



SAP Community Call for ALM

Customer Communications & Relations for ALM, SAP SE

January 17, 2024

Public



SAP Community Call for ALM: Agenda for January 17, 2024

ALM Community News

News from SAP Product Support

Focus Topic: SAP Focused Run 4.0 FP02

Upcoming Events

Poll

Learning Opportunities

Q&A

Speakers and Background Experts



Stefan Lahr



Tonja Kehrer



Romy Sachse



Tim Steuer



Ben Schneider



Sven Praessler



Cay Rademann



Evan Stoddard




John Krakowski

ALM Community News

SAP Community News

Product Information



Robin Haettich

January 14, 2024 | 6 minute read

Cloud ALM for service – Motivation and Example

0

2

150

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SAP Cloud ALM for Service – A Brief Recap

SAP Cloud ALM provides a cloud solution to manage cloud and hybrid system and solution landscapes. It is a newly designed solution built on modern cloud technology with scope:

- **SAP Cloud ALM for service**, which is the main scope of this article,
- **SAP Cloud ALM for implementation**, which helps to implement and apply Build Operations (Transport Management, Test Management, etc.) (Dev),
- **SAP Cloud ALM for operations**, which helps to implement and apply Run Operations (Event Management, Continuous Improvement, etc.) (Ops).


Please note: SAP Cloud ALM for *implementation* and *operations* is not in scope of this article. However, some more information can be found in the appendix.

SAP Cloud ALM for service offers the following general benefits:

- operations and maintenance of this managing system *centrally* by SAP (not by each customer *individually*), as it is an on-demand solution (in contrast to your on-premise or private-cloud SAP Solution Manager system for example),
- collaboration platform to share deliverables, action items, and results with all stakeholders involved in end-to-end SAP service delivery,
- standardization and digitization of end-to-end SAP service delivery.


SAP Cloud ALM for service offers all roles (customer, partner, SAP) the same, shared view on current SAP services and SAP service history – in one interactive user experience. A central point to navigate to all information, assets, and applications which are needed to conduct SAP Service delivery end-to-end. Especially issue and action management improves collaboration with customers, partners, and SAP around issues identified and actions recommended. Simplified tracking of issues and actions with integrated notifications supports governance and further facilitates continuous improvement.

SAP customers are invited to be onboarded onto their own SAP Cloud ALM tenant if they have not done so



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Technical Articles



Alexandre Sabatier

January 10, 2024 | 6 minute read

Automate BPMN Diagrams and Note-taking in Cloud ALM with LLM

2

6

446

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AI Text Generation

Large Language Models (LLM) have gained great momentum in 2023, particularly in the Text generation field. In a few months, summarizing and translating large volumes of content with AI models became somewhat common – no matter your industry or size. They perform especially well when the task is straightforward, a clear example of the expected result is given, and the context does not need to be fully understood.

This blog post describes an experiment with a more obscure type of text content – Process diagrams. In essence, diagrams are indeed sentences put together in a drawing: “Step 1” (goes to) “Step2” (goes to/or to) “...”. No context is really needed, besides the sequencing that needs to be followed. It is also easy to provide a model with the general BPMN specifications (XML elements everyone follows), and accurate examples (SAP provides BPMN files for every single S/4 business process in [Signavio Process Explorer](#) – free of charge).


On one hand, SAP quickly released **AI Foundation**, the all-in-one AI toolbox where you can freely choose a model and datacenter and start building your apps and services directly in SAP BTP. The obvious advantage is the integration with your SAP systems, as well as BTP itself. However, the product is still very new and this blog will use direct APIs instead, but you can technically leverage AI Foundation to achieve the same result.

On the other hand, **SAP Cloud ALM** is a project toolbox with numerous implementation capabilities: task management, transport execution, automated testing and... process modeling. The latter is extremely useful during Fit workshops, where the business analyst can simply modify the relevant S/4 process diagram live, add requirements or notes, assign individuals, and more.

Now, let's say you don't use of Cloud ALM during the workshop, need to start a process from scratch or simply want to retroactively document your changes. Could LLMs build a process diagram for you? Or create a requirement in the tool directly from your handwritten piece of paper?


Disclaimer: These are almost thought experiments, not productive solutions or even prototypes.

Use Case 1 – From Text to Diagram



[Read on](#)

Technical Articles



Emmanuel Joaquim Da Costa

December 28, 2023 | 4 minute read

SAP Cloud ALM for operations – Intelligent Event Processing : Send Chat Message to Microsoft Teams

0


3

122

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You can find all information [here](#)

SAP CALM for Operations have several core capabilities like Business Processes Monitoring, Integration & Exceptions Monitoring, Intelligent Event Processing, etc.

Functional Overview





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Public

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01

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02

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[SAP Solution Manager](#)

[SAP Focused Run](#)

03

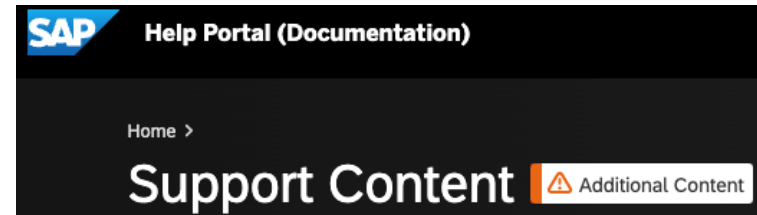
**Ask your questions
to peers and experts**

News from SAP Product Support

Feedback Option on SAP Help -> Support Content

You can access our support content via https://help.sap.com/docs/SUPPORT_CONTENT

- We have 3 different ALM spaces there:
 - [SAP Solution Manager \(main\) Content](#)
 - [Technical Operations](#)
 - [End-User Experience Monitoring](#)



- Google is not yet searching in the support content. We are working on that.

There is a **feedback option** in the support content

Was this page helpful?

