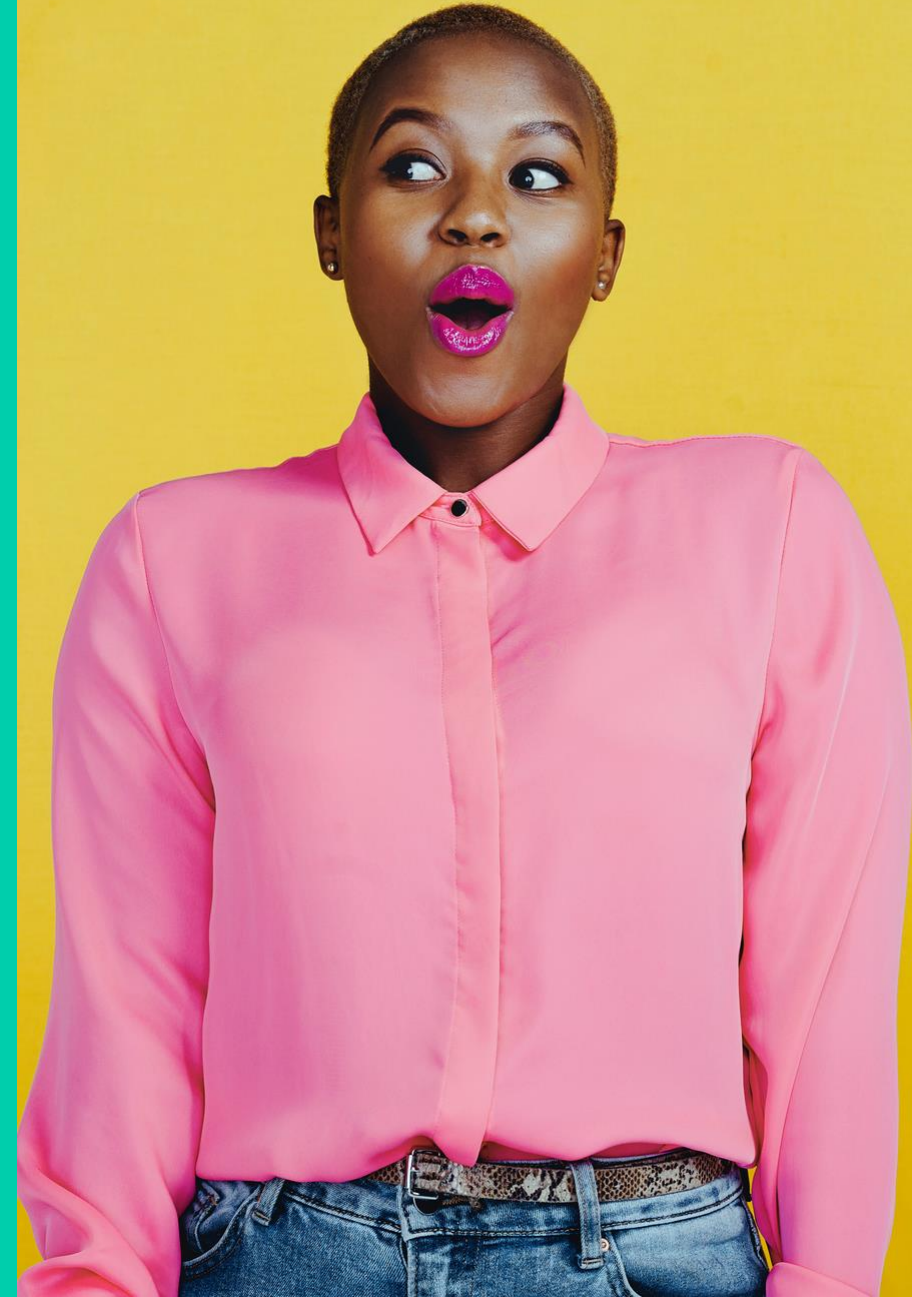# SAP Community Call for SAP Cloud ALM Experts

