# SAP Community Call for ALM

Customer Communications & Relations for ALM, SAP SE

May 15, 2024

Public

# SAP Community Call for ALM: Agenda for May 15, 2024
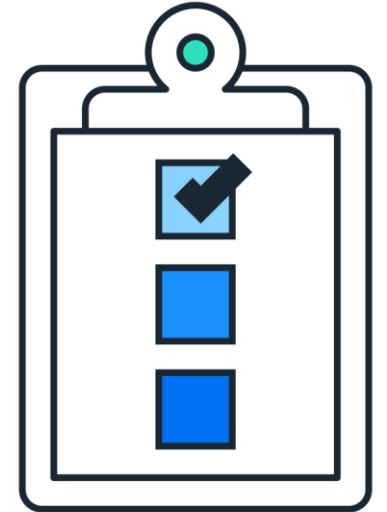
ALM Community News

**Focus Topic: SAP Cloud ALM for Service**

Poll

Additional ALM news

Upcoming Events

Q&A

# Speakers and Background Experts

Konstantin Werthmann

Andreas Krueckendorf

Cay Rademann

# ALM Community News

# SAP Community News

## Calculation of SAP EarlyWatch Alert Coverage based on Workspace

**SusanneGlaenzer**
Product and Topic Expert

05-06-2021 4:06 PM

👍 **4 Kudos**



The way we consume reporting has changed radically in the last decade. Piles of paper with service results and reporting in printed documents is a picture from the past and everyone is familiar with dashboards, e-Readers and inter-active charts used on laptops and mobile phones now. In addition, the expectations are high that statistics not only cover past periods, but that apps provide forecasts and automatic trend and anomaly detection.

SAP EarlyWatch Alert service has been renovated accordingly: the service results can be consumed in cloud applications in SAP Fiori even on mobile phones. The apps included in SAP for Me are called: Workspace, Reports, Dashboard and Solution Finder.

### ✍️ **Read on**

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## First steps to work with SAP Cloud ALM Deployment scenario for SAP ABAP systems (7.40 or higher)

**DoloresCorrea**
Product and Topic Expert

yesterday

👍 **8 Kudos**

DEMO: Introduction & process 7 MIN

DEMO: Part 1 - Create Project and Select Scope 9MIN

DEMO: Part 2 - Conduct Fit-to-Standard Workshops 14 MIN

DEMO: Part 3- Create and Plan User Stories 7MIN
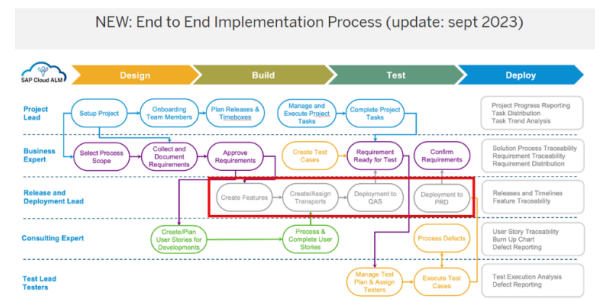
DEMO: Part 4 – Create Feature, Assign Transports and Deploy to QAS 3MIN

DEMO: Part 5 – Test Preparation 5MIN

DEMO: Part 6 – Test Execution and Defect Management 4MIN

DEMO: Part 7 - Deploy to Production 2MIN

This blog is focused on this part of the Implementation Process:



### ✍️ **Read on**

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## SAP Cloud ALM: Requirements Management on Steroids

**robin_schoenwald**
Product and Topic Expert

Wednesday

👍 **3 Kudos**

### Introduction

Requirements are usually captured very early in a project. In the absence of a requirements management tool, MS Excel is often used. SAP Activate even provides an MS Excel Backlog Template for this purpose. However, MS Excel is not really suitable for this task. In this blog, I would like to show you *why* you should use SAP Cloud ALM for professional requirements management, *what* the benefits are, and *how* you can best use it.

### Typical Concerns

Let's start with some typical concerns about SAP Cloud ALM.