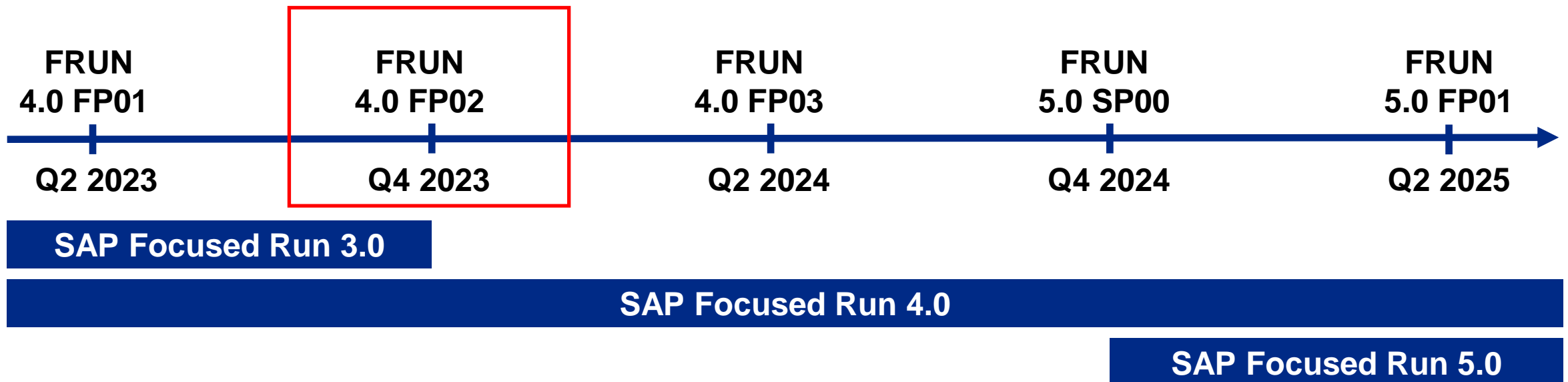
- Use the option to give the feedback. Rate it with yes or no, depending if it was helpful.
- Use the free text option to give us ideas what is missing, what might be good (free text will only be available when you rated the content beforehand).
- We do not see the S-User who had made the comment or given the feedback, so we cannot contact the author of the feedback. If you need further assistance in solving an issue, please contact us via case, chat or Schedule an Expert.

Focus Topic

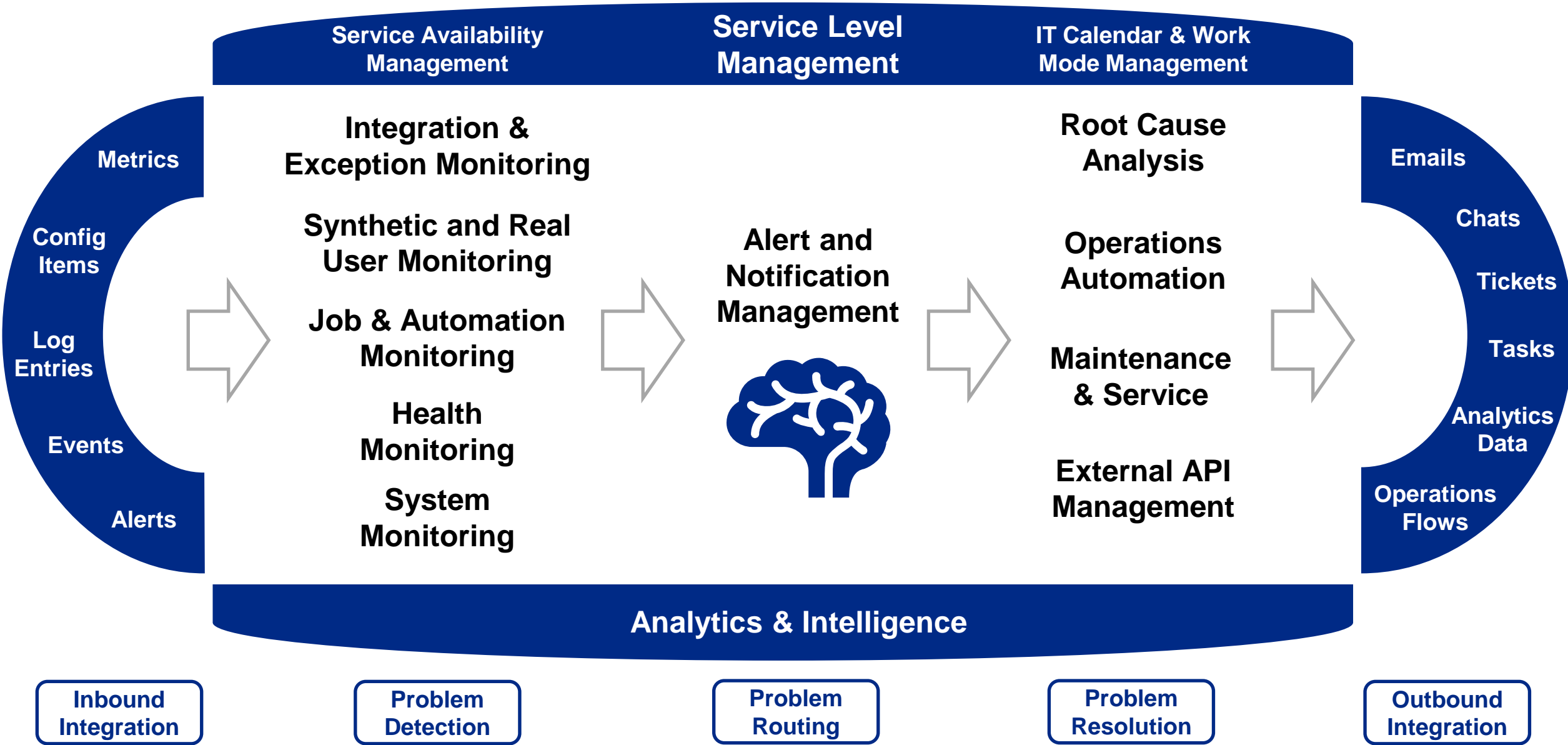
News with SAP Focused Run 4.0 FP02

SAP Focused Run – Delivery

- **Continuous delivery of new innovations** based on customer feedback
- Keeping functional focus on **system and application management for hybrid landscapes**
- **Three years 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



Real User Monitoring

Real User Monitoring



The new **Alert Historical** alert is based on historical values. With the Alert Historical calculations, the current time range is always compared with the same time range of the same day of the week over the last n weeks.

