

From AI-Driven Insights to Automated Operations

SAP Automation Pilot and SAP Cloud ALM

Biser Simeonov, Product Manager SAP Automation Pilot



Agenda

01 SAP Cloud ALM for Operations: Ops Automation

02 Intro to SAP Automation Pilot

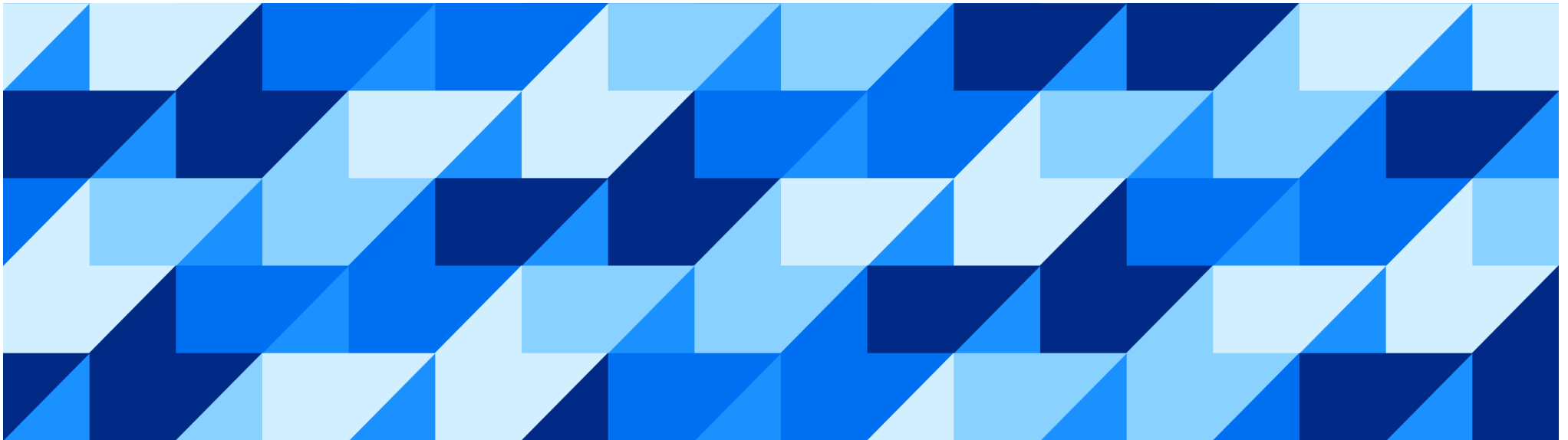
03 SAP Automation Pilot - Reference Scenarios

