



# SAP Community Call for ALM

Customer Communications & Relations for ALM, SAP SE

April 17, 2024

Public



# SAP Community Call for ALM: Agenda for April 17, 2024

ALM Community News

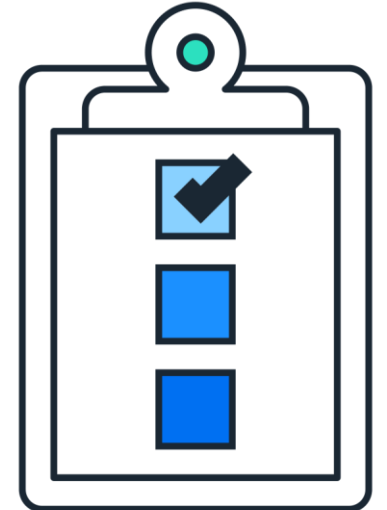
**Focus Topic:** Selective Data Transfer for SAP Cloud ALM: Axel Schulze

Poll

Additional ALM news

Upcoming Events

Q&A



# Speakers and Background Experts



Evan Stoddard



Axel Schulze



Cay Rademann




John Krakowski

# **ALM Community News**

# SAP Community News

## New features for Documents in SAP Cloud ALM

 **Sinje**  
Product and Topic Expert

a week ago

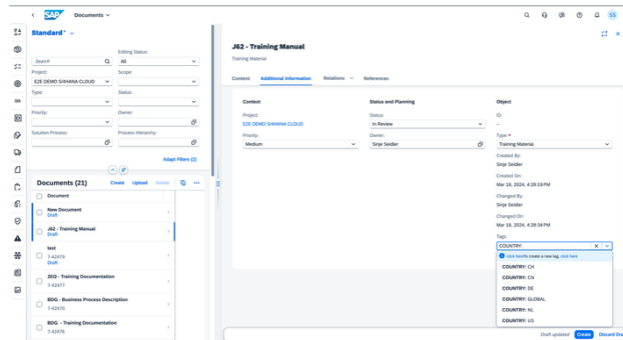
 5 Kudos

### Tagging of documents

Now, you have the ability to use **Tags** to better categorize or describe documents. You can use tags in a more controlled manner by defining tag groups. Certain tags should be centrally defined by the tag administrator in the **Tag Management Application**. This will assist project members in using the appropriate tags. Tags can also be used by end users to quickly add attributes to documents. Simply enter any text and press enter.

For more information on tags, please check out the application help:


<https://help.sap.com/docs/cloud-alm/applicationhelp/tag-management?q=tag>



## New Customer Influence Campaign for Cloud ALM for Service

 **Ulrike\_Hormann**  
Associate

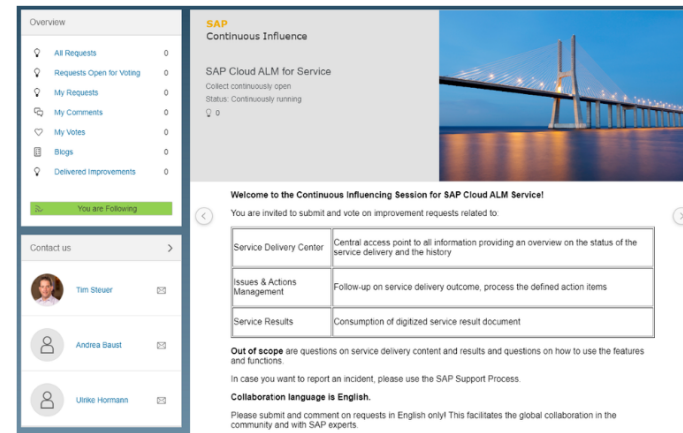
2 weeks ago

 0 Kudos


SAP Cloud ALM for Service gives you as an SAP customer a chance to centrally manage all information for your support services of the past, present and future. It allows you to collaborate more closely with the SAP delivery teams conducting these services and to follow up on the results of the service deliveries.

To ensure that you have the best service delivery experience, SAP continuously improves the features available in Cloud ALM for Service and provides new features.

You are invited to influence the improvement of the current features in Cloud ALM for Service and the development of future features. Provide your improvement requests via the Influence Campaign for Cloud ALM for Service <https://influence.sap.com/sap/ino/#/campaign/3669> or check requests submitted by other customers and vote for requests that would be helpful for you.



## Enabling Change & Deployment Management in SAP Cloud ALM for SAP Integration Suite - Cloud Integration

 **moritzgysler**  
Advisor

05-04-2022 8:26 PM

 12 Kudos

To use the transport capabilities of SAP Cloud ALM in conjunction with the SAP Cloud Transport Management Service (CTMS), you've to establish a connection between SAP Cloud ALM and the SAP Cloud Transport Management service.

This guide will lead you through the steps that are needed to establish the connection for the SAP Cloud Integration use case.

**Note**

Please note that all the steps below only refer to an exemplary setup for Cloud Integration as part of the SAP Integration Suite. For other integration solutions, the steps are similar but may differ in certain aspects. In this case, refer to the documentation of your integration solution.

