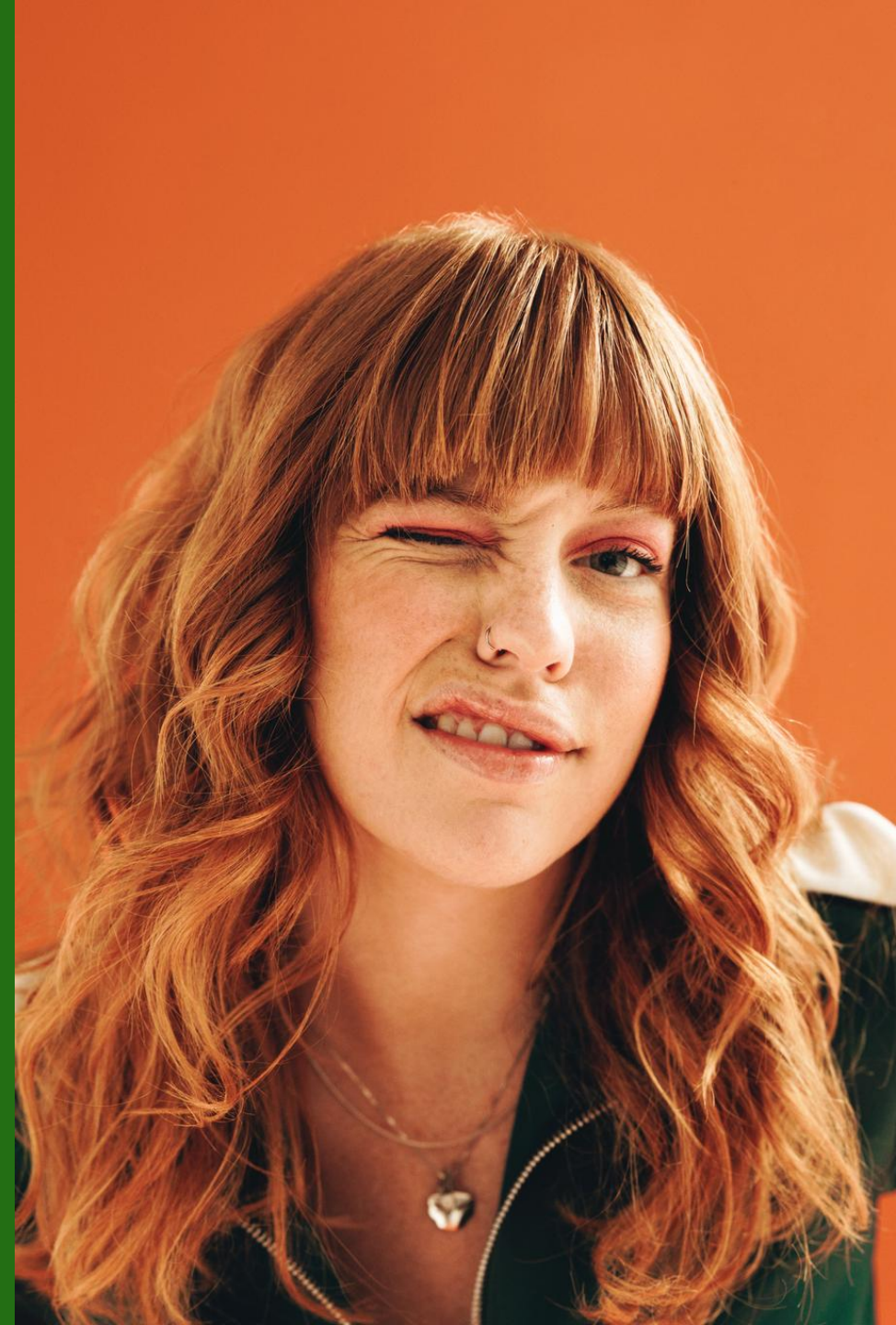


Day 2 Operations

SAP BTP Ops Automation with
SAP Cloud ALM and SAP
Automation Pilot

LIVE SESSION



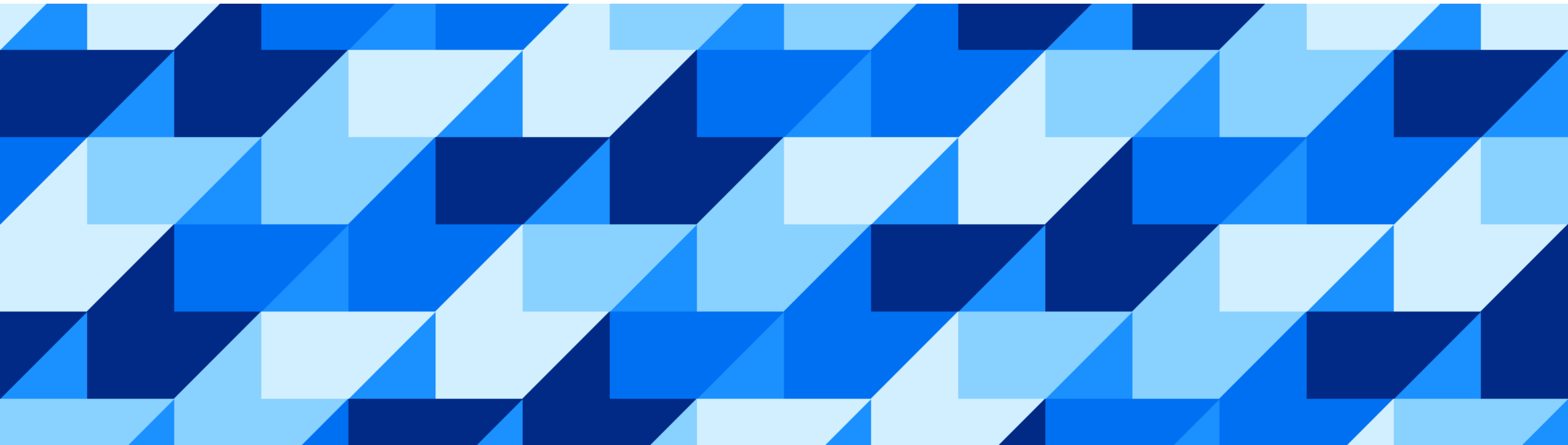
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SAP Cloud ALM for Operations



Customers Need End-to-End Observability Across ... SAP Cloud ALM for Operations



Cloud and On-premise

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

SAP and Non-SAP

How do I observe and triage?

Customer, Partner and SAP Operations

How to foster collaboration between all involved parties?

