



SAP Community Call for ALM

July 20, 2022

CXS Customer Communications and Relations, SAP SE

PUBLIC

Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP's intentional or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

Introduction



SAP Community Call for ALM: Agenda for July 20, 2022

Focus topic: SAP Focused Run

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



Tim Steuer



Tonja Kehrer



Ben Schneider



Stefan Lahr



Ian Mooney



Cay Rademann



John Krakowski Jr.



Evan Stoddard

The Application Lifecycle Management Product Portfolio of SAP




ALM Community News



ALM Community News

Product Information



Evan Stoddard
July 18, 2022 | 6 minute read


SAP Solution Manager 7.2 SPS15 is Available, Providing Key Customer Innovation Requests

0 3 99

Follow

Like

RSS Feed



Hello ALM Community!

As you know, SAP Solution Manager 7.2 development is ongoing and SAP has relied on your collaborative innovation requests from the SAP Customer Connection program to improve the user experience.

Support Package Stack 15 is now available, so let's review a handful of key features and how they can improve your usage of SAP Solution Manager. For a full detailed video recap, register for the August 2nd What's New in SAP Solution Manager 7.2 SPS15 live call (SAP Learning Hub sign-up required), check out the complete [Release Notes](#), and see the "What's New in 7.2" presentation on the [SAP Solution Manager 7.2 Home Page](#).


SAP Solution Manager Customer Connection Drives Development

Last year, 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 were pleased to include some of them in earlier support packages. With SPS15, we continue the process to include these key requests to improve and streamline the user experience.

Now, let's have a look at one of the key features!

SAP Solution Manager 7.2 SP15 is Available, Providing Key Customer Innovation Requests

Product Information



Joerg Marenk
July 18, 2022 | 3 minute read

Support Package 10 of Focused Build released – including lots of requests from our customers

0 8 215

Follow

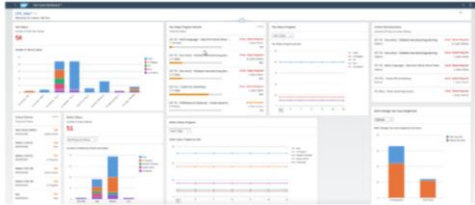
Like

RSS Feed

With the newest Support Package 10 of the Focused Build Add-On for SAP Solution Manager we spent again most of the development effort for requests raised by our customers as part of the Customer Connection Program. These raised and qualified requests give us the chance to identify where our customers see room for improvement to make the implementation projects supported by the Focused Build methodology easier and more stable. A summary of the 2021 Customer Connection Program for SAP Solution Manager including Focused Build can be found [here](#). In this blog post I want to focus on some specific new functionalities.

New Test Suite Dashboard

One of the biggest development pieces was the completely new designed Test Suite Dashboard. We focused on the usage of the latest and most modern Fiori elements to offer a unique way to analyse your test management data from different perspectives. The pre-delivered Overview-page consists of several cards which can be adjusted directly by every Test Manager according to their needs. Jumping to the details pages allows a more specific view on the data, for example on created Defects or the Test Step progress. The used Fiori elements allow a quick change of the visualization, for example stacked bar or pie charts, and the creation of page variants for specific analysis which can also be shared with other users.




Overview Page of the new Test Suite Dashboard

Process Management – Detection of manual edits in Solution Documentation

Although the general recommendation for the processing of documentation is the direct creation or update in

Support Package 10 of Focused Build released - including lots of requests from our customers Process Readiness Overview with SAP Focused Build

Technical Articles



Carolina Aksel
July 15, 2022 | 4 minute read

Synthetic User Monitoring (SUM) in SAP Cloud ALM in action

1 5 141

Follow

Like

RSS Feed

Synthetic User Monitoring is a newest app in SAP Cloud ALM. In this app you are informed about availability and performance issues of your web applications **before end users are getting affected by it**. It does so, by executing on a regular schedule custom Selenium IDE scripts.

By the way: SUM is not meant for application testing or for task automation. For this, there are other nice capabilities planned or already available.

Selenium is an open-source framework for testing web applications. It consists of Selenium IDE (tool that is used to create Selenium scripts) and Web-browser-specific Selenium WebDriver (component that executes the Selenium scripts) with Selenium Grid (smart proxy server to provide easy way to run tests in parallel on multiple machines).

Synthetic User Monitoring (SUM) provides us with 2 main benefits.

It provides us with **Proactive detection** which enables us to detect issues early and even before the end-users encounter problems. Synthetic User Monitoring also provides us with **Factual Metrics**. SUM re-executes same scenarios, and it allows us to monitor the evolution of the performance and availability based on metrics collected.

Let's have a look into the SUM main features:

- Monitoring of web applications with custom Selenium IDE scripts. These Selenium IDE files are containing groups of test **scripts**.
- Selenium remote web driver infrastructure is used for executing Scenario commands. For that you have to define **runners**, which are the components executing the tests of the scenarios.
- Scenario execution intervals are configurable.
- Metrics are captured at the **scenario** step level. Which means you can drill down a scenario to display performance and availability values on runner and step level.
- Performance evaluation is based on configurable thresholds.

