



Operations of cloud centric landscapes

Newly delivered features in Q2 2022

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PUBLIC

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Agenda

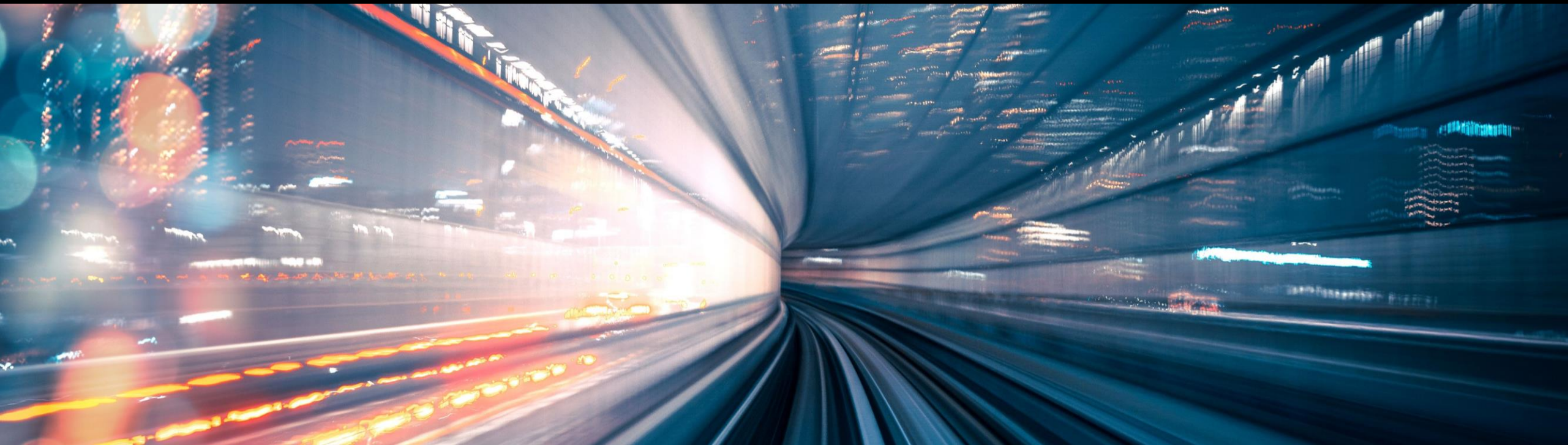
SAP Cloud ALM - **Overview**

SAP Cloud ALM – **Newly delivered features in Q2 2022**

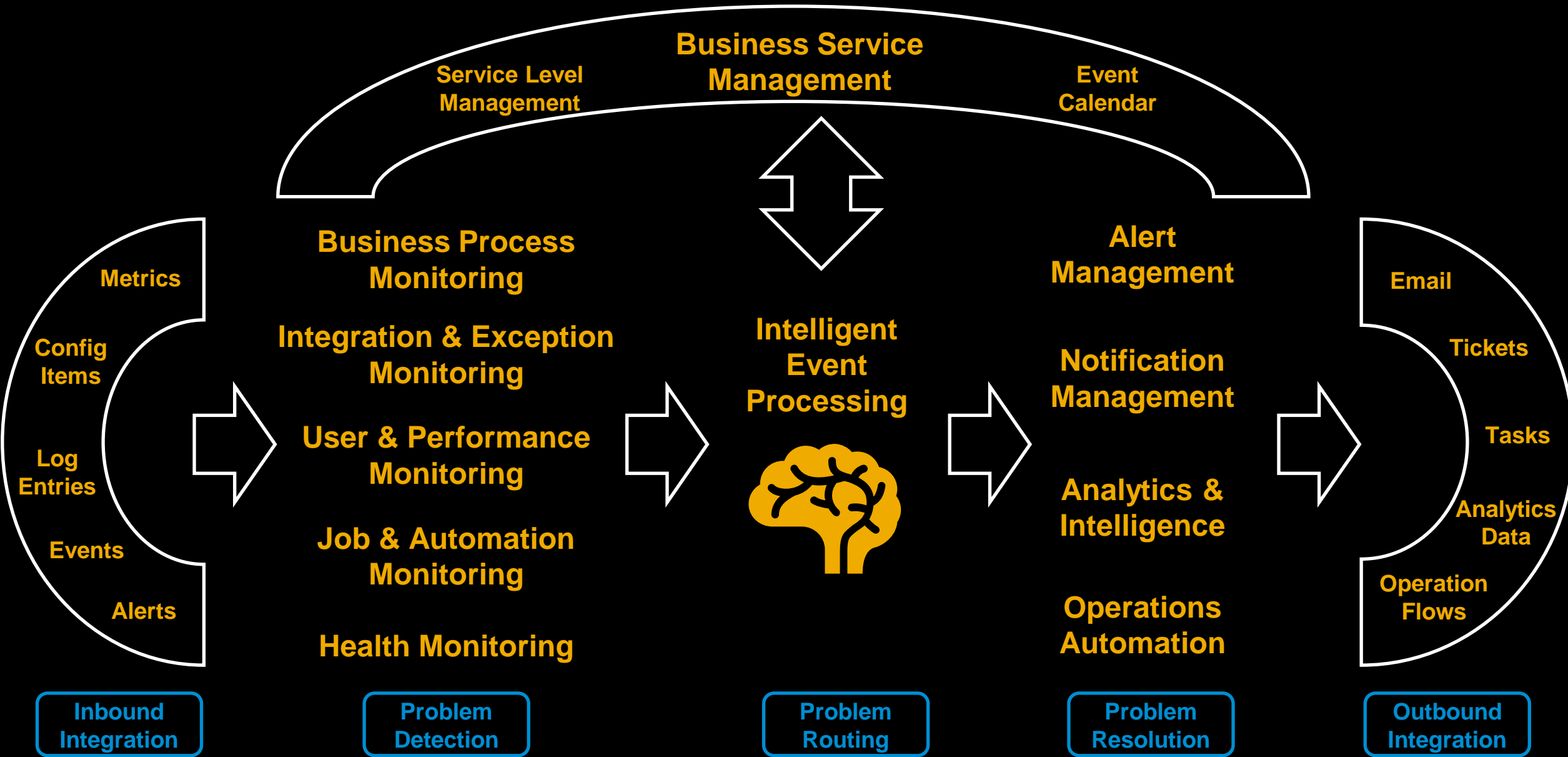
SAP Cloud ALM – **Roadmap**

SAP Cloud ALM for Operations

Overview

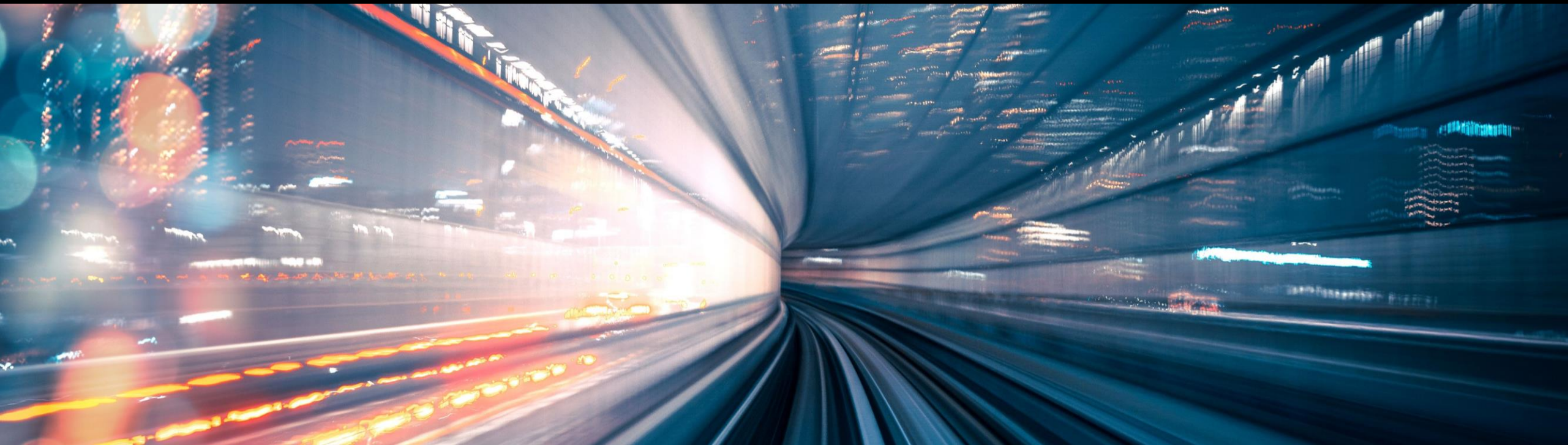


SAP Cloud ALM for Operations – Functional Overview

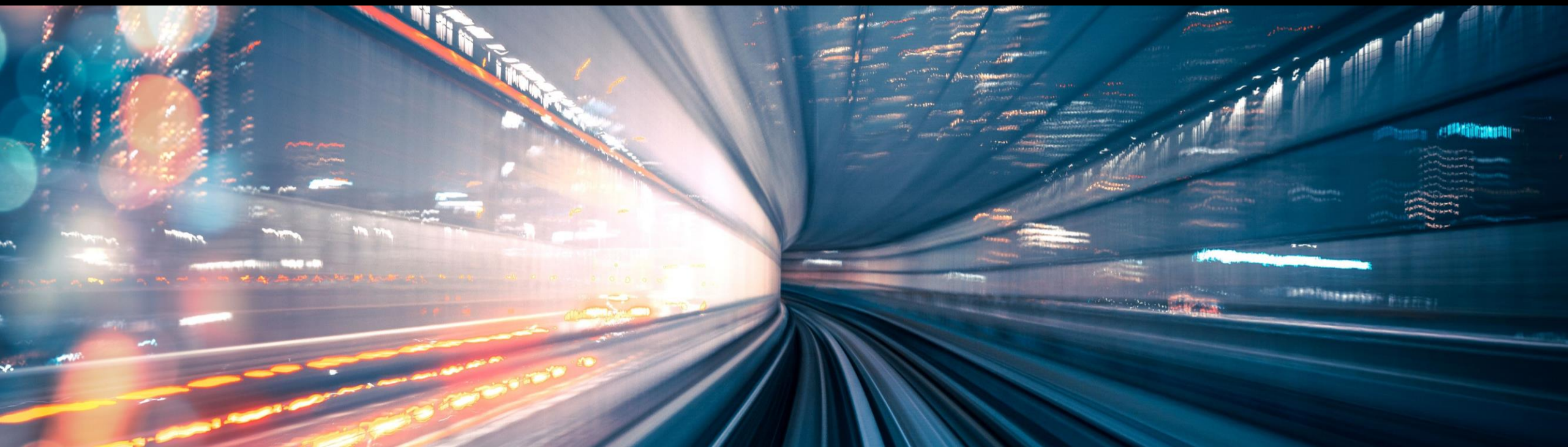


SAP Cloud ALM for Operations

Newly delivered features in Q2 2022

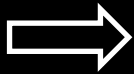


Business Process Monitoring



Business Process Monitoring - New Features delivered in Q2/2022

Improved Data Collection Settings



Business Process Monitoring **Administrators** can now **define time filters** to **limit the number of collected documents**. With data collection filters, you can specify which business documents are relevant for your monitoring activities. This allows you to **reduce the data volume**.

A screenshot of the SAP Business Process Monitoring interface. The main heading is "Incomplete Sales Documents" with a "Deactivate" button. Below it, the path "Lead to Cash > Order to Cash > Manage Customer Order" is shown. A table displays key metrics: "Activation Status" is "Active", "Last Configuration Change" is "May 2, 2022", and "Current Global Value" is "29,378". A "Data Collection" tab is selected, showing a "Filters" section with two filter rules: "Older Than x Days" set to 30 and "Younger Than y Days" set to 60. Each rule has a dropdown menu, a comparison operator "is", a value input field, and a delete "x" button.

Business Process Monitoring - New Features delivered in Q2/2022

Enhanced Event Handling



In Business Process Monitoring you can now add additional **actions** to your **events**.