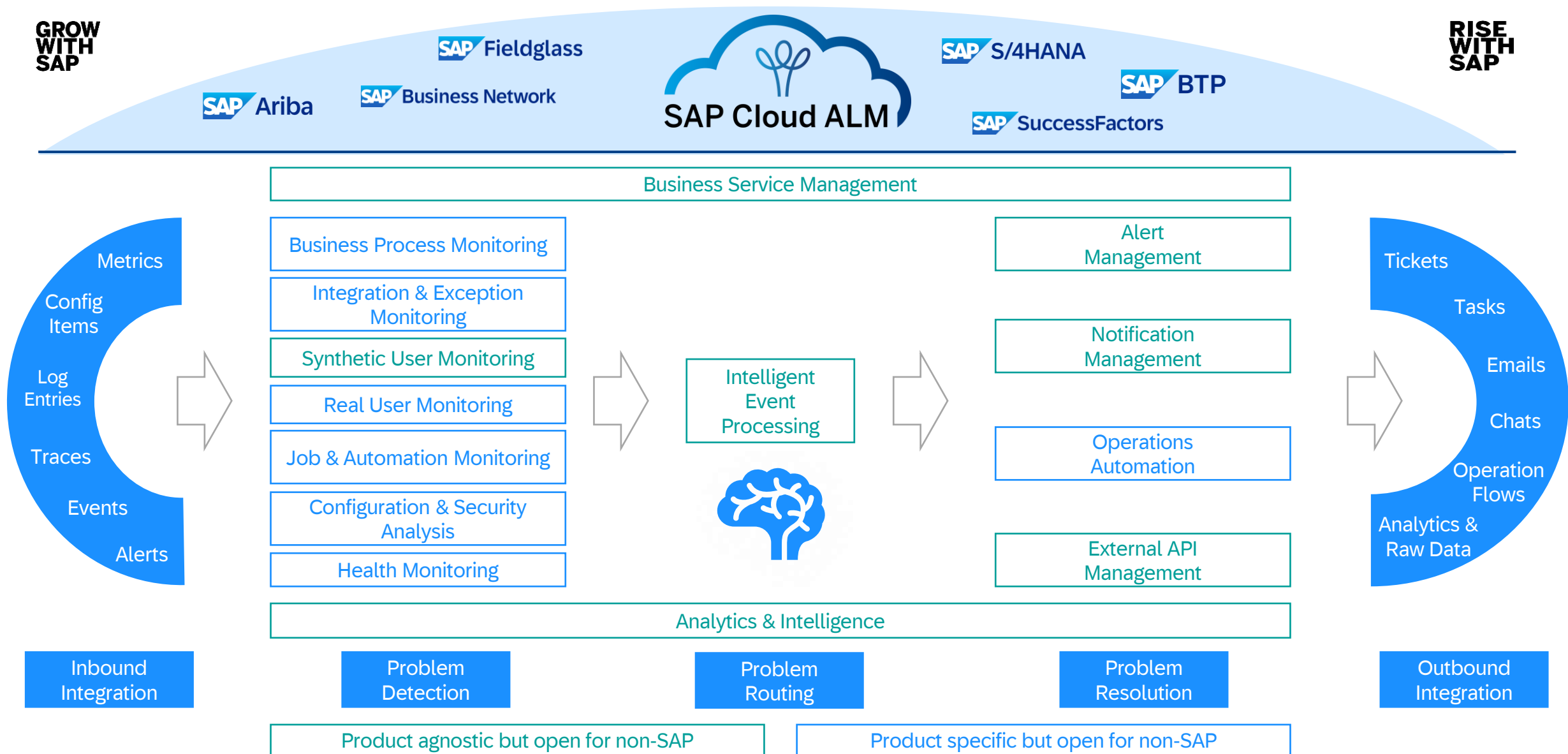
All Monitoring Use Cases

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

Quick Problem Resolution

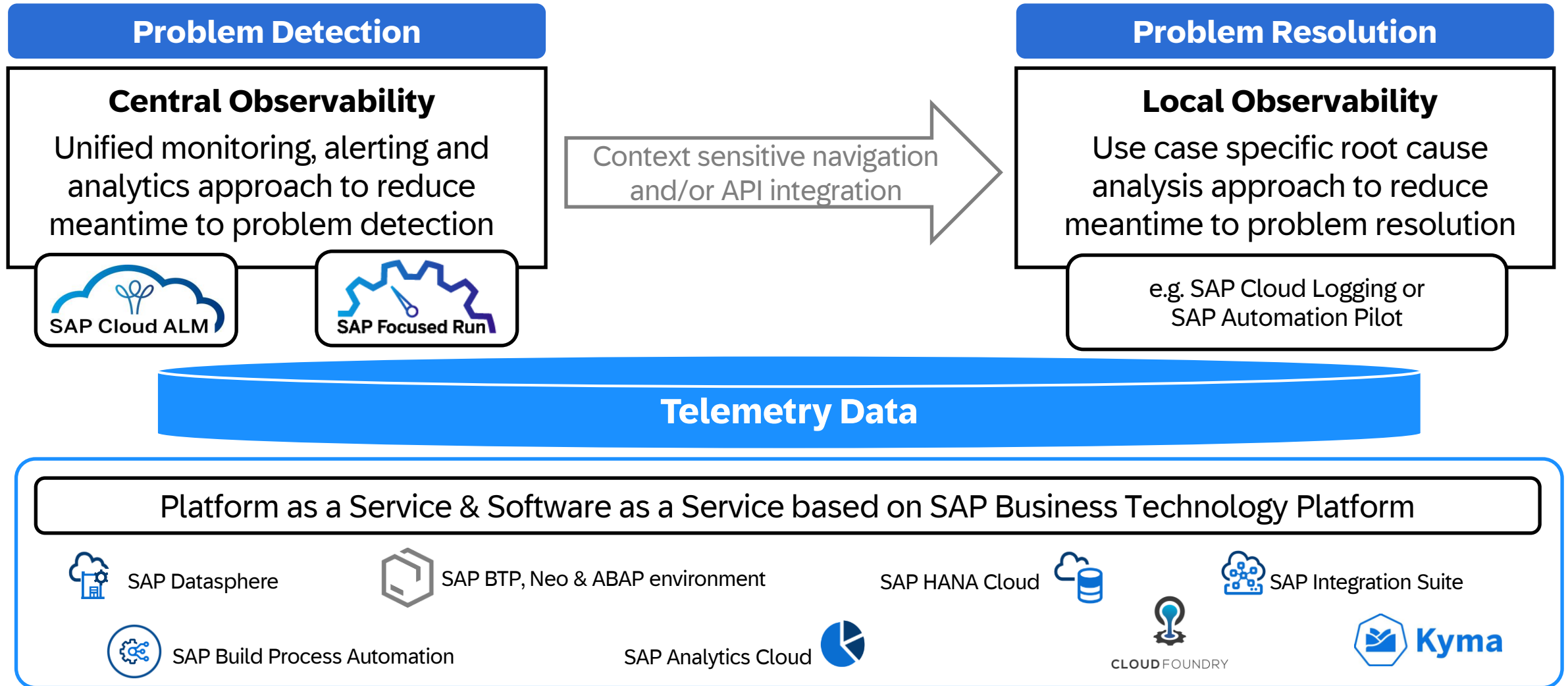
How do I quickly resolve any occurred issue?

SAP Cloud ALM for Operations – For SAP and Non-SAP



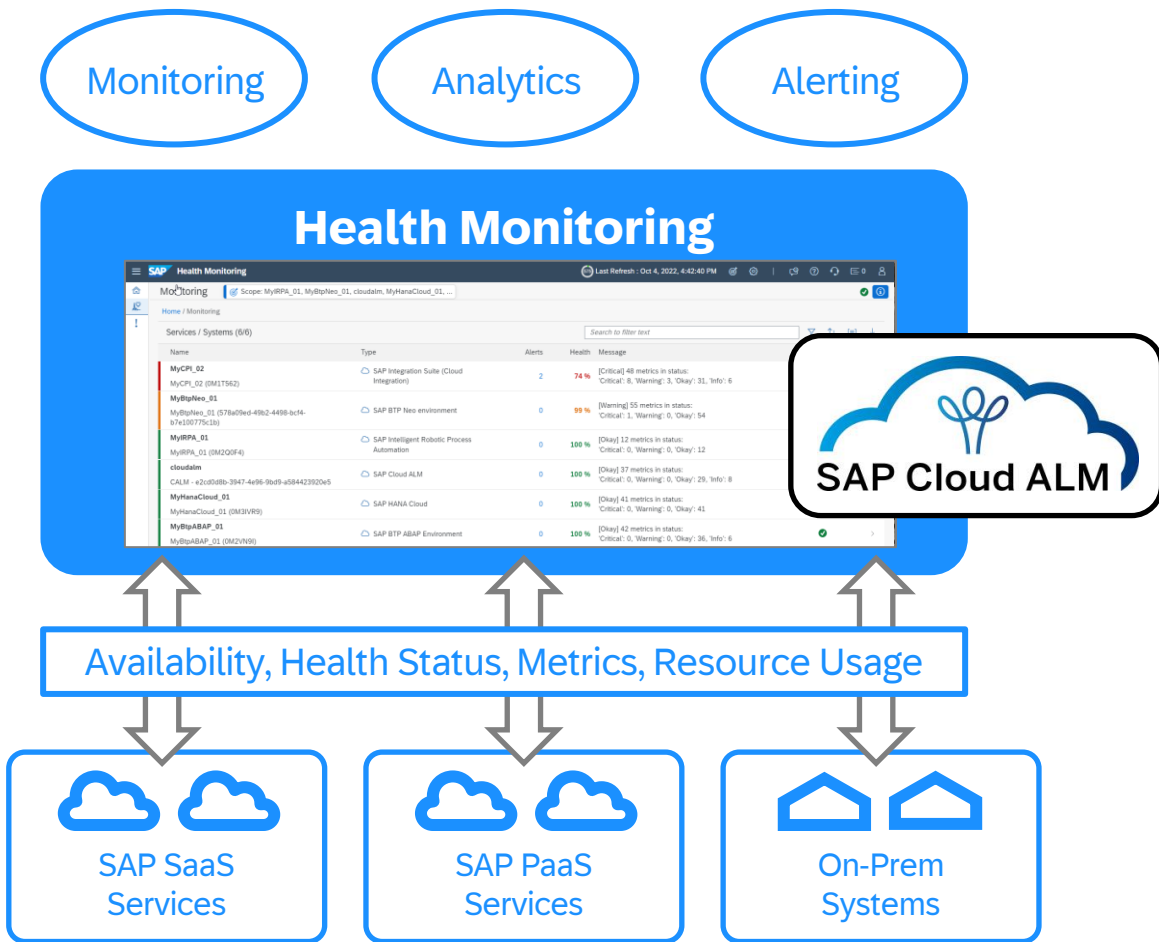
Problem Detection & Problem Resolution for SAP Business Technology Platform

