ALM Community Call
February 16, 2022

CXS Customer Communications and Relations, SAP SE

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Introduction

ALM Community Call: Agenda for February 16, 2022
Focus topic: SAP Solution Manager

Welcome and Introduction

ALM Community News

News from SAP Product Support

ALM News and Updates

- SAP Solution Manager
- SAP Cloud ALM
- SAP Focused Run

Interactive Poll

Upcoming Events and Webinars

Q&A

Please use the Q&A tool in Zoom to ask your questions also during the presentation!

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Speakers & Background Experts

Ben Schneider

Tonja Kehrer

Dolores Correa

Tim Steuer

Stefan Lahr

Cay Rademann

John Krakowski Jr.

Evan Stoddard

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The Application Lifecycle Management Product Portfolio of SAP

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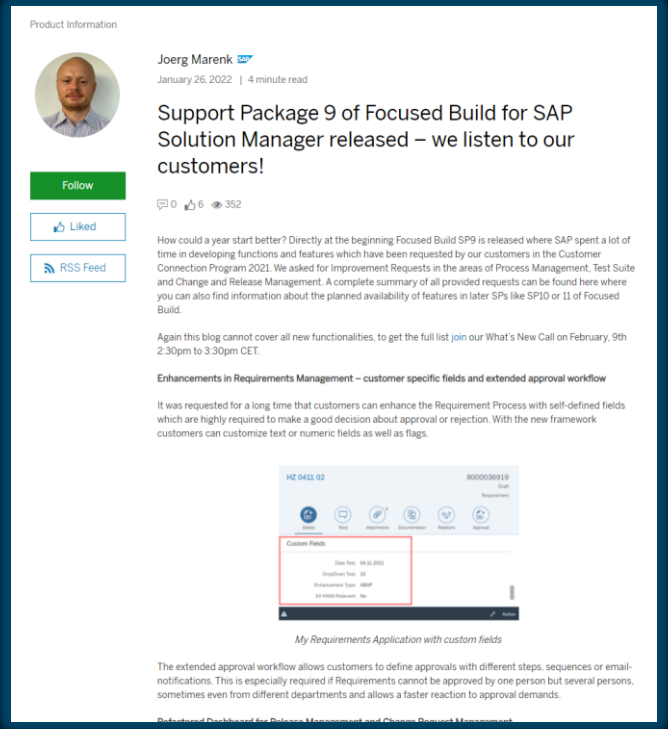
ALM Community News

News from the community



Product Information

Joerg Marenk

January 26, 2022 | 4 minute read

Support Package 9 of Focused Build for SAP Solution Manager released – we listen to our customers!

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How could a year start better? Directly at the beginning Focused Build SP9 is released where SAP spent a lot of time in developing functions and features which have been requested by our customers in the Customer Connection Program 2021. We asked for Improvement Requests in the areas of Process Management, Test Suite and Change and Release Management. A complete summary of all provided requests can be found here where you can also find information about the planned availability of features in later SPs like SP10 or 11 of Focused Build.

Again this blog cannot cover all new functionalities, to get the full list join our What's New Call on February, 9th 2:30pm to 3:30pm CET.

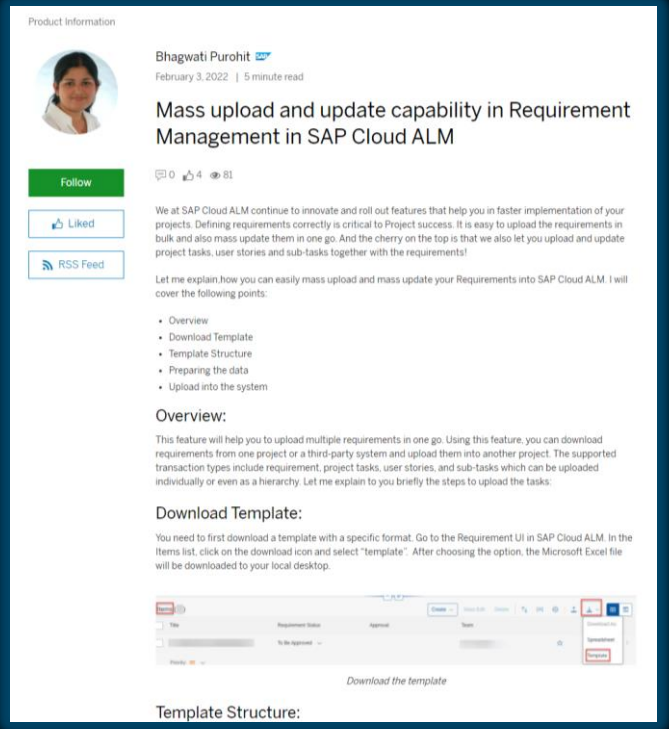
Enhancements in Requirements Management – customer specific fields and extended approval workflow

It was requested for a long time that customers can enhance the Requirement Process with self-defined fields which are highly required to make a good decision about approval or rejection. With the new framework customers can customize text or numeric fields as well as flags.

My Requirements Application with custom fields

The extended approval workflow allows customers to define approvals with different steps, sequences or email-notifications. This is especially required if Requirements cannot be approved by one person but several persons, sometimes even from different departments and allows a faster reaction to approval demands.

[Support Package 9 of Focused Build for SAP Solution Manager released – we listen to our customers!]



Product Information

Bhagwati Purohit

February 3, 2022 | 5 minute read

Mass upload and update capability in Requirement Management in SAP Cloud ALM

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We at SAP Cloud ALM continue to innovate and roll out features that help you in faster implementation of your projects. Defining requirements correctly is critical to Project success. It is easy to upload the requirements in bulk and also mass update them in one go. And the cherry on the top is that we also let you upload and update project tasks, user stories and sub-tasks together with the requirements!

Let me explain how you can easily mass upload and mass update your Requirements into SAP Cloud ALM. I will cover the following points:

- Overview
- Download Template
- Template Structure
- Preparing the data
- Upload into the system

Overview:

This feature will help you to upload multiple requirements in one go. Using this feature, you can download requirements from one project or a third-party system and upload them into another project. The supported transaction types include requirement, project tasks, user stories, and sub-tasks which can be uploaded individually or even as a hierarchy. Let me explain to you briefly the steps to upload the tasks:

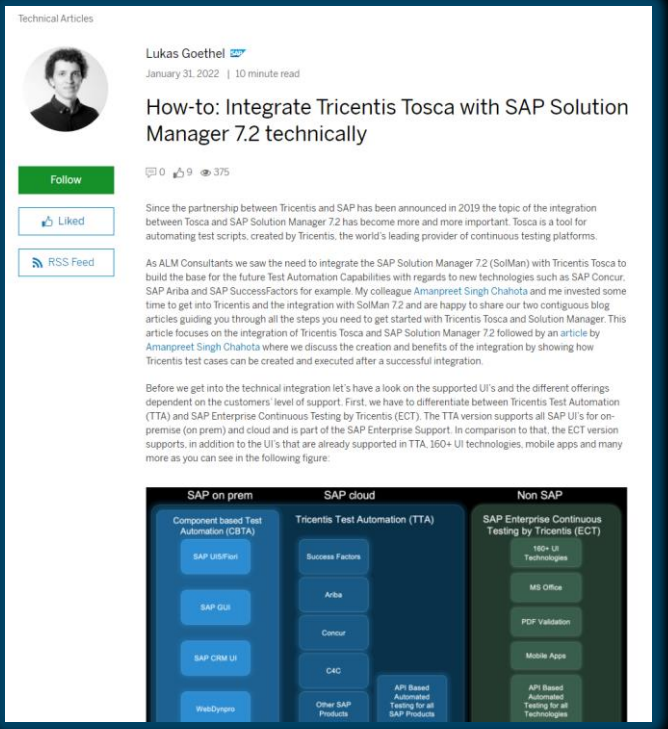
Download Template:

You need to first download a template with a specific format. Go to the Requirement UI in SAP Cloud ALM. In the Items list, click on the download icon and select "template". After choosing the option, the Microsoft Excel file will be downloaded to your local desktop.

Download the template

Template Structure:

[Mass upload and update capability in Requirement Management in SAP Cloud ALM]



Technical Articles

Lukas Goethel

January 31, 2022 | 10 minute read

How-to: Integrate Tricentis Tosca with SAP Solution Manager 7.2 technically

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Since the partnership between Tricentis and SAP has been announced in 2019 the topic of the integration between Tosca and SAP Solution Manager 7.2 has become more and more important. Tosca is a tool for automating test scripts, created by Tricentis, the world's leading provider of continuous testing platforms.

As ALM Consultants we saw the need to integrate the SAP Solution Manager 7.2 (SolMan) with Tricentis Tosca to build the base for the future Test Automation Capabilities with regards to new technologies such as SAP Concur, SAP Ariba and SAP SuccessFactors for example. My colleague Amanpreet Singh Chahota and me invested some time to get into Tricentis and the integration with SolMan 7.2 and are happy to share our two contiguous blog articles guiding you through all the steps you need to get started with Tricentis Tosca and Solution Manager. This article focuses on the integration of Tricentis Tosca and SAP Solution Manager 7.2 followed by an article by Amanpreet Singh Chahota where we discuss the creation and benefits of the integration by showing how Tricentis test cases can be created and executed after a successful integration.