In addition to the **creation of alerts**, you can now also configure **email notification rules** and add **operation flows** and **automatic incident reporting** to your events.

Event Actions

Create Alert

Send Email To

Recipient	Last Modified	Validity	
			<input type="button" value="+"/>
			<input type="button" value="🗑️"/>

Start Operation Flow

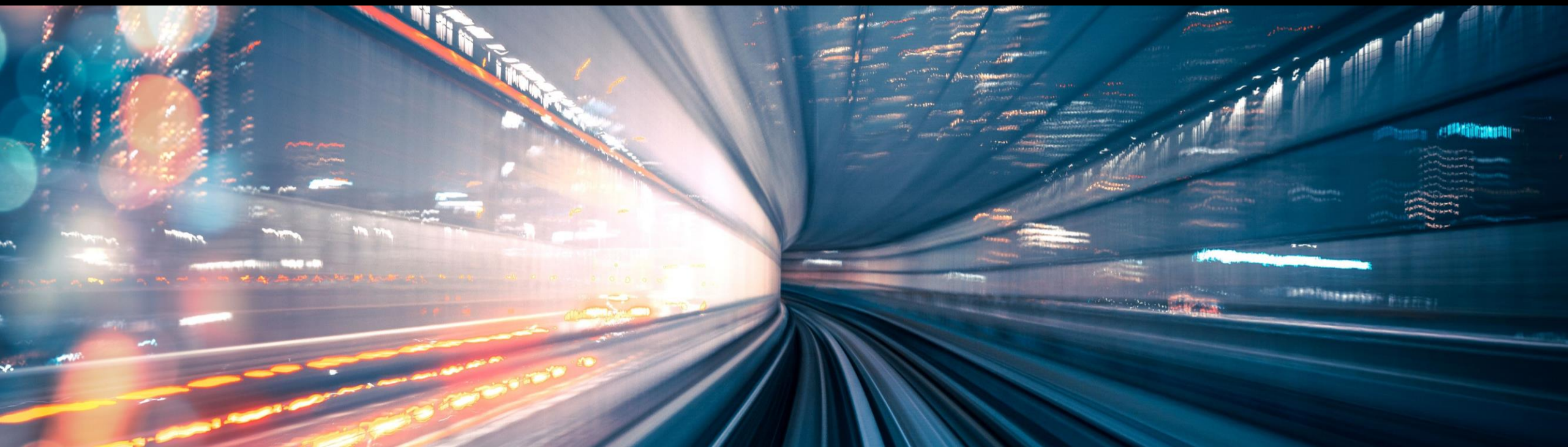
Name / ID	Last Modified	Type	
		SAP Workflow Management	<input type="button" value="+"/>

Create ServiceNow Ticket

Subscription Name	
	<input type="button" value="+"/>

Create ServiceNow Incident in Sales component

Integration & Exception Monitoring



Integration & Exception Monitoring - New Features delivered in Q2/2022

Unified Scope Selector



The screenshot shows the SAP Integration & Exception Monitoring application interface. A modal dialog titled "Define/Select a Service/System Scope" is open, highlighted with a red border. The dialog has a "Standard" dropdown menu and buttons for "Toggle Filter Bar", "Adjust Filter", and "Go". Below these are input fields for "Services/Systems:" (set to "Business Services"), "Name:", "Description:", and "Service Status:" (set to "All"). A table lists 12 services/systems with columns for Name, Description, Service Type, System Type, and System ID. The first row, "AribaNetwork-42K", is selected with a checked checkbox. At the bottom right of the dialog are "Apply (1)" and "Cancel" buttons. In the background, the application's overview page is visible, showing a list of services like "AribaNetwork-42K", "MyS4HANACloud_01", "MyAribaCIG_01", and "MyAribaNetwork_01".

You can now easily select the **systems and services** you want to monitor. When you open the application, the **monitoring data** that is displayed is **based on the last selected scope**.

Integration & Exception Monitoring - New Features delivered in Q2/2022

Edit Scenario Name



The screenshot shows the "Configuration for Scenarios" interface. A table lists scenarios, and an "Edit Integration Scenario" dialog is open over it.