Customer Communications & Relations for ALM, SAP SE

November 06, 2024

Public

Agenda

Agenda for November 6, 2024

1 Welcome

2 **Intelligent Event Processing Update**

3 We ask, you answer | Menti poll

4 Additional Information

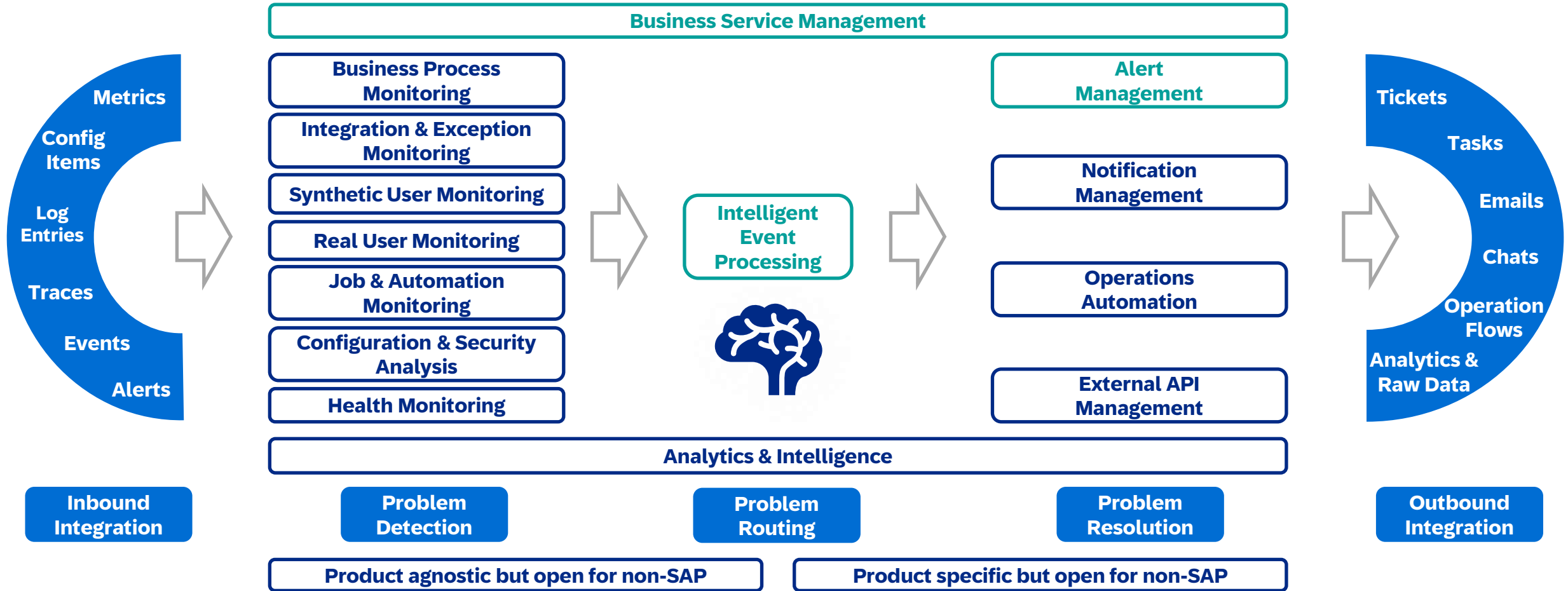**5** You ask, we answer | Q&A

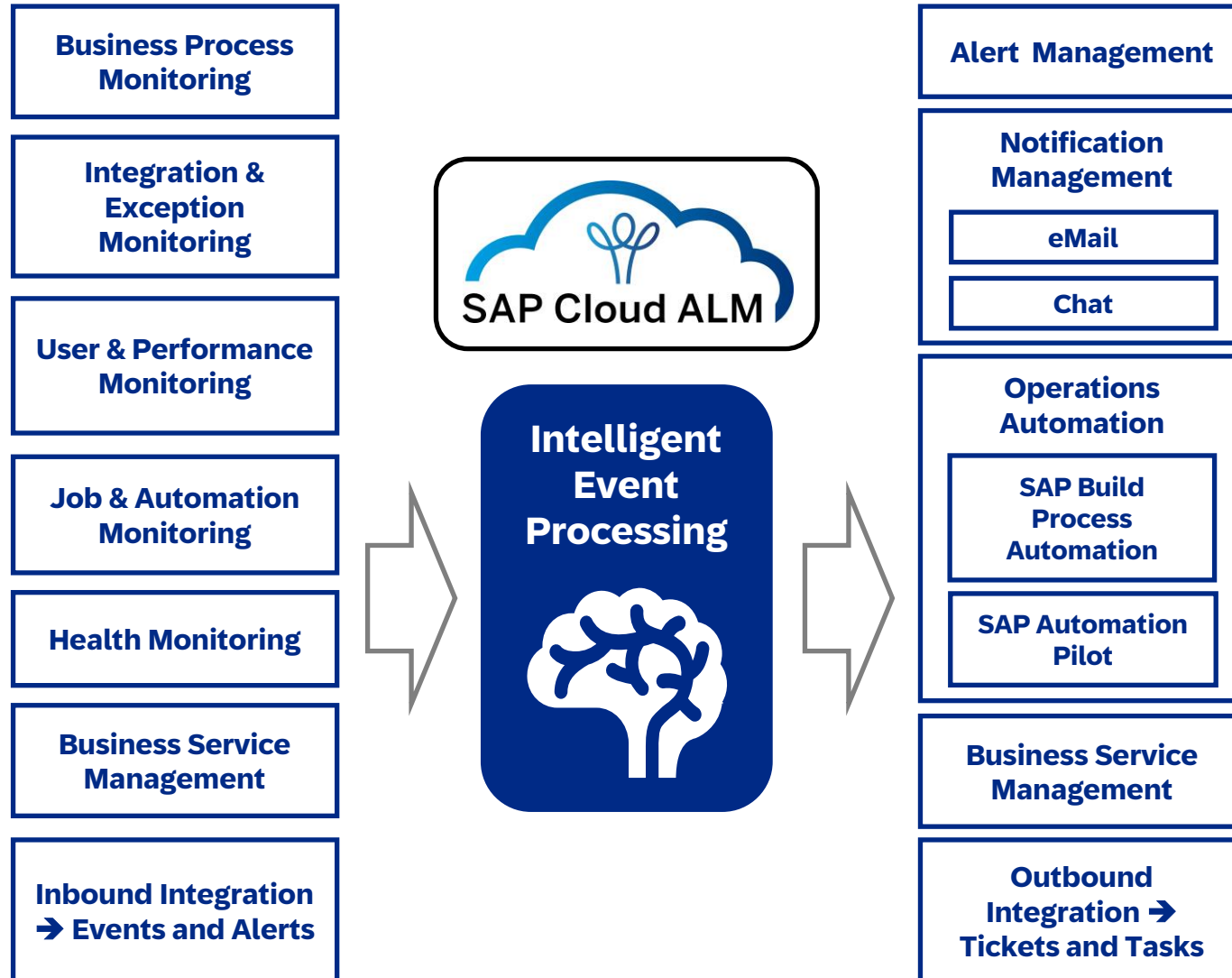# Speakers

Frank Wenzke

Tonja Kehrer

Tim Steuer

Stefan Lahr

Intelligent Event Processing Update

Cloud ALM for Operations - Overview

Business Service Management

Metrics	
Config Items	
Log Entries	
Traces	
Events	
Alerts	

Business Process Monitoring

Integration & Exception Monitoring

Synthetic User Monitoring

Real User Monitoring

Job & Automation Monitoring

Configuration & Security Analysis

Health Monitoring

Intelligent Event Processing

Alert Management

Notification Management

Operations Automation

External API Management

Analytics & Intelligence

Tickets	
Tasks	
Emails	
Chats	
Operation Flows	
Analytics & Raw Data	

Inbound Integration

Problem Detection

Problem Routing

Problem Resolution

Outbound Integration

Product agnostic but open for non-SAP

Product specific but open for non-SAP

Intelligent Event Processing Management
Process Events from Different Sources and Initiate Follow-Up Activities

Business Process Monitoring

Integration & Exception Monitoring

User & Performance Monitoring

Job & Automation Monitoring

Health Monitoring

Business Service Management

Inbound Integration ➔ Events and Alerts

SAP Cloud ALM

Intelligent Event Processing

Alert Management

Notification Management
- eMail
- Chat

Operations Automation
- SAP Build Process Automation
- SAP Automation Pilot

Business Service Management

Outbound Integration ➔ Tickets and Tasks

- **Central intelligence** for **efficient event routing** between internal and external producers and consumers
- **Unified event processing** based on rules for **automatically as well as manually triggered events**
- Enables **centralized event handling** via event log viewer as well as **alert handling** via use case specific alert inbox
- **Foundation for intelligent correlation of events** e.g. correlation of manually generated notifications with automatically generated alerts

Intelligent event processing
What is it?