Reduce mean time to detect and resolve problems



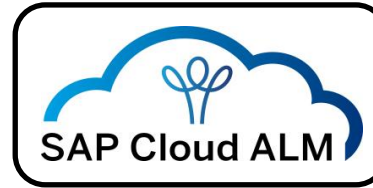
Health Monitoring

Check Application Health of Cloud Services and Systems



- **Monitoring of technical KPI's** for services and systems:
 - By executing **application health checks for SAP SaaS services**
 - By delivering **metrics for customer applications** built at SAP Business Technology Platform (SAP PaaS Services)
 - By providing metrics for **light-weight system monitoring** for SAP ABAP and associated system types e.g. SAP Cloud Connector
- Provides **embedded alerting** including the capability to **trigger notifications and corrective actions**
- Allows **embedded analytics** to **analyze trends and root causes** for discovered problems

Health Monitoring for SAP BTP



SAP Integration Suite

Monitoring of technical KPI's in [Cloud Integration](#) and [API Mgmt.](#)

SAP HANA Cloud

Monitoring of technical KPI's for [SAP HANA Cloud](#)

SAP Cloud Connector

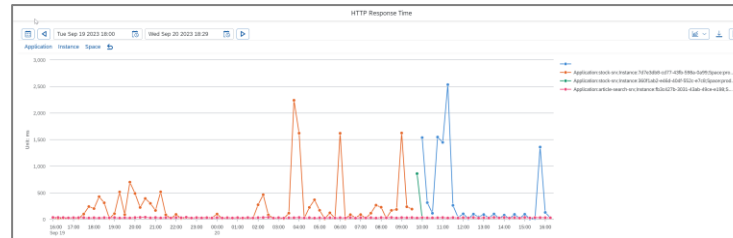
Monitoring of technical KPI's for [SAP Cloud Connector](#)

SAP BTP, Neo environment (custom built applications)

Monitoring of technical KPI's in [custom built java applications](#)

Health Monitoring

Monitoring of technical KPI's for BTP SaaS and PaaS



SAP BTP, CF / Kyma env. (custom built applications)

Monitoring of technical KPI's in [custom built java and node.js applications](#)

SAP Datasphere

Monitoring of technical KPI's for [SAP Datasphere](#)

SAP Build Process Automation

Monitoring of technical KPI's for [SAP Build Process Automation](#)

SAP Intelligent RPA

Monitoring of technical KPI's for [SAP Intelligent RPA](#)

SAP Cloud ALM

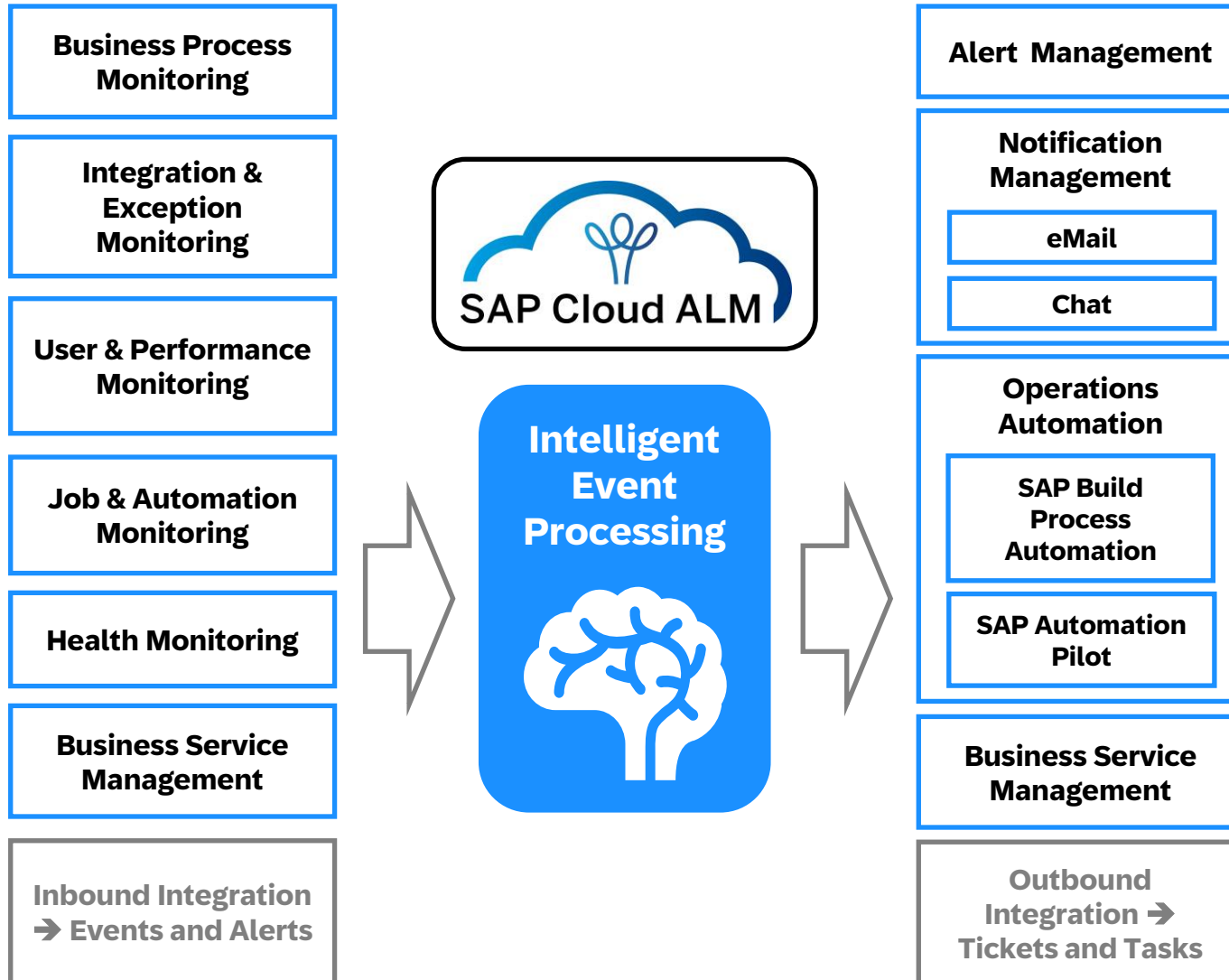
Monitoring of technical KPI's for [SAP Cloud ALM](#)

SAP BTP, ABAP environment (custom built applications)

Monitoring of technical KPI's in [custom built ABAP applications](#)

