

SAP ALM Summit 2024

Ignite Your ALM Journey

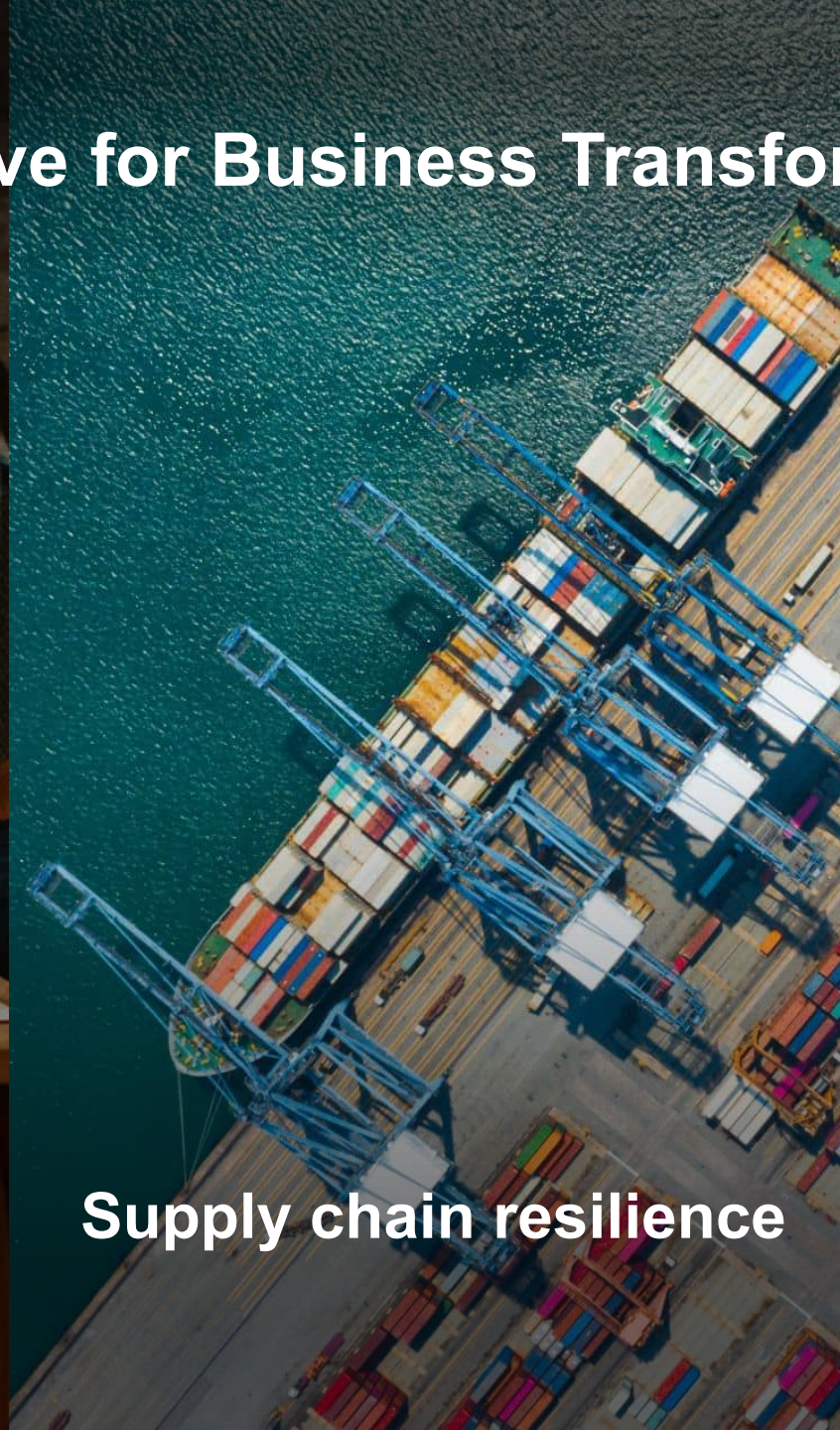
SAP ALMを用いた業務改革の実現と
業務安定性向上のためのしくみ

Wieland Schreiner

Customer Imperative for Business Transformation



Agile Enterprise



Supply chain resilience



Sustainability outcomes

Four ingredients to transform successfully



Strategy



Processes



Solutions



People

SAP Cloud ALM – Success and Momentum

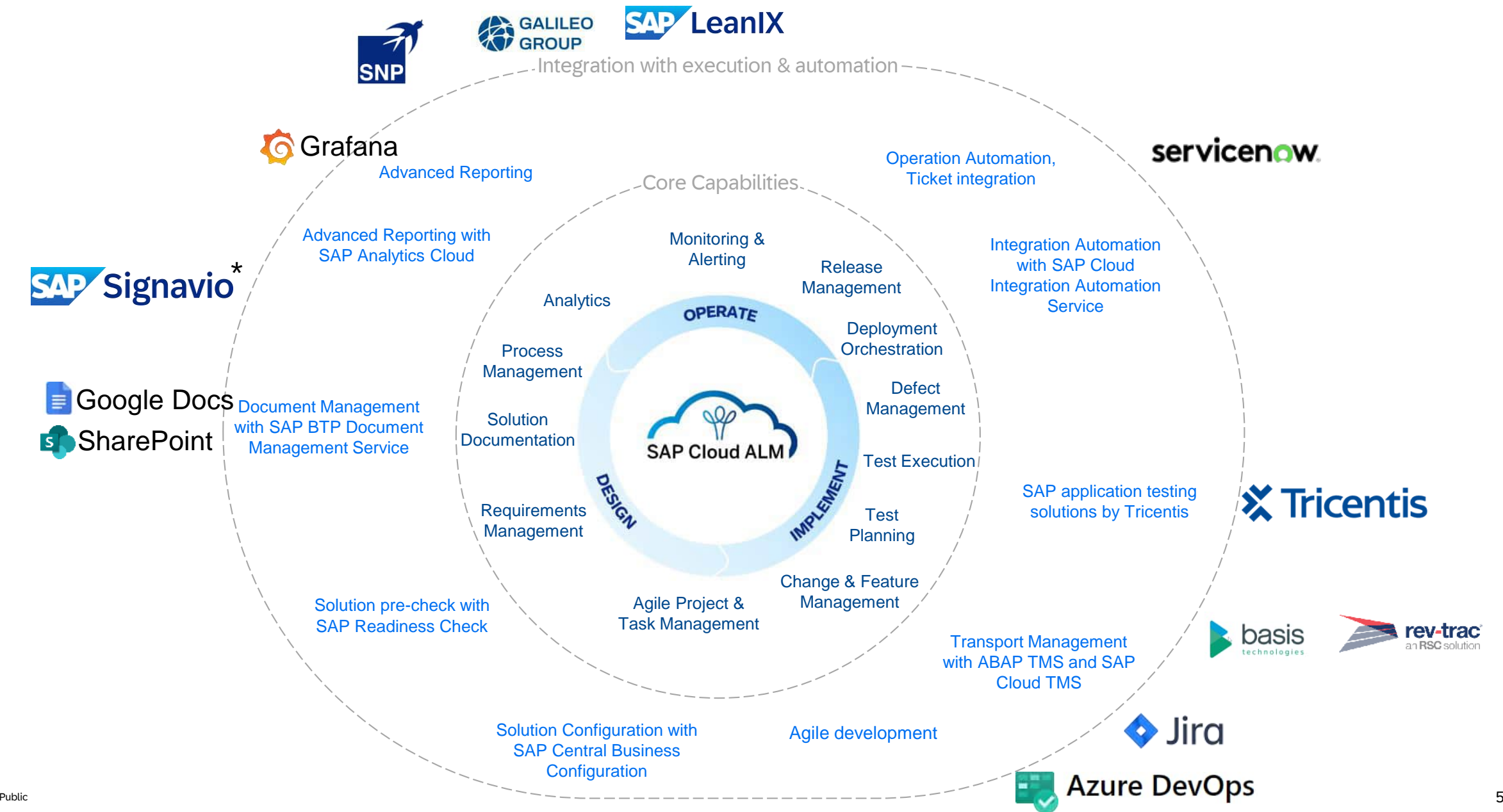
8.000+ customers

1.000+ new customers per quarter

7.543
new projects in 2024

32.000.000
inbound operations signals per month

SAP Cloud ALM – Core capabilities & Integrations



Customers Need End-to-End Transparency Across ...

A woman with dark curly hair, wearing a white shirt and a dark vest, is holding a white sign. She is standing on a blue background.

Cloud and On-premise

How do I implement and monitor my customer solution with BTP center stage?

A man with dark hair, wearing a suit and tie, is holding a white sign. He is standing on a blue background.

SAP and Non-SAP

How do I track solution readiness, observe and triage?

A woman with dark hair, wearing a white shirt and a stethoscope, is holding a white sign. She is standing on a blue background.

Customer, Partner and SAP

How do I better collaborate and integrate?
How do I see outages and maintenance calendars centrally?

A young boy with dark hair, wearing a blue shirt and jeans, is holding a white sign. He is standing on a blue background.

All implementation use cases

How do I design, build, test and deploy my solution?

A young girl with dark curly hair, wearing a green shirt, is holding a white sign. She is standing on a blue background.