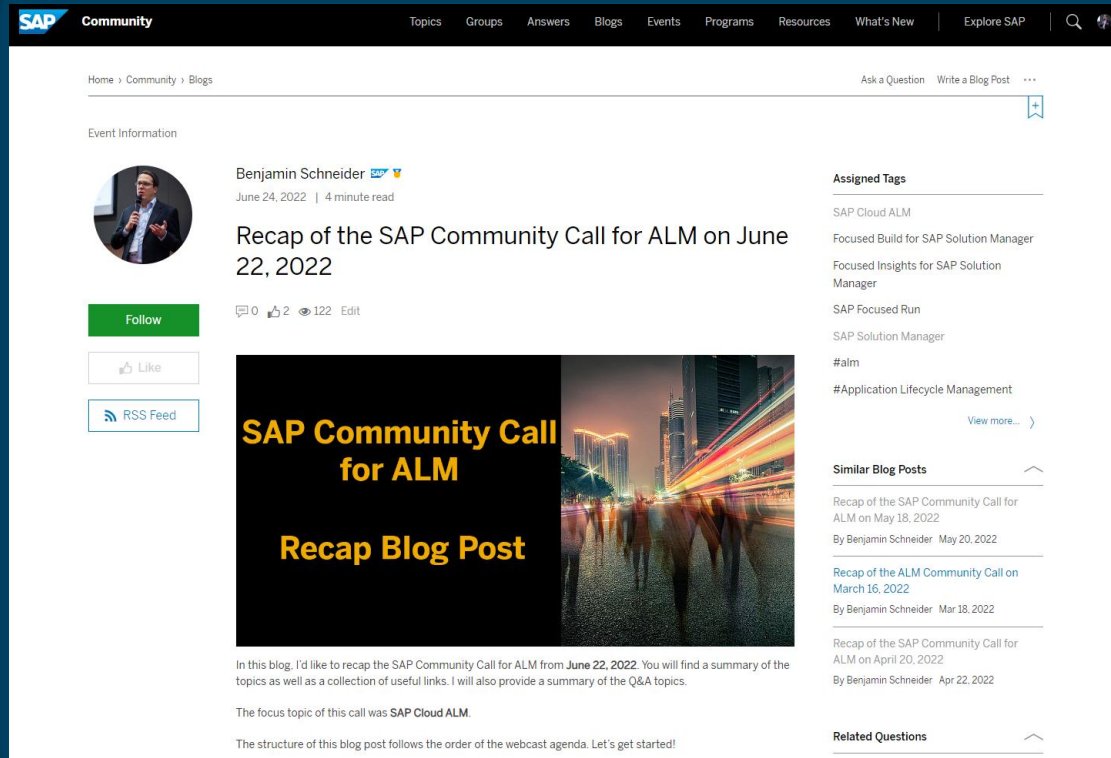
Currently SUM keeps the scenario's execution metrics for 14 days.

So what do we need to do now to get started with Synthetic User Monitoring?

Synthetic User Monitoring (SUM) in SAP Cloud ALM in action

What's New in Focused Insights SP10

Recap Blog of the June Call



The screenshot shows the SAP Community interface. At the top is a navigation bar with links like Topics, Groups, Answers, Blogs, Events, Programs, Resources, What's New, and Explore SAP. Below this, the breadcrumb path is 'Home > Community > Blogs'. The main content area features a profile picture of Benjamin Schneider, his name, and the post title 'Recap of the SAP Community Call for ALM on June 22, 2022'. There are buttons for 'Follow', 'Like', and 'RSS Feed'. A large image with the text 'SAP Community Call for ALM Recap Blog Post' is displayed. Below the image, the post text begins: 'In this blog, I'd like to recap the SAP Community Call for ALM from June 22, 2022. You will find a summary of the topics as well as a collection of useful links. I will also provide a summary of the Q&A topics. The focus topic of this call was SAP Cloud ALM. The structure of this blog post follows the order of the webcast agenda. Let's get started!'. On the right side, there are sections for 'Assigned Tags' (SAP Cloud ALM, Focused Build for SAP Solution Manager, Focused Insights for SAP Solution Manager, SAP Focused Run, SAP Solution Manager, #alm, #Application Lifecycle Management) and 'Similar Blog Posts' (Recap of the SAP Community Call for ALM on May 18, 2022, Recap of the ALM Community Call on March 16, 2022, Recap of the SAP Community Call for ALM on April 20, 2022).

Each SAP Community Call for ALM is followed by a recap blog post, where we collect all topics, links and answers to questions asked during the call.

Check out the [blog from June](#) and follow the SAP Community Tags *SAP Solution Manager* and *SAP Cloud ALM* to get notified about new blogs!

Community News

1.

[Join the ALM Community](#)

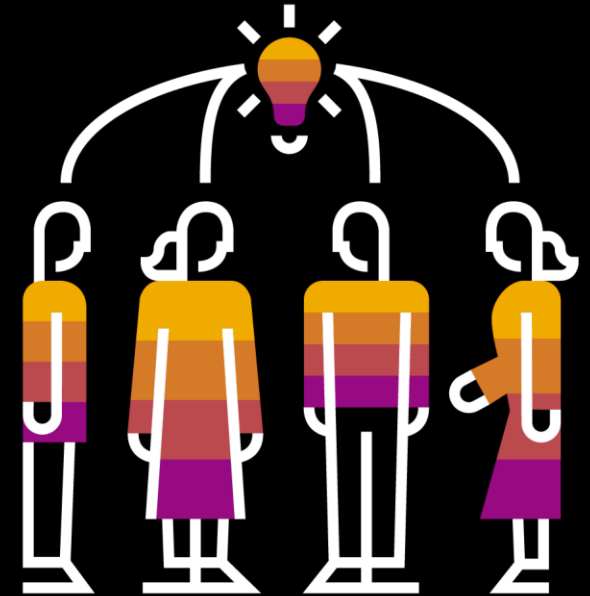
2.