Scenario Name	Scenario Description	Status	Last Changed By	Last Changed At
AribaProcurement-GuidedBuying	Ariba Guided Buying Integration with S4HANA Via CIG	⚠	rashmi.vanaja@sap.com	Dec 31, 2021, 3:41:06 PM

Edit Integration Scenario

Name: *

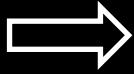
Description:

Save Cancel

You can now **edit the name** of an **already created scenario**.

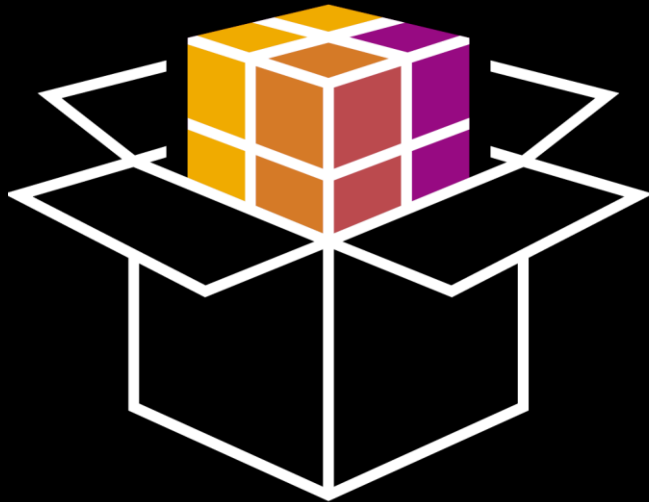
Integration & Exception Monitoring - New Features delivered in Q2/2022

Newly Supported Products

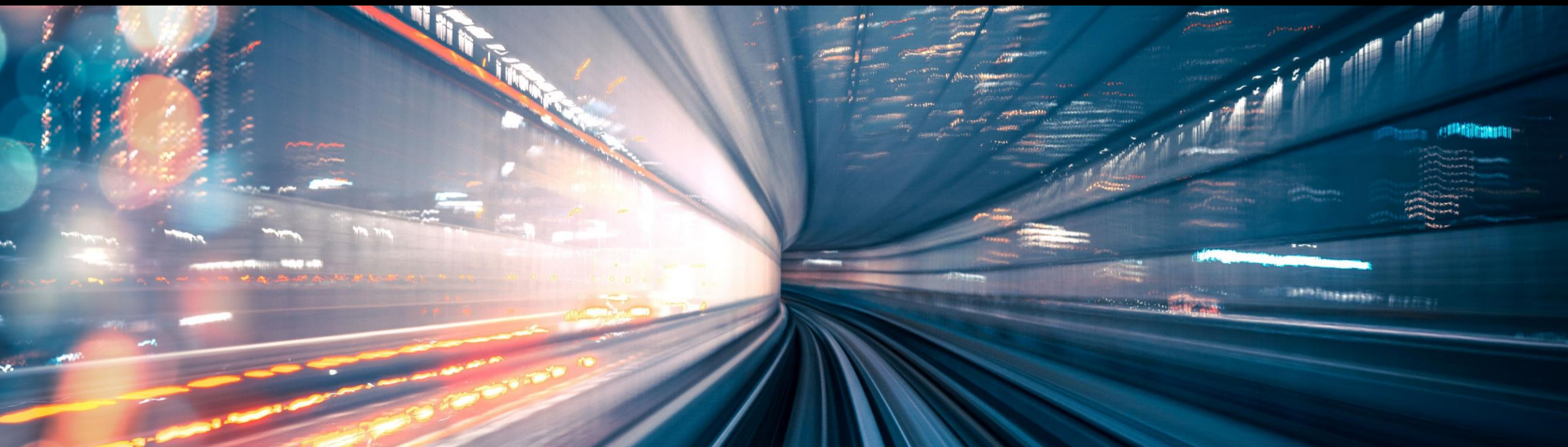


Newly Supported Products:

- You can monitor **Event Distributor messages** for the services – SAP Asset Strategy and Performance Management in **SAP Intelligent Asset Management**. You get a detailed status overview on the incoming and outgoing messages for different interfaces. You can drill down to single messages to check individual issues and message details.

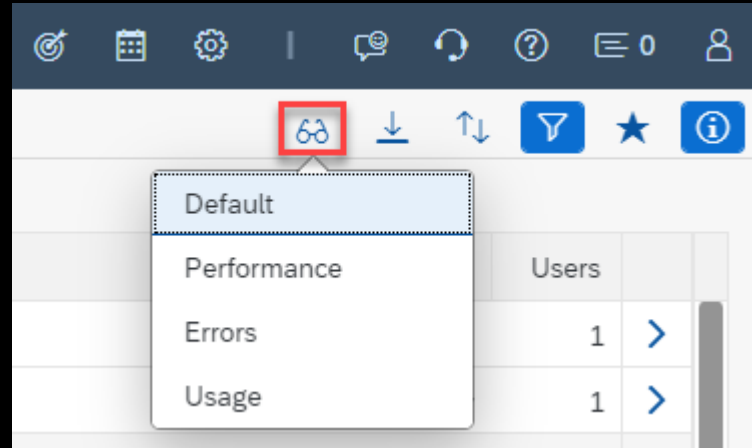
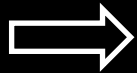
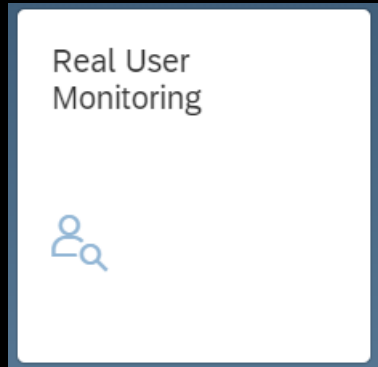


User & Performance Monitoring



Real User Monitoring - New Features delivered in Q2/2022

Display Modes



With **Display Modes**, you can now adjust the display of the requests to the topic area that you are particularly interested in. In addition to the neutral mode **Default**, the following display modes are available:

- **Performance**

- Use this mode if you are mainly interested in the **request performance**. The **Status Summary** displays the percentage of executions with performance status **Good**, **Warning**, and **Critical**.

- **Errors**

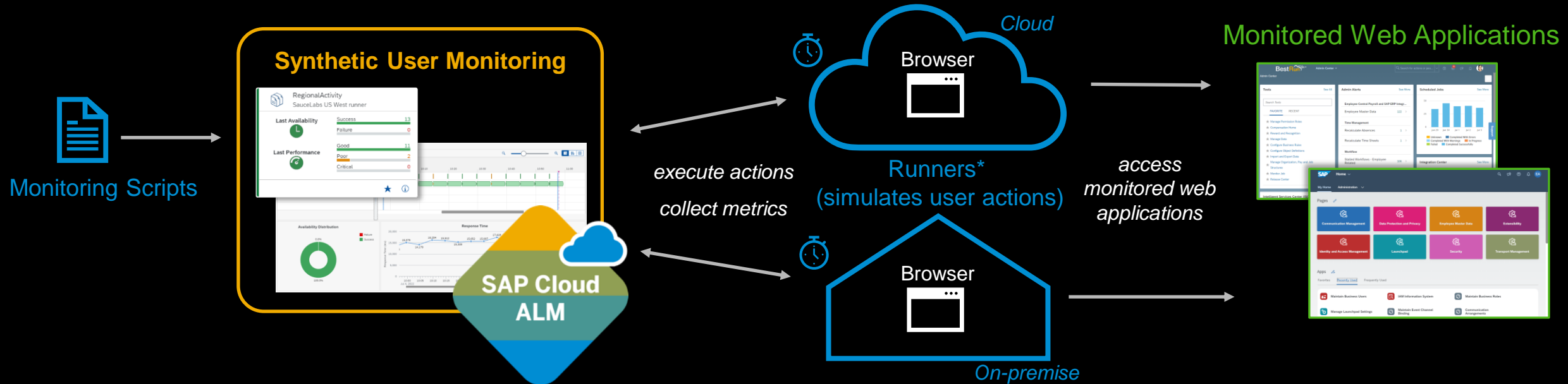
- Use this mode if you are mainly interested in the **client and server errors of HTTP(S) requests**.