## Subscribe to SAP Cloud Transport Management Service

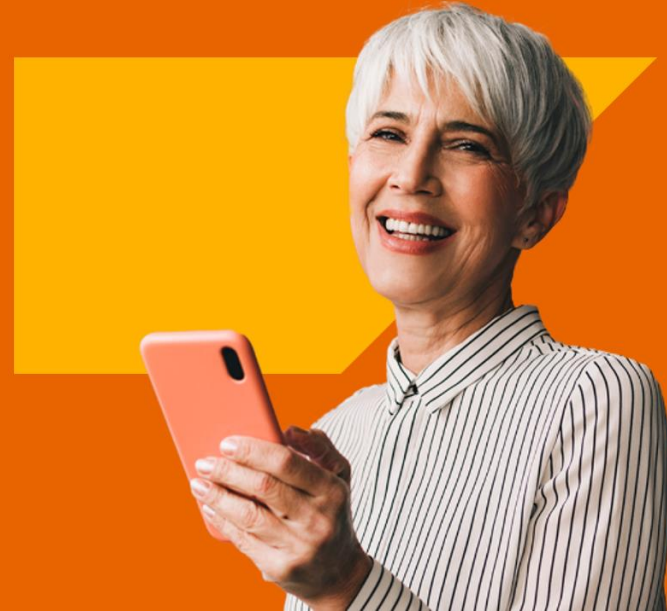
**Note**

For newly provisioned SAP Cloud ALM tenants the SAP Cloud Transport Management Service is already subscribed in your SAP BTP subaccount. In this case you can skip the following steps for manual subscription.

To use the SAP Cloud Transport Management Service in SAP Cloud ALM, you have to subscribe to the service in your SAP Cloud ALM subaccount in SAP BTP. Before you subscribe, check if you're entitled to use the SAP Cloud Transport Management service.



# Get engaged



01

**Join our**  
[ALM Community](#)

02

**Follow the tags**  
[SAP Cloud ALM](#)  
[SAP Solution Manager](#)  
[SAP Focused Run](#)

03

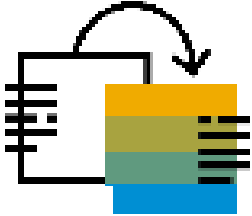
**Ask your questions  
to peers and experts**

# **Focus Topic**

## **Selective Data Transfer for SAP Cloud ALM**

*Axel Schulze*

# Selective Data Transfer



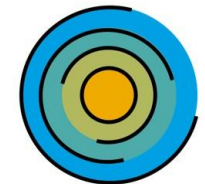
The **Selective Data Transfer** covers the takeover of relevant data **from SAP Solution Manager to SAP Cloud ALM**.

It allows you to **define a tailored scope** with the flexibility to **modify the data** in one step. The approach allows you to combine **redesign of ALM processes** with **retaining important data** aligned to secure your investments.



Customers should use the **SAP Cloud ALM Readiness Check to identify their functional requirements and define priorities** while aligning these to their core project planning (scope, time and budget).

To give customer guidance, a **SAP Cloud ALM transition roadmap based on SAP Activate Methodology** is planned.



**SAP Activate**



# Selective Data Transfer for SAP Cloud ALM

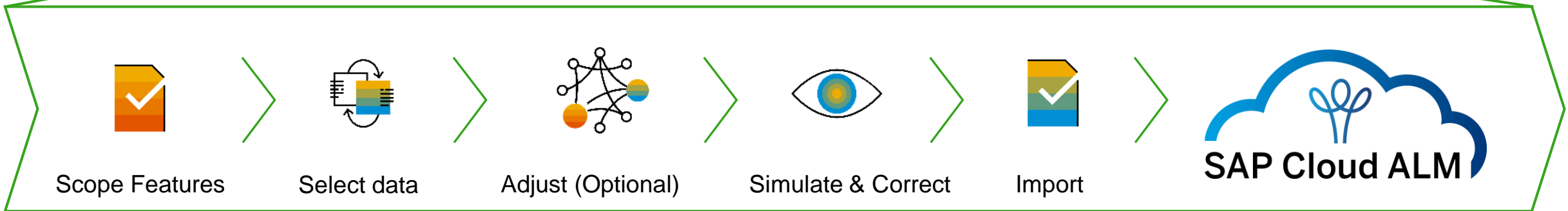
## Introduction



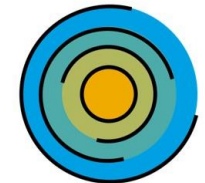
SAP Activate Roadmap for Transition to SAP Cloud ALM



Workstream: Data Management



SAP Cloud ALM  
Readiness Check



SAP Activate




# SAP Solution Manager – SAP Cloud ALM Transition Overview

## General:

- No synchronization of content between SAP Cloud ALM and SAP Solution Manager 7.2 is planned
- Customer should perform a one-time content data transfer
- SAP plans to provide a stepwise data transition for selective content
- SAP plans to provide specific reports in SAP Solution Manager 7.2 for seamless data transfer to SAP Cloud ALM

