



# SAP Community Call for ALM

## November 16, 2022

CXS Customer Communications and Relations, SAP SE

PUBLIC

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# Introduction



# SAP Community Call for ALM: Agenda for November 16, 2022

Welcome and Introduction

ALM Community News

News from SAP Product Support

ALM News and Updates

- SAP Cloud ALM
- SAP Solution Manager
- 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!

# Speakers & Background Experts



Ben Schneider



Stefan Lahr



Tim Steuer



Dolores Correa



Cay Rademann



John Krakowski Jr.



Evan Stoddard

# The Application Lifecycle Management Product Portfolio of SAP






# ALM Community News





# ALM Community News

 Community

Home › Community › Blogs

Product Information



**Wulff-Heinrich Knapp**   
November 10, 2022 | 2 minute read

## SAP Best Practices process content for SAP S/4HANA Cloud, private edition in SAP Cloud ALM

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### Introduction

In this blog, I would like to outline how customers can get SAP Best Practices content to accelerate their SAP implementation projects using [SAP Cloud ALM](#).

### Available Content


The best way to find out what content is available in SAP Cloud ALM, is to just check the tool. You can use your own tenant or you use the [public demo tenant](#). SAP Cloud ALM covers all major SAP products including SAP S/4HANA, SAP S/4HANA Cloud, private edition, SAP S/4HANA Cloud, public edition, SAP SuccessFactors, SAP ARIBA, and much more.

### Process Scoping

Let's use the [SAP Best Practices for SAP S/4HANA Cloud, private edition](#) and [SAP S/4HANA 2022 Solution Scenarios](#) to define the project process scope for an SAP S/4HANA private cloud project.


First you start the "Manage Scope" app.


[SAP Best Practices process content for SAP S/4HANA Cloud, private edition in SAP Cloud ALM](#)

 Community

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Product Information



**Daniel Enderli**   
November 2, 2022 | 6 minute read

## Implementation and Operation of SAP Ariba with SAP Cloud ALM

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### Introduction

In this blog post I like to show, *a concrete example based on SAP Ariba at Swisscoms how we implement and operate SAP Ariba by using SAP Cloud ALM*.

In short I will describe the following aspects:


- Use the **SAP Best Practice Content for SAP Ariba** in SAP Cloud ALM
- Scope your **Business Processes**
- Work with the Best Practice Content and **Diagrams** in SAP Cloud ALM
- Collect **Requirements, User Stories, Tasks or Notes**
- Have a clear **overview about the project**
- **Operate and monitor SAP Ariba**

### Why using SAP Cloud ALM for SAP Ariba?

SAP Cloud ALM supports SAP Ariba in different ways:


- Provides a **clear guided methodology based on SAP Activate** to adopt and extend new capabilities and processes across your organization
- Includes **best practice content** for the implementation of your SAP Ariba processes


[Implementation and Operation of SAP Ariba with SAP Cloud ALM](#)

 Community

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Technical Articles



**George Yu**   
October 31, 2022 | 8 minute read

## Use SAP Cloud Application Lifecycle Management (CALM) System to Monitor Your SAP S/4HANA Cloud 3-System Landscape Systems – Part 1: Setup

Follow

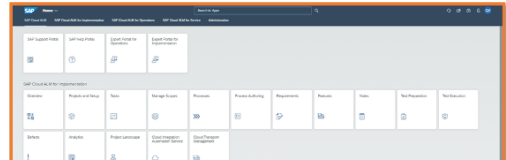
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4 4 233

Similar as the SAP Solution Manager for the on-premises-centric solutions, SAP Cloud Application Lifecycle Management (CALM) system is designed to monitor your cloud-centric landscapes, including both cloud solutions as well as on-premises solutions. Its functions are divided into four categories:

1. CALM for Implementation – includes project management, integration with Central Business Configuration (CBC), test preparation and execution, defects, analytics, project landscape, cloud transport management and others.
2. CALM for Operations – monitor cloud solutions from different perspectives: business process, integration and exception, real user and performance, job and automation, health, intelligent event processing, business service management and notification management.
3. CALM for Service – provides access to service and support topics.
4. Administration – builds up a foundation for CALM to work, such as user management, landscape management, and others.