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

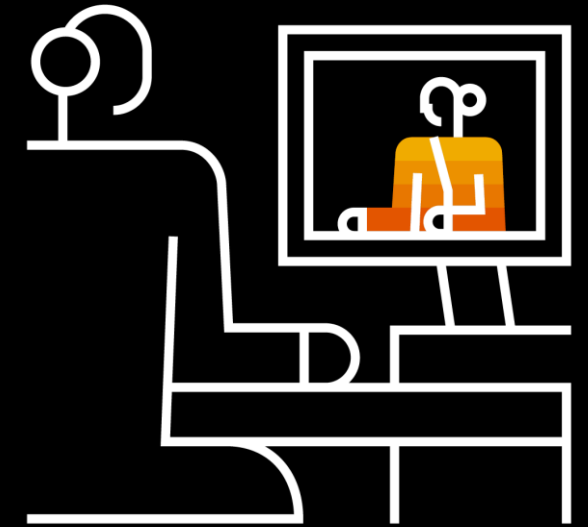


News from Product Support - How to Use Schedule an Expert Efficiently

In the SAP Community call for ALM in February we mentioned that there are several channels for you as a customer available to reach out to Product Support. We would like to give some more information about the Schedule an Expert channel and how you can use it.

What is Schedule an Expert?

- A real-time support offering that will enable customers to directly schedule 30-minute block of time to meet with a support expert and discuss a topic which you would normally log an incident or an Expert Chat for. Schedule an Expert offers a new way to connect with an SAP Support expert in a live, one-on-one 30-minute call.
- It is not a consulting service



News from Product Support - more information about Schedule an Expert

Useful resources:



[2651981](#) - Schedule an Expert - Frequently Asked Questions

[2476729](#) - How to book a Schedule an Expert session

[2475939](#) - How to cancel or reschedule a Schedule an Expert session

[2478334](#) - How to join a Schedule an Expert session with Microsoft Teams [VIDEO]

[2705707](#) - How to use Schedule an Expert for Open Incidents [VIDEO]

[2651182](#) - Schedule an Expert for Open Incidents - Frequently Asked Questions

[Schedule an Expert - Available Product Families and Expert Areas](#)

[Schedule an Expert SAP Support Portal informational page](#)

ALM News & Updates



SAP Solution Manager



SAP Solution Manager 7.2 SP15 has been released!

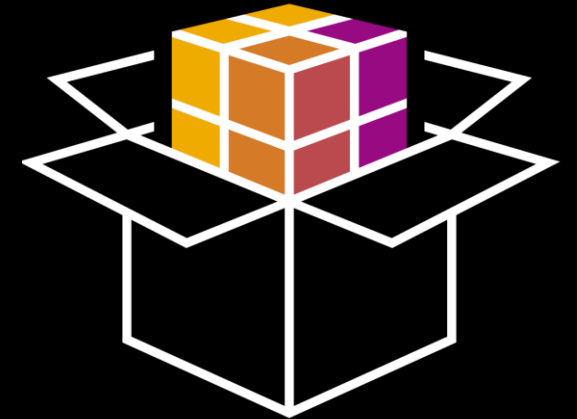
On July 18, **SAP Solution Manager 7.2 SP15** (incl. SAP Fiori apps 1.0 for SAP Solution Manager SP14) together with SAP Focused Build and Insights 2.0 SP10 have been successfully released as planned.

You can find the Release Notes [here](#).

This support package delivers a lot of features coming from the latest round of **customer connection**.

To find out what is in SP15, please join the upcoming What's New calls:

- What's new in SAP Solution Manager SP15: **August 2** ([register here](#))
- What's new in Focused Build SP10: **August 3** ([register here](#))
- What's new in Focused Insights SP10: **August 4** ([register here](#))



SAP Cloud ALM



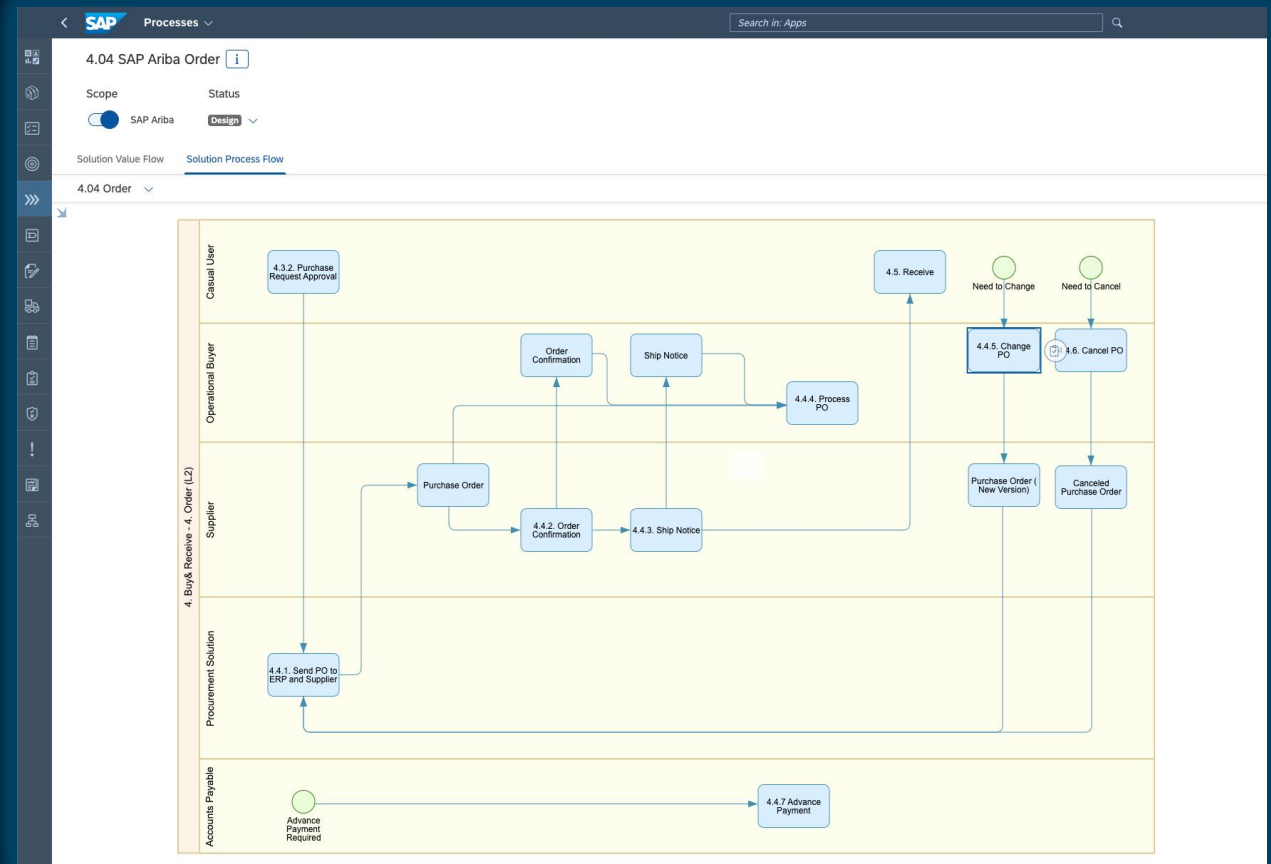
Coming Soon!