All monitoring use cases

How do I monitor business processes, integration, user experience, exceptions, automation & health?

Priorities on Our Roadmap



**SAP Cloud ALM is an
attractive alternative to
SAP Solution Manager**

Openness and Extensibility

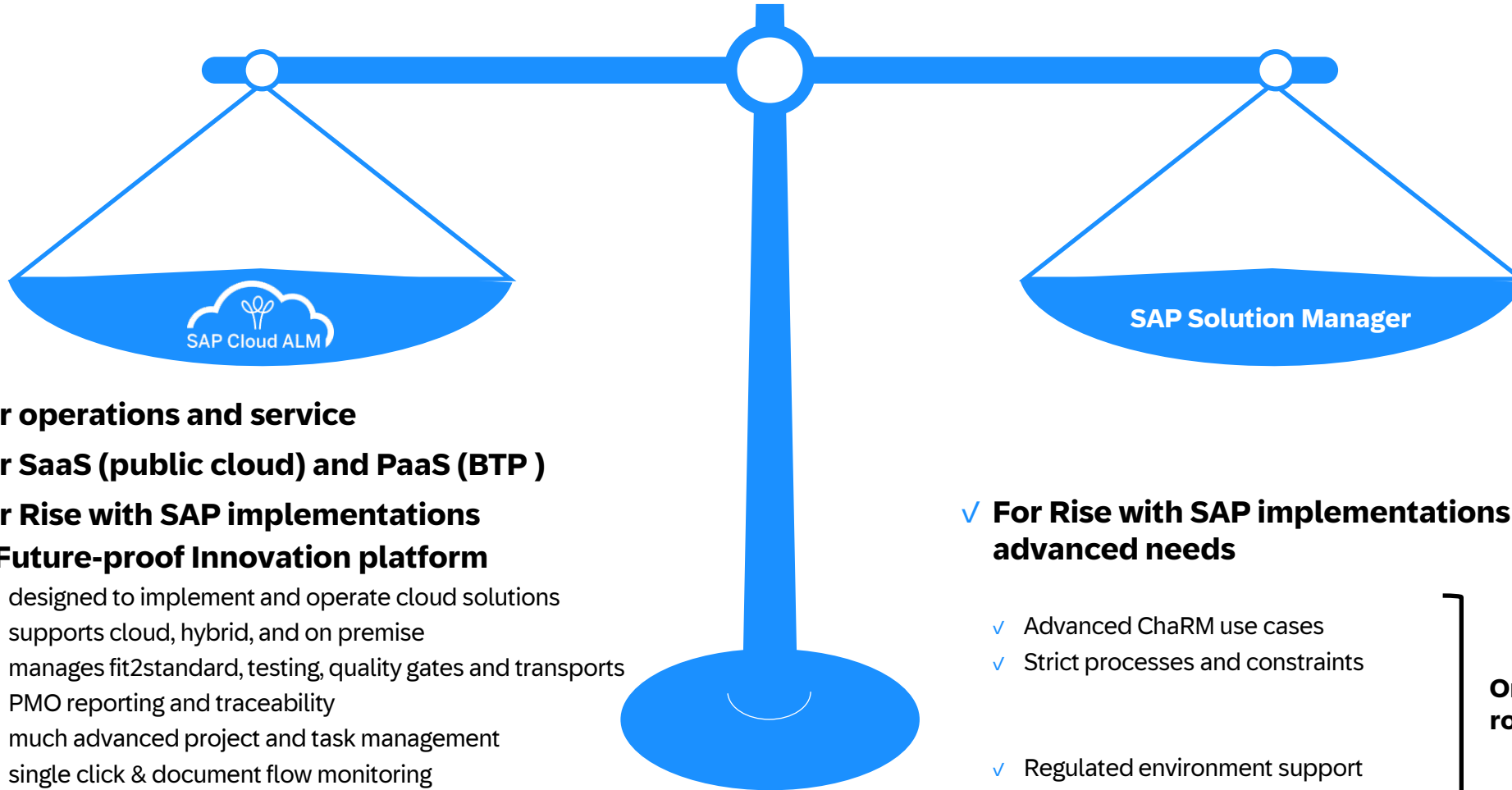
**SAP Cloud ALM is the
partner's best friend**

AI Use Cases

**Integration to Business
Transformation Management**

**SAP Cloud ALM supports
RISE with SAP**

SAP Cloud ALM is an attractive alternative to SAP Solution Manager



- ✓ **For operations and service**
- ✓ **For SaaS (public cloud) and PaaS (BTP)**
- ✓ **For Rise with SAP implementations**
 - ✓ **Future-proof Innovation platform**
 - ✓ designed to implement and operate cloud solutions
 - ✓ supports cloud, hybrid, and on premise
 - ✓ manages fit2standard, testing, quality gates and transports
 - ✓ PMO reporting and traceability
 - ✓ much advanced project and task management
 - ✓ single click & document flow monitoring
 - ✓ openness, APIs, open telemetry
 - ❑ AI use cases*
 - ✓ **Simplify and standardize ALM processes**
 - ✓ Simple to consume
 - ✓ no cost of operation

- ✓ **For Rise with SAP implementations with advanced needs**

- ✓ Advanced ChaRM use cases
- ✓ Strict processes and constraints
- ✓ Regulated environment support

On SAP Cloud ALM roadmap*

SAP Cloud ALM is Our Partner's Best Friend

Partners embed SAP Cloud ALM strategically in their delivery for the three key partner lines of business.

Implementation
(System integrators)

Operation
(AMS)

Innovation
(BTP Extensions)

We engage with delivery and methodology/ tool leads, starting with GSSPs:

Deloitte.

NTT DATA

accenture

Infosys®

pwc

EY

IBM

Capgemini

SAP Cloud ALM is Our Partner's Best Friend

Partners embed SAP Cloud ALM strategically in their delivery for the three key partner lines of business.

Implementation
(System integrators)

Operation
(AMS)

Innovation
(BTP Extensions)

SAP Cloud ALM Incubation Steering – ongoing –
SAP Cloud ALM Introduction & Overview (1,5 h – virtual)

Curriculum

- E2E Toolchain Design to Deploy
- SAP Cloud ALM for Implementation Deep Dive
- Partner specific integration possibilities with APIs
- Partner tool chain & methodology and content opportunities

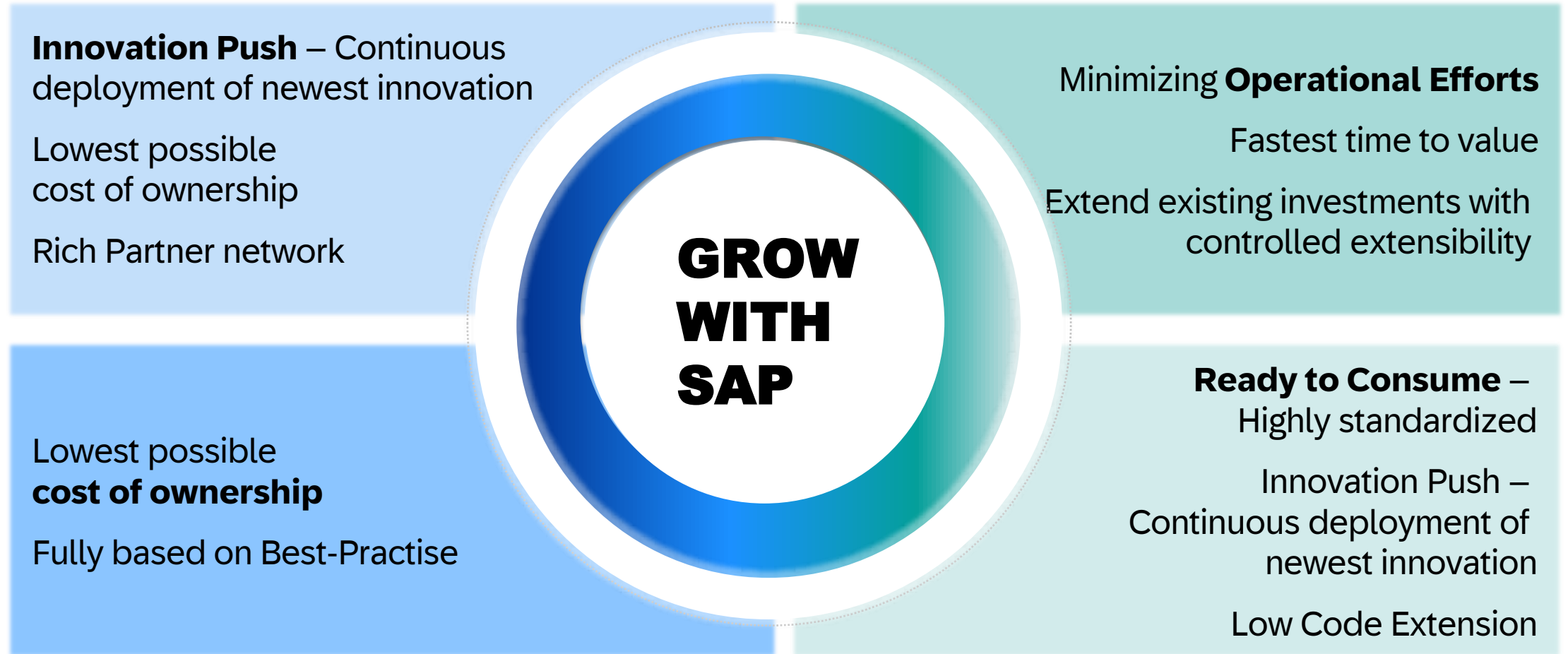
Curriculum

- SAP Cloud ALM & SAP Focused RUN use cases
- SAP Cloud ALM for operations Deep Dive
- Support processes with SAP Cloud ALM ITSM Adapter
- Partner tool chain & methodology

Curriculum

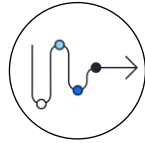
- SAP BTP Observability
- Partner BTP App integrations in SAP BTP observability
- SAP Cloud ALM for operations openness (Inbound / outbound), Open Telemetry at SAP Cloud ALM
- Partner Tool chain & methodology

GROW with SAP - Ready-To-Run

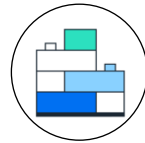


How to use SAP Cloud ALM in context for GROW with SAP?

