

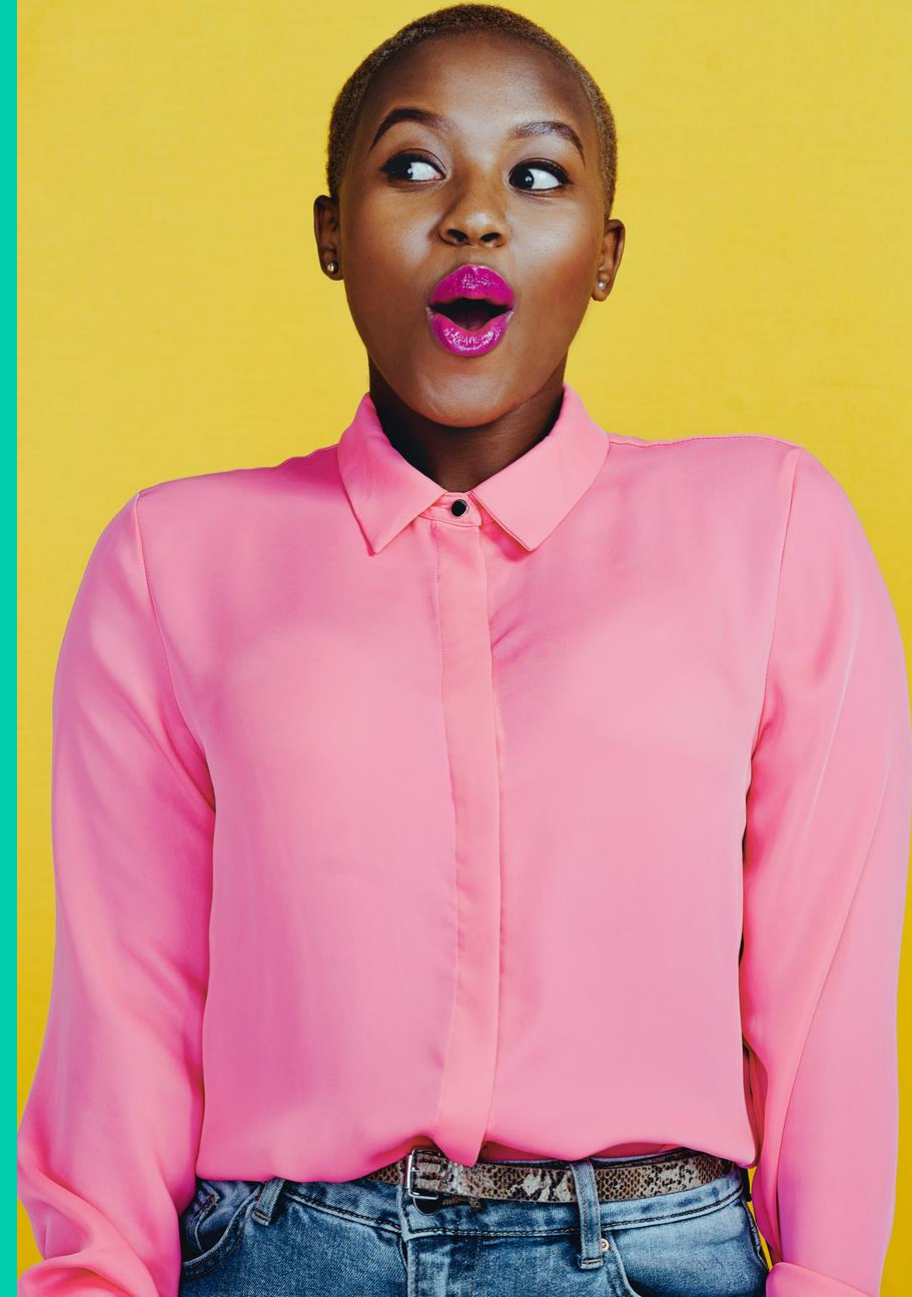


SAP Community Call for SAP Cloud ALM Experts

Customer Communications & Relations for ALM, SAP SE

May 08, 2024

Public



Agenda

Agenda for May 8, 2024

1 Welcome

2 **Business Service Management**

3 We ask, you answer | Menti poll

4 Additional Information

5 You ask, we answer | Q&A

Speakers



Konstantin Werthmann



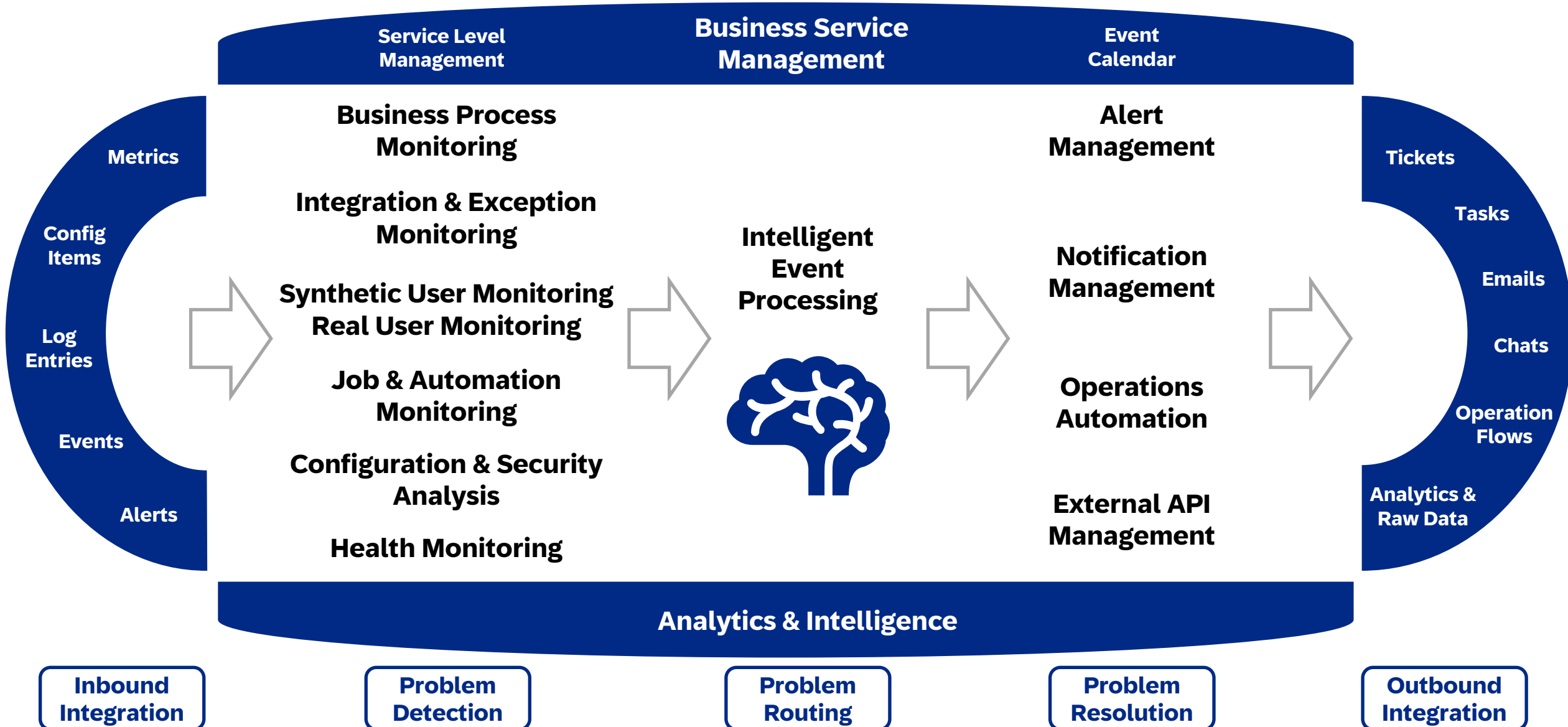
Patrick Richarts



Stefan Lahr

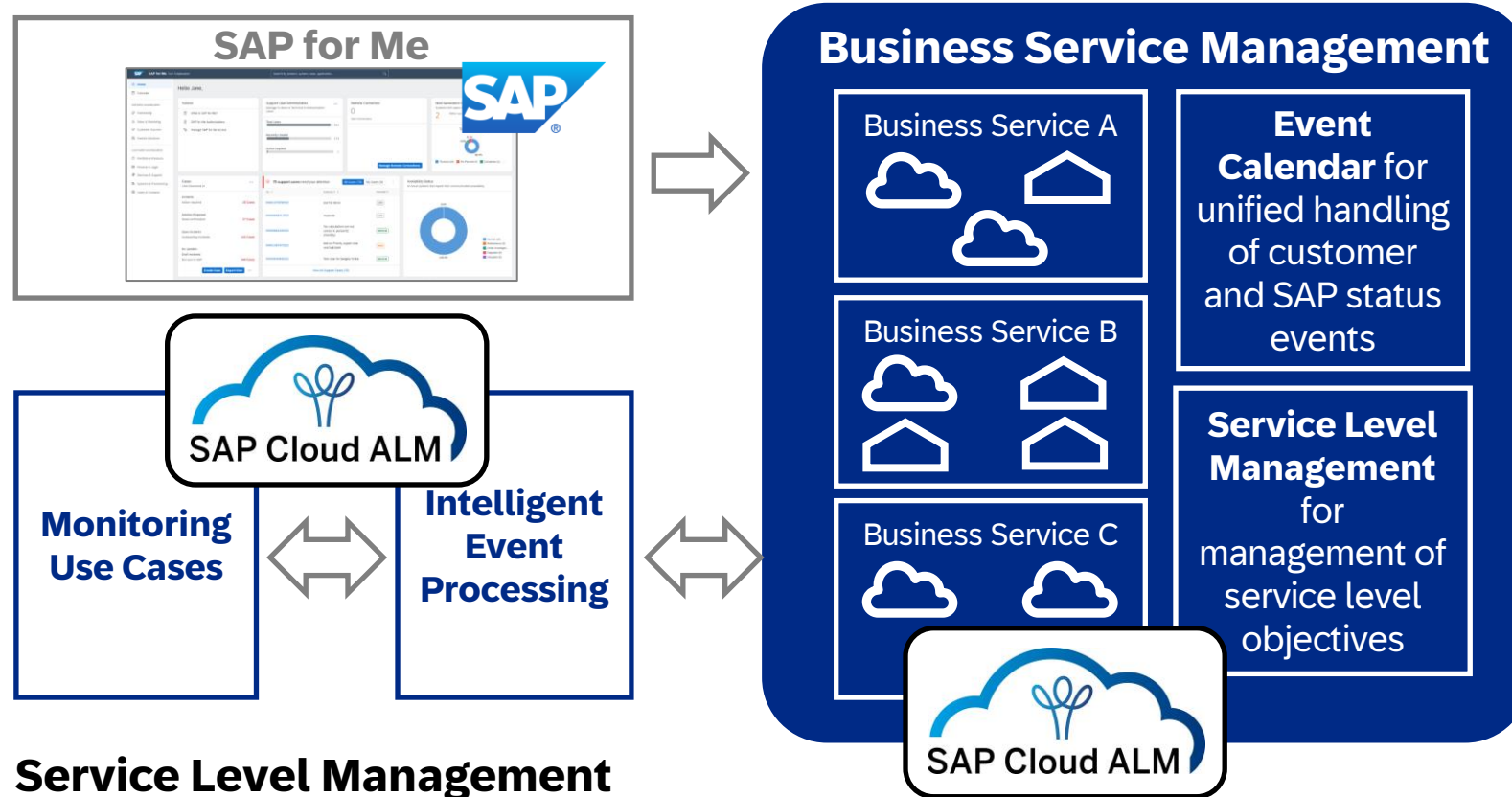
Business Service Management

SAP Cloud ALM for Operations – Functional Overview



Business Service Management

Expose IT Related Information to be Understood by Business Users



Event Calendar

- Business service as **collection of services and systems**
- Import of **SAP initiated status events** (maintenance, disruptions, degradation, communication events) including **outbound API**
- Maintenance and execution of **customer initiated status events**
- **Forwarding of status events** from Business Service Management towards monitoring use cases
- **Calculation of status events** by monitoring use cases and **forwarding to Business Service Management** (planned)

Service Level Management

- Definition of **service level objectives** for business services
- Automatic and continuous **calculation of achieved service levels** for business services
- **Embedded service level reporting** including drill down

What is a Business Service?