SAP Cloud ALM implementation content for SAP Ariba

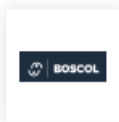
Lab Preview

Out-of-the-box implementation of integrated processes:

- Effectively run fit-to-standard workshops with process templates
- Easily onboard your project team
- Automate task assignment for your project members
- Orchestrate all test activities
- Consistently deploy to production
- Monitoring for SAP Ariba integration and exception ([available today!](#))
- Track progress with built-in reporting



Accelerated implementation and adoption following the SAP Activate methodology for SAP Ariba!



BOSCOL: Collaboration App for SAP Cloud Products
by Robert Bosch (BGSW)

[At a Glance](#) [Features](#) [Pricing](#) [Technical Information](#) [Resources](#) [Publisher](#)

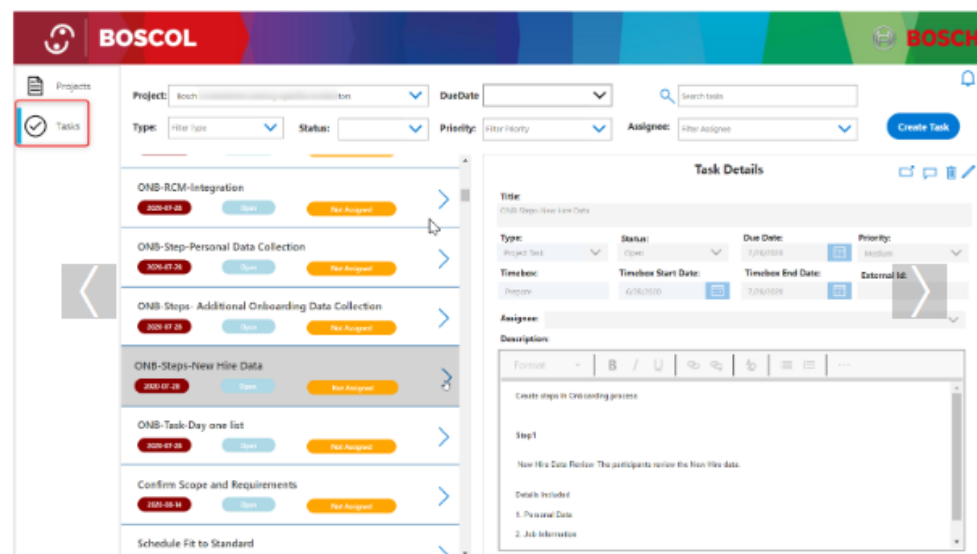
Bosch SAP Cloud Collaboration App

Success of Project delivery / Service delivery largely depends on efficient collaboration & planning. BOSCOL enables seamless integration of SAP Cloud Products with MS Teams. Simplifies usage and results in higher adoption.