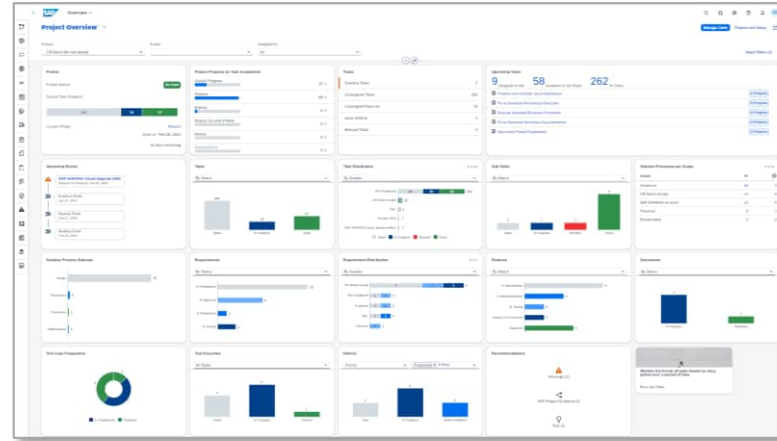
Adopt the Latest Innovations



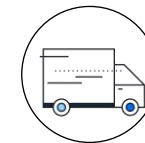
Design



Build

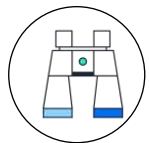


Test

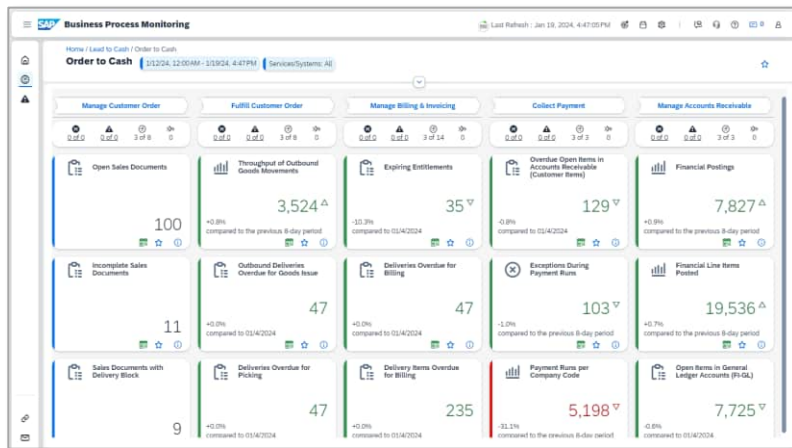


Deploy

Keep Your Business Running



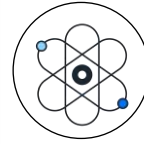
Detect



Correct



Analyze



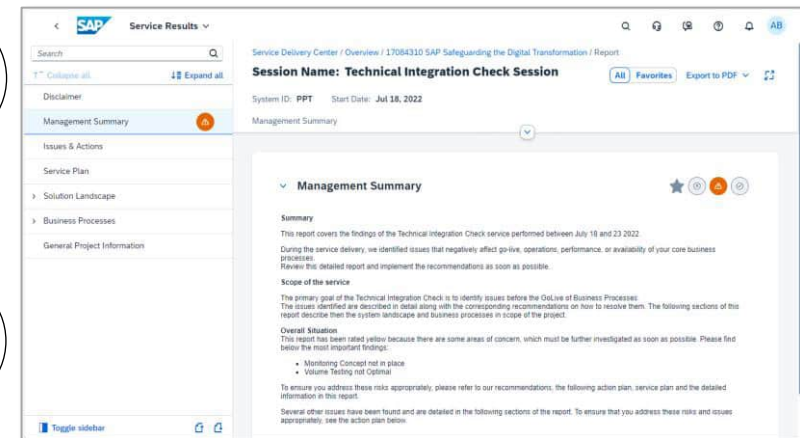
Automate



Prepare



Share

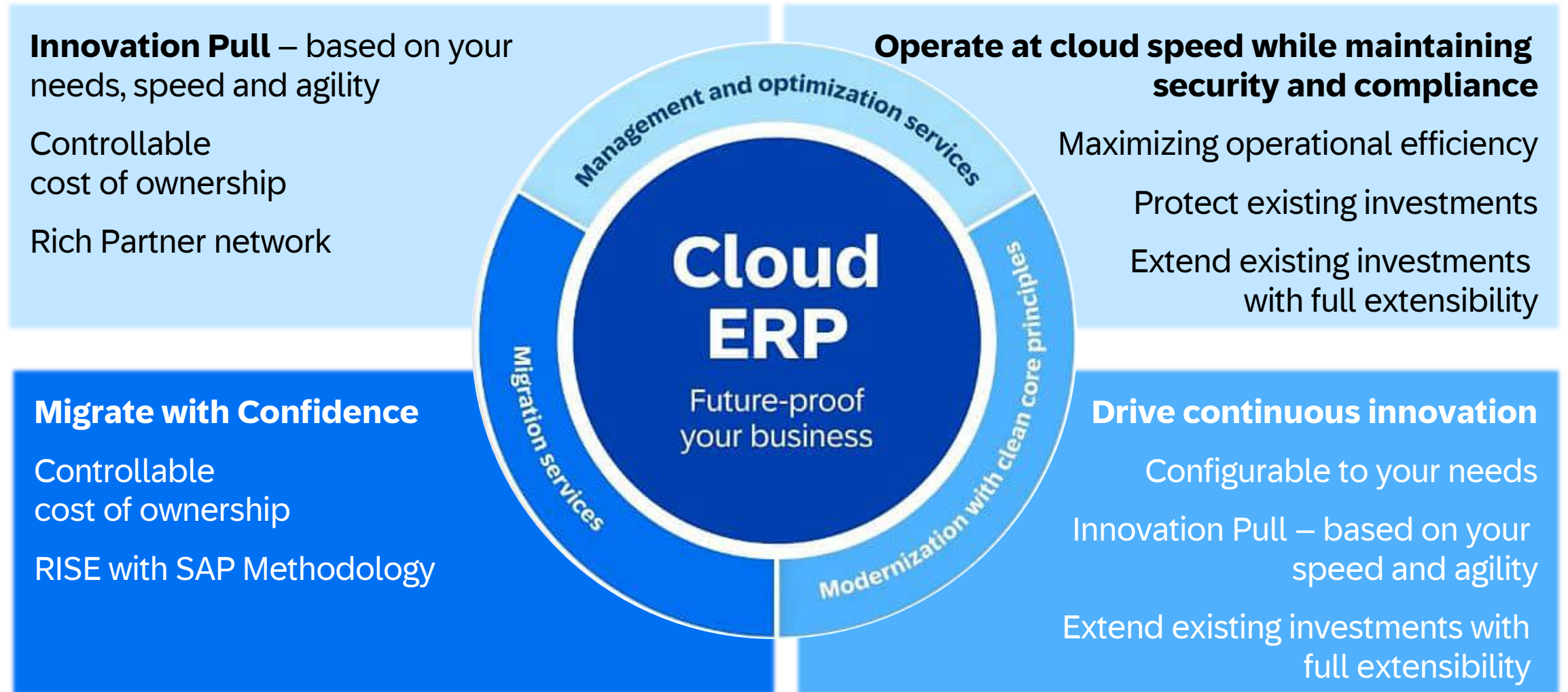


Deliver



Follow Up

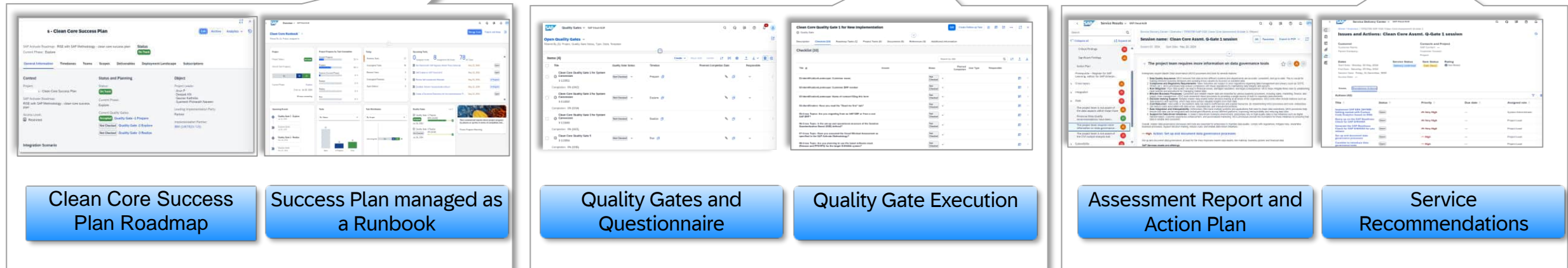
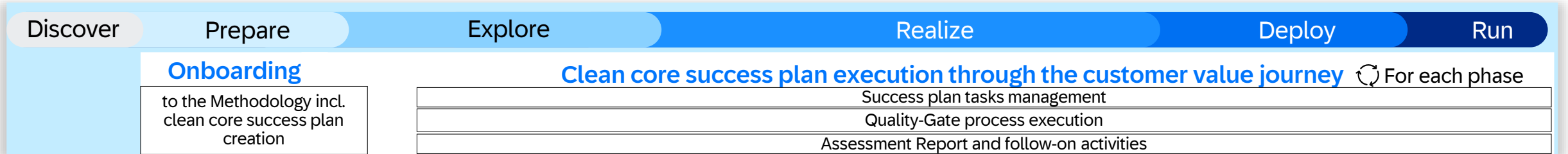
RISE with SAP - Tailored-To-Fit



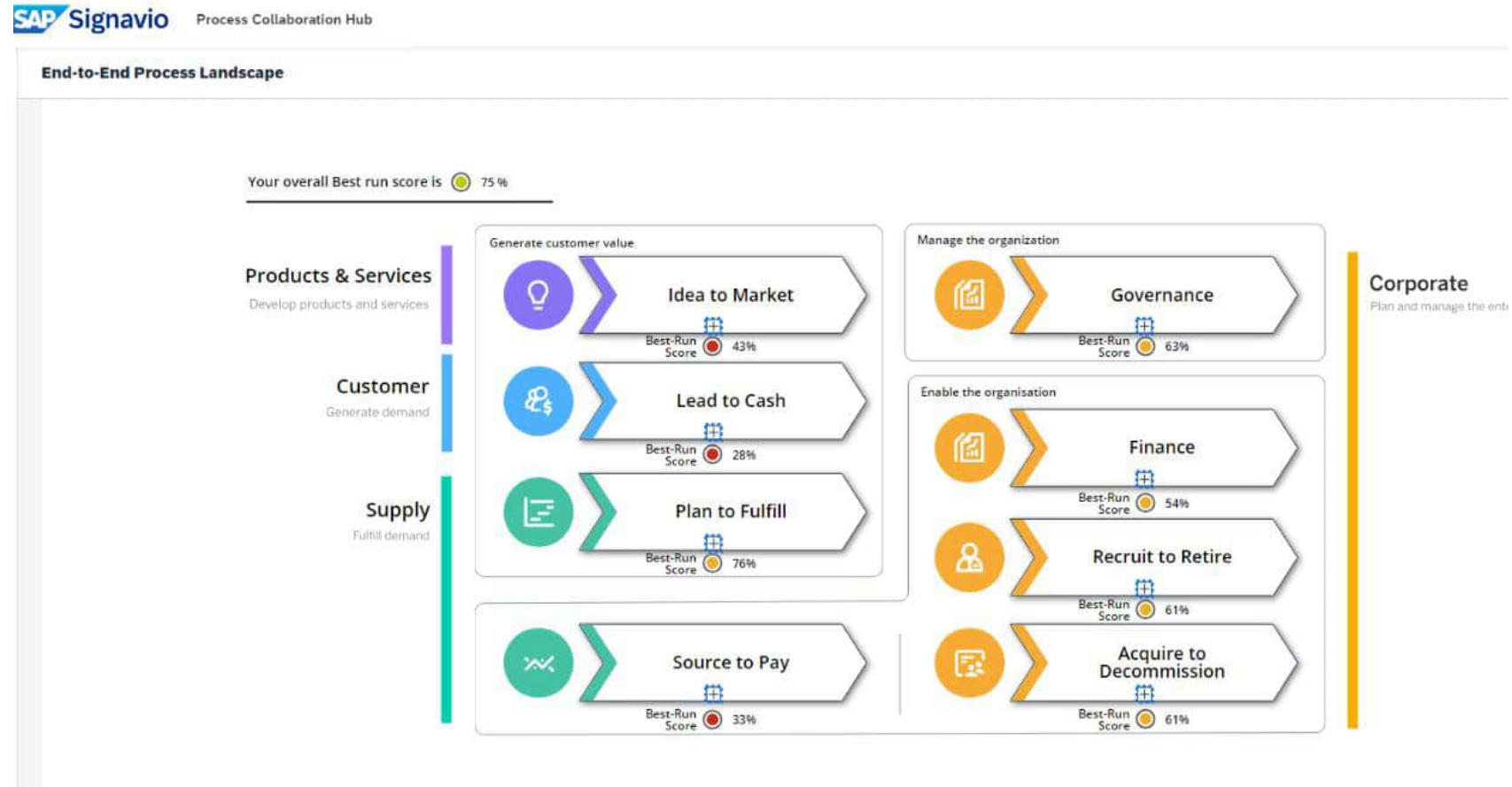
What does SAP Cloud ALM do for RISE with SAP

Available NOW

SAP Cloud ALM guides and actively supports the RISE Methodology



Demo



SAP Landscape Discovery

Released Features

- Auto-discover SAP services and systems that are maintained that are discovered by SAP Cloud ALM (currently available for clous systems, (on-premise planned to be release later this year)
- Link discovered services and system to inventory fact sheets

Provided Value

- Leverage SAP Cloud ALM's underlying discovery functionality to provide a complete and automated overview of the SAP cloud in your landscape. Reduce time to collect data and access meaningful insights

The screenshot displays the SAP LeanIX SAP Landscape Discovery interface. The top navigation bar includes 'Dashboards', 'Inventory', 'Reports', 'Diagrams', and 'Collaboration'. A search bar is present with the text 'Jump to a Fact Sheet'. The main header shows 'SAP Landscape Discovery' with a status of 'Active' and 'Last synced on 2024-06-28 at 21:07'. The left sidebar contains 'ADVANCED SETTINGS' (Automations, Collections, Export, KPIs, Notifications Center, Optional Features & Early Access, Portals, Reports, Surveys, To-Dos) and 'DISCOVERY & INTEGRATIONS' (API Tokens, Developer Tools, Integrations, Integration API, Metrics, Reference Catalogs, Sync Logging, Technical Users, Webhooks). The 'Integrations' section is active, showing 'Select your integration name' (SAP Landscape Discovery) and 'Authenticate via API' instructions. The 'AVAILABLE DATA' section lists 'Application', 'IT Component', and 'Provider' with their respective attributes. The 'List of discoveries' table shows 15 results, including 'SAP Cloud for Customer', 'SAP Business Network for Asset Management', and 'SAP Cloud for Customer my280314', all with a status of 'Action needed'.