A business service abstracts the technical names of cloud services or technical systems to a name which can be understood by business users. Each business service has a name and additional description. It contains a relationship to multiple cloud services or technical systems.



Lead to Cash

Hire to Retire

Marketing Organization, London

Marketing Organization, New York

Training Systems

Development Environment, Amsterdam

What are status events ?

Status events indicate the status of a business service, cloud service or on-premise system

- **Maintenance**
Service is not available during a defined time interval due to **planned** and previously announced maintenance activities
- **Disruption**
Service is not available due to **unplanned** disruptive events
- **Degradation**
Service usage is limited, for example due to performance problems
- **Communication**
SAP informs about required actions on customer side or planned changes for SAP managed cloud service via customer communication events

Sources for Status Event

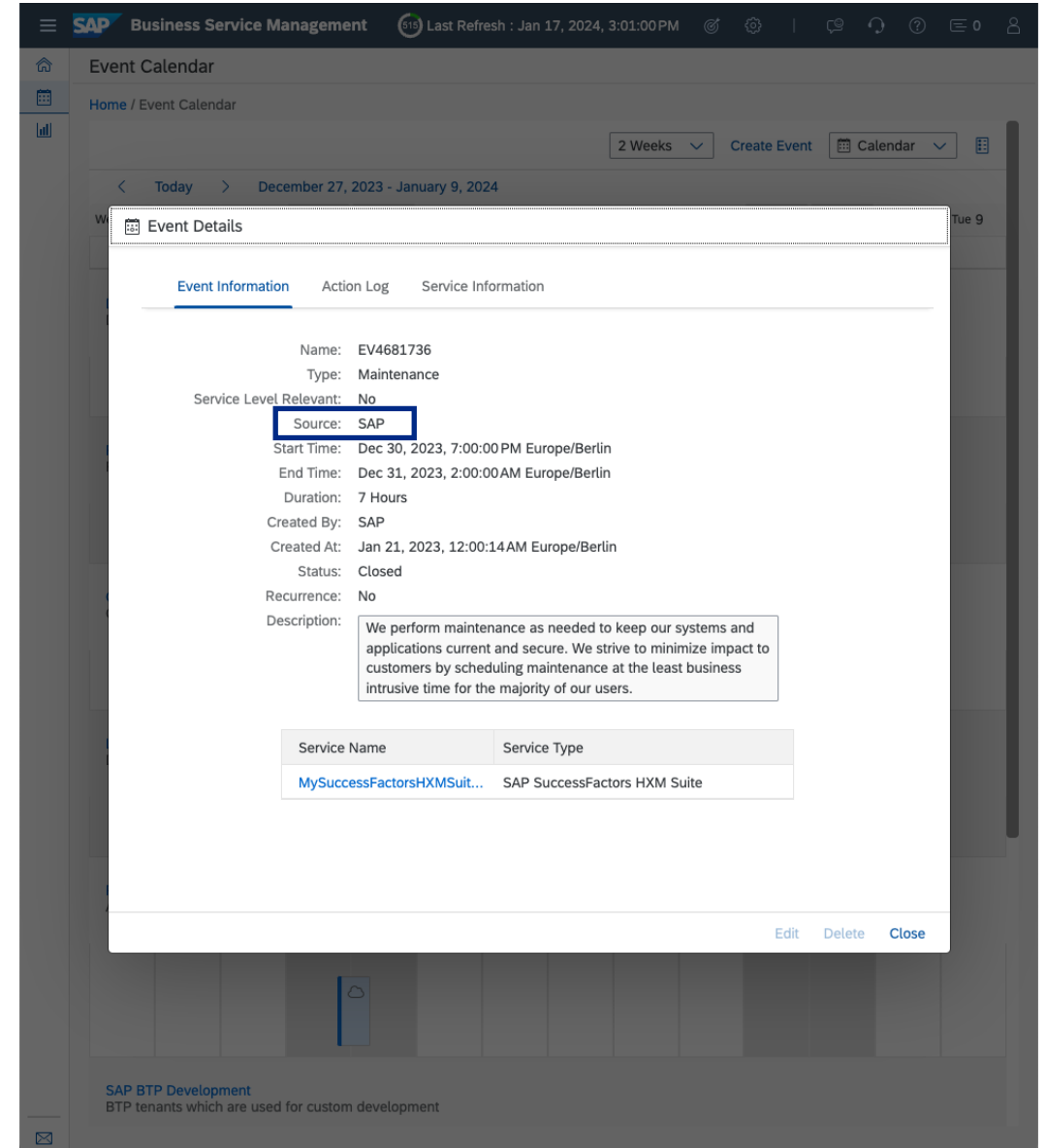
The following status event sources exist:

- **SAP**
SAP informs about maintenances, disruptions and degradations and communicates news for SAP-managed cloud services via Cloud Service Availability Notification events in SAP for Me . These events are automatically send to SAP Cloud ALM and shown in Event Calendar with “Source : SAP”.
- **Custom**
You can create and edit your own events in event calendar. These events are shown with ”Source: Custom”.