Before we get into the technical integration let's have a look on the supported UI's and the different offerings dependent on the customers' level of support. First, we have to differentiate between Tricentis Test Automation (TTA) and SAP Enterprise Continuous Testing by Tricentis (ECT). The TTA version supports all SAP UI's for on-premise (on prem) and cloud and is part of the SAP Enterprise Support. In comparison to that, the ECT version supports, in addition to the UI's that are already supported in TTA, 160+ UI technologies, mobile apps and many more as you can see in the following figure:

[Blog Series | How-to: Integrate Tricentis Tosca with SAP Solution Manager 7.2 technically]

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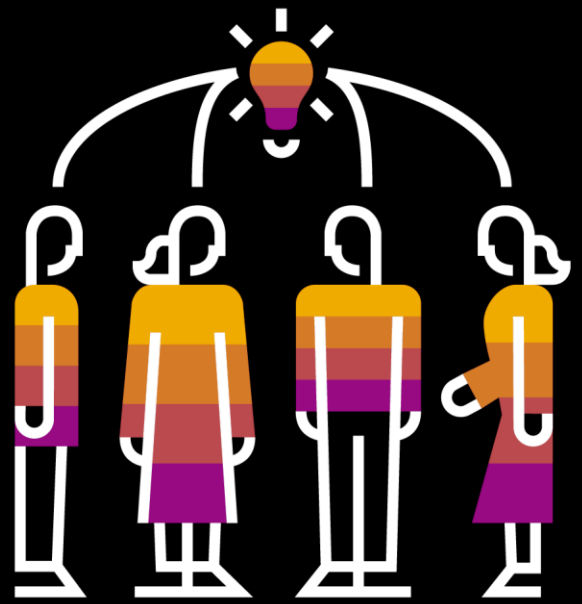
Community News

1. Join the ALM Community

2. Follow the tags
SAP Cloud ALM, SAP Solution Manager, SAP Focused Run

3. Ask your questions to peers and experts!



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News from SAP Product Support

How WE work and how we can best support YOU

SAP Product Support

Our vision of support experience

Anticipate

You should never have to ask a question

- Products should be intuitive and in case of errors, the error messages/documentation should be self-explanatory

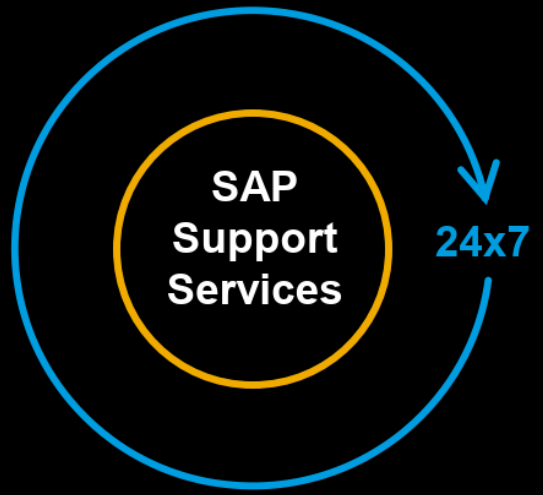
Accelerate

If you have questions, it´s easy to get answers

- Comprehensive knowledge repositories/tools to accelerate your path to accurate answers

Collaborate

Support experts will provide you with solutions quickly



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Support Experts - what do we do?

We are available in the different Support Interaction Channels:

- **Expert Chat / Support Tickets processing / Scheduled an Expert**
- **SAP Community Questions**

Continuous Learning

- Participation in internal testing before patch delivery
- Continuous Knowledge transfer from Development teams

Working in Proactive Support activities **“Solve Once, Share Often”**

- Capturing & sharing our knowledge in KBAs, Guided Answers

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Support Experts - Information required

What we need when processing Support Tickets?

- You are the experts in your system: provide any information you think is relevant for us to speed the processing
- We are processing several tickets every day
- **We always need to know this information: WHEN DOING THIS, THIS IS HAPPENING**
  - Most of the time we need to logon to your system and be able to reproduce the issue in your system to fully understand your issue, to debug the process when needed

We need your feedback!

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SAP Solution Manager - Useful links

- **SAP Help Portal**
  https://help.sap.com/viewer/p/SAP_Solution_Manager

- **SAP Support Portal for SAP Solution Manager**
  https://support.sap.com/en/alm/solution-manager.html

- **SAP Community - ALM Topic**
  https://community.sap.com/topics/application-lifecycle-management

- **SAP Solution Manager Wiki:**
  https://wiki.scn.sap.com/wiki/display/SM/Getting+Started+WIKI+for+SAP+Solution+Manager

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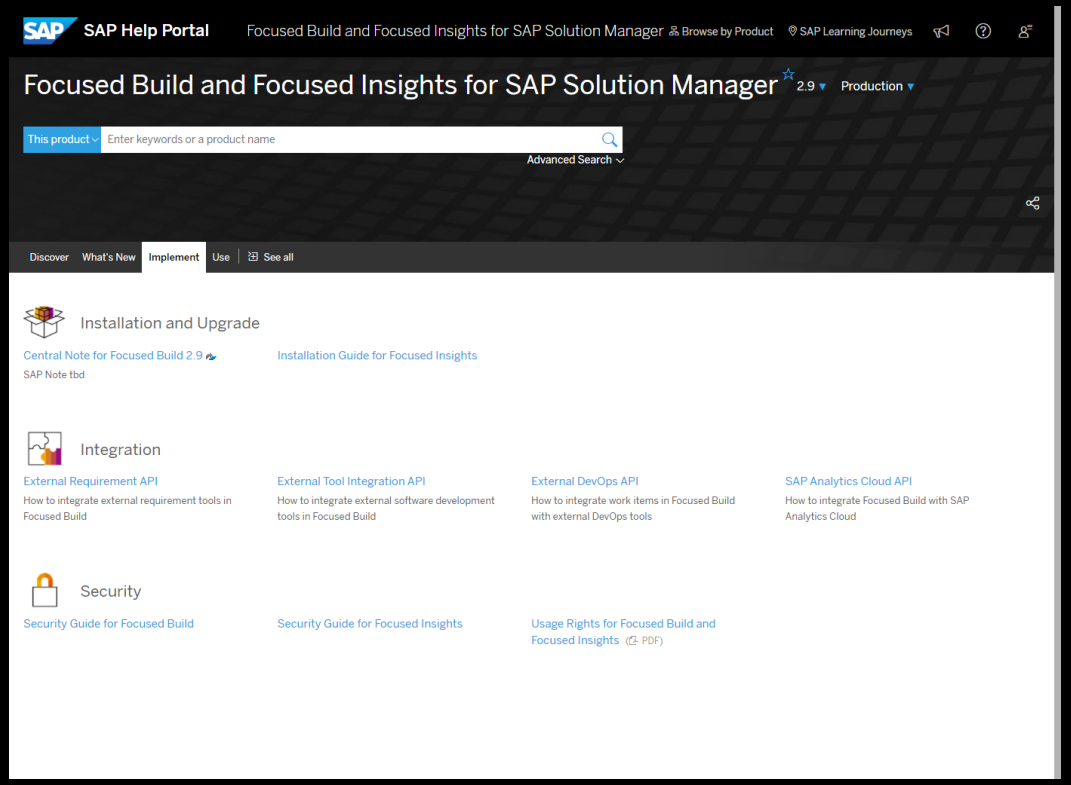
ALM News & Updates

SAP Solution Manager

New functionalities in SAP Solution Manager 7.2 FPS14 and Focused Build ST-OST 200 SP9



To find out about new developments in SAP Solution Manager 7.2, please visit the SAP Help Portal.

For the Requirement-to-Deploy process running with Focused Build, there are new functionalities shipped with SPS14 and in ST-OST 200 SP9. You should check both areas for news.

https://help.sap.com/solutionmanager72

https://help.sap.com/viewer/product/Focused_Build_Focused_Insights

Focused Build:

- Central Note for Focused Build 2.0 SP09 for SAP Solution Manager 7.2 SP14: **3132523**
- Technical collective note for ST-OST 200 SP09: **3088571**

Prerequisite for the installation of ST-OST 200 SP9 is a SAP Solution Manager 7.2 SP14 (!)

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Process Management innovations
Automated generation of Fiori Executables

Description

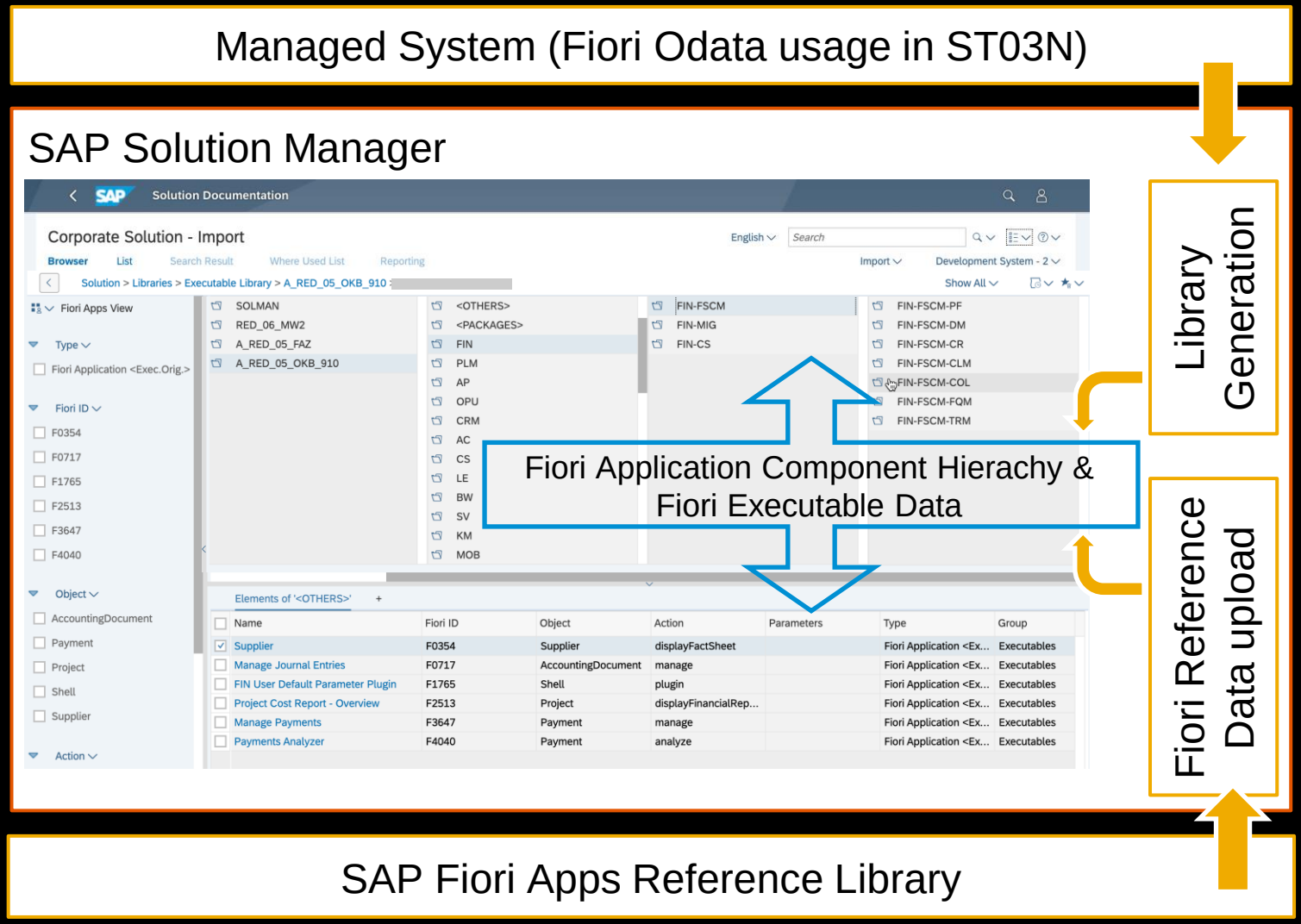
- Generation of all Fiori Apps based on their usage from SAP backend system