Get It Now

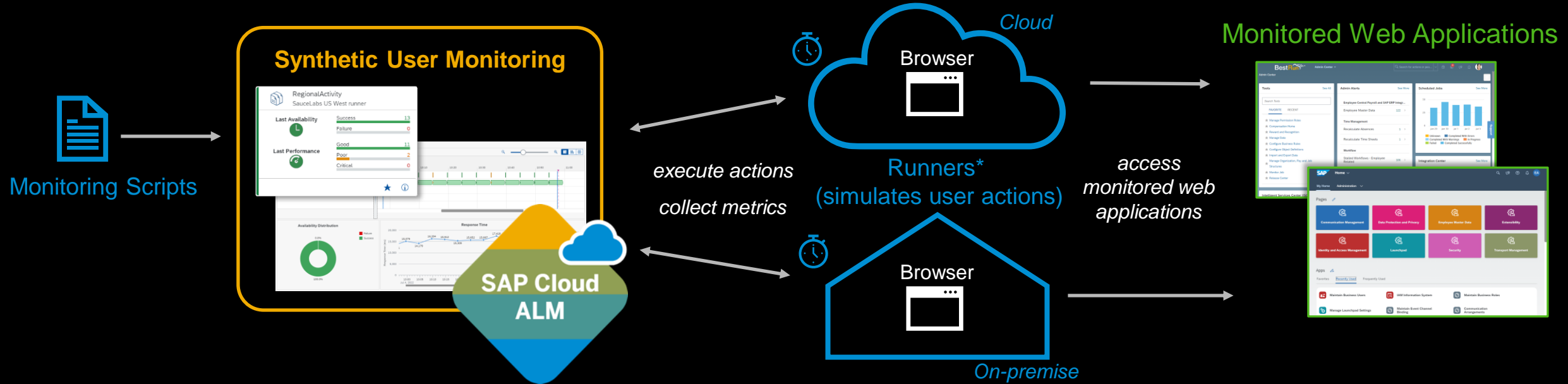
Solution Types
Extensions and Add-ons

Works With
7 SAP Solutions



User & Performance Monitoring – Synthetic User Monitoring

Monitor Performance and Availability of web applications from user perspective



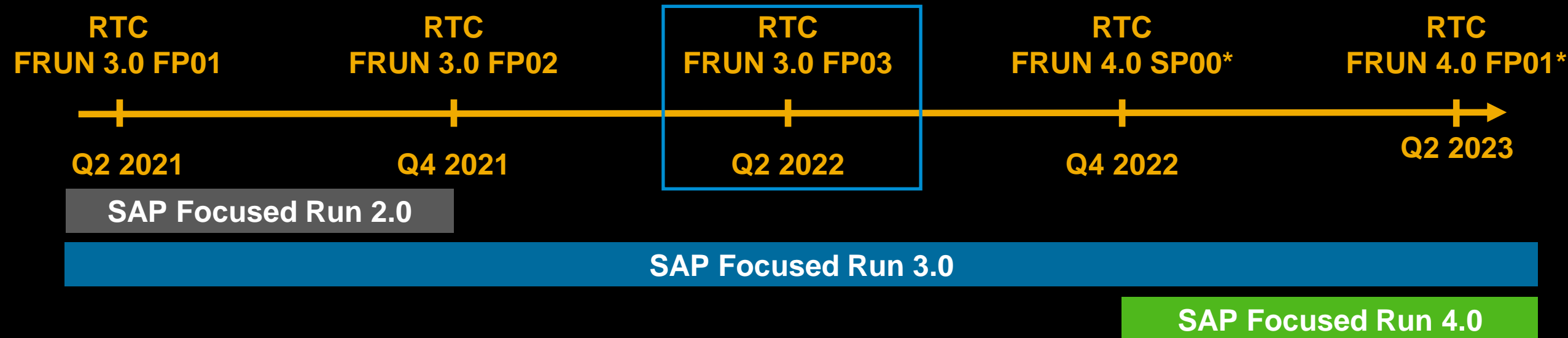
- Monitoring based on custom **Selenium IDE** scripts → supports most of the web applications.
- Regularly executed on **Selenium remote WebDriver infrastructures** (W3C standard).
- **Proactive detection**: 24/7 monitoring enables you detect performance and availability issues early, potentially before the end-users face them.
- **Comparable metrics**: monitoring relies on the **same scenarios being re-executed**. This allows you to **monitor the evolution** of the performance and availability.

SAP Focused Run



SAP Focused Run – Delivery

- **Continuous delivery of new innovations** based on customer feedback
- Keeping functional focus on **application operations for hybrid landscapes**
- **Three year release cycles** with delivery of **two delivery units per year** → **One year overlap** to change to next release
- **Regular technology updates** for ABAP, HANA and SAPUI5 to use latest innovations **following SAP S/4HANA product strategy**



SAP Focused Run – Functional Overview

Advanced Integration Monitoring – Focused on correlation of e2e message flows and integration related exceptions

Advanced User Monitoring – Focused on end user performance and utilization based on real as well as synthetic user activities

Advanced Application Management – Focused on application aspects as monitoring of application healthiness and jobs as well as service availability, IT calendar and work mode management

Advanced Configuration Monitoring – Focused on monitoring of configuration & software changes including validation of security policies

Advanced System Management – Focused on monitoring of systems, databases, and hosts as well as EarlyWatch Alert, license management and remote service delivery

IT Infrastructure Monitoring – Focused on monitoring of technical infrastructure components (no own visibility in this layer)

Advanced Alert & Event Management

Calculation of specific alerts based on pre-defined thresholds

Unified alert inbox & alert handling procedures

Correlation of alerts to alert clusters to point more efficient to the root cause of an issue

Advanced Root Cause Analysis

Dedicated RCA capabilities as system analysis, trace analysis and file system browser

Works on real-time raw data as well as aggregated historical data

Formalizes collected analysis knowledge to guided RCA

Operation Automation

Execution of manual or automated actions triggered by alerts to increase resolution efficiency by time reduction

Automation of regular operations tasks to increase operation efficiency and quality

Advanced Analytics & Intelligence

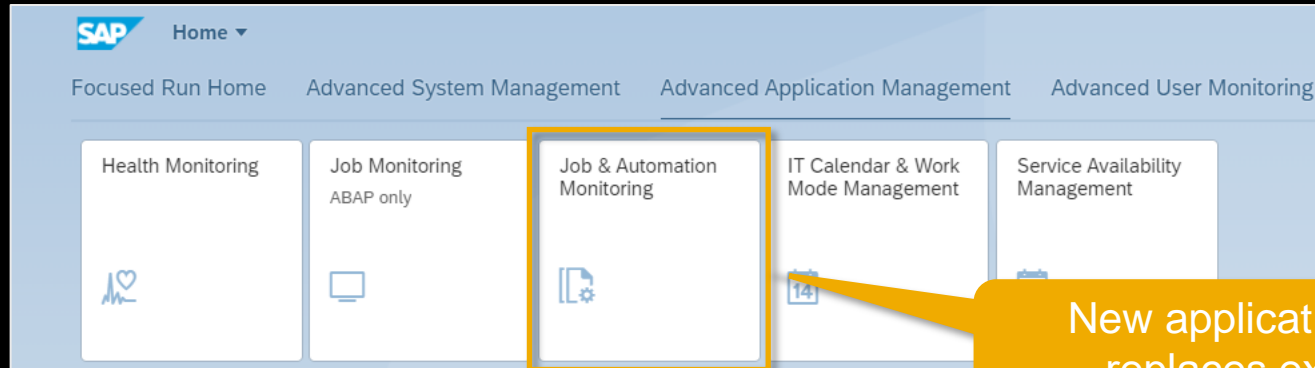
Provides flexible dashboards for data coming from different use cases (cross use case analytics)

Uses AI capabilities to derive intelligent decisions

Standardizes open API's for efficient data transfer



Example - Job & Automation Monitoring



New application has been delivered with FP02 and replaces existing “Job Monitoring (ABAP only)”

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).