The following additional status event sources are **planned** (feature not yet available):

- **Monitoring (*)**
Monitoring applications like Health Monitoring or Synthetic User Monitoring will be enabled to calculate Disruptions or Degradations and create these events in Event Calendar.
- **API (*)**
An inbound API in OTEL log format will allow the creation of events from an external tool. For example, an external ITSM tool can then send planned maintenances to Event Calendar .

(*) Planned



The screenshot displays the SAP Business Service Management Event Calendar interface. A modal window titled "Event Details" is open, showing the following information:

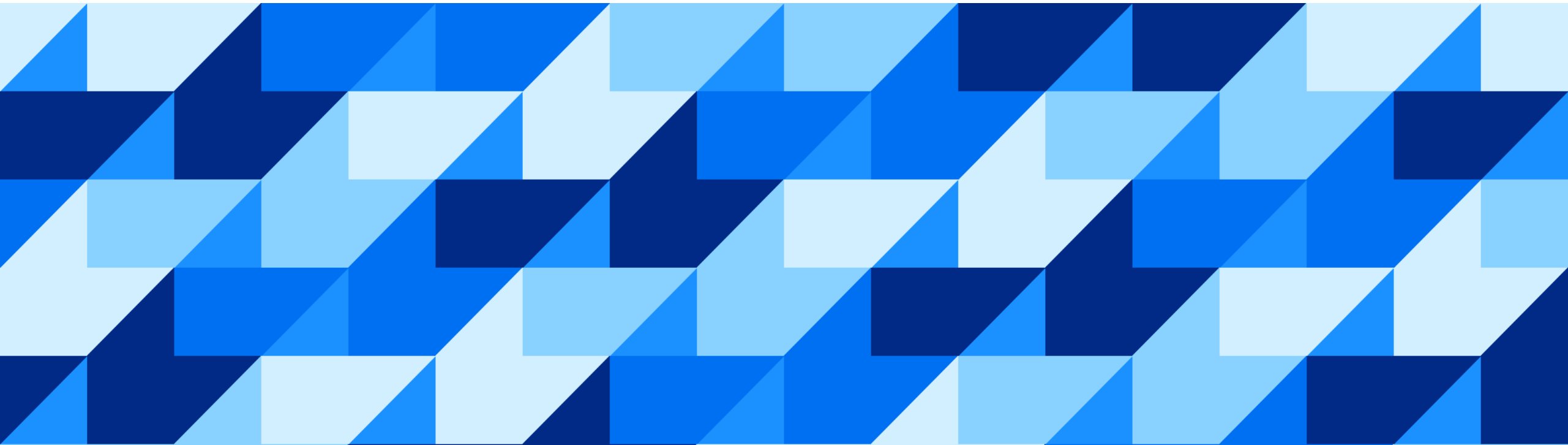
- Name:** EV4681736
- Type:** Maintenance
- Service Level Relevant:** No
- Source:** SAP (highlighted with a red box)
- Start Time:** Dec 30, 2023, 7:00:00 PM Europe/Berlin
- End Time:** Dec 31, 2023, 2:00:00 AM Europe/Berlin
- Duration:** 7 Hours
- Created By:** SAP
- Created At:** Jan 21, 2023, 12:00:14 AM Europe/Berlin
- Status:** Closed
- Recurrence:** No
- Description:** We perform maintenance as needed to keep our systems and applications current and secure. We strive to minimize impact to customers by scheduling maintenance at the least business intrusive time for the majority of our users.

Below the description, there is a table with the following data:

Service Name	Service Type
MySuccessFactorsHXMSuit...	SAP SuccessFactors HXM Suite

At the bottom right of the modal, there are buttons for "Edit", "Delete", and "Close".

Business Service Management Usage



Overview

The Overview page displays the current overall status of each business service. The overall status is inherited from the services/systems which are assigned to the business service.

Additionally, the following information is displayed:

- The date and time of the next planned maintenance
- The current duration of a disruption or degradation
- The remaining time for an ongoing maintenance
- The current service level quality
- Detail information about the business service and its current event

The screenshot displays the SAP Business Service Management Overview page. The main view shows a grid of service status cards for various services, including SAP BTP Development, Design to Operate, Test environment, Lead to Cash, and Recruit to Retire. Each card displays the current status (e.g., Disruption, Normal Operation, Maintenance), duration, and service level quality (e.g., 99.9%, 100%).

A detailed view of the SAP BTP Development service is shown, highlighting a disruption event. The event details include:

- Disruption Name:** Logon not possible
- Description:** (empty)
- Start Time:** 7/20/22, 1:27 PM
- Affected Services/Systems:** MyBtpCloudFoundry_03 / SAP BTP Cloud Foundry environment

The detailed view also includes a table of affected services/systems:

Name	Service Type
MyBtpCloudFoundry_02	SAP BTP Cloud Foundry environment
MyBtpCloudFoundry_03	SAP BTP Cloud Foundry environment
MyBtp/Neo_01	SAP BTP Neo environment
MyCPI_02	SAP Integration Suite (Cloud Integration)
MySapBtpCloudFoundry_01	SAP BTP Cloud Foundry environment

Event Calendar

When you click on an event in the calendar, you can see the event details:

- Event name, type, start/end time, duration, description
- The action log with all changes that have been performed on the event (e.g. detection, update, resolution)
- Detail information about the affected services or systems

It is also possible to create events manually, e.g. if you want to define a maintenance for an on-premise system.

The image shows two screenshots of the SAP Event management interface. The top screenshot displays the 'Event Details(1/1)' page for an event. It includes tabs for 'Event Information', 'Action Log', and 'Service Information'. The 'Event Information' tab is active, showing details such as Name, Type (Disruption), SLA Relevance, Source (SAP), Start Time (Jul 4, 2022, 2:52:00 PM), End Time (Jul 4, 2022, 4:00:00 PM), Duration (1 Hour 8 Minutes), Created By (SAP), Created At (Jul 5, 2022, 11:13:54 AM), Status (In Process), and Recurrence (No). A description box states: 'You will not be able to access the system(s) until resolution.' Below this is a table with columns 'Service Name' and 'Service Type', containing one entry: 'SAP Jam Collaboration'.

The bottom screenshot shows the 'Create Event' form. Fields include: Name (Database upgrade), Description (Upgrade to SAP HANA 2.0 Revision 059.00), Event Level (Business Service / Cloud Services/Technical Systems), Services/Systems (MyS4HANA_S4P x), Type (Maintenance), Start Time (Jul 23, 2022, 15:00), End Time (Jul 23, 2022, 17:00), Duration (2 Hours), and Recurrence (OFF). At the bottom right, there are 'Create' and 'Cancel' buttons.

The right side of the image shows the 'Action Log' tab for the same event. It features a search bar and a list of actions:

- SAP Detection** (7/4/22 at 3:31 PM): You will not be able to access the system(s) until resolution.
- SAP Update** (7/4/22 at 4:30 PM): We are continuing to investigate the issue impacting your multiple SuccessFactors Application. Infrastructure and Operation teams are engaged in an active troubleshooting call to bring stability to the system. We are investigating the issue and will check back with you as we learn more information.
- SAP Resolved** (7/4/22 at 5:03 PM): Service to your multiple SuccessFactors applications has been restored since 14:00 UTC. Teams are actively reviewing the current application and network stability over a bridge call. An investigation will be launched to identify the root cause of this incident and determine what preventive measures are needed to avoid similar disruption from occurring in the future. We will provide you with a detailed root cause analysis upon completion.