- **Usage**

- Use this mode if you are mainly interested in how intensively **which requests** are used by **how many users**.

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.

Synthetic User Monitoring - New Features delivered in Q2/2022

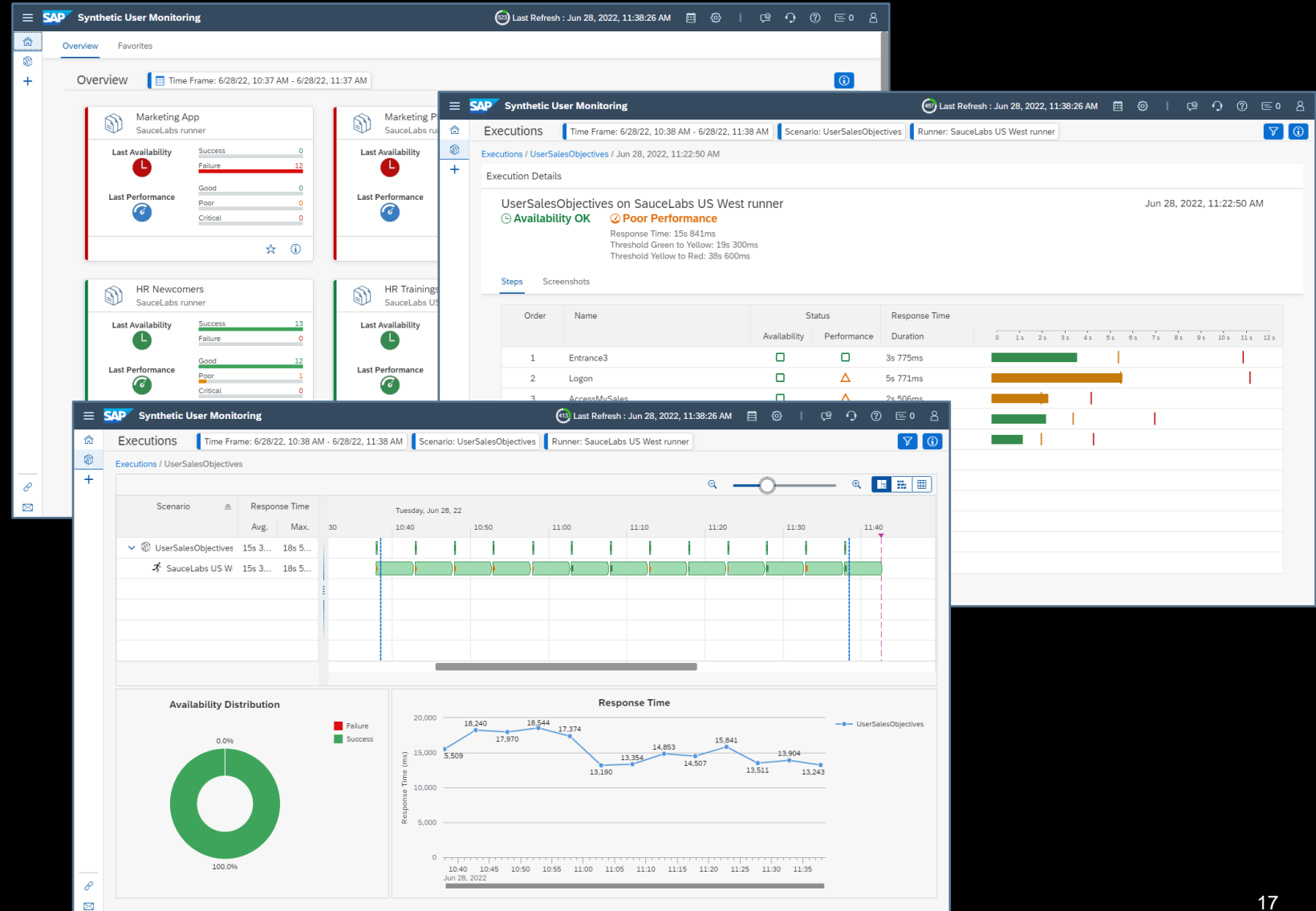
Monitor Performance and Availability of web applications from user perspective



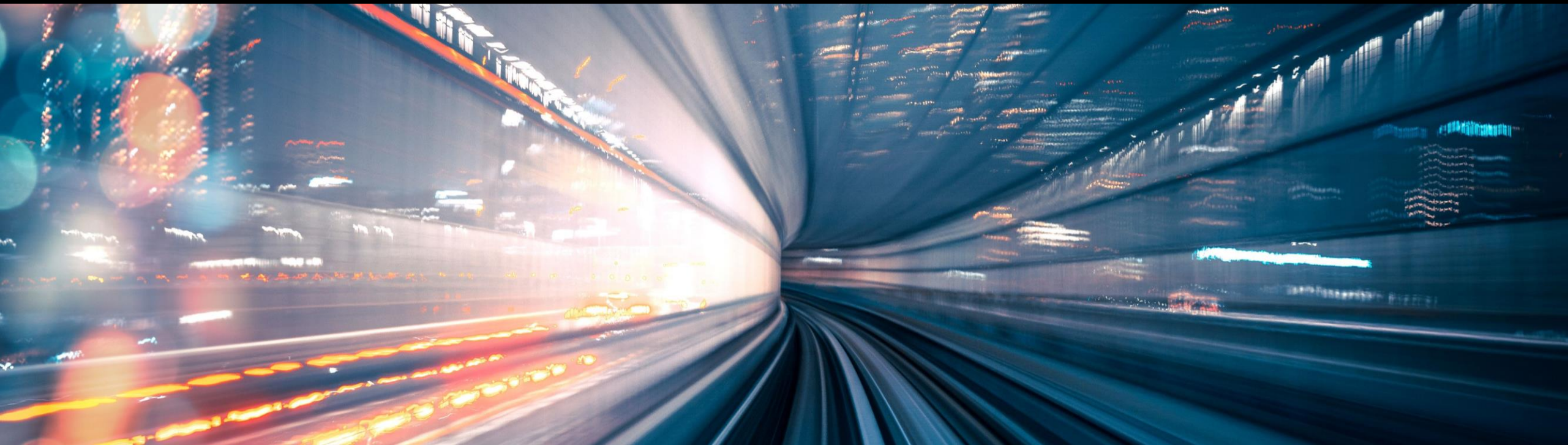
Synthetic User Monitoring monitors the **performance** and **availability** of web applications from a **client-side perspective**.

Features in this first version:

- Monitoring of web applications via custom **Selenium IDE** scripts
→ supports most of the web applications
- Scenario commands executed from **Selenium remote webdriver infrastructure**.
- Configurable scenario executions interval.
- Metrics captured at **Step level**.
- Evaluation of the performance based on **configurable thresholds**
(can also be automatically determined based on the first successful execution)



Job & Automation Monitoring



Job & Automation Monitoring - New Features delivered in Q2/2022

Favorites for Monitoring



The screenshot shows the SAP Job & Automation Monitoring interface. The top bar includes the SAP logo, the title "Job & Automation Monitoring", and a "Last Refresh" timestamp of "Jun 29, 2022, 4:25:43 PM". Below the top bar, there are navigation icons and a search bar. The main content area is titled "Monitoring" and shows a table of jobs. A red star icon in the top right corner of the table area is highlighted with a red box. A yellow arrow points from this star icon to the "Favorites" view screenshot below.

Name	Job Type	Exec...	Applicat...	Star...	Run ...	Service/System	O...
Planning Model Activation (MD: ADIRESOURCE)	SAP Application Job	✓	✓	✗	✓	MyIBP_01	0
Planning Model Activation (MD: ADIPDS)	SAP Application Job	✓	✓	✓	✓	MyIBP_01	0
Planning Model Activation (MD: ADDRESOURCE)	SAP Application Job	✓	✓	✓	✓	MyIBP_01	1

In the **Monitoring view** for a list of jobs you have now the option to set them as **favorite**.

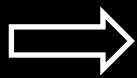
Set the **title and subtitle** for the favorite card via the **star** icon. From the favorite card you can forward navigate to monitoring.