04 Demo

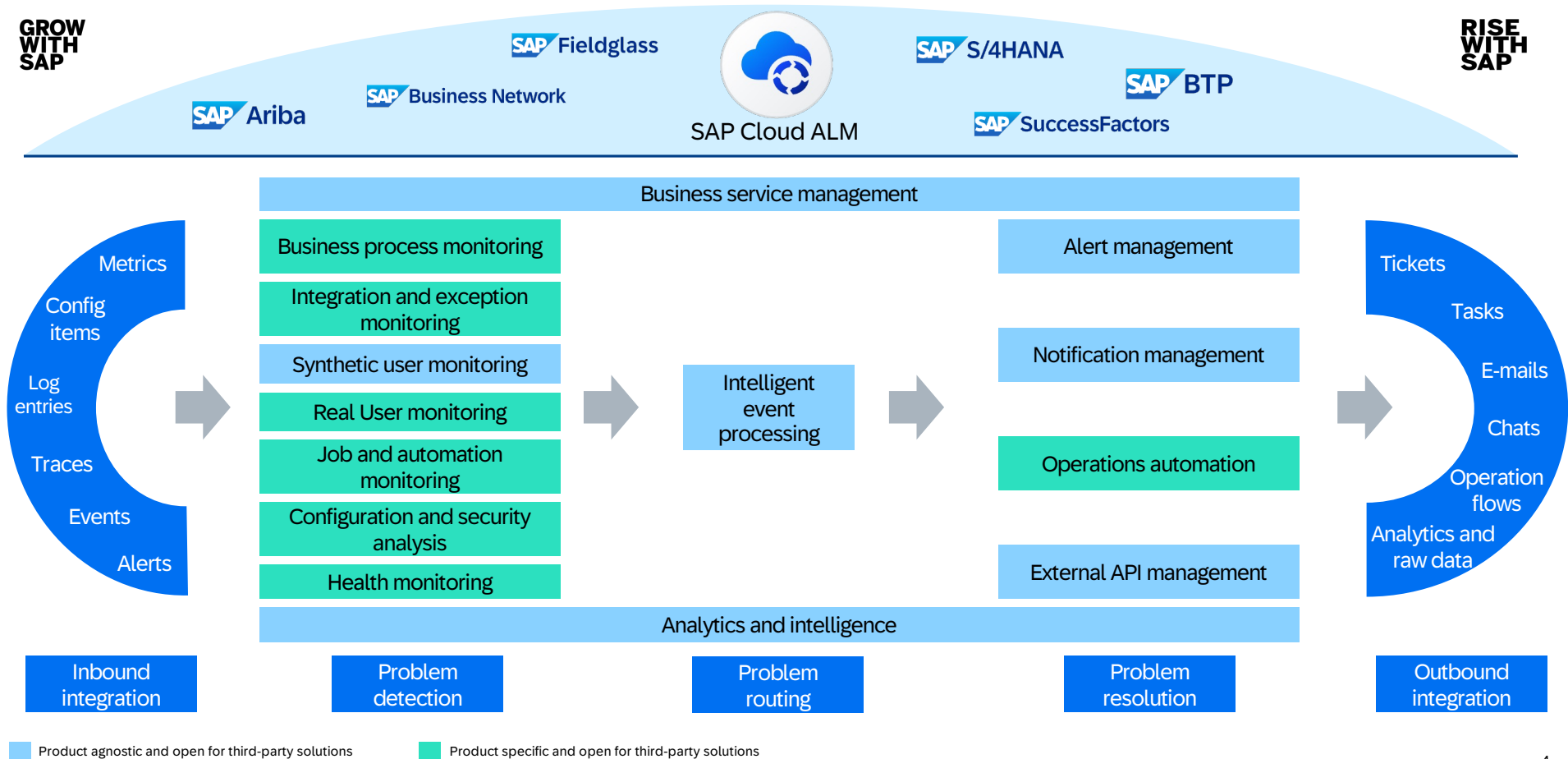
05 Agent-Driven Day-2 Operations



SAP Cloud ALM

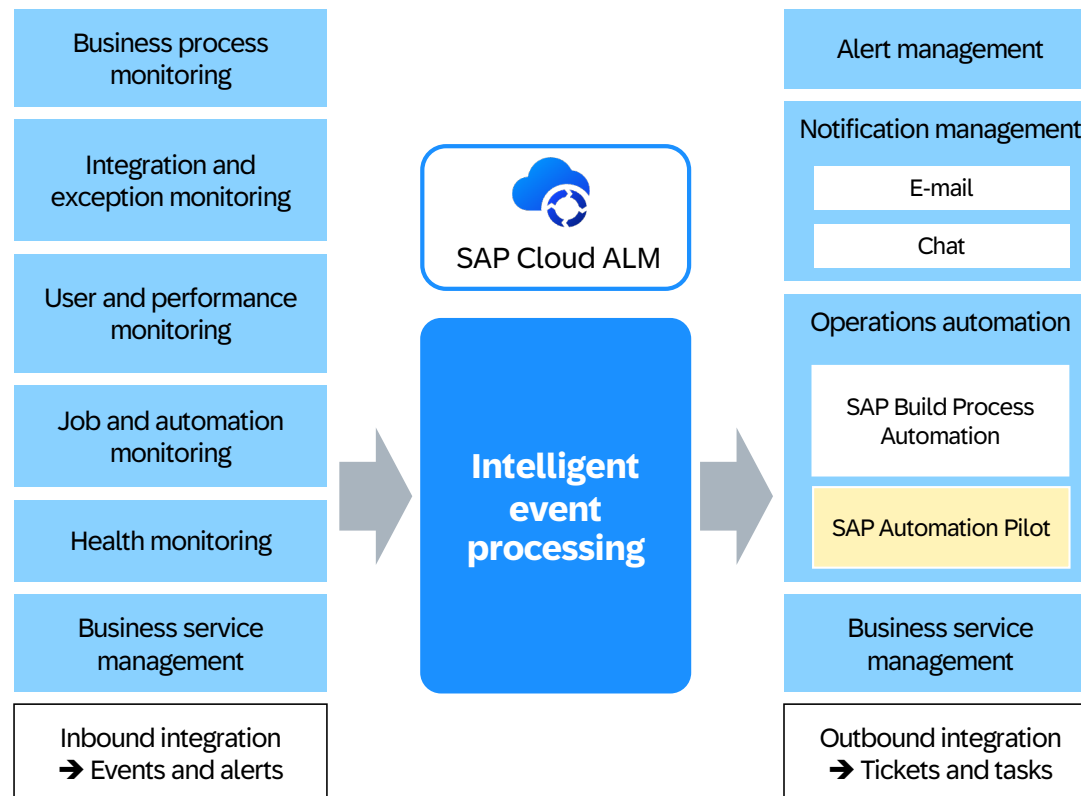


SAP Cloud ALM for operations: for SAP and non-SAP solutions



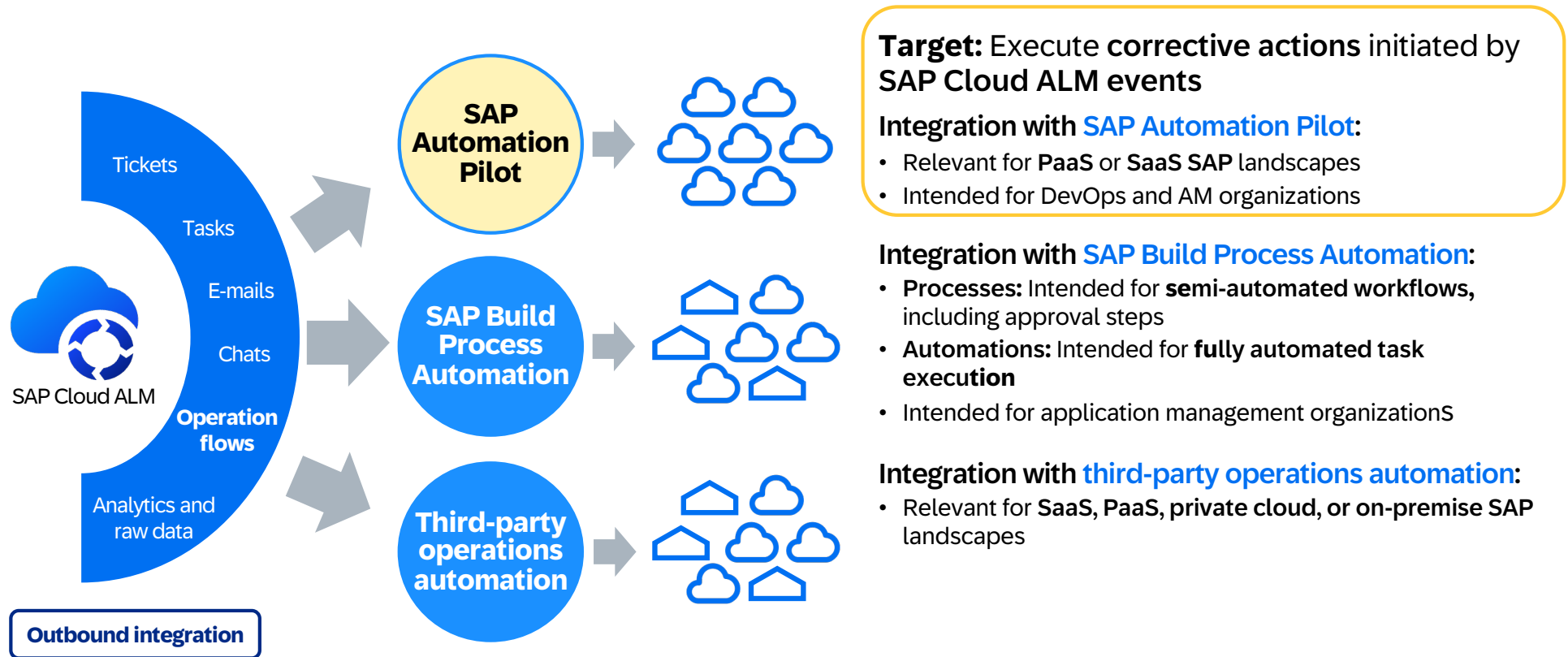
Intelligent event processing, alert management, and notification management

Process events from different sources and initiate follow-up activities



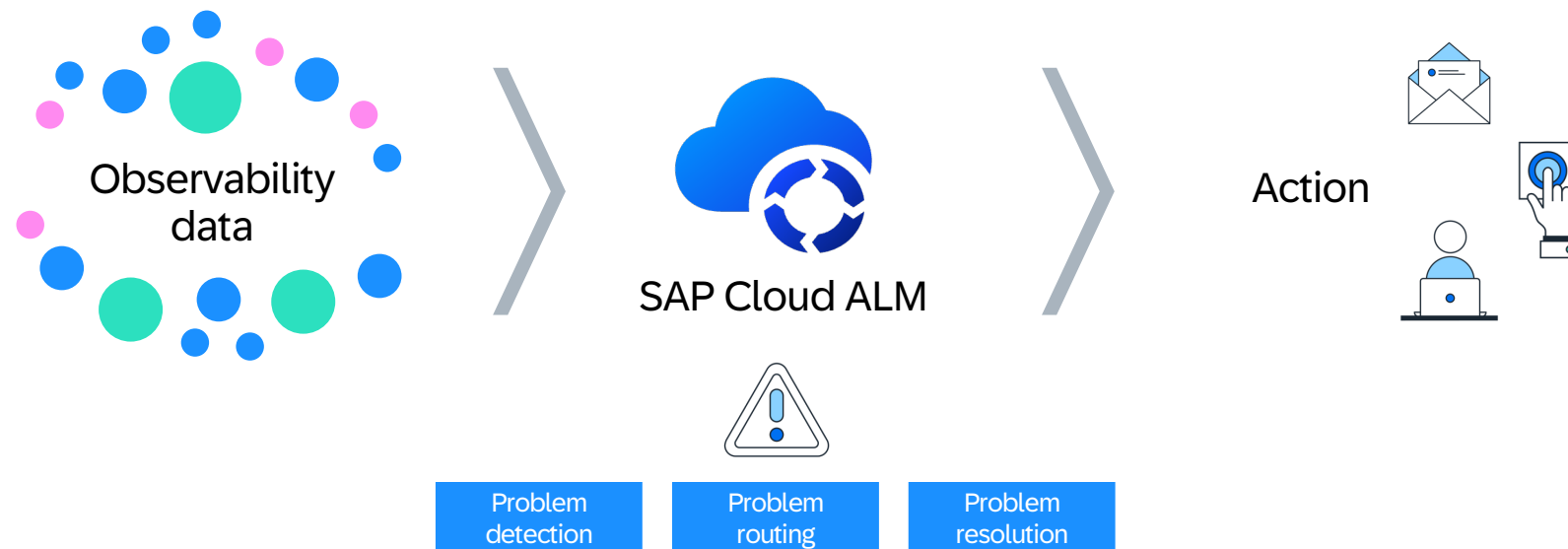
- **Central intelligence** for **efficient event routing** between internal and external producers and consumers
- **Unified event processing** based on rules for **automatically, as well as manually, triggered events**
- Ability for **centralized event handling** through the event log viewer as well as **alert handling** through a use-case-specific alert inbox
- **Foundation for intelligent correlation of events** such as correlation of manually generated notifications with automatically generated alerts

Event outbound with different operations automation environments

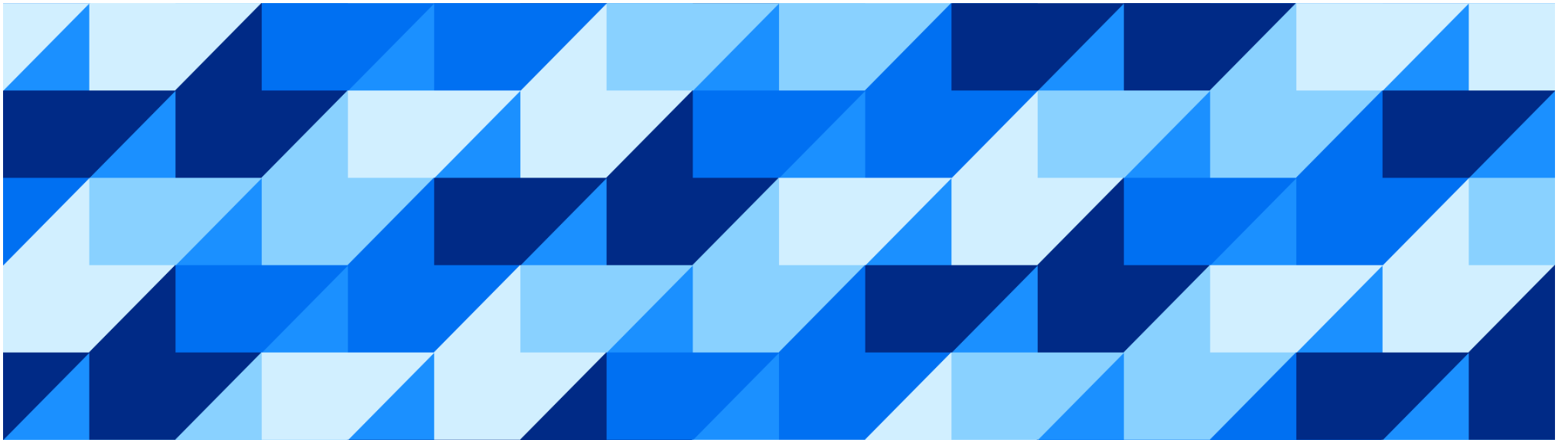


Remark: SAP Automation Pilot and SAP Build Process Automation aren't part of the SAP Cloud ALM subscription.

SAP Cloud ALM: Observability data indicates a problem—What's next?