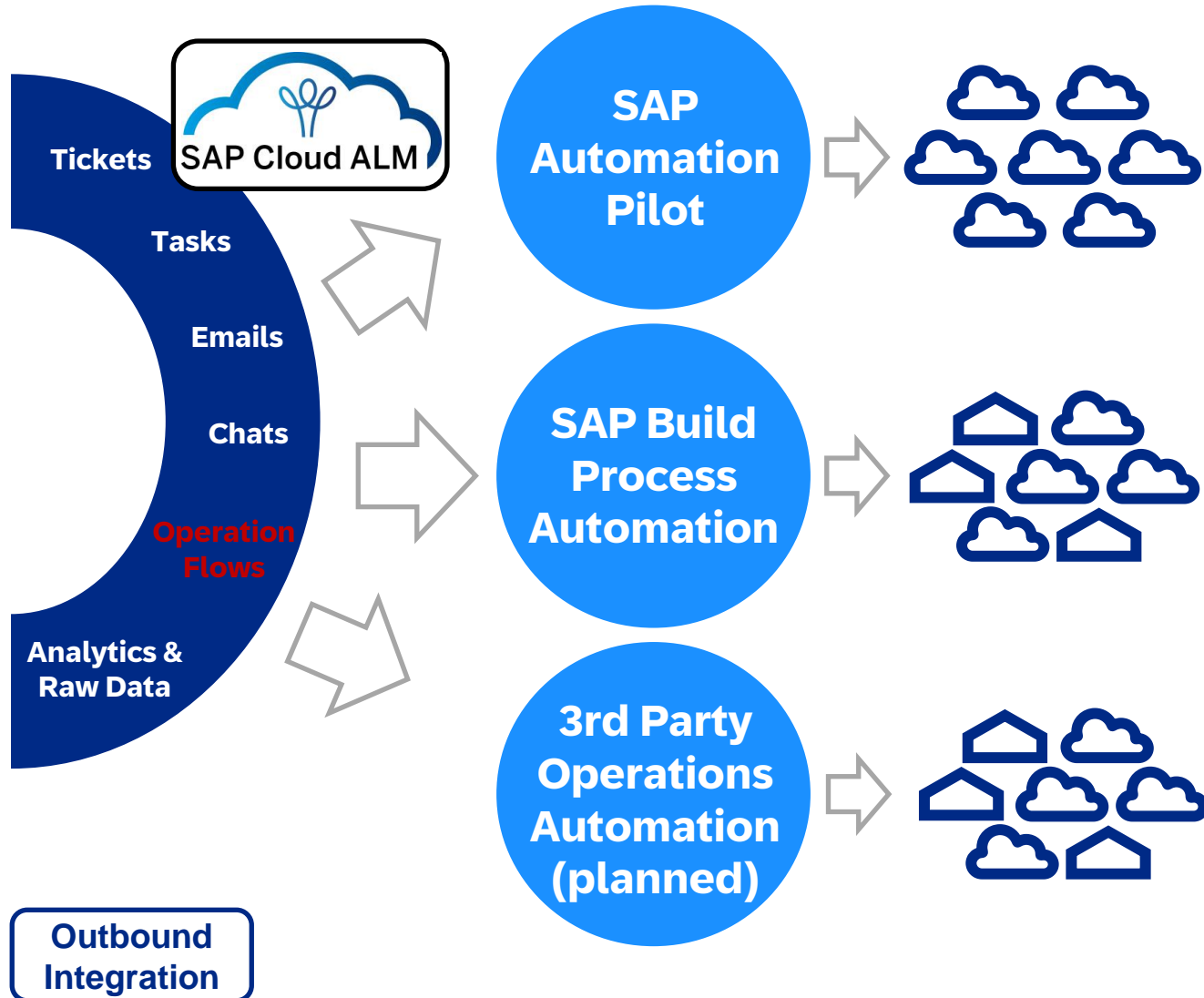
Intelligent Event Processing / Alert Management / Notification Management

Process Events from Different Sources and Initiate Follow-Up Activities



- **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

Event Outbound with Different Operations Automation Environments



Remark: SAP Automation Pilot and SAP Build Process Automation aren't part of SAP Cloud ALM subscription

Target: Execute **corrective actions** initiated by **SAP Cloud ALM events**

Integration with SAP Automation Pilot

- Relevant for **SAP PaaS** or **SAP SaaS** landscapes
- Intended for DevOps and AM organizations

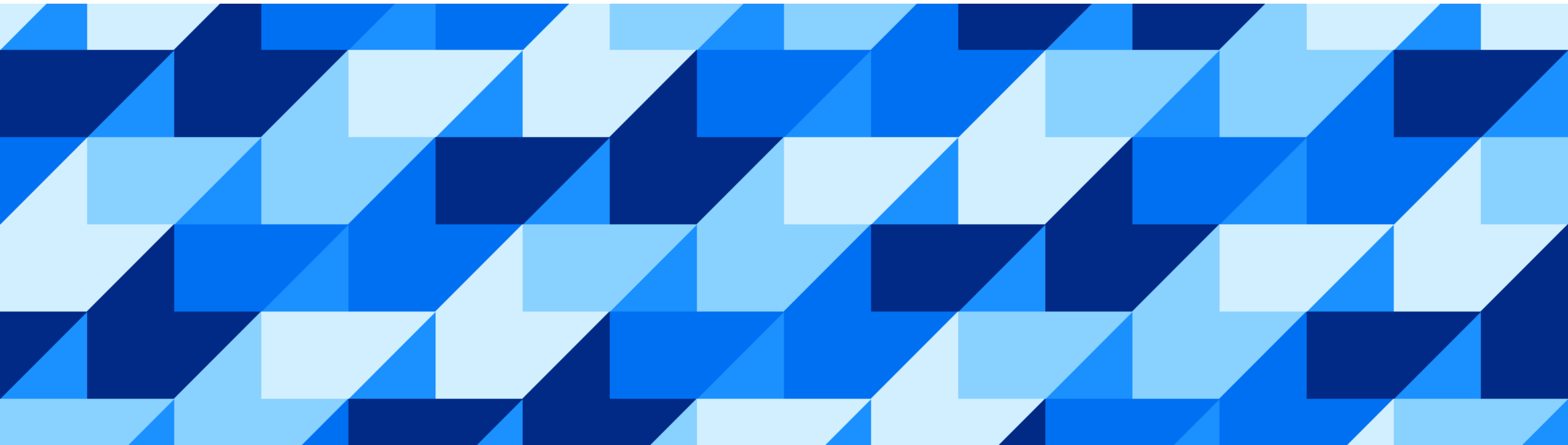
Integration with SAP Build Process Automation

- **Processes:** Intended for **semi-automated workflows** including approval steps
- **Automations:** Intended for **fully automated task execution**
- Intended for application management organizations

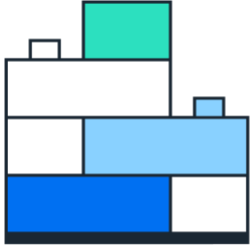
Integration with 3rd Party Operations Automation

- Relevant for **SAP SaaS**, **SAP PaaS**, **SAP Private Cloud** or **SAP On-Premise** landscapes
- Possible integrations are Ansible or TerraForm

SAP Automation Pilot



Automate Anything, No Code Required



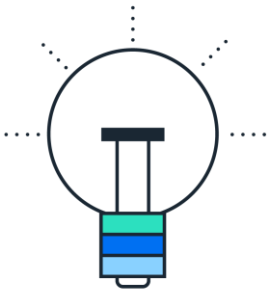
Automate Without Coding

Easily create automations using our visual interface and pre-built content, no-code required



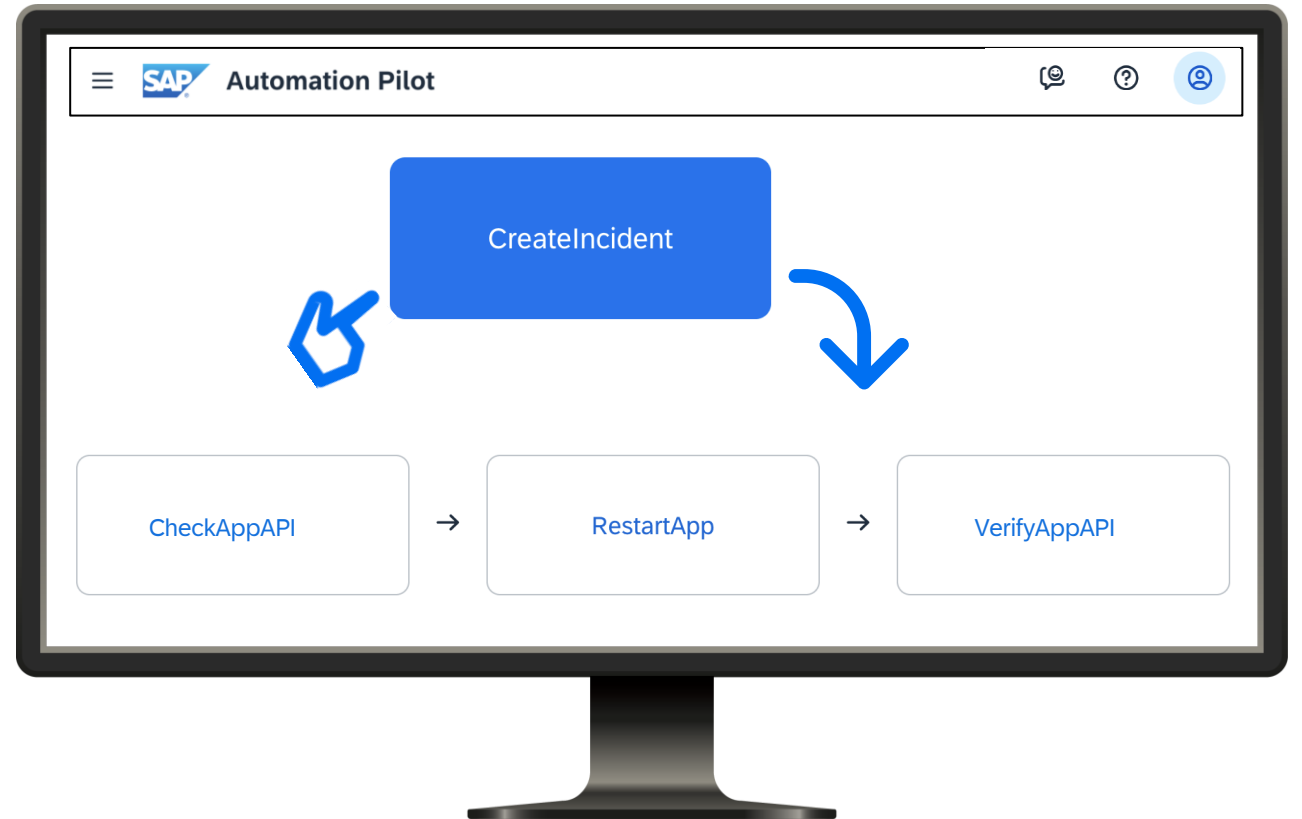
Tailored Automations

Customize each step of the automation to meet your specific needs and requirements