**"It's expensive. We don't have budget for additional tools."**
SAP Cloud ALM can be used without additional licence costs. It is already included in SAP Cloud Service subscriptions and SAP Enterprise Support. Check out the usage rights for more information.

**"We don't have time to install and set up another tool."**
SAP Cloud ALM is software as a service (SaaS). There's nothing to install and it works straight out of the box. Once you have requested a tenant, it takes a maximum of 30 minutes before you can start. Another 30 minutes for project creation, team definition and team member onboarding.

**"The training effort is too high."**
Compared to SAP Solution Manager, SAP Cloud ALM is far less complex. A two-day training course from SAP Consulting or SAP Education is sufficient to familiarise you with the full range of functions in SAP Cloud ALM. It is recommended for project managers, the PMO team, architects, and key users. In my experience, all the functions of requirements management can be explained in a one-hour training. If you just want to create a requirement - similar to MS Excel - the learning curve is less than 5 minutes.

**"We cannot switch to SAP Cloud ALM because we have already started capturing requirements in another tool."**
No problem! SAP Cloud ALM can import requirements using MS Excel or using an API. Entering the world of professional requirements management only takes a few minutes.

### ✍️ **Read on**

# Get engaged

## 01
**Join our**
[ALM Community](#)

## 02
**Follow the tags**
[SAP Cloud ALM](#)
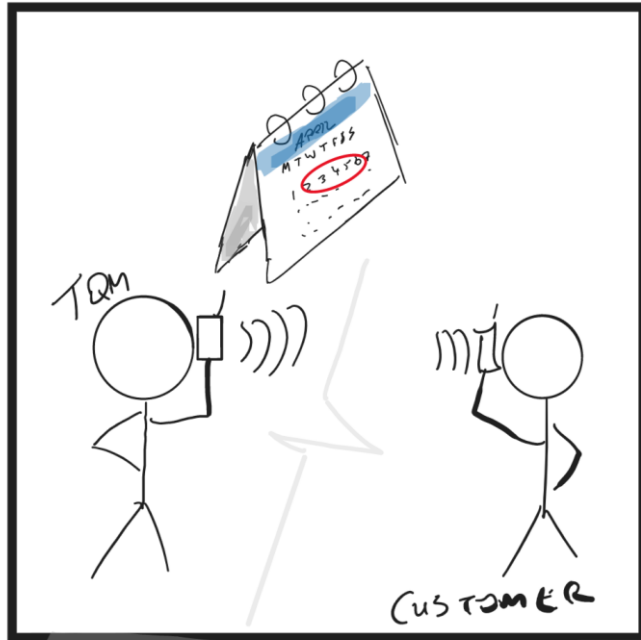[SAP Solution Manager](#)
[SAP Focused Run](#)

## 03
**Ask your questions to peers and experts**

# Focus Topic: SAP Cloud ALM for Service

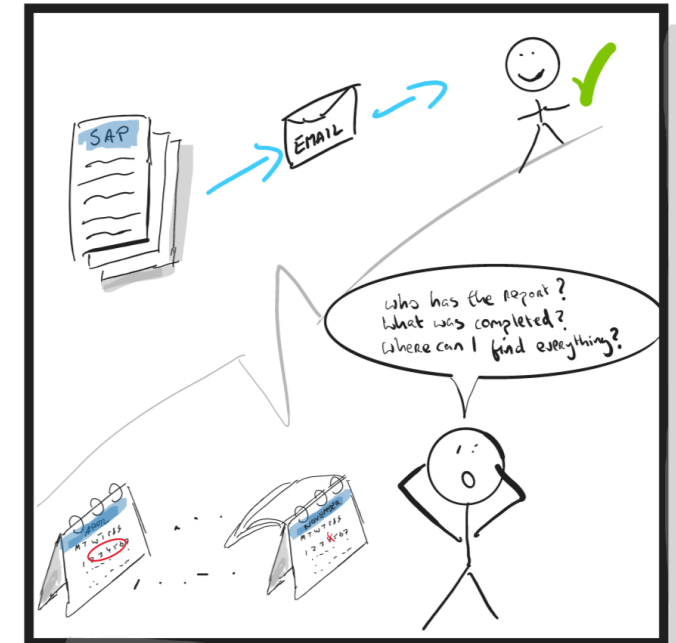# SAP Cloud ALM for Service - Optimize the delivery approach