Details

- Upload Fiori reference data from Fiori Reference Library (Optional: Enhance with custom fiori data)
- Using Library generation to detect all used Fioris (Odata services) in ST03N of managed System (e.g. S4HANA)
- In Executable Library get the Application Component Hierarchy (ACH) with all Fiori Apps (incl. Fiori ID, Name, Semantic Object, Action)

Benefits

- Simplified Fiori App data creation
- Reflects real system data



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Process Management innovations
Value help for Fiori Executables

Description

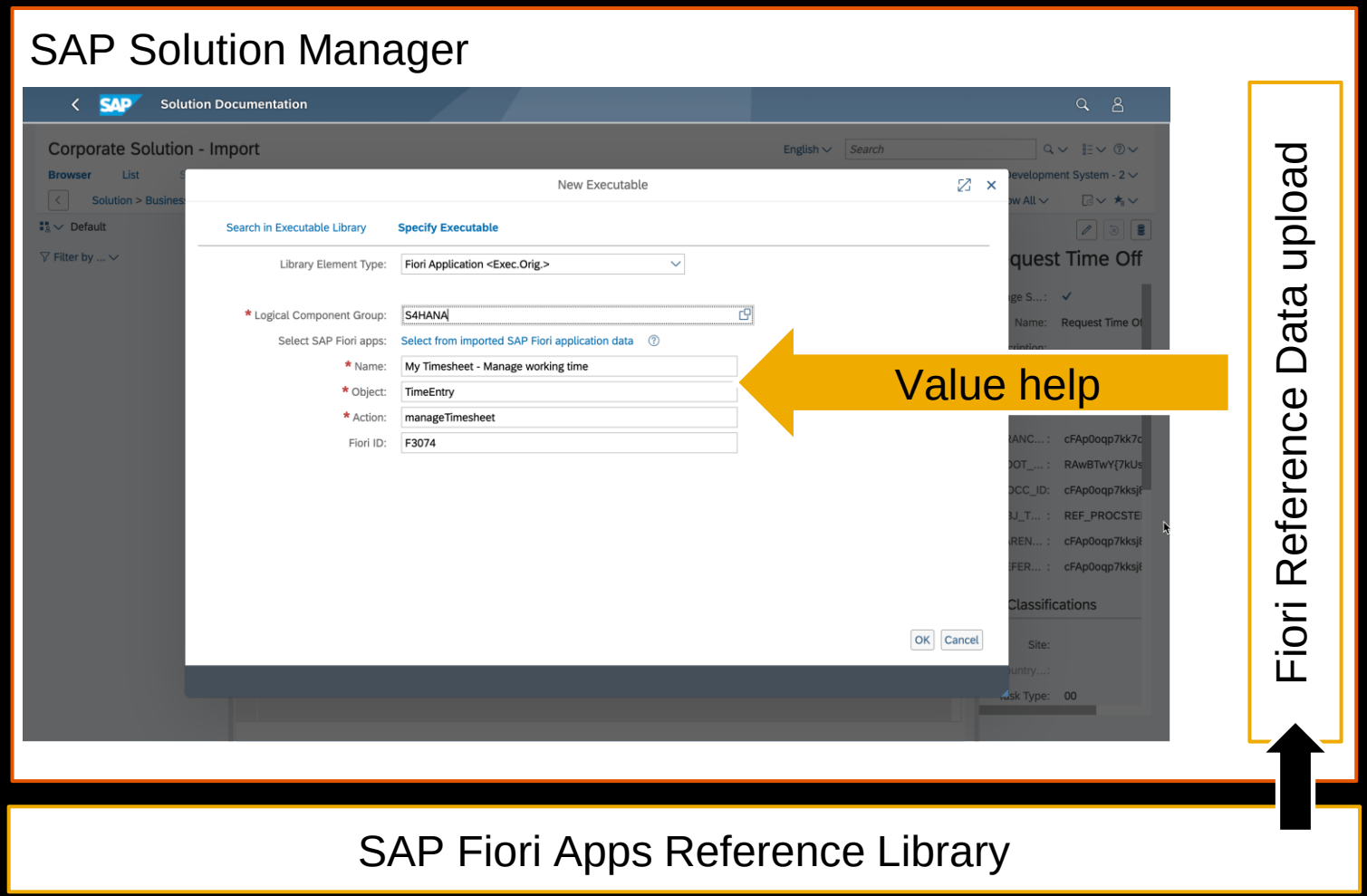
- Provide a value help for manual Fiori Executable creation

Details

- Upload Fiori reference data from Fiori Reference Library (Optional: enhance with custom Fiori data)
- Get a value help for Fiori ID, Semantic Object, Action (no Fiori parameter)

Benefits

- Simplified Fiori App data creation



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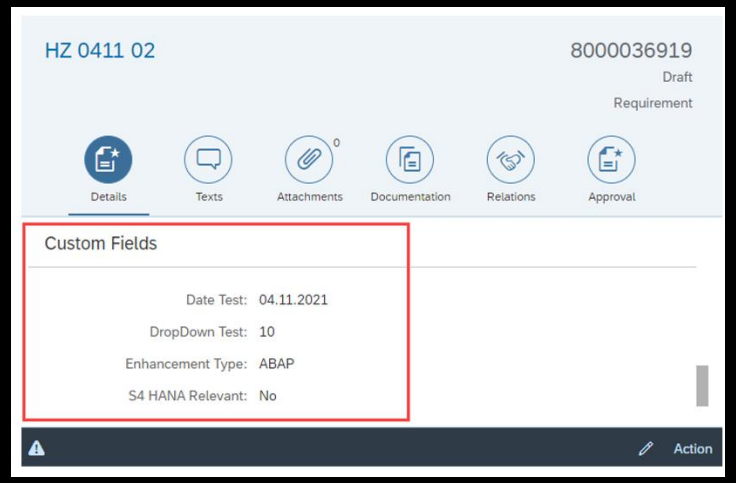
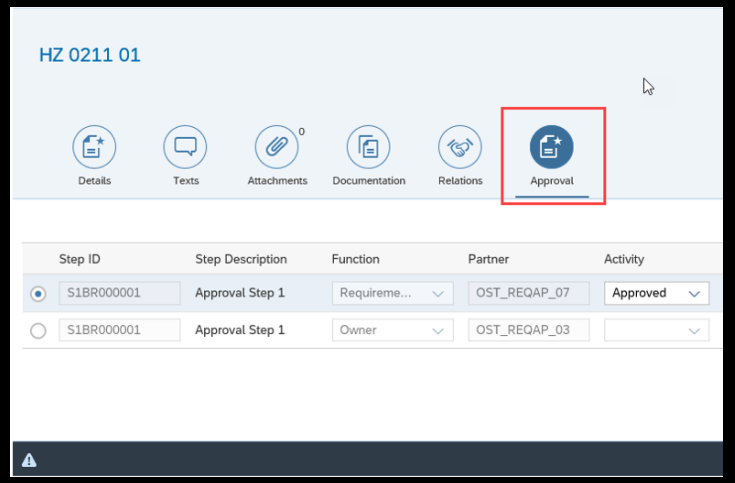
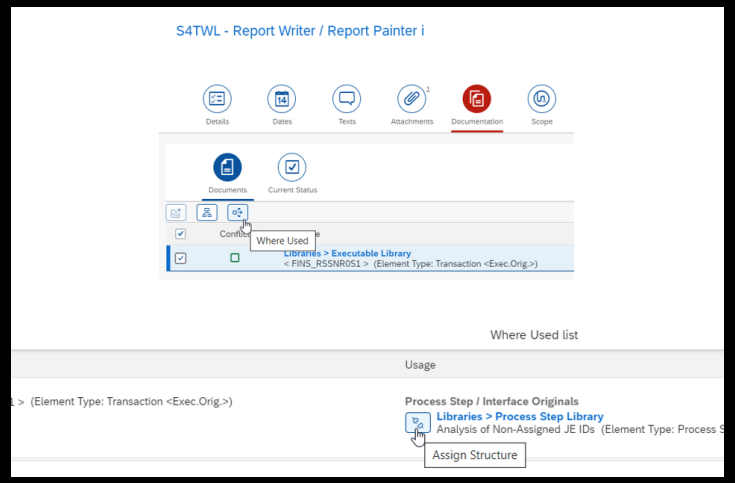
Implementations based on Customer Connection Program 2021







Requirements Management

- Customers can maintain custom fields like texts, numeric fields or flags
- Custom fields can be provided with self-defined value helps
- Also available for search and display in Req. Mgmt. Application

Requirements Management

- Extended Approval Workflow to define mandatory and optional approval steps
- Sequences and email-notifications can be set up as part of the standard CRM Approval Procedure customizing