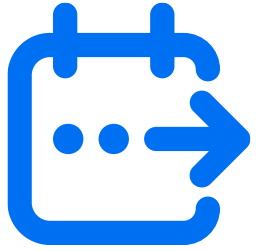


From Simple to Complex

Create automations that range from simple tasks to complex workflows with hundreds of steps



Provided Content for Any Cloud Automation Scenario



300+

**Ready-to-use
automations**



20+

**Automation
categories**



Constantly expanded



Maintained by SAP

SAP BTP Automations

- HANA Cloud
- Cloud Foundry
- Kubernetes/Kyma
- BTP Provisioning
- Destinations
- And many more...

3rd Party Automations

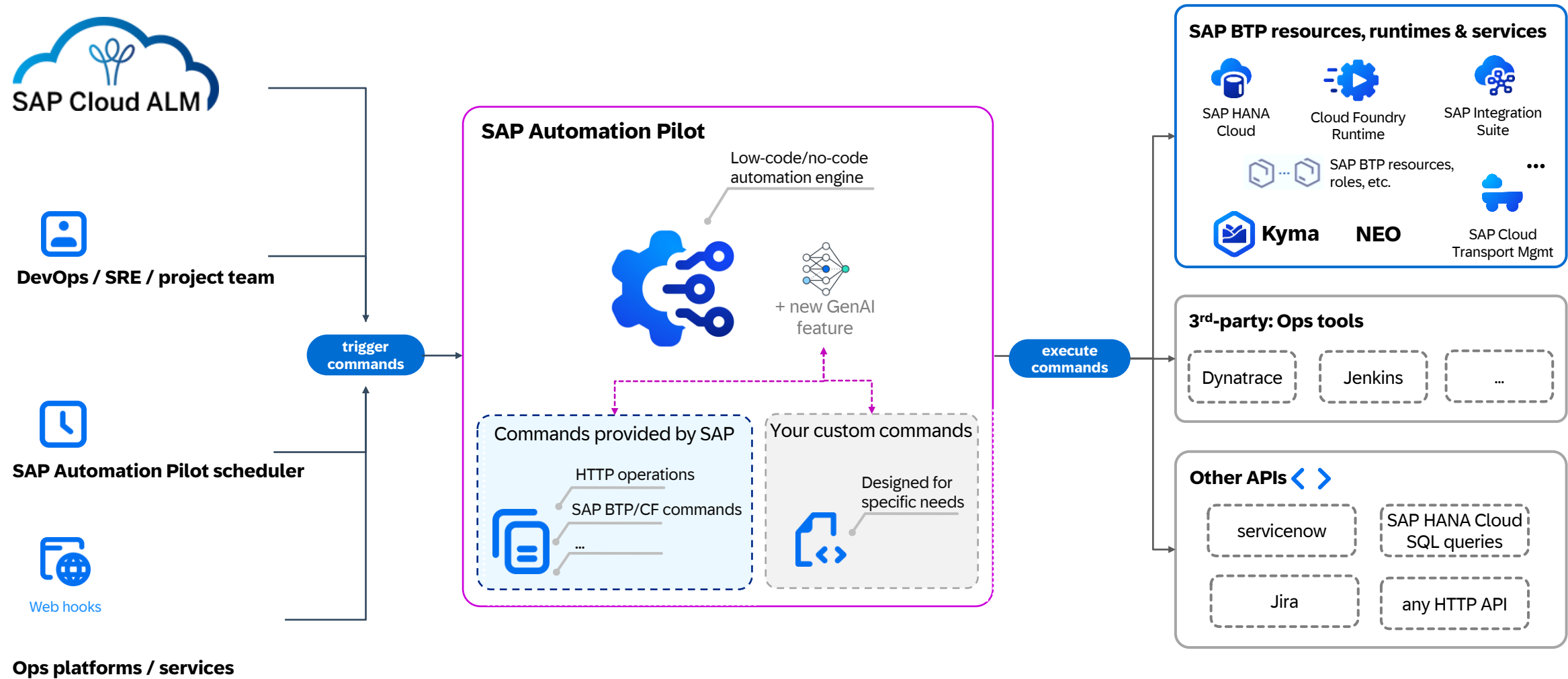
- Jenkins
- Jira
- GitHub
- Dynatrace
- ServiceNow
- And many more...

Core Automations

- Execute HTTP requests
- Run scripts in a serverless environment
- Execute SQL queries
- Send emails through custom SMTP servers

Automation Pilot

Functional Overview



How are customers using Automation Pilot?



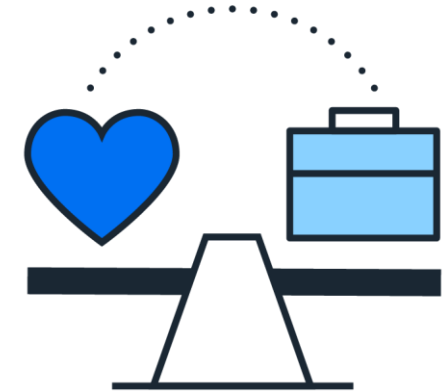
Mass Operations

- Perform restarts, updates, reconfigurations;
- Handle hundreds of resources in parallel.



Recommended Actions

- Automate complex release actions;
- Perform reactive/proactive remediation actions;
- Prepare root cause analysis.



Ops Orchestration Tasks

- Triggering of sync / a-sync ops jobs;
- Ticket(s) Management tasks;
- SAP BTP resources provisioning;