In the past, service deliveries were planned from manual communications, calls and emails with TQMs and SAP colleagues on a one to one basis

All prep tasks, agendas, tasks required etc. was handled via email communication. Multiple emails from multiple people involved.

Services were delivered from the team lead or TQM from the SAP side, to whomever the contact was at each customer. As time passed post delivery, people change roles, reports get mislaid, it became hard to track progress on recommendations

# **SAP Cloud ALM** helps you optimize with SAP services



**Prepare**

Access an SAP service plan that proposes appropriate on-premise or remote delivery, and their preparation tasks.

**Deliver**

Monitor the service delivery status and review preliminary results and high-priority issues in a joint view.

**Share**

Share digitized service reports to review finalized issues and actions in an easy to consume format.

**Follow-up**

Create and collaborate on the completeness of tasks based on the service delivery results.

Streamlined collaboration with SAP during the entire service delivery process

# SAP Cloud ALM for Service - Optimize the delivery approach

Use the Service Delivery Centre application from our new service delivery platform 'SAP Cloud ALM for service'.



Understand all services scheduled to ensure the services proceed as planned.

Collaborate with the SAP delivery team to ensure that all technical pre-requisites are provided and the service agenda and scope is agreed in advance
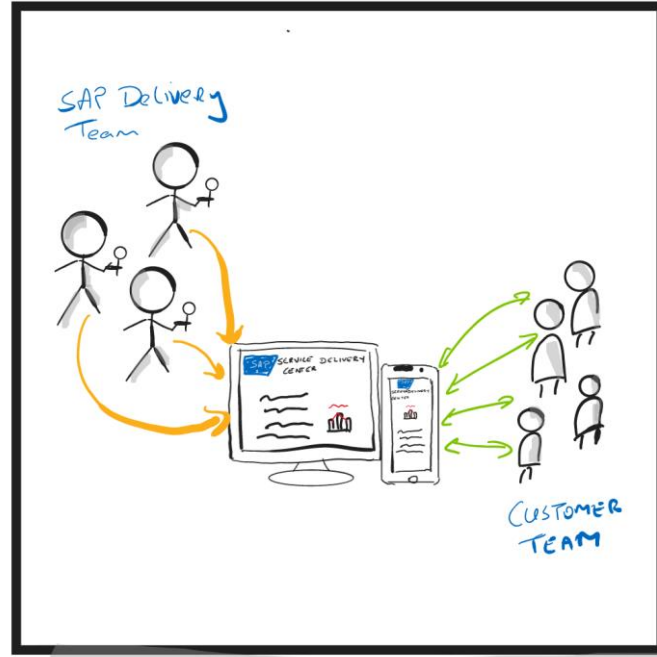
Utilize the Service Delivery Centre application to collaborate with the SAP delivery team, check on the current status and provide requested information as needed
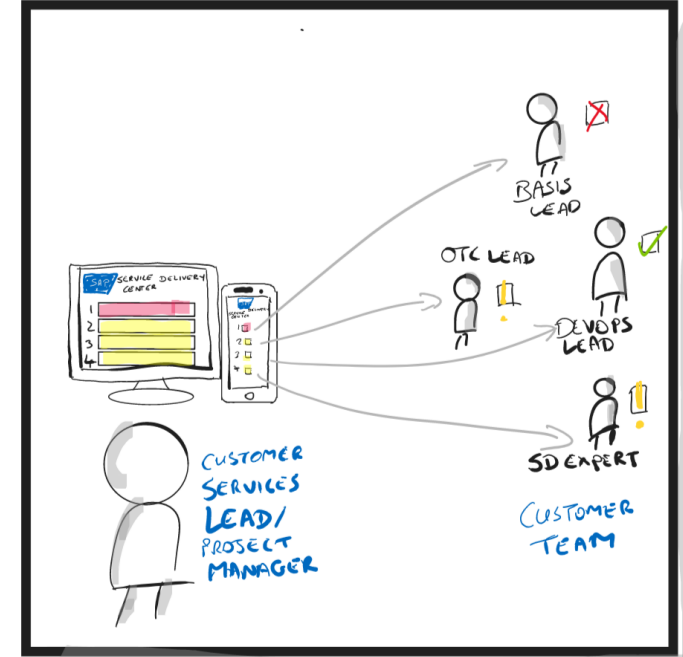
Review all previously delivered Service Reports, Issues & Actions directly within the platform