| Discovery Item | Classification | Status | Fact Sheet link | Integration | Discovery date | Action by |
|--|----------------|---------------|--|-----------------------|----------------|-----------|
| SAP Cloud for Customer MyCloudforCustomer_01 | SaaS Product | Action needed | SAP Cloud for Customer MyCloud... | Cloud ALM Integration | 2024-06-24 | |
| SAP Business Network for Asset Management MyAPN_01 | SaaS Product | Action needed | SAP Business Network for Asset ... | Cloud ALM Integration | 2024-06-24 | |
| SAP Cloud for Customer my280314 | SaaS Product | Action needed | SAP Cloud for Customer my2803... | Cloud ALM Integration | 2024-06-24 | |
| SAP Cloud for Customer MyC4C | SaaS Product | Action needed | SAP Cloud for Customer MyC4C | Cloud ALM Integration | 2024-06-24 | |
| SAP Cloud for Customer MySalesServiceCloud_02_00 | SaaS Product | Action needed | SAP Cloud for Customer MySale... | Cloud ALM Integration | 2024-06-24 | |

Project Synch with SAP Cloud ALM

Released Features

- Create projects in Cloud ALM, starting from initiatives/projects in SAP LeanIX
- Link an initiative in SAP LeanIX to an existing project in SAP Cloud ALM.

Provided Value

- Reduce effort in SAP Cloud ALM when it is required to projects to fulfill initiatives that are planned in SAP LeanIX
- Maintain a consistent view of initiatives across LeanIX and SAP Cloud ALM

The screenshot displays the SAP LeanIX user interface. At the top, a navigation bar includes links for Dashboards, Inventory, Reports, Diagrams, and Collaboration. A search bar on the right allows users to 'Jump to a Fact Sheet'. The main content area features a header for 'Cloud Transformation 2025' with a progress indicator at 57% and an 'Approved' status. Below this, a description states: 'A multi-year initiative aimed at transforming the company's infrastructure and applications through clo...'. A horizontal menu below the description includes options like Fact Sheet, Subscriptions, Comments, To-Dos, Resources, Transformations, Agile Tracking (selected), Metrics, Surveys, and Last Update (about 2 hours ago). The central section, titled 'SAP Cloud ALM', indicates the last sync was 'about 2 hours ago' and provides a link to 'Open in SAP Cloud ALM'. It also shows the initiative is 'Synced with: Cloud Transformation 2025' and 'On Track'. A table at the bottom details the project phases and milestones.