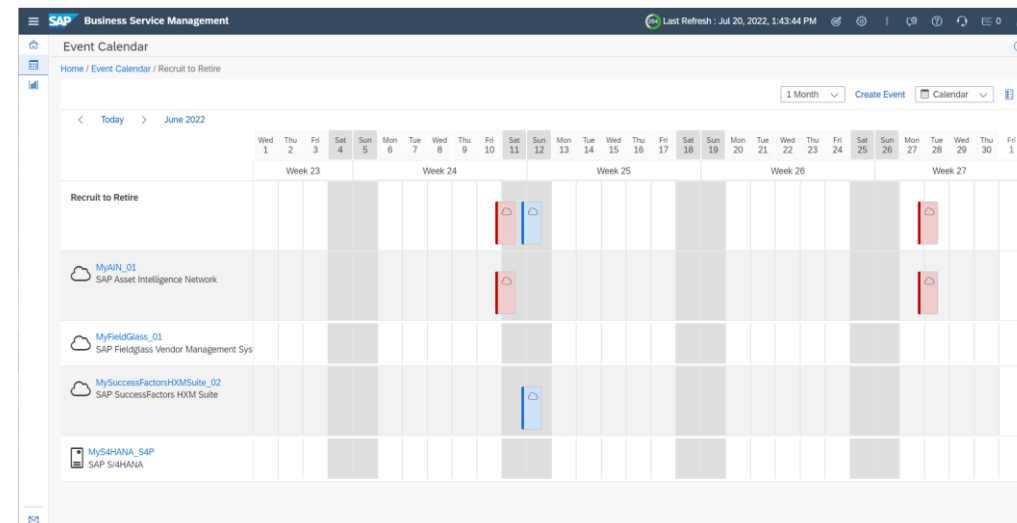
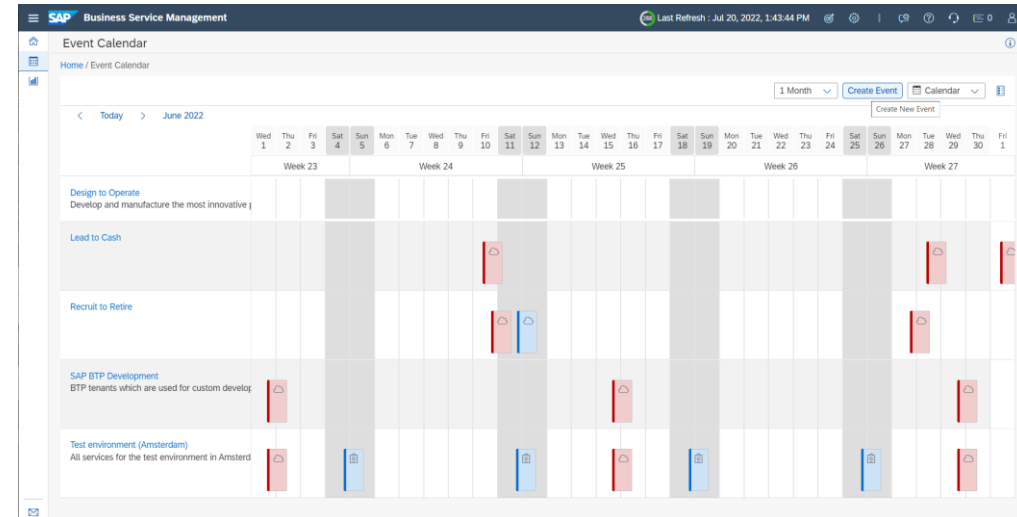
Navigation buttons at the bottom include 'Previous', 'Next', 'Edit', 'Delete', and 'Close'.

Event Calendar

The event calendar displays all status events which were detected / created for a business service.

There are 2 views for the event calendar:

- The global event calendar shows all events for selected business services
- By clicking on the business service name in the global event calendar, you can drill down into one business service. Here you can see the events for the selected business service and for all contained services and systems.



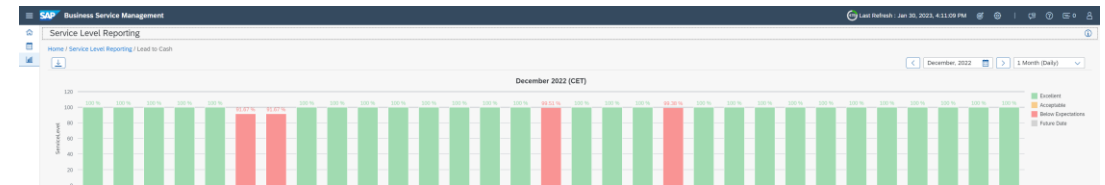
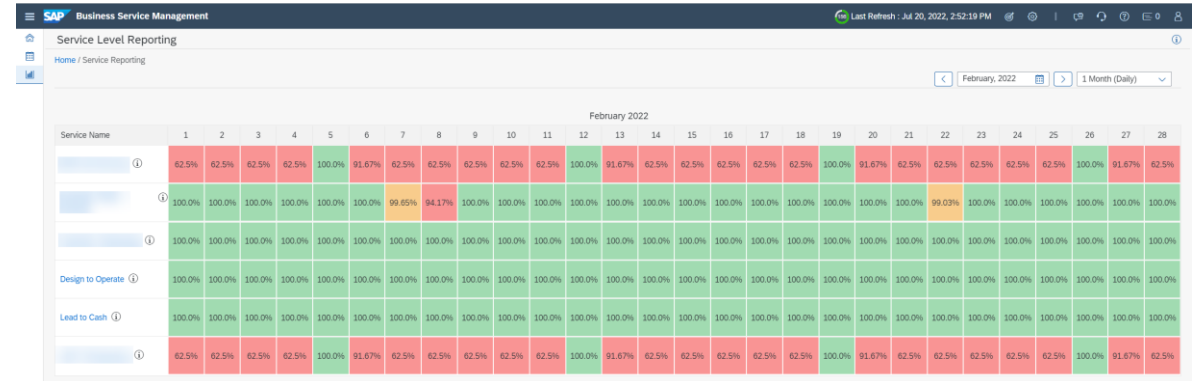
Service Level Reporting

In the service level reporting you can see the calculated service level quality of each business service, which results out of the detected disruptions of the service.

You can choose between monthly, quarterly or yearly view.

For each business service you can also display a service level detail report. Here you can find information on all the events which were used to calculate the service level quality of the selected time frame. You can also see the total disruption, degradation and maintenance times of the contained services and systems.

You can download the service level report in PDF format.



Service Level Report
Lead to Cash
DECEMBER 2022
Dec 01, 2022 - Dec 31, 2022 (Central European Time)

Service Level Objective Settings
Service Level Objective: 99.60%
Time Zone: Central European Time

Working Days: 7 Days (From - To: 24 Hours)

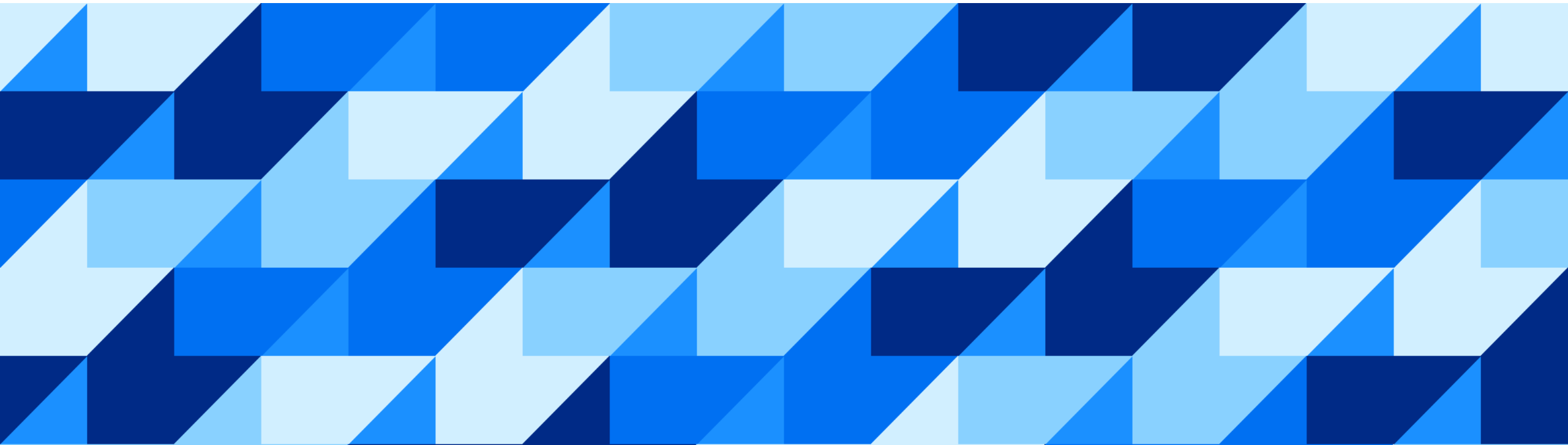
Achieved Service Level: 99.43% (Objective: 99.60%)

Event Name	Type	Start Time	End Time	Duration	Service Level Impact	DownTime	Source	Description
test_05	Disruption	Dec 6, 2022, 14:00	Dec 6, 2022, 16:00	2 Hours	Yes	2 Hours	Customer	
test	Disruption	Dec 7, 2022, 13:00	Dec 7, 2022, 15:00	2 Hours	Yes	2 Hours	Customer	
test_06	Disruption	Dec 7, 2022, 13:00	Dec 7, 2022, 15:00	2 Hours	Yes	2 Hours	Customer	
Test Maintenance	Maintenance	Dec 7, 2022, 13:45	Dec 7, 2022, 14:00	15 Minutes	No	---	Customer	
EV4881739	Disruption	Dec 16, 2022, 09:21	Dec 16, 2022, 09:28	7 Minutes	Yes	7 Minutes	SAP	Event Mesh Functionality and Sh...
EV4881740	Disruption	Dec 20, 2022, 09:39	Dec 20, 2022, 09:48	9 Minutes	Yes	9 Minutes	SAP	Event Mesh Functionality and Sh...