Assign issues to the responsible people

Track completion and continuous improvement of the SAP landscape

# What SAP will change in the way we conduct our service delivery

## SAP is supplying THREE capabilities on our SAP Cloud ALM product



**Service delivery center**

- Use a harmonized user experience to **easily access all relevant information and assets**
- Have **transparency** on the service delivery: history, current and scheduled services



**Service results**

- Share service results in a **digitized format**
- **Easy drill down** to the different detail levels of the service results
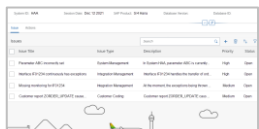


**Issues and actions management**

- **Simplified tracking** of all action items along the end-to-end service delivery process

# Functional components of Intelligent Service Delivery Hub

## Relevant for delivery of a SAP service for example SAP MaxAttention

SAP internal tenant

Exchange data realtime

**SAP Cloud ALM for service**
Customer tenant
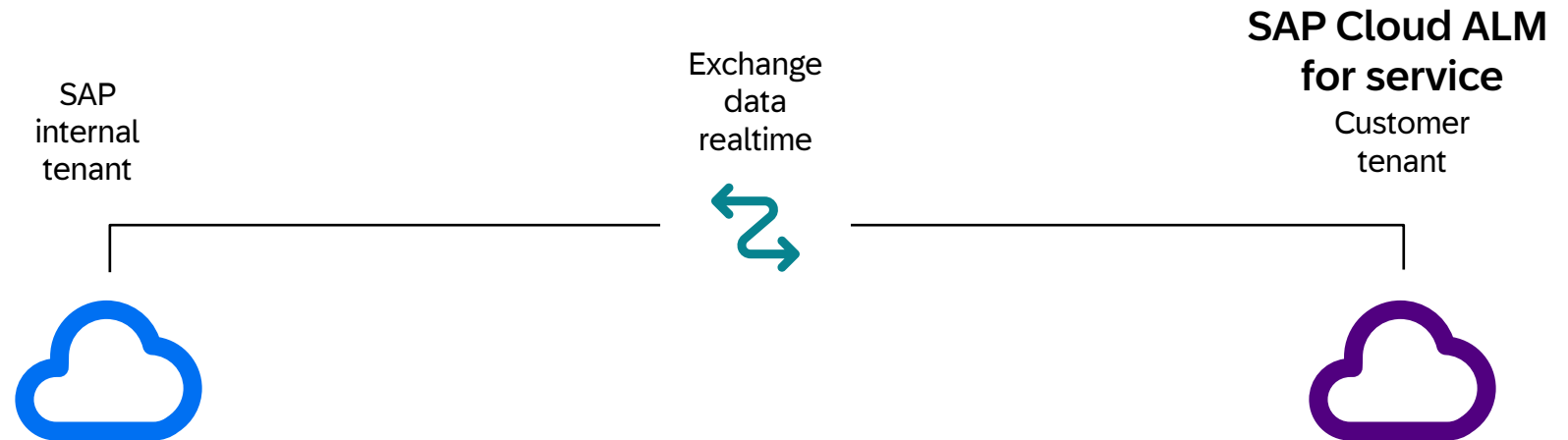
| | | | |
|---|---|---|---|
| **Service delivery center** | Load data from SAP internal systems | **Joint view on all service delivery sessions** | Seamless navigation to all applications |
| **Service results** | Document service outcomes and recommended follow-up | **Share digitized service reports** | Easy navigation to the various levels of details of the analysis and results |
| **Issues and actions management** | Create issues and track status and completeness | **Collaborate on tasks** | Create and track status and completeness of tasks |