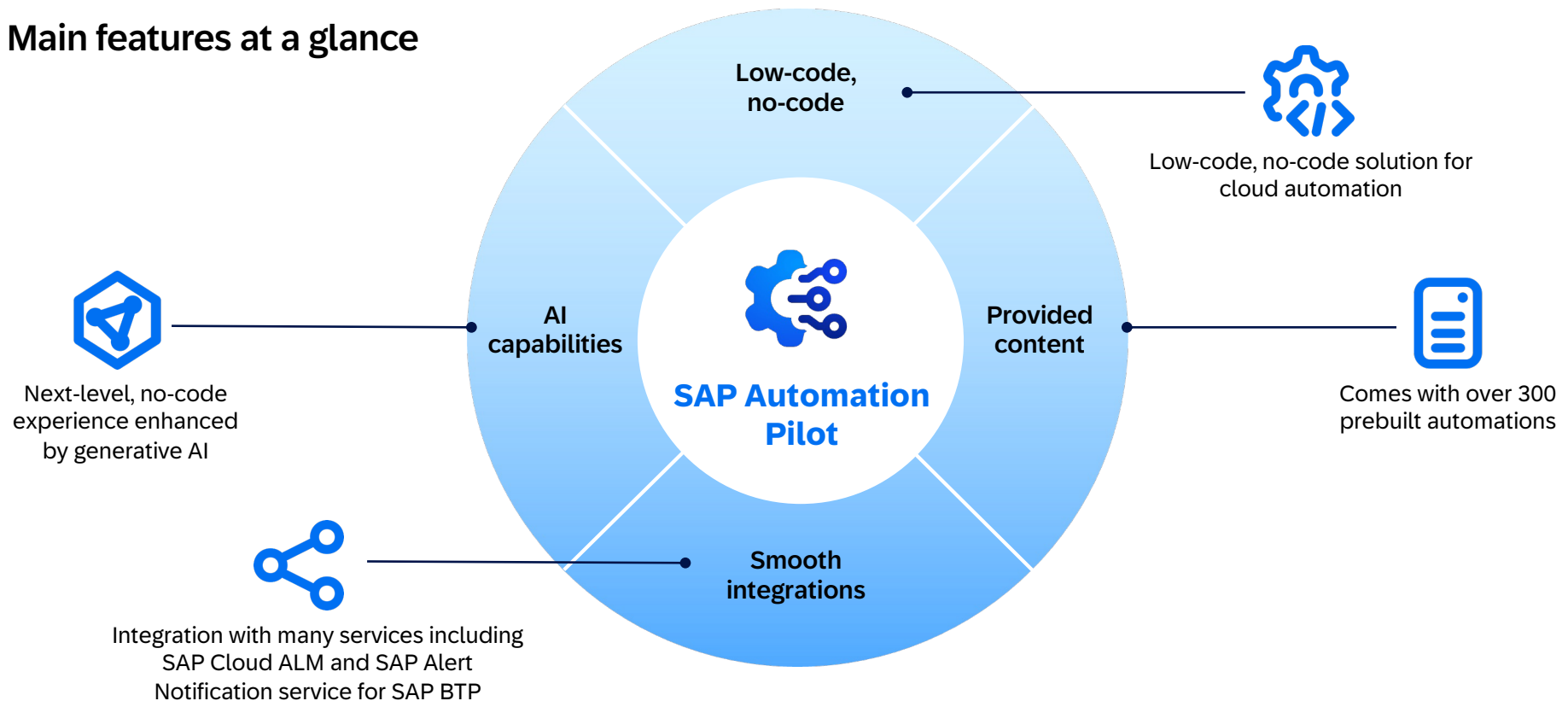


SAP Automation Pilot

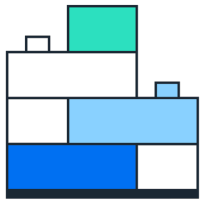


SAP Automation Pilot: Functional overview (high level)

Main features at a glance



Automate Anything, No Code Required



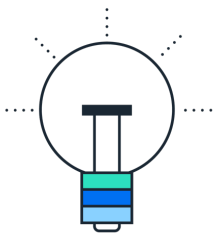
Automate Without Coding

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



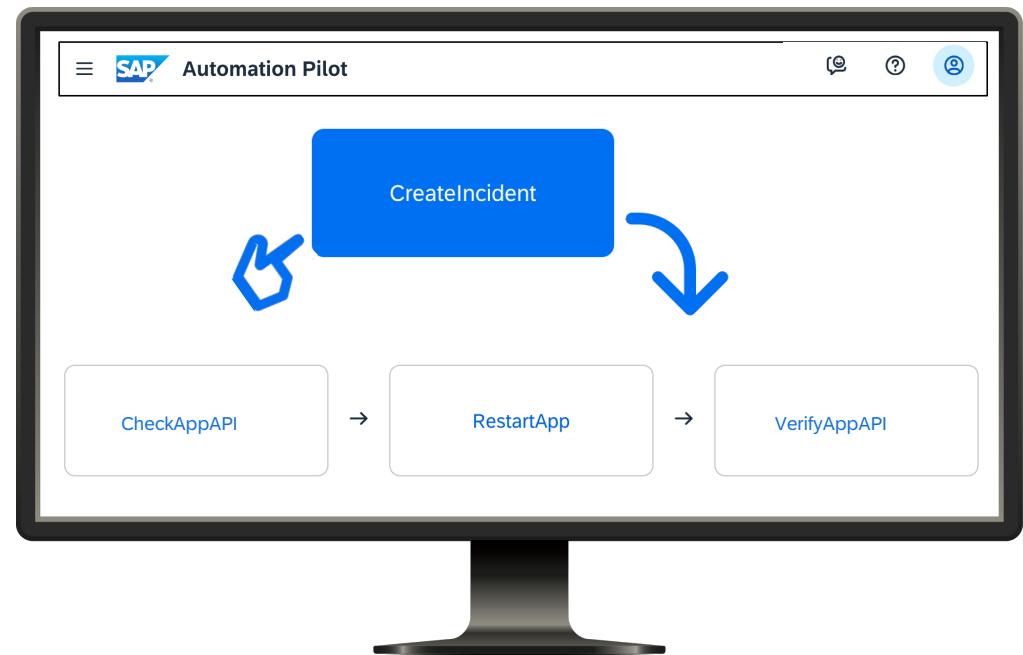
Tailored Automations

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...

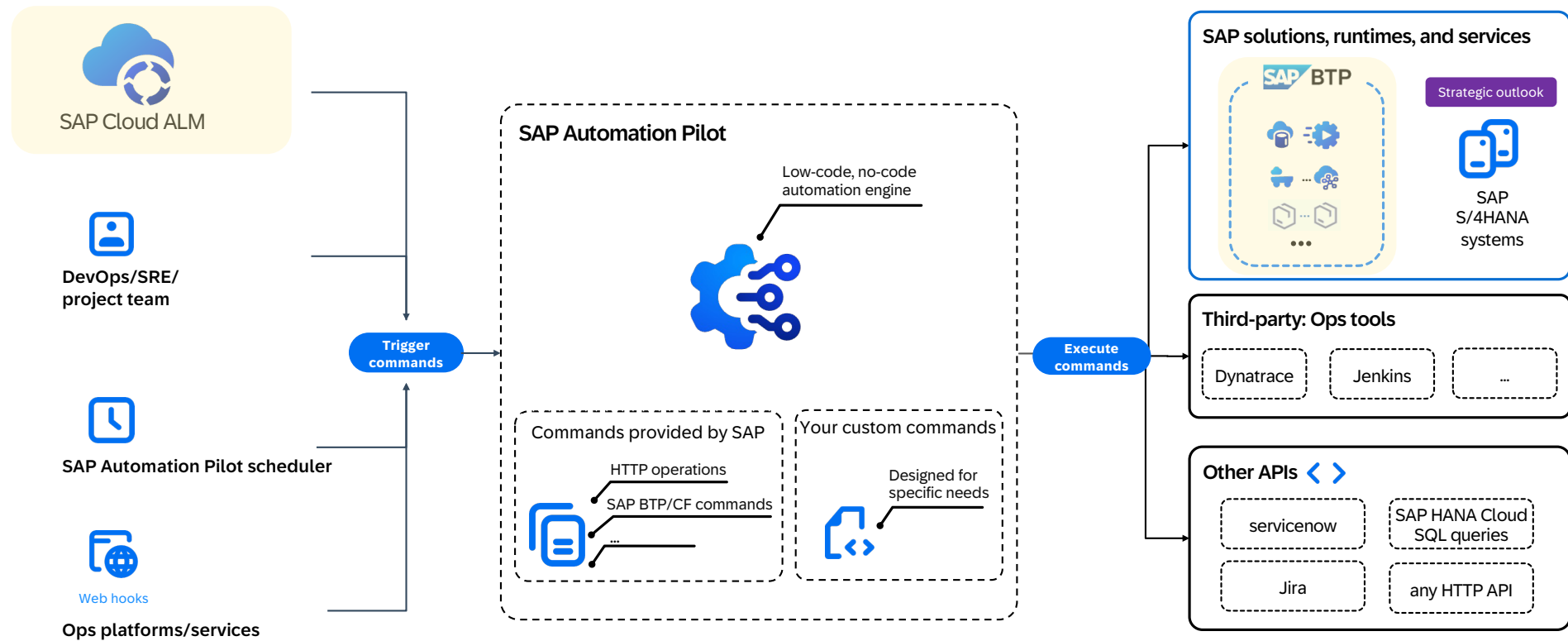
3rd Party Automations

- 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

SAP Automation Pilot: Ops Automations in the Context of SAP Cloud ALM



SAP Automation Pilot: Catalog of Commands for SAP Cloud ALM Use Cases

Scope

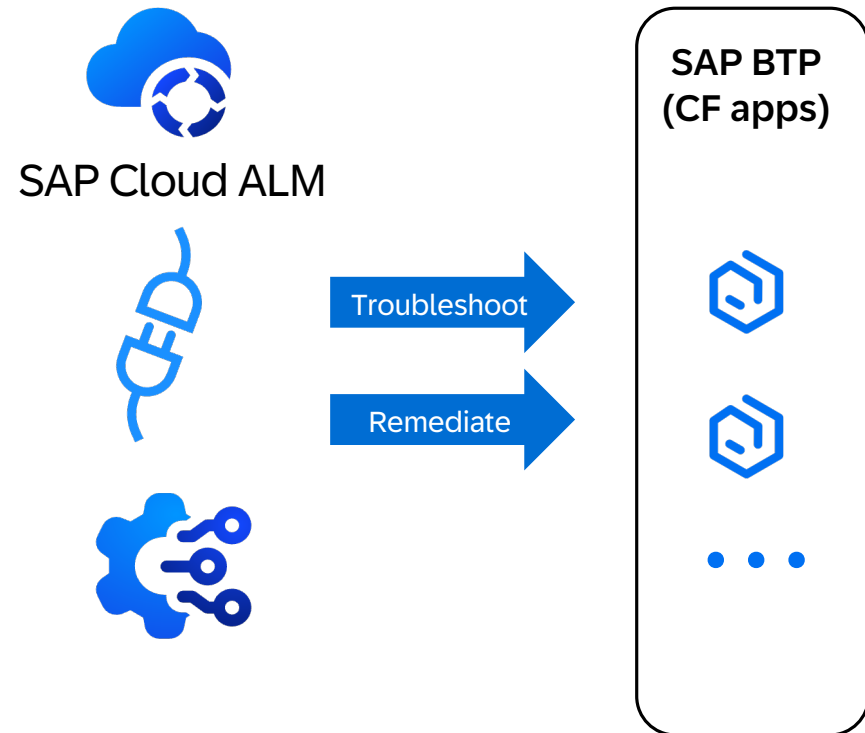
Ready-to-use ops commands in SAP Automation Pilot for health monitoring in SAP Cloud ALM