[Use SAP Cloud Application Lifecycle Management \(CALM\) System to Monitor Your SAP S/4HANA Cloud 3-System Landscape Systems – Part 1: Setup](#)



# Community News

1.

[Join the ALM Community](#)

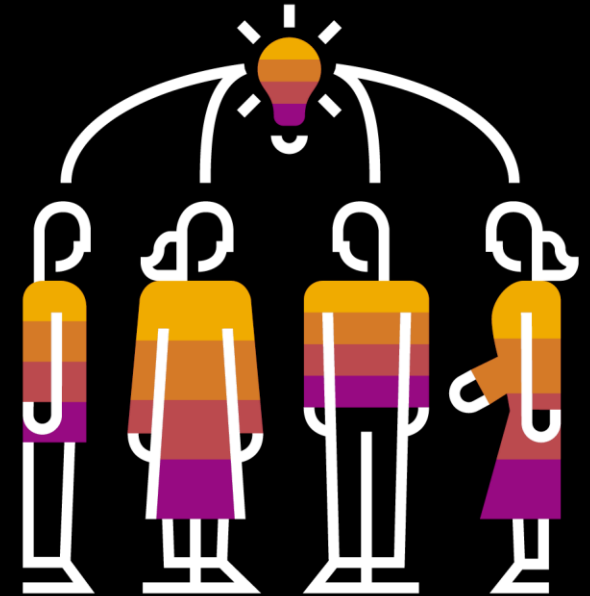
2.

Follow the tags

[SAP Cloud ALM](#), [SAP Solution Manager](#), [SAP Focused Run](#)

3.

Ask your questions to peers and experts!



# News from SAP Product Support



# Objective – Why?

Our focus is on educating customers on how they can help themselves

- **Enabling customers** to easily find the information they need to answer how-to questions will lead to empowerment and satisfaction
- To ensure a **positive customer experience** by providing answers on Community for how-to questions





# Defining How-to vs. Consulting



## How-to

- **General solution** that is applicable to many customers
- **Simple question** that takes less time and effort to provide answer
- **Low-effort questions** on supported functionalities
- **Easily converted to knowledge content** (easily converted to KBA etc.)



## Consulting

- **Specific solution** for customer and not applicable to many customers
- **Complex question** that takes more time and effort to provide answer
- **In-depth answers** on supported functionalities and non-supported functionalities (by design/behavior of product)
- **Not applicable to create knowledge content**

# SAP Community

## Some tips for starting

1. Find your relevant tags and check for similar questions already answered

**IF THE ANSWER WAS VALID/HELPFUL please VOTE IT!**

- Search with your specific tag

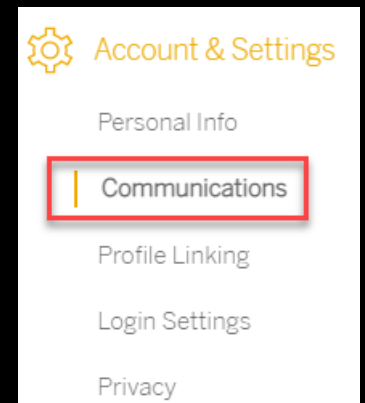
<https://answers.sap.com/tags.html>

- |  |  |   |
|--|--|---|
| • <a href="#">SOLMAN Setup/Configuration/LMDB</a>  | • <a href="#">SOLMAN Business Process Operations</a>         | • <a href="#">Focused Build for SAP Solution Manager</a>    |
| • <a href="#">SOLMAN Process Management</a>        | • <a href="#">SOLMAN System Monitoring</a>                   | • <a href="#">Focused Insights for SAP Solution Manager</a> |
| • <a href="#">SOLMAN Project Management</a>        | • <a href="#">SOLMAN Diagnostics</a>                         |   |
| • <a href="#">SOLMAN Test Suite</a>                | • <a href="#">SOLMAN SAP Engagement and Service Delivery</a> | • <a href="#">SAP Focused Run</a>                           |
| • <a href="#">SOLMAN Change Control Management</a> | • <a href="#">SOLMAN Custom Code Management</a>              |   |
| • <a href="#">SOLMAN IT Service Management</a>     | • <a href="#">SOLMAN Data Volume Management</a>              | • <a href="#">SAP Cloud ALM</a>                             |