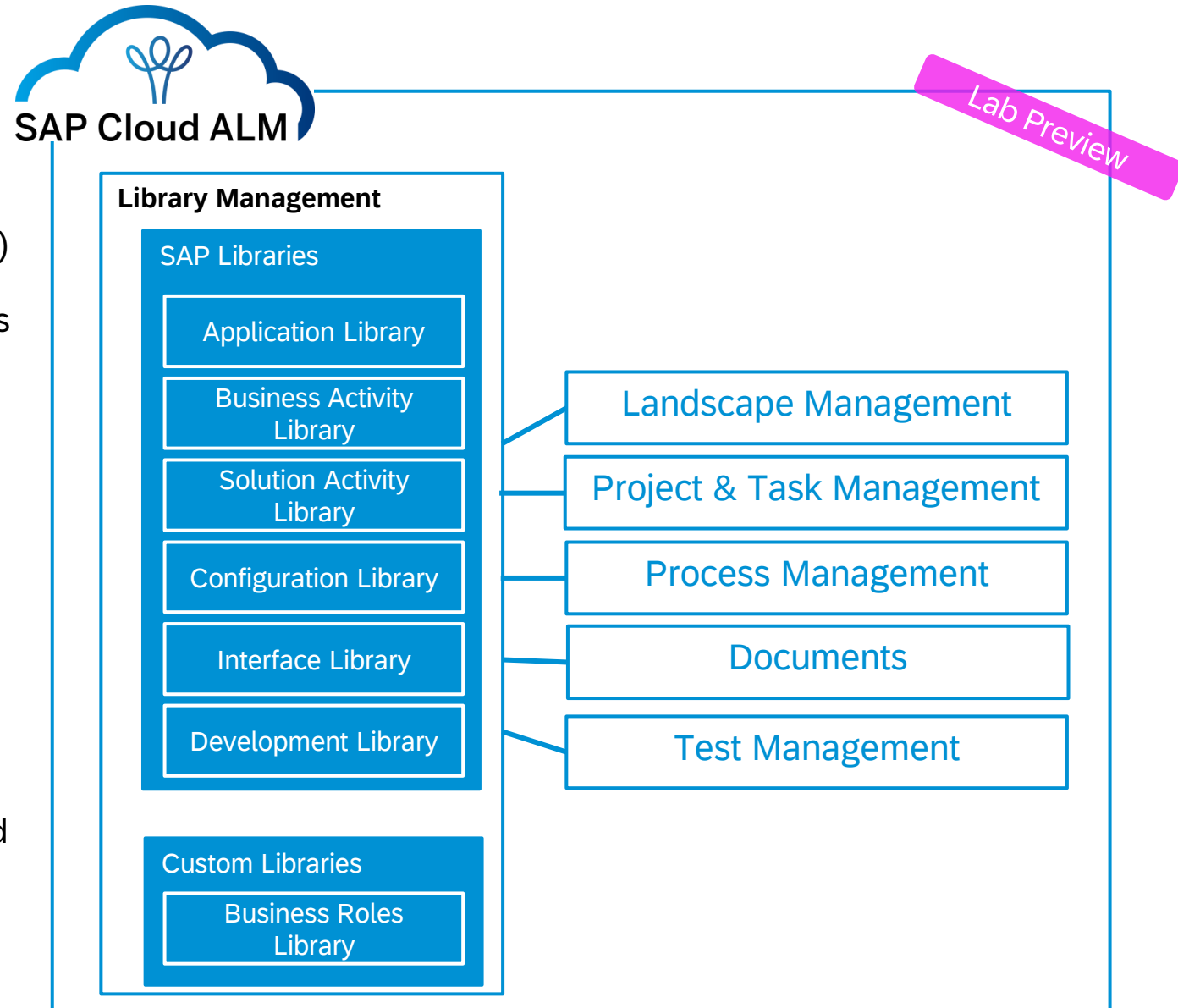
## More information:

- [Transition to SAP Cloud ALM portal page](#)
- Transfer Your Solution Documentation to SAP Cloud ALM to Secure Your Investments – ALM Summit ([PDF](#), [Video](#))

Step	Consists	  	
Step 1	Process Hierarchy	<ul style="list-style-type: none"> <li>• Folder / Scenario / Organizational Unit / Master Data / Library Folder</li> </ul>	<ul style="list-style-type: none"> <li>• Process Hierarchy Node</li> </ul>
Step 2	Libraries	<ul style="list-style-type: none"> <li>• Configuration</li> </ul>	<ul style="list-style-type: none"> <li>• Configuration</li> </ul>
		<ul style="list-style-type: none"> <li>• Development</li> </ul>	<ul style="list-style-type: none"> <li>• Development</li> </ul>
		<ul style="list-style-type: none"> <li>• Executables</li> </ul>	<ul style="list-style-type: none"> <li>• Application</li> </ul>
		<ul style="list-style-type: none"> <li>• Process Steps</li> </ul>	<ul style="list-style-type: none"> <li>• Solution Activities</li> </ul>
		<ul style="list-style-type: none"> <li>• Interfaces</li> </ul>	<ul style="list-style-type: none"> <li>• Interface</li> </ul>
Step 3	Process Content	<ul style="list-style-type: none"> <li>• Business Processes</li> </ul>	<ul style="list-style-type: none"> <li>• Custom Solution Processes</li> </ul>
		<ul style="list-style-type: none"> <li>• Process Diagrams</li> </ul>	<ul style="list-style-type: none"> <li>• Solution Process Flows</li> </ul>
Step 4	Process Elements	<ul style="list-style-type: none"> <li>• Documents</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation</li> </ul>
		<ul style="list-style-type: none"> <li>• Test Steps</li> </ul>	<ul style="list-style-type: none"> <li>• Test Cases</li> </ul>