Solution

Tuned content for SAP Cloud ALM users' needs

Potential benefits

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



SAP Automation Pilot: Ops Remediations Triggered by SAP Cloud ALM

Integrated monitoring and issue resolution

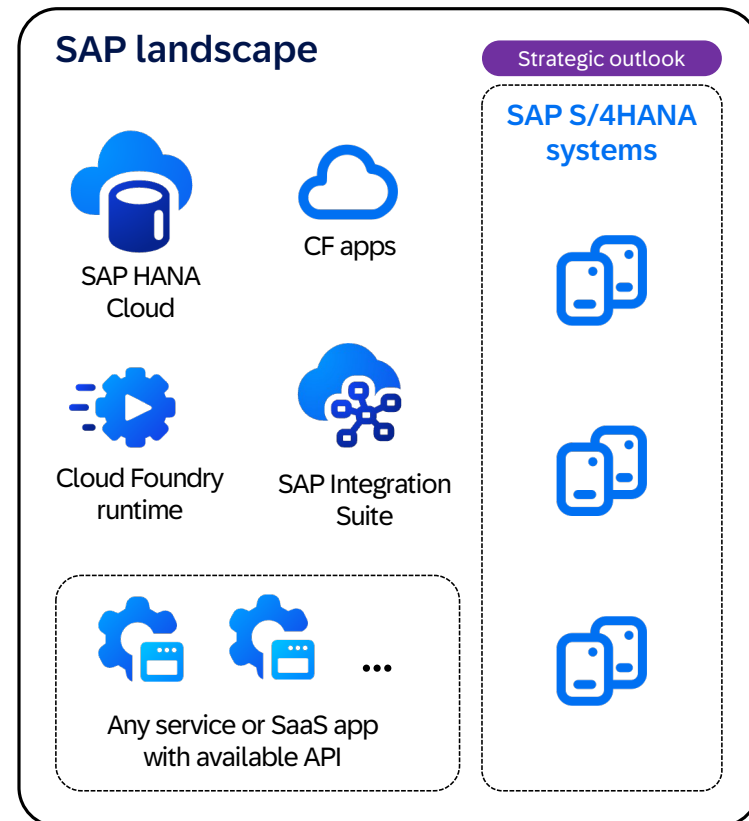
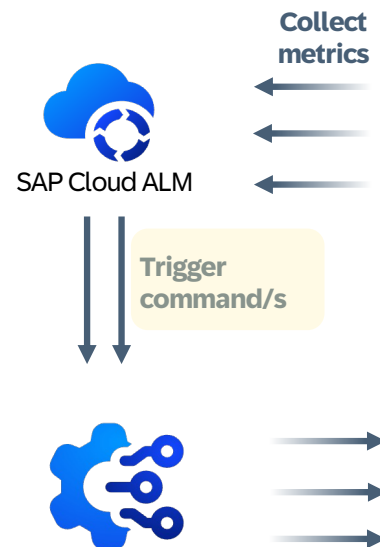
Integration to SAP Cloud ALM which monitors your IT landscape continuously, providing insights that enable proactive issue detection and resolution

Automated ops tasks execution

Triggering automatically or manually through SAP Cloud ALM ops remediation tasks to provide real-time responses to operational events

Extendable ops workflows

Operations workflows in SAP Automation Pilot, which are designed as per your specific needs to streamline operational tasks



SAP Automation Pilot: Pushing Custom Metrics to SAP Cloud ALM

Closed-Loop Automation: From Detection to Remediation

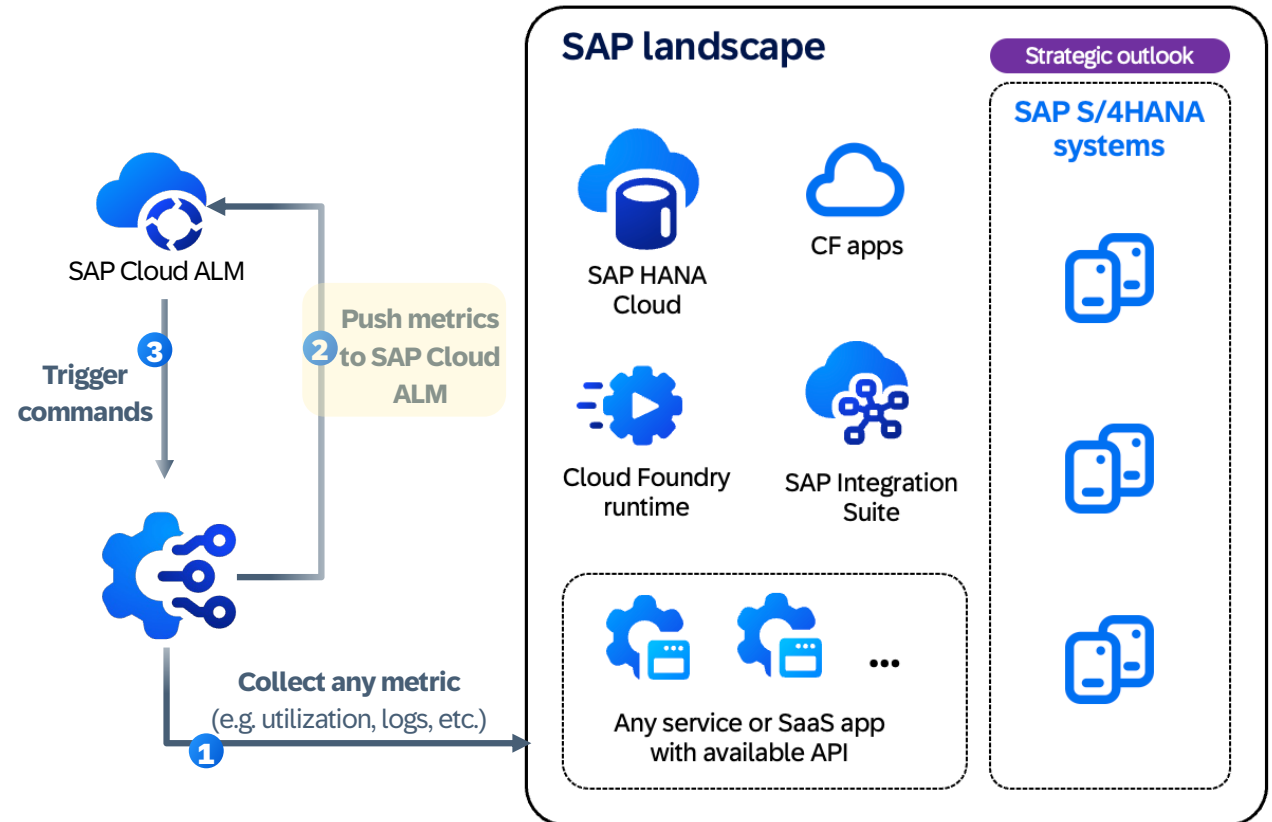
real-time, event-driven remediation flows that reduce manual intervention

SAP Automation Pilot as a metrics provider

Feeding critical system data from IT resources into SAP Cloud ALM via [Raw Data Inbound Metrics API](#)
→ [Raw Data API at Business Accelerator Hub](#)

SAP Automation Pilot as an automation engine

Triggering predefined or custom remediation actions based on alerts, rules or health status.



SAP Automation Pilot: Out-of-the-box content for SAP Cloud ALM

SAP Cloud ALM for Operations (calmhm-sapcp)

Provides commands for pushing custom metrics to SAP Cloud ALM Health Monitoring, and for initiating troubleshooting and remediation actions