# SAP Service Engagement – using SAP Cloud ALM for Service

**Live – since May 2022**

SAP MaxAttention, SAP ActiveAttention, SAP Value Assurance

SAP Enterprise Support (Rollout of additional services ongoing)

**Planned rollout for H2 2024**

SAP Preferred Success services – starting in July, phased rollout by region

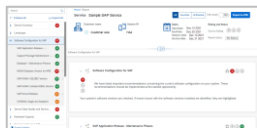SAP Pre-Packaged-Attached services – starting in August, phased rollout
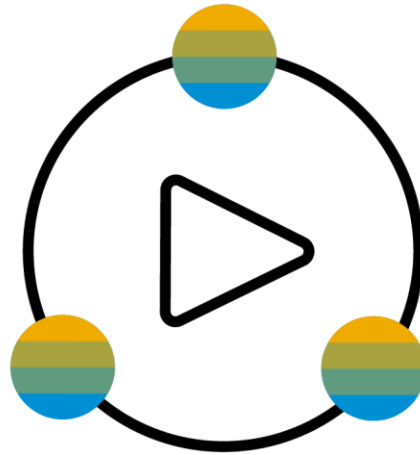
System Demo

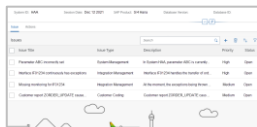# SAP Cloud ALM for service – Feature Roadmap Topics H2/2024

**Service delivery center**

- Various UI and usability improvements

- Additional collaboration in service preparation

**Service results**

- Easier consumption of service result information

- Multi-language support for service results text based content

**Issues and actions management**

- New comment feature for issues and actions

- Extended and improved Issues and Action Management application

- Multi-language support for issue and action description

# Selected features of our 12-month roadmap
Related to : issues and action management

## Insight to action

Objective : self-service capability – for selected area to analyze customer data and provide recommendation



Predefined SAP Analytics Cloud dashboard – recommended action generations

## Feedback and request for support

Objective : provide feedback capabilities on issues and actions and the option to request SAP support
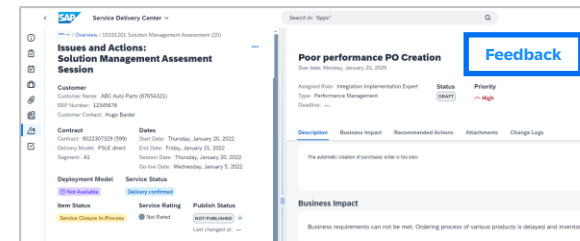


Short survey with options to request support from SAP MaxAttention backoffice

## SAP Joule for action implementation

Objective : provide capabilities and contents to support and simplify the implementation of recommended actions from SAP services
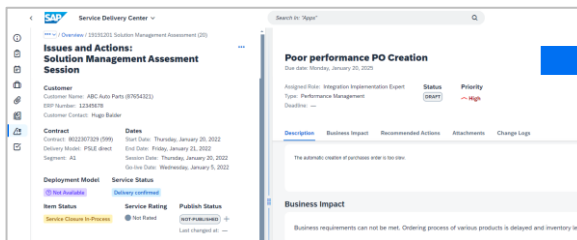


Intelligent assistant to get better understanding and guidance during the implementation of the action

## Issues and action management integration

Objective : integration with ServiceNow and Jira to exchange issues and action data (bi-directional)