GENERAL	SLA ALERTING ▾	ALERT HISTORICAL ▾
Alert Historical		
Enable/Disable:	<input checked="" type="radio"/> ON <input type="radio"/>	
Number of Weeks:	<input type="text" value="4"/>	
Alert Threshold (in %):	<input type="text" value="150"/>	
Time Range [min]:	<input type="text" value="10"/>	
Minimum Number Of Executions:	<input type="text" value="10"/>	
Severity:	<input type="text" value="5 - Medium"/>	
No Auto Confirmation on Green Alert:	<input checked="" type="checkbox"/>	

Real User Monitoring – Alert Historical

The alert based on an historical values is robust against seasonality changes e.g. low usage on weekend or high usage during high peak business hours.

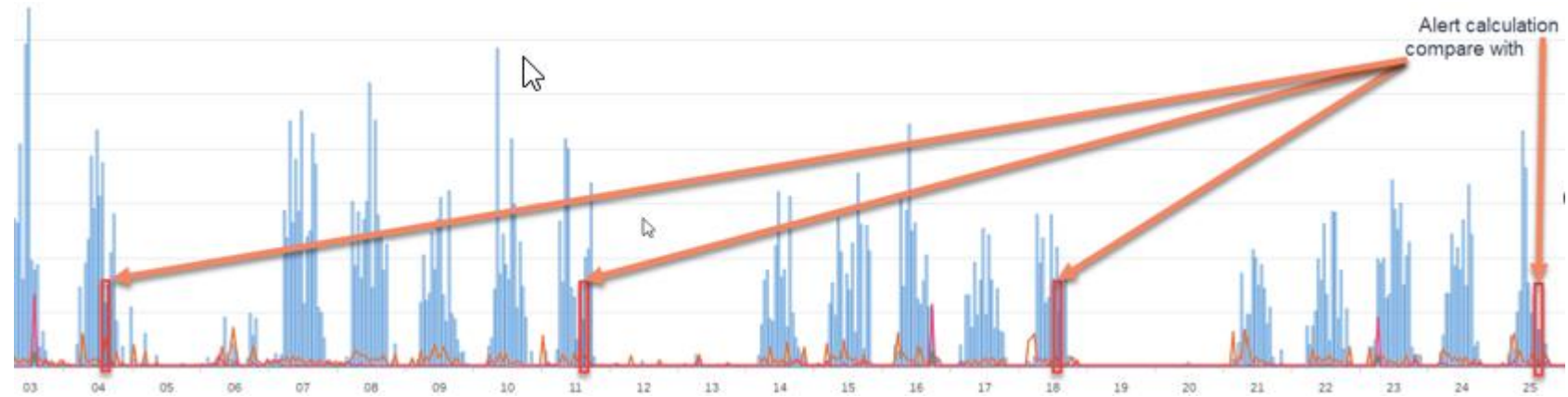
Always compare the same time range (10 minutes to 1 hour) of the same weekday of the last n weeks.

Number of weeks: How many weeks should be read from past for that time range.

Alert Threshold (in %): Define when an alert is raised in % of the historical avg. response time. Default is 200%

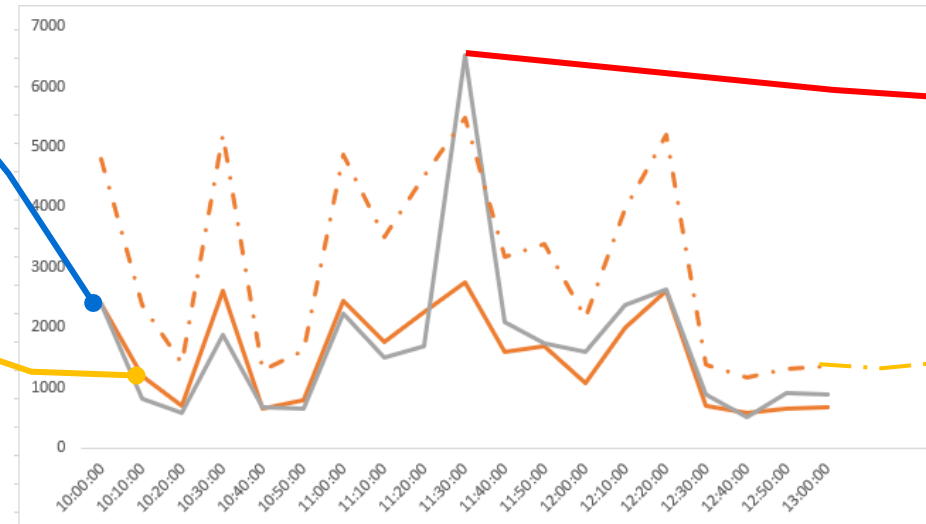
Time Range [min]: Defines how often the alert should be calculated. Default is 10 minutes

Minimum Number of Executions: Define how many executions must be available in the interval. Default is 10



Avg. Response time of current time range

Avg. Response time of same time range in last n weeks



Value is higher than 200% of the historical avg => Alert is raised

200% of historical avg.

