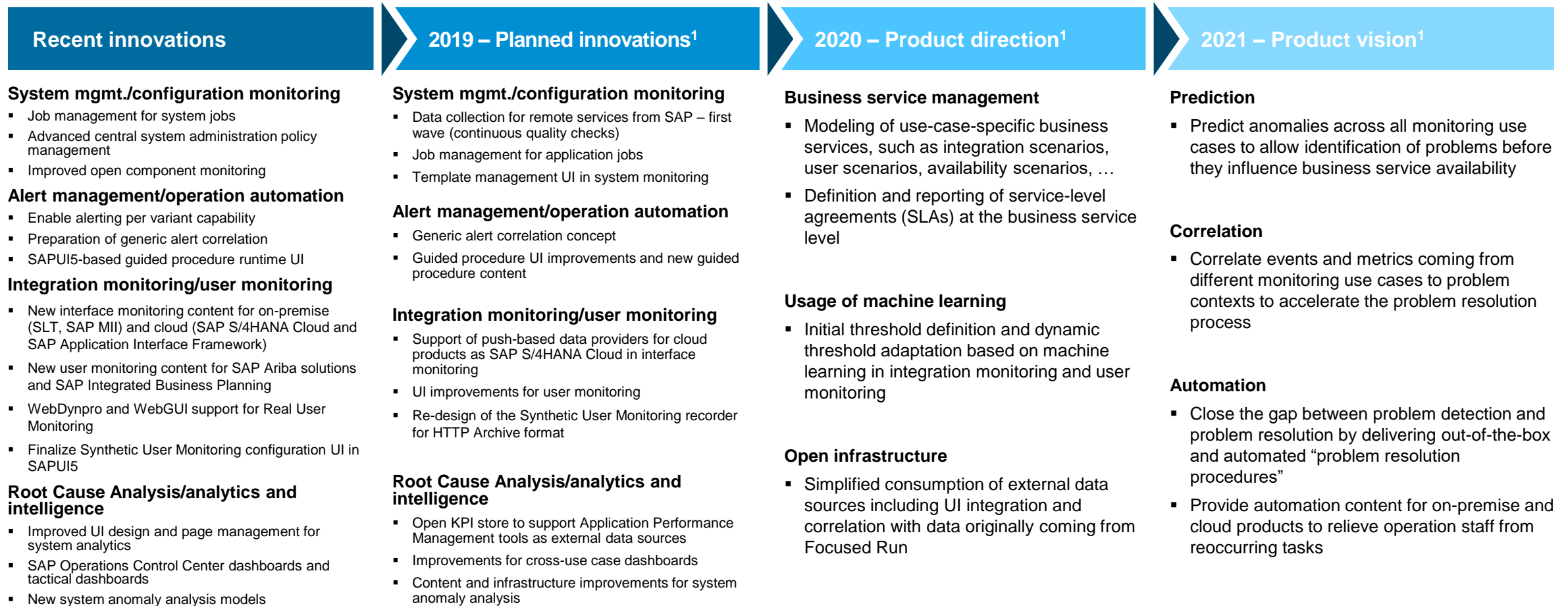
- Job management for system jobs
- Advanced central system administration policy management
- Improved open component monitoring

Alert management/operation automation

- Enable alerting per variant capability
- Preparation of generic alert correlation
- SAPUI5-based guided procedure runtime UI

Integration monitoring/user monitoring

- New interface monitoring content for on-premise (SLT, SAP MII) and cloud (SAP S/4HANA Cloud and SAP Application Interface Framework)
- New user monitoring content for SAP Ariba solutions and SAP Integrated Business Planning
- WebDynpro and WebGUI support for Real User Monitoring
- Finalize Synthetic User Monitoring configuration UI in SAPUI5

Root Cause Analysis/analytics and intelligence

- Improved UI design and page management for system analytics
- SAP Operations Control Center dashboards and tactical dashboards
- New system anomaly analysis models

System mgmt./configuration monitoring

- Data collection for remote services from SAP – first wave (continuous quality checks)
- Job management for application jobs
- Template management UI in system monitoring

Alert management/operation automation

- Generic alert correlation concept
- Guided procedure UI improvements and new guided procedure content

Integration monitoring/user monitoring

- Support of push-based data providers for cloud products as SAP S/4HANA Cloud in interface monitoring
- UI improvements for user monitoring
- Re-design of the Synthetic User Monitoring recorder for HTTP Archive format

Root Cause Analysis/analytics and intelligence

- Open KPI store to support Application Performance Management tools as external data sources
- Improvements for cross-use case dashboards
- Content and infrastructure improvements for system anomaly analysis

---

Business service management

- Modeling of use-case-specific business services, such as integration scenarios, user scenarios, availability scenarios, …
- Definition and reporting of service-level agreements (SLAs) at the business service level