2. If you cannot find a similar question Ask a question for

<https://answers.sap.com/questions/ask.html>


**Use the correct label for people following the label get notified about your new question**



# SAPSUPPORT user in SAP Community

Check the questions created already by SAPSUPPORT generic user in SAP Community

[SAP Support](#) | [SAP People](#)


 **Community**

TopicsGroupsAnswersBlogsEventsProgramsResourcesWhat's NewExplore SAP

Home > Community > Questions

Ask a QuestionWrite a Blog Post

Search Questions and Answers



**SAP Support ex**  
Sep 12 at 10:35 AM

Configu

100 Views

Hi Team

We have a re  
via ChaRM

Currently we


Can you ple

Note CTS + i

Follow

RSS Feed

Best Answer



**SAP Support ex**  
Sep 12, 2022 at 10:35 AM

1

Hello,

For ChaRM configuration you need to follow wiki [Configuring CTS+ in SAP Solution Manager 7.1 and 7.2](#)

Best regards.

Add a Comment | Alert Moderator | Share

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# Additional Resources

- **SAP Community Blog:** [Maximizing the Power of SAP Community at Product Support](#)
- **KBA [2973358](#) - SAP Community: Preferred Support Channel for How-To Questions**

# ALM News & Updates



# SAP Solution Manager



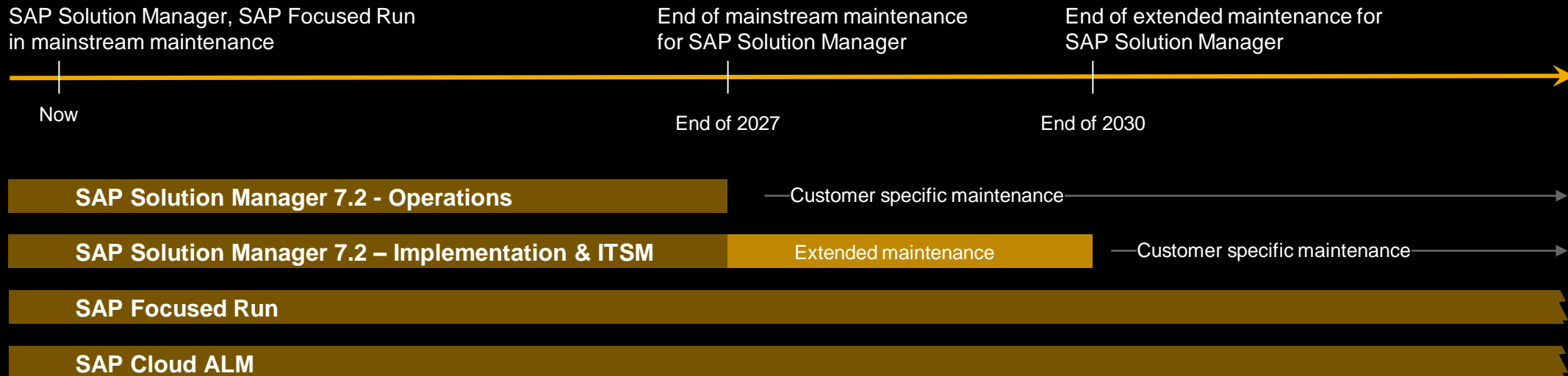


# SAP ALM Platforms – Planned Product Availability Strategy

## SAP Solution Manager follows the maintenance strategy of the SAP Business Suite

- Extended maintenance for process management, test suite, change & release management and ITSM in SAP Solution Manager 7.2 is automatically included in the optional extended maintenance for the SAP Business Suite 7
- SAP Solution Manager 7.2 is supported beyond 2030 – in customer-specific maintenance\*
- There are **no plans for further releases** after SAP Solution Manager 7.2