Application Monitoring

Health Monitoring

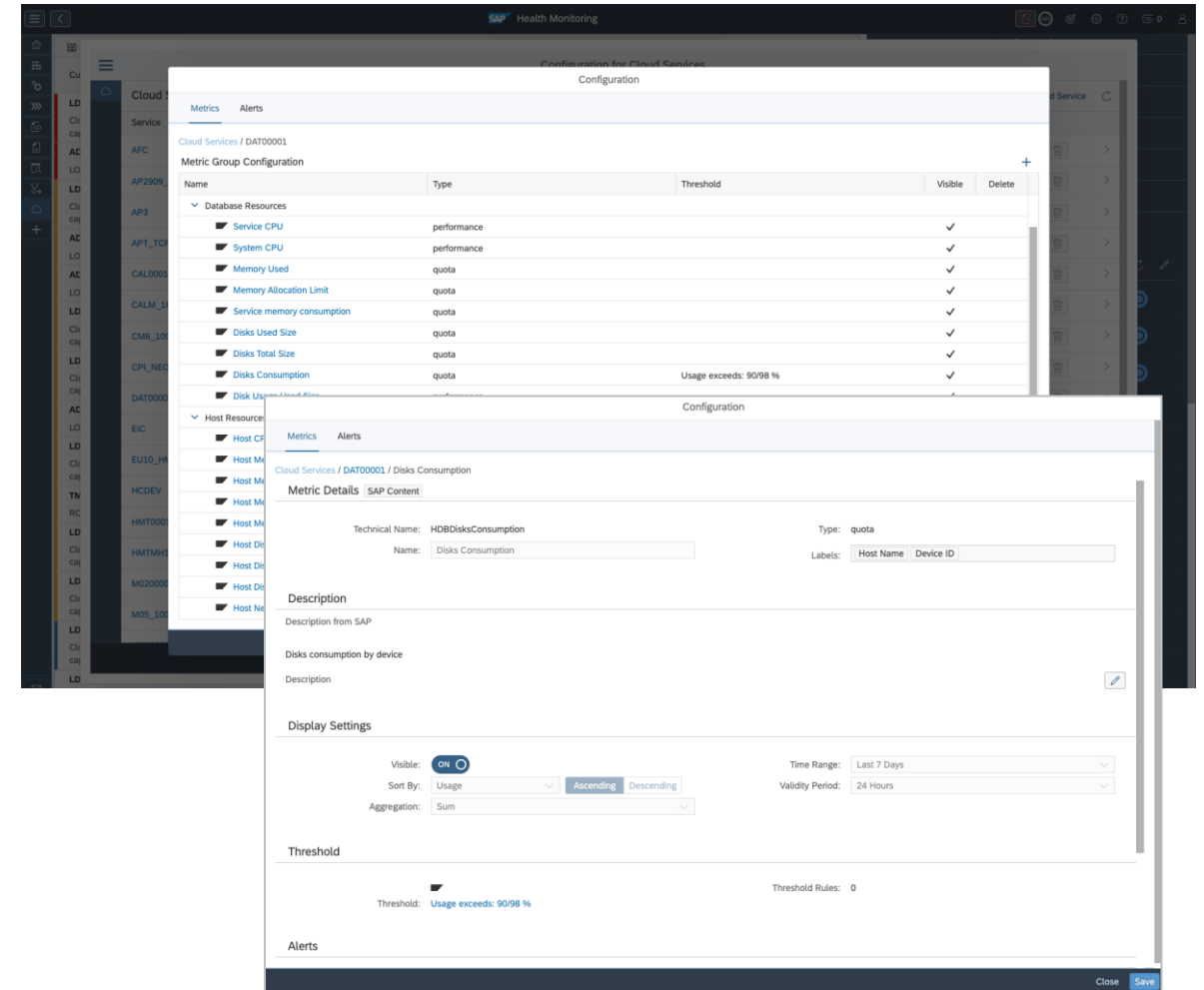
Improved configuration UI for Cloud Services



The Health Monitoring app now has a new configuration UI that enables you to configure cloud services more easily.

Here you can adapt the default content provided by SAP (metrics, thresholds, links, card display, alerts) to your needs.

You can now also configure custom metrics and alerts for cloud services that are not included in SAP content.



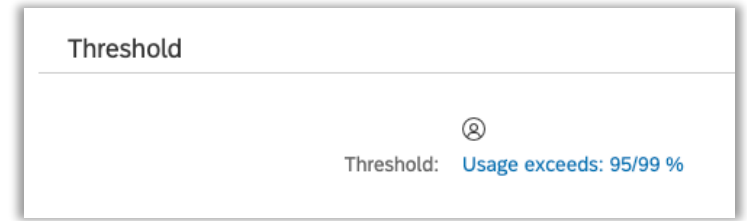
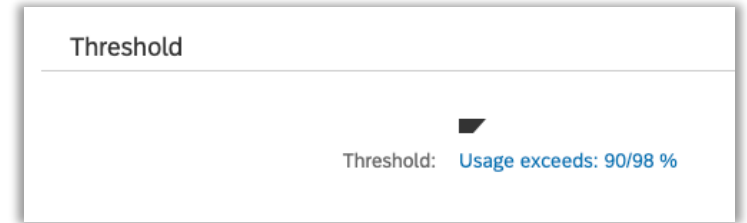
Health Monitoring

Standard content for thresholds

The Health Monitoring content now comes with predefined thresholds for some metrics.

These default thresholds are recommendations by SAP, which can also be changed by the user.

The icon next to the threshold indicates if it was provided by SAP or changed by a user. It is also possible to reset a changed threshold back to SAP standard.

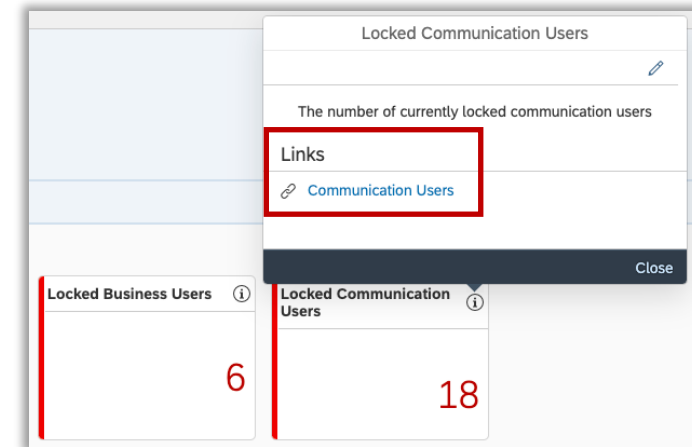
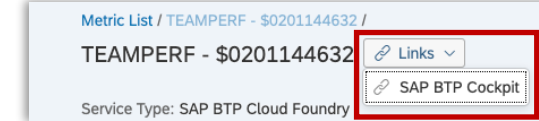