Process Management Improvements

- Where-used functionality available to identify affected business process/step(s) for already assigned process content
- Improved Test step integration (direct creation from dropDocs, KPI calculation)

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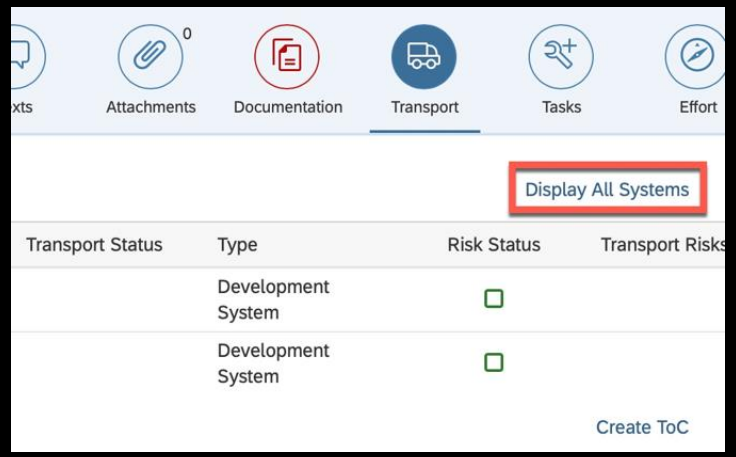
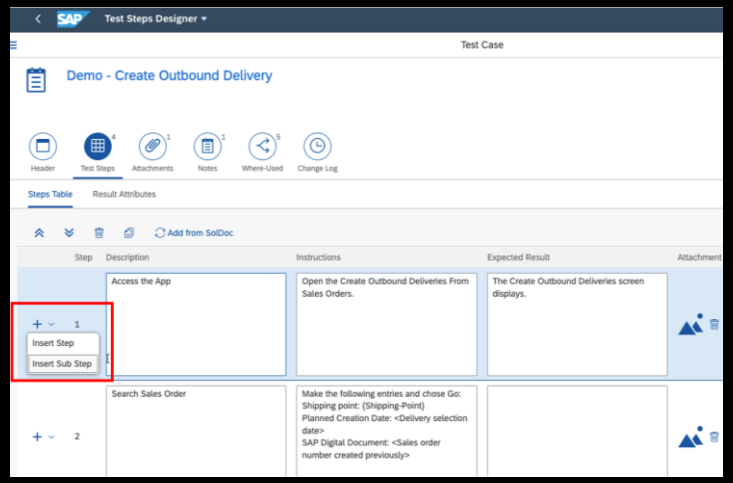
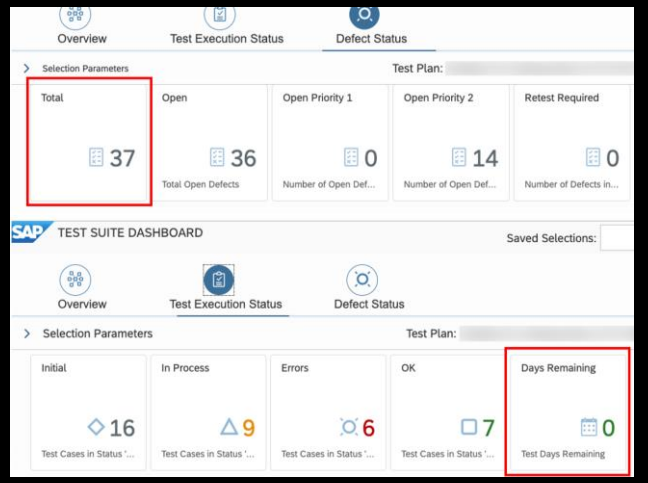
Implementations based on Customer Connection Program 2021







Work Item Application

- Improved Landscape view with the possibility to reduce displayed systems on the type which is currently relevant for logon
- Avoids unnecessary scrolling for customers with large release landscapes

Test Suite

- In Test Steps Designer it is now possible to add steps between two already existing steps
- Test Steps are now available in the Where-Used List for Executables

Test Suite Dashboard

- A new tile in the Test Suite Dashboard “Total number of Defects” is now available
- The tile “Days remaining” for the test execution now stops at 0 and does not get negative anymore
- New column “Current Team” in table Test Execution Results

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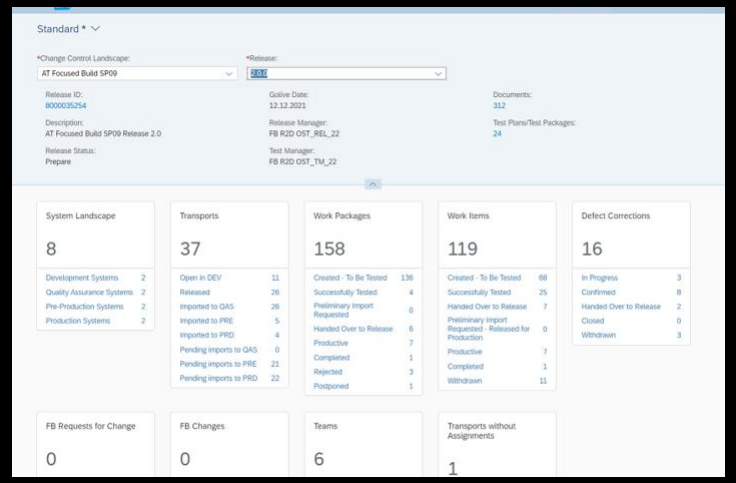
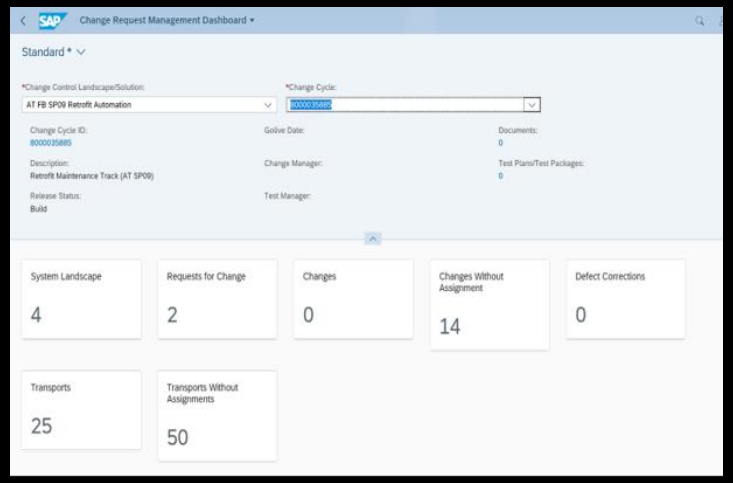
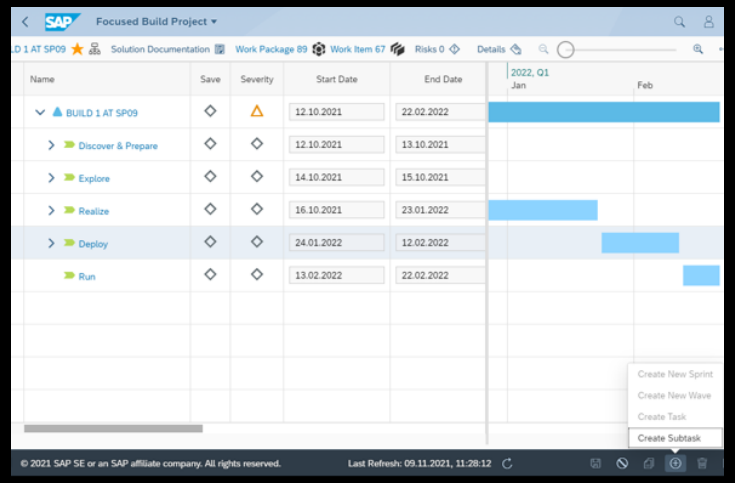
Focused Build SP9 Innovations
Usability improvements







Release Dashboard

- New user interface aligned with SAP Fiori design guidelines
- Improved data handling and performance

Change Request Management Dashboard

- New user interface aligned with SAP Fiori design guidelines
- Improved data handling and performance

Simplified Task Management

- Possibility to add, change or delete project tasks directly in the UI5 app for Focused Build Project Management.
- Improved User Experience and overall transparency