**SAP Cloud ALM and SAP Focused Run are not dependent on the SAP Business Suite allowing mainstream maintenance beyond 2030. SAP plans no further on-premise product in the ALM portfolio.**



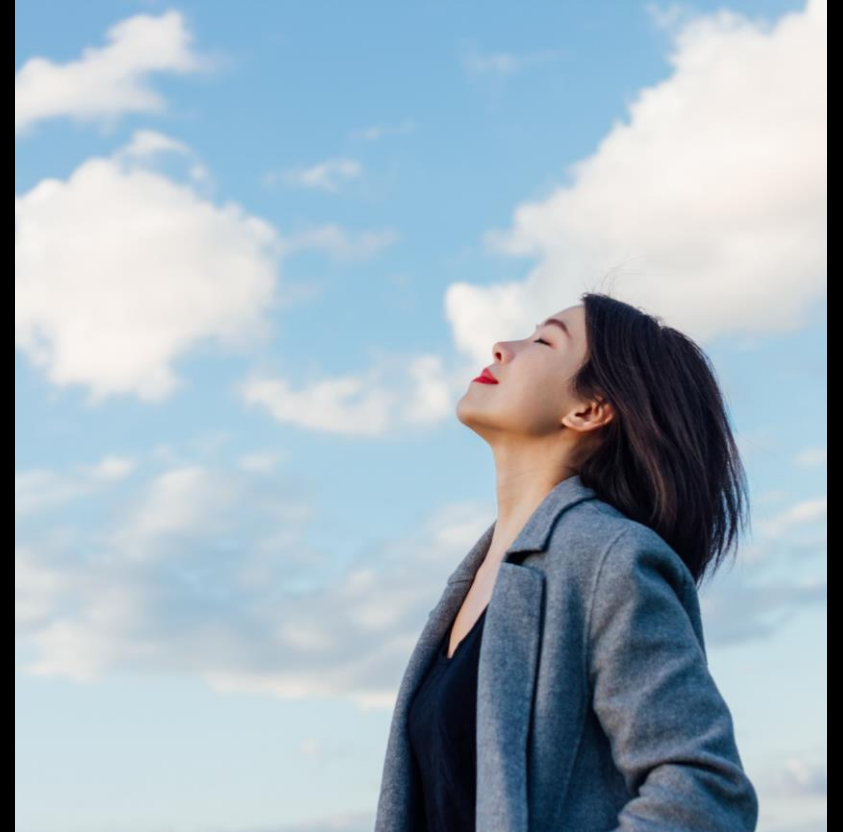
# SAP's ALM Strategy

**SAP Cloud ALM** is designed to support ALM for the **Intelligent, Sustainable Enterprise**, including SAP S/4HANA (all deployments).

**SAP Cloud ALM** is **attractive for SAP Solution Manager customers**: cost of operation and maintenance, functionality, ease of use and adoption, foundational support for today's customer landscape (SAP Business Suite, SAP BW, SAP PI/PO), transition support.

**SAP Cloud ALM** is the **next generation ALM platform** for SAP customers. SAP Cloud ALM is an independent new product line. SAP recommends SAP Cloud ALM as go-to platform for ALM.

**SAP Focused Run** addresses SAP-centric service providers and hybrid customers with advanced needs and/or significant on-premise footprint. **It can be used complementary to SAP Cloud ALM.**



# Transition Strategy from SAP Solution Manager to SAP Cloud ALM

**SAP Cloud ALM is the Go-to platform for ALL new customers and ALL SAP Solution Manager customers.**



## Adopt SAP Cloud ALM for service and operations **NOW**

### Reasons for immediate action

- Less customer effort for updates and agent administration
- Ease of use and consumption
- Functional enhancements for cloud products
- Access to the Service and Support network with data lake, ML and AI integration

## Adopt SAP Cloud ALM for implementation **at your own pace**

Continue to use SAP Solution Manager to complete your move to SAP S/4HANA or if SAP Cloud ALM for implementation is not sufficient (yet)

- Standard functionality for Test, Change Control & Solution Documentation with daily delivery throughout 2023
- Advanced functionality for Charm & Solution Documentation later and with Partner functionality

Use SAP Cloud ALM for fast pace cloud implementations



# Complement your operations needs with SAP Focused Run

While SAP Cloud ALM is designed to be sufficient for the vast majority of customers, SAP Focused Run can complement SAP Cloud ALM for advanced operations use cases.