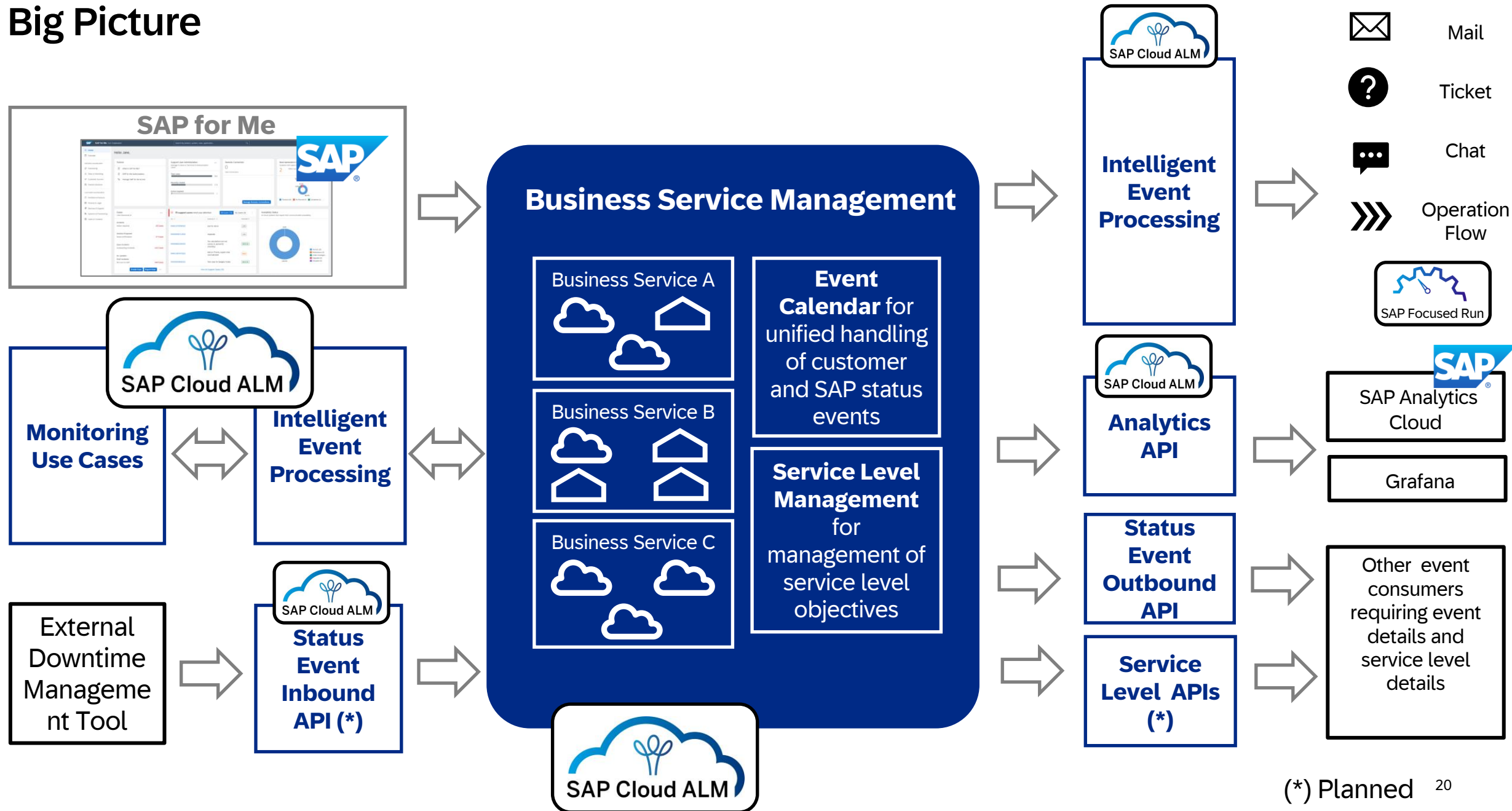
Service/Systems Statistics	Name	Service Type
	MySAPNetCIS_01	SAP Archa Cloud Integration Gateway
	MyCommerceCloud_01	SAP Commerce Cloud - Version 2
	MyCPD_01	SAP Cloud Platform Integration Suite
	MySAPNetMkt_01	
	MyMarketingCloud_01	SAP Marketing Cloud
	MyMarketingCloud_02	SAP Marketing Cloud
	MySAPNetMkt_SAP	SAP S/4HANA

Event Summary	Number of Events	Total Duration
Disruption	5	4 h 16 min
Degradation	0	---
Maintenance	1	15 min

Business Service Management Integration

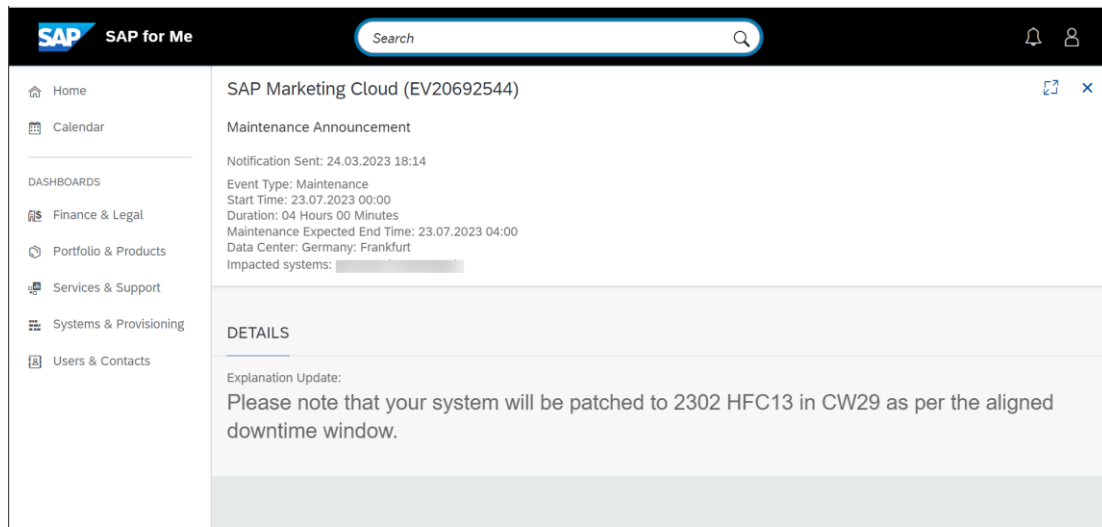


Big Picture

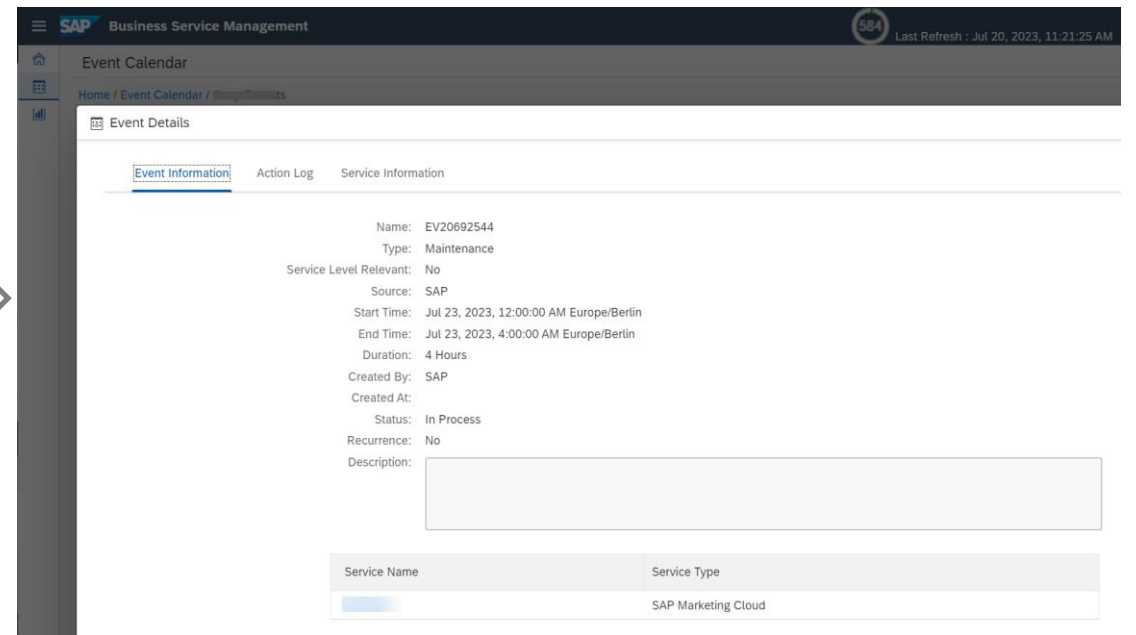


Inbound Event Provider: SAP for ME

- **SAP for Me** informs customers about upcoming maintenances, detected disruptions or degradations and communication events for their SAP SAAS, PAAS or Private Cloud services via **Cloud Service Notifications**.
- **Cloud Service Notifications** for [supported service types](#) are automatically **pushed to SAP Cloud ALM**
- If the corresponding service is **included in a business service** in Business Service Management then the events are shown in the **Event Calendar** and in Service Level Reporting