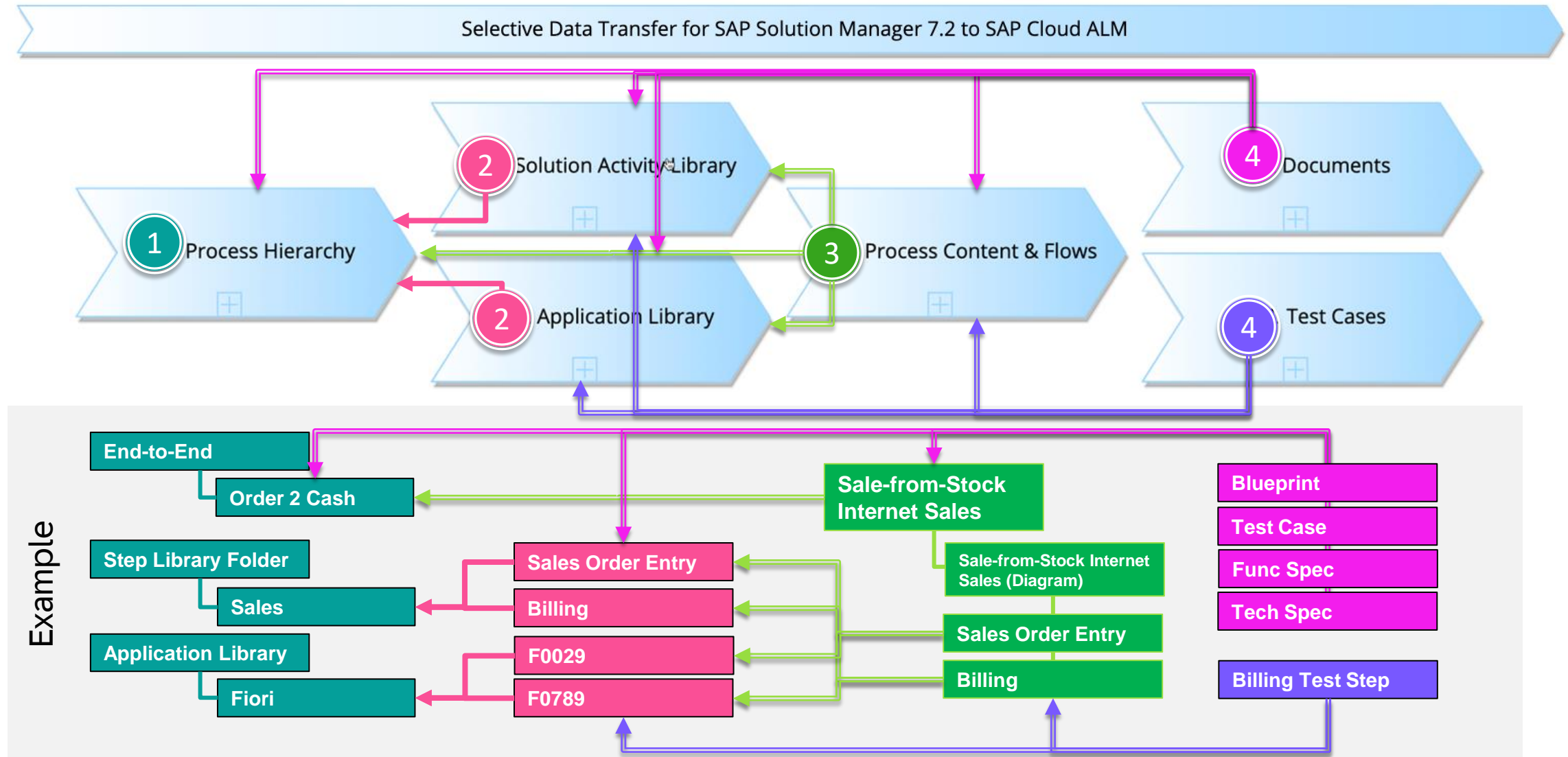
# Library Management in SAP Cloud ALM Concept

- New service planned for Library Management
- Usage of library types (e.g. Application Library) to organize unique library elements (e.g. Fiori Application)
- SAP Cloud ALM plans to provide SAP standard libraries types with standard attributes
- SAP Cloud ALM plan to provide option for custom libraries types with custom attributes
- A library elements can be be-directional referenced in SAP Cloud ALM, e.g.
  - Business Activity -> Solution Flow;
  - Application -> Solution Activity, Task or Test Case;
  - Document -> Solution Activity
- Libraries do not allow differences between original and reference (e.g. assign application only to solution activity reference)