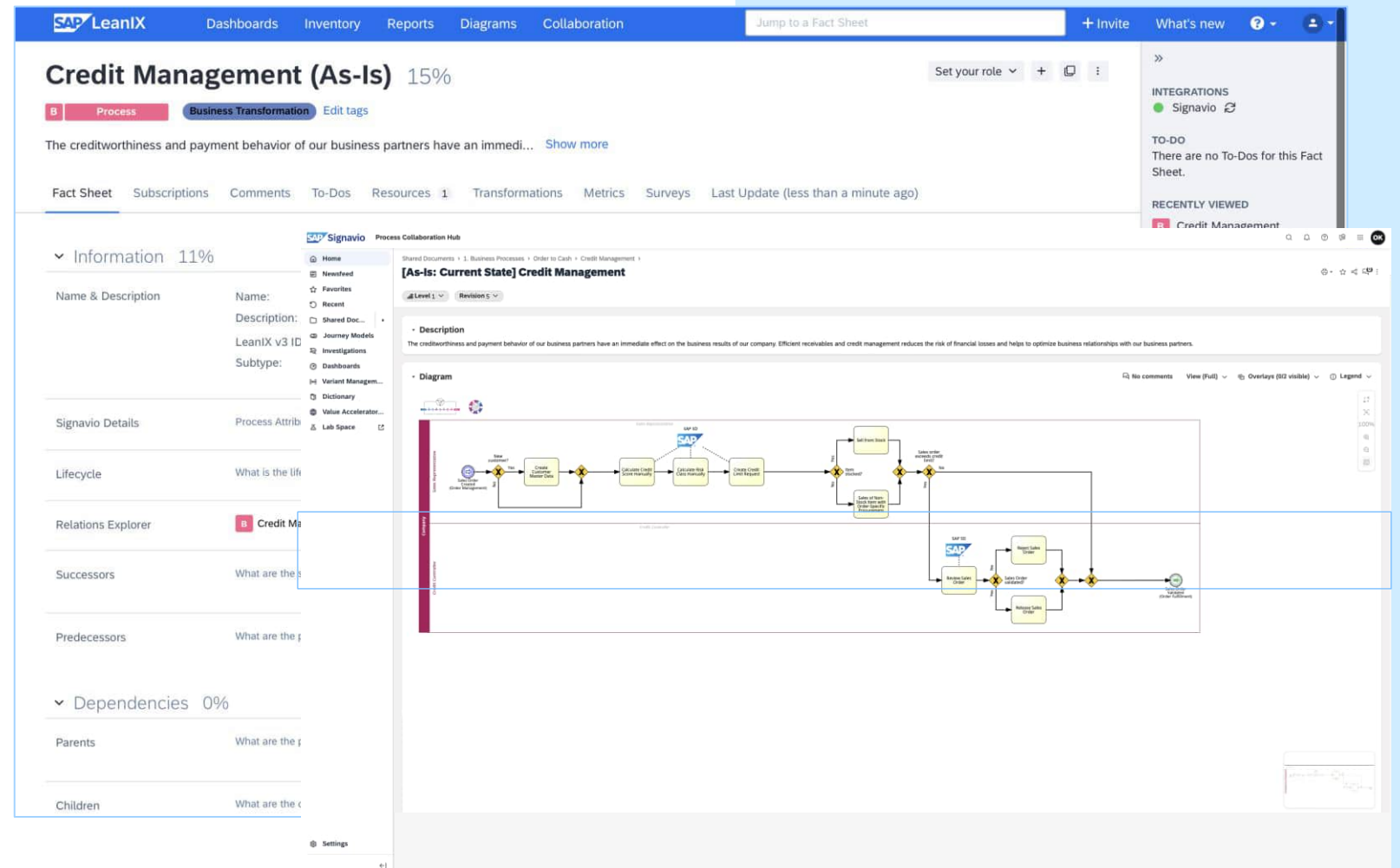
| Phases | Milestones |
|---------|--|
| Prepare | 2024-05-01 - 2024-11-15 Kickoff 2024-07-01 |
| Realize | 2025-01-15 - 2025-03-31 Planned Go-Live 2025-06-02 |
| Deploy | 2025-04-01 - 2025-04-30 |

Understand the As-is Application Landscape

Align business and IT with SAP Signavio

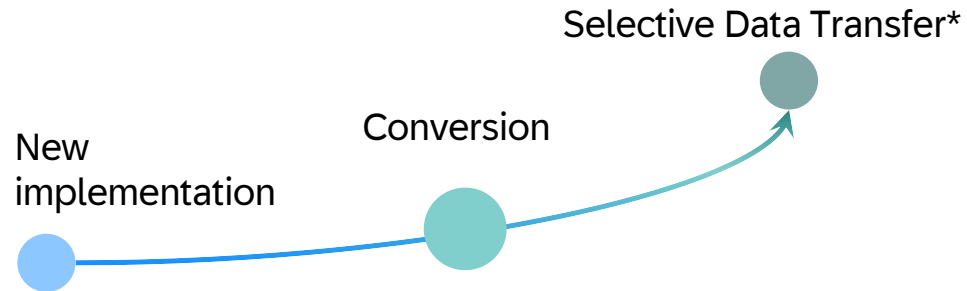
Synchronize business architecture information between SAP Signavio and SAP LeanIX, like customer journeys and business processes, using a seamless, out-of-the-box integration between the solutions.

The combined perspectives of Enterprise Architecture and Business Processes provides a wholistic view and ensure that all both perspectives are considered for a transformation planning

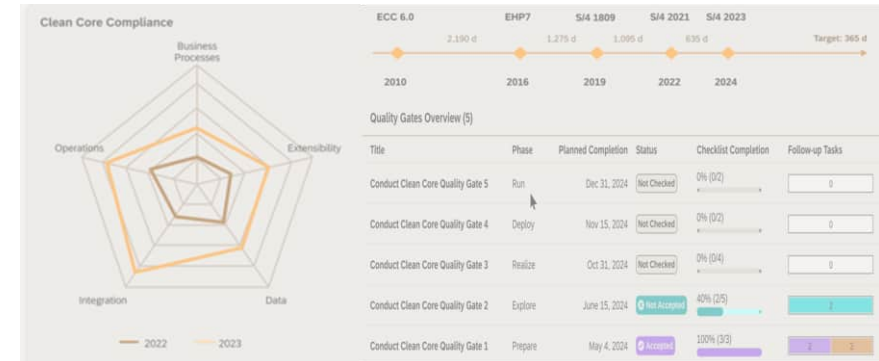


SAP Cloud ALM's Role for RISE with SAP

SAP Cloud ALM Guides You With Rise with SAP Methodology



SAP Cloud ALM Measures and Optimizes Clean Core*



SAP Cloud ALM orchestrates Clean Core

1 Processes

- Fit-to-standard: Best practices, custom processes requirements
- Business Process Monitoring
- Remediate simplification items

2 Extensibility

- ABAP + BTP development
- Agile Build, Testing
- Monitoring of extensions
- Remediate custom code

3 Data

- Data consistency and data volume monitoring
- Financial data quality

4 Integration

- Interface Documentation
- CPI deployments
- Interface and exception monitoring

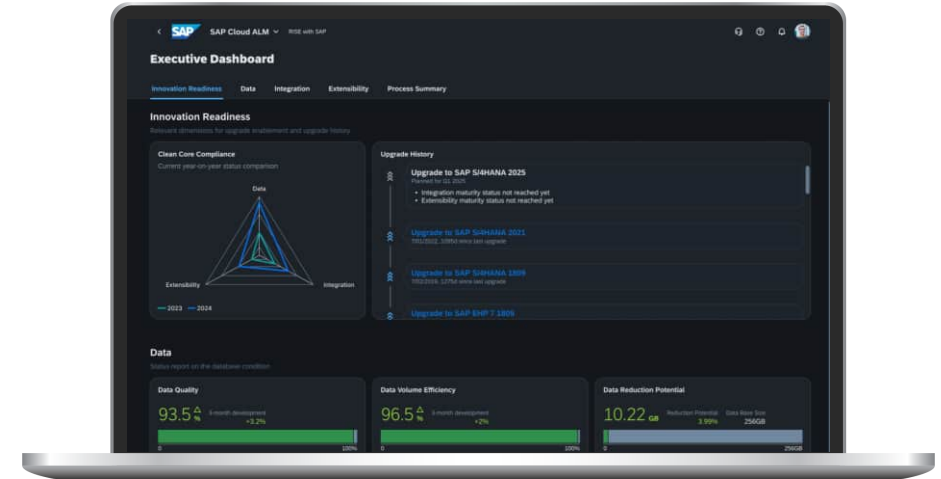
5 Operation

- Full stack monitoring
- Business service management
- Regression testing
- Releases and Upgrades