SAP Focused Run 3.0 FP03

- offers monitoring for ABAP jobs and BW Process Chains
- offers monitoring for S4/HANA Cloud Essentials Application Jobs, Intelligent Robotic Process Automation Jobs and further job types
- offers job execution data analysis (e.g. for runtime, failure rate ...)
- covers most features of Job Monitoring (ABAP only) (for details see [Expert Portal](#)).

SAP Focused Run 4.0 FP00*

- will cover all features of Job Monitoring (ABAP only)
- will offer migration option for configuration from Job Monitoring to Job & Automation Monitoring

Demo: Job and Automation Monitoring – Data Analysis





Example - Tactical Dashboard

New Tactical Dashboard features:

- **Java Systems** are now fully supported in the **Patch Level for each Software Component**
- If “Latest Available Patch Level” is lower than the “Patch Level” value, a **warning is now displayed** and the corresponding component is not rated
 - This can happen when the CR content is not updated as requested
- **Improved Performance** for the Maintenance Scenario using pre-calculated LMDB values from SAP_FRN_AAI_CALC Job

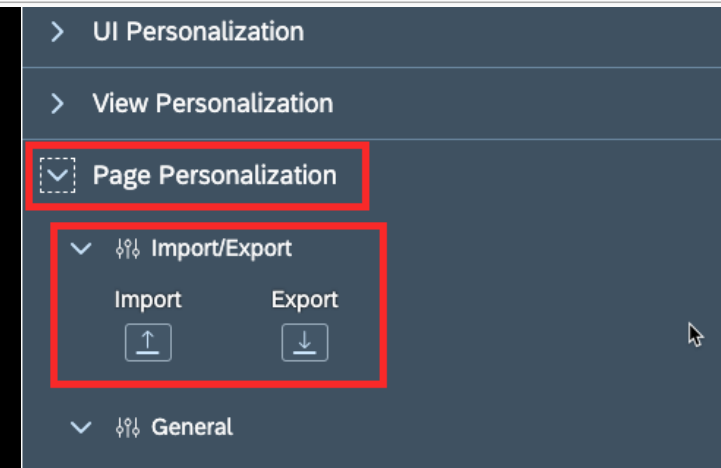
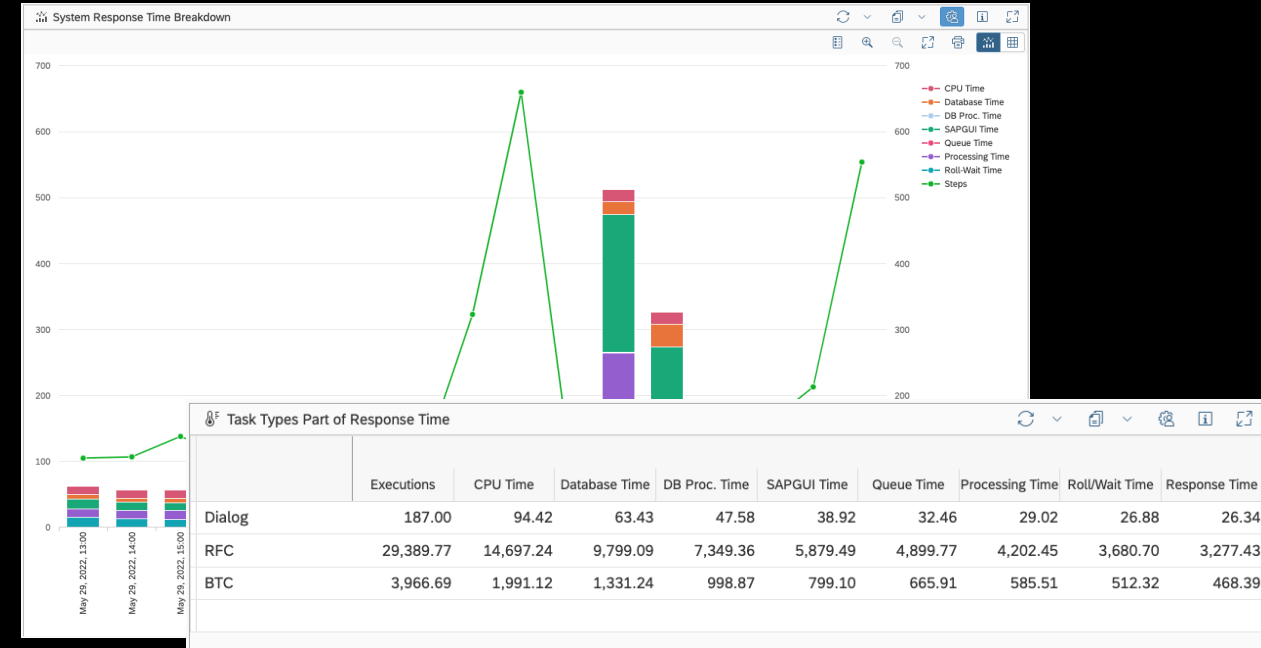
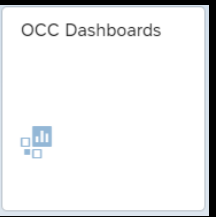
Software Component	Version	Patch Level	Latest Available Patch Level
ADOBE DOCUMENT SERVICES 7.50	7.50	19 P1	22
AJAX RUNTIME 7.50	7.50	19 P0	22
ATS TEST TOOL 7.31	7.31	13 P0	0 ⚠
BI BASE EXPORT SERVICES 7.50	7.50	19 P0	22
BI BASE FOUNDATION 7.50	7.50	19 P0	22
BI BASE SERVICES 7.50	7.50	19 P0	22
BI INFORM. BROADCASTING 7.50	7.50	19 P0	22
BI REPORTING AND			