Event Creation

Based on the monitoring application in SAP Cloud ALM, events are created for issues detected in the managed services or systems.

Additionally, events from 3rd party applications can be ingested into SAP Cloud ALM.
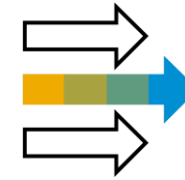
Event Processing

Intelligent alert processing processes the events and performs:

- Normalization
- Enrichment
- Deduplication
- Correlation

Event Action

Based on the resulting event groups and event clusters and the event rules in intelligent event processing, follow-up actions are triggered like:

- Alert creation in the alert inbox of an application
- Email notifications to defined recipients
- Incident creation or update
- Operation automation workflows

Event Action Variants

- Event Action Variants are intended to simplify event definition by re-using the same event action settings for multiple events across multiple use-cases, multiple event types and multiple services

- Event actions can be triggered at start, update closure , after x minutes, every x hours.. (*)

Example: Event Variant configuration

- User can define who shall receive email / chat notifications and when for new status events and their updates.

- It is feasible to create of tickets in an external ITSM tool for a status events

- Additionally, execution of Operational Flow can be defined for status events
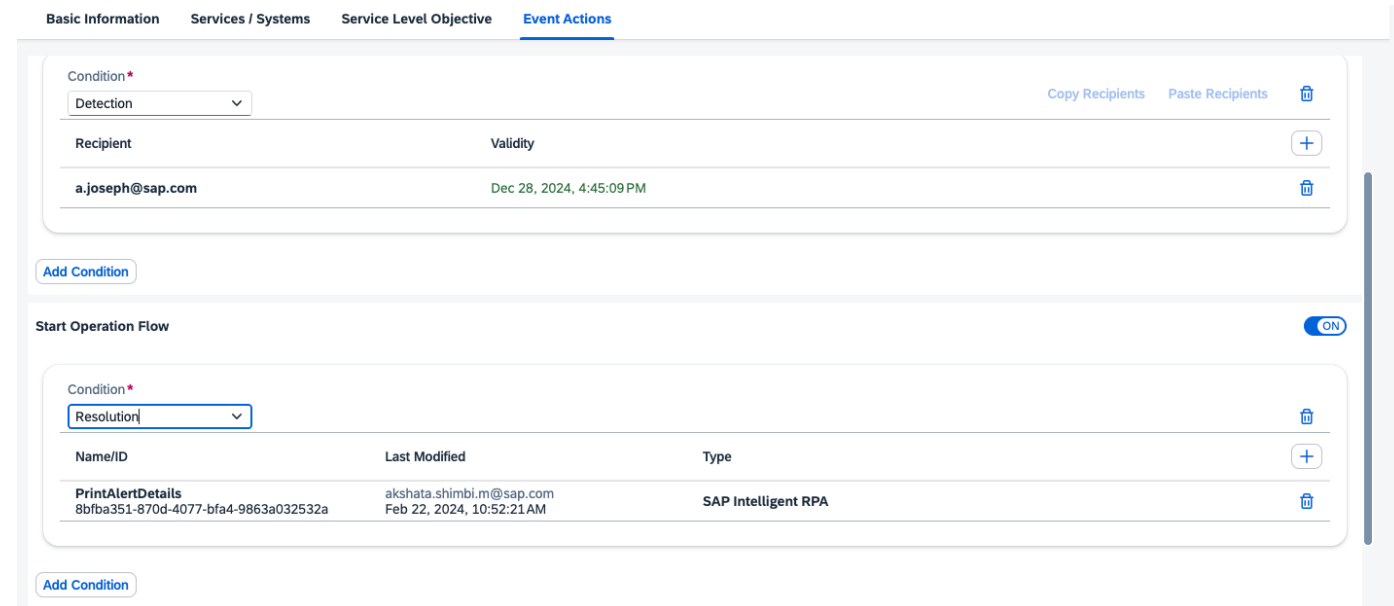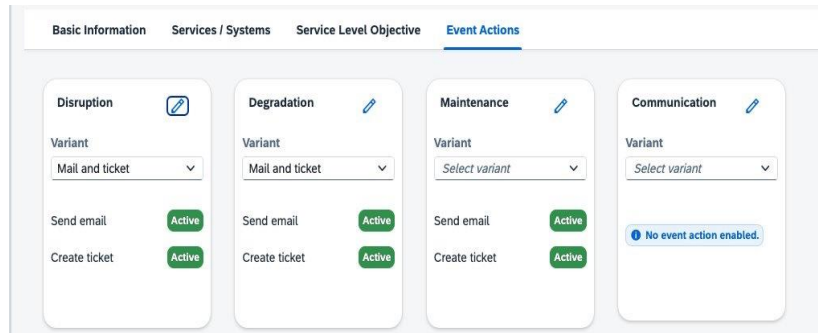
Configurable time zone for Mail and Chat actions