RISE with SAP Methodology Dashboard

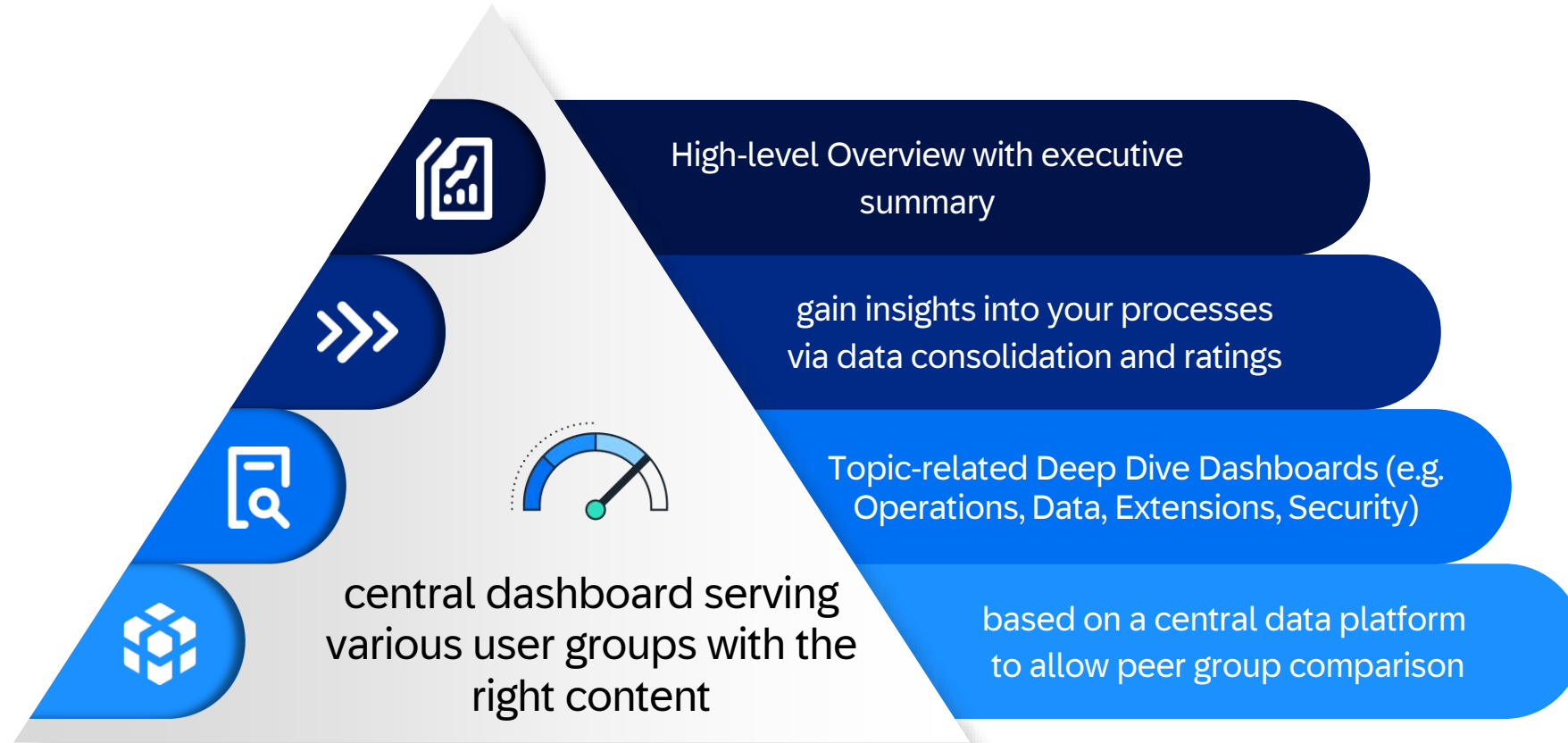
Key objectives

- showing customers the **value of RISE for SAP** by outlining unused potential in their current system
- having a **clean core strategy is essential** for leveraging latest features and technologies
- SAP supports **holistically** by getting to a clean core:
 - not only focusing on custom code but the **impact** that this custom code has **on business processes**
 - supporting customers in **making decisions** which steps to be done in which sequence (e.g. starting with low-hanging fruits like removal of unused custom code)
 - also focusing on **highly-individualized business processes** which are causing problems
 - bridging the gap from **analysis to execution** by task creation and distribution among the project team