SAP Solution Manager

SAP Cloud ALM

## Add SAP Focused Run if SAP Cloud ALM is not sufficient:

- Dedicated system management
- Large on-premise landscapes & high volume application monitoring
- Multiple customer enablement
- Embedded operation automation & cross use case analytics

## SAP Focused Run

- at customer
- at SAP
- at partner

# SAP Cloud ALM



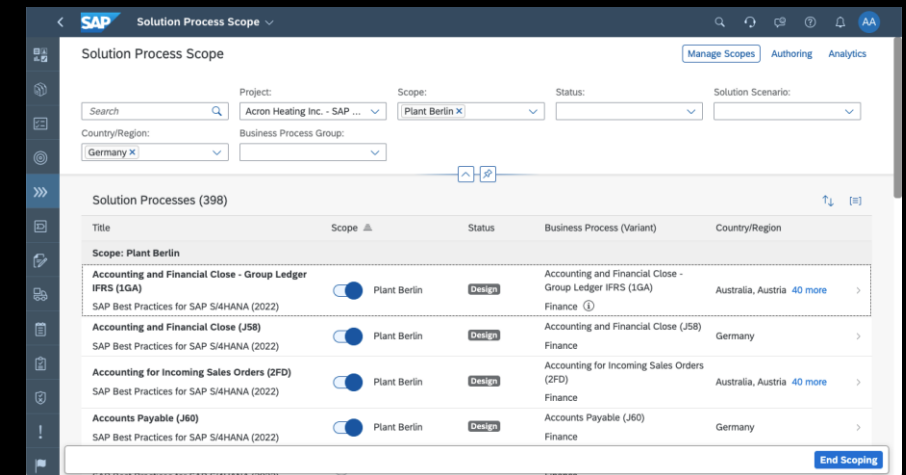
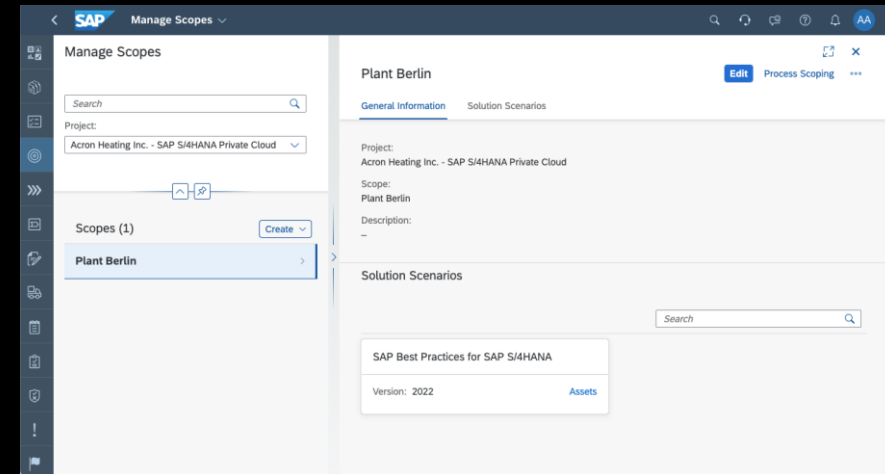
# SAP Best Practices for SAP S/4HANA 2022 for SAP S/4HANA Cloud, private edition

SAP Cloud ALM provides access to Best Practice and Reference Processes to accelerate your SAP public cloud, private cloud, or hybrid project.

SAP Best Practices for SAP S/4HANA Cloud, private edition, has been added to the rich content offer lately.

- localizations for 43 countries
- latest updates to 557 localized solution processes and respective process flows
- updates to test scripts and process diagrams
- latest updates of additional accelerators.

Please check out the following blog [here](#) and request your own SAP Cloud ALM tenant [here](#).