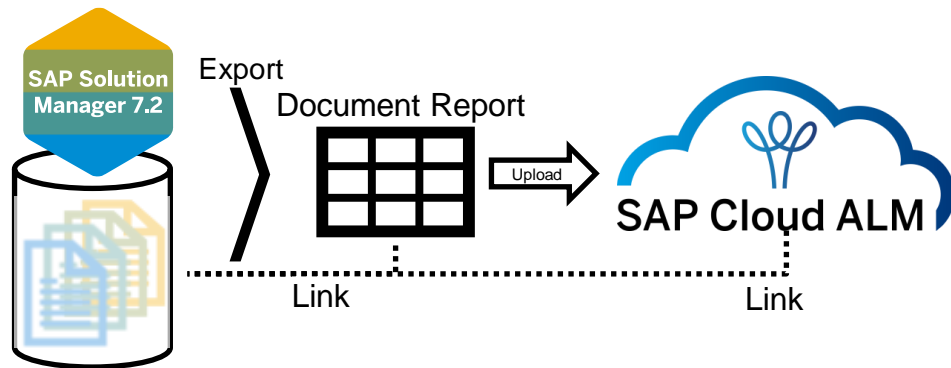
# Selective Data Transfer

## Rebuild entity relations



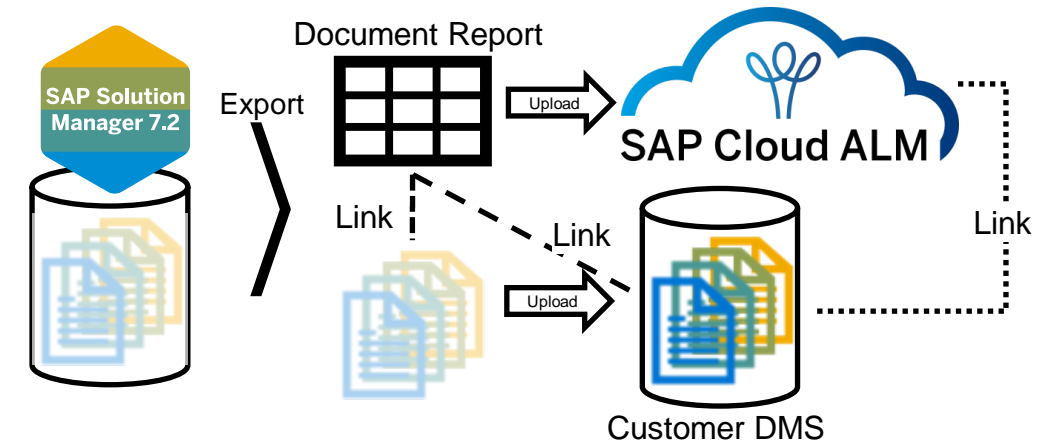
# Selective Data Transfer of Documents As-is Use Cases

## Use Case: Documents remain in Solution Manager



1. Customer export document report and keep files in SAP Solution Manager
2. Document report include all relevant metadata and a link to documents in Solution Manager
3. Customer upload the document report into SAP Cloud ALM
4. Links to documents are available in SAP Cloud ALM

## Use Case: Documents moved into customer DMS

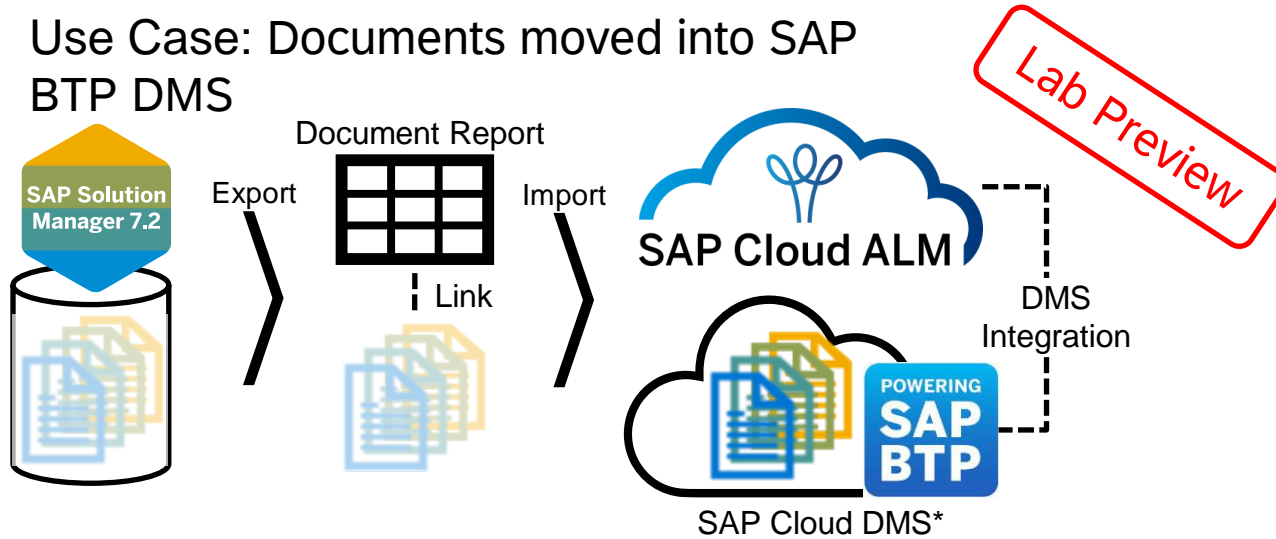


1. Customer export document report and files from SAP Solution Manager
2. Document report include all relevant metadata and a link to downloaded documents
3. Customer move their document files into their DMS (SharePoint, Google Drive, OpenText, etc.)
4. Customer update the document report with document links from customers DMS
5. Customer upload the document report into SAP Cloud ALM
6. Links to documents are available in SAP Cloud ALM

# Selective Data Transfer of Documents

## Overview of Use Cases

Use Case: Documents moved into SAP BTP DMS



1. Customer subscribe to SAP BTP DMS
2. Customer export document report and files from SAP Solution Manager
3. Document report include all relevant metadata and a link to downloaded documents
4. Customer upload the document report into SAP Cloud ALM
5. SAP Cloud ALM move their document files into their SAP BTP DMS\*
6. Documents are linked in SAP Cloud ALM and SAP Cloud DMS and Customer can manage their documents via DMS integration (CMIS)\*\*

[\\*Discover SAP Document Management service](#)  
[\\*\\*Content Management Interoperability Services \(CMIS\)](#)

# **Where to find transition information**

# Transition Center in SAP Support Portal

## Your one-stop spot for all the information around the transition to SAP Cloud ALM!

- General information
- Functional comparison and transition guidance
- Transition recommendations and strategy
- Additional resources, videos and documents

A screenshot of the SAP Support Portal page titled "Transition from SAP Solution Manager to SAP Cloud ALM". The page features a navigation bar with "SAP Support" and various menu items like "My Support", "Products", "Tools", "Maintenance", "Offerings & Programs", "ALM", and "Explore SAP". Below the navigation, there are tabs for "Transition to SAP Cloud ALM", "Strategy Overview", "Examples", "Transition Support", and "Resources". The main content area includes a heading "Transition from SAP Solution Manager to SAP Cloud ALM", a paragraph stating "SAP Solution Manager is in mainstream maintenance until the end of 2027. SAP Cloud ALM is the Go-to ALM platform for all SAP customers.", a sub-heading "Overview", a video player with the title "Understand the Strategy: Plan Your Transition to SAP Cloud ALM", and a list of four bullet points highlighting key benefits and transition details. At the bottom, a summary statement reads: "In a nutshell: SAP Cloud ALM is the Go-to ALM platform for all SAP customers." An image of hands holding puzzle pieces is also visible on the right side of the page.