Health Monitoring

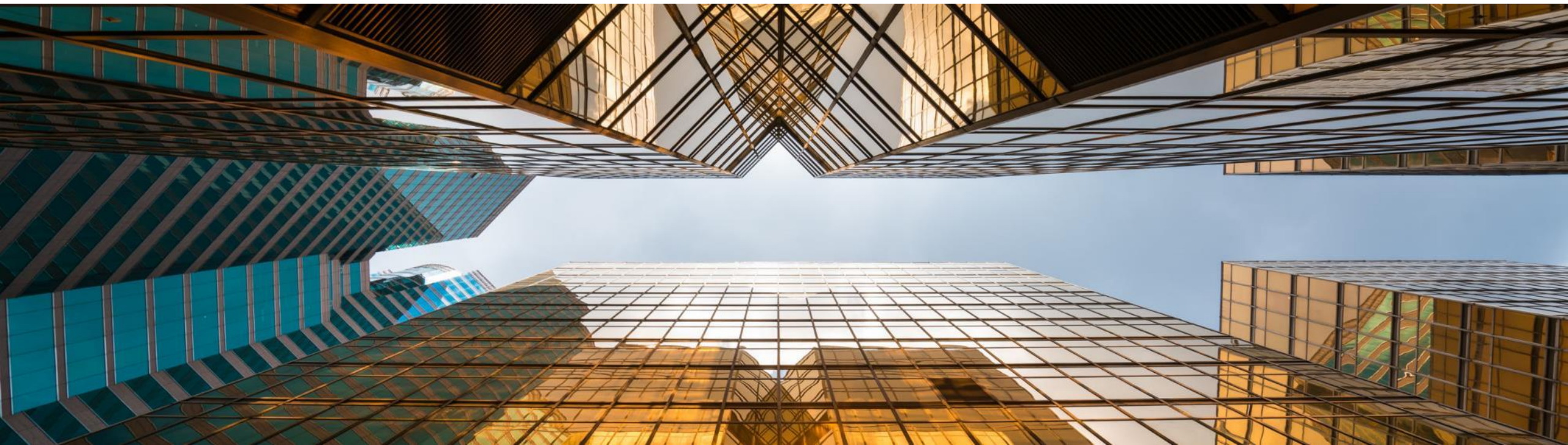
Provide links to other tools

The Health Monitoring can now show links to the managed system or to other tools (e.g. the SAP BTP Cockpit for a BTP sub account).

The links can be shown on the header (e.g. to logon to the system) or next to the metric (for a dedicated jump-in to display more details for the metric).



Demo: Health Monitoring



System Monitoring

System Monitoring

– Advanced Configuration – Custom Metric Management

– New metrics details page with:

- Review and customization option
- Deletion and copy option
- Comparison option between different templates
- Option to create new Custom Alert in metric creation wizard

The screenshot shows the 'Custom Metrics (50 / 181)' page. On the left, a list of metrics is shown, including 'ABAP Buffer Hit Ratio' (Zbufferhitratio), 'ABAP Buffer Screen Swaps' (Z_ABAP_BUFFER_Screen_Swaps), and 'ABAP Kernel Resource Check' (zz.abap.kernel_resources). The main panel displays the details for 'ABAP Buffer Hit Ratio' (Zbufferhitratio). It includes fields for Category (Performance), Product (SAP ABAP Basis 7.10 and higher), Managed Object Type (Technical Instance), and Metric Type (Metric Group). Below this, there are tabs for 'Templates' and 'Reconfiguration'. The 'Templates' tab shows a list of templates containing the metric, with columns for Template Name, Metric Is Active, Metric created, and Metric last changed. The list includes templates like 'ABAP 7.10 and higher - all active', 'bh Custom Default ABAP 7.1++', 'Copy of AP Instance R4pV', 'Custom Default ABAP 7.1++', 'gg copy of Custom Default ABAP 7.1++', and 'Test MAEI Custom Default ABAP 7.1++'.

The screenshot shows the 'Custom Metric Management' page for 'ABAP Buffer Hit Ratio' (Zbufferhitratio). It displays the metric's details, including Template (bh Custom Default ABAP 7.1++), Category (Performance), Product (SAP ABAP Basis 7.10 and higher), Managed Object Type (Technical Instance), and Metric Type (Metric Group). Below this, there are tabs for 'Metric Attributes', 'Collection, Retention and Validity', 'Threshold Type (Metric Group)', 'Data Provider and Collector Input Parameters', and 'Alert Attributes'. The 'Metric Attributes' tab is active, showing fields for Metric Name (ABAP Buffer Hit Ratio), Metric Technical Name (Zbufferhitratio), Metric active (ON), Data Type (Floating Point), and Unit (Percent).

Demo: System Monitoring



Alert and Notification Management

Alert Management

Alert Management

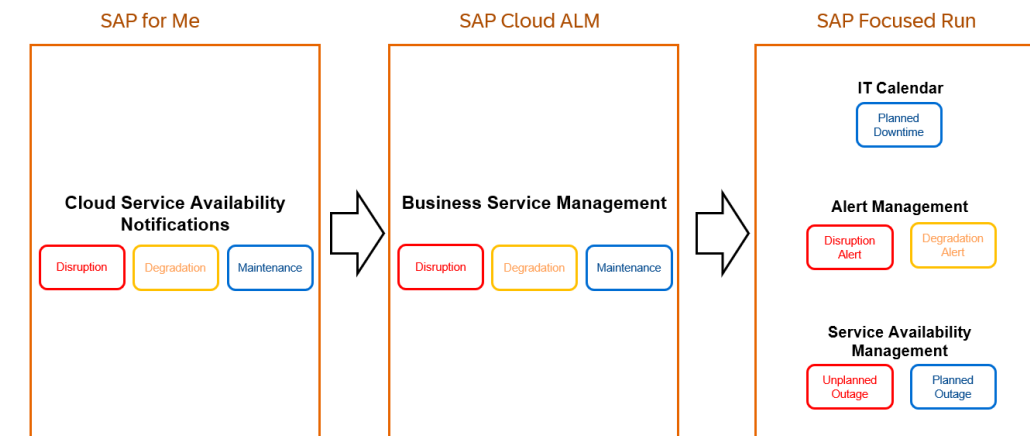
! 807

- **Self-monitoring alerts** can now be included in alert correlation
- The current **incident processor** can be stored in the incident mapping in Focused Run and displayed in Open Alert List and Alert Search
- **Disruption event notification** from SAP for Me for SAP managed cloud services can be automatically imported into SAP Focused Run and are displayed as alerts in Alert Management