**SAP Cloud ALM**

Issues and actions management

Automatic replication

**External applications**

Data from SAP issues and actions

# Further Information

Further information available at:

https://support.sap.com/en/alm/sap-cloud-alm/service.html

# Cloud ALM Demo Tenant

In case you want to see what Cloud ALM for service looks like in a Cloud ALM tenant, you can do so in the Cloud ALM Demo tenant  https://support.sap.com/en/alm/demo-systems/cloud-alm-demo-system.html

# ALM News:
# SAP Cloud ALM Launchpad & Welcome App

# Out now: SAP Cloud ALM Welcome App and a revamped Launchpad

**Check out the new Launchpad!**

SAP Cloud ALM Launchpad has been restructured to be more intuitive and to help you find your apps more easily.
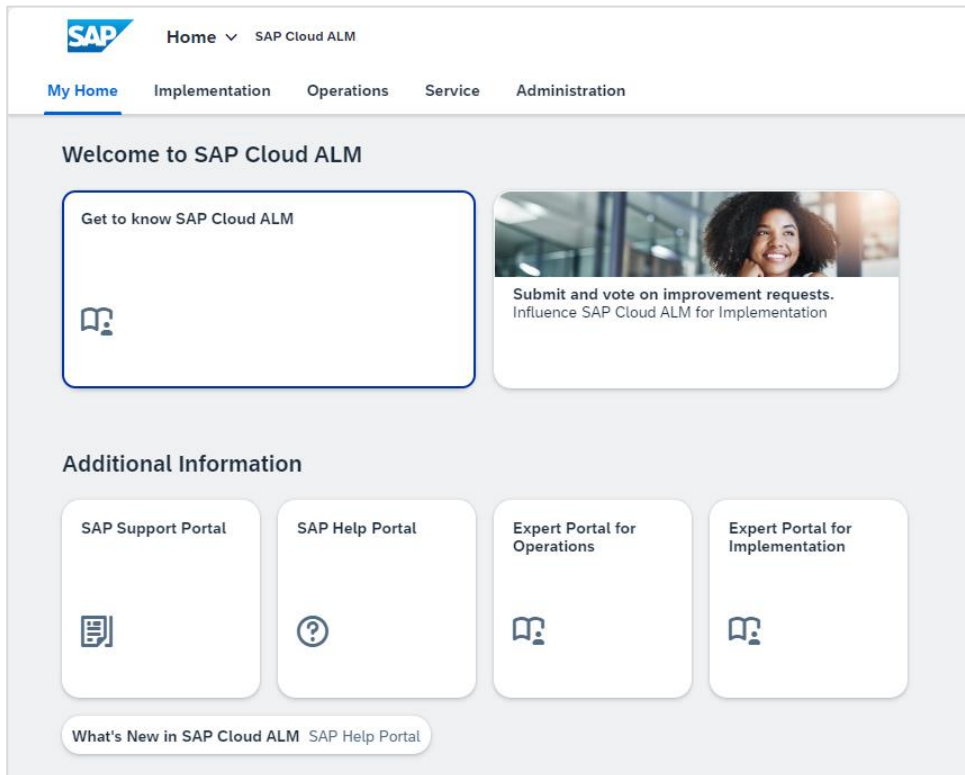