**SAP Support** My Support Products Tools Maintenance Offerings & Programs ALM Explore SAP

... / Application Lifecycle Management / SAP Cloud ALM

**Transition to SAP Cloud ALM** | Strategy Overview | Examples | Transition Support | Resources

### Transition from SAP Solution Manager to SAP Cloud ALM

SAP Solution Manager is in mainstream maintenance until the end of 2027. SAP Cloud ALM is the Go-to ALM platform for all SAP customers. SAP recommends to complete the transition to SAP Cloud ALM before this date.

SAP supports our customers with this transition! This page serves as a one-stop-shop for information about and resources for the transition from SAP Solution Manager to SAP Cloud ALM.

You can already move to SAP Cloud ALM for operations and service. Move to SAP Cloud ALM for implementation at your own pace, once the required functionality is ready for you.

There is enough time to prepare and execute this transition. Start now!

#### Overview

**Understand the Strategy: Plan Your Transition to SAP Cloud ALM**

- ✓ SAP Cloud ALM delivers ALM for the Intelligent, Sustainable Enterprise, while offering foundational support for today's customer landscapes.
- ✓ SAP Cloud ALM comes with lower cost of operation and maintenance, is easy to adopt and use, while providing innovative functionality.
- ✓ SAP Solution Manager is in mainstream maintenance until the end of 2027. SAP recommends to complete the transition to SAP Cloud ALM before this date.
- ✓ You can add SAP Focused Run to address advanced operations needs and to manage a significant on-premise footprint.

**In a nutshell: SAP Cloud ALM is the Go-to ALM platform for all SAP customers.**



# Check the [SAP Cloud ALM Product Roadmap](#) for planned innovations

The screenshot displays the SAP Cloud ALM Product Roadmap, organized into five quarterly columns: Q1 2024 (14 items), Q2 2024 (29 items, CURRENT), Q3 2024 (17 items), Q4 2024 (16 items), and Q1 2025 (3 items). Each column is divided into 'Solution Implementation' and 'Solution Operation' sections. Items are listed with titles and associated SAP Cloud ALM components. A 'Future Release' label is present at the top of Q3, Q4, and Q1 2025. A star icon highlights 'Customer-defined KPIs in business process monitoring for non-ABAP...' in Q3 2024.

Quarter	Item Title	Component(s)		
Q1 2024	<b>Solution Implementation</b>			
	APIs for process management, adding the ability to upload...	SAP Cloud ALM		
	Creation of documentation objects from processes	SAP Cloud ALM		
	Support for project quality gates and checklists	SAP Cloud ALM		
	<b>Solution Operation</b>			
	Extended and unified handling of business services in landscape...	SAP Cloud ALM		
	New content, optimized navigation, and enhanced event handling in...	SAP Cloud ALM		
	New metric, more content, and inbound and outbound APIs in...	SAP Cloud ALM		
	New status event categories and event action types in business...	SAP Cloud ALM		
	Refined monitoring and event configuration in job and automatio...	SAP Cloud ALM		
	Q2 2024 (CURRENT)	<b>Solution Implementation</b>		
		Deployment scheduler for transports	SAP Cloud ALM	
		Desktop automation in the cloud	SAP Cloud ALM, SAP Test Automation by Tricentis	
		Enhanced project management functionality for partners	SAP Cloud ALM	
Landscape awareness of solution processes		SAP Cloud ALM		
<b>Solution Operation</b>				
Relation of documents to requirements, tasks, and defects		SAP Cloud ALM		
SAP Cloud ALM Resource Changes API for features		SAP Cloud ALM		
Tagging of documents		SAP Cloud ALM		
Workflow integration for requirements approval		SAP Cloud ALM		
<b>Solution Operation</b>				
Alerting integration and analysis at user location level in real user...				
Q3 2024		<b>Future Release</b>		
		SAP Cloud ALM, SAP Test Automation by Tricentis		
		<b>Solution Implementation</b>		
		Integration of test cases in processes	SAP Cloud ALM	
		Integration of the workflow for extension of the change process	SAP Cloud ALM	
		Mass edit of features	SAP Cloud ALM	
		Mass upload of test cases	SAP Cloud ALM	
		Migration of notes to a document	SAP Cloud ALM	
		Selective data transfer from SAP Solution Manager to SAP Cloud ALM	SAP Cloud ALM	
		Test plan copy	SAP Cloud ALM	
		<b>Solution Operation</b>		
		Customer-defined KPIs in business process monitoring for non-ABAP...	SAP Cloud ALM	
		Q4 2024	<b>Future Release</b>	
			SAP Cloud ALM	
			<b>Solution Implementation</b>	
			Downgrade protection	SAP Cloud ALM
			Form-based documentation	SAP Cloud ALM
Integrate CI/CD pipelines for customer development	SAP Cloud ALM			
Integration of SAP Document Management service	SAP Cloud ALM			
Migration solution from SAP Enterprise Continuous Testing to...	SAP Cloud ALM, SAP Test Automation by Tricentis			
Selective data transfer from SAP Solution Manager	SAP Cloud ALM			
Support for the retrofit process	SAP Cloud ALM			
Support of test sequences in test plans	SAP Cloud ALM			
<b>Solution Operation</b>				
Customer-defined KPIs in business process monitoring for ABAP-base...				
Q1 2025	<b>Future Release</b>			
	SAP Cloud ALM			
	<b>Solution Implementation</b>			
APIs for test cases	SAP Cloud ALM			
Link Test Plan to Release	SAP Cloud ALM			
Mass editing of test cases	SAP Cloud ALM			



**Poll**

Let us know what you think!