- There had been some customer confusions due to time zone handling
  - In UI all timestamps are shown in current user time zone
  - For Mail and Chat action the server time zone (which is always UTC in all Cloud ALM datacenters) is used
  - → users retrieving mails or reading chats are sometimes confused and assumes the notification is delayed
- Solution: provide default time zone for all mail and chat actions per Cloud ALM tenant
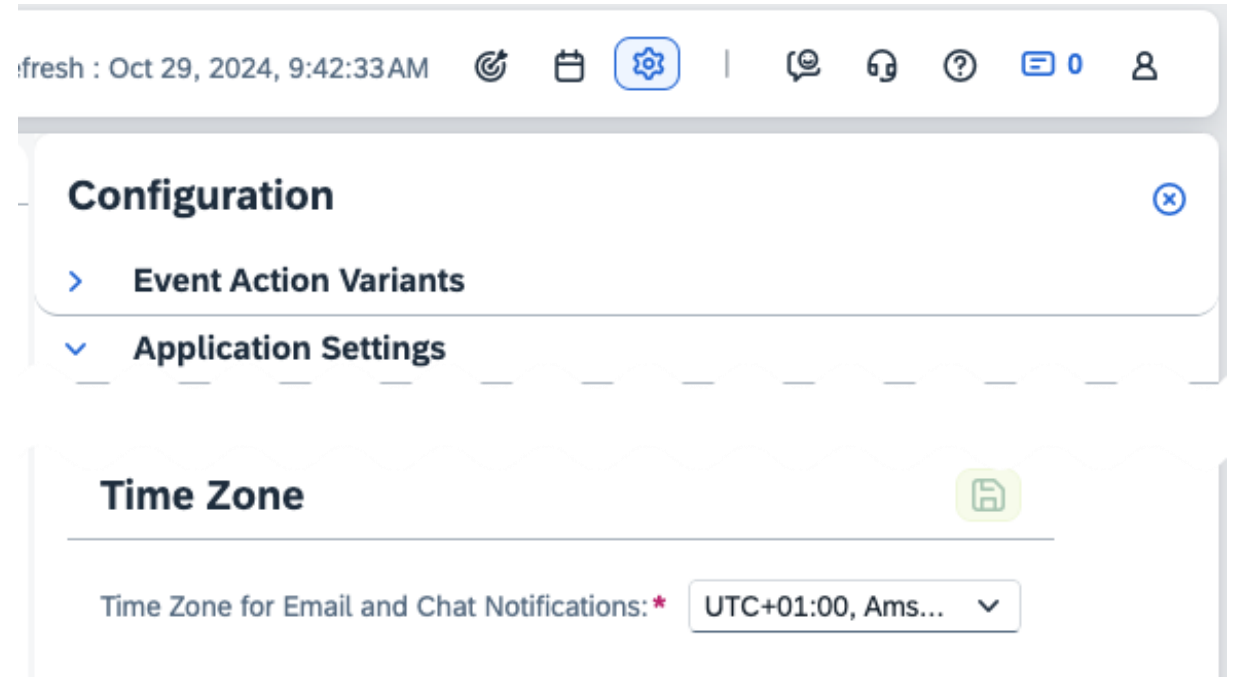
Open Telemetry based outbound for raw events