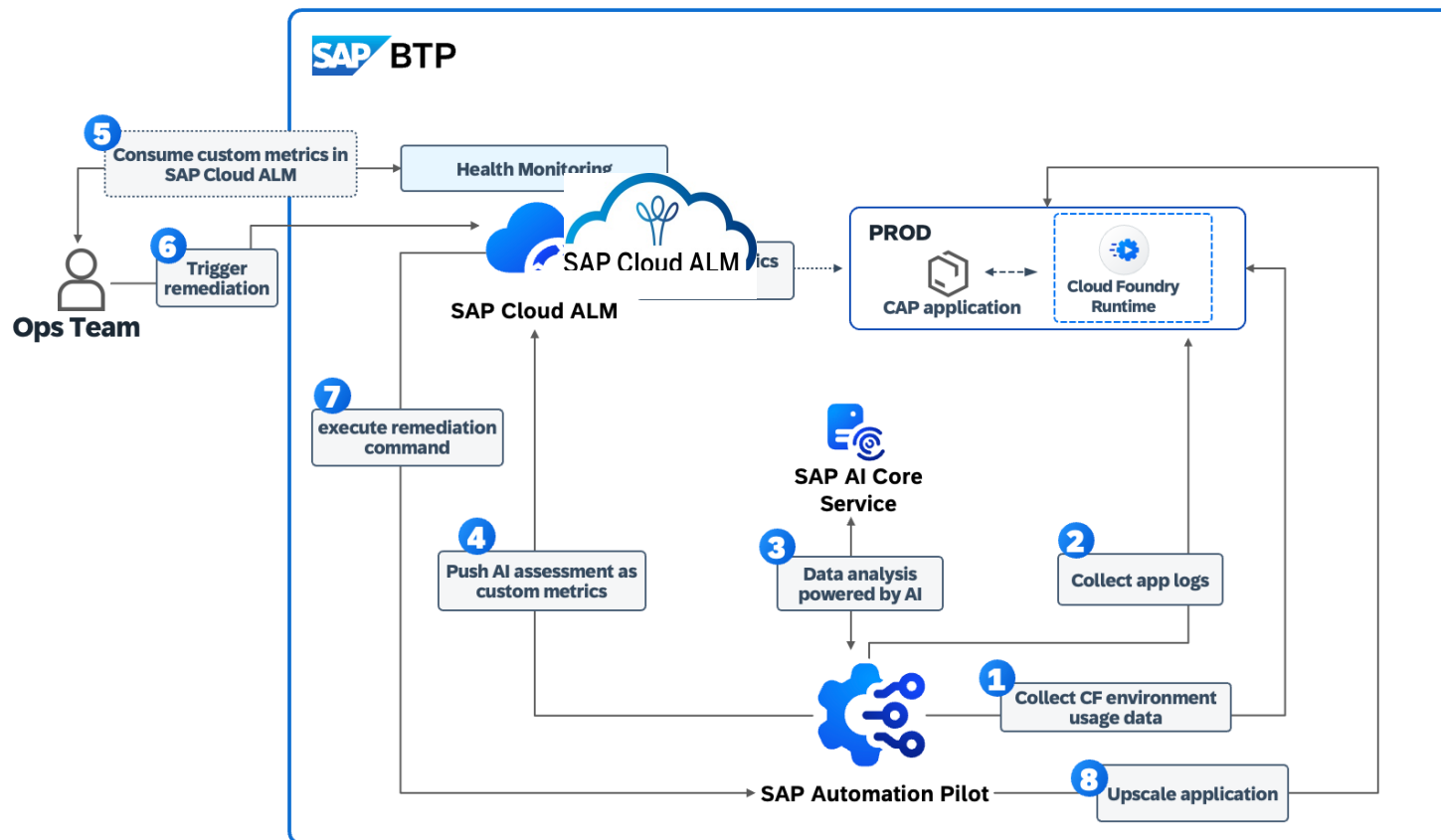
Commands



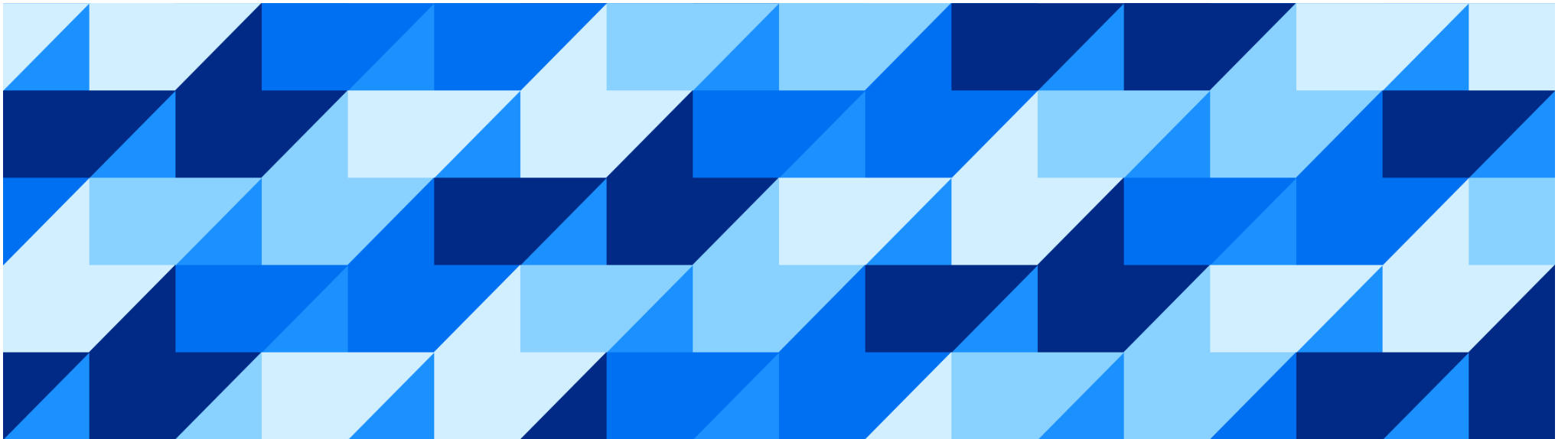
Inputs

Name	Version	Catalog	Tags
AddCloudAlmCfAppInstance PROVIDED	1	calmhm-sapcp	env = cf useCase = Health Monitoring
GetCloudAlmCfAppEvents PROVIDED	1	calmhm-sapcp	env = cf useCase = Health Monitoring
GetCloudAlmCfAppLogs PROVIDED	1	calmhm-sapcp	env = cf useCase = Health Monitoring
GetCloudAlmCfAppState PROVIDED	1	calmhm-sapcp	env = cf useCase = Health Monitoring
PushCloudAlmGaugeMetric PROVIDED NEW	1	calmhm-sapcp	useCase = Health Monitoring
PushCloudAlmQuotaMetric PROVIDED NEW	1	calmhm-sapcp	useCase = Health Monitoring
PushCloudAlmStatusMetric PROVIDED NEW	1	calmhm-sapcp	useCase = Health Monitoring
RemoveCloudAlmCfAppInstance PROVIDED	1	calmhm-sapcp	env = cf useCase = Health Monitoring
RestageCloudAlmCfApp PROVIDED	1	calmhm-sapcp	env = cf useCase = Health Monitoring
RestartCloudAlmCfApp PROVIDED	1	calmhm-sapcp	env = cf useCase = Health Monitoring

SAP Automation Pilot & SAP Cloud ALM : Closed-Loop Automation From Detection to Remediation

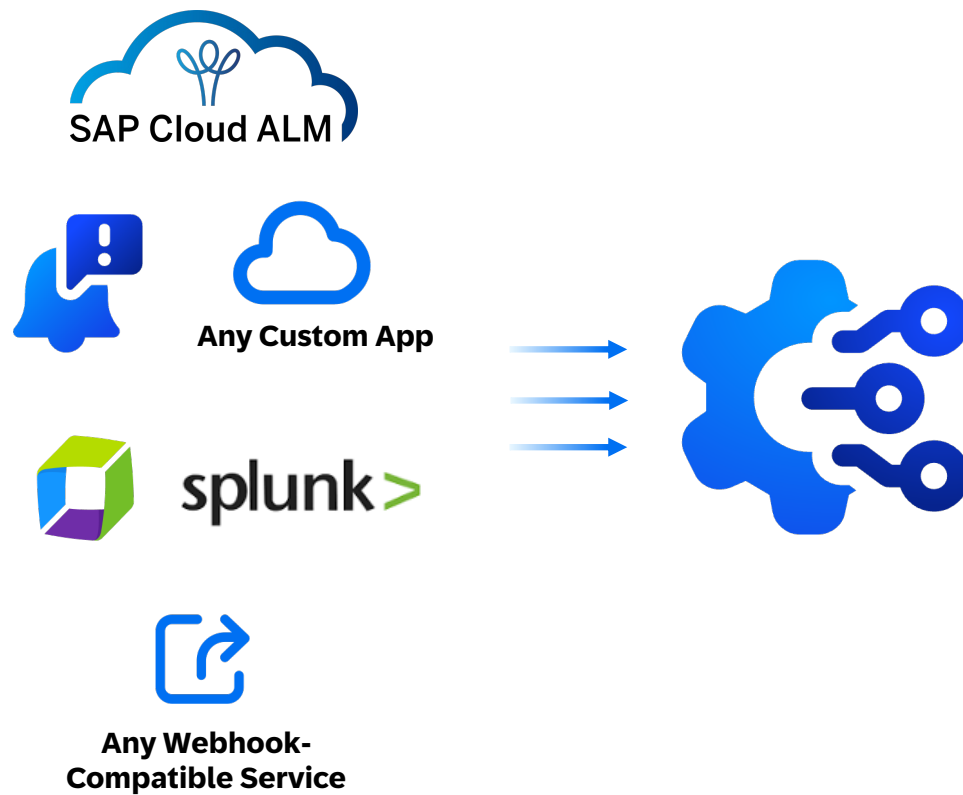


Use Cases



Event-driven Automations: Seamless Integrations

[i Explore Integration Options](#)