# SAP Cloud ALM in the SAP Discovery Center

Do you need support in getting started with SAP Cloud ALM? Check the free [missions](#) in the SAP Discovery Center to get you up to speed!

The screenshot shows the SAP Discovery Center interface. At the top, the SAP logo and 'SAP Discovery Center' are on the left, and navigation icons (chat, calendar, help, and a 'Log On' button) are on the right. Below the header, there's a 'Home / Search' breadcrumb. The main section is titled 'Search Results' with a subtext 'Search for Missions and Services here'. A search bar contains the text '"SAP Cloud ALM"' with a clear and search icon. To the left of the search bar are two tabs: 'Missions (4)' (active) and 'Services (2)'. To the right is a 'Sort By: Relevance' dropdown. Below the search bar, four mission cards are displayed. Each card has an SAP Cloud ALM icon, a title, a description, and a count of companies that have started the mission. The first card is 'Onboarding & First Steps to SAP Cloud ALM' with 138 companies. The second is 'Getting Started with SAP Cloud ALM for Operations' (marked 'NEW') with 11 companies. The third is 'Getting Started with SAP Cloud ALM for Implementation' (marked 'NEW') with 10 companies. The fourth is 'Integrate SAP Analytics Cloud with SAP Cloud ALM' with 8 companies.

**SAP Discovery Center**

Home / Search

## Search Results

Search for Missions and Services here

Missions (4) Services (2)

"SAP Cloud ALM"

Sort By: Relevance

### Onboarding & First Steps to SAP Cloud ALM

SAP Cloud ALM is an application lifecycle management offering for cloud-centric customers. It provides extensive implementation...

138 Companies have started

### Getting Started with SAP Cloud ALM for Operations

SAP Cloud ALM for Operations empowers customers to understand the health of their SAP business solutions by providing full stack...

11 Companies have started

### Getting Started with SAP Cloud ALM for Implementation

SAP Cloud ALM for implementation offers support for customers in the implementation of cloud centric solution landscapes with a...

10 Companies have started

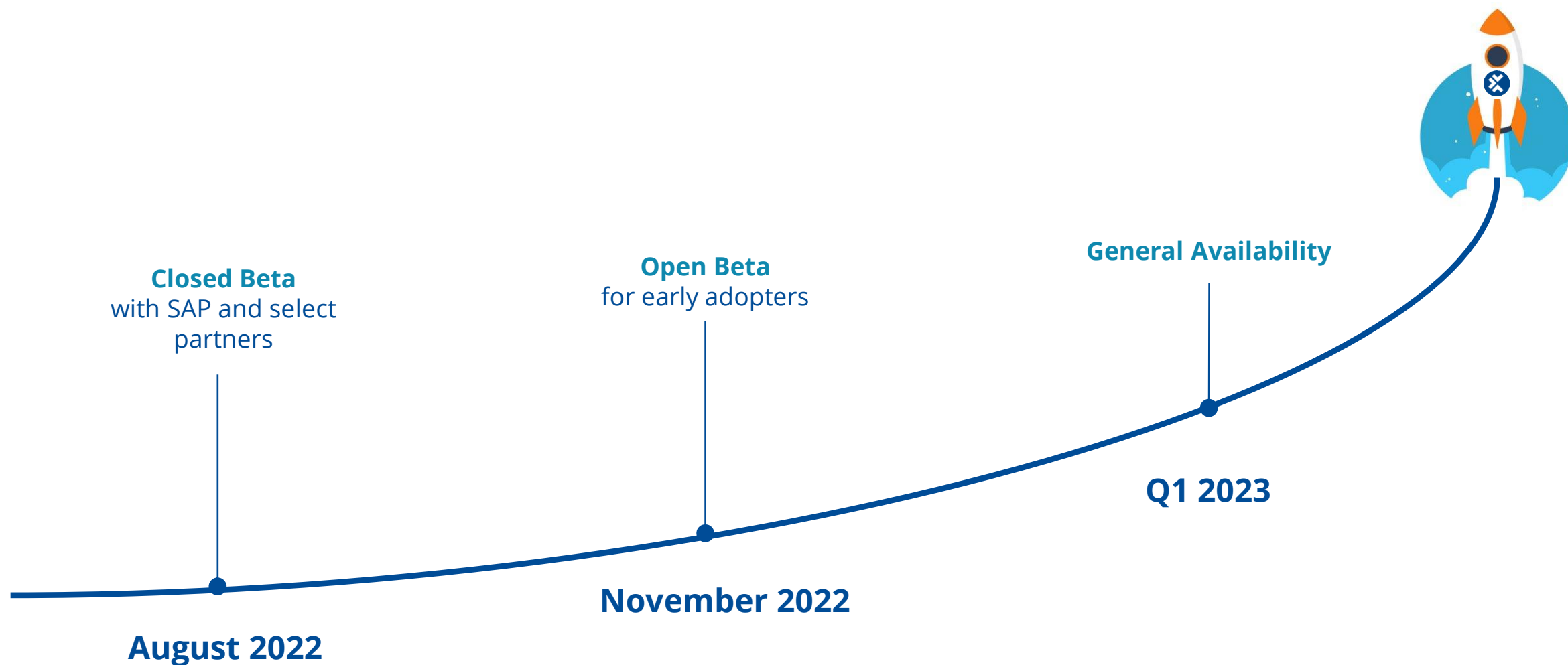
### Integrate SAP Analytics Cloud with SAP Cloud ALM