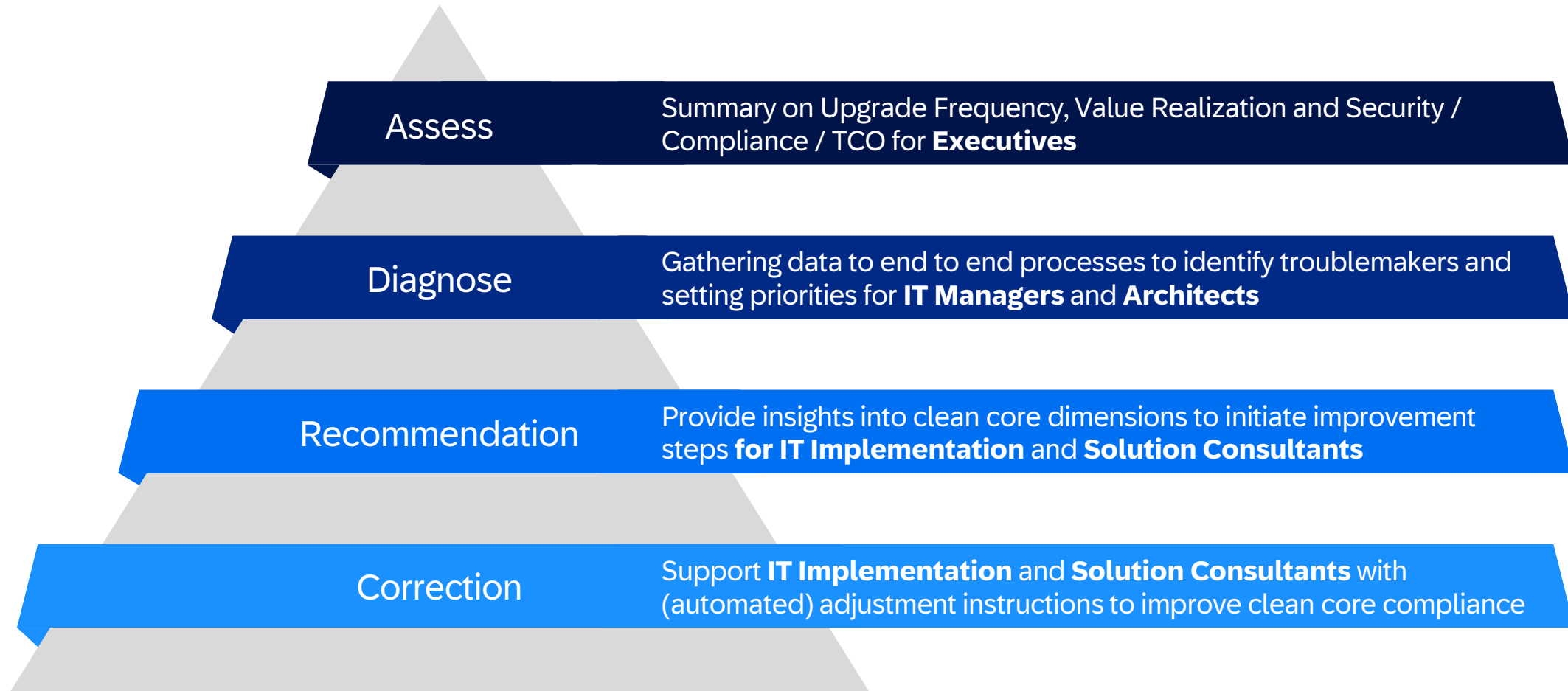


What does SAP Cloud ALM do for RISE for SAP

RISE with SAP Methodology Dashboard Structure



KPI Pyramid/ Personas



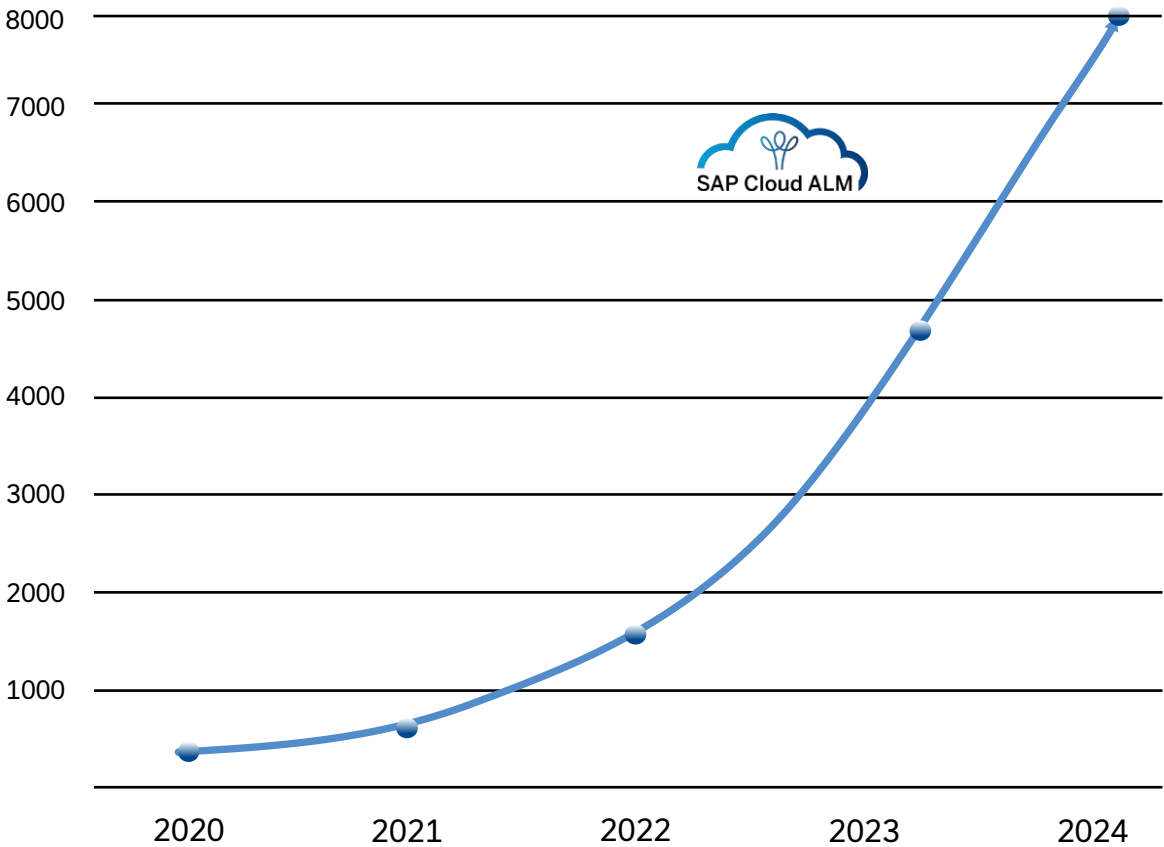
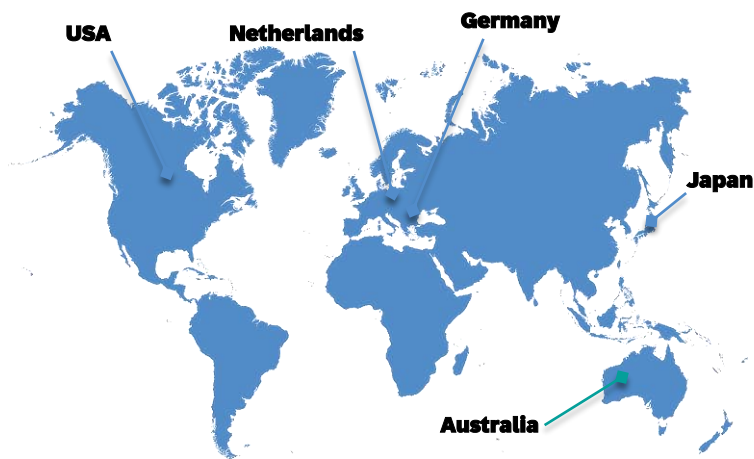
Demo



SAP Cloud ALM Global Availability and Scalability

SAP Cloud ALM is heading towards massive global adoption

Datacenters

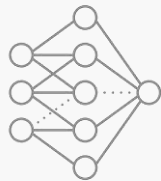


8000+
Customers

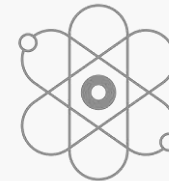
39.9K
Logged in users

2.84M
Clicks per application

Business AI in SAP Cloud ALM



Classical AI Use Cases

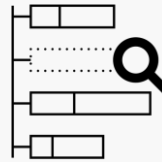


Generative AI Use Cases

Classical AI Use Cases



**Dynamic Thresholding in
Synthetic User Monitoring**



**Changepoint Detection in
Real User Monitoring**

PLANNED



**AI-based Resolution of
Detected Exceptions**

PLANNED



Dynamic Thresholding in Synthetic User Monitoring

Objective

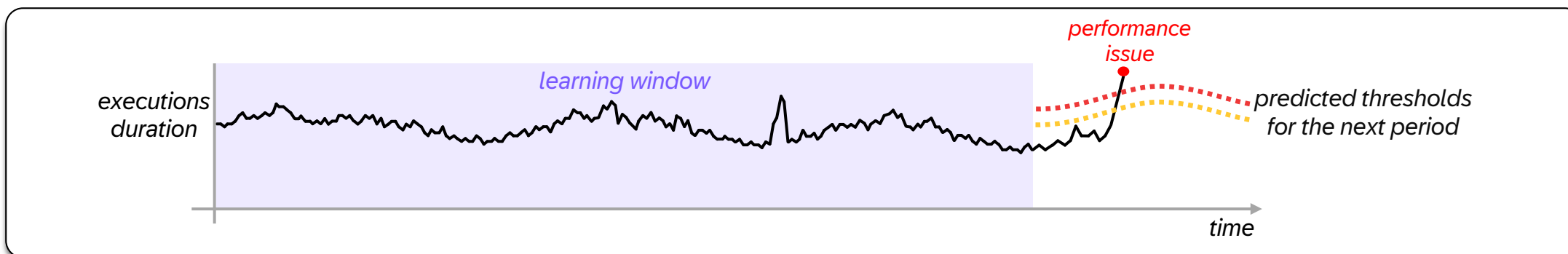
- Allow alerting on critical situations with high confidence without the need to configure fixed thresholds
- Adapt regular and automatically the “thresholds profile” for alerting considering seasonality of data

Remark

- The approach is suitable for numeric metrics delivered at fixed time intervals
- Planned use cases are time-based metrics for Synthetic User Monitoring

Method

- At regular basis (e.g. every day), a profile of the probable maximum/minimum metric values for the next time period is calculated
- The threshold profile is computed based on values of the learning window in the past using state-of-the-art prediction algorithms
- Actual measured metric values are compared with the thresholds at the same point in time
- If it crosses the thresholds, an appropriate performance degradation situation is detected



Changepoint Detection in Real User Monitoring

Objective

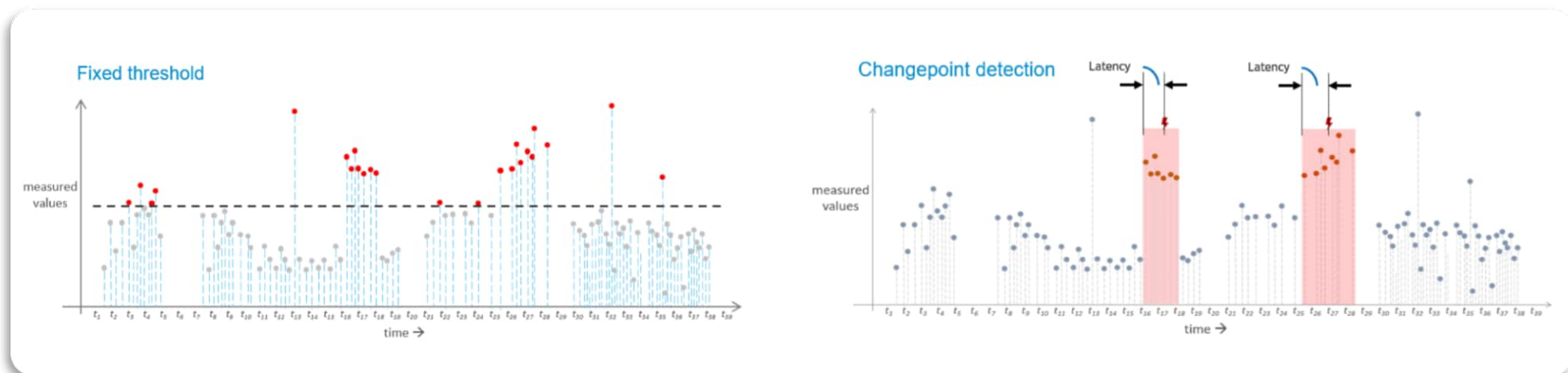
- Reduce the “background noise” caused by too sensitive alerting
- Avoid alert generation on first data point by using a certain latency

Remark

- Works with irregularly delivered data points like end-user response time or message processing time

Method

- The distribution of data points compared to reference periods is analyzed
- Only in case a certain problem stays with a certain latency, it is considered critical





AI-based Resolution of Detected Exceptions

Lab Preview

Objective

Support end users to resolve exceptions discovered by exception monitoring by using SAP internal knowledge resources

Method

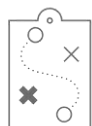
SAP internal knowledge resources as SAP Notes & Knowledge Base Articles (KBS's) are dynamically mapped to single exceptions by key words via AI algorithms

Remark

End-users can refine the list of suggested SAP Notes & KBAs, by entering additional keywords

The screenshot displays the SAP Integration & Exception Monitoring interface. At the top, it shows the title 'Integration & Exception Monitoring' and a 'Last Refresh' timestamp of 'Aug 28, 2024, 3:23:44 PM'. Below this, the 'Exceptions' section is active, showing a time frame of '8/28/24, 12:00 AM - 8/28/24, 3:23 PM' and categories of 'ABAP Application Log'. The main content area displays an exception message: 'Message: Data object 'BaseUnit' not found. Message '/IWBEP/CM_MGW_RT' '101' of agent 'BSE_MED' could not be logged in CCMS. Data object 'CalendarYear' not found. Message '/IWBEP/CM_MGW_RT' '101' of agent 'BSE_MED' could not be logged in CCMS. Data object 'Material' not found. The message is dated 'Aug 28, 2024, 2:57:20 PM' and is categorized as 'ABAP Application Log'. The user is identified as 'User: [redacted]'. The cloud service is 'SAP S/4HANA' with tenant '[redacted]' and root URL '[redacted]'. Below the message, there are tabs for 'Collection Context', 'Association Context', 'MESSAGES', and 'Solving Tips (2)'. The 'Solving Tips (2)' tab is selected, showing two suggested SAP Notes. The first note is titled 'MCF - Errors in Application Logs generated by ERP_FICA_UMC services' and describes a problem with OData services for ERP_FICA_UMC in MCF. The second note is titled 'Property (external name) not found for entity - Message '/IWBEP/CM_MGW_RT' '100' of agent 'BSE_MED' could not be logged in CCMS' and describes a problem with SLG1 logs. At the bottom of the interface, there is a blue banner with the text 'SAP Notes & Knowledge Base Articles'.