SAP Cloud ALM

Troubleshoot and remediate issues in your BTP landscape



Ticket Management System

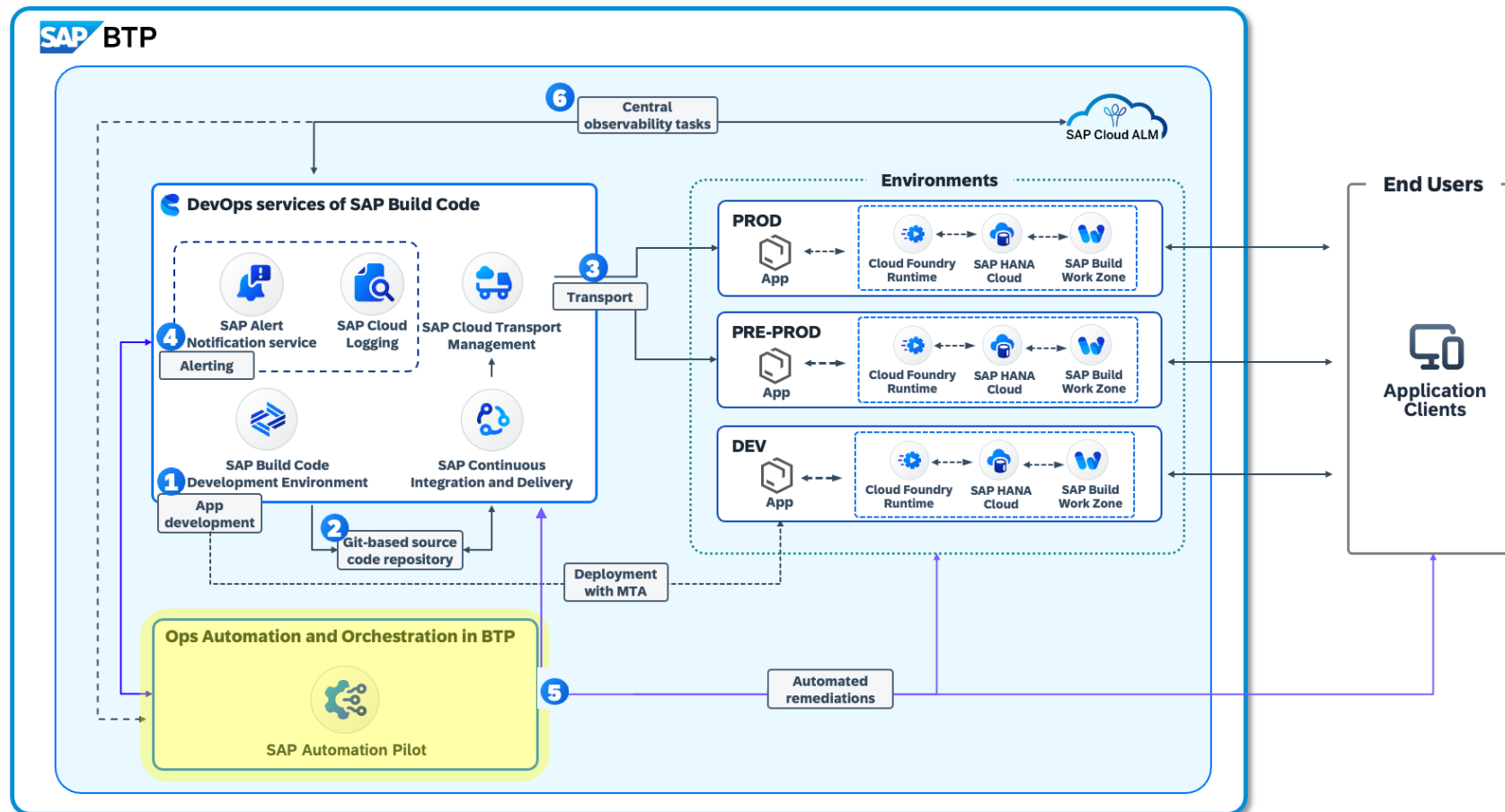
Automatically respond to and incidents in ServiceNow, Jira, etc.



Integrate with Anything

Connect your cloud automations in any custom application or service

Use Case: Ops automation in the context of SAP Build Code

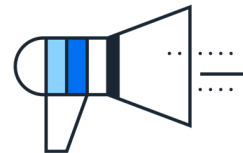


Stay Informed with SAP Alert Notification Service



Real-Time Notifications

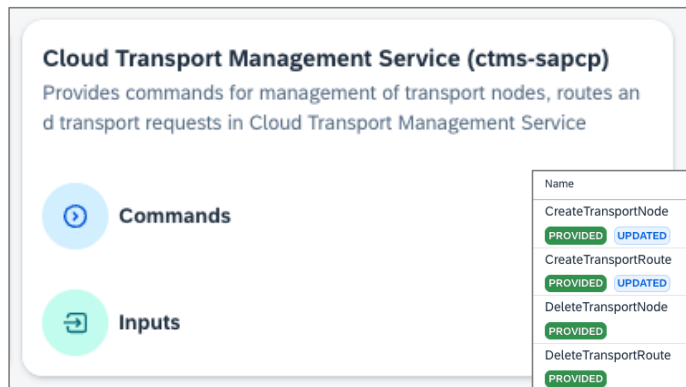
Get real-time updates on the state of your automations, service accounts, scheduled executions, and more.



Custom Notifications

Send custom notifications at key stages of your automation workflow, with the flexibility to include any data you need

Use Case: Automations for SAP cTMS Commands Provided by SAP Automation Pilot



Integrated automation of transports: combine SAP Automation Pilot with Cloud Transport Management Service (cTMS) to automate end-to-end transport operations across SAP landscapes.

Name	Version	Catalog
CreateTransportNode PROVIDED UPDATED	1	ctms-sapcp
CreateTransportRoute PROVIDED UPDATED	1	ctms-sapcp
DeleteTransportNode PROVIDED	1	ctms-sapcp
DeleteTransportRoute PROVIDED	1	ctms-sapcp
ForwardTransportRequests PROVIDED	1	ctms-sapcp
GetTransportNode PROVIDED	1	ctms-sapcp
GetTransportRoute PROVIDED	1	ctms-sapcp
ImportAllTransportRequests PROVIDED	1	ctms-sapcp
ImportTransportRequests PROVIDED	1	ctms-sapcp
ListTransportNodes PROVIDED	1	ctms-sapcp

Reduced manual effort & risk: SAP Automation Pilot executes cTMS commands reliably and consistently, eliminating repetitive manual tasks and saving time in the transport process.

High business value & faster delivery: the integration accelerates transport handling, ensures compliance with governance rules and delivers higher value for SAP customers.



Use Case: Mass Scale Automations

Scalable Automations

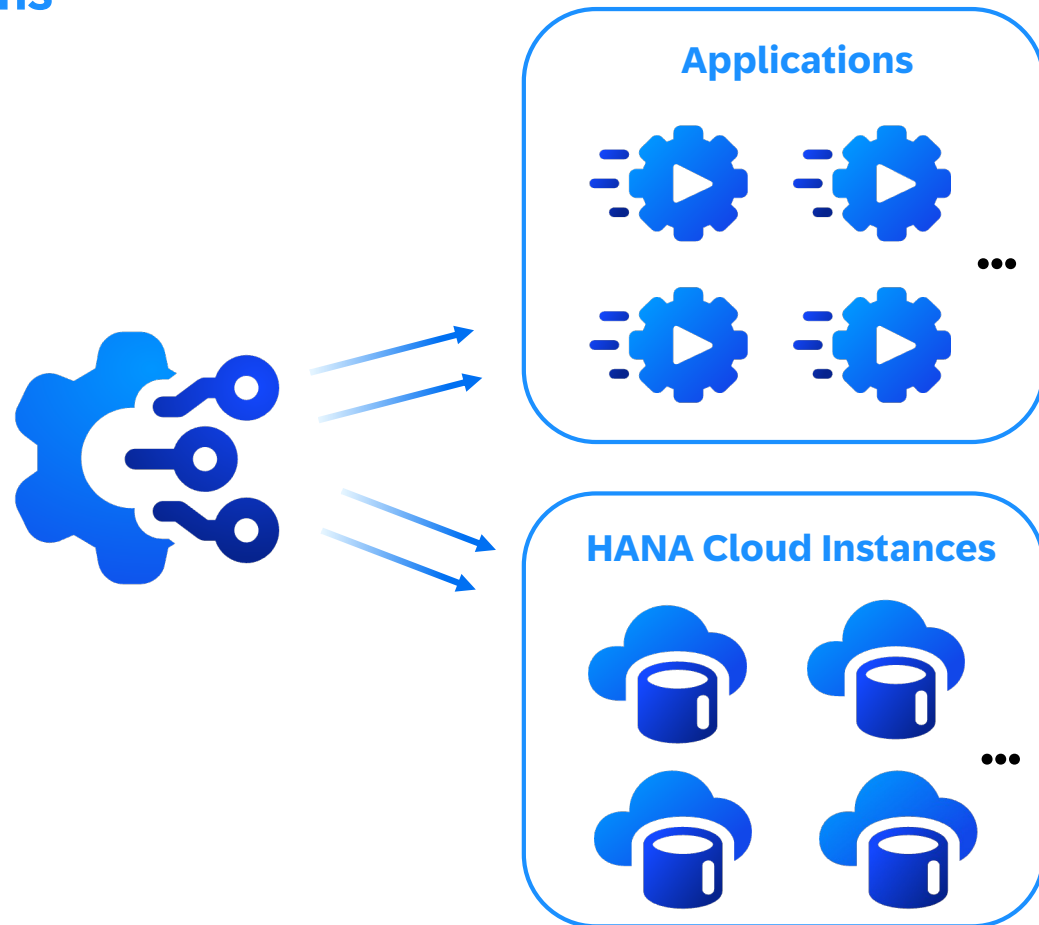
Designed to manage hundreds or even thousands of resources, including applications, databases, and more

Versatile Automation Capabilities

Execute automation tasks at scale, including restarts, reconfigurations, migrations, cost-saving measures, and more

Parallel or Sequential Processing

Perform automations in either parallel or sequential order, tailored to the specific use case



Use Case: Provision BTP Resources

Manage BTP Accounts

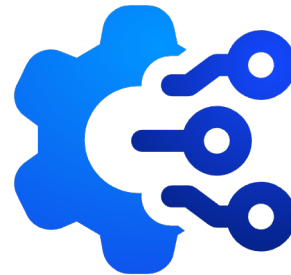
Create and configure BTP accounts with the necessary entitlements, services, and applications using a LCNC approach.

Manage BTP Environments

Provision and manage all environments across BTP, including Cloud Foundry, Kyma, and Neo.

Manage BTP Security

Manage account access control by handling with users, roles, and trust configurations.