Open Alert List

Alerts (5896)

<input type="checkbox"/>	Alert Category and Name	Managed Object Type a...	Priority	Worst	Cha...	Processor	Last Created Incl...	Latest Incident St...	Incident Processor
<input type="checkbox"/>	[E] 2 Alerts of Context Family (2 Open)	QW5 (ABAP)	Very high	✗	2		D 1184791	In Process	Max Muster
<input type="checkbox"/>	[E] 3 Alerts of Context Family (3 Open)	WDBTMO (DBSYST...	Very high	✗	4		D 1534853	In Process	Max Muster
<input type="checkbox"/>	[E] 4 Alerts of Context Family (2 Open)	INA (HANADB)	Very high	✗	2		D 3311597	New	
<input checked="" type="checkbox"/>	Database Unavailable	QW500002 (HANADB)	Very high	✗	1				
<input type="checkbox"/>	[E] 2 Alerts of Context Family (2 Open)	AIXTMO (UNSPAPP ...	Very high	✗	2		D 3509927	In Process	Max Muster
<input type="checkbox"/>	Free Space in File	CC4TMO10 (DBSYS...	Very high	✗	1		D 4013626	New	
<input type="checkbox"/>	[E] 2 Alerts of Context Family (2 Open)	P1NNEE (ABAP)	Very high	✗	2		D 4359905	New	
<input type="checkbox"/>	[E] 4 Alerts of Alert Tech name (4 Open)	sfm_simple_da_avai...	Very high	✗	4		D 2106883	In Process	Max Muster
<input type="checkbox"/>	[E] 3 Alerts of Context Family (1 Open)	QE6 (HANADB)	Very high	✗	1		D 948681	New	
<input type="checkbox"/>	[E] 2 Alerts of Context Family (2 Open)	JDETMO (ABAP)	Very high	✗	2				
<input type="checkbox"/>	Diagnostic agent for DB is not available	PQL00002 (HANADB)	Very high	✗	1		D 8635178	In Process	Max Muster
<input type="checkbox"/>	[E] 4 Alerts of Context Family (4 Open)	JC6TMO (JAVA)	Very high	✗	4				
<input type="checkbox"/>	[E] 3 Alerts of Context Family (2 Open)	HALTMO (ABAP)	Very high	✗	2		D 6484774	In Process	Max Muster
<input type="checkbox"/>	Simple Diagnostic Agent is not available	FQ7SSC (ABAP)	Very high	✗	1		D 9614353	In Process	Max Muster
<input type="checkbox"/>	[E] 3 Alerts of Context Family (2 Open)	E2ETMO (ABAP)	Very high	✗	2		D 6506732	In Process	Max Muster



Root Cause Analysis

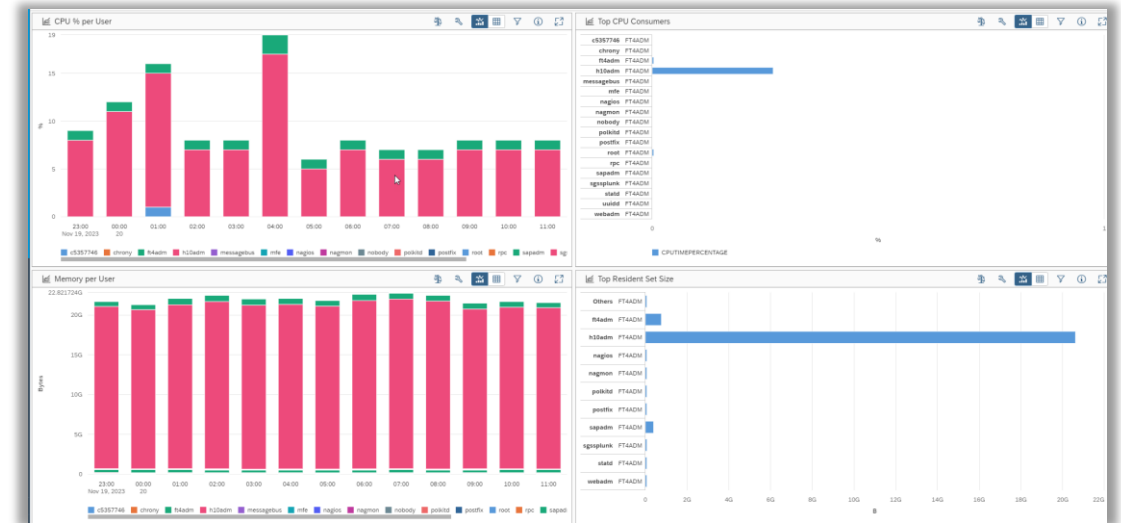
System Analysis

- **New capability “OS Process”**

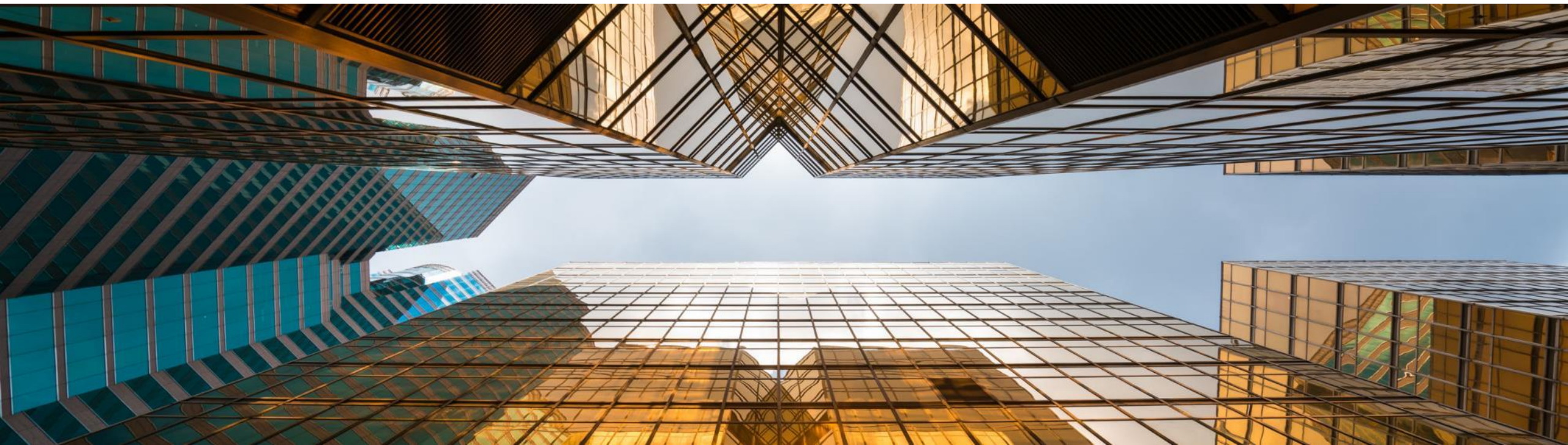
- Collects metrics on processes running on hosts assigned to your ABAP, Java, or SAP HANA systems. The capability collects the data every minute.
- New default page “OS Processes” – visible under “Hosts” when capability is active for any system in scope