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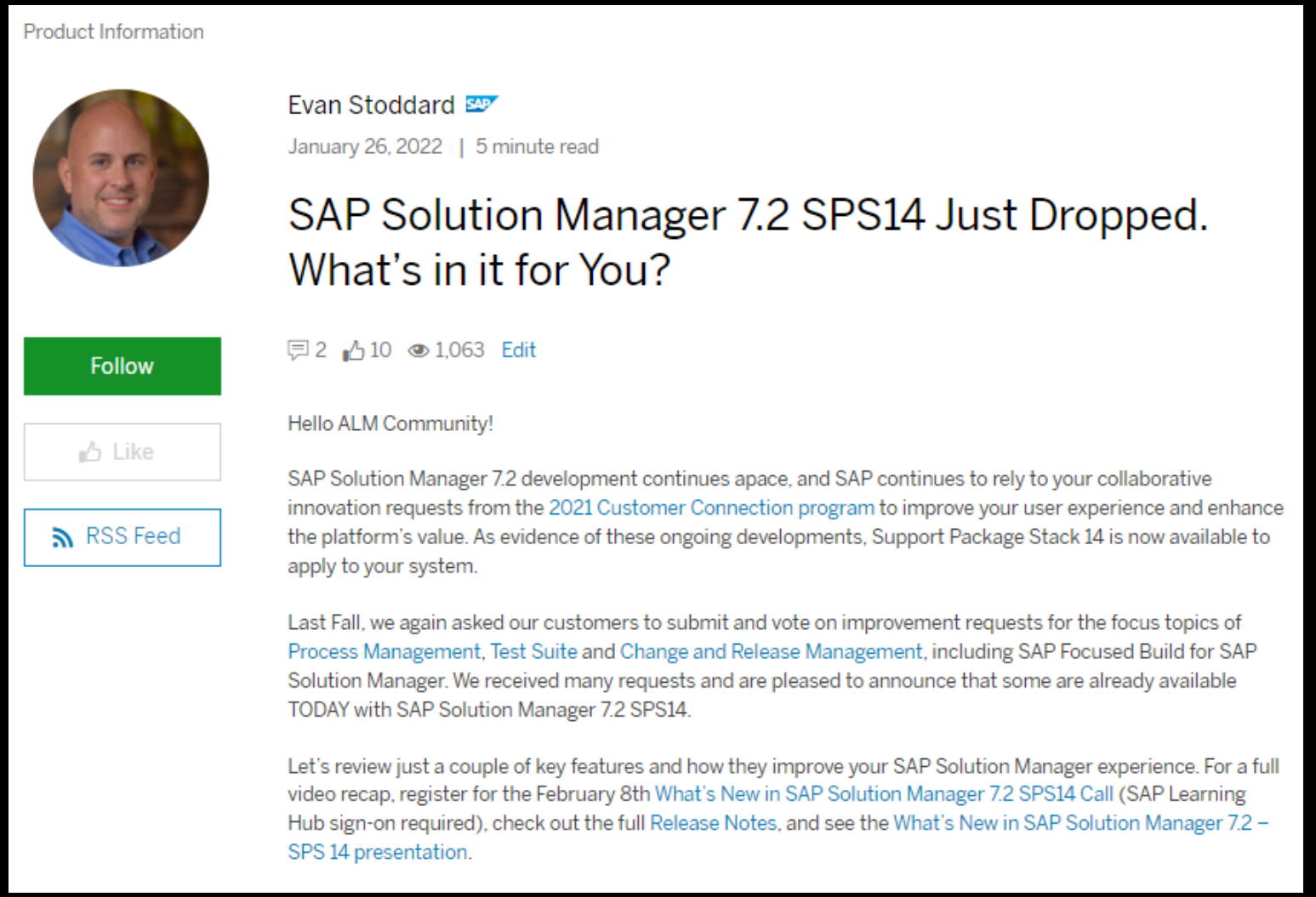
What's New in SAP Solution Manager 7.2 SP14 Blog Post

- ✓ Check out the highlights
- ✓ Links to What's New in Focused Build & Focused Insights posts
- ✓ Give your feedback!



Product Information

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Evan Stoddard

January 26, 2022 | 5 minute read

SAP Solution Manager 7.2 SPS14 Just Dropped. What's in it for You?

2 10 1,063 Edit

Hello ALM Community!

SAP Solution Manager 7.2 development continues apace, and SAP continues to rely to your collaborative innovation requests from the 2021 Customer Connection program to improve your user experience and enhance the platform's value. As evidence of these ongoing developments, Support Package Stack 14 is now available to apply to your system.

Last Fall, we again asked our customers to submit and vote on improvement requests for the focus topics of Process Management, Test Suite and Change and Release Management, including SAP Focused Build for SAP Solution Manager. We received many requests and are pleased to announce that some are already available TODAY with SAP Solution Manager 7.2 SPS14.

Let's review just a couple of key features and how they improve your SAP Solution Manager experience. For a full video recap, register for the February 8th What's New in SAP Solution Manager 7.2 SPS14 Call (SAP Learning Hub sign-on required), check out the full Release Notes, and see the What's New in SAP Solution Manager 7.2 – SPS 14 presentation.

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Application Operation
delta features

Technical Administration innovations

Additional details for Excel Export in IT Calendar and Work Mode Management

Description

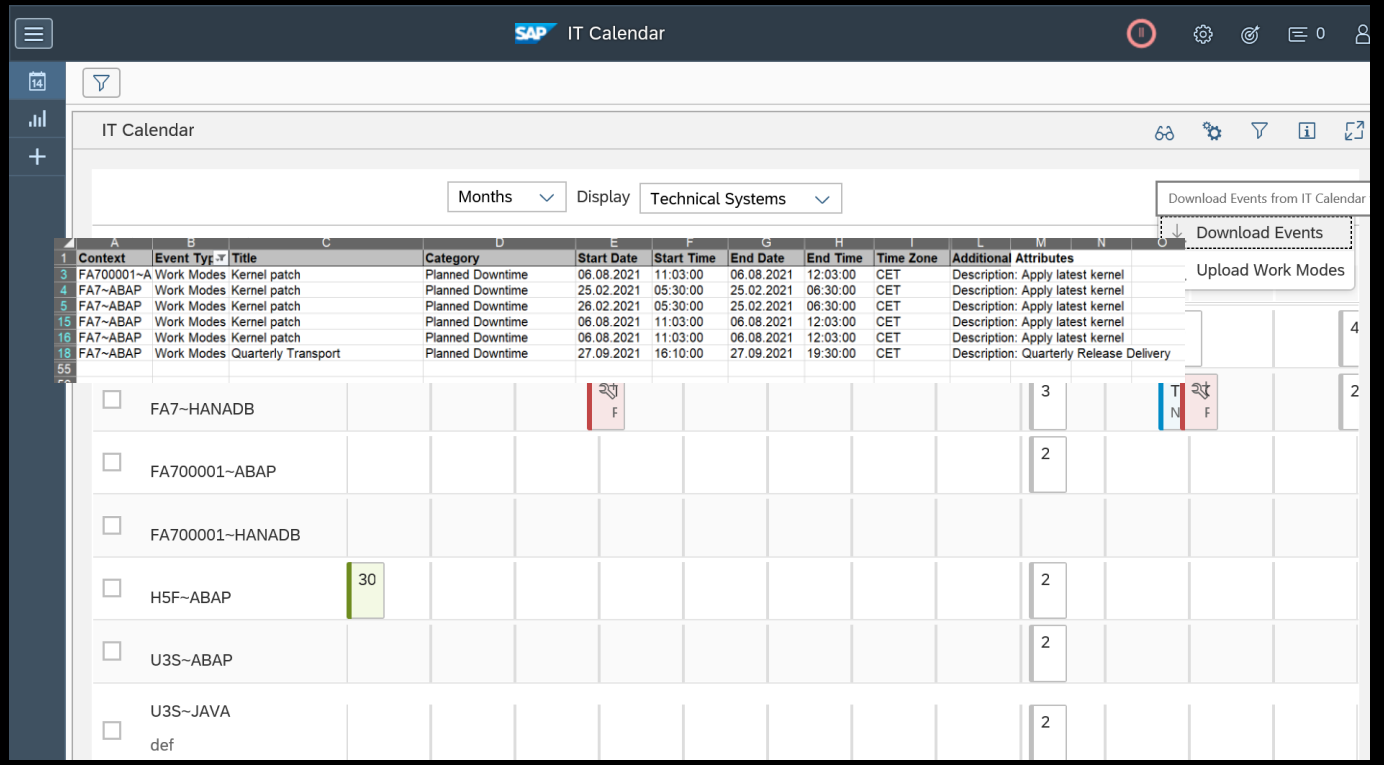
In IT Calendar additional details for Work Mode Excel Export have been added

Details

The work mode excel export from IT Calendar contains now also the work mode description

Benefits

More Information available for external stakeholders



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Technical Administration innovations

Improved handling of outages in Service Availability Management

Description

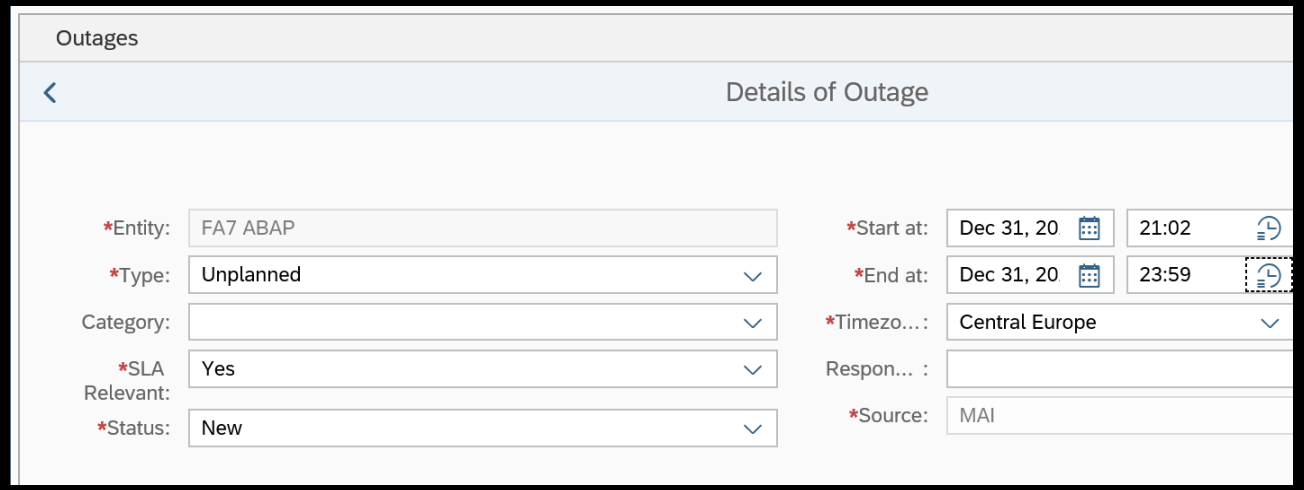
Improved handling of outages that span over the month's end