Use Case: Advanced Resources Checks

Evaluate Status

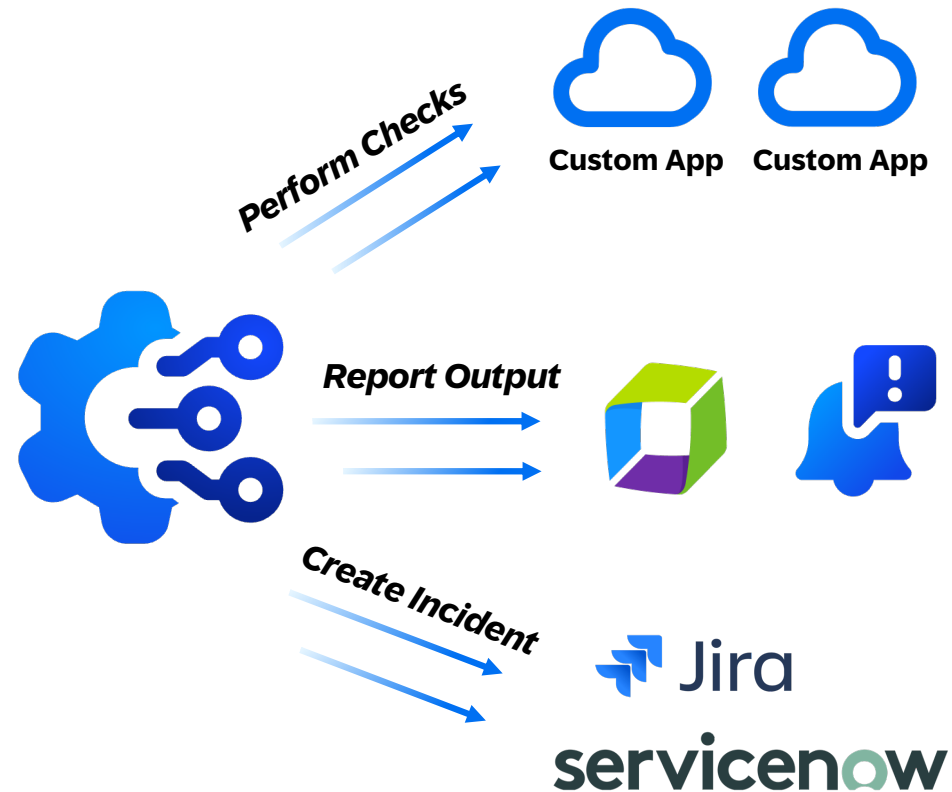
Perform complex checks against any API simulating user behavior

Report Health Status

Push the check results to various monitoring systems or alerting engines such as SAP Alert Notification service

Incident Tracking

Create tickets in Jira or ServiceNow and send notifications to multiple channels using the Alert Notification service



Use Case: Output Qualification & Regression Tests

Automated API Verification

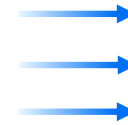
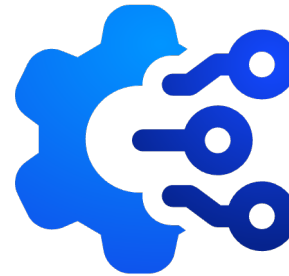
Create and run API tests, allowing thorough testing of application functionalities.

Scheduled Testing

Automatically perform tests at predefined intervals and receive reports with the results

Validate Any API

Consume and validate any API, regardless of its authentication options and implementation



Any Custom App



Automation Pilot Alerts APP 09:55

OQ Report 2024-05-27 for staging ([details](#))



Tests passed: 41



Automation Pilot Alerts APP 09:37

OQ Report 2024-09-27 for master ([details](#))



Tests failed: 2, passed: 42 - 461 min



CfAppLmOQSuite

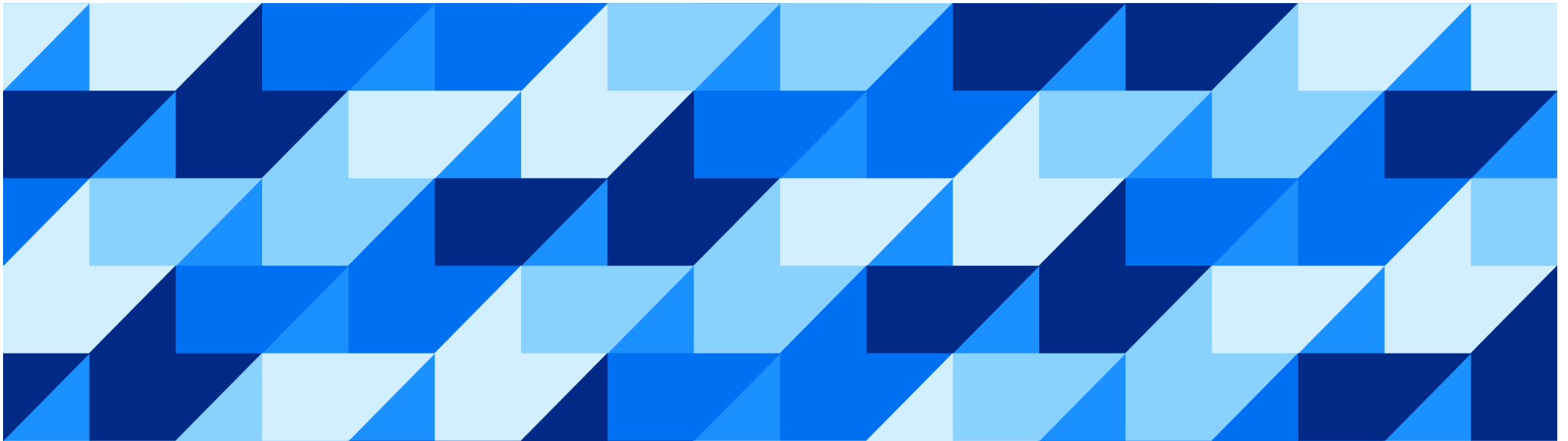


CompletionsApiOqSuite



1 reply 25 days ago

Agent-Driven Day-2 Operations



AI-Driven Simplicity



Generate Automations From Scratch

Generate automations based on a simple description



Modify Existing Automations

Enhance and extend the functionality of existing automations



Schedule Recurring Automations

Schedule recurring or one-time automations easily

Generate Command

* I want a command that: ⓘ

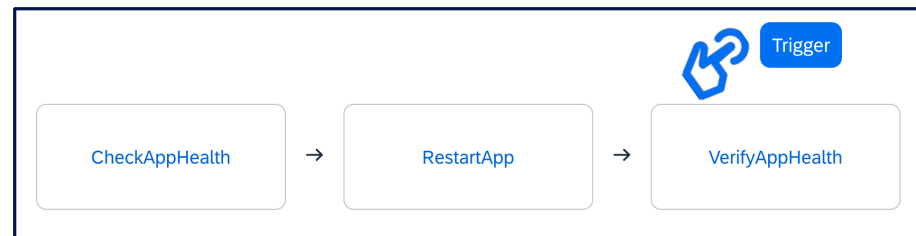
1. Checks the health of my app

2. Recovers it if necessary

3. Rechecks the health

Generate

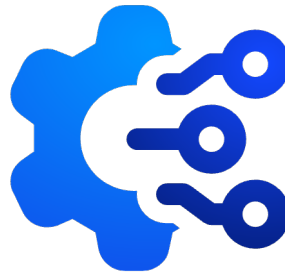
Cancel



Unlock Agentic AI with Automation Pilot



AI Agent



HANA Cloud



Kyma



Cloud Foundry

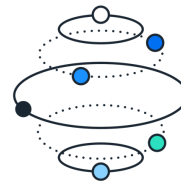


Any BTP
Service



Simplified MCP Server Creation

Use Automation Pilot's low-code/no-code tools to easily create and manage MCP servers tailored to specific scenarios



Equip Agents with Ops Capabilities

Seamlessly integrate your automations with Joule, Business Agent Foundation, and any other agent-based solution

Custom Day-2 Operations MCP Servers

The screenshot displays the SAP Automation Pilot interface for a custom MCP Server named "Jira Incidents". The server status is "Enabled". The MCP Endpoint is "Copy". The Instructions state: "You create and maintain Jira incidents and post-mortems. Provide as much details as possible. Never expose secrets."

Tools (4)