- **Changed page “ABAP Work Processes (Database Analysis)”**

- New name: ABAP WP (Occupation)
- Now shows the average number of occupied work processes



Demo: System Analysis



Infrastructure Administration

Landscape Management



- **New Graphical UI in LMDB Tools shows the system hierarchy**

- The UI is currently available for ABAP, Java and HANA systems

The screenshot displays the LMDB Tools interface. On the left, the 'Technical Systems' list shows three systems: FT4ADM (ABAP), FT4ADM (HANADB), and FT7TMO (ABAP). The FT4ADM (ABAP) system is selected, and its details are shown in the main pane. The details view includes a hierarchical diagram of the system components, such as the Application Server (FT4ADM), Central Service Instance (03), and the Application Server (AppServer 04 of FT4 on Idcift4). The right pane shows the 'Object Properties' for the selected system, including Host Name, Instance Number, HTTP Ports, and TCP/IP Ports.

Technical Systems

Standard*

Customer ID: Data Center: Extended

Technical Systems (3 / 3)

Ext. System ID	Data Center	Customer
FT4ADM ABAP	LOCALNETWORK ADM	
FT4ADM HANADB	LOCALNETWORK ADM	
FT7TMO ABAP	ROT	ROT-TMO-03 TMO

Details for System: AppServer 04 of FT4 on Idcift4

Details View: OFF Refresh

Object Properties

Host Name: Idcift4
Instance Number: 04

HTTP Ports

HTTP Port Name	URL
icm/server_port_0	http://Idcift4.wdf.sap.corp:50004
icm/server_port_1	https://Idcift4.wdf.sap.corp:44304

TCP/IP Ports

Port Name	Port Number	Protocol
sapdp04	3204	

Installed Software Components

- Select the nodes to view details
- Switch to a condensed view for bigger systems

Landscape Management



- **Mass-maintenance of LMDB customer attributes:**

- Mass-maintain custom attributes for several technical systems at once via a UI in LMDB Tools

The screenshot displays the SAP LMDB Tools interface. The main window shows a list of technical systems with columns for Ext. System ID, Data Center, and Customer. A modal dialog titled 'Edit Additional Attributes' is open, allowing the user to edit the 'Contact Person' attribute for selected systems. The dialog includes a table of applicable systems and buttons for 'Update Attribute Value' and 'Cancel'.

Technical Systems (3 / 3)

Ext. System ID	Data Center	Customer
FT4ADM ABAP		LOCALNETWORK ADM
FT4ADM HANADB		LOCALNETWORK ADM
FT7TMO ABAP	ROT	ROT-TMO-03 TMO

Edit Additional Attributes

Additional Attribute: **Contact Person**

☒ Edit Value ☐ Delete Attribute

Enter value for selected attribute:

Applicable Systems(3)

Ext. System ID	Data Center	Customer	Selected Attribute value
<input type="checkbox"/> FT4ADM ABAP		LOCALNETWORK ADM	
<input type="checkbox"/> FT4ADM HANADB		LOCALNETWORK ADM	
<input type="checkbox"/> FT7TMO ABAP	ROT	ROT-TMO-03 TMO	