Usage of machine learning

- Initial threshold definition and dynamic threshold adaptation based on machine learning in integration monitoring and user monitoring

Open infrastructure

- Simplified consumption of external data sources including UI integration and correlation with data originally coming from Focused Run

---

Prediction

- Predict anomalies across all monitoring use cases to allow identification of problems before they influence business service availability

Correlation

- Correlate events and metrics coming from different monitoring use cases to problem contexts to accelerate the problem resolution process

Automation

- Close the gap between problem detection and problem resolution by delivering out-of-the-box and automated "problem resolution procedures"
- Provide automation content for on-premise and cloud products to relieve operation staff from reoccurring tasks

1. This is the current state of planning and may be changed by SAP at any time without notice.

How does **the architecture looks like?**

Focused Run – Use cases & high level architecture

| Advanced Event & Alert Management (AEM) | Advanced System Management (ASM) | Advanced User Monitoring (AUM) | Advanced Integration Monitoring (AIM) | Advanced Configuration Monitoring (ACM) | Advanced Root Cause Analysis (ARA) | Advanced Analytics & Intelligence (AAI) |

Focused Run Application Foundation

Landscape Management Database   Simple Diagnostic Agent & SAP Host Agent

Monitoring & Alerting Infrastructure   Expert Scheduling Framework

Simple System Integration   Guided Procedure and Setup Framework

SAP HANA + SAP NetWeaver ABAP + SAPUI5 as Technology Foundation

Focused Run – Components & communication

Administration Network

Customer Network

SAP Focused Run

One or multiple end user and configuration instances

HTTP(S) →

HTTP(S) Proxy

HTTP(S) →

Managed DBMS (HANA, ASE, Oracle, DB6, …)

Customer Management Server

CA APM

SAP Host Agent

Simple Diagnostic Agent

One or multiple data streaming instances

← HTTP(S)

HTTP(S) Reverse Proxy

← HTTP(S)

Managed Systems (ABAP, J2EE, BOE, ATC, …)

SAP HANA Platform with scale out, replication, compression, ...

Focused Run - Your immediate benefits

Small technical footprint and reduced total cost of ownership

- Extremely **simplified architecture** through removal of J2EE Stack, SAP BW, SAP CRM, DBA Cockpit, Extractor Framework, SLD (optional)
- **Streamlined push based communication** (no RFC, no native DB, no RMI)

Improved scalability, performance, and data throughput

- Scalability improved **by factor 20** – up to 20,000 systems!
- Performance increased **by factor 15**
- Data throughput increased **by factor 40**
- Data footprint decreased **by factor 20**

Highest possible security levels

- Proven **built-in security concept** with HTTP(S) as communication protocols and push as communication direction
- Clear **separation of different customers** with multi-tenancy enablement

Maximum of automation during assignment and maintenance of managed systems

- Simple Diagnostic Agent is **embedded** in SAP Host Agent
- **Automated preparation** as well as **automated assignment** of managed systems (UI driven or API driven)
- **Automatic reconfiguration** as reaction to auto-discovered landscape changes

How to get and implement Focused Run?

How to get and implement Focused Run?

Focused Run Positioning Workshop

- As result of the workshop, SAP will provide a project proposal including Hardware sizing, License sizing, and possible consulting package
- Customers & Partners get full transparency regarding the boundary conditions for the Focused Run implementation project

Buy the Focused Run license

The software is sold via SAP Global Price List by SAP Sales Organization. Customer individual discounts can be applied.

More information can be found here:
https://support.sap.com/en/solution-manager/focused-solutions/focused-run.html

Focused Run Project Setup & Architecture Workshop

- Download the appropriate software package from the SAP Support Portal
- As a jumpstart the Focused Run Project Setup & Architecture Workshop should be conducted

Focused Run – The ultimate solution for Operations

- **Low Total Cost of Operations** through simplified architecture and automated setup and operation

- **Effective management of high volume of managed objects** using well-performing, scalable and secure platform

- **Added value for customer** through advanced functionality as Advanced User & Integration Monitoring

- **Innovation platform** with clear focus on operations to enable Artificial Intelligence use cases supported by SAP HANA

- **Ability to operate multiple customer** in one platform because of strong customer data separation and secure communication

- **SLA tracking and improvement** with System Monitoring, Service Availability Management and System Anomaly Analysis