With this business use case, enterprises can learn how to connect SAP Cloud ALM tenant to SAP Analytics Cloud tenant. Enterprises can...

8 Companies have started



# Tricentis Test Automation Timeline



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

# Poll



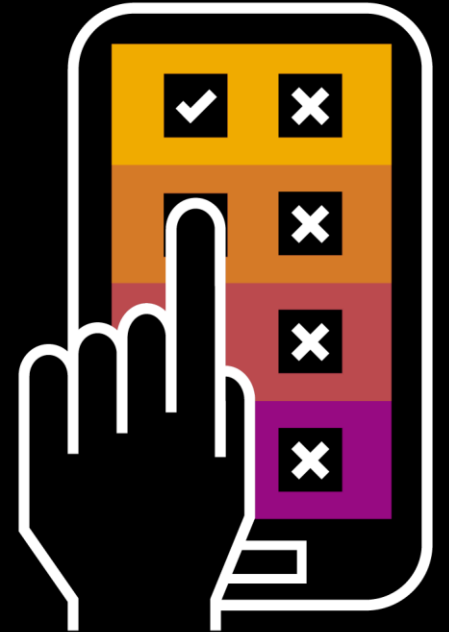
# Let's ask some questions!



Please open [www.menti.com](https://www.menti.com)

and use code **7925 9968**

<https://www.menti.com/alek8zav7via>





# Upcoming Events



# ALM Events: Save the date!

- Remote Usability Testing: Topic 20 - Using Tag and Cross-Search (Nov 29- Dec 1) ([access here](#))
- SAP Cloud ALM What's New Quarterly Update: **November 30 & December 1** ([register](#))
- What' New in SAP Focused Run 4.0 SP00: December 6 ([register here](#))
- SAP Community Call for SAP Cloud ALM Experts: December 7 ([register here](#))
- DSAG ALM Thementage St. Leon-Rot: January 24 & 25 (coming soon)



Find all ALM Events here:  
<https://support.sap.com/alm-events>

# Stay Updated: ALM Newsletter

Stay updated about the latest news in  
Application Lifecycle Management!

Register now for our monthly ALM  
newsletter here:

[Register here](#)



# Mark your calendar!

The next SAP Community Call for ALM will take place on

**December 21, 4pm CET / 10am EST.**

The focus topic of this call will be a **special year-end session**.

Reminder: **Re-Register yourself** [here](#) to receive e-mail invites for future calls!



# Q&A



# Ask you questions here!

**Please ask your questions!**

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



# Thank you.

Contact information:

Ben Schneider, SAP SE

[sap\\_cxs\\_social\\_media@sap.com](mailto:sap_cxs_social_media@sap.com)