**Get started with SAP Cloud ALM today!**

Launch the new Welcome App and let it guide you through the first and most important steps to configure and use all areas of SAP Cloud ALM.
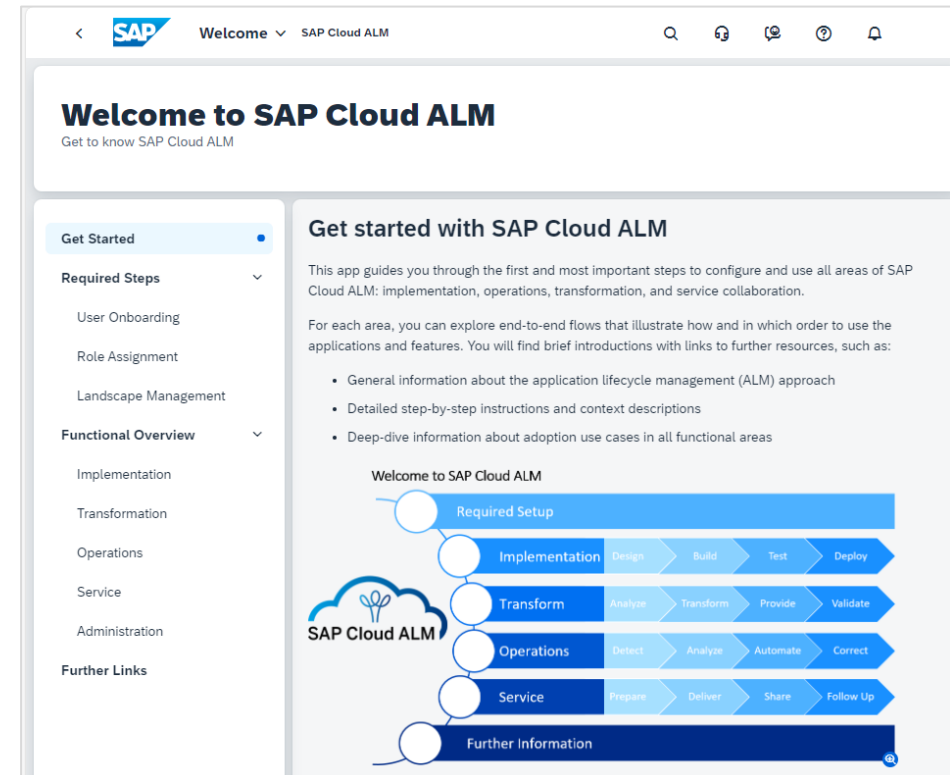


Find out more in [this blog article](#)!

# Poll

# Let us know what you think!

Please open **www.menti.com**

and use code  **6608 1760**

**https://www.menti.com/al8ofsksrvzh**

# Upcoming Events

# Upcoming ALM Events
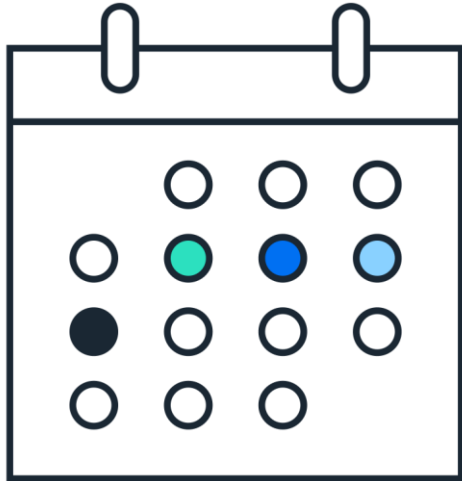
| JUNE | |
|---|---|
| 3-5 | SAP Sapphire & ASUG Annual Conference<br>Orlando |
| 4-5 | SAP Sapphire<br>Virtual |
| 11-13 | SAP Sapphire<br>Barcelona |

| JULY | |
|---|---|
| 23-25 | SAP ALM Summit APJ<br>Bengaluru |
| 24 | What's New In SAP Cloud ALM for Implementation Q2/2024<br>Virtual |
| 25 | What's New In SAP Cloud ALM for Operations Q2/2024<br>Virtual |

## SAVE THE DATE

**Sep 24-27**     SAP ALM Summit EMEA, Mannheim, Germany (register here)

**Oct 8-9**     SAP TechEd Virtual (get notified)

ALM Events Overview

# ALM @ SAPPHIRE 2024 & ASUG Annual Conference – register now!
# June 3 - 5

## *Featured sessions:*

- ASUG Preconference (pre-registration required): Navigating the Cloud Landscape: SAP's Transformative Strategy and Customer Insights

- Strategy Talk (Mark Thier): SER200 | Empowering your cloud journey: Unleashing transformation with SAP Cloud ALM

- ASUG Power Peer Group: ASUG302 | We're live with our cloud solution from SAP. Now what?