The screenshot shows the SAP Job & Automation Monitoring interface in the "Favorites" view. The top bar includes the SAP logo, the title "Job & Automation Monitoring", and a "Last Refresh" timestamp of "Jun 29, 2022, 4:37:56 PM". Below the top bar, there are navigation icons and a search bar. The main content area is titled "Favorites" and shows a list of favorite jobs. A red star icon in the bottom right corner of the list is highlighted with a red box.

Planning Model Activation Jobs	Current Execution Status
Planning Model Activation (MD: ADIRESOURCE)	✓
SAP Application Job - MyIBP_01	
Planning Model Activation (MD: ADIPDS)	✓
SAP Application Job - MyIBP_01	
Alerts 1	★

Job & Automation Monitoring - New Features delivered in Q2/2022

SAP Intelligent RPA Jobs: Notifier Execution Failures



SAP Job & Automation Monitoring - Monitoring view. The interface shows a table of job executions for "Email Bot - HR (Hiring)". The table has columns for Planned Start Time, Start Time, End Time, Execution Status, Application Status, Start Delay, and Run Time. One execution at 3:45:09 PM shows a red "X" icon in the Application Status column, indicating a failure. A yellow arrow points from this icon to the Exception monitoring view below.

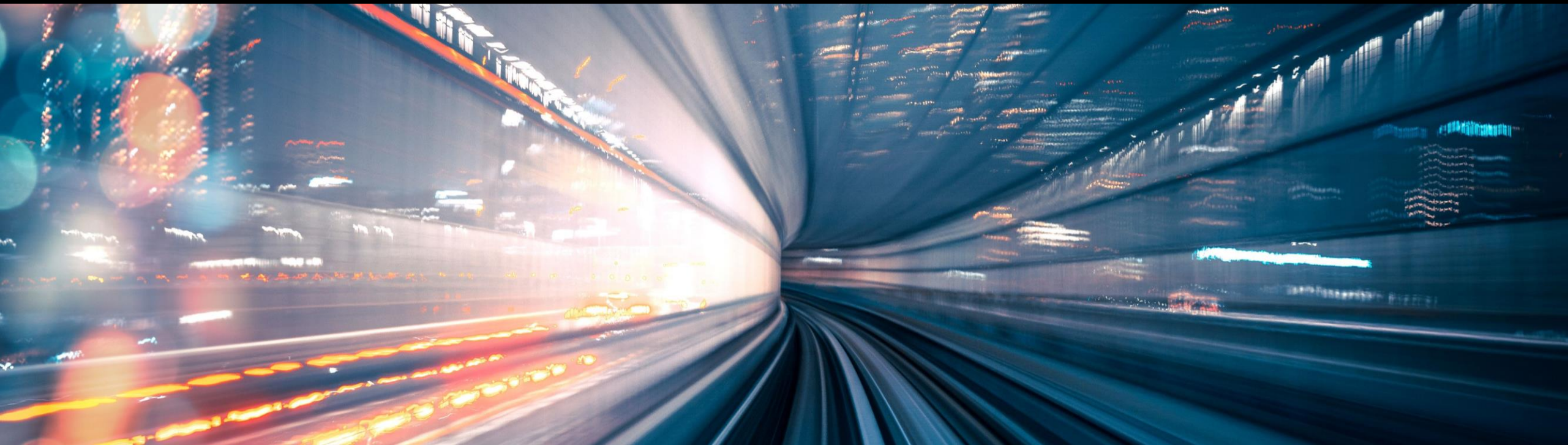
	Planned Start Time	Start Time	End Time	Executi...	Applicati...	Start Delay	Run Time	
ⓘ	Jun 29, 2022, 4:43:37 PM	Jun 29, 2022, 4:43:38 PM	Jun 29, 2022, 4:43:45 PM	✓ Finis...	✓	✓ 00:00:01	✓ 00:00:07	>
ⓘ	Jun 29, 2022, 3:45:09 PM	Jun 29, 2022, 3:45:09 PM	Jun 29, 2022, 3:45:11 PM	✓ Finis...	✗	✓ 00:00:00	✓ 00:00:02	>
ⓘ	Jun 29, 2022, 2:43:45 PM	Jun 29, 2022, 2:43:46 PM	Jun 29, 2022, 2:43:47 PM	✓ Finis...	✓	✓ 00:00:01	✓ 00:00:01	>
ⓘ	Jun 29, 2022, 1:43:57 PM	Jun 29, 2022, 1:43:57 PM	Jun 29, 2022, 1:44:06 PM	✓ Finis...	✓	✓ 00:00:00	✓ 00:00:09	>
ⓘ	Jun 29, 2022, 12:43:39 PM	Jun 29, 2022, 12:43:40 PM	Jun 29, 2022, 12:43:41 PM	✓ Finis...	✓	✓ 00:00:01	✓ 00:00:01	>

Notifier execution failures of SAP Intelligent RPA jobs are sent to SAP Cloud ALM at job execution. In the **Monitoring view** a red Application Status Rating indicates such failures and forward navigation to the list of exceptions is offered.

SAP Job & Automation Monitoring - Exception monitoring view. The interface shows a list of exceptions for "MyIRPA_01". The list has columns for Status, Timestamp, and Message. Two exceptions are listed, both with a red "X" icon in the Status column and the message "Execution failed because of an internal server error". A red box highlights the exception list, and a yellow arrow from the monitoring view points to this section.

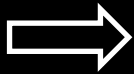
Stat...	Timestamp	Message
✗	Jun 29, 2022, 3:45:11 PM	Execution failed because of an internal server error
✗	Jun 29, 2022, 3:45:11 PM	Execution failed because of an internal server error

Health Monitoring



Health Monitoring - New Features delivered in Q2/2022

Single Services/Systems in the Overview Page



In the **lower right corner** of every card now an **information button** is displayed in the Overview page. Click it to see the **single services or systems** of the **corresponding service type** including their status without having to leave the overview page.

The screenshot shows the SAP Health Monitoring Overview page. The page title is "Health Monitoring" and the sub-header is "Overview". The scope is "MyCPI, cloudalm, SAP FnF Tenant Sandbox, MyCPI_02,...". There are five service cards:

- SAP Integration Suite (Cloud Integration)**: Services: 1, Critical (1), Quality: ⊗, Alerts: 2.
- SAP BTP Neo environment**: Services: 1, Warning (1), Quality: ⊗, Alerts: 0.
- SAP S/4HANA**: Systems: 1, Warning (1), Quality: ⊗, Alerts: 3.
- SAP Cloud ALM**: Services: 1, Warning (1), Quality: ⊗, Alerts: 0.
- SAP Intelligent Robotic Process Automation**: Services: 2, Ok (2), Quality: ⊗, Alerts: 0.

An information button (i) is highlighted in a red box on the SAP Intelligent Robotic Process Automation card. A modal window is open, showing a table of services for SAP Intelligent Robotic Process Automation:

Services	Description
MyIRPA_01	MyIRPA_01 (0M2Q0F4)
SAP FnF Tenant Sandbox	SAP FnF Tenant Sandbox

The modal window has a "Close" button at the bottom right.

Health Monitoring - New Features delivered in Q2/2022

Unified Scope Selector



You can now easily select the **systems and services** you want to monitor. When you open the application, the **monitoring data** that is displayed is **based on the last selected scope**.

The screenshot shows the SAP Health Monitoring application interface. A dialog box titled "Define/Select a Service/System Scope" is open, allowing users to filter and select services and systems for monitoring. The dialog includes a "Standard" filter dropdown, a "Toggle Filter Bar" button, and an "Adjust Filter" button. Below the filter section, there are input fields for "Services/Systems", "Name", "Description", "Service Status", "Source", "Service Type", "Main URL", "Tenant Type", "Tenant Name", "System Type", and "System ID". A table lists 18 services/systems, each with a checkbox for selection. The table columns are "Name", "Description", and "Service Type".