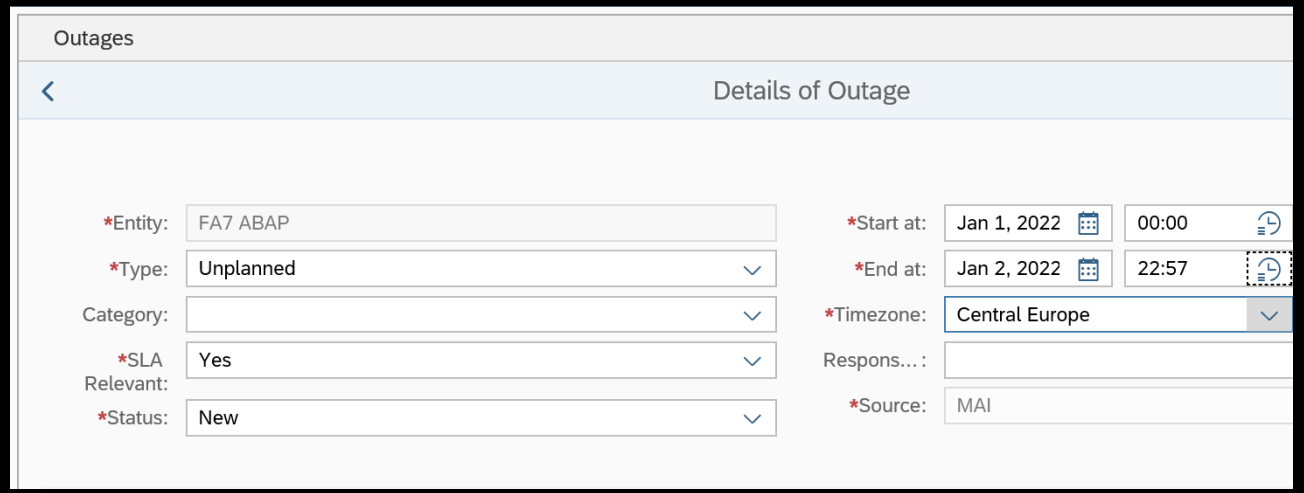
Details

Ongoing outages are split into two parts after the end of the month and the part that lies in the completed month can be processed

Benefits

Improved outage reporting





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Job Monitoring innovations

Job Alerting: Information on Navigation to Managed System

Description

- For ABAP Job, BW Process Chain and Application Jobs (S/4HANA CE) improved information is provided for direct navigation to the job execution in the managed system.

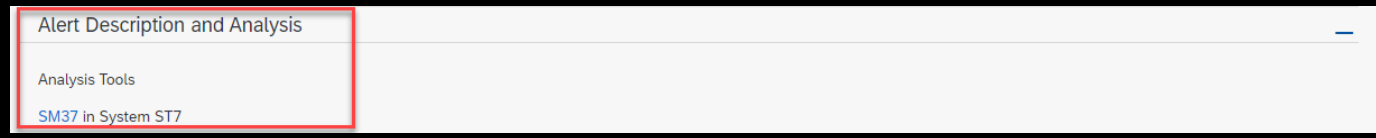
Details

In the Alert Details in the Alert Description text

- there is a direct link to the local monitoring tool (ABAP Job → SM37, BW Process Chain → RSPC)
- or in case of NW Appl. Job a description on how to find the link to the job execution.

Benefits

- The alert processor can directly navigate from an alert to the corresponding alerted job execution.



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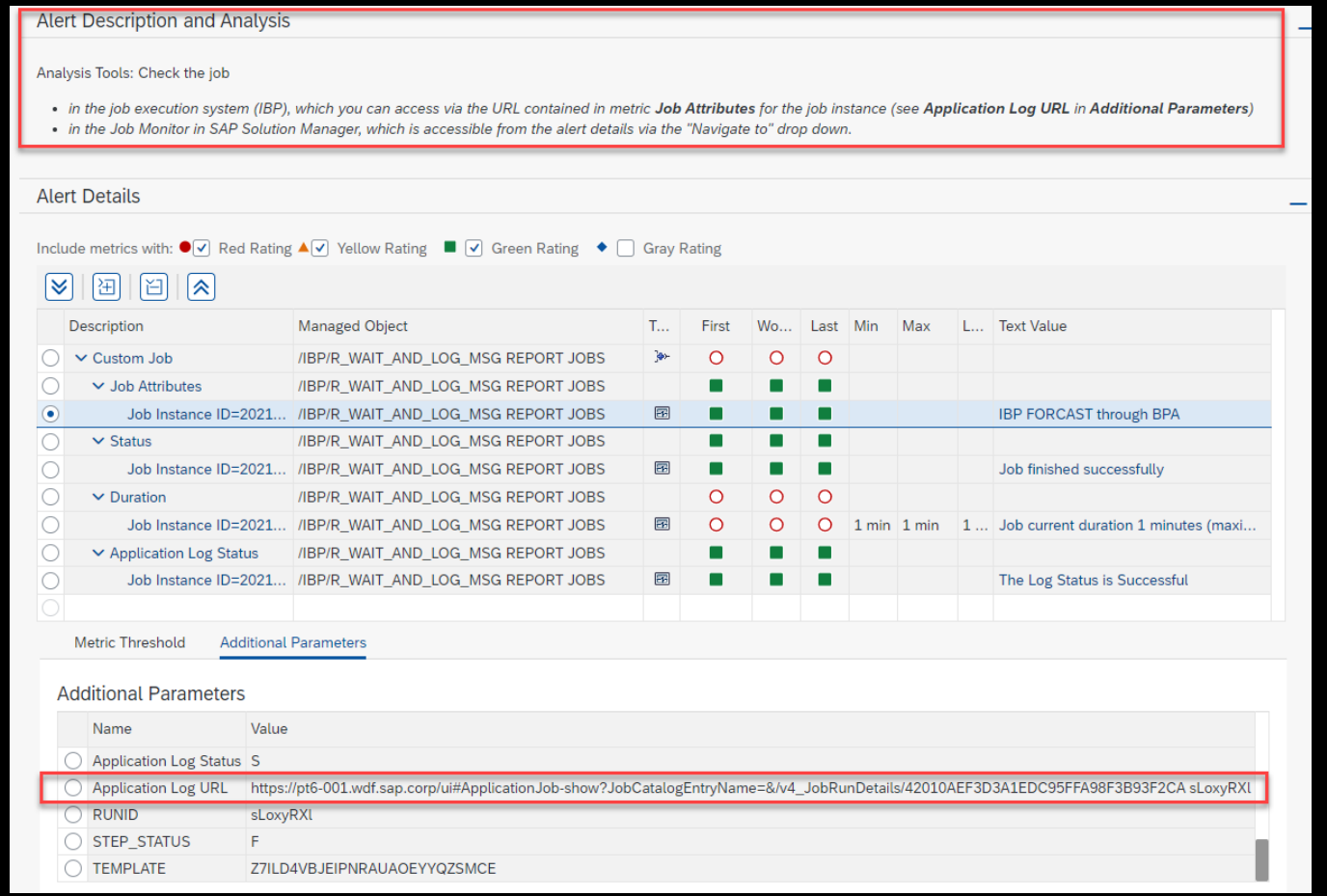

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Job Management innovations

Simple Job Request: Enhancement Option for Job Start Condition

Description

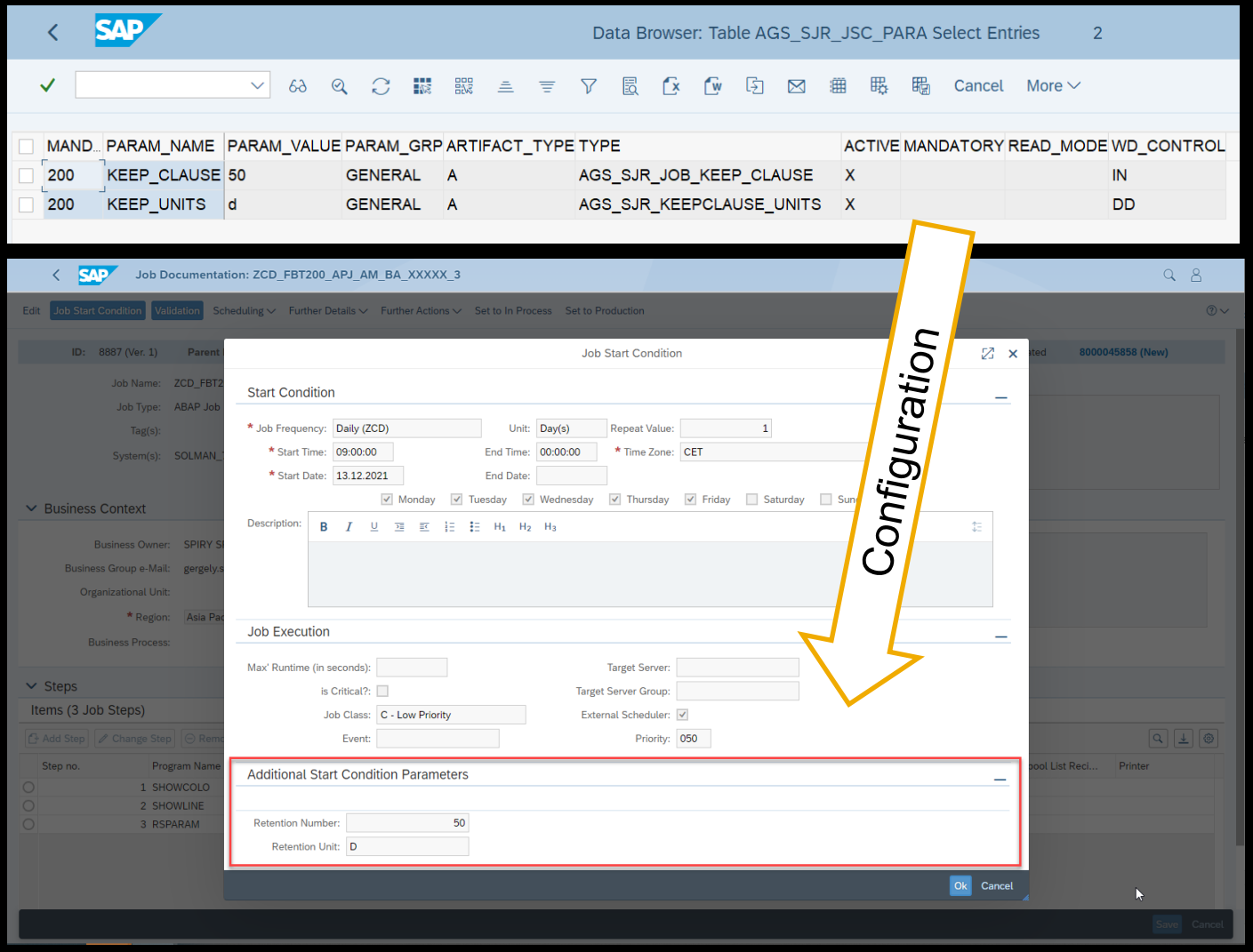
- The Job Start Condition popup content can be enhanced via configuration. The information is copied over to the job scheduling UI.