- Customer Success Story: SER201 | Unlocking growth: Air Liquide's success with SAP Cloud ALM

- Customer Success Story: SER204 | SAP Cloud ALM for operations at Brightspeed

- Road Map Review: SER227 | Optimizing innovation: road map for SAP Cloud ALM

- Meet the Expert: Enable a clean core with SAP Cloud ALM

# SAP ALM Summit EMEA

## Ignite your ALM journey!

September 24-27, 2024 | Manufaktur Mannheim, Germany

**Benefit** from 4 packed days of sessions.

**Learn** from our ALM customers.

**Leverage** our partners' experience.

**Discuss** with ALM experts.

**Make use** of countless networking possibilities.

### EARLY BIRD TICKET
1.450 € + 19% VAT (Ends June 30, 2024)

### REGULAR TICKET
1.690 € + 19% VAT (Starts July 1, 2204)

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SAP

# New Webinar Series

## SAP Cloud ALM Implementation and Operations Configuration Webinar Series

SAP Cloud ALM Configuration Webinar virtual series is designed to offer in-depth insights into streamlining SAP Cloud ALM capabilities for practical implementation. Its primary aim is to provide valuable guidance on configuring managed systems, services, and activating operational use cases effectively.

The series covers various topics under the umbrella of operation and implementation capabilities of SAP Cloud ALM. All sessions are available as replays.

| May 16th | Key Steps for Effective Implementation using best practices within SAP Cloud ALM – session 2 | **Register** |
| --- | --- | --- |

SAP Cloud ALM Implementation and Operations Configuration Webinar Series

A   **SAP** **AjayHS**
Advisor

03-01-2024 5:52 AM

👍 2 Kudos

# SAP Cloud ALM

**WHAT IS IT ABOUT?**

The SAP Cloud ALM Configuration Webinar virtual Series is designed to offer in-depth insights into streamlining SAP Cloud ALM capabilities for practical implementation. Its primary aim is to provide valuable guidance on configuring managed systems, services, and activating operational use cases effectively.

*The series covers various topics under the umbrella of operation and implementation capabilities of SAP Cloud ALM:*

**OPERATION**

**Episode 1 – Keep track of your integration well-being using SAP Integration & Exception Monitoring:**
This session delves into Integration & Exception Monitoring, bridging the gap between IT and Business. It explores the correlation of integration artifacts, granting comprehensive visibility into interface calls and message flows across diverse cloud services and systems. This deep dive into SAP Cloud ALM's capabilities expedites project implementation and ensures operational continuity in SAP's hybrid landscape. Santhana Krishnan

WATCH NOW

# Join our webinars to get the latest news and ask your questions!

2nd Wednesday of every month

Focus topics around ALM

Target group: ALM practitioners EMEA / NA

**SAP Community Call for ALM**

Host:
**Ben Schneider**

4th Wednesday of every month

Focus topics around ALM

Target group: ALM practitioners in APJ

**SAP Community Call for ALM**
APJ edition

Host:
**Mohammed Suhaib**

1st Wednesday of every month

Focus topic: SAP Cloud ALM

Target group: ALM Practitioners

**SAP Community Call for SAP Cloud ALM Experts**

Host:
**Tonja Kehrer**

Once per quarter

Focus topics around ALM

Target group: ALM partners

**SAP Community Call for ALM Partners**

Host:
**David Birkenbach**

Register here!

# Stay Updated: ALM Newsletter

Get the latest news in Application Lifecycle Management!

[Register here](#)

**Mark your calendar!**

The next **SAP Community Call for ALM** will take place on

**June 19, 4pm CEST / 10am EST**

Register via SAP Community

# Q&A

# Ask your questions!

**Please ask your questions!**

Use the Q&A panel in the Zoom webinar to ask your questions.

# Thank you.

Contact information:

ALM Customer Communications, SAP SE

sap_cxs_social_media@sap.com

**SAP**