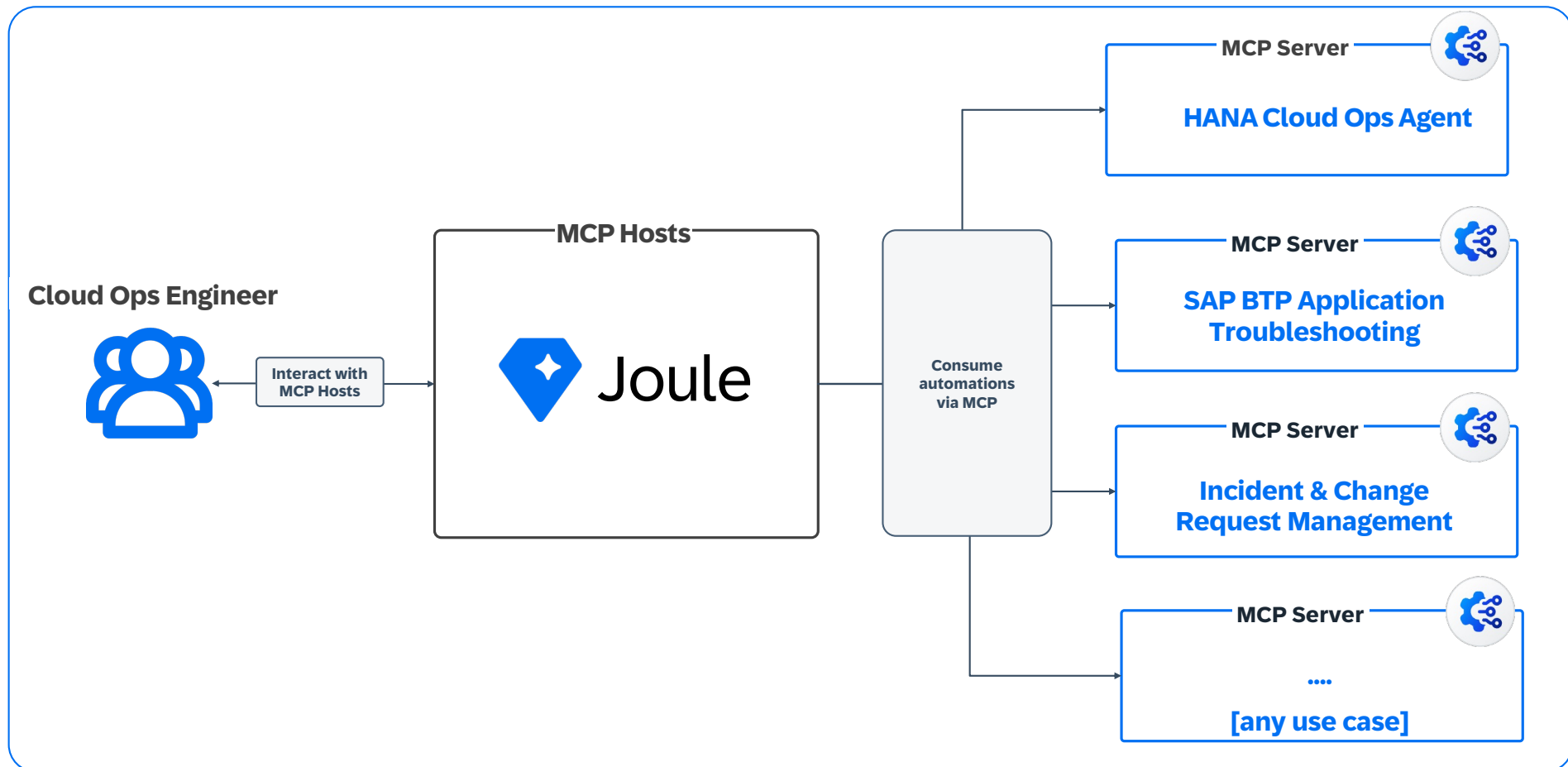
Name	Title	Command	Status	Hints
create_incident	Create Incident	CreateCapApplIncident	Enabled	None
list_incidents	List Incidents	ListJiraIssues	Enabled	Read-Only
change_incident_status	Change Incident Status	ChangeJiraIssueStatus	Enabled	Idempotent
attach_file	Attach File	ExecuteScriptAndAttachFileToJiraIssue	Enabled	None

Recent Executions (0)

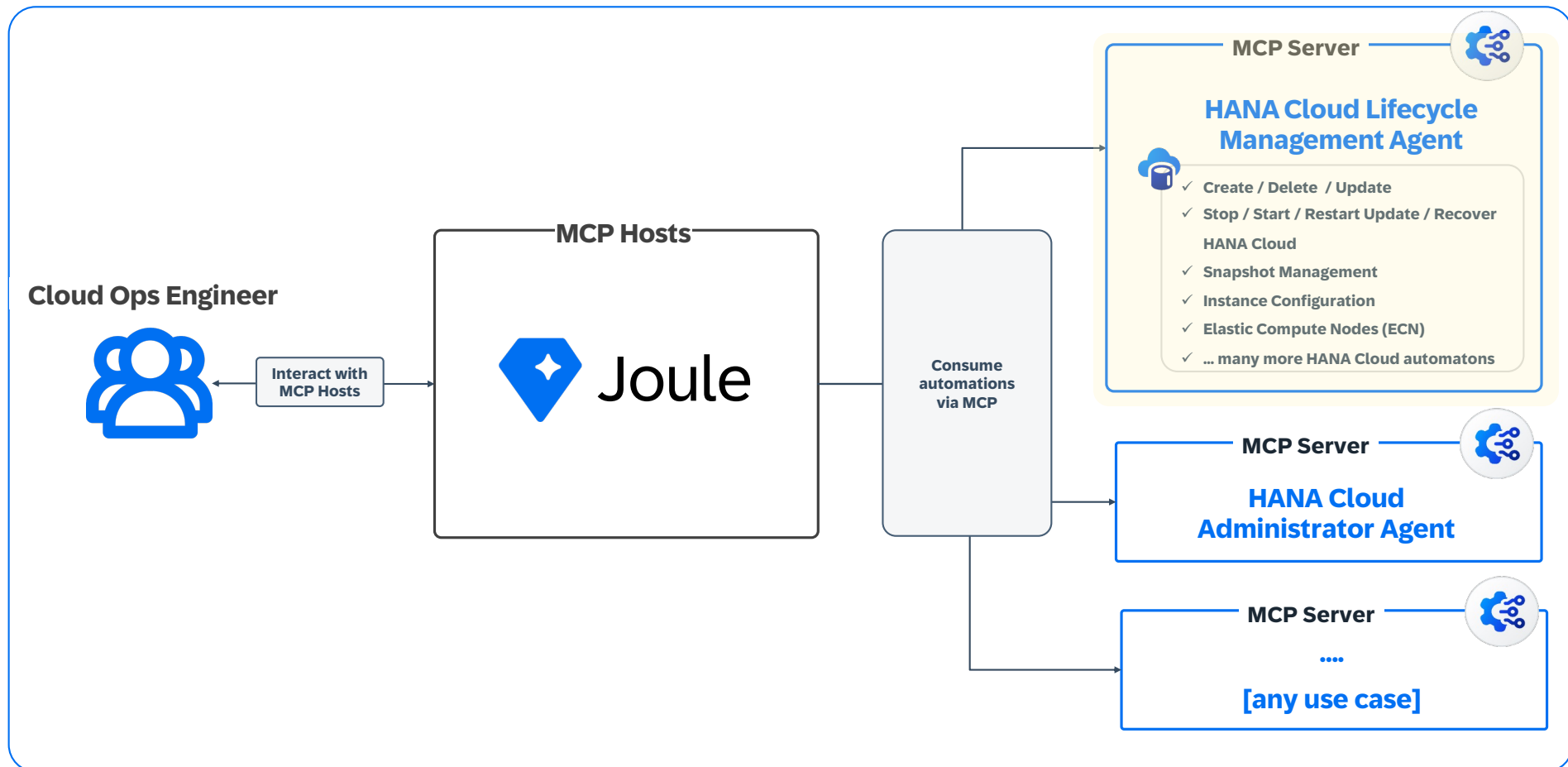
Tool Name	Status	Started At	Last Modified At	Started By
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There are no entries yet
When there are, you'll see them here.

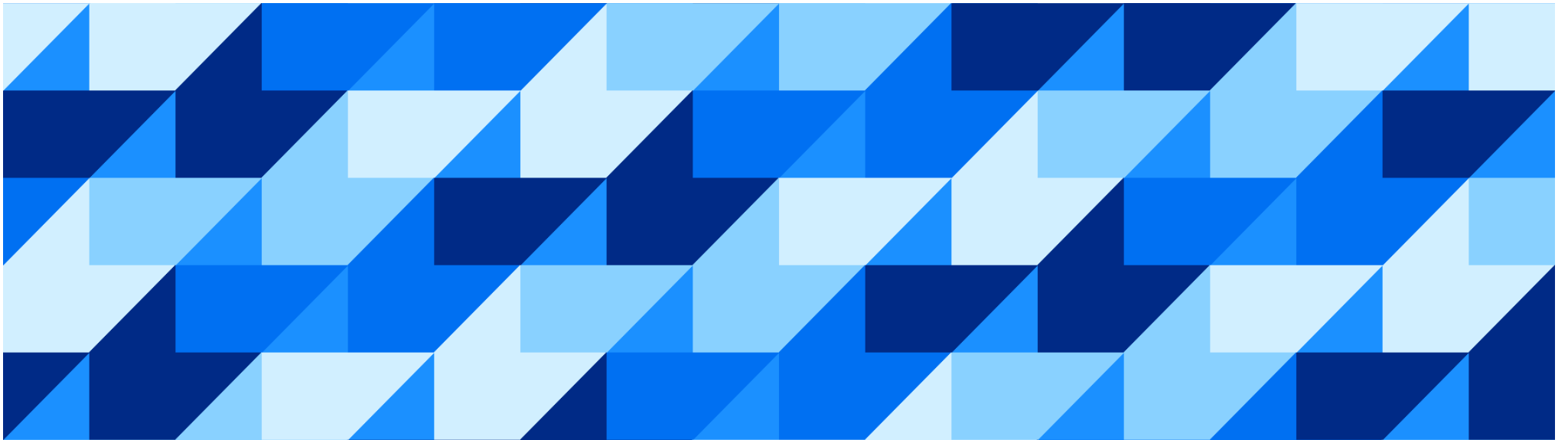
Custom Day-2 Operations MCP Servers



HANA Cloud Lifecycle Management with MCP Servers



Onboarding



Getting Started with [SAP Automation Pilot](#) and [SAP Cloud ALM](#)



[Discovery Center](#)

Find details about product goals, road map, support, and pricing

Mission(s)



[SAP Help Portal](#)

See documentation on concept, initial setup, administration, and more

SAP Help Portal



[SAP Community](#)

Explore blog posts, webinars, and more

Technology blogs



[Topic page](#)

Landing for content to explore the products

Expert portal



[Sample scenarios](#)

Access sample scenarios for automating various tasks



[REST API](#)

Learn how to integrate with SAP Automation Pilot

SAP Cloud ALM APIs for operations



[Configuration](#)

Enable monitoring with SAP Cloud ALM and SAP Automation Pilot



[Webinar\(s\)](#)

Further links

Learning journey

Thank you.

Contact information:

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