ALM Community Call
November 25, 2020

CXS Customer Communications and Relations, SAP SE

PUBLIC
Intro Video

https://www.youtube.com/watch?v=vzf4PTmzz0A
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.
Welcome and Introduction
What is the ALM Community Call?

- A monthly call for the whole ALM community
- One focus topic, but news from all ALM areas
- Lots of room for product demos and Q&A with additional experts in the “back” to answer your questions
ALM Community Call: Agenda for November 25, 2020
Focus topic: SAP Focused Run

Welcome and Introduction
ALM News and Updates
SAP Focused Run
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
Tim Steuer
Stefan Lahr
Heinz Ludwig Wolter
Cay Rademann
Evan Stoddard
The Application Lifecycle Management Product Portfolio of SAP
The Application Lifecycle Management Product Portfolio of SAP

SAP Focused Run

2.0

7.2
SAP Solution Manager

SAP Cloud ALM
ALM News & Updates
Community News

Follow Tim’s To-Do list to find out what’s going on in ALM!

Follow our Community Tags to stay up to date!

SAP Cloud ALM
SAP Solution Manager
SAP Focused Run
ALM Summit EMEA recap

Q&A document

At the ALM Summit EMEA 2020, held virtually from October 6 to 9, many questions were asked in the chat during the keynotes.

We have collected them all, provided answers and published these questions and answers in a document which you can download.

Session recordings

The session recordings are available in the event app or in this playlist on YouTube.

https://support.sap.com/content/dam/support/en_us/library/ssp/alm/QA_ALM.pdf
Customers are looking for advice on how to manage hybrid solutions

We have collected ALM best practices to be published in a series of five white papers:

- Hybrid Operations
- Monitoring, managing and improving business processes of SAP customers
- Support processes for an Intelligent Enterprise
- Service delivery infrastructure for the Intelligent Enterprise
- Agile implementation and maintenance of SAP Solutions

https://support.sap.com/en/alm/hybridALM.html
It's THIS time of the year again (soon)!

Starting on December 1st, we will open a virtual door each workday on our ALM Advent Calendar, highlighting our most important (and enjoyable!) ALM assets.

You can find the daily door opening on the ALM Advent Calendar Blog

or follow #ALMADVENT on Twitter and join the fun!
SAP Focused Run
SAP Focused Run – Release Strategy

- **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

<table>
<thead>
<tr>
<th>Release</th>
<th>Q2 2020</th>
<th>Q4 2020</th>
<th>Q2 2021</th>
<th>Q4 2021</th>
<th>Q2 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTC FRUN 2.0 FP03</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RTC FRUN 3.0 SP00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RTC FRUN 3.0 FP01</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RTC FRUN 3.0 FP02</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RTC FRUN 3.0 FP03</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SAP Focused Run 2.0

SAP Focused Run 3.0
System Mgmt. & Configuration Monitoring
- UI improvements for System Monitoring
- Improved MAI template maintenance and rule based MAI template assignment
- RFC and TCP availability as metrics for Open Component Monitoring plus house keeping
- Mass maintenance and UI improvements for Service Availability Management
- Alert integration in Configuration Monitoring

Alert Management & Operation Automation
- Improved Alert Clustering in Alert Management
- Support of hosts by Guided Procedure FWK

Integration Monitoring & User Monitoring
- Enhanced content and several UI improvements in Integration Monitoring
- New views “topology view” and “client overview” in Real User Monitoring
- Trace integration and increased configuration flexibility in Synthetic User Monitoring

RCA, Analytics & Intelligence
- UI improvements in System Analysis plus improved handling of Open KPI Store
- New data providers and content for OCC and tactical dashboards

UI unification
- Finalization of UI unification based on collected customer feedback ➔ Establish identical user experience in all Focused Run applications

Agent less push
- Support of agentless push based data transfer ➔ Increase coverage for SAP based cloud products for all application monitoring use cases

Advanced Application Management
- Establish Advanced Application Management as new category for applications which unifies handling of cloud services and on-premise systems

Health Monitoring
- Provide Health Monitoring for unmodelled and non-correlated monitoring of cloud services and on-premise systems

Synthetic User Monitoring
- Enhance Synthetic User Monitoring with selenium based approach to record and replay user clicks

Correlation
- Correlate events and metrics coming from different monitoring use cases to problem contexts to accelerate the problem resolution process
- Increase support to identify correlation potential and to derive associated correlation roles

Open infrastructure
- Simplified consumption of external data sources including UI integration and correlation with data originally coming from SAP Focused Run

Usage of machine learning
- Initial threshold definition and dynamic threshold adaptation based on machine learning for application monitoring use cases

Prediction
- Predict anomalies across all monitoring use cases to allow identification of problems before they influence business service availability

Operation Automation
- Close the gap between problem detection and problem resolution by delivering out-of-the-box and automated problem resolution procedures
- Provide automation content for on-premise and cloud products to relieve operation staff from reoccurring tasks

Content, content, content, …
- Follow SAP’s strategy to cover the complete SAP product scope from operation perspective
- Support in particular all components belonging to Intelligent Suite as target architecture

This is the current state of planning and may be changed by SAP at any time.
SAP Focused Run – Use Cases & High Level Architecture