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

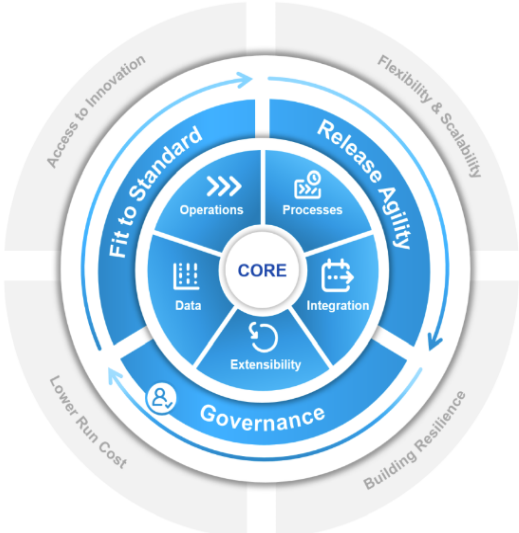
and use code **4365 9718**

<https://www.menti.com/alhi1mhhqfta>

**Additional ALM news**

# “How SAP Cloud ALM supports Clean Core” on the SAP Cloud ALM homepage

How SAP Cloud ALM supports the adoption of clean core



**Clean**  
A system that is **up-to-date, transparent, unmodified, consistent, efficient** and **cloud compliant**...


**Core**  
...covering the main aspects of an ERP system, namely **extensibility, processes, data, integration** and **operation**

A **clean core** describes a system that is as close to standard as possible while running cloud-compliant extensions and integrations.

It allows you to **adapt your system** to changing business requirements to **adopt new capabilities**.

**Strong governance** is required for each technical dimension of clean core.

[Download Overview Presentation](#)



**Want to learn more?**

Understand how SAP Cloud ALM supports the five Clean Core principles!

[Watch the video](#)

SAP Cloud ALM support for Clean Core was featured on the March 20, 2024 ALM Community Call. ([replay](#))

The Clean Core recording and presentation slides from the call are now available at a new page linked to the SAP Cloud ALM homepage.

[Presentation](#)

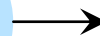
[Video](#)



I need more capabilities in SAP Cloud ALM. 

## SAP Continuous Influence for SAP Cloud ALM

Customers/partners  
submit requests



Community  
ranks via voting



SAP  
reviews and develops

Available today!



Implementation



Operations

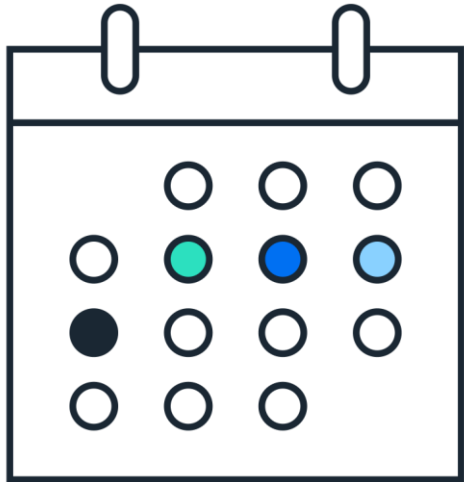


Service

*New!*

# Upcoming Events

# Upcoming ALM Events



## APRIL

- 24** [What's New In SAP Cloud ALM for Implementation Q1/2024](#)  
Virtual
- 25** [What's New In SAP Cloud ALM for Operations Q1/2024](#)  
Virtual
- 26** [ALM Roadshow North America](#), Newtown Square PA

## JUNE

- 3 - 5** [SAP Sapphire & ASUG Annual Conference](#)  
Orlando
- 4 - 5** [SAP Sapphire](#)  
Virtual
- 11 - 13** [SAP Sapphire](#)  
Barcelona

## SAVE THE DATE

**July 23 - 25** SAP ALM Summit APJ ([register here](#))

**Sept 24 - 27** SAP ALM Summit EMEA, Mannheim, Germany ([register here](#))

[ALM Events Overview](#)



# ALM Roadshows: Save the date!

Date	Country	Location	Registration details
April 26	USA	SAP Newtown Square, PA	<a href="#">register here</a>
May 15	Belgium	SAP Brussels	Coming soon
May 16	Netherlands	SAP Netherlands, Den Bosch	Coming soon
June 11	Sweden	Stockholm (tbd)	Coming soon
June 26	Spain	Barcelona (tbd)	Coming soon
TBD	USA	SAP Palo Alto, CA	Coming soon
TBD	Canada	SAP Vancouver	Coming soon
TBD	USA	SAP Chicago, IL	Coming soon
TBD	Canada	SAP Toronto	Coming soon
TDB	USA	SAP Burlington (Boston)	Coming soon
TDB	USA	SAP New York City, NY	Coming soon
TDB	USA	SAP Houston, TX	Coming soon
TDB	USA	SAP Atlanta, GA	Coming soon



Find all events on the [ALM events page!](#)



**How can I keep up with rapid changes in both the IT and business environment?**

# Join us at the free **SAP ALM Roadshow!**

SAP Headquarters, Newtown Square, PA  
Friday, April 26 2024  
9:00am - noon



**Marc Thier**

SVP, Application Lifecycle  
Management  
SAP SE

- *Build your future ALM strategy*
- *Implementation projects as part of a clean core initiative*
- *Operations for SAP solutions, including SAP BTP*
- *Discover the SAP Solution Manager transition roadmap*

# New Webinar Series

## [SAP Cloud ALM Implementation and Operations Configuration Webinar Series](#)

SAP Cloud ALM Configuration Webinar virtual series is designed to offer in-depth insights into streamlining SAP Cloud ALM capabilities for practical implementation. Its primary aim is to provide valuable guidance on configuring managed systems, services, and activating operational use cases effectively.