Generative AI Use Cases



**Generate Requirements
From Fit to Standard
Workshops**



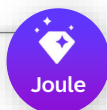
**Test Case Generation
(with Tricentis)**



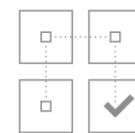
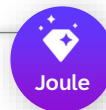
**Generate Solution
Documentation**



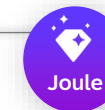
Guided Project Analysis



Generate Dashboards



**Generate Alert
Resolution Procedure**



Generate Process Models

GenAI powered Alert Processing with SAP Joule

Objective

- End users **want more insights** in the alert, so that I know what **next step to take**
- Necessary knowledge is typically **stored unstructured in different sources**. We request that all relevant information be presented in an **easy-to-consume and structured approach**.

Method

- The event payload contains **information about the problem context**. This can be extracted to **search against a relevant body of knowledge** to provide solution recommendations
- With **Joule Integration**, user can converse with the alert to know more about it and to **know how to solve it**



GenAI Dashboards

Challenges

- Huge amount of unstructured and valuable data
- Need expertise to build and show critical insights
- Need custom personalized dashboards

Method

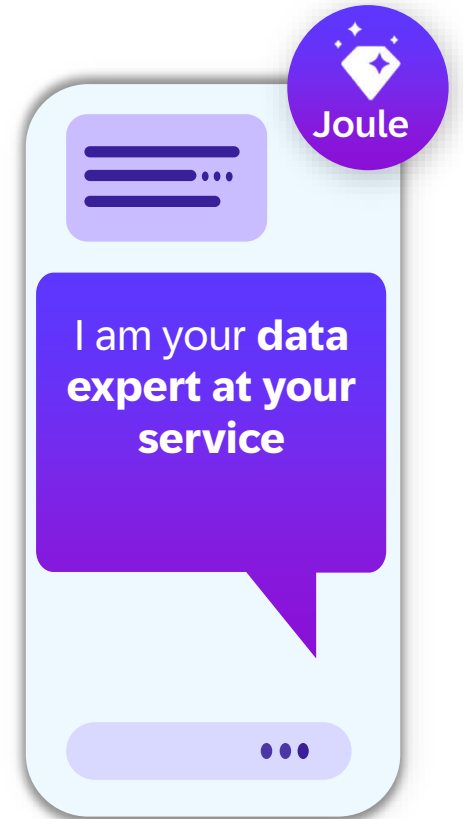
- **SAP Cloud ALM** collects, monitors and analyses **SAP landscape** data with AI.
- **SAP Joule** provides recommendations and interacts for an easy and personalised access to **critical insights**.

Value

- **Uncover hidden insights** for your **SAP Operations** and **SAP Implementation projects**.
- Dashboards **automatically** created by **Gen AI**.
- Use **Natural Language** to visualise data.
- SAP Cloud ALM AI makes suggestions and recommendations.

Revolutionize how organizations
consume and **interact** with data

No data preparation
No coding
No manual steps



Generate Requirements from F2S Workshop

Problem

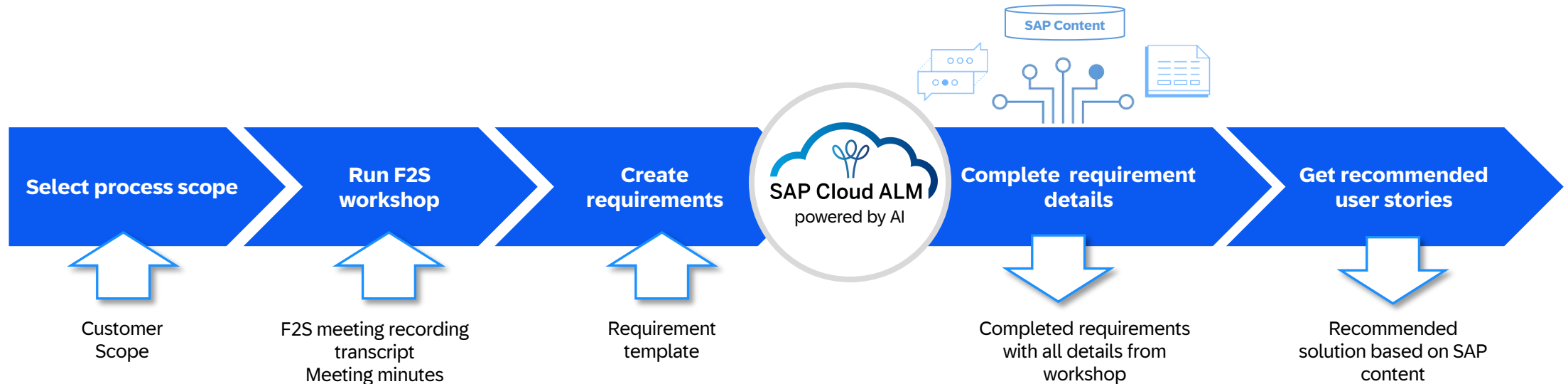
- Capture all customer **requirements** during time-critical **Fit-to-Standard workshops**
- Document all requirements across the project with same **level of detail and quality**
- Find the right **solution** to solve requirement

Solution

- Use **meeting minutes and workshop recording** as input for generating requirements
- Use additional sources (SAP Activate & Help content) to find **recommended solutions**
- **Complete requirements details** based on customer defined template using **GenAI features**

Benefits

- Save project **time**
- Ensure documentation **quality**
- Ensure **completeness**
- **Accelerate** solution implementation

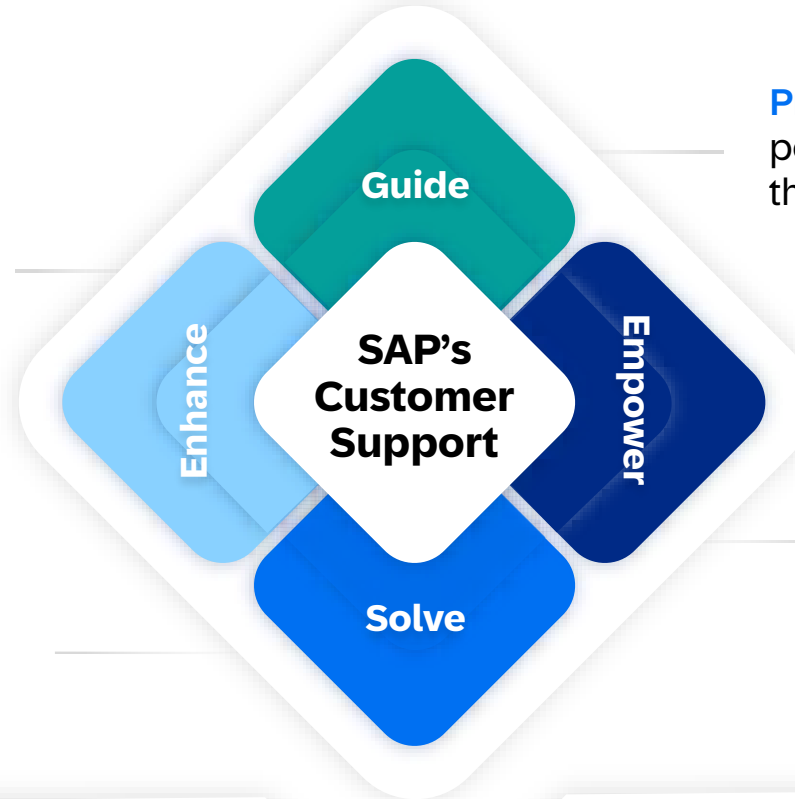


SAP's Customer Support powered by AI

As part of SAP Enterprise Support

Improve product quality and supportability, driving customer success across all products based on customer insight and proactive risk mitigation

Prioritize investments in AI and large language models (LLM) to drive support transformation by automating processes, thereby enhancing efficiency and creating a superior customer support experience



Provide guidance along the entire lifecycle in the powered by **SAP Cloud ALM**, including optimizing the **RISE with SAP** customer delivery experience

Deliver proactive support built into SAP products, and **continuously monitor and optimize the customer experience** to help ensure business continuity

SAP for Me

Personalized central entry point to SAP's Customer Support



Cloud-based application lifecycle management solution

Built-In Support

Customer Support built directly into the application

#ALMSUMMIT

Spread the word! Use the hashtag for your social media posts