Use Case: Ops Remediations Triggered by SAP Cloud ALM

Integrated Monitoring & Issue Resolution

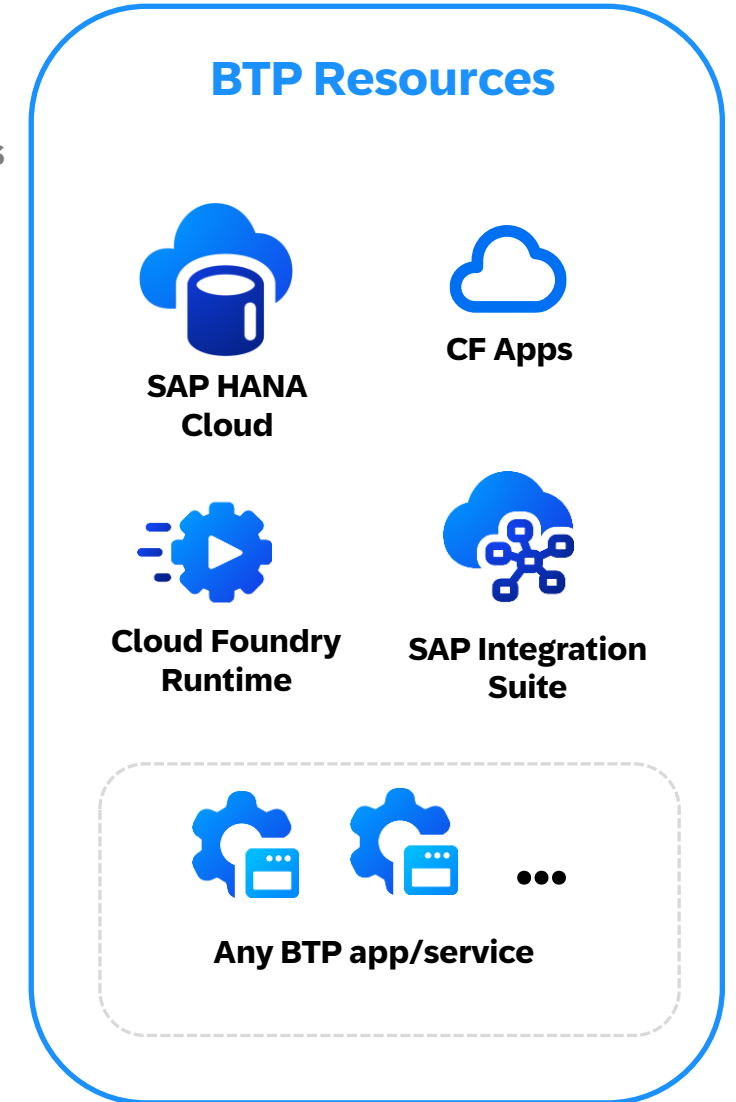
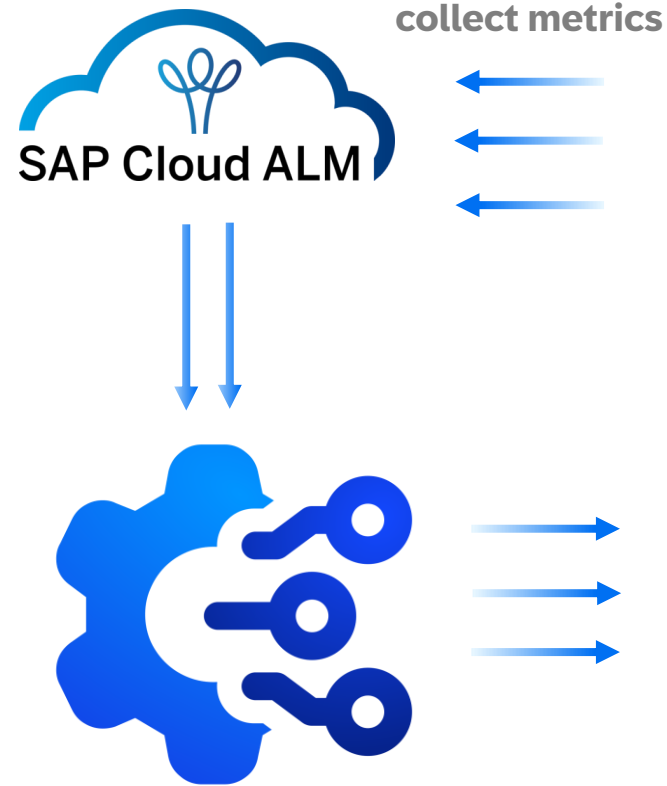
Integration to SAP Cloud ALM which monitors customer's IT landscape continuously, providing insights that enable proactive issue detection and resolution.

Automated Ops Tasks Execution

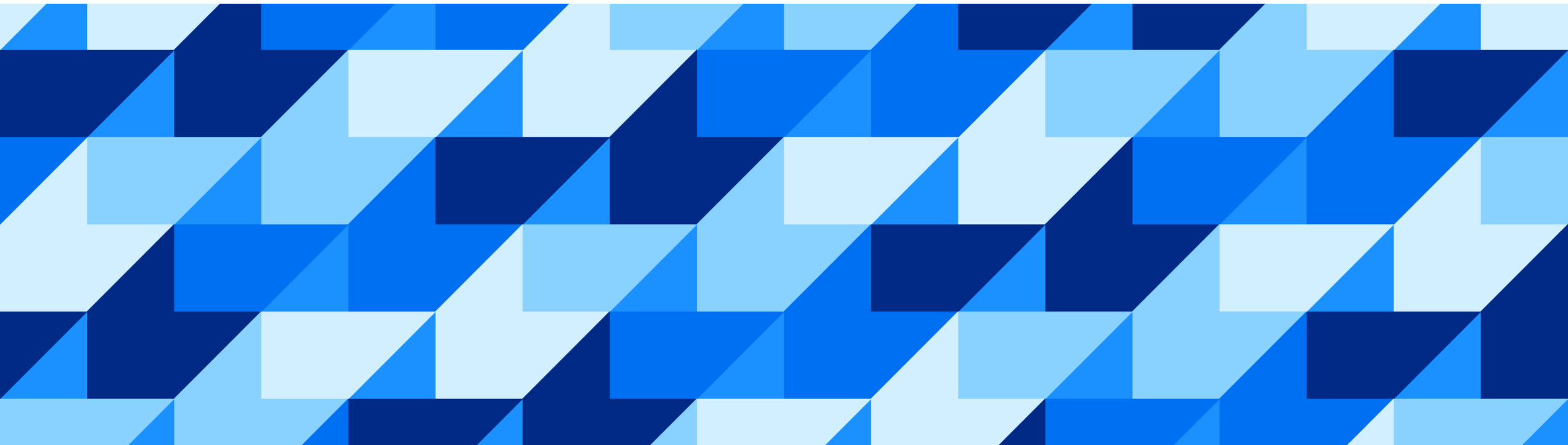
Triggering automatically or manually via SAP Cloud ALM ops remediations tasks to provide real-time responses to operational events.

Extendable Ops Workflows

Ops workflows that can be designed as per customer's specific needs to streamline operational processes.

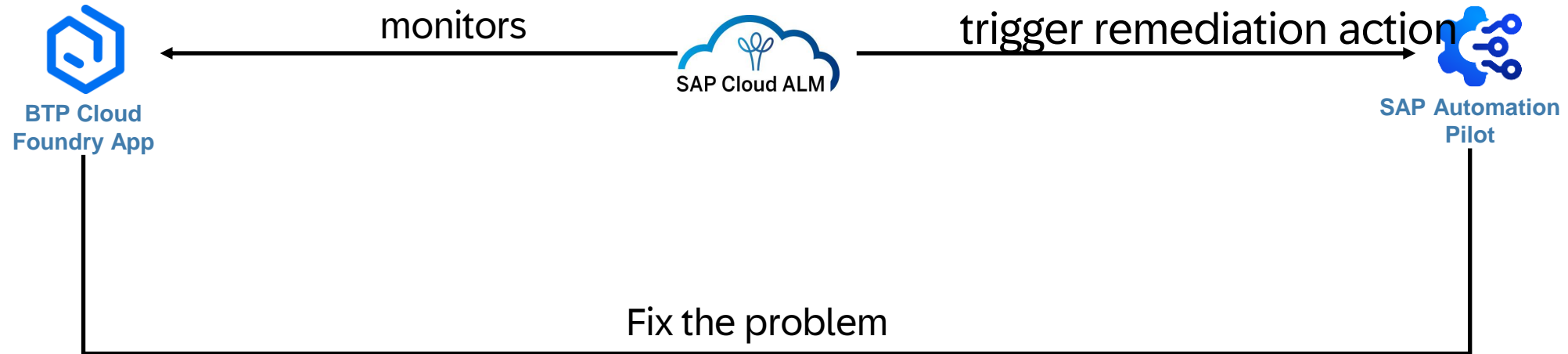


Demos



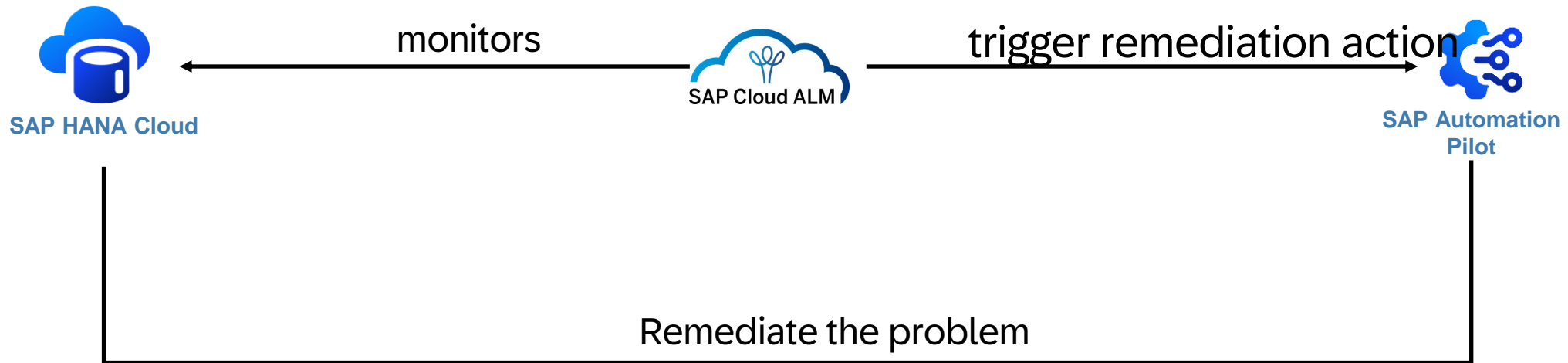
Demo #1

- A custom application is deployed on SAP BTP CF
- SAP Cloud ALM Health monitoring is monitoring this app, detects an App Crash Event
- SAP Cloud Alm triggers SAP Automation Pilot to remediate the problem