- **Cloud-ready** for managing hybrid customer landscapes
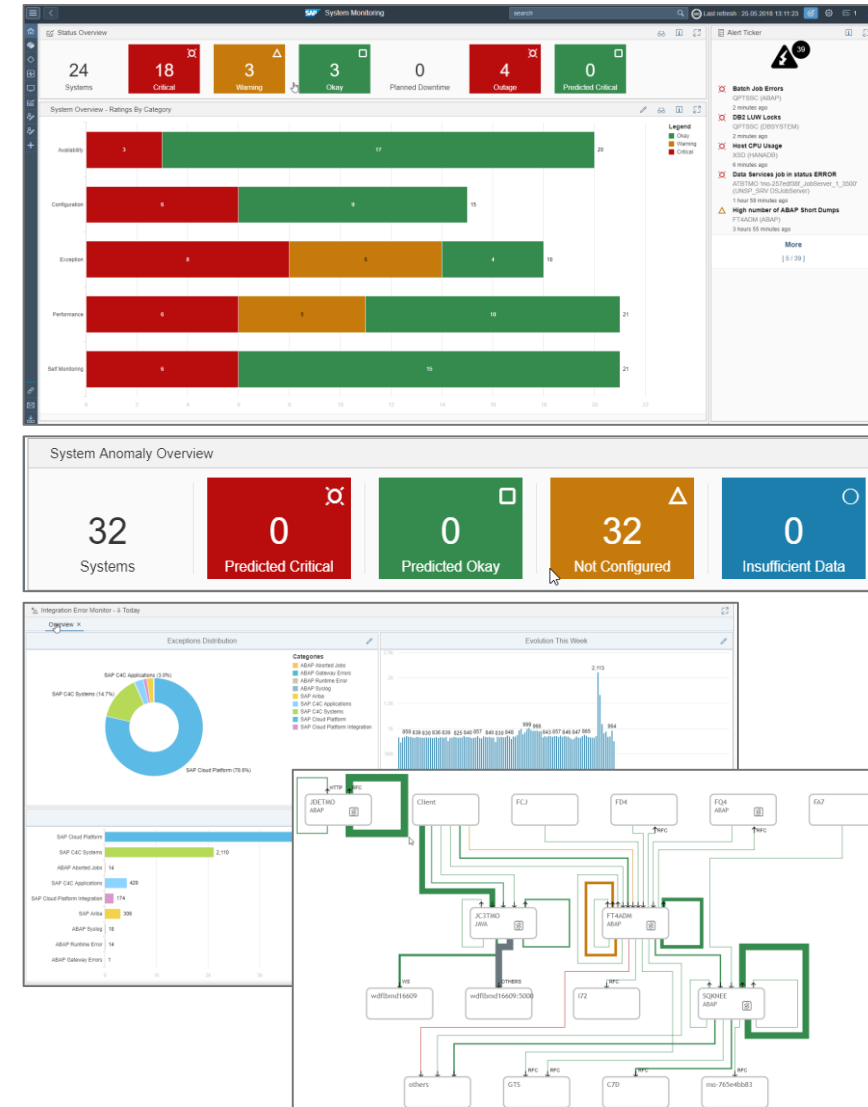
Continue your SAP TechEd 2019 Learning Experience

Join the digital SAP TechEd Learning Room 2019 in SAP Learning Hub

- Access SAP TechEd **Learning Journeys**

- Discover **related** learning content

- Watch **webinars** of SAP TechEd lectures

- Learn about SAP's latest innovations with **openSAP**

- Collaborate with **SAP experts**

- **Self-test** your knowledge

- Earn a SAP TechEd **knowledge badge**

SAP Learning Hub

openSAP

SAP Technology Knowledge 2019
SAP
SAP TechEd
Learning
Journey
SAP TechEd

Engage with the SAP TechEd Community

Access replays and continue your SAP TechEd discussion after the event within the **SAP Community**

Access replays

- Keynotes
- Live interviews
- Select lecture sessions

http://sapteched.com/online

Continue the conversation

- Read and reply to blog posts
- Ask questions
- Join discussions

sap.com/community

Check out the latest blogs

- See all SAP TechEd blog posts
- Learn from peers and experts

SAP TechEd blog posts

More information

Related SAP TechEd Learning Journeys

- CAA6 - Manage a hybrid SAP solution landscape
- CAA7 - Manage a cloud-centric SAP solution landscape

Related SAP TechEd sessions

- CAA213 - SAP Cloud ALM – News and Road Map from an Operations Perspective
- CAA374 - Monitoring Non-SAP Components with Focused Run for SAP Solution Manager
- CAA378 - Monitoring of Cloud-Centric Landscapes with Focused Run

Public SAP Web sites

- SAP Community: www.sap.com/community
- SAP products: www.sap.com/products
- Focused Run Support Portal: https://support.sap.com/en/alm/focused-solutions/focused-run.html
- Focused Run Expert Portal: https://support.sap.com/en/alm/focused-solutions/focused-run-expert-portal.html

Thanks for attending this session.

Feedback

Please complete your session evaluation
for CAA210.

Contact for further topic inquiries

Janko Budzisch
Chief Product Owner
janko.budzisch@sap.com

Stefan Lahr
Chief Solution Owner
stefan.lahr@sap.com

SAP TECHED

Follow us

www.sap.com/contactsap

THE BEST RUN SAP