<input type="checkbox"/>	Name	Description	Service Type
<input checked="" type="checkbox"/>	MyCPI	MyCPI	SAP Integration Suite (Cloud Integration)
<input checked="" type="checkbox"/>	cloudalm	CALM - e2cd0d8b-3947-4e96-9bd9-a584423920e5	SAP Cloud ALM
<input checked="" type="checkbox"/>	SAP FnF Tenant Sandbox	SAP FnF Tenant Sandbox	SAP Intelligent Robotic Process Automation
<input checked="" type="checkbox"/>	MyCPI_02	MyCPI_02 (0M1T562)	SAP Integration Suite (Cloud Integration)
<input checked="" type="checkbox"/>	MyBtpNeo_01	MyBtpNeo_01 (578a09ed-49b2-4498-bcf4-b7e100775c1b)	SAP BTP Neo environment
<input checked="" type="checkbox"/>	MyIRPA_01	MyIRPA_01 (0M2Q0F4)	SAP Intelligent Robotic Process Automation
<input checked="" type="checkbox"/>	MyCPI_01	MyCPI_01 (0M1T562)	SAP Integration Suite (Cloud Integration)
<input checked="" type="checkbox"/>	MyBtpNeo_02	MyBtpNeo_02 (578a09ed-49b2-4498-bcf4-b7e100775c2b)	SAP BTP Neo environment
<input checked="" type="checkbox"/>	MyBtpNeo_03	MyBtpNeo_03 (578a09ed-49b2-4498-bcf4-b7e100775c1b)	SAP BTP Neo environment
<input checked="" type="checkbox"/>	MyCPI_01_SD	MyCPI_01_SD (0M1T562)	SAP Integration Suite (Cloud Integration)
<input checked="" type="checkbox"/>	MyCPI_02_SD	MyCPI_02_SD (0M1T562)	SAP Integration Suite (Cloud Integration)
<input checked="" type="checkbox"/>	CPI_TCC	Test CPI	SAP Integration Suite (Cloud Integration)
<input checked="" type="checkbox"/>	MyS4HANA_S4P	MyS4HANA_S4P~100	SAP S/4HANA
<input type="checkbox"/>	H2RCPI	Test CPI	SAP Integration Suite (Cloud Integration)

Health Monitoring - New Features delivered in Q2/2022

Newly Supported Products / Further Features



Newly supported products:

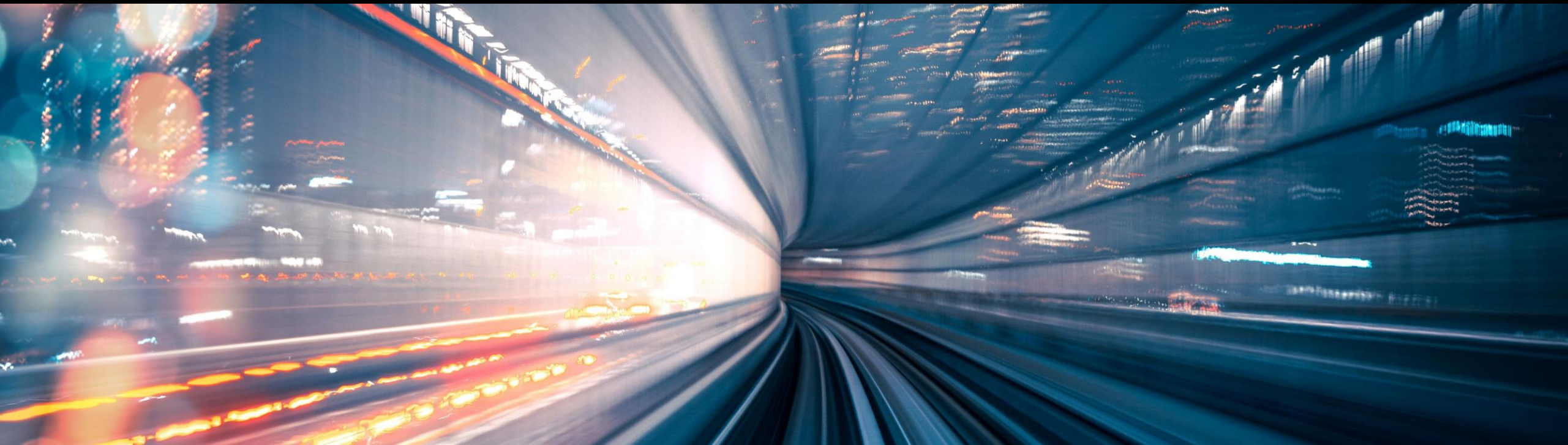
- Full monitoring of **SAP Cloud Integration – API Management**
- Full monitoring of **SAP HANA Cloud** database

Further Features:

- In Health Monitoring, a user who only has display authorization (**role Health Monitoring Viewer**) is now allowed to navigate anywhere in the app in display mode, but **can't do any type of configuration change**.



Intelligent Event Processing



Intelligent Event Processing - New Features delivered in Q2/2022

Integration of ServiceNow

When **events are created** in SAP Cloud ALM, you can now **forward this event to ServiceNow** to **create an incident or a case**. To activate this function, start the configuration of a service or system, and activate **Create ServiceNow Ticket** for the corresponding event.

During activation, you have to select a **subscription**; these are created in the app **External API Management**.