Details

- By defining entries in table AGS_SJR_JSC_PARA the section Additional Start Condition Parameters appears.
- If the PARAM_NAME and PARAM_GRP values maintained are identical to those in table AGS_SJR_SMSEPARA the values are copied over to the job scheduling UI.

Benefits

- Customer specific scheduling details can be collected from a job requestor.
- The scheduling responsible does not need to manually reentering of the information.



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Job Management innovations
Job Documentation: Improved data reorganization option

Description

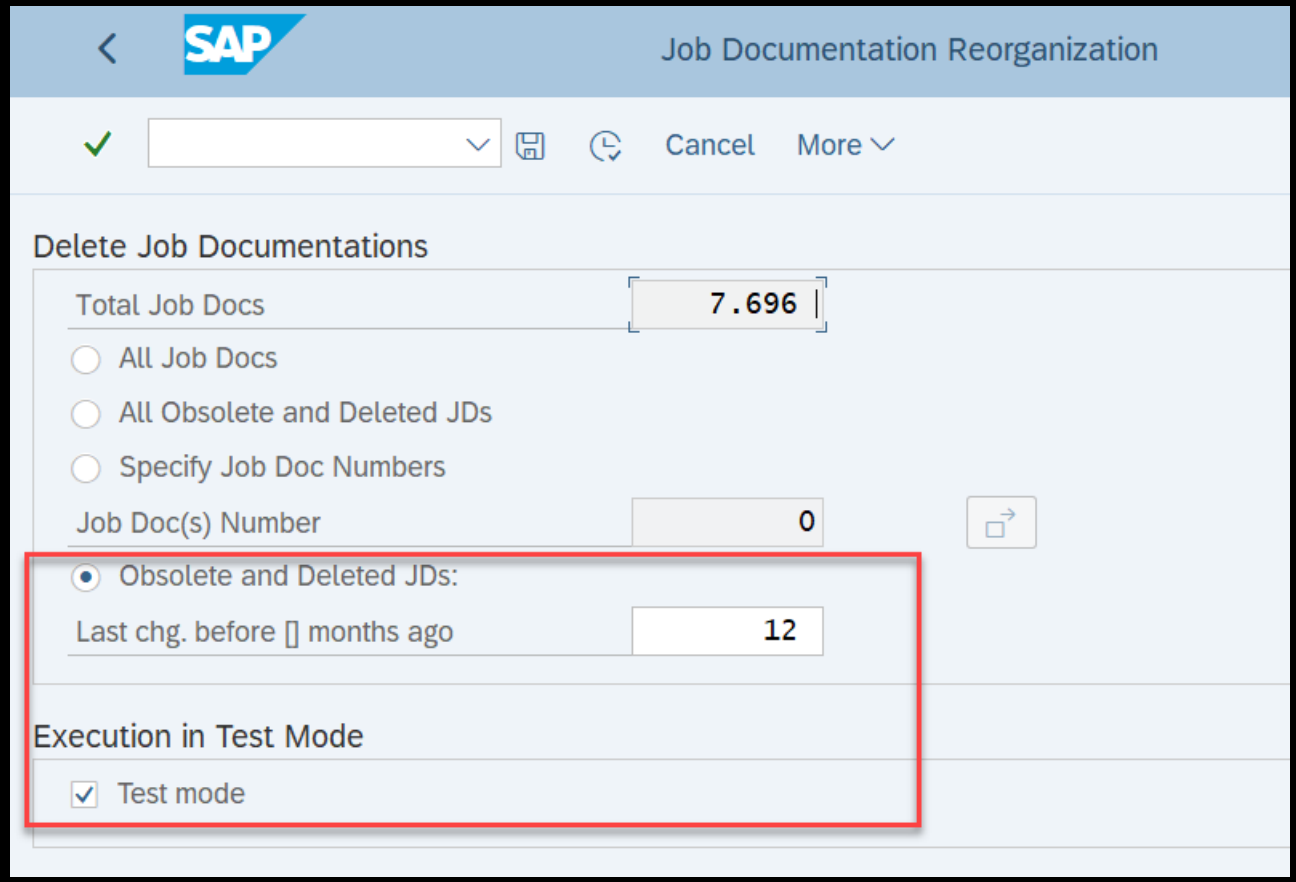
- The job documentation reorganization (i.e. removal from the DB) report has been enhanced to offer the option to remove obsolete job documents after a certain retention time.

Details

- Report AC_JOB_DEFINITION_REORG has option “Obsolete and Deleted JDs – Last chg. before [] months ago”
- The report can be executed without DB update for test.

Benefits

- Job documents that need to be kept for certain time after a job has been de-scheduled, can easily be removed from DB.



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SAP Cloud ALM

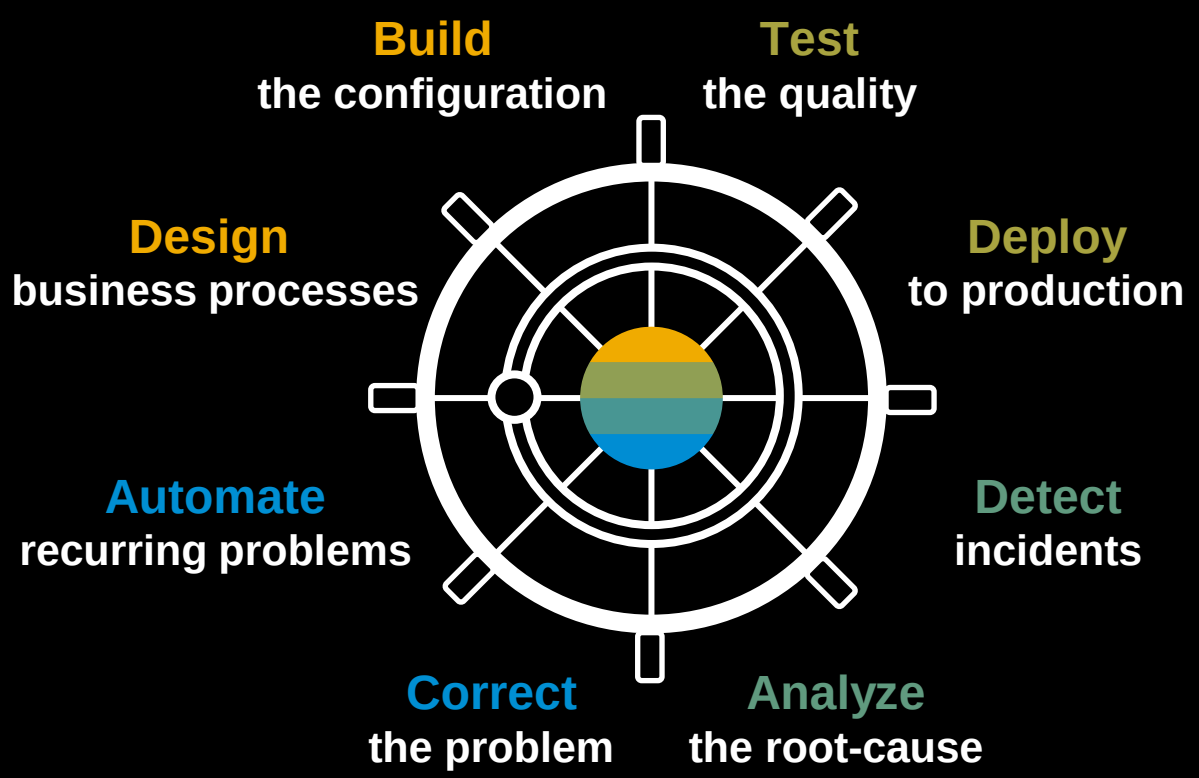
SAP Cloud ALM

Manage the lifecycle of SAP SuccessFactors

SAP Cloud ALM assists the **implementation** and **operations** of **SAP SuccessFactors**

- **Accelerate** GoLive
- **Minimize** Disruptions
- **Reduce** Cost of Ownership

SAP SuccessFactors



Application Lifecycle Management for **SAP SuccessFactors** – Included with your subscription!
For more information visit the SAP Community Blog and Landing Page