The screenshot shows the SAP for Me user interface. The main content area displays a 'Maintenance Announcement' for 'SAP Marketing Cloud (EV20692544)'. The announcement was sent on 24.03.2023 at 18:14. The event type is 'Maintenance', starting on 23.07.2023 at 00:00 and lasting for 04 hours. The expected end time is 23.07.2023 at 04:00. The data center is Germany: Frankfurt. The impacted systems are listed as [redacted]. Below the announcement, there is a 'DETAILS' section with an 'Explanation Update' stating: 'Please note that your system will be patched to 2302 HFC13 in CW29 as per the aligned downtime window.'



The screenshot shows the SAP Business Service Management 'Event Calendar' interface. The selected event is 'Event Details' for 'EV20692544'. The event is a 'Maintenance' event, not service level relevant, sourced from SAP. It is scheduled for July 23, 2023, from 12:00:00 AM to 4:00:00 AM Europe/Berlin, with a duration of 4 hours. The event was created by SAP and is currently 'In Process'. The recurrence is set to 'No'. The description field is empty. At the bottom, a table lists the service name and type:

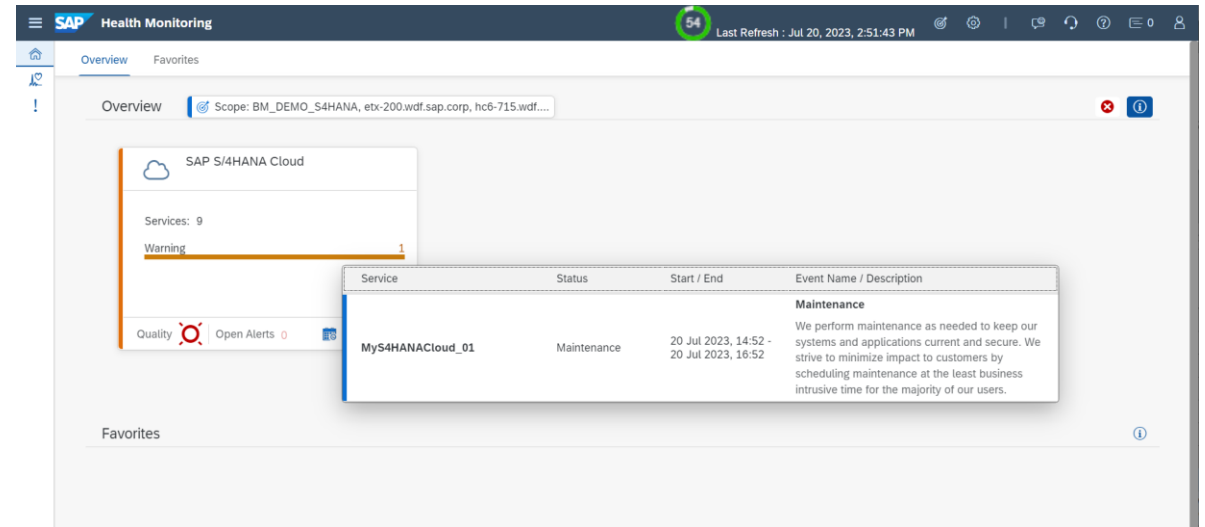
Service Name	Service Type
[redacted]	SAP Marketing Cloud

SAP Cloud ALM Monitoring apps as consumers of status events

Show current status of monitored service / system in the monitoring application

Suppress spurious event actions (alerts, notifications, tickets, operation flows) while status events are in process

- Business Service Management broadcasts ongoing status events on cloud service or system level to the monitoring applications
- The monitoring applications **show in process status events in the overview**
- Exception Monitoring, Health Monitoring, Job and Automation Monitoring **suppress event actions** (alerts, e mail notifications, chat messages, creation of tickets, operation flows) **during maintenances and disruptions**



The screenshot displays the SAP Health Monitoring interface. The main heading is "SAP S/4HANA Cloud". Below it, a summary shows "Services: 9" and a "Warning" indicator with a count of 1. A "Quality" indicator is shown with a red circle and a slash. There is a button for "Open Alerts" with a count of 0. A table is overlaid on the screen, showing a maintenance event for "MyS4HANACloud_01".

Service	Status	Start / End	Event Name / Description
MyS4HANACloud_01	Maintenance	20 Jul 2023, 14:52 - 20 Jul 2023, 16:52	Maintenance We perform maintenance as needed to keep our systems and applications current and secure. We strive to minimize impact to customers by scheduling maintenance at the least business intrusive time for the majority of our users.

Outbound Action “Send Mail”

Inform business and administrative users about planned and unplanned status events

SAP Cloud ALM can send status event notifications to defined recipients at different times

- At announcement
- At detection / start
- At status update
- At resolution/completion

See [SAP Cloud ALM Expert Portal → Business Service Management](#)

THE BEST RUN

SAP Cloud ALM Notification

Business Service Management

Maintenance [Announcement]: Lead to Cash

Please note that a new maintenance is planned for the business service 'Brain Software'.

Type	Maintenance
Name	VNS7679376
Status	In Process
Event Phase	Announcement
Source	SAP
Start Time	19-Jul-2023 18:09:00 (UTC)
Expected End	20-Jul-2023 18:10:00 (UTC)
Duration	1 day, 1 minute
CSS Incident ID	456789 s
Business Service Name	Lead to Cash

Affected Services

Service Name	Service Type
csf-cpi	SAP Integration Suite (Cloud Integration)

Details:

[Additional Details](#)

Impact: Customers might experience short service disruptions during the specified time.
We understand that it is critical for your business to ensure a smooth operation of your SAP Cloud Platform Integration system at any time. We will apply every means to keep the disruption of the service as minimal as possible. We apologize for any inconvenience caused.

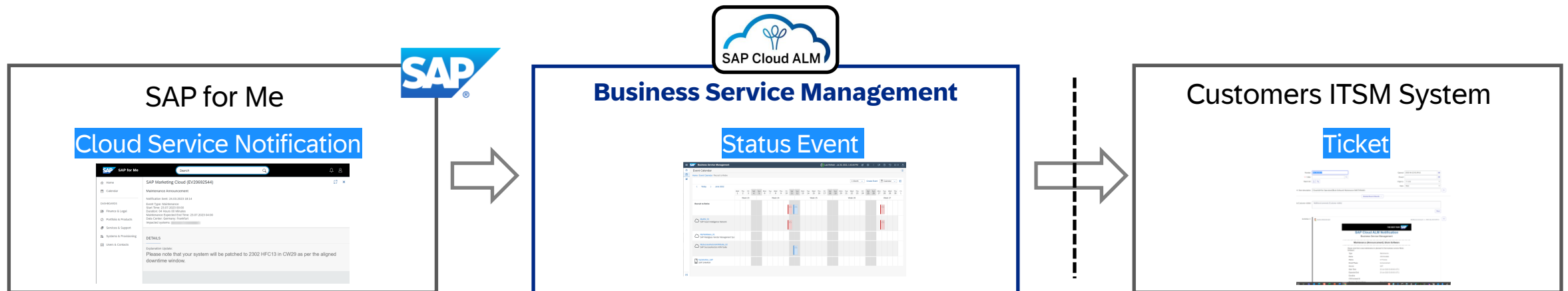
[Explanation Update](#)

A network upgrade, which targets the stability of the SAP Cloud Platform Data

Outbound Action “Create Ticket”

Cloud Service Notification mail provided by SAP for Me is not sufficient for some customers. They expect to **receive a ticket in their ITSM system** so that they can react appropriately on **maintenances, major upgrades, disruptions or degradations** of SAP Cloud Services.