- Raw Events can now be made available for 3rd party consumers via the Open Telemetry Log format
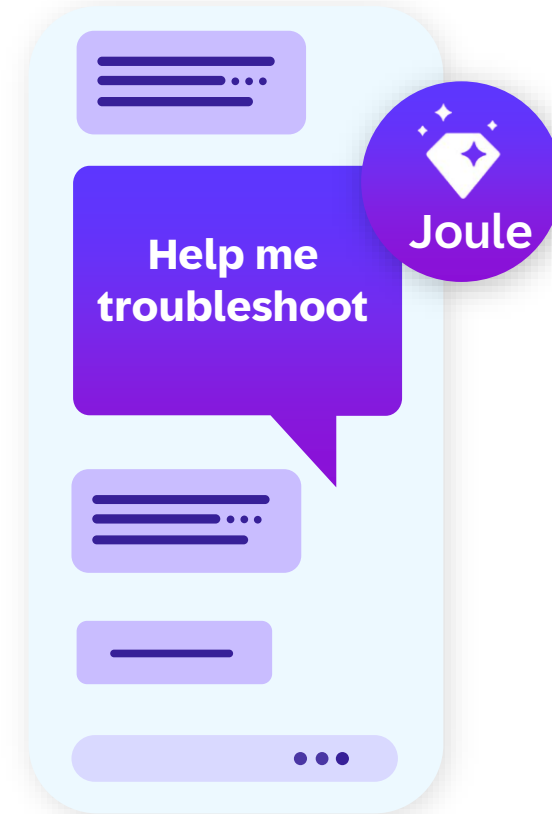

- Each event created from the Cloud ALM monitoring applications including all updates are available using this way
- Cloud ALM stores the single events for 24h for retrieval via the Open Telemetry exporter
- Details: https://help.sap.com/docs/cloud-alm/apis/raw-data-outbound-logs

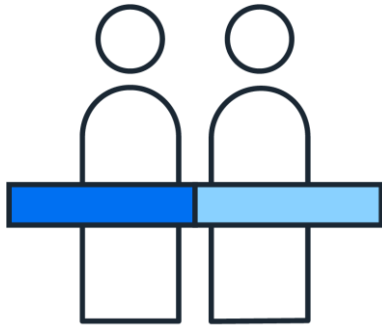# GenAI powered Alert Processing

- SAP Cloud ALM for Operations provides customers with a comprehensive platform for monitoring, managing, and optimizing their operations.

- Issues detected during monitoring are raised as events and alerts.

- Information-rich alerts aid in efficient root cause analysis

- With Joule Integration, user can converse with the alert to know more about it and to **know how to solve it.**

Help me troubleshoot

Joule

This is the current state of planning and may be changed by SAP at any time.
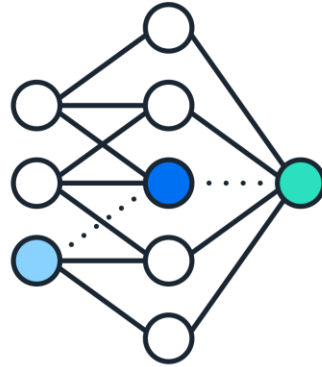
GenAI powered Alert Processing

Use Case:
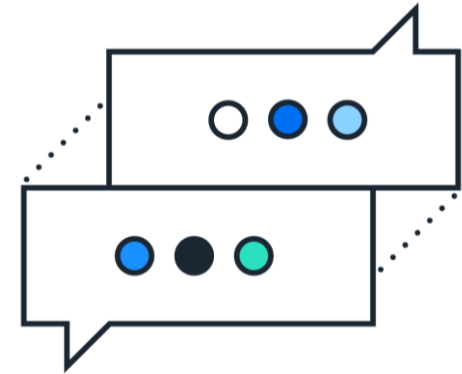As a customer I want more **insights** in the event so that I know what next step to take

How:
Event payload contains information about problem context. This can be extracted to search against a relevant body of knowledge to provide solution recommendations

Where:
In Alerts using Joule

This is the current state of planning and may be changed by SAP at any time.