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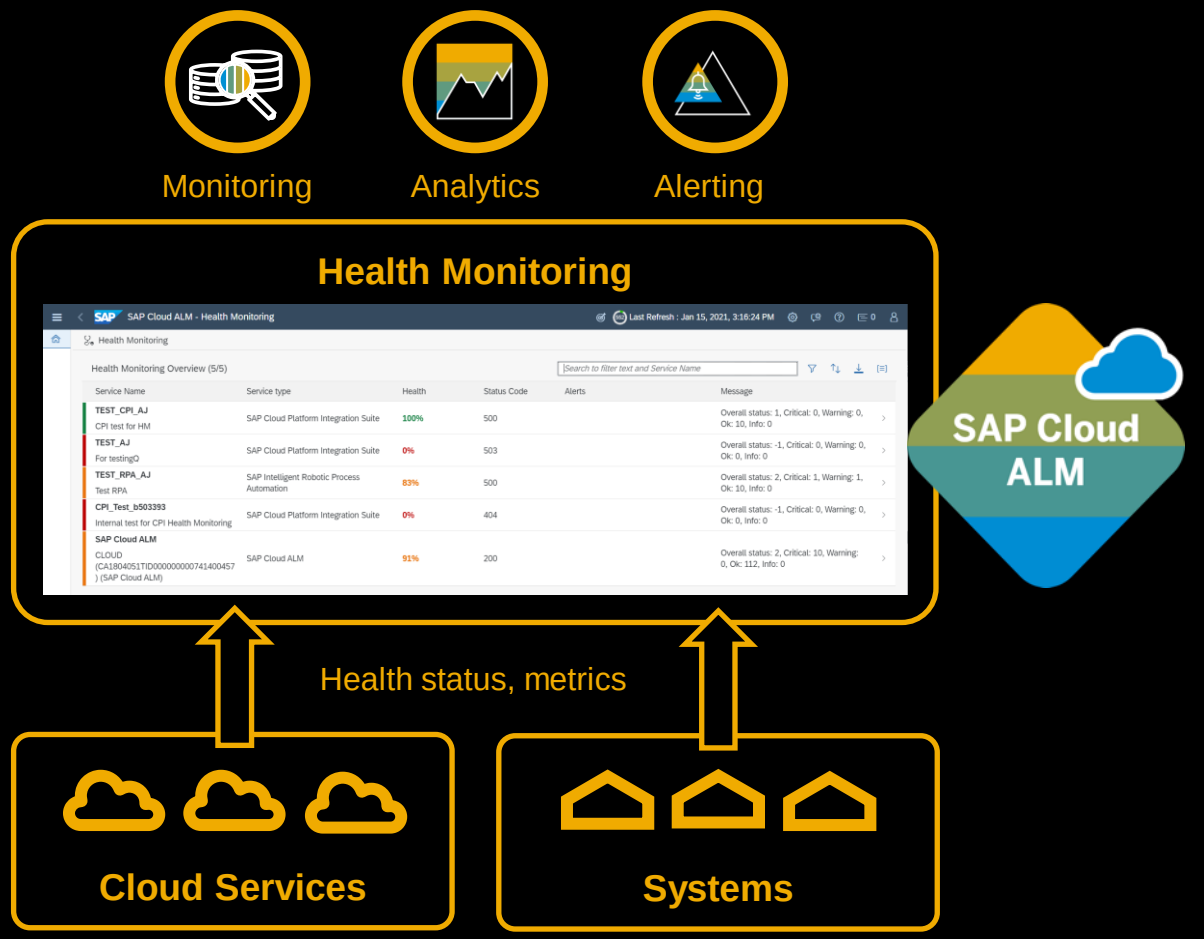
SAP Cloud ALM for Operations - Health Monitoring

Check Application Health of Cloud Services and Systems



- **Monitoring of technical metrics and events** for cloud services and systems:
  - By executing **application health checks for SAP built cloud services**
  - By delivering **technical metrics and events for customer applications** built at SAP Business Technology Platform
  - By providing metrics for **light-weight system monitoring for SAP ABAP** based systems
- Provides **embedded alerting** including the capability to **trigger notifications and corrective actions**
- Allows **embedded analytics** to analyze **trends and root causes** for discovered problems

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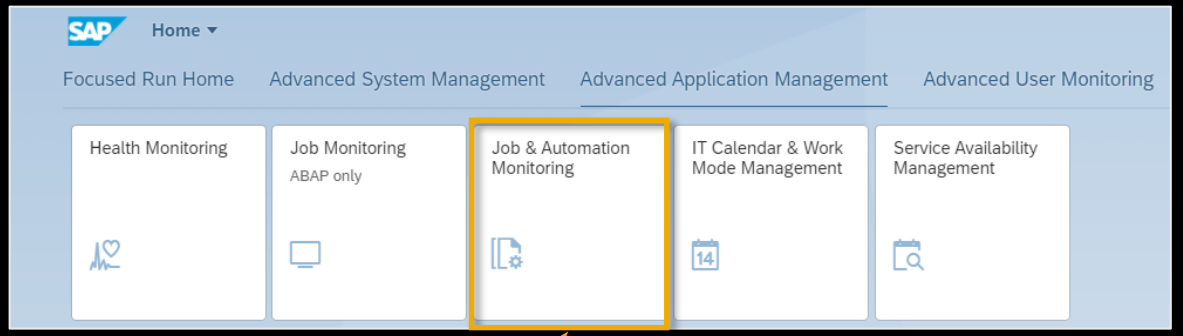
SAP Focused Run

New in SAP Focused Run FP02 - Job & Automation Monitoring

Job & Automation Monitoring is a new application, designed to offer a unified monitoring for all kind of jobs and automations (e.g. SAP Business Workflow).



New application, that will replace existing “Job Monitoring (ABAP only)”

- **With SAP Focused Run 3.0 FP02**
  - ✓ offers monitoring for ABAP jobs and BW Process Chains
  - ✓ covers many features of Job Monitoring (ABAP only)
- With SAP Focused Run 3.0 FP03
  - ✓ will cover all features of Job Monitoring (ABAP only)
  - ✓ will offer monitoring for S4/HANA Application Jobs, Intelligent Robotic Process Automation Jobs and further job types
  - ✓ will offer job execution data analysis (e.g. for runtime, failure rate …)
- With SAP Focused Run 4.0 Job Monitoring (ABAP only) will be retired.

Further information:
https://support.sap.com/en/alm/sap-focused-run/expert-portal.html

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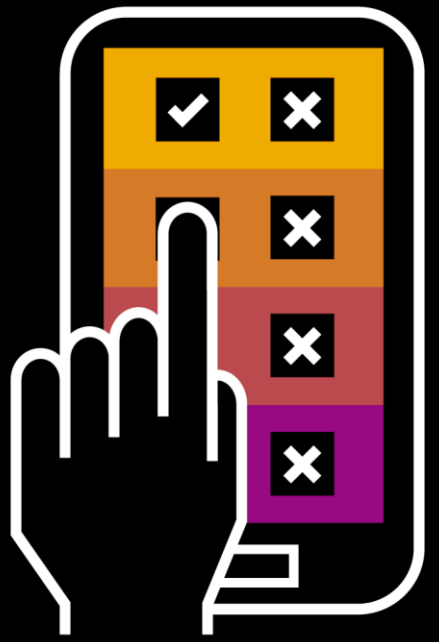
Poll

Let’s ask some questions!

Please open www.menti.com

and use code 6735 5397

https://www.menti.com/q4mhnmctox



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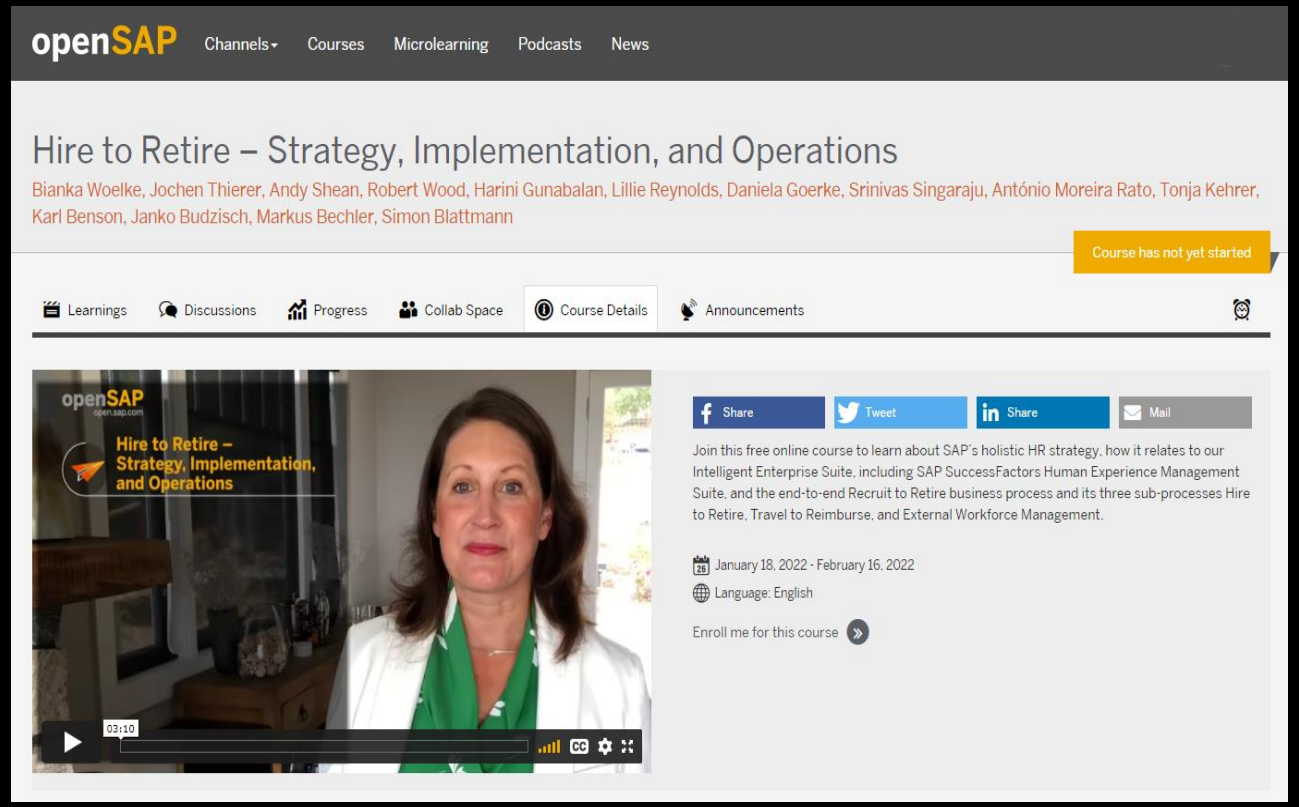
Upcoming Events

New openSAP course with SAP Cloud ALM



- Start date: January 18th, 2022
- Duration: 3 weeks & Final Exam
- Week 1: Strategy and Innovations
- Week 2: Innovations in Hire to Retire
- Week 3: Implement and Operate Hire to Retire

Click to Enroll!

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ALM Events: Save the date!

SAP Cloud ALM Expert Community Call: **March 2**

ALM Summit LAC: **March 30 & April 5-6**

DSAG Technologietage: **May 3-4**

DSAG CCOE Forum: **May 31 - June 1**

Find our ALM Events here:
https://support.sap.com/alm-events

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Mark your calendar!

The next ALM Community Call will take place on

March 16, 4pm CET / 10am EST.

The focus topic of this call will be SAP Cloud ALM.

All registered participants will receive an e-mail invite for this call.

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Q&A

Ask you questions here!

Please ask your questions!

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

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Thank you.

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