Creation of tickets in customer’s ITSM system from Cloud Service Notifications is possible via SAP Cloud ALM Business Service Management . See [SAP Cloud ALM Expert Portal → Business Service Management](#).



Additional Outbound Actions

The following outbound actions are also possible

- **Send Chat message**
Trigger a chat message in a chat channel informing participants about upcoming or ongoing status events.
- **Trigger Operation Flow**
Trigger an automated standard operation process before, at start or after a status event.

Outbound APIs

Extend, innovate and add value on top of SAP Cloud ALM

The following outbound APIs are available

- [SAP Cloud ALM Status Event Analytics API](#)
returns statistical information like number of status events, duration for services and systems
- [SAP Cloud ALM Status Events API](#)
returns status events for services and systems
- [SAP Cloud ALM Status Events Logs API](#)
exports log messages informing about creation and updates on status events in Open Telemetry log format

Outbound APIs (planned)

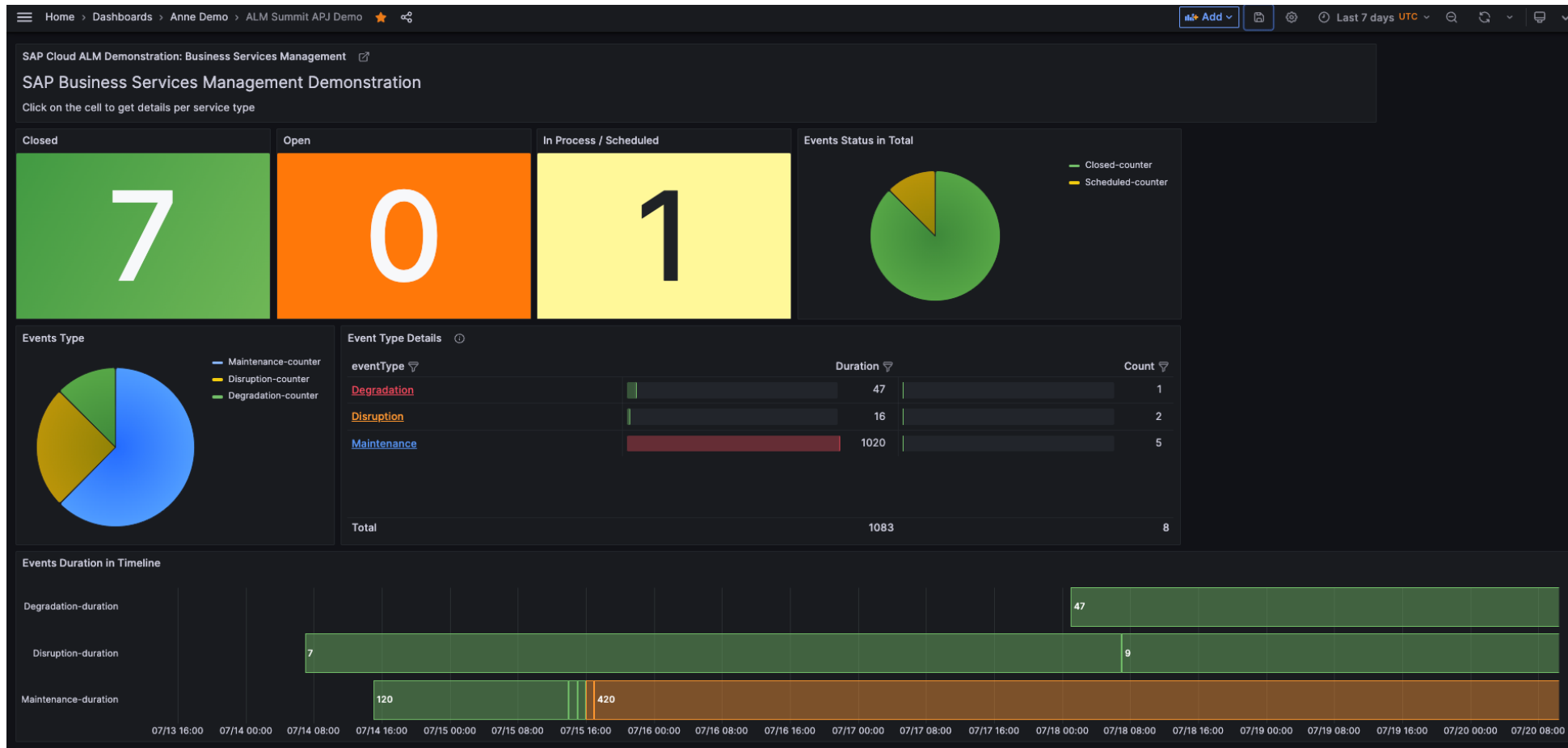
Extend, innovate and add value on top of SAP Cloud ALM

The following outbound APIs are planned

- SAP Cloud ALM Business Services Analytics API (*)
returns achieved Service Level and Service Level Objective for Business Services
- SAP Cloud ALM Communicated Availability API (*)
returns communicated availability for services and systems on monthly basis as exposed by SAP for Me

Grafana Dashboards for SAP Cloud ALM Status Events

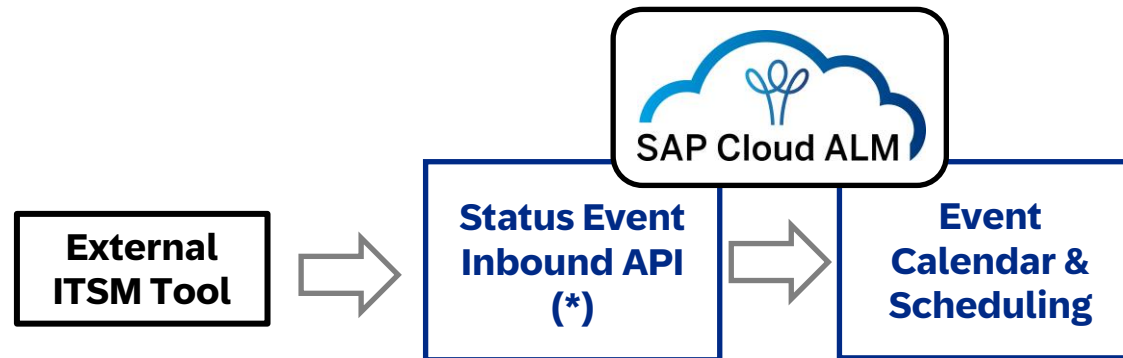
SAP provides a Grafana Plug-in that allows you to add SAP Cloud ALM as data source to Grafana. With this plug-in you can build your own Grafana dashboards based on events exposed via SAP Cloud ALM Status Events Analytics API.



Inbound API (*)

Connect your own ITSM tool to SAP Cloud ALM

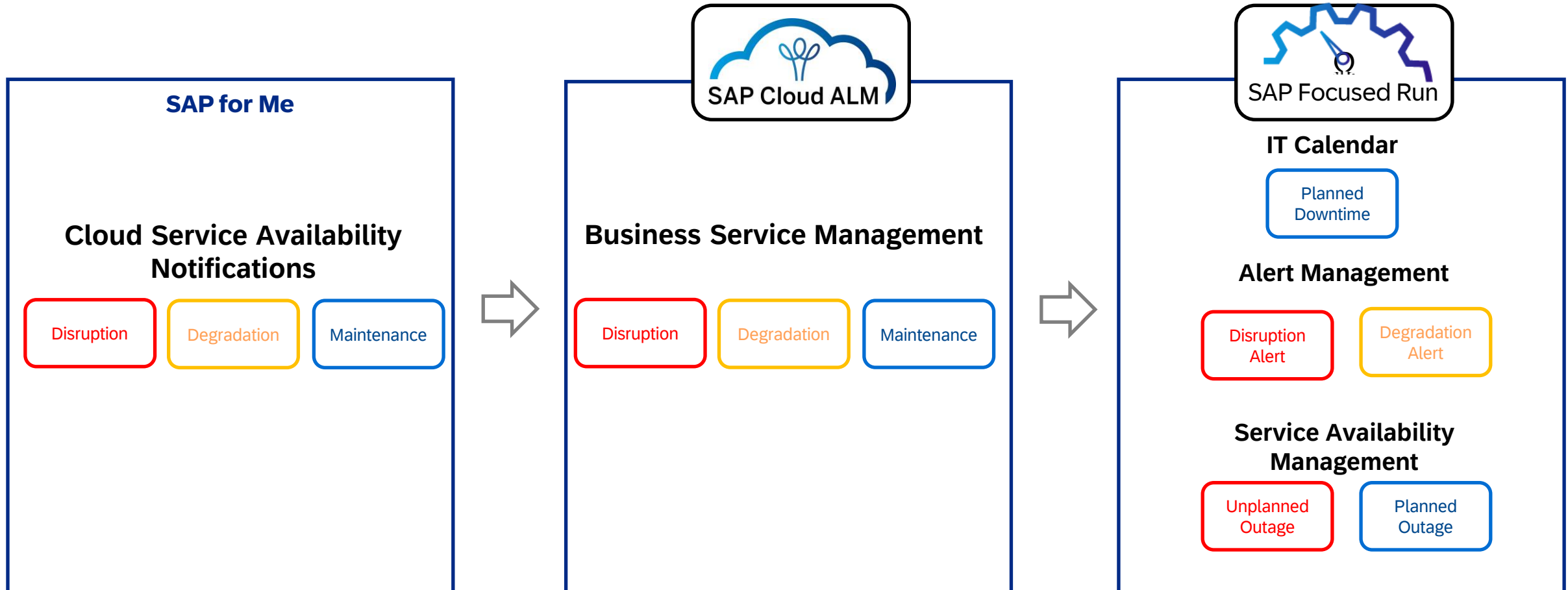
- The **SAP Cloud ALM Status Event Inbound API(*)** will allow you to feed status events from an **external ITSM tool** into the event calendar.