ATS TEST TOOL 7.31	7.31	13 P0	0 ⚠	Latest available patch level is lower than the current one. This is most likely due to a CR content not up to date. Please refer to section "Importing the updates in FRUN systems" in SAP Note 669669-Update of SAP System Component Repository
BI BASE EXPORT SERVICES 7.50	7.50	19 P0	22	
BI BASE FOUNDATION 7.50	7.50	19 P0	22	
BI BASE SERVICES 7.50	7.50	19 P0	22	

Example - OCC Dashboard (1/3)

New OCC Dashboard features are:

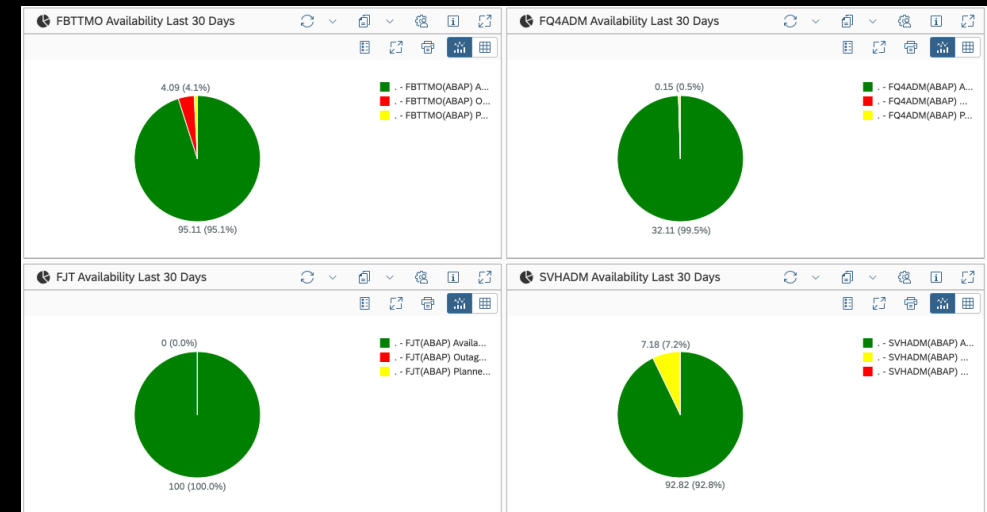
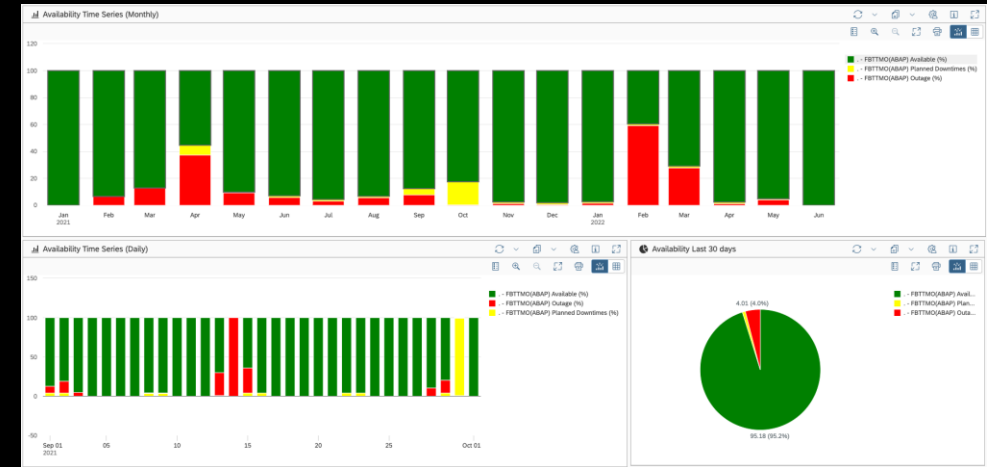
- New **Statistical Records** Data Provider to display different “ST03N” metrics for each system
- New **Import / Export** functionality available in “**Page Personalization**” area
 - Can be used to “**transport**” complex configurations from Test to Prod
 - Export → Modify → Import
 - Use it in the same system to do bulk changes on the json file before importing again



Example - OCC Dashboard (2/3)

New key figure available in the Service Availability Management data provider: **Availability Time Series**

- This KPI will return three series for each system:
 - "Available"
 - "Outage"
 - "Planned downtime"
- Unit of measure
 - Percentage
 - Minutes
- Supported granularities
 - Hour
 - Day
 - Month