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Menti

We ask, you answer!

Please open **www.menti.com**

and use code **1176 7330**
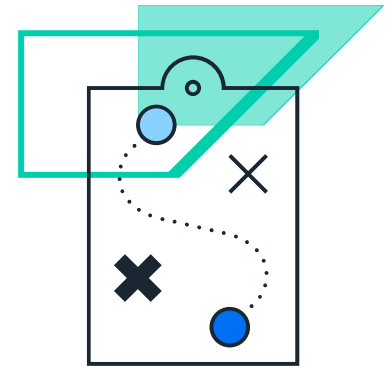
https://www.menti.com/al9pg1syhdw9

Additional Information

SAP Activate for Transition to SAP Cloud ALM

NEW!

Discover best practices, accelerators and step-by-step guidance for transitioning from SAP Solution Manager to SAP Cloud ALM on SAP Roadmap Viewer.

[SAP Activate Roadmap Viewer](#)

SAP Customer Engagement Initiative
Clean Core / RISE with SAP Methodology Dashboard in SAP Cloud ALM

SAP
Customer Engagement Initiative

Clean Core / RISE with SAP
Methodology Dashboard in SAP
Cloud ALM

Registration ends on Nov 15, 2024 00:59

Status: Active

0

How to participate:

1. Read the project description
2. Register for the project and get invited for the Initial Call to learn more about the collaboration

Description of Planned Project

The goal of this initiative is to actively involve customers in the ongoing development of the RISE with SAP Methodology / Clean Core Dashboard in SAP Cloud ALM. SAP Cloud ALM is an application lifecycle management tool, which is helping customers to start their implementation journey into the cloud.

The Clean Core Dashboard will allow RISE customers to gain valuable insights into all clean core dimensions and will furthermore outline the value of their RISE with SAP engagement. We want to give customers and partners the opportunity to share their feedback on the concept, ongoing developments, and usability of the dashboard. We also want to derive best practises with regards to clean core to support customers in their get clean / stay clean strategy.
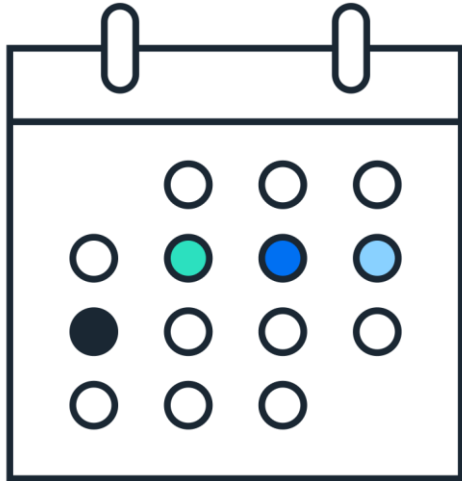
SAP Product(s) in Focus

SAP Cloud ALM for implementation and operation

Clean Core Dashboard

Upcoming ALM Events

NOVEMBER

11 ALM Roadshow, Sao Paulo, Brazil

19 ALM Roadshow, Buenos Aires, Argentina

19/20 SAUG Melbourne Conference (info)

20 SAP Community Call for ALM

DECEMBER

1-3 UKISUG Connect, Birmingham (info)

9/10 ALM Summit Tokyo, Japan

SAVE THE DATE

Jan 21-22 ALM Thementage, Stuttgart, Germany

Mar 24-26 ALM Summit North America

Apr 4 DSAG-TechXchange, Wiesbaden, Germany

Jul 22-24 ALM Summit APJ, India

ALM Events Overview

ALM webinars 2025

3rd Wednesday of every month

Focus topics around ALM

Target group: ALM practitioners EMEA / NA

SAP Community Call for ALM

Host:
Tonja Kehrer

Host:
Ben Schneider

SAP Community Call for ALM
APJ edition

Host:
Mohammed Suhaib

4th Wednesday of every month

Focus topics around ALM

Target group: ALM practitioners in APJ

SAP Community Call for ALM Partners

Host:
David Birkenbach

Once per quarter

Focus topics around ALM

Target group: ALM partners

Register here!

We will be back!

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

December 4th, 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