(*)planned

Transfer Cloud Service Availability Notifications to SAP Focused Run

SAP Focused Run customers can use SAP Cloud ALM as a proxy to receive status event notifications from SAP for Me



Menti

We ask, you answer!

Please open www.menti.com

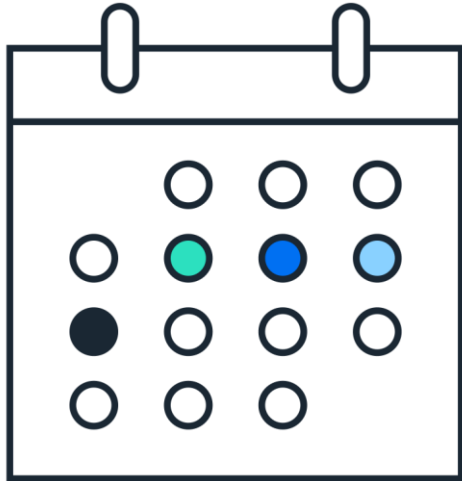
and use code **7737 2985**

<https://www.menti.com/altcev2z9ed3>



Additional Information

Upcoming ALM Events



JUNE

- 3-5** [SAP Sapphire & ASUG Annual Conference](#)
Orlando
- 4-5** [SAP Sapphire](#)
Virtual
- 11-13** [SAP Sapphire](#)
Barcelona

JULY

- 23-25** [SAP ALM Summit APJ](#)
Bengaluru
- 24** [What's New In SAP Cloud ALM for Implementation Q2/2024](#)
Virtual
- 25** [What's New In SAP Cloud ALM for Operations Q2/2024](#)
Virtual

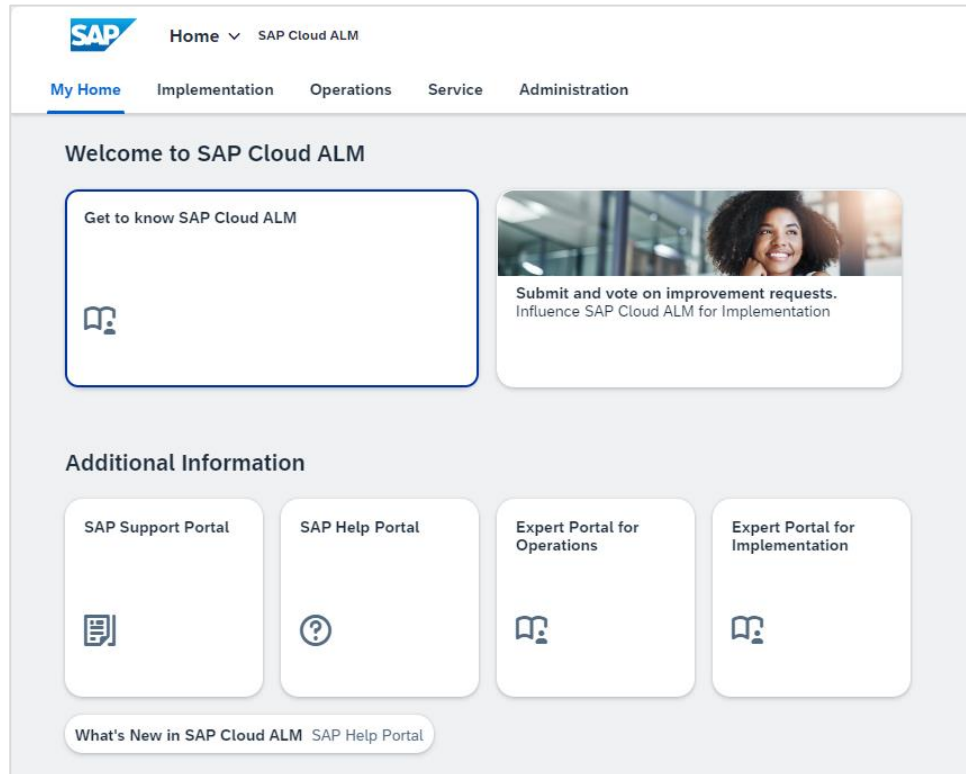
SAVE THE DATE

- Sep 24-27** SAP ALM Summit EMEA, Mannheim, Germany ([register here](#))
- Oct 8-9** SAP TechEd Virtual ([get notified](#))

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

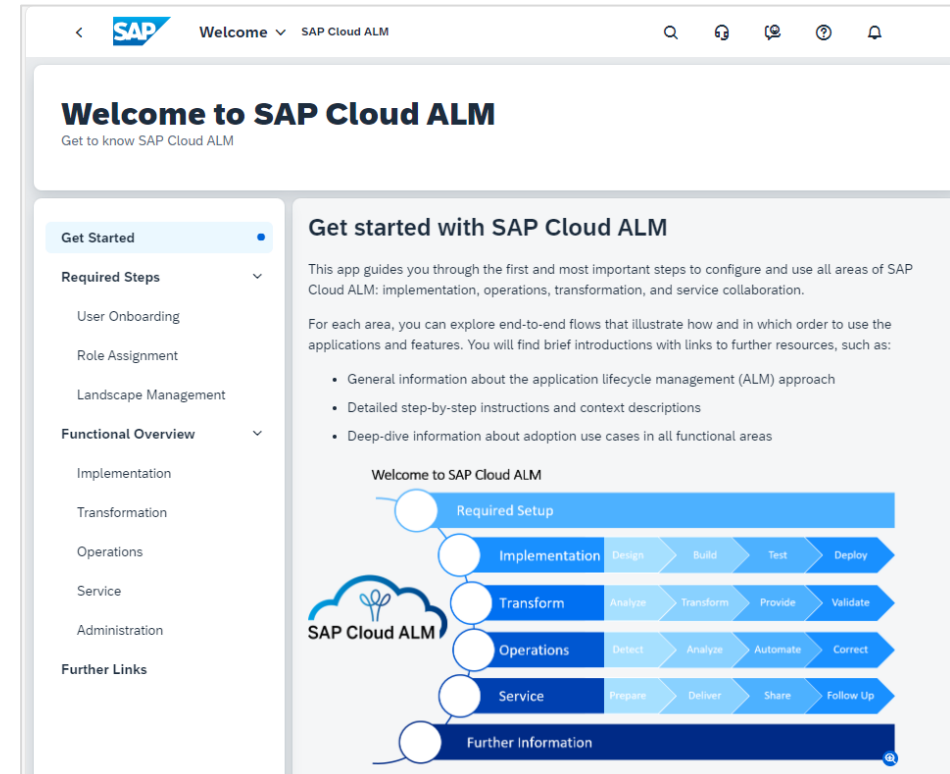
Check out the new Launchpad!

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!](#)

Stay Updated: ALM Newsletter

Stay updated about the latest news in
Application Lifecycle Management!

Register now for our monthly ALM
newsletter here:

[Register here](#)



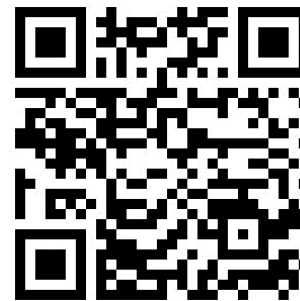


SAP Continuous Influence for SAP Cloud ALM

Available today!



Implementation



Operations



Service

We will be back!

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

June 5th, 4pm CET | 10am EST

The focus topic of this call will be **Implementation**

Register and / or save the date via [SAP Community](#).

Q&A

Thank you.

Contact information:

ALM Customer Communications, SAP SE
cloudalm@sap.com