The series covers various topics under the umbrella of operation and implementation capabilities of SAP Cloud ALM. All sessions are available as replays.

<b>April 25th</b>	Orchestrating Seamless SAP Solution Deployments from Start to Finish using SAP Cloud ALM	<a href="#">Register</a>
<b>May 09th</b>	Key Steps for Effective Implementation using best practices within SAP Cloud ALM – session 1	<a href="#">Register</a>
<b>May 16th</b>	Key Steps for Effective Implementation using best practices within SAP Cloud ALM – session 2	<a href="#">Register</a>

### SAP Cloud ALM Implementation and Operations Configuration Webinar Series

AjayHS Advisor 03-01-2024 5:52 AM

2 Kudos



# SAP Cloud ALM

#### WHAT IS IT ABOUT?

The SAP Cloud ALM Configuration Webinar virtual Series is designed to offer in-depth insights into streamlining SAP Cloud ALM capabilities for practical implementation. Its primary aim is to provide valuable guidance on configuring managed systems, services, and activating operational use cases effectively.

*The series covers various topics under the umbrella of operation and implementation capabilities of SAP Cloud ALM:*

#### OPERATION

**Episode 1 – Keep track of your integration well-being using SAP Integration & Exception Monitoring:**  
This session delves into Integration & Exception Monitoring, bridging the gap between IT and Business. It explores the correlation of integration artifacts, granting comprehensive visibility into interface calls and message flows across diverse cloud services and systems. This deep dive into SAP Cloud ALM's capabilities expedites project implementation and ensures operational continuity in SAP's hybrid landscape. [Santhana Krishnan](#)

[WATCH NOW](#)

# ALM @ SAPPHIRE 2024 & ASUG Annual Conference – [register now!](#)

## June 3 - 5

### *Featured sessions:*

- ASUG Preconference (pre-registration required): [Navigating the Cloud Landscape: SAP's Transformative Strategy and Customer Insights](#)
- Strategy Talk (Mark Thier): [SER200 | Empowering your cloud journey: Unleashing transformation with SAP Cloud ALM](#)
- ASUG Power Peer Group: [ASUG302 | We're live with our cloud solution from SAP. Now what?](#)
- Customer Success Story: [SER201 | Unlocking growth: Air Liquide's success with SAP Cloud ALM](#)
- Customer Success Story: [SER204 | SAP Cloud ALM for operations at Brightspeed](#)
- Road Map Review: [SER227 | Optimizing innovation: road map for SAP Cloud ALM](#)
- Meet the Expert: [Enable a clean core with SAP Cloud ALM](#)



# SAP ALM Summit EMEA

Ignite your ALM journey!

September 24-27, 2024 | Manufaktur Mannheim, Germany

**Benefit** from 4 packed days of sessions.

**Learn** from our ALM customers.

**Leverage** our partners' experience.

**Discuss** with ALM experts.

**Make use** of countless networking possibilities.



## EARLY BIRD TICKET

1.450 € + 19% VAT (Ends June 30, 2024)

## REGULAR TICKET

1.690 € + 19% VAT (Starts July 1, 2204)



Tricentis



SAP

# Join our webinars to get the latest news and ask your questions!



2<sup>nd</sup> Wednesday of every month

Focus topics around ALM

Target group: ALM practitioners EMEA / NA


**SAP Community Call for ALM**



Host:  
**Ben Schneider**

A purple banner with a pink-to-purple gradient triangle on the right side. The text 'SAP Community Call for ALM' is in white. A circular portrait of Ben Schneider is on the right, with his name and 'Host:' below it.

**SAP Community Call for ALM APJ edition**



Host:  
**Mohammed Suhaib**

A blue banner with a light blue-to-blue gradient triangle on the right side. The text 'SAP Community Call for ALM APJ edition' is in white. A circular portrait of Mohammed Suhaib is on the right, with his name and 'Host:' below it.

4<sup>th</sup> Wednesday of every month

Focus topics around ALM

Target group: ALM practitioners in APJ

1<sup>st</sup> Wednesday of every month

Focus topic: SAP Cloud ALM

Target group: ALM Practitioners

**SAP Community Call for SAP Cloud ALM Experts**



Host:  
**Tonja Kehrer**

A light teal banner with a teal-to-white gradient triangle on the right side. The text 'SAP Community Call for SAP Cloud ALM Experts' is in black. A circular portrait of Tonja Kehrer is on the right, with her name and 'Host:' below it.

**SAP Community Call for ALM Partners**



Host:  
**David Birkenbach**

An orange banner with a yellow-to-orange gradient triangle on the right side. The text 'SAP Community Call for ALM Partners' is in black. A circular portrait of David Birkenbach is on the right, with his name and 'Host:' below it.

Once per quarter

Focus topics around ALM

Target group: ALM partners

[Register here!](#)

## Stay Updated: ALM Newsletter

Get the latest news in Application Lifecycle Management!



[Register here](#)



Mark your calendar!

The next **SAP Community Call for ALM** will  
take place on

**May 15, 4pm CEST / 10am EST**

Register via [SAP Community](#)



**Q&A**

# Ask your questions!

**Please ask your questions!**

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

# Thank you.

Contact information:

ALM Customer Communications, SAP SE

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