SAP Focused Run - Application Foundation

- Landscape Management Database
- Simple Diagnostic Agent & SAP Host Agent
- Monitoring & Alerting Infrastructure
- Expert Scheduling Framework
- Simple System Integration
- Guided Procedure Framework

SAP HANA + SAP NetWeaver ABAP + SAPUI5 as Technology Foundation
SAP Focused Run Launchpad - New Group Advanced Application Management

New features are:

- **New Group: Advanced Application Management (AAM) introduced**
  - Consists of Health Monitoring, Job Monitoring, IT Calendar & Work Mode Management and Service Availability Management

- **Open Component Monitoring renamed to Health Monitoring**
  - Enhanced functionality for monitoring of Applications which are covering *cloud services* as well as *on-premise systems*
  - New page *Application Check Metrics*
Advanced Application Management
Health Monitoring

New features are:

- **New tab Application Check** measure the health of an cloud application based on collected status information and performance metrics.

- The cloud application implements an API. The **HTTP Health API** is called from a data collector running on a Simple Diagnostics Agent in the customer network. The data collector uses the API to extract metrics (key Performance indicators) from the cloud application.

- **SAP public cloud applications** will implement the HTTP Health API step by step

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

New Application Check UI features are:

- **Details:**
  - Display actual rating of a Metric e. g. green, red etc.
  - Display historical monitoring data for a Metric

- **Configuration:**
  - Configure a Destination:
    o Specify Parameters for data collection
    o Specify Alert Configuration
    o Specify Threshold Configuration

- **Collector:**
  - Check collection of monitoring data for a Destination
Health Monitoring

New **Application Check** configuration features are:

- **Alert configuration** for a **Destination**
  When Health Monitoring rates a Metric as Critical or Fatal an Alert is created. The Alert configuration defines what will happen when an Alert is created:
  - Categorize an Alert by assigning an Alert Category to display Alerts by category in Alert Management application
  - Send Notification when Alert is created or closed
  - Create Alert for each Metric of a Destination or for each Label of a Metric
  - Forward Alerts to external systems (e.g., ticket systems)
  - Maintain Alert Rules to restrict the Metrics for which an Alert will be created (e.g., all Metrics with a Metric Name containing 'CALM').

- **Threshold configuration** for a **Metric of a Destination**
  Define when a Metric will receive a certain rating e.g., Info (blue), Ok (green), Warning (yellow), Critical (red), Fatal (red).

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

New features are:

- **Mass Maintenance for Availability Metrics**
  
  - Create or change several Availability Metrics by performing the following steps:
  
  1) Create a csv-file which contains the Metrics and their parameter values. If you omit a parameter value a default value will be used.

  2) Create a variant which contains a mapping between the values in the csv-file and the parameters of the Metric in the Health Monitoring application.

  3) Execute the Mass Maintenance in the Health Monitoring application to create or update the Metrics.

**Result:**

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

New features are:

- **Conversion of Metrics of type Host Availability, URL Availability, TCP Port Availability, RFC Availability to Availability Metrics**

  - When you used Metrics of type Host Availability, URL Availability, TCP Port Availability, RFC Availability in FRUN20 and you upgraded your Focused Run system to FRUN30 SP00 then you are notified in the Health Monitoring application to run a report which converts these Metrics to Availability Metrics (see SAP Note 2971129).

  - The conversion of Metrics is required because Availability Metrics offer a greater range of functionality than the 'old' Metrics. When the execution of the report finishes you will find the Metrics you created in FRUN20 in tab 'Availability' in the Health Monitoring application. The tabs which refer to the 'old' Metrics are hidden.

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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

New features are:

- Possibility to monitor web-application via Selenium IDE script – i.e. considering the client rendering time in the monitoring of the Performance.

- Capture of execution screenshots (for Selenium scripts only)

- Capture of web-browser performance metrics (for Selenium scripts only)

- Memory consumption of screenshots is configurable and transparent via housekeeping information.

This is the current state of planning and may be changed by SAP at any time.
Upcoming Events
What’s New Webinar: SAP Focused Run 3.0 SP00

This event celebrates the launch of SP00 for SAP Focused Run 3.0. Learn from our experts about the highlights in this feature-packed release.

Wednesday, December 9, 2020 2:30 PM - 3:30 PM (UTC+01:00)

Register here

IMPORTANT: To access the SAP Learning Hub, edition for SAP Enterprise Support, a one-time sign up is required.

A valid S-user is required to attend Expert Webinar sessions.

If you have any questions about your scheduled offering, course changes, please contact SAP ES Academy
SAP TechEd 2020

Find all ALM-related sessions at SAP TechEd 2020 in this blog.

Register for free and plan your agenda on the SAP TechEd 2020 website!
Mark your calendar!

The next ALM Community Call will take place on

**December 16, 4pm CET / 10am EST.**

**Special year-end review and outlook session!**

All registered participants will receive an e-mail invite for this call.
Ask you questions here!

Please ask your questions!

Use the Q&A panel in the Zoom webinar to ask your questions.
Happy Thanksgiving!
Thank you.

Contact information:

Benjamin Schneider, SAP SE
sap_cxs_social_media@sap.com