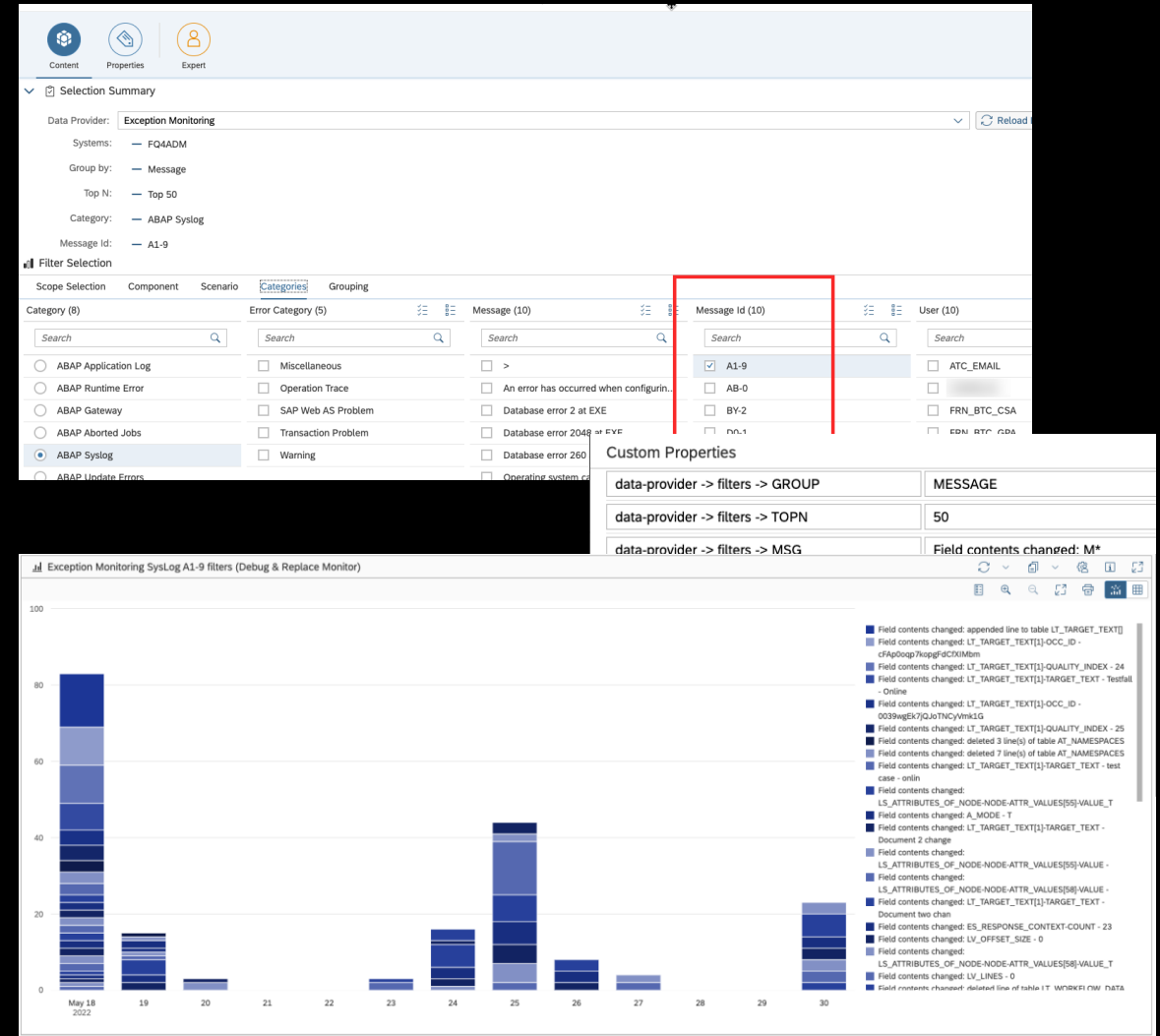


Example - OCC Dashboard (3/3)



Additional filter on **Exception Monitoring** data provider

- It can be used, for example, to filter only specific Message IDs in SysLog exceptions (e.g. A1-09, Debug and Replace activity detected)
- **Wildcards** are now supported in filters in expert mode



Alerts Data Provider

- It is now possible to select individual KPIs
 - Alerts Created
 - Alerts Confirmed

Demo: Analytics Dashboards



Poll



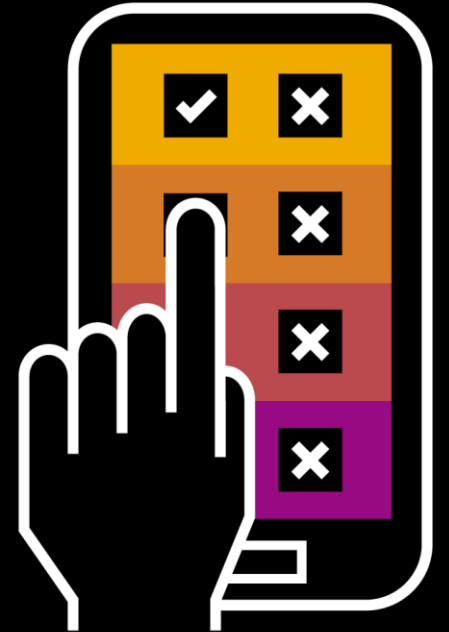
Let's ask some questions!



Please open www.menti.com

and use code 2064 6060

<https://www.menti.com/6fhw75fo2n>



Upcoming Events



ALM Events: Save the date!

SAP Cloud ALM What's New Quarterly Update: **July 27 & 28** ([register here](#))

What's new in SAP Solution Manager SP15: **August 2** ([register here](#))

What's new in Focused Build SP10: **August 3** ([register here](#))

What's new in Focused Insights SP10: **August 4** ([register here](#))

SAP Community Call for SAP Cloud ALM Experts: **August 3** ([register here](#))

DSAG Jahreskongress Leipzig, October 11 -13 ([register here](#))



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

SAP ALM Summits 2022

Shape your future ALM strategy!

July 26 - 29: APJ (virtual)

October 18 - 21: EMEA (in-person)

November 2 - 4: NA (in-person)

[Info & Registration](#)

SAP ALM Summit EMEA

Shape Your Future ALM Strategy!

October 18 to 21, 2022
Manufaktur Mannheim, Germany

Benefit from 4 packed days with 50+ sessions.

Learn from our ALM customers.

Leverage our partners' experience.

Discuss with ALM experts.

Make use of countless networking possibilities..

EARLY BIRD TICKET

(until July 31, 2022)

1.350 € + 19% VAT

REGULAR TICKET

1.650 € + 19% VAT

[Register here](#)



VOSTURA

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

August 17, 4pm CEST / 10am EST.

The focus topic of this call will be [SAP Solution Manager](#).

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:

Benjamin Schneider, SAP SE
sap_cxs_social_media@sap.com