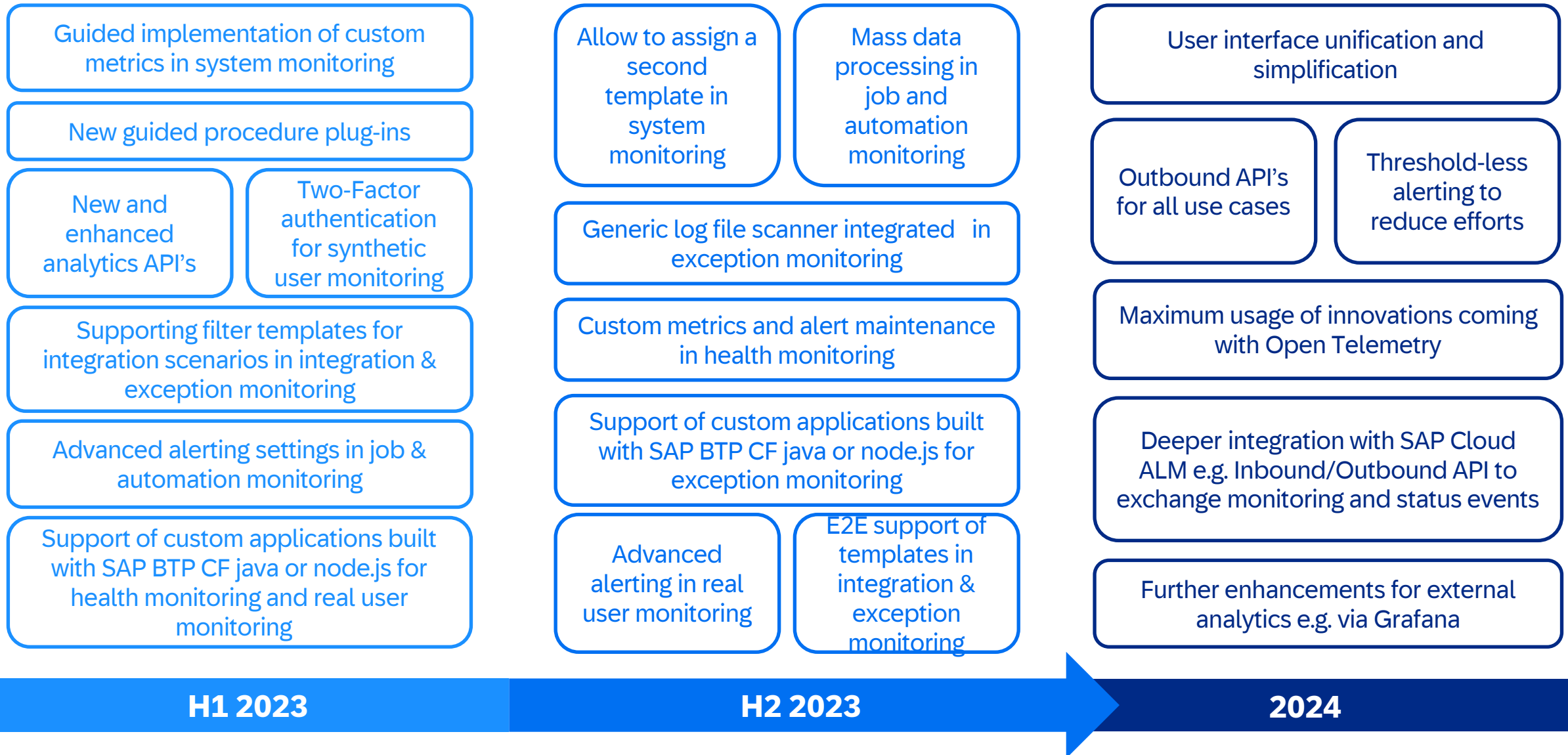
Buttons: Update Attribute Value, Cancel

Demo: Landscape Management



Roadmap

SAP Focused Run – Functional Roadmap



Poll

Let us know what you think!



Please open www.menti.com

and use code **5789 8831**

<https://www.menti.com/alihf7nsszbx>

NEW: Learning Opportunities

Learning Opportunities

Learning Journey [Introducing SAP Cloud ALM](#)

The screenshot shows the SAP Learning interface for the 'Introducing SAP Cloud ALM' learning journey. The header includes the SAP Learning logo and navigation links. The main content area features the title 'Introducing SAP Cloud ALM' with a play button icon and a diagram of a person interacting with a cloud. The right sidebar contains an 'Overview' section, 'Learning objectives', 'Your current experience in this topic' (with a progress bar for Beginner, Intermediate, and Advanced), and 'Prerequisites' (None).

Introducing SAP Cloud ALM

4 Units 4 hrs 15 mins FREE Record of Achievement

Overview
Learn the basics of SAP Cloud ALM and evaluate its benefits for the implementation and the operations of business processes.

Learning objectives
After completing this learning journey, project team members will be able to evaluate the benefits of SAP Cloud ALM for the implementation and the operations of their business processes. They can understand how the use of SAP Cloud ALM can reduce the cost both of implementation and operations. In addition, they learn how SAP Cloud ALM can be used to accelerate the time to market, to improve the efficiency for operations and to innovate the Service Delivery process.

Your current experience in this topic

Beginner Intermediate Advanced

Prerequisites
None

Learning Journey [Implementing with SAP Cloud ALM](#)

The screenshot shows the SAP Learning interface for the 'Implementing with SAP Cloud ALM' learning journey. The header includes the SAP Learning logo and navigation links. The main content area features the title 'Implementing with SAP Cloud ALM' with a play button icon and a diagram of a person interacting with a cloud. The right sidebar contains an 'Overview' section, 'Learning objectives', 'Your current experience in this topic' (with a progress bar for Beginner, Intermediate, and Advanced), and 'Prerequisites' (Basic knowledge about Application Lifecycle Management).

Implementing with SAP Cloud ALM

10 Units 9 hrs 30 mins FREE Record of Achievement

Overview
SAP Cloud ALM is the Application Lifecycle Management offering for the implementation and operation of cloud-based and hybrid SAP system landscapes. Users benefit from a native cloud solution that was developed as a central entry point for the management and automated operation of SAP landscapes as well as for the implementation of SAP solutions. In this course, participants will gain a detailed and at the same time practical insight into the use of SAP Cloud ALM for implementation. The focus here is on the possibilities for an accelerated introduction of SAP solutions. In the training, the methodology and functionalities of SAP Cloud ALM are presented, and their application is trained in numerous practical exercises. As a result of the training, participants will be able to apply SAP Cloud ALM for implementations and will also be able to convey the benefits of the integrated methodology.

Learning objectives
This course will enable you to:

- Explain the core elements of SAP Cloud ALM.
- Use SAP Cloud ALM in agile implementation projects.
- Understand the connections to the SAP's implementation methodology, SAP Activate.
- Plan the transition from SAP Solution Manager to SAP Cloud ALM.

Your current experience in this topic

Beginner Intermediate Advanced

Prerequisites
Basic knowledge about Application Lifecycle Management

Upcoming Events

ALM Events: Save the date!

DSAG SAP ALM Thementage Stuttgart, **January 23-24** ([register here](#))

SAP Community Call for SAP Cloud ALM Experts: **February 7** ([register here](#))

DSAG Technologietage Hamburg, **February 6-7** ([register here](#))

Next Generation SAP Enterprise Architect Forum, Newtown Square, **February 27-29** ([register here](#))

SAP S/4HANA Cloud & SAP Cloud ALM Partner Summit 2024, **March 6-7** ([register here](#) – event in German language only)

SAPinsider Conference Las Vegas, **March 18-21** ([register here](#))

Save the date:

SAP ALM Summit APJ: **July 25-27**, Bengaluru, India

SAP ALM Summit EMEA: **September 24-27**, Mannheim, Germany

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

February 21, 4pm CET / 10am EST

[Register here](#) or (new!) via the [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