Health Monitoring: Data collection failed

Send Email To OFF

Recipient	Last Modified	Validity
No data		

Start Operation Flow OFF

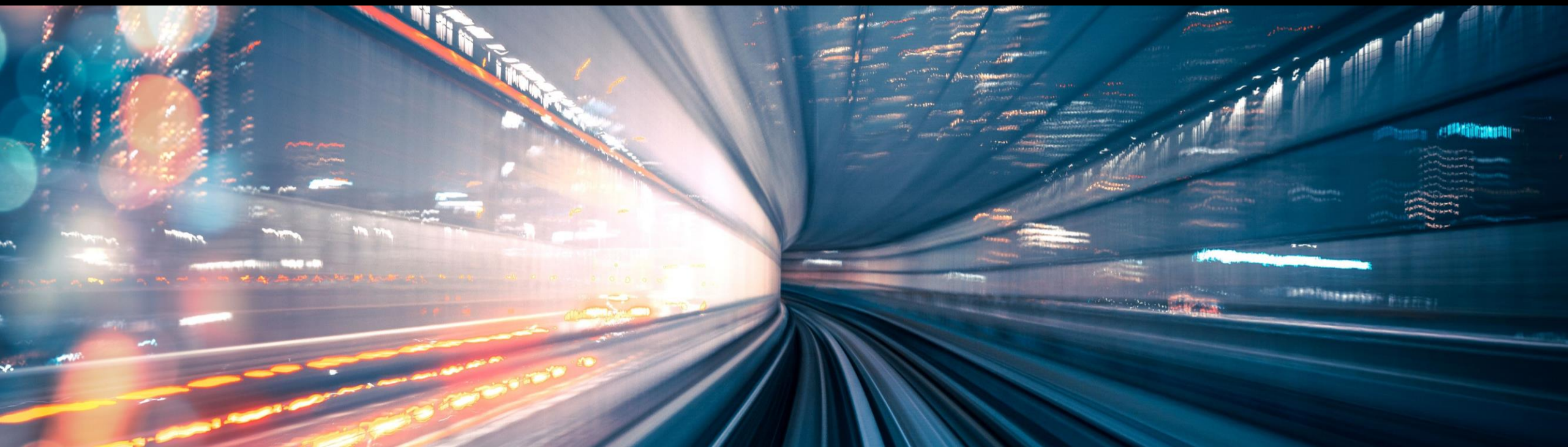
Name / ID	Last Modified	Type
No data		

Create ServiceNow Ticket ON

Subscription Name
New Subscription 1

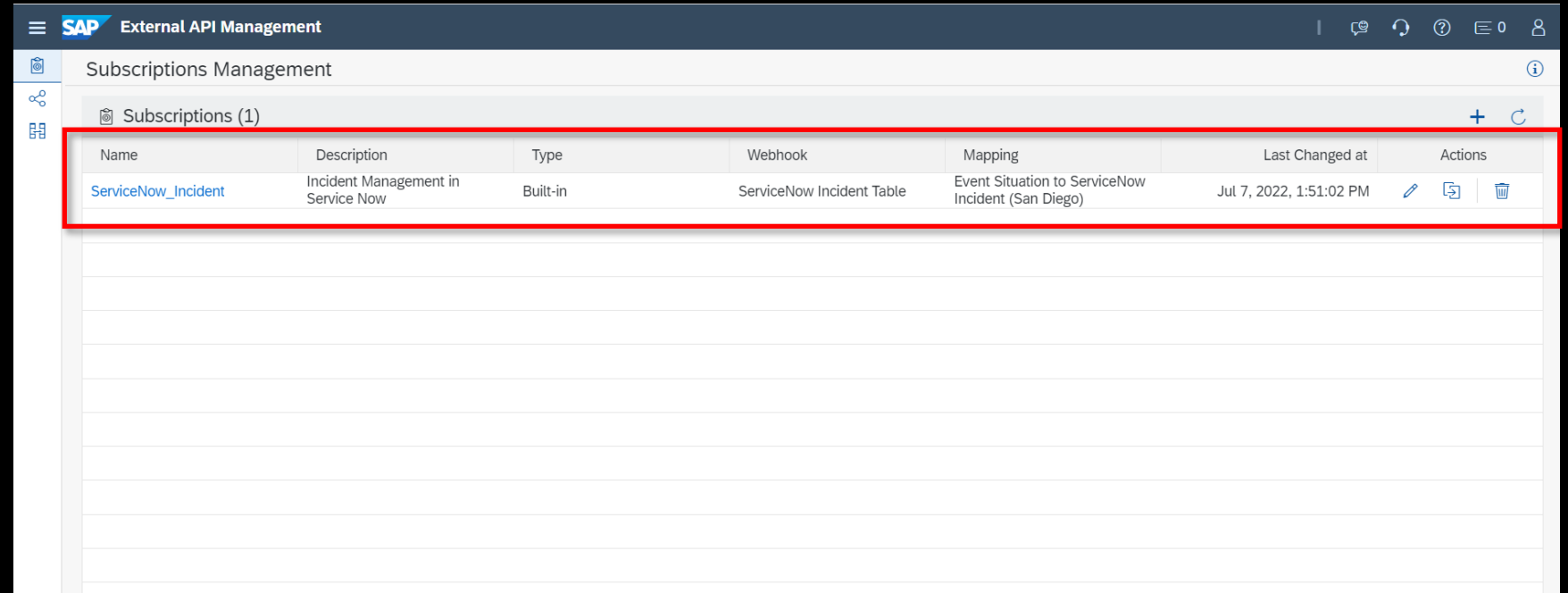
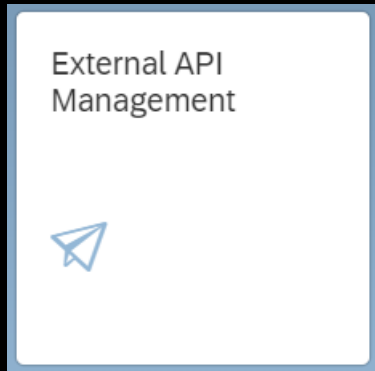
Save Cancel

External API Management






External API Management - New Features delivered in Q2/2022

Manage External APIs

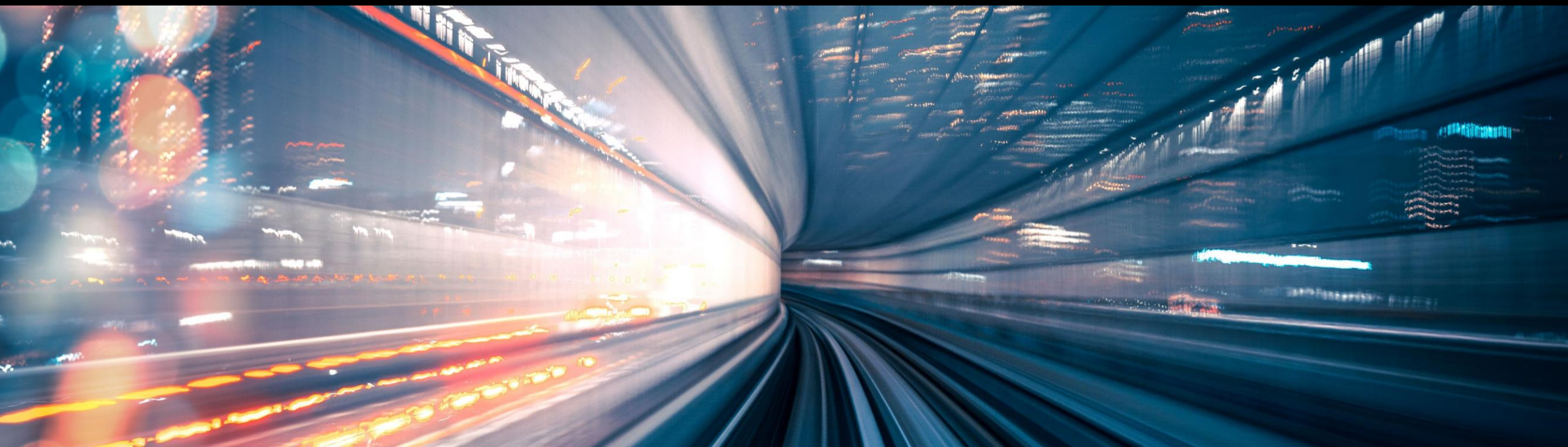


The screenshot shows the SAP External API Management interface. The main heading is "Subscriptions Management". Below it, there is a section for "Subscriptions (1)". A table lists the subscription details, with the first row highlighted by a red border. The table has columns for Name, Description, Type, Webhook, Mapping, Last Changed at, and Actions.

Name	Description	Type	Webhook	Mapping	Last Changed at	Actions
ServiceNow_Incident	Incident Management in Service Now	Built-in	ServiceNow Incident Table	Event Situation to ServiceNow Incident (San Diego)	Jul 7, 2022, 1:51:02 PM	  

With this app, you can **manage the connectivity** to external partner systems with subscriptions to watch out for changes in SAP Cloud ALM resources, by **using a standard API** that is defined in the **SAP API Business Hub**, e.g. for ServiceNow connectivity.

Landscape Management



Landscape Management - New Features delivered in Q2/2022

Endpoint Connection Check

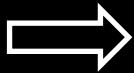


When editing system endpoints, **connection checks** are now available and **automatically performed**, when the endpoint is saved. This function was available for cloud services before and is now **available for systems**, too.

A screenshot of the "Edit Endpoint" dialog box. The dialog has a title bar with a search icon, the text "Edit Endpoint", and a help icon. It is divided into two sections: "General" and "Authentication".
General
Logical System: * PRD200 [PRD(PR200)]
Endpoint Name: * PRD200_01
Description: Endpoint Test
Master Instance ID:
Virtual Host and Port: * https://prd.sap-test.corp:12300/
Authentication
Authentication Type: * Basic Authentication
User: * testuser
Password: * *****
A red box highlights the "Check Connection" button located below the password field. At the bottom right of the dialog are "Save" and "Cancel" buttons.

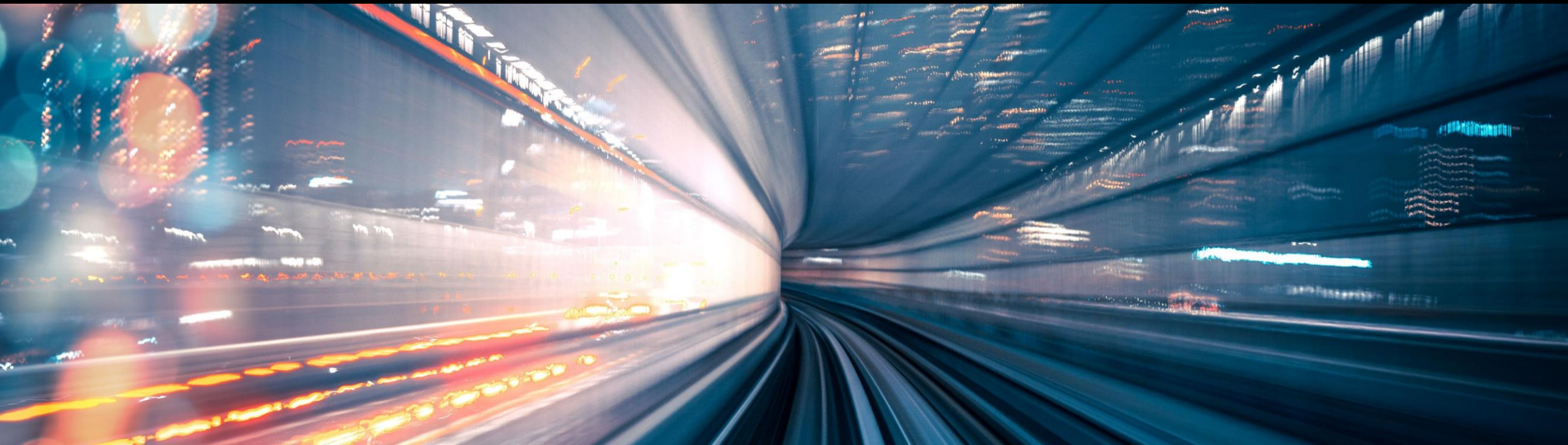
Landscape Management - New Features delivered in Q2/2022