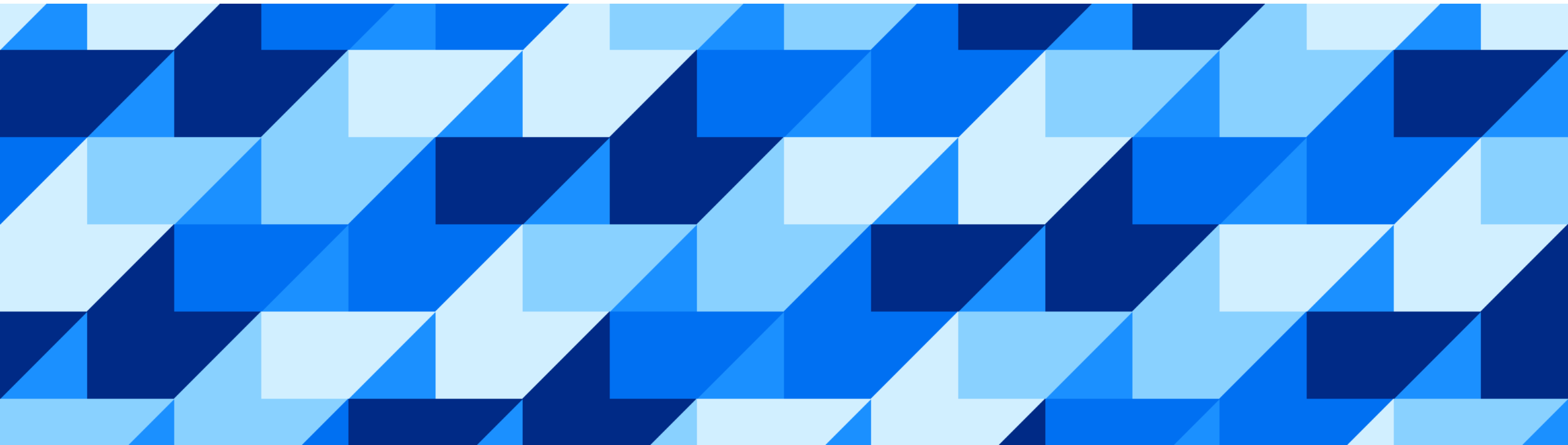


Demo #2

- SAP Cloud ALM Health monitoring monitors a HANA Cloud Database
- SAP Cloud Alm detects an Expensive Statement and triggers SAP Automation Pilot to remediate the problem



Outlook



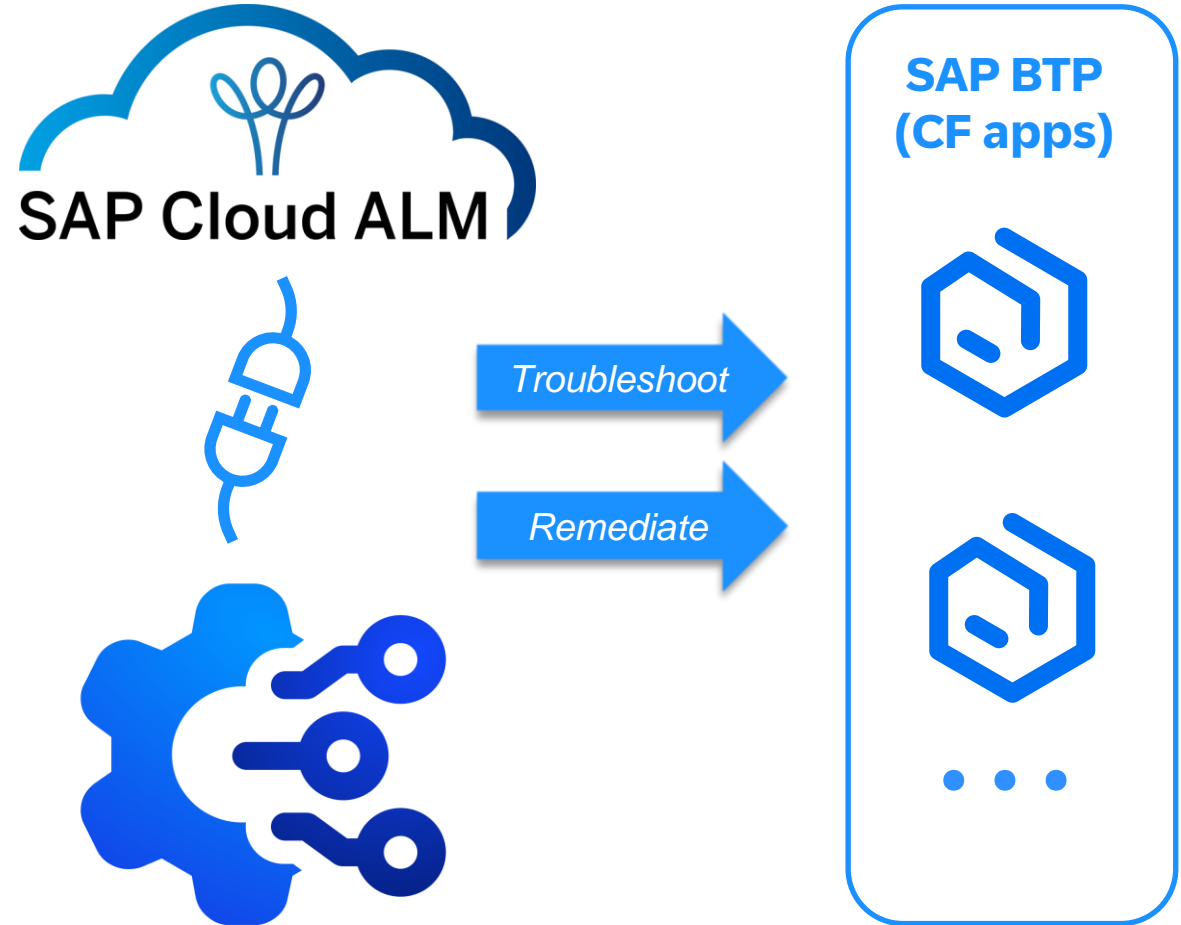
Automation Pilot

Catalog of commands for SAP Cloud ALM use cases

Scope: ready to use ops commands in SAP Automation Pilot for SAP CALM Health Monitoring

Solution: tuned content for CALM users' needs.

Potential Benefits: Inputs from SAP Cloud ALM are provided automatically to the commands in SAP Automation Pilot leading to a better UX