Further Features

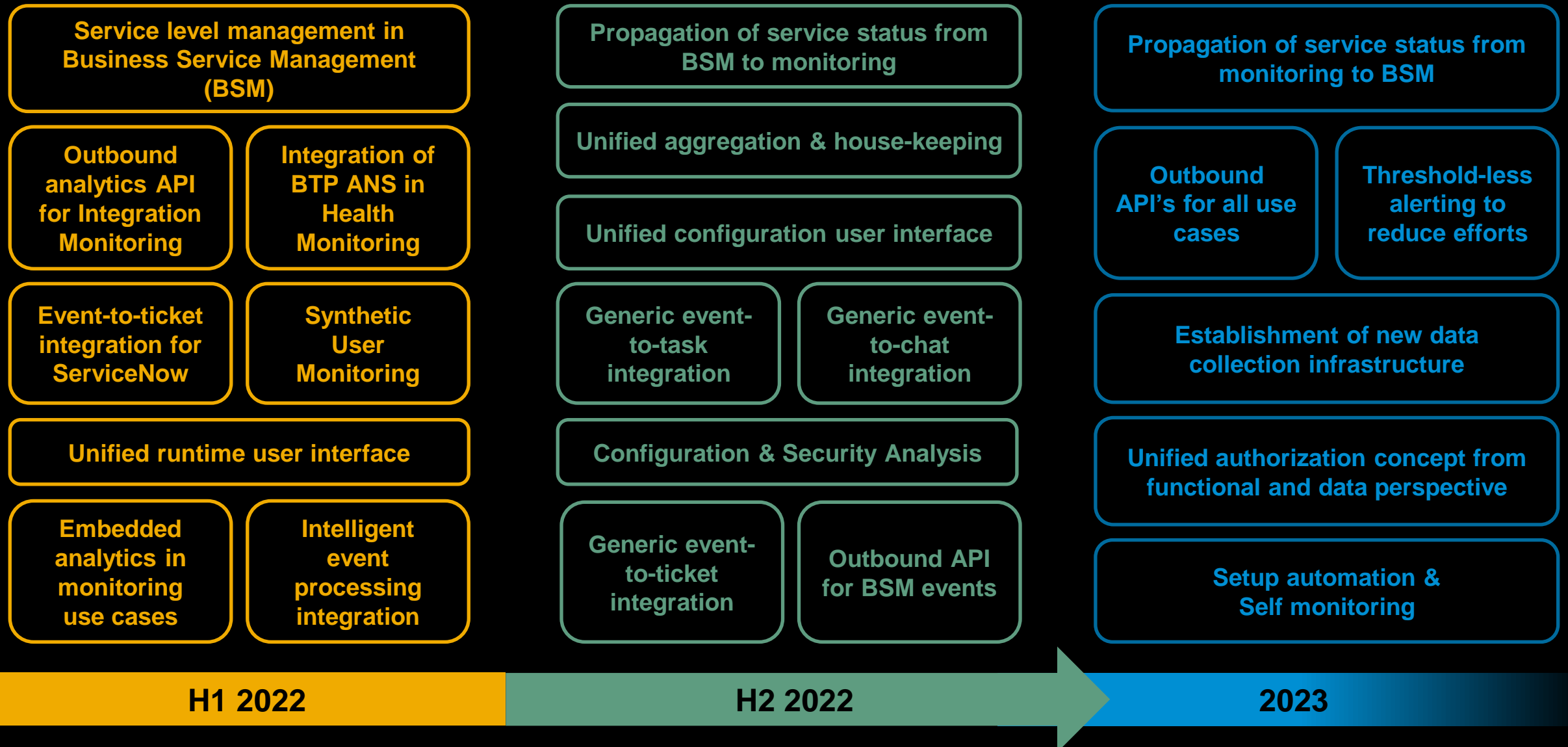


- **System Editing Restricted**
 - The **manual creation** and editing of technical and logical systems **is now restricted**. In the landscape management of SAP Cloud ALM, you maintain your on-premise systems. The manual creation of managed systems had been restricted to **prevent input errors during the system creation**. In the future, use only the registration via the report /SDF/ALM_SETUP in the managed system.
- **Systems Page Improved**
 - The user interface of the **Systems page** was improved to align the navigation and the UI design with the **Services page**.

SAP Cloud ALM for Operations Roadmap



SAP Cloud ALM for Operations – Functional roadmap



SAP Cloud ALM for Operations – Content roadmap

	Currently available			Planned for 2022
Business Process Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA	SAP Business Suite SAP SuccessFactors HXM Suite		SAP Ariba plus enhancements for S/4HANA, SAP Business Suite and SAP SuccessFactors HXM Suite
Integration & Exception Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite SAP Marketing Cloud SAP Sales & Service Cloud SAP Integrated Business Planning SAP Order Management foundation	SAP SuccessFactors HXM Suite SAP SuccessFactors EC Payroll SAP Ariba SAP Concur SAP Fieldglass SAP Intelligent Asset Management SAP Field Service Management SAP Life Sciences Cloud	SAP BTP NEO (custom) SAP BTP ABAP (custom/SAP) SAP Integration Suite (CI) SAP Master Data Integration SAP Event Mesh SAP Mobile Services	SAP Business ByDesign SAP Analytics Cloud SAP Logistics Business Network SAP Process Orchestration SAP Data Intelligence SAP Consumers Industry Cloud SAP Omnichannel Promotion Pricing
User & Performance Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite	SAP Sales & Service Cloud SAP Marketing Cloud SAP Integrated Business Planning SAP SuccessFactors EC Payroll	SAP BTP ABAP (custom/SAP) SAP BTP NEO (custom)	SAP Analytics Cloud SAP BTP CF (custom)
Job & Automation Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite	SAP Marketing Cloud SAP Integrated Business Planning SAP SuccessFactors EC Payroll	SAP BTP ABAP (custom/SAP) SAP Intelligent RPA SAP Business Warehouse	SAP Business Workflow (ABAP) SAP Job Scheduler Service (custom) SAP Data Privacy Management SAP Resource Management SAP Workflow Management
Health Monitoring	SAP S/4HANA SAP S/4HANA PCE SAP Business Suite SAP HANA Cloud	SAP SuccessFactors EC Payroll SAP Cloud ALM SAP Intelligent RPA	SAP BTP ABAP (custom/SAP) SAP BTP NEO/CF (custom) SAP Integration Suite (API Mgmt.) SAP Integration Suite (CI)	SAP S/4HANA Cloud SAP Marketing Cloud SAP Integrated Business Planning SAP Connectivity Service SAP Data Intelligence

Thank you.

Contact information:

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Visit us on YouTube:
<https://url.sap/p685gu>



Additional information:

SAP Cloud ALM for Operations Home Page:
<https://support.sap.com/en/alm/sap-cloud-alm/operations.html>

SAP Cloud ALM for Operations Expert Portal:
<https://support.sap.com/en/alm/sap-cloud-alm/operations/expert-portal.html>

SAP Cloud ALM Online Help:
https://help.sap.com/viewer/product/CloudALM/2021-04-07/en-US?task=discover_task