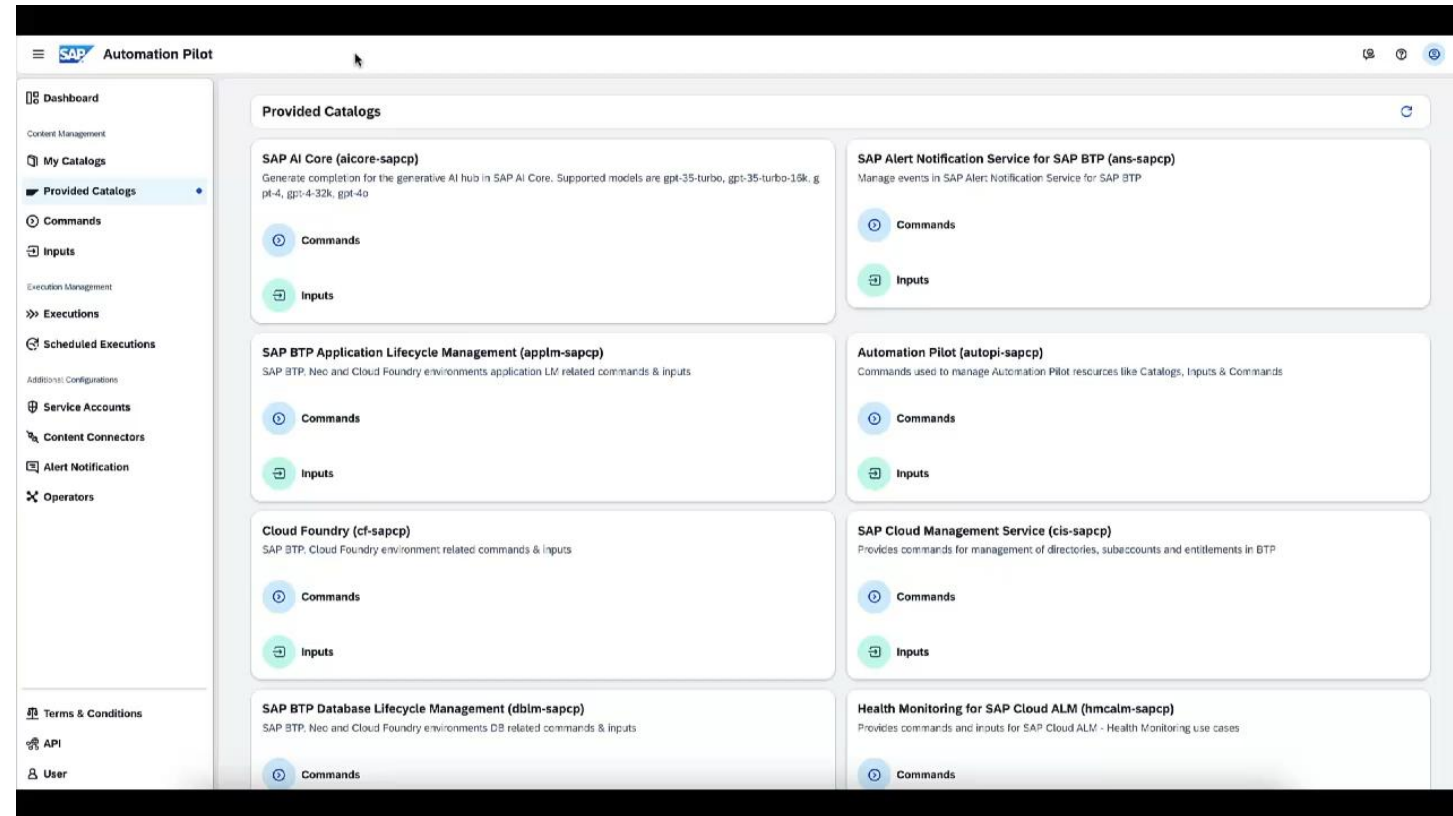
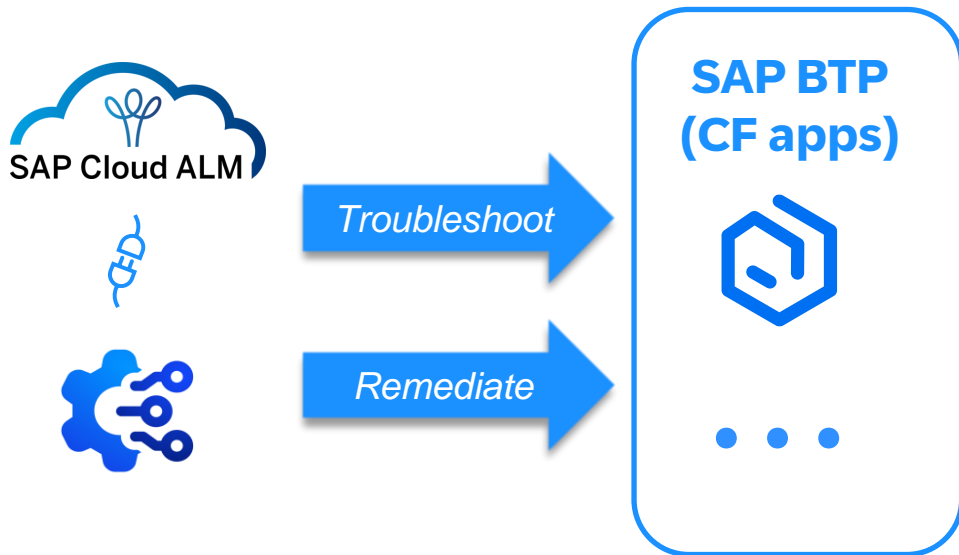
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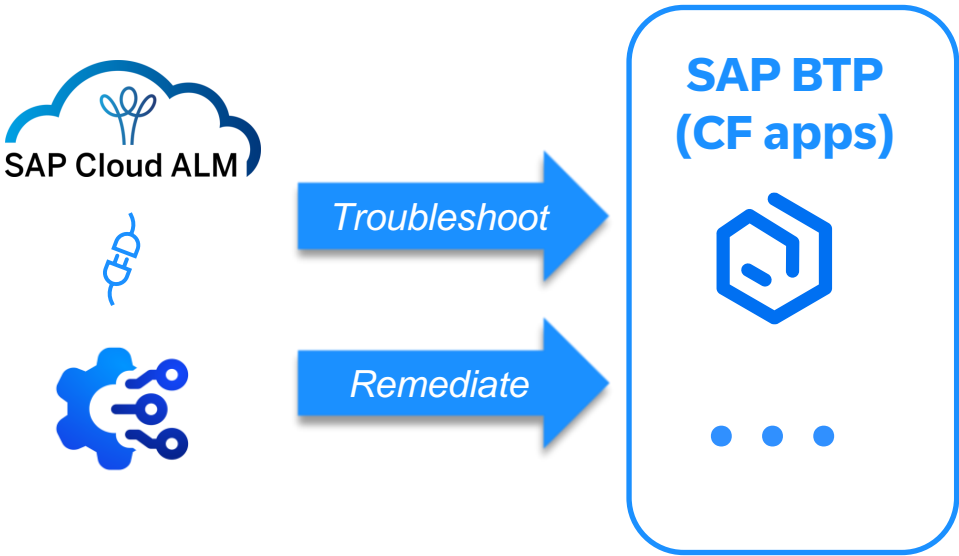
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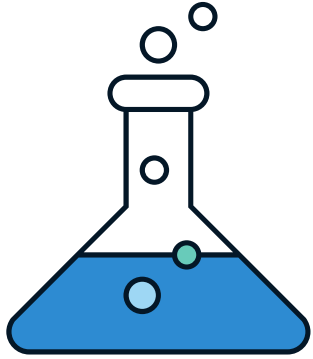
Potential Benefits: Inputs form SAP Cloud ALM are
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Automation Pilot leading to a better UX



First release of the catalog , more content is to follow

Name		Version	Catalog
AddCloudAlmCfAppInstance	i	1	calmhm-sapcp
	PROVIDED NEW		
GetCloudAlmCfAppEvents	i	1	calmhm-sapcp
	PROVIDED NEW		
GetCloudAlmCfAppLogs	i	1	calmhm-sapcp
	PROVIDED NEW		
GetCloudAlmCfAppState	i	1	calmhm-sapcp
	PROVIDED NEW		
RemoveCloudAlmCfAppInstance	i	1	calmhm-sapcp
	PROVIDED NEW		
RestageCloudAlmCfApp	i	1	calmhm-sapcp
	PROVIDED NEW		
RestartCloudAlmCfApp	i	1	calmhm-sapcp
	PROVIDED NEW		

Try SAP Automation Pilot



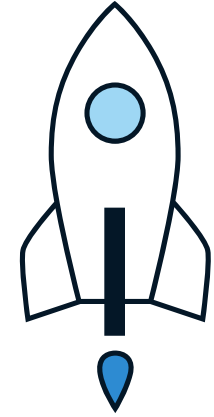
Trial

Evaluate SAP Automation Pilot and other SAP BTP services for 90 days



Free

Get hands-on experience at no cost with access to a wide array of features



Standard

Unlock full feature access and increased usage limits to maximize productivity

Getting Started with SAP Automation Pilot



[Discovery Center](#)

Find details about product goals, roadmap, support, and pricing



[SAP Help Portal](#)

Documentation on concept, initial setup, administration, and more



[SAP Community](#)

Explore blog posts, webinars, and more



[Sample Scenarios](#)

Access sample scenarios for automating various tasks



[REST API](#)

Learn how to integrate with SAP Automation Pilot



[FAQ](#)

Find answers to frequently asked questions

Thank you.

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Biser Simeonov, Product Manager @SAP
biser.simeonov@sap.com

Key take aways

- SAP Cloud ALM and SAP Automation Pilot help you to optimize your BTP operations by
 - Ready to use monitoring and alerting capabilities for SAP BTP
 - Predefined operational procedures and remediation actions that can be triggered automatically or manually, work out of the box or can be adapted to customer